



**#LetsTalkLibraries - Main Survey**

**Consultation Response Report**

**Appendix**

**Full Text Comments**

**Survey questions**

Produced by Consultation and Engagement Team  
**for Dorset Council**

**April 2022**

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<b>Q5a Travel to the library (other)</b>
By car
Car
Car
Car
Car and walk
car or cycle 10-30 by car 30-60 by cycle
Community bus Friday only
Cycle and car
Disability scooter
Disability scooter
DRIVE PART WAY, WALK THE REST
Either public transport or car
Friend drives me
I am disabled so I use a battery-powered scooter.
I catch a bus when there is an appropriate service otherwise I have to walk
I drive from Poundbury into the town centre about once a month and park in one of the car parks. I only visit the library if I am travelling into town to do other things as part of the same journey.
I get a lift in the car to get there. I walk back home afterwards. 8-10 mins to get there and 25 mins to walk home afterwards.
I normally drive to Sherborne which is 3 miles away to do our regular shopping but when there walk to the library.
I stop by in the course of my work day in my work van if I am nearby
I usually walk but will take the bus or visit when I have the car too.
It varies. Walk, cycle or car.
Mixture of walking and sometimes driving
Mobility scooter
Mobility scooter
Mobility scooter
Mobility scooter
MOTORISED WHEELCHAIR!
My Car
Park at friend's in Dorchester and then walk into town
pushed in pushchair
Sometimes car sometimes cycle sometimes bus. Your question below I cant answer as the time it takes depends on the mode of transport
Sometimes walk (15 mins) and sometimes drive depending on what else we are doing in town centre (shopping etc)
Taxi
Taxi
Taxi
taxi because there are no buses. Taxi costs £10 so each visit is quite expensive
Use a electric Wheelchair to get to the library and move around it too.
Walk & car.
Walk if weather fine. If necessary, drive.

Walk or bus or car
walk or cycle and motor vehicle
Walk or drive, depending on the weather
Walk, bus, car
Walk, public transport and car

<b>Q7a Why do you visit the library building (other)</b>
Access Ancestry.com and online resources
Accompany my child who loves to read
Advertise information about mens group
also used to use tourist information section -- but it has been taken away
As a volunteer once a month in order to extend the opening hours.
As a community volunteer
As a member of the Friends group, to discuss things with library staff.
As a volunteer for the Home Library Service. I also visit some libraries in Dorset as a volunteer for ReadEasy a charity which help adults learn to read. A library is an ideal location for such sessions and the staff there are all very helpful.
As a volunteer, part of the Home Library Service.
As an HLS volunteer I visit the library to choose books for my "readers" as well as for myself.
As part of the Home Library delivery service
As part of the Home Library delivery service
Assist with building problems (boiler etc)
at one time they had wifi which we could access from the vehicle - but not there now. V Important to us when in Portland, no-one else seems to offer WIFI now. Very little room in library so rare for us to be able to book.
Attend weekly writing group
Attending courses
Because of the criminality of BT (and their accessories in crime, Ofcom) I was denied ANY form of internet for years as my mental health was all but destroyed, West Moors Library was my lifeline to the world which is increasingly online ONLY.
Before Covid there were communal jigsaw building which was much more enjoyable than doing one alone at home and a nice way to spend 10 minutes in the warm when waiting for a bus.
Best public toilets in town and a comfortable place for breastfeeding
Book club
Book club
Book club
BOOK CLUB
Book Club
Book deliveries for RVS
borrow books
borrow box
Bring my children
bring my great niece to read books with her
Browse leaflets and notice boards to see if there are any events in which I would be interested.
bus/train timetables; MP's 'surgeries'
Buy charity Christmas cards and gifts
check events, posters, whats on.
Choose books on behalf of the Home Library Service.
Citizen's Advice
Citizen's Advice Organisation

coffee mornings
Colehill voluntary library has a better selection of crime novels than the actual main library in Wimborne
Collect and deliver books to others
Collect and return book sets for our book group
Collect and return Home Library Service books
Collect and return reserved books
Collect books
Collect books for book group
collect books for book group
COLLECT BOOKS FOR DELIVERY TO HOUSEBOUND PEOPLE
Collect books for local book club
Collect books for our U3A Book Group and my Home Library Service Readers
collect books for reading group
Collect books from the online ordering system; let my children play, read and borrow
Collect books I order as a teacher
Collect books ordered online
Collect books requested online
collect books reserved for me or transfered from other libraries
collect books reserved on the web site.
Collect books reserved through Libraries West.
Collect books that I have ordered on line
Collect items reserved online. I also visit Poole library but that doesn't seem to appear on the list of libraries?
COLLECT LATERAL FLOW KITS
Collect Lateral Flow Test kits
Collect pre-ordered books from the South West network.
collect Read Easy items as I am a tutor
Collect Read Easy items as I am a tutor.
collect refuse bags and piuck up covid trests
Collect requested books.
Collect reservation
Collect reservations
Collect reservations
Collect Reservations
Collect reservations
Collect reserved books
Collect reserved books.
Collect/return reading group books
Collecting grandchildren from library events
Collections
Council meetings are open to the public, but I am denied, because of access - shameful! Sorry not relevant but I have to give voice to my anger.
Digital Champion
Excellent photocopying service
exchange jigsaw puzzles

Extremely helpful to be able to collect Covid-19 flow tests
friendly knowledgeable staff
Friendly staff so feel welcome to pop in anytime with my children
friendly staff, comfortable atmosphere
Gardening
Gardening
Get advice about books. See book exhibitions.
GET BOOKS !!
Get covid tests and for my daughter to do colouring and read.
Get help and recommendations from the great staff
Getting access to online subscription service
Have also used the library for group training and team meetings.
HLS volunteer plus personal use
Home Delivery Volunteer
Home Library Service
Home library service - pick up books and audio for readers. Also borrow for myself and/or my husband.
Home Library Service user
Home library volunteer
Home visit volunteer
I also take my grandchildren each week to enjoy the facilities and the experience of borrowing and enjoying a wide selection of books
I also volunteer at this library every other Tues P.M.
I am a Digital Champion
I am a library volunteer
I am a library volunteer.
I am a member of Read easy so meet my reader at the library once a week.
I am a volunteer at Chickerell Library
I am a volunteer in Puddletown Library
I am a volunteer reading coach and hold my reading sessions in the library.
I am a volunteer to help run the library as it is a community library.
I am a volunteer with the home library service and I deliver library books to the elderly and housebound.
I am an RVS volunteer coordinator for delivering library books in the community
I borrow the fob/ key to the Changing Place toilet facility. I now have one on permanent loan.
I deliver books for the RVS Home Library Service so go there to pick them up
I have been a volunteer at the library since it opened as a community library
I have used the Bridport Library to access the collections of other libraries within the South West for research purposes This is an invaluable service which many people may be unaware of and it should be promoted. The majority of the material obtained would not be available online, being out-of-print and not likely to be available in digitalised format.
I hope to find SILENT study/reading space, not keen on the latest trend of people gossiping to each other and the librarians
I like the ambience of being in a physical space with books and getting to know the librarians.
I love libraries and everything they represent
I order new books that have just been published

I run Lyme Regis Community Support and have had to collect books for residents.
I run one of the local reading groups, so I collect and return sets of books and also talk through choices/dates for future books
I select for Home Library Service
I sometimes collect/return books for our Library Book Club
I spend lots of time with my daughter in the children's section and join in some of the children activities
I take my 3 year old grandson to read stories and choose books as well as choosing books myself
I take my daughter its a really nice enviroment for her to feel relaxed in as she is 15 months and loves exoring, meeting new people and discovering new books I take her as a way for both of us to get out the house for free and enjoy our time together and hopefully in the future she'll love coming to the library much more when she can read We go in a Dorset library building whenever we see one, as it's a fun free and relaxed enviroment that entertains her and makes her feel safe and stimulated
I take my kids so they can borrow/return books and take part in reading challenges. It's a chance for me to browse and borrow - mostly ordering as selection is limited
I take my son who is 2 to activities and to read and borrow books.
I use the main Bournemouth branch (Triangle), plus Boscombe and Christchurch - none of which are listed previously. Are these omissions intentional or erroneous, one wonders..?
I used the computers to research family history, borrow books, and articipate as a member of the U3A in playing mahjong.
I visit a relative who lives in Dorchester weekly
I visit the library because the mobile service was stopped which I used for years and had a better selection of books than the Library does. I really miss the mobile and upset that this service was removed.
I volunteer as it is a community library
I volunteer for "Read Easy" an organisation which helps adults learn to read and helps with literacy problems. I use Chickerell Community library to do this and I know that other volunteers also use their local libraries. The libraries provide a safe and welcoming space for coaches and readers. I also choose and deliver books for the housebound both locally and in neighbouring villages.
I volunteer to help run Wool Community Library.
I work as a volunteer for the library
I work for Skills and Learning, in a weekly class.
I work in the Library
I work there
I work there!
I'm also a library volunteer. I work a fortnightly shift, host school visits and am involved with the Summer Reading Challenge. Outside of Civid restrictions, I am one of the group that runs Rhyme Time for babies and toddlers.
I'm one of the library volunteers who keep the library going
Information about events in Dorset, places to visit, free newspapers
Jig-saw puzzles
Knit & Natter
Leaflets from a variety of organisations, not just council ones. Useful collection of info about arts events in my area, talks, short courses etc, as well as local events , meetings, changes to services etc.
Library management, admin and volunteering
LOAN OUT BOOKS!



Man a volunteer session weekly prior to Covid shutdown and track and trace assistant since reopening
Monthly Dorset Council surgery
More choice of stock and more recent
MPs surgery, presentations by police, attend digital learning lessons, donate books to the Library Service
My 2 year old daughter loves visiting the library
My book group is held in one of the rooms
My Book group is held there
My child loves it there and we read lots of books together. They offer colouring and are very friendly to the children. Before COVID we used to attend their weekly rhyme time sessions which we loved.
My little boy really enjoys the children's section which is really suitable for toddlers and the staff are really helpful and interact well with my toddler and myself.
My son likes the garden
My wife is bedridden with Dementia, so it is nice to meet pleasant people and have a chat.
Neighbourhood plan documentation
Occasionally to seek advice on how to recommend items for Dorset Libraries.
Once met with local MP
Order copies of scientific papers and sign copyright agreements for them.
order items
Order specific books for study
our award winning tourist information was a huge draw but i think was ill advisably moved to Swanage
Part of necessary social contact with very friendly librarians as often this is my only social contact outside my home
Photo copy
photocopy and read newspaper (pre covid)
pick books for others
Pick up books I've ordered.
Pick up books ordered from other libraries.
Pick up collection
Pick up Conduit magazine and other leaflets advertising local entertainment
Pick up covid testing kit
Pick up free local paper
Pick up free magazines
Pick up home library books.
pick up requested books
Pick up reservation books
Pick up reserved books
Pick up reserved books 'ordered' from other libraries.
Pick up the advertiser (Free Paper)
Pick up the free local paper
Printing services
Public access to literature is very very important, a human right. It is also one of life's most intense pleasures, to be part of an historic human activity such as is the collection, perusal and examination of knowledge.

Purbeck Information before you closed it
Purchase cards and gifts
Quiet safe place to visit as i have autism
Read Easy coaching a student
read magazines although often out of date
Read magazines which are often too expensive to buy
Read newspapers
Read newspapers
Read notices about non-council events and activities
Read the daily papers
ReadEasy coach
Readeasy equipment stored to help a new adult reader who needs help
Recycling
Recycling Win on Waste
Reference Library, write something on word processing machines
Registrar for Births and Deaths
Request new books.
Research into local resources - books, archives, County resources
return and pick up books requested on-line
return items usually audio books
Run a Junior Chess Club Saturday Mornings
Run a reading group
RVS DUTIES
RVS Home Library Service
RVS Volunteer
shopping
Sign child up to reading challenges which he loves.
Something fun to do with my kids.
Staff are very helpful and knowledgeable
Support library staff by visiting in person and to express my appreciationu
Take child
Take grandchildren 8 & 5 to choose their books. It's also a warm public space. I don't loan books as too much work related reading Butlocal things going on it's great resource
take grandchildren and introduce them to a library and books
Take grandchildren when they visit for story telling, borrowing books, activities (craft&drawing) and playing.
Take my children
take my children there to read to them and help choose book
Take my children to return or borrow books
Take out book
TAKE OUT BOOKS!!
Taking my child
THE AMBIANCE & WELCOMING, HELPFULNESS OF THE STAFF.
The librarians are generally very helpful and i enjoy the visit.
to attend further education classes

To attend planned activities during the school holidays, I attend whichever event I am available to attend around my work. We borrow books for my 2 children weekly. I also come to the library to collect LF testing boxes when needed.
to be with friends - the librarians especially
to borrow books
To borrow books!!
To borrow jigsaws
To borrow sets of plays for our play reading group
To browse and borrow books with/for my children
To choose books for others via the RVS network
To collect reservation s
To collect and return books for a U3A reading group
To collect and return reading group books
To collect books to deliver to housebound members of the public
To collect large print books for my 92 year old uncle who has dementia but loves reading. This is an invaluable service that the wonderful Jess provides.
To collect or return books i've ordered online
to collect reserved items
To feel less isolated. A friendly atmosphere.
To find out what activities, events and courses are taking place in Dorchester over the following month. To find out about groups and clubs I might be interested in joining as a relatively new resident to the town.
to keep my grandchildren amused
To look at and get local publications about what's going on in the local area. Human contact. To talk to friendly, helpful staff.
To meet with the Friends 4 Upton Library, not at the moment when allowed by DC
To order and collect books for our U3A Book Club.
to order books not held locally
to order books. I use this service regularly and always amazed at the helpfulness of the staff.
To pick up books for a Book Reading Group
To pick up books ordered through 'Libraries West'
to play with my great niece in the play and book area
To promote a local event elsewhere in the town
To provide digital help to residents in the area with issues.
To purchase xmas cards
To read daily newspapers
To read the newspapers on offer between appointments.
to request books
To say hello to friendly staff
To see a friendly face.
To take my children to encourage their reading
To take the children to get books also
To use photocopier. Also a quiet sanctuary to come and sit
to use the photocopier
To use the W.C.
Tourist information centre

Tourist information that is no longer available + local what's on leaflets + access newspaper or magazine
Tourist local information
Unfortunately we no longer have a mobile library visiting our village. This was always well supported and its loss has deprived our community of an important amenity.
Use individual rooms for holding interviews
Use photo copier
use photocopier
Use printers
Use the loo
use the very cheap coffee machine and very clean toilets in Dorchester
Use toilet
Used to enjoy visiting exhibitions pre-pandemic.
Used to use the tourist information centre when it was open.
Used to use Tourist Information and services
Very friendly helpful staff, always feel welcome
Visit the library garden at Wareham to help with tidying up the plants and planting out tubs in Spring and Autumn both with the Stoborough WI
Visited to buy Christmas cards from information centre - found it no longer exists.
Visiting the lovely friendl staff
Voluntary sessions
Volunteer
volunteer
Volunteer
Volunteer
Volunteer
volunteer
Volunteer
Volunteer
Volunteer at Community Library
Volunteer at the library
Volunteer duty
Volunteer for home library service
Volunteer in library
Volunteer librarian
Volunteer librarian
Volunteer librarian
Volunteer library assistant
Volunteering with community library
Volunteering, committee meetings
With child
Work there as a volunteer
working as a volunteer
Writing Group Meetings

## Q13a What improvements to the webpages/mobile apps do you thin...

A more UK based catalogue of e and audio books

A wider selection of available books, including recent publications. Popular books often have a waiting list of over a month.

Ability to click and collect, bigger variety of audio books and films

Ability to direct contact through kobo, I used to be able to download books directly onto my kobo, via overdrive, this facility is not on new system

All activities on one easy to access page in calendar format wth links to more information also linking with adult education site

Also a little more online book material

Always find that when I request an e-book it is never available -

Apparently does not work with my Kindle. Unsure if it will work with my Mac so I have not used this service.

Be clear about link to libraries southwest and what it offers. It is crazy that I have to explain and champion the online services as hardly anyone seems to know about them.

Being less awkward on mobile devices

Better communication with people to speak about issues...and a better response system - If as you say the service is central to communities then invest in it in a way that demonstrates that assertion - otherwise it sounds just like another Borism....

Better design

Better search facility

Better search for items by author, title, category, genre

Better search. Scrolling web pages are slow. Better categorisation

Book search and choice for ebooks is very poor since changing to borrowbox

Borrow box does not allow me to search from entering an authors' name

Borrowbox is slow and can only be used when atan internet site. The book has to be reloaded every time. Kindle is infinitely better - but of course is charged for.

Borrowbox search facility is extremely poor. The previous app was much better. You cannot save your preferences . The number of categories is very small and the same books appear in several categories. It should be possible to search for historical fiction and exclude say romantic historical fiction, which you could do with the previous app.

Both the audio and ebooks have a very USA orientatedchoice.

Browsing for ebooks is tortuous. Having looked at a book and rejected it you are sent back to the beginning. ( in an actual library you just continue along the row). Also I don't find it easy to search by author. Magazines are available but I have never been able to find one of the more popular ones.

Catalogue system on- line is woeful

Clear discriptions of what there is and how to Login to it A Teaching session on how to easily find new and interesting events of courses. To be able to click in & out of the apps will loosing whatever you are reading

Clearer and easier access to online newspapers.

Clearer events advertising for my local library

Clearer information about where to find things out.

clearer link to audiobooks
Clearer, cleaner layout on the page. Clearer menus and navigation. Tailored for mobile use (font size, layout, menus etc).
Continued overdrive support
Current app is not as good as Cloud Library was. Too much info not asked for and not enough when requested/searched for.
current website clunky and awkward, access frequently denied
Download made easier
E - book availability is currently poor E-magazines are largely American I would prefer more British titles
Ease of use
Easier mobile access. The ability for multiple people to rent a single 'virtual book' at once.
Easier to login and quicker to navigate
ebook access. What is available is not fully clear. Genres are clear but contents not alphabetically listed so it is not clear what is available. This observation may be incorrect, in which case this might tell you that it's not idiot-proof!
E-books service now offered by Libraries West is awful. Choice of fiction is 90% old books with few newer best sellers. Should you be able to select a book the waiting time to download is weeks if not months. Shirley in this digital age this is not acceptable. Also given up on choice of magazines as it is very much USA based.
facility to buy at the point of ordering for eg, ordering for book group books for the year
Find it difficult to access
Find new journals service more difficult to use than previous one
Hard time find Blandford Library. Lists are in clusters rather than plain alphabetical.
How to guide More mobile apps Simplify the login Better alerts
I don't find the website particularly intuitive.
I enjoyed using the RB Digital app for borrowing magazines. Although it has a greater choice of magazines available, I find the Libby app very unfriendly to use and miss the ability to print off pages, particularly when I am using a pattern (cross stitch or crochet), which I like to mark off so I don't lose my progress.
I find the emagazine site Libby difficult to use and the enewspapers. I used them much more before.
I find the Libby e-magazine service is not as good as the previous one (RBdigital/Zinio). It is difficult to search for items on a particular topic and doesn't seem to remember my previous selections.
I had considerable difficulty in making the app work. It regularly said there was a problem with my card/membership, but when I checked in my local library, that was not the case.
I had tried to download an e-book but unfortunately it didn't fit my iPad.
I hate Libby I want to borrow magazines monthly and it's such a nuisance to have to keep looking for next one, it's not simple like the old system
I have access to my account to order books but although my wife is 'registered', i can't get separate account to order books on her behalf. As an avid reader, i would appreciate maximum number of online books that can be ordered increased - say to 15?
I have found with the recent change to Overdrive that it is somewhat clunky and not user friendly. Enlarging text with finger gestures would be advantageous.
I have had problems with the Borrowbox app which does not work properly on an iPad.
I just find the website very confusing and the text is really tiny on my phone.

i often order books - sometimes these have a wait time as other people want them - it would be nice to see where you are on the wait list eg 10th etc. i like to read about the book before i order it - so often have to go on Amazon for more of a description - could there be more info to help choice
I once tried to order books online but the system didn't work
I think the online services are brilliant and were a godsend during covid. My only gripe, and it's nothing to do with the excellent library service, is that my e-reader won't run the library apps so I have to use a heavy iPad which doesn't always make the reading experience easy.
I think the site could be simpler to use be more informative in terms of events/activities and generally more exciting.
I trued to access stock of films and DVDs without success
I try to read magazines but the pages are not very stable
I USE LIBBY & BORROWBOOK AS APPS. WOULD ALSO LIKE TO ACCESS THE WESTERN LIBRARIES SITE AS AN APP AS V. FIDLY TO DO SO ON A PHONE SWITCHING ON TXT NOTIFICATIONS - CURRENTLY TICKED THIS BUT NOT FUNCTIONING ON THE WESTERN LIBRARIES SITE - TEND TO GET EMAILS THAT RESERVED BOOKS/CDS HAVE ARRIVED LATE IN DAY RATHER THAN AN AUTO ALERT
I use three different apps to access resources Newsbank, Libby and BorrowBox and it would be nice if they are combined into one page. Libby and BorrowBox are not simple to use, NewsBank is better but I need to enter my logon details each time.
I'm mainly interested in hiring DVDs. I find the system a little difficult to get on with. It would be better, if, when putting "DVD" in the search box, a list of all DVDs, not also books and other materials with the letters D, V and D in them, would pop up. And then, once the list is there, it would be good to be able to apply a filter, like "action" or "romance" or even "latest" or "black and white" etc.
If you could search on main library site but be shown if the same book is also available as audio book or ebook on the other sites like libby or borrowbox
If there was an app to search for and reserve books. I would like to be able to send documents from my laptop or mobile to be printed at the library and collected later, similar to how I can order photos from a print shop.
Improve choices, also redefine so you're able to choose by authors and book titles
In Bridport, they host a few shelves with "quick selection" recommendations on them. I think that would be great on a web site, to short circuit the selection process, and assist us in finding the best books per selection. One could also envisage short listed books within particular categories. I usually hear of a book recommendation, then book it with the library system before I forget, but a recommendation list would also be a good spur to reading unknown books
Information about when books will be available, dates to collect in library, longer lending times
Interface needs to be easier to navigate, and a functioning app would help encourage use of the service.
It is not very straightforward
It was difficult to select actual named books rather than leaving the selection up to a library assistant.
It would be nice to have what's new with books, dvd?
It's way too complicated - having to download third party apps to make it work, and even then it crashes multiple times. I haven't managed/bothered to use the service in months because of how annoying it is, so I'm sorry if it's been improved recently. But I found it hard going to use, and frequently couldn't find the books I wanted, or the waiting time was weeks in the future.
Just clearer directions and more efficient website
Keeping them fully up to date. (also information about what is available).

Latest book in catalogue.
Less 'clunky' interface needed
libby app. is woefully slow, previous apps. were much better.
Libby is not easy to use. Used previous version much more
Libby magazines are often slow to access and download. The book position on ebooks is often a, few pages out from the page you actually finished the last reading on.
Logging in press reader for example. Download space dependable on electrical resources
Make it less clumsy
Make it more idiotproof - I couldn't easily find what I wanted and kept having to start again
Make sure it works for everyone
Make the app easier to use. Almost every time i search for a well known book or author i get no result.
Make the website to access e-Books easier to find, and easier to navigate. Eg: Better management of series'. Trying to find a book within the Discworld series is a challenge beause they are all over the place.
Make them less complicated
Making it easier to identify if the requested book is available & where it is located & when it will be likely to arrive at the selected library for collection.
Making services more friendly for mobile use e.g. this survey is not mobile friendly.
Making the website more user friendly, easy to use. It is not clear where the books are located so you can't gauge how long it will take to arrive. It is also difficult to see immediately if it is large print, talking book etc.
Making them easier to access and log in
Manoeuvring around the database is unhelpful. Categories are too narrow. I found it difficult to browse. As it wasn't easy I stopped using it. And not everyone has the facility to use it.
Method of reserving books - searching and filtering, etc. Is very clunky. Would also like to pay any library fines contactless in the library or online. The Libby app is not very user friendly and could do with an update too
mobile friendly website or app?
Mobile magazine app is very glitchy
More books available to reduce waiting. Borrowbox needs to introduce personal preferences when searching.
More books available. NOW, instead of needing to reserve all the good books. And a search place for Authors by name
More books, a much wider catalogue
more easily accessible, more content, better content.
More ebooks available
More ebooks that you can check out as the current selection is quite poor
more information about accessing e-books
More intuitive search function
more online resources that can be accessed from home for those housebound.
Needs to be more user friendly, on a mobile screen everything is just too small and have to enlarge part of screen to check boxes etc.
Not many books available online compared to in the library and better support of overdrive.
Nothing - prefer the social contact by going to the library



Overall design feels clunky and not safe for my bank details. Difficult to browse like you can in the building.
Provide more information on what is available online. Provide online newspapers and journals. Provide access to training materials - e.g. computer based training on specific subjects
Reading on a Kindle
Recommendations based on what i have already read, store of favourite authors so can find their other books,
Seamless transfer to Libraries West
Search facilities that work. Better scrolling of web pages, often get a few seconds delay in response (i am on a fast broadband). Better categorisation of subjects
Searching for books is nowhere near as efficient as a visit to the library.
Selection of magazine titles could be much better. There appears to be a quantity of rather obscure foreign-based titles but patchy coverage of UK magazines. In particular I would welcome some UK-based fishing magazine titles. The search facility of Libby is rather unwieldy. Being able to keep a list of favourite magazines would help. The previous magazine viewer allowed a page or two to be printed. This was a great help, for example with recipes. It now seems not to be possible. The scaling on a PC screen makes it difficult to read. Despite having a 28" screen I have to zoom in and out to be able to read properly while there is wasted space around the display. The Android app is OK-ish but only useable for a large tablet: smaller devices such as phones don't give a readable display. In summary, the facility is very welcome but could be so, so much better with a few improvements
Simpler access
Simpler layout
Simpler to use
Simplification
Simplify registration for Libby & Pressreader to access magazines and news papers.
Something other than Facebook, I am not a keen user of this.
Suggestions based on what I have done for read before
The ability to bookmark a page. To have ebooks as default during the search programme. Number of pages left to end of chapter displayed.
The ability to read a book without having to wait months to read it
The app often fails to return to the last page read. It is annoying. Also you should be able to select availability in all categories when browsing.
the book choice seems more limited since moving over to borrow box. Most books are on loan. A lot of serial books. Reader reviews of books would be good.
The Charmouth Community Library website is sub-standard and well below its potential
The current on-line service, Borrow Box, is not without its troubles. A good; simple list of instructions must be there somewhere but I cannot find it. I have had to develop my own routine to make the app remember which page I have last read. The listing falls into several categories but these always favour authors' names at the beginning of the alphabet.. Commonly the store does not include quite famous authors, such as PD James
The ease of discovering interesting books in the app
The last time I used them they seemed old fashioned and clunky. Multiple versions of books are scattered through title lists. However I can see that the catalogue may have been compiled for in house rather than public facing services.
The libby app is difficult to navigate
The new app for magazines - Libby- I find it cumbersome but useable.

<p>The old app was much easier to navigate, and I used it very regularly. This newer app is confusing, with several related apps for different purposes, it also seems to have less choice of books. So a clear app, with a larger selection, with multiple filtering search options to narrow the search would be brilliant.</p>
<p>The online book reservation system could be a bit more user-friendly. I haven't used it in a few months, but I remember it being tricky to reserve multiple books and keeping track of them all.</p>
<p>The online library service is excellent. I research new books on the internet, search for them using the app and I am able to reserve them straightaway. The app lets me know when they are 'being held'. It would be helpful to know where I am in the queue or an estimated waiting time.</p>
<p>the operation of reserving a book always confuses me, perhaps I'm getting old :(</p>
<p>The search engine is not very good, I've often put in a title or author which it says it can't find and then found the item while browsing</p>
<p>The webpage isn't that compatible with mobile- the page requires scrolling from side to side to view or a lot of zooming in or out.</p>
<p>The website can be difficult to navigate.</p>
<p>The website is not designed for use on the phone which is where I use it most</p>
<p>The website is not visually pleasing. It could possibly be a bit more colourful and inviting to the user.</p>
<p>The website needs to be easier to use. I am very computer literate but still found the the website was not user friendly.</p>
<p>There is no online search category for large-print books. Such a facility would be so useful as I also borrow for my landlady who is housebound and has poor vision.</p>
<p>Things are not mobile friendly. Including this survey.</p>
<p>Update it to the 21st century. It's old fashioned and not user friendly.</p>
<p>Updated app with notifications, catalogue and e books</p>
<p>We tried to download audio books and failed miserably even though we are relatively IT competent</p>
<p>Web pages not very easy to understand and difficult to follow.</p>
<p>Webpage library users account should provide a historical list of user centric user experience with facility to access previous books taken out, facility to have reading wish list, suggestions: customers who viewed this item also viewed, diary facility to meet up online (through social media?) with/ for an activity, facility to alert librarians whether you have read/reading or postponed reading a book. The library users account should be structured and designed to reflect the user's personality, hobbies, interests, and past times, and increase participation e.g. music, films, magazines, books, activity groups.</p>
<p>When it was the old system I got notified of new magazine but with Libby I have to go in to find the next publication and then borrow it, its more complicated and time consuming the old way was better</p>
<p>When searching for books to order, after the first page of 'found' books comes up, from page 2 onwards the 'more details' tab does not work. 'Page Not Found' is the message you get. You are unable to check if the book is actually one you want. Staff don't know a way around this.</p>
<p>When we had cloud library I found it much easier to use. I also had a shortcut on my desktop that cannot do with this new borrowbox</p>
<p>Why have renewal dates the same dates as local library is closed ? Seems your automated systems don't take opening days into account.</p>

### Q13b What other things would encourage you to use the online l...

1. When a book, possibly part of a series, is not available there is no way of obtaining it. One can always go to the library and obtain a hard copy but only if physically able. 2. When searching for a book that is not available a great many other books are offered often not by the same author. It would help if they were of a similar nature/subject.

1. Make the registration and setup processes much simpler and quicker, eliminate the hurdles. 2. Host more online library live events.

A better selection of e books especially when the author has a trilogy or more. You do part 1 and maybe 3 but you can't get 2.

A bigger choice of authors on the ebook service. Often ask for different authors and titles only to find they aren't offered on the digital service.

A greater range of non-fiction rather than fiction books. My interest is mainly science and in particular Biology. The range is limiting. For example, the catalogue has only two books in Libraries West by Richard Dawkins and none by Stephen Jay Gould. I judge books that are broadly educational should be a high priority.

A greater selection of popular science audiobooks

a landline would help! no computer or landline

A larger variety of books for each genre. It feels limited

A much better and bigger catalogue of audio books and more British books - there is a heavy american influence in choice of authors. Also there are fewer books available for immediate download in the popular genres such as historical /romantic fiction or 'feel good' literature. We need happy escapism during these troubling times!

A quicker service and idea of waiting time with regard to reserving a book: It sometimes takes months.

A SHORTER WAIT FOR RESERVED BOOKS. ABILITY TO ORDER ANYTHING WITHOUT HAVING TO PAY, LONGER BORROWING FOR POPULAR BOOKS

A wider more comprehensive range of e-books

A wider range of books

A wider range of books more readily available

A wider range of large print books would be good - I choose books for my husband whose sight is impaired. He would love to have more of the classics (Dickens, Trollope, Hardy) and more non-fiction history books.

Ability to give permission for named person to order books on my behalf. Help individually with appointment in library

Access to 'Ancestry' as was provided in the lockdowns

access to ancestry website at home access to findmypast website at home

Access to Ancestry/ Find my Past

Access to more audiobooks as sometimes some titles that are found in bookshops are not available on the library App. I would love my mother to be able to have access to audio books, ebooks or magazines written in Spanish. I love the Apps you have available and have listened to over 29 books since the Covid-19 lockdown started. Thank you for making this service available to all of us. I share information about this service with international students and as many people as I can. Access to e- magazines is great to have also!

Access to more books from libraries other than in my area

Access to more research documents digitally

Access to the Times newspaper on-line.

Already use

An even greater range of online books.

An extension of the 21 day lending time.

An offer of online courses such as languages, arts and crafts, academic subjects

another lockdown or closure of the building

Apologies, its not that I can't or don't want to use the online service, its just that I never need to! I am happy to walk to the library and select a book to read and then return it once read. Thanks

As age has caught up with me plus the concern about Covid when handling loaned books I shall in future use the online service. My previous answers are how I used to visit Library but since Covid I have not done so. H

As I can visit Lyme Library easily, and have the pleasure of browsing the bookshelves, and talking to the very knowledgeable staff about books I would like - or they recommend I have no reason to sit staring at a computer screen, wading through the "cookies" instead of going to real place, and being inspired by other people's suggestions.

As I live so close to library have not had urge to try using it

As I live so close to library, have not had urge to try using it.

As yet I have not felt the need to access on line facilities as I can find all I need in the Library.

At the moment don't need to use it. I just feel like to borrow books to read at home.

Availability of e-books for my daughter would encourage online borrowing. Currently the Kobo reader and library platforms don't seem to work together.

Availability of more up to date / recent CD and books.

Being 97 years is a problem enough.

Being actually able to obtain a new access pin for my library card ,which has apparently expired. When I lived partly in Weymouth and partly in Normandy, I had a library card - 002417488Y. With my father sadly passing away in 2017 and my own health problems surfacing in 2018\_ and 2019, followed by Covid restrictions; I have not been able to return to Weymouth to renew my card. I tried to renew it on line but with no success. This was followed by phone calls to Dorset Council so to get in contact with the library in question; The reponse was certainly not what I had expected, because I had always had a very good relationship with the library ,since joining in 2008. It appears that I am not allowed to have another card because I am not a proper resident anymore. All rather baffling, to say the least, especially in this age of modern technology, or is it perhaps a spin off of Brexit,which considered expats living in Europe to be unenlightened and as good as traitors Very, very disappointing. Yours very sincerely, as always, Nigel Chainey

Better choice of audio books and ebooks

better knowledge of IT skills

Better parking to allow me quick and free access to pick up the books I have ordered online.

better pc at home

Better range of titles particularly where series are involved.

Better selection of books

Better selection of books online... Allow a book to be borrowed by now than over person at a time is it is digital. The magazine selection with RBdigital is good.

Better selection of books to borrow.

Better selection of books.

Better selection of ebooks and Kindle paperwhite download compatability for offline reading..

Better software, not happy with Libby - very clunky

Books downloadable to kindle

Browsing and checking return date.

Categorisations on Borrow Box are poor. Better and snappier search facilities.

Changing the BorrowBox service so that Adobe Digital Editions is not required. The previous set up was better and much easier to use

Choice and availability of eBooks.

Choosing a book by author is painful as it seems so confusing with Borrowbox. Cloud Library was much more user friendly. Having stated that, I find a book much more enjoyable. However I was grateful for the alternative means of accessing books during lockdown, with Covid 19.

Circumstance

Classical sheet music for piano - works available

COMMUNITY SPACE! Sad to see the room has gone for events. And the art gallery.

Continuation of Ancestry Service on-line

Continuing access via my library card to Ancestry.

Current situation has curtailed visits in last 12 months. Once the situation is resolved I will return to more frequent use of Library services.

Currently I only have a mobile phone so using online services are difficult on a small screen. I believe if I had better equipment at home, I would access some of the services.

Didn't know it existed but will definitely use it now I know!
Didn't find it easy to use the website to search for titles. I probably need a short tutorial!
do not do online for anything
do not have a computer
Do not use the internet.
don't have online facilities at home and cannot get to library
Don't really understand how it works, are rentals unlimited time? Can multiple people use the same item? I use Kindle and am unsure about using another app
Download books onto kindle
Dvd catalogue would be useful
Easier availability of kindle compatible downloads ( I iimagine this is an Amazon constraint, not easily solvable?)
easier navigation
Easy to browse books in the library. Seeing other notices. Meeting people and community life. Computer is not always available to me.
Ebook/audio copy of all print books held by the library where available.
even more ebooks available
Even more interesting titles available as ebooks/audiobooks
Expand online content and number of each available. The current content is limited and the books I want to read I normally have to wait 2-3 in the reserve queue before I can read them.
Expand the range of the online catalogue, currently it would appear to heavily rely on fiction
Faster arrival of books I have reserved (I wish you had more copies of new and popular books so that the wait was shorter) I don't know how to access the audiobooks.
Faster more reliable internet service
Faster turnaround between request and delivery. On one occasion, I cancelled a reservation after a month of waiting; this really disincentives usage of the service.
finding a way for my number to be recognised I have been unable to use the system for some time , although I did use it some time ago but now it wont let me in. i would use it to renew my library books and maybe access e-books
Free access to Ancestry has been brilliant during lockdowns, so more of that sort of thing would be good.
greater availability of titles
Greater choice of audiobooks
Greater choice of e-books, particularly older classics (Graeme Greene, Steinbeck, etc.), poetry books.
Greater range of ebooks
greater range of e-books
Greater range of ebooks and audio books
Greater selection of books - newer titles
Greater selection of books, e-books and audio books
Greater selection of e books
Greater variety of ebooks available

group sessions
Have even more magazines accessible from the Libby app
Have just joined the library
Have more books in fiction to be down loaded without having to wait weeks to get them. Currently site only had 4 books available rest have waiting times from weeks and the more popular titles months. Why is this when Amazon Kindle books to prime members are free and can be downloaded straight away with no waiting. I realise money comes into it but most of your titles are not new and in my opinion the current service is worse than the Libraries West you had originally,.
Have not used the local library or online for a while, been busy with other thinks including online university courses.
Having a computer at home. I use them in the library.
Having an internet connection at home. BT's "service" is useless
Having more e-books online
Having more free time to read.
Having more time
Having more time, knowing that the online facility is available is good.
Having the books I want!
Having the internet at home
Having the resources to read online without headaches and eye strain.....I find reading online books etc physically painful.
Help improving mobile phone skills.
I access ebooks via my iPhone, but need the facility to transfer any ebook I choose to my Kobo e-reader. This is an option sadly lacking from your library services, which excludes people like myself who generally do not need a laptop or pc. I used to have a laptop, and was able to transfer from there to my Kobo e-reader. I don't see why I should have to buy another laptop as the only way I can download and transfer an ebook to my Kobo e-reader. Please join the 21st century so that it becomes easy to access ebooks on to all e-readers via smartphones.
I already use it every day (Libby). It is an excellent facility.
I already use the online service daily - as well as using "real Books" from Wyke Regis Library - but I find the new BorrowBox has a poorer cross section of literature than the previous Cloud Library. There are many very well known authors who are not represented by any books at all. Contemporary and classical authors, Booker prize winners etc. Whereas access to American rubbish is very easy. Also it is difficult to find books of interest with BorrowBox as it takes so long to browse the stock. The filtering system is not user friendly. Having said that it is better than nothing but is not a substitute for a physical library. That is why I use both systems.
I already use this service. For ebooks a greater range of books would be appreciated.
I am 85 years old and i find it difficult to get used to new things.
I am currently quite immobile after breaking my hip. I have tried accessing the library online at home become quite daunted. I think I will ask a friend to help. Currently as my ability to travel is almost non excitant I would have to ask a friend to pick up a book. Things will change for me . I know you help to deliver to people who cannot get out.- much needed.

I am happy to use the online service but as I so often walk past the library itself I usually just go in
I am not interested in the internet. The email reminders of overdue books are helpful.
I am not on line and at 95 years old I do not want to be on line
I am thinking about using the ebook service in future but have a big backlog of print books to read.
I cannot even find where to renew loans, the old system was obvious an simple but the current system is NOT
I didn't know it was an option. I've never seen notifications that it's online.
I dislike being encouraged to do everything on line. The little I can do often fails . It is very frustrating for me.
I DO NOT HAVE A COMPUTER
i dont feel the need to use the online library though i do use Borrow box
I don't really need this service as I live close, but it might help me to find books in other Dorset libraries if not available in Shaftesbury, although the Shaftesbury library has done this for me. too.
I don't use online as I like reading real books
I have a kindle. The last time I looked you needed some other device to read your somewhat very limited collection of ebooks.
I have never really needed to use it!
I have only just joined up with the library again
I have used the free access to Ancestry online from home a lot during the pandemic and would love for it to continue
I just find it quicker to actually come to the library, but the children and I are going to start to have a look at the books online with a plan to order some that they would like to borrow. The site is really useful we just haven't made full use of it yet!
I like going to the library and having books
I might be forced to do so if I become immobile. Otherwise none
I personally preferred Cloud Library to Borrow Box (I used to live in Warwickshire and they changed from Overdrive - good - to Borrow Box- less good). Borrow Box does not have some very good authors ( eg Paul Auster) or a very few books (Peter Carey just 2). Minutes
I plan to increase my use of all library facilities as recently retired.
I prefer not to reserve things as the fee is significant (£1 per item) and this adds up.
I prefer to meet real people + see real books than use online services
I prefer to read real books
i think it is far more important to visit a library and look through the book selection. Online is used for ordering books or for use, when and if the library is closed
I think that the online service is great for me, but probably needs more support for some others
I tried to access Bournemouth Echo, but failed, so would appreciate help.
I tried to use the service during lockdown but the books I wanted to borrow were unavailable.



I use borrow box but would use it more if there was a wider selection of books. I often look books up that aren't available.
I use BORROWBOX constantly, it was my solace during lockdown and I continue to use it. I know they're expensive but would love more "classic" novels on the list. I was amazed for instance there were no John Fowles novels on there.
I use it every day!
I use it everyday - using Audio books and Ebooks and also the magazines
I use the Libby service to access magazines, newspapers etc. but it's no publicised enough. When I tell people of the types of magazines they can read online, they're amazed. A few months ago a colleague revealed she had a subscription to the BBC History magazine and I downloaded it on my iPad from the Libby service just to show her. She visits the library once a week with her children and never knew about the service!
I used a previous app through Dorset libraries to read books. Access was then stopped but no information was provided on a new service- if there was going to be one or not etc. Therefore I have not used the on line service. I think information would of been really helpful. I moved to Amazon prime reading due to this.
I used the online service a lot when I was doing long travel journeys for work and would download audio books to listen to. WFH means I don't do that travelling. I miss listening to audio books but associate it with long car journeys by myself
I usually visit the library to pick up or return the books I ordered online
I was unaware this facility was available! Also, as a side note, I should use the library more than I have, but the covid situation has reduced my visits! Safety first.
I would happily use online library services if and when I needed to ad I'm aware of what is on offer and can access them if required.
I would only use the online service when I really had to (when all library buildings are shut). When I feel safe to visit libraries I would always choose to go there, as I have always enjoyed the 'library experience' of being amongst books where there is human interaction.
If Ancestry remained free to access
If events and bookings were on the app I would use it more
If I couldn't visit the library building
If I had a computer at home
If I needed to find out something.
If it was easier for me to access more large print books due to my visual impairment. Website not good to get large print books, if option ticked not much happens
If it were available to me as a teacher so I could use e books at school
If the Catalogue included items I was looking for.
If the catalogue was bigger!
If the service was faster. I have used a lot of libraries in my life and the online service in Dorchester is old fashioned and lacking dynamism. Staff have little to no sense of urgency and the ILL service is risible. I have had to resort to buying books as it has taken so long to get hold of them. The holdings in Dorchester library could do with an audit. They are too predictable and behind the times.

If there were more than one copy or licence for popular ebooks. When lockdown forced me to look at ebook borrowing, it quickly became apparent that there was only one copy or licence and any popular titles were on loan and reserved into the blue yonder.
Improved choice of books available
Improved e library books with better range of titles and availability
Improved range of available books
improved selection
Improvement of system is clunky and slow, feels very old fashioned, lack of app support
Inability to visit library
Inclusion of local newspapers and journals, also inclusion of consumer publications such as Which.
Increasing range of books available
It is a personal choice to use an actual building and borrow actual books. I do many things online but prefer library services to be in person.
It is essential I have as local library service as possible because I do not have fibre, my internet connection is very poor and I do not have a SMART phone due to very poor mobile reception. I do not access Facebook or other social media. Removal of a physical library with the facilities they provide would be devastating for me. Staff are also such a fantastic resource for local information which I cannot find out any other way.
It is not encouragement to use it - i need it. I like to browse and feel the books.
It is the personal connection with the staff at the library you can't get with a computer.
It seems okay as it is
Just need to get into the habit of using it myself. I've accessed books via our local book group and found this service immensely helpful and enjoyable.
Just realised they are available through doing this survey.
know more about it - what is available
Knowing what is there. Currently rely on google.
Lack of available books to read - especially during Covid.
Large print provision where I don't have to keep re-sizing the screen.
Larger range of audio books
Larger range of books available on BorrowBox
Larger stock
Libby is a bit tedious to access
Libraries West and Borrowbox are very good and I use them a lot but quite often a book I want is only available as an audio book. I like those too, but when LW went over to Borrowbox there was an assurance that more books would be available. I'm not sure that's the case.
Limited range of audio books and resources especially compared to subscription services like audible, iBooks etc
Live too near, so not much point. Lack of confidence.
local newspapers / easier access to newspapers
LOCKDOWN LOCAL AUTHORITY INFO

magazines such as Investors Chronicle and the economist. But most are very hard to read online
Make borrowing online books easier and for a longer time
Make it easier to use
make it possible to have more than the present one book available to down load
Make remote access to Ancestry. Com permanent
making the access to online resources more user friendly - at present it is extremely user hostile
Miss the once a month friends of Wareham library meetings.
More "old fashioned" books and less of endless rubbish usually from America
More advanced educational books
More audio books being available
More audiobooks by my favourite authors some of whom are it available as an audiobook and more copies available of the ones already there. Sometime have a waiting time of 2-3 months for popular authors and or new titles. As someone who has visual difficulties I find audiobooks a godsend.
More authors such as Ann Cleeves and Catherine Cookson and some of the classics
More availability to read books immediately rather than having to wait. Latest publications would be great for online reading.
more available online books
More book authors
More books available
More books online
More choice of audiobooks
More choice of books
More choice of books
More choice of e books especially childrens books which seem to be limited and ability to do click and collect for free
More choice of e-audiobooks
More computers Available
More contemporary fiction and best sellers stocked. At the moment there is poor availability of books online. I don't think I've ever found a book I wish to reserve (ie recommended by a review article etc) online, so this discourages me from trying.
more copies of audiobooks available, always have to wait for a book to be returned, more titles available
More copies of ebooks - sometimes I have to wait months before a copy is available! Ensure that all books by an author are available - there's nothing worse than reading through a series of thriller books to find that one or more in the series is not there!
More dice or books and reading material
more ebook titles available
More ebooks available Other online genealogy resources, e.g library editions of services like ancestry.com
More factual / study resources as e-publications. Greater availability of publications.

More fiction books and audio tapes
More free access to other resources, i.e. Ancestry
More funding for book acquisition in the Swanage branch - esp. in non-fiction areas (e.g., DIY books, crafts)
More libraries connected to this service / more info on which libraries can be used
More online events to attend
more online resources
More title choice on e-books
More titles available as ebooks. Lead times to availability of popular authors are long.
more up to date books that are currently in best seller lists
More variety of books particularly new editions
more young adult/teen books that are trending atm/ppl will want to read e.g. colleen hoover books
Much of the material I am interested in is not available in digitalised format. More obscure, out-of-print, research materials for example.
My husband and I are both disabled and my husband is registered blind.
My husband uses the online library to reserve books for us both. I tend to visit the library to collect and return books.
need more confidence
No idea how to use it. Can one reserve books etc on it and if so how do you obtain them. the renewal on-line is useful and relatively easy.
None. No substitute for physical pleasure.
Not being constantly struggling with anhedonia and enjoying reading again
Not having to wait for online items to be returned before being able to access them.
Not having to wait so long for audio books to become available.
Not having to wait so long for reservations to be available. (Cannot quite understand why a digital file cannot be made available instantly or why a digital file (audio book) can only be "booked out" to so few people at a time.
not such long wait times for audio books
Nothing - no computer.
Nothing as i already use it twice a week to borrow books and everyday to listen to audio books
Nothing decent is available on line without a long wait time - also prefer actual books
Nothing! These apps are amazing, I've been telling all my friends to download them!
Of I had a better computer
One thing that would be helpful is some form of consolidation regarding the location (which library?) of a book. Oftentimes, there are multiple copies of the same book with different bindings and print dates, and it is a tedious and time-consuming process to click on each copy in the stock list to determine their whereabouts within the library system. And then the results have to be memorized or written down as there is no way of grouping them together online for comparison and decision-making processes. A simple algorithm would solved this issue.

On-line newspapers
Only if there was absolutely no alternative
Only just started using on-line
Ots just my own time limitations at the moment
Our Corfe.Mullen Library, is an excellent example on disability inclusion. they sustained many in isolation delivering books. I do not think the survey should judge on whether we have attended the building or not because where we have been placed in a position where we have been unable to attend through covid-19 they have ensured they delivered to us.
Phone
Phone is not good enough to support this app
Podcasts or cookery demonstrations, crochet lessons etc. on line would be great.
Quicker availability of reserved books
Reintroduction of Mobile Library so it is easier to collect and return items.
renewal of books
Renewal of books - did not find it user friendly
Renewing books when a visit is impossible
Sadly, I have not set foot into a library or looked to borrow a book since the first Covid lockdown in 2020. I hope to use the service again when the risks around Covid have diminished.
Shorter wait times for audiobooks.
Shorter waiting times for popular books to become available.
Some books in series are missing from e book stock only available in hard copy. Long wait for new releases that are popular
Sometimes find its a bit clunky to use. Important to log-in but this option is not highlighted.
support to use it
The ability to borrow e-books on demand; the wait times to borrow stop me from using the service as much as I'd like to
The ability to browse the books available at Bridport library and order them for collection.
The app for newspapers is rubbish. It promises newspapers from over the globe but when i try to read one the picture is truncated or keeps jiggling /fading out. Depressing. a non service.
The central library has a good selection of videos unless you know you want something specific its very difficult to browse thes unless you are there a themed front end interface would be good
The new online book loan service does not work on my computer unlike its predecessor. I would like to be able to read books online.
The range of magazines is brilliant and newspapers good. The range of books available seems quite limited.
The service is good. I would use it more often if I needed books more often.
The very unlikely event of my becoming proficient online beyond simple emailing
The whole point of the library is as an exchange no only of information but social contact I dislike on-line activity and seriously miss personal interaction which is why library visits have declined

There are a couple of magazines that are not carried that I would like to be added to those available. I would also like the OUP dictionary and references to be reinstated.
There are times when I use it a lot, depending on current interests, eg. family history, Encyclopedia Britannica. Eg. I'd value access to technical/academic information; 1921 census.
There have been problems with ordering of late. Twice I have ordered a book online, and it has taken over two months to arrive! The last time, it was actually 'on the shelf', but in Somerset. Accurate prediction of how long I would have to wait for my book would be helpful.
There is a great number of audio books already available but the more the better.
There is an assumption here that we have internet. I have no phone line, no computer or fancy phone like a number of other older people. Not interested!
This survey itself has made me think I should take another look
to request a particular book
Training on how to access facilities, ie apps, zoom on the ancient tablet!
unable to access the online library service
understanding how to use it
User experience. If there was more investment in the app etc. I would be able to use a lot more. It is not very user friendly.
visiting speakers/authors
We do not have a computer.
We prefer to read actual books, however if the covid problem escalates further we may find it prudent to use online services more, while the Ancestry family history was available on line we used this instead of coming into the Library, in the past we have joined a group using the Library's computers and found this very beneficial as other members can share their experiences.
Well not having a home printer, I can't then print things I need off without going to the library. Online library is no good to me.
What happens when people do not have a computer at home or broadband? Are serving those who can afford p.c. only or your agenda.
Wider choice of books
Wider range and number of audio books.
Wider range e.g. more non-fiction options
wider range of audio books wider range of modern sailing / pilot books
Wider range of audiobooks
wider range of material and interlibrary loans outside SW
Wider selection of audiobooks online or more copies as the popular items are often unavailable.
Wider selection of available books. Ability to access online subscriptions like Which! or New Scientist without visiting the building.
Wider selection of books and more availability - some books have a wait list of 3 months or more
Wider selection of e-books, which has reduced since moving from Cloud Library to BorrowBox
Wider variety of loan stock
Would be happy to download books instead of borrowing hardcopy.

Would use the magazine and newspaper services more but I don't like the new provider

You provide access to Ancestry - Findmypast is more relevant for UK genealogy and has more original parish and census records and a far better search facility. It would be useful if users could have more say in what resources are provided.

You used to do the Times Digital Archive. It was a great loss when you withdrew it. Also, Ancestry is a marvellous boon at the moment, but we are due to lose it at the end of December. It must be retained.

**Q15 Is there any feedback you would like to share about the H...**

A greater selection of audiobooks would be good

A very welcome service

Absolutely marvellous especially when I can't get out because of my mobility issues

All satisfactory 😊

As I am disabled I am very satisfied with the books delivered to my door every 3 weeks. I wish to thank the two lovely ladies who deliver them for their help which cheers me up for the rest of the day.

Being of a certain age and also having multiple medical problems I find physically accessing the library quite difficult. But I am also a technophobe so when I was told all the information I require to have books delivered is on line..... it only happened the once when I had phoned the library

Brilliant service given. Always a great service with a smile, makes my day, very happy with the service.

Brilliant service, needs more advertising and support. Could do with more audio books

Difficult in getting a person to deliver the books Its its most times Friends 4 Upton Library .which is never given any publicity from DC

E books made available

Excellent

excellent as it is now

Fantastic service when I am unable to go to the library

For me, has been a life saver

good

Happy with the service. Condition of the SWCD's could be better.

Have delivered books for 15+ years - found visiting people interesting. Visits added point to their day. Exchanging information with choosers, other deliverers stimulating

I am a home libra4y service volunteer. More publicity for it within libraries would be great.

I am a Home Library Service volunteer (RVS), and my Readers require audio books. They are very positive about the service and admit to being very reliant on their deliveries, and the choices I have made. Because many of my selections for the members are stocked in libraries other than Dorchester, the selection and delivery times have been affected by Covid restrictions this last year. Should lockdowns etc continue to affect services, is there any way that a reservation request could be marked as for Home Library Service and therefore maybe given priority ? These clients are usually homebound.



I am answering this question on behalf of my 104 year old mother who lives with me and for whom I am Registered unpaid Carer. She uses the home library service and appreciates it very much. We both thank you and the volunteer home visitors for providing this facility My mother has been an avid reader for many years but more recently her sight has been deteriorating - to such an extent that she is no longer able to read a printed book. "Not a problem" the home library lady said, and brought audio books on CDs instead. Wonderful. The only problem is that the CDs are prone to distortion (at crucial points in the plot or dialogue of course!). . .

I am completely satisfied with the volunteers and always get a good selection of books

I am delighted to have someone to deliver my library books. I have really limited sight and mobility but really enjoy having the large print books delivered.

I am one of the volunteers who deliver the books

I am part of the RVS home library team and completing this with my clients in mind. The service works very well for me and my clients.

I am the volunteer coordinator for the Wareham HLS. The library service could be improved by having a a better more varied selection of large print and audio books though it is good these can be ordered online easily by IT savvy people.

I am very grateful for it.

I appreciate the audio books and the king gentleman who brings them - an excellent service. Thank you

I choose and deliver rather than receive books. It is an excellent service. We have asked for guidance on choosing books for our readers and this is being arranged. The readers are very grateful for the service.

I collect and deliver books to 'Books for the Housebound'

I do appreciate this service especially when I can't get to the library. How ever I do like to request books that I hear about and I belong to the online reading group so sometimes it's difficult to get books in time through the home library service.

I don't but I do know someone who does and they find it invaluable

I enjoy having a chat with the lady who comes to deliver my books.

I feel it provides an excellent service as I am elderly and housebound

I find it excellent

i have the library ladies deliver my books too my home. many thanks for the service as i am not able too always visit the main building.

I receive a good selection of books.

I should like to express my appreciation to the volunteers who select and deliver books to me.

I think the Home Library Service is just perfect. Thank you and everyone involved. They do a great service

I think the home library service is wonderful, I don't know what I would do without it.

I use BorrowBox also

I use it to help a 94 year lady who is housebound. She needs large print books as she is partially sighted. It is an excellent service run by wonderful volunteers. Maybe more large print non-fiction books could be available?

I use the home library service but collect he books I have ordered from the library for my mother who is in a home

I use the LibraryWest service ( <a href="https://www.librarieswest.org.uk/">https://www.librarieswest.org.uk/</a> ) to get books delivered from outside of the area - its great !
I use this service for my nan and it is invaluable. The wonderful people at the library listen to me when I make requests and fulfil them the best they can always with interest and a smile.
I used to go to my library (West Moors) twice every week but now i am ill and cannot get there. The home library service is perfect for me just as it is
I was a volunteer for nearly 10 years and gave up owing to ill health. It is an excellent service and one which my husband and I may need to use ourselves in the future.
I would just like to say 'thank you' for the splendid service I receive and for the kindness of the volunteers who deliver me books.
It has really helped me over many years. My books are picked for me which has broadened my range. Thank you
It is a very good service. Sometimes some books that have been requested take a long time to reach the pick up library. Perhaps this could be improved?
it is a vreat service and long may it continue
It is excellent, but it's still very important to have a physical library to visit.
It is excellent. They have bought inclusion into our community for those who have a disability those in isolation those that have dementia and we have 12% carers in the community too.
It is invaluable and excellent, Peter is a great help
It is quite a tricky process to log in with each use, also opportunity to reserve a book but then not get it for weeks and Bridport library is never open to collect the reservation
It is quite adequate for me
It was really useful during lockdowns but much prefer paper copies of books and magazines.
It's very very good. The lady that comes is very helpful and I wouldn't be without it.
Louise is great and reliable. There is a good range and challenging. We use the large print as well.
Mary Cantrille who brings the books is on time always, a great help, with good choice of books. Many thanks for the service.
My eyesight is failing with AMD so I will be using this service in future
My library is very helpful, if , because of illness I can't make it to the library in person, they deliver books to me at home. This is just one of the helpful things that the staff at the West Moors branch do, I can't fault them in anything they do.
My wife is disables and enjoys having the book delivered. She provides a list of some of the books she wishes to read.
No
No - seems fine thank you
No and it's very convenient too
No. It works well for me and my limited usage
Nothing to add at the moment
Service is excellent and my father now 100 is an avid reader. The volunteers select and deliver / collect the books he likes and enjoys. It is an important part of maintaining the quality of his life.

Service is very suitable for my needs. I'm able to speak directly to library staff in Sherborne who are very helpful. RVS volunteer is able to order books online for me and find books that I want to read.

SI am 87 now and have been an avid reader all my life. It was difficult to get to Sherborne library until I bought a Pusher with wheels, it's quite a walk as I live in Westbury area of the town.. However if the weather is fine the walk is not too bad. I like to browse but it was difficult the other day as a group was meeting around a table and their talk was distracting in the background. I have always had excellent service from the staff in finding me the books I want. It might be better if there was a designated area where one could sit quietly away from others involved in meetings.

the home library service is really important to me as i cannot access the online service or the physical library more regular visits would be helpful

The Home Service s a blessing. Aged 90 and with no transport I seldom visit Dorchester. I look forward to seeing my "library lady"

The service is very good, excellent. Ten books every three weeks is smashing. Really good. After adult reading classes, I can now read 10 books in 3 weeks instead of the one that I used to read. I don't know what i would do without it.

The service they give me is excellent and as far as I'm concerned no improvement necessary

There needs to be greater understanding of this service- it is not widely known.

they are very good and helpful

They do a wonderful job already, many thanks

THEY PROVIDE AN EXCELLENT SERVICE

Used as a volunteer to the housebound. Important visits as not only providing books and audio but also providing interaction to lonely people.

Used it during lockdown & it was very useful. Good choice of books for me.

Used to deliver books to housebound residents for many years Clients valued a friendly approach so that they could discuss their preferences - would sometimes provide help in expanding their chosen range of genres/authors. Keen to discuss likes and dislikes

Very appreciative of this excellent service. Since the beginning of the Covid Pandemic I and my husband have benefited from collecting books from West Moors Library. More recently we have benefited from the home delivery of books, due to my being extremely clinically vulnerable. Wonderful library staff.

Very good

Very good service, type of books and are delivered

Very helpful, pleasant staff. Efficient system for book loans. Useful to get reminders when books are overdue, and to be able to renew loans on-line. I am aware the library offers other services for children and adults, but have not been personally involved in them. I was disappointed the tourist stand was terminated, as I thought its location in the library was an efficient use of space, in an accessible area. The publicising of local events and amenities in the library entry hall is also a good idea. Altogether, I think the library is up-to-date, topical and relevant to day-to-day life -mine at any rate. However, I am in the senior age group, so my needs may be different to people with families. I know older people miss the travelling library.

Very pleased with home library service (perhaps include music, DVDs, audio books as well as books).

very satisfied and grateful. Nice, friendly delivery ladies

Very useful (invaluable) to me - it helps me get through the days, together with the radio. Better choice of audio books to appeal to my age group would be the only improvement I can think of. I'm in my nineties.

We think there should be more large print books available. Mrs Williams from Rotary brings us books regularly and is a very good friend spending a lot of time finding books for us.

We used it for several weeks whilst housebound. Now we ourselves collect the audiobooks chosen for us by the Home Library Service lady - very good and helpful service.

your service is very good

## Q17a Activities and events ( other)

1. FRIENDS OF CROSSWAYS LIBRARY TALKS 2. FAMILY HISTORY GROUP

12 week Writing for mental health course in Weymouth

A virtual reality event(BBC) - very impressive

A VR event watching BBC documentary

access to family history search websites and advice from staff re using these

adult colouring group

adult colouring group

Adult education (German class)

Adult Education courses

Adult education NEA classes

Adult education prior to pandemic when classes held at library

Ancestry family history group

Ancestry Library Edition

ancestry sessions

Annual General Meeting. Meeting of a Colehill community group re opening gardens.

Art class, Spanish class

Art exhibition

Art exhibition

Art exhibition

art exhibitions

art group

Arts or crafts exhibits

attend meetings of organizations using library as a venue

Attended beginner spanish lessons

Blandford town geology walk

book club meeting - uses a room at the library but not associated with library

Book exhibitions

Book Sale and Tea and Cake

book sales

Bridge Club , family history group

Bridge group

Bridge group at Creekmoor library

Calligraphy exhibitions and other art or photography exhibitions.

can't remember

Can't remember pre Covid

Carers group

Carers monthly meet up

charity events

Chess

Christmas card sales

christmas card sales fair

Christmas quiz

Christmas quiz/party in 2019
Cllr Advice Surgery - monthly
CML Management Committee Meeting
Coffee companions
Coffee companions
Coffee morning
COFFEE MORNING
Coffee morning
Coffee mornings
Coffee mornings and talks
Coffee mornings and writers' workshops
Coffee mornings. Coaching sessions with Read Easy
Committee meetings (in future) mahjong group
Community event - I regularly attended Win on Waste before Covid
Community interaction is important
community library events and meetings
Community Shed
computer course
Council Reps. Surgery and War on Waste Collection
Courses for adults
Creative writing / Silent reading
creative writing group
creative writing group
Creative writing group
Creative writing group
Creative Writing on Thursday 'pm'
creative writing workshops
Credit Union service point
creative writing workshops
Critiquing group
D of E volunteering
Discussion groups with local people on various topics.
Displays
Displays and charity Christmas card sales
Displays on specific subjects
Doing jigsaws together with a cuppa and cake.
Dorset Council planning exhibition and information
Dungeons and Dragons club.
Employment workshop
events organised by the Friends of the Library
Events run but the Library Staff and The Friends of Wareham Library
exhibition of local artists
Exhibitions
Exhibitions or special displays
Exhibitions, art, photographic and about old Weymouth
exhibitions, planning consultaions

Family History
Family history
Family history discussion group
Family history group
Family History Group
Family history group run by the library
Family history meeetings
FOWL
FOWL events
Friend of Wareham Library
Friends coffee mornings
Friends of Weymouth Library
Friends of Corfe Mullen Library Group
Friends of library talks
'Friends of Lytchett Library' events
Friends Of Lytchett Library meetings
friends of Portland library
Friends of Portland Library group meetings
Friends of Swanage Library events
Friends of the Library
friends of the library
Friends of the Library activities
Friends of the Library AGMs and meetings talks by local police on using digital devices safely
Friends of the library events
Friends of the Library events
Friends of the Library lectures
Friends of the Library Meetings
Friends of the Library meetings.
Friends of the Library talks
Friends of the library talks, different subjects.
Friends of Upton Library
Friends of Upton library quiz nights
Friends of Wareham Library and Genealogical Group
Friends of Weymouth Library meetings
Friends of Weymouth Library talks
Friends of Wimborne library
Friends talks
friendship group on Tuesdays
further education classes
Games afternoon
genealogy
Genealogy research
General interest talks eg Dorset crosses
General Talks
general talks for adults associated with Wimborne literary festival

German Language courses
help run library
History group
HLS events
Home education meet up in Gillingham library
Hope to continue occasional talks started prior to Covid
I am a volunteer at Chickerell library
I attended a demonstration of 3D vision, where special headsets were worn. I was really in the scene
I have used Wareham Library for a U3A Group and have given a talk to the Friends there.
i have visited exhibitions upstairs at Wareham historical society
I help organise School Visits to the library and man the LMS to issue books to children on the day.
I studied two courses held in the library meeting rooms
i'd like a code club to start
I'm in a volunteer at Chickere Library also the treasurer. I run a colour/chat group and coffee morn
Jigsaw club
Job Club
Job clubs and designated meeting place for other job search appointments.
Knit and Natter
Knit and natter
Knit and natter
Lego
Lego club
Library Friends group meetings and events
Library Quiz
Library talks at Sherborne - various topics, mainly local history
Local councillor
Local councillors surgery
Local historical or geographical talks
Local history displays
Local history talk followed by guided walk
Local History talks
Local history talks and art displays
Local interest talks
Local museum talks
Local or family history talk
Local or family history talk
love books - read a lot
Macular degeneration meeting8
Meetings
meetings for the blind
Meetings of Friends of Wimborne Library
Meetings of library support group



Meetings of Sherborne Family History Group
Memoir writing day school / Community play reading of "spinning the moon" / exhibition for DCPA
Monthly coffee mornings run by the Friends of the Library and any writers' workshops which they hold
MP and council members surgeries
murder mystery
Occasional talks about local history (eg by museum curator)
of an 'outside' organisation (U3a)
Old activities not operating in Wimborne
One off Christmas choral event.
one off events
Online activities for writers
Other talks
Our groups (muntsy's )attending day services regularly use the library to exchange books, find info
Our village has a "Friends of the Library". I attend their meetings and talks.
Parish council information sessions.
Parish council working group
Play reading group
Play reading group at Wareham Library
PLAY READING GROUP LAPSED
Playing bridge
Plays and art/culture/history talks
Poetry authors and reading group
Poetry group
Poetry reading
Poetry readings
Poetry sessions very good
PrePandemic I ran a local Read Easy group and held and attended many meetings in the local libraries
Public consultation on specific matters concerning the local community.
Quiz
Quiz
Quiz night
Quizzes
Read Easy & Coffee Mornings
Read Easy coaching
reading skills
Recycling sessions. Local councillors surgery
Regular digital champion sessions and meetings
Run Junior Chess Club
Scheduled talks held monthly on a variety of topics.
Scribes - Sherborne Writing Group
SMALL GROUPS WITH SPEAKER ON A TOPIC - i.e. 'HISTORY OF CARTOONS'
Someti.es there are book readings

Summer reading challenge
Summer reading challenge , Quizzes and treasure hunts with children
Swanage Volunteer Bureau
Talk about local area
Talk by a Film Editor
Talk by people of interest
Talks
talks
Talks arranged by FOWL
talks by local organizations
Talks by local people
talks by special interest groups nature, history etc
talks by various speakers in the library
TALKS FROM OUTSIDE THE AREA
Talks given by other groups and my own aforesaid training and team meetings
talks on history/natural history
Talks on line, eg John Stockley
Talks on matters of interest locally
Talks on the local area
Talks organised by Library Friends
Talks organised by the library for villagers
Talks when Friends of the Library meet
Talks, Events, Book Sales, Exhibitions.
TALKS, SLIDE SHOWS
Talks. (usually held in Weymouth library)
The activities the library offers around carnival week and Halloween etc
The Art group that has not met again since Covid.
Trails
Trustees meetings
U3A class
u3a group meetings
U3A groups
U3a history of art group meeting at the library - also attend friends of the library meetings
U3A Meeting Group
u3a meetings, friends of the library meetings
Under 1s
View exhibition
virtual reality
visit the library garden, arrange and give my own poetry performances
volunteer at the community library
Volunteering to man the Library.
Weekly writing group
Wimborne Friends of the Library meetings/events.
Win on Waste
Win On Waste

Win on Waste
Win on Waste
Win on Waste sessions, Councillor Surgeries (run by Corfe Mullen Town Council)
writing a memoir
Writing course
Writing course
Writing course
Writing goup
writing group
Writing group
Writing group
writing group
Writing group
Writing group
Writing group
Writing group
Writing Group
Writing Group
Writing groups
Writing Matters Group
writing session

## Q18a Attending an event make you feel (other)

Allows me to try new things.

As someone new to the area it helped me meet people pre pandemic which was important to prevent me becoming isolated which is important for my mental health and emotional well being. Also the rhyme time was good for my youngest socialisation skills and fostered a love of reading, having a book read to them by the librarian who had a passion for reading and made the stories exciting and accessible for children.

Author events illuminate their work

Bridge club

Community involvement.

Contact and qualification location for volunteering in Swanage

convenient meeting space where we can also access play sets

educational

Educational

Enables me to keep up my children's interest in reading the written word on the page rather than on a device. I wouldn't be able to afford to do this without the use of a library .It is also environmentally friendly as it enables us to borrow rather than buy new items

Encourages use of the library, helps to keep it relevant for my children so they see it as a vibrant, living space

enjoyment within a budget

fun

Gives greater understanding of reading

Helps environment and environmental awareness

Helps my children being confident and talk to people, improve their social skills especially after lockdown

helps promote local skills and economic impact; promotes local history and environmental care - built and natural; innovation and access to knowledge is the key to survival.

Helps research things that I can't at home

I am a Dorset Digital Champion and I help run Code Club. So I help other people and get pleasure from doing so.

I am a very busy person. Taking this time out once per week, whilst hard to do, actually pays dividends in clearing my mind of worries and pressure. I meet a different set of people who get on very well together, have some laughs and get a varied look at life and various topics and issues. It is my lifeline

I was a member of the digital champions team

improves knowledge

Increases knowledge

Increases local knowledge

Increases understanding of the author, books and the creative process

Informative events

Informative talks

informs

Interaction with helpful staff enables and encourages me to try new books outside my comfort range. Staff helpful and knowledgeable. You cannot get that online library, even if it has a picture of a new book !!!!!

Interest
Interesting talks = learning!
Interesting to meet authors at author talks.
It's interesting to hear authors talk about their work and the issues involved in writing.
learn sometng new from an expert speaker
Library provides support throughout life from introducing children to the world of books to maintaining a sense of community and belonging in old age in a way that is increasingly absent today
Mainly provides an interesting event and can give new knowledge
Meeting others involved in HLS Having delivered books in the HLS for 15+ years I know it is so much appreciated by those clients using the service
my wellbeing
Provided information and opportunity to comment on major local development.
Provides information on Parish council policies and events
provides interest
Reinforces being part of the community.
Socialisation for my toddler
Support for the library whilst spending time with family
Supports charities and good causes whilst repurposing, reusing or recycling difficult to recycle household waste streams. Keeps waste out of landfill and helps save the planet.
Supports gaining knowledge and interest in a topic.
supports village life which is a good thing for anyone in the village including me
supports worthwhile charities
To support volunteers
we are a bit short of galleries/cultural events in Weymouth, so always nice to see an exhibition
Win on Waste encourages recycling
Win on Waste encourages recycling

<b>Q21a Most important library service Other (please specify)</b>
Ability to access periodicals, such as the Which Magazine
Ability to reserve books for reading group
Able to browse physical books.
Access Ancestry.com and online resources
Access monthly magazines. Research eg Which magazine
Access to Ancestry
Access to Ancestry
Access to Ancestry
Access to ancestry library edition
Access to Ancestry services
Access to Ancestry.com
Access to online resources from home
Access to online resources such as the OED
Access to the full range of libraries west services
Accessing online resources (i.e. consulting, rather than borrowing, digital items)
access to services like Ancestry has been a great boon
Advertise community events
Advice on books from staff
Ancestry access
Ancestry access
Ancestry etc
As a village book club we orderly monthly read a facility which is very much appreciated
attend Library Committee meetings!
Audio book CDs
audio books
availability of ancestry during lockdown
Availability of books to borrow
Before the pandemic it was my ONLY access to the on-line world.
Being able to borrow books from other libraries anywhere in the "Libraries West" system.
Being able to view online websites not available at home e.g. which magazine as well as borrow books
Belong to a book club
Book group
Book group
Book group book sets
borrow and reserve books
Borrow books
Borrow books
Borrow books
Borrow Books

Borrow books
Borrow books
borrow books - is that the same as physical items?
Borrow books from out of area
Borrow books in large print
Borrow books of course!
Borrow books to take home and read
Borrow DVDs
Borrowing and reserving books
Borrowing books
Borrowing books!
borrowing puzzles
browse and select books of interest
Browse books and get new ideas of things to read - not the same online
Browse book's and information and use the printer, pick up local paper, USE WESTBOURNE ONE
Browse books before choosing
Browse stock
Buy used library books & CD's
Calm and encouraging environment for my daughter to spend time in
Changing books
Children's books
children's library for familiarisation with books and idea of reading as fun activity
Clean loo
Collect Covid-19 Flow tests
Collecting for people
Collection and return of books for our monthly Library book club at members homes
Collection of info on local arts and educational events.
Comfortable and safe space for children to explore books and puzzles
Communicating with Librarians who can share good information and help with book-related issues.
community space for events and groups to meet
Community uses
Consult librarians in person
Consult reference material
consult reference material
contact with library staff help with ordering and advice
Covid lateral flow test kits
creative writing workshops
Discovering new areas of interest by browsing books
During Covid restrictions librarians provided a life line with the click & collect & random choices
DVD loan
Easy access to a toilet while I work/while in town!
Efficient and helpful book group service
Enjoy browsing for books and the peaceful ambience of the library

especially home library service delivered by local people + provision of information advice support
Events to encourage children to enter the library to enjoy learning and be creative.
Explore new or different types of book to read
face to face help with your brilliant staff
Find information about other places. Ability to renew online
For research purposes - sometimes involves book(s) from other libraries, once from S, Ireland
Free local magazines / leaflets
friendly and helpful service
Get Covid testing kits
getting out while we can
great service, reserve and order all my books. very friendly and helpful staff
Hire a room for interviews
home library service as am a volunteer delivering books. Very worthwhile and valued
I belong to a Dorset Library bookclub
I belong to a monthly book group and we borrow the books and return them a month later
I like to be able to physically select books and read some pages before deciding whether to borrow
I mainly borrow dvd's
I only use two offered items
I run a book club and use the library book club lists
I take my children to the library to foster and encourage a love of books and reading.
I use the Mobile Library Van
I used the free Ancestry.co.uk during covid and would love this to be a permanent offer
I used to visit Blandford library 2 or 3 times a week then they relaxed the rules on being quiet and
I'm not on line
I'm shocked to see that staff are not an option. We need more staff in the building. Lovely people!
information about events in dorset, places to go, free newspapers
Inter library requests
Inter-library loan (and before I retired, this was important for my History A-level students)
Interlibrary Loans
It used to be jigsaws.
Jigsaw exchange
keep warm
knit and natter
knowledge and helpful staff
Libraries are behind the times, somewhere warm and dry if I am bored.
Libraries West 'click & collect' service
Library experience & human interaction are as important as choosing books. Please keep your staff.



Look at the Stanley Gibbons Stamp Catalogues as I am a philatelist
Mobile Library services (sadly no longer available)
mobile library van to village
newspaper and magazines (hopefully in future)
none
none
None of the services require a library service. Libraries are unnecessary in the modern age
Occasionally inter library loan service.
On line magazine service
Online access to Ancestry
Online access to Ancestry
online access to Ancestry.com
On-line access to National Newspapers (Libby)
Online magazine subscriptions
Online newspapers
Online renewal
Online research resources.
Online resources, especially ODNB and OED; ordering books from Libraries West
Online subscription service
Only two are important to me
Opportunity to meet people.
Order and collect sets of books for my book group.
order and reserve books on line
Order books not in my local library.
Order books via Librarian
ordering books online, an increase in the number we can order would be very handy
our daughters love the holiday reading challenges
photocopying service
physically browse and view books when making a selection to later read
Pick up Conduit newspaper etc
pick up covid test kit
Pick up local paper
Pick up local papers and info of events etc
Play area and toys for younger children.
pre covid, many of these, (scared now!) We also used to use BCP libraries.
PressReader - access to papers and mags
Provision of books and activities for children and parents/grandparents/carers
Provision of books for Stoborough WI Book Group
Provision of information, advice and support if I telephone
Provision of information/advice/support & Find information/support about different council service
Purpose to walk
read i paper
Read magazines
Read magazines

Read magazines
Read periodicals.
Reference
reference library for research
Reference works
Renew books online
Renew borrowed items online
Research and access historical records & resources that are held in the History Centre
Research and request books held by other libraries
Research newspaper articles on microfiche
research through books e.g travel, gardening
reserve books not currently accessible with help from librarians
Reserve drama sets for Play Reading Group
Return books for neighbours
returning books borrowed for reading group
Rhyme Time and similar activities
safe warm place to browse when too early for next appointment with good loos!
Seek advice about books from library staff
Simply to borrow books
Sitting in th library garden
somewhere to go out to and meet and do things
space to read/study/work, digital support, home library service
Space to run Junior Chess club
Staff help to look at catalogue and reserve the books I want
Strangely enough, I use Shaftesbury library to borrow books!
take my children
Taking part in the win on Waste collections
Talk to library staff about book recommendations.
The best thing is being able to request books not on the shelves and the library gest them for me.
The library should be hub for knowledge and a platform to inform and entertain.
the other options are good and necessary, i just don't use them
To borrow books without having to buy so you can trial different genres
To borrow books.
To borrow reading books, mostly fiction
To carry out Read Easy duties - helping adults learn to read.
To collect and return books, and to browse.
To learn a new skill working one to one with a teacher
to maintain (sustain) this vitally important tradition of reading books... I will go with you
To read a magazine like Which? (When available, but usually have to visit Poole library for this no)
To read in a quiet and calm environment
To seek guidance/help from the librarians
To talk with librarian about needing advice that we struggle with due to our lack of online contact

Tourist information
Tourist information, shop & buy tickets to certain events, if this still happens?
Use Ancestry, Newspapers, DNB etc
Use of Ancestry
Use of ancestry online
use of Ancestry.com during lockdown
Use of multiple copies of books via local book group
Using on-line reference works
very important - support for a lot of book groups in town.
volunteer with Home library service and Read Easy, plus use for my own use
What's On information covering all of Dorchester plus wider Dorset areas.
Which magazine

## Q22a Communication Other ways (please specify)

"Ask the librarian". This is used in Hertfordshire libraries for any library query and can be very helpful.

"round robin" emails

1. Setup and regularly use Eventbrite to publish upcoming in-person and online events. 2. Include regular section in Dorset Council quarterly residents magazine. 3. More publicity in Dorset Echo newspaper.

A link to library highlights in the Dorset council residents newsletter

A little cafe selling refreshments and locally made snacks would be lovely

Ability to message the library /email?

ad hoc emails. Twitter.

Advertise in the local newspaper

Advertise on local town Facebook pages not just Dorset libraries. Make your advertising outside of the old style "Dorset Council service" promotion. It's not just about it being Dorset Council. This should be seen by local communities as more than the old ideas of libraries and you don't do this well at all. Work with Town Councils, Rotary, churches, other local groups such as support groups, sports clubs. Use enthusiasts of the Libraries locally to create local ways of promoting libraries. Stop calling it a library service on its own. Link to each local area's main community.

advertisements in local magazines of events

already send emails thank you

An email once a week

An e-newsletter specific to Dorchester library - rather than a generic e-newsletter twice a year that tells me about events happening in a random library that's miles away from me.

Articles in local magazines, for example new book collections becoming available.

At my age now I would like a delivery service as I can not go to the library as often as I would like to go

By email

By email

By email

By email

By email

By email

By email if an item is ready for collection at: [rjstamford@john-lewis.com](mailto:rjstamford@john-lewis.com) (please update if necessary)

by email?

by letter

By post

By post

by post

By post via a news letter

by putting information in local newspapers such as Dorset Echo

By text

By. Email
Can you please make sure that all the information is constant between the many routes identified. I do not use social media but would like to see the information either in the library or on the DCL web pages.
*****
Cloud Library and Borrow Box were a great help during lockdown but I find their range of books and authors very limited
community newsletters
Community radio.
Continue articles in the Parish Magazine
Could "Zoom" be available to discuss availability of book titles/authors when there is insufficient data to isolate the fleeting reference that the mind holds about that book or item.
Develop an app
Direct email
direct email
direct email ....much easier than me having to search sites of various organisations each day/week.
direct e-mail or postal mail
Direct emails - I do not use social media like Facebook, ect
direct information not digital
Directed emails, rather than Facebook or Instagram
Dorset Council digital newsletter Radio/TV
Dorset Council newspaper.
Dorset Council paper newsletter/magazine (?quarterly; delivered to our house).
Dorset council's general (on-line) news-letter.
Dorset County Magazine
Dorset Echo Paper Newsletter
E Mail
e mail
E mail
E mail
E mail Text
Eletter.
Email
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email - eg for reminders about returning borrowed items.
Email - I have on occasions received an email to advise that a book I have reserved is ready for collection. I've found this very useful. More recently I've received letters to advise me that a book is ready for collection. I would have thought an email would be more cost effective.
Email - I received a message inviting me to complete this survey!
EMAIL *****
email - not specifies above
Email (is this included in the e-newsletter category?)
email a news letter.
Email about events
email acceptable, social media is not. Do not subscribe to social media
Email and SMS service
Email as I cannot get to the library
email direct
Email events info.
email for specific events that might be of interest ie to do with reading, or writing or history
Email if not already covered by enewsletter
Email is great.
Email newsletter
Email newsletters
Email notification
Email of events and information
Email of events would be good
email of new ebooks
email or similar digital mehods
Email or text
Email or text via app.
email perhaps with events taking place in the library, and also such events as webinars about topics of interest locally.
Email updates as I do tide social media even though I am v computer literate
email updates on what's going on
email updates with new ebook releases
Email updates, although this might be offered and I don't know about it
Email with new catalogue or events updates.
Email, Text Message
email. I didn't know there were online events
Email. It seems such a waste of money when I order books on-line, I then receive a letter through the post to tell me my book is in the library.
Email/ text
email/text
emailing updates on changes to current times of opening/closure at all local libraries ( to save the elderly struggling to get there then finding they cannot, after all, return/renew current books) Emailed updates of when one's books are due back is extremely useful -thank you!



Emails
emails
Emails
Emails
Emails
E-mails
e-mails about services and what's on.
Emails are sent when books need renewing which is great.
Emails of any events would be helpful
Emails through schools, direct emails
emails to and from members of staff
emails when a requested book arrives, but in fact this already happens. I value it, though, as an effective means of communication.
emails would be great, if you offered a subscription service
Emal
e-newsletter library service web pages
events could be put in the local newspaper
Facebook
Facebook
Free papers could advertise activities and offerings
Generic emails about events, talks, exhibitions which are taking place in sh
Generic information emails about events, talks, exhibitions which are taking place at Shaftesbury library or others in the county
Greater use of emessages to encourage me to explore facilities, but tailored so that I could focus on one element at a time Eg E magazines, E books, Onlineevents, checking catalogs/reserving books. I would never think to use your website for general information, I have never seen anything on Facebook I do not remember ever seeing an E newsletter and I can only remember one emessage which was Covid related.
Happy to give permission for Dorset Libraries to email me directly about Author events.
help to access Bournemouth Echo on cathhatkins@yahoo.co.uk
I already receive notifications via email concerning books reserved and books overdue etc. I really value this service and am grateful to be prompted by librarian notifications. Please keep this service
I am deaf so emails are fine
I am happy to be contacted by email (as you are doing) or text
I cant think of abny but to reply 'no' suggests there's no room for other ideas
I did not know that I could have a Library e-newsletter. I have not seen that facility advertised anywhere in the Library. I would be very useful to find out about events etc, (I do not do social media and have no intention of ever doing so.)
I do not receive any promotion of updates, activities etc and would like to. I have not found the website that user friendly and I am IT literate. A regular email would be good. I have never received the e-newsletter and I am not sure why.

I lead writing groups and write myself. I have self-published 3 books now and members of the groups I run have also done so. We could benefit from local critiquing, advertising, promotion and support generally. There are a number of budding authors in the Sherborne area in all types of genres who would benefit from the right type of support and encouragement.

I like the updates of library events through emails that I can access via my phone also text/ email reminders to renew are most helpful

I must not be signed up for the e-newsletter, which may be the following - A monthly email of What's on at the Library would be great, other areas do this e.g. Essex library service and it is very useful and informative and encourages people to participate.

I need to read large print books, or to read e-books on my home computer. Unfortunately your new borrowbox way of doing the latter has proved too difficult for me to understand and I didn't know you did delivery of large print. The Kindle device that I have is a Paperwhite.....why only a Kindle Fire?

I never receive any newsletters or information Due to work commitments and the library opening hours I've been unable to visit as much as I once did

I rely on library staff contacting me if need be

I think that there could be advertising stating what the library offers. I have spoken to people that had no idea that one could listen to a wide range of audio books or 'borrow' e-books or read a wide range of magazines on a computer. These services should be shouted from the rooftops so everyone knows of their existence instead of being a bit of a 'closed shop'. I only found out about the services that I use because I needed to visit the Weymouth library building to pick up a bus timetable leaflet and was educated by a member of staff in there regarding some of the services which are offered by the library. If I hadn't have gone into the building looking to see if bus timetables were available there I wouldn't be borrowing audio books. Please, advertise it on posters around the town. Anywhere that people go so everyone knows what is available. The library doesn't have to be assumed to be this dry, dusty place it was in the past.

I use the app to renew items. You could put updates, activities and events on the app.

I use Twitter increasingly

I would be happy to receive emails advertising events at my local library.

I would consider telephone text notifications for chosen events, and reminders of items becoming due for return or renewal

I would like to join a 'Friends of the Library' Group in Dorchester if one was to be set up.

I would like to know how to see stock and reserve items over the Internet. I didn't know this was possible until now

I would like to receive information via e mail

I'm an English teacher and activities could be shared directly with schools to encourage independent reading and advertise events to the children.

I'm not a confident user of technology and keep being told by the librarian that I can order books online, read magazines online, etc but nobody explains how to do this. What do I type in to order a book, what is my passcode, all a mystery to me.

I'm sure you already do, but Twitter doesn't seem to be mentioned above? Instagram esp important in engaging younger audiences.
In school assemblies 1/term
in some form of non digital communication ie in either r paper news letter o each house or in an exiting publication that goes to each house - despite the desire and agenda to get everyone on line not everyone is or wants to be Also you missed out talking books
In The Register - free magazine delivered to my house.
In the residents newsletters
in the Stour and Avon magazine
In the Wyke Register published and delivered free monthly
Include items about library activities in the written communications about Dorset Council
Info from Firends of the Library group
Info in local newspapers such as Blackmore Vale.
info in Register magazine is very helpful
Information in other community settings/noticeboards and in the paper would be useful, for those not online and who aren't in the library very frequently. Perhaps via schools too.
Information on other services and events is invaluable. Very much miss the TIC; would it be possible to have some sort of volunteer presence to advise and inform visitors along with a modicum of paper information relating to Dorchester?
Information sent directly to relevant club leaders ie Bookclub leaders
Information sent in the post. I sometimes miss social media posts
Just have a wonderful librarian who is so helpful thanks
Keep on line Access to Which magazine.
Keep upto date via B.ack or Vale magazine.
*****
Leaflet in post
Liaise with 'this is Alfred' Shaftesbury so that we can pick up local information quicker
Libraries should have a published email address at which they can be contacted.
Library blog
Library staff
local advertising in free local periodicals
Local Facebook page
Local free magazine(s)
Local free newspapers such as the Advertiser and the Swanage Gazette
Local libraries in local groups, eg Upton library on the Upton community Facebook page, lytchett library in the lytchett Facebook group.
Local newspaper
local newspaper
Local newspaper might reach more people, especially for events.
Local newspaper Schools
Local newspaper, Bridport News, Marshwood Vale magazine.
Local newspapers

Local newspapers
local paper & local radio please
LOCAL RADIO / SUPERMARKET PROMO SPACE (MORRISONS TESCO LIDL)
Local radio and newspaper
Local radio and press
local radio and TV
Lyme Regis are very helpful in sending me emails to remind me my books are due for renewal - not mentioned above.
Mailchimp - users subscribe to regular mailings
Many local Councils manage their own town Facebook accounts. Gillingham does, for example. Whilst a library will use the library's Facebook page it will get more cover if it advertises on their local town's Facebook. I've chatted to my local library about this.
maybe emails
Might be good to receive some author and/or book recommendations via e mail, on say a monthly basis.
mobile phone calls or messages.
Mobile phone messages
More choice of new and different books.
More information for those not online would be useful - community noticeboards, local newspapers and magazines,
More personalised information direct to in box
More posters and leaflets in the library for things going on locally (not just dorset council posters)
More tailored email
Most importantly library staff
Newsletter email
Newsletter maybe emailed to subscribers
newsletter or web page with email links to new information.
NOT everybody is on-line so as much as possible needs to be posted on the library itself and if possible/appropriate on the next library over (i.e. West Moors with Ferndown). When the libraries are closed off-line people NEED to know what's going on - the outside of the library (lots of windows) is the obvious place to look.
Not noticed much on Facebook ?
On a noticeboard outside
on each person's library record
On line
On Line as well as meeting and talking to someone
on line via internet, it enables a search for books, order, informed when available, easy to collect
online
Online newsletters would be great, advertising what's available, events etc. I also like how the librarians put up book displays to cover topic/ seasons etc and this could be extended to a newsletter format
Open to suggestions

Package for people who have just moved to the area to know what is available. Ideally electronically and paper.
Paper newsletter
Parish magazine
Perhaps a leaflet in with the books
Personal email
personal email
Personal e-mail
Personalized e-mail addressed to me please
Please add Ferndown and Wimborne Library telephone numbers to the BT Directory.
Please continue to use email.
possible use local press, probably would be cost free
Post
Posters and leaflets in other places eg local shops, post offices, community centres etc
Posters and leaflets in other venues *that aren't the library*?
Posters around Sturminster Newton
Posters, email, social media.
Posters, leaflets, info at schools
posters/leaflets in local information centre
Publicity in local press, e.g - weekly column/advert.
Put information in reserved books for collection as I never know what's going on and don't bring glasses or hang around library. If you close my library I will have nothing to read as can't use e books for health reasons.
Really miss tourist information section.....
Receive an email with an e-newsletter/ information about news & activities (including online activities) specific to pre-selected libraries. More filters available to tailor one's needs in order to avoid being overburdened by too much or undesired information.
Red post parish magazine.
Refer to social media pages in emails. Have dedicated social media for each library. Eg an Instagram picture of new displays or events etc.
regular features in local magazines and newspapers
Reminder when books about to be overdue.
reply to email - e.g email sent to Head of Dorset Library services but no reply - disappointing
*****
Schools
Send emails to subscribers
Sherborne times magazine. Sherborne podcast.
sign language so i can help others to learn. find courses to learn. i enjoyed making cards for my cousins daughter
Single subject emails when needed.
skype, MS Teams or any other for advice/support

SMS - to advise that books are due back, you may select this on the eon-line service however it doesn't work in practice.
SMS messages about events, new developments etc
SMS text - as a deaf user anything involving the Telephone is difficult.
Social media
Social Media
Social Media via Facebook
sort the loan renewals system
Speakers on behalf of library services visiting groups to advertise facilities
Specific email
specific library email news rather than general council
Specific Library website or FB page
subscribe to email list? Providing the emails are not too frequent.
Telephone
Telephone. i am sight impaired so reading e services is very difficult
text
Text
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Text message
Text message
Text message
text message
Text message alerts for items on loan becoming due
Text messages re renew, and pick up on reserved books
text messages, what's app
Text option reminders ref return dates
Text or phone
text/email
Text?
Texting when reserved book has arrived
Texts
The general e-newsletter that is sent weekly
the information which comes is patchy. The basics have - of course - changed, and it is assumed that one knows what is available again now, what opening days and hours are, things like that. Both the libraries I use are a considerable distance from my home (half an hour on foot to Weymouth, 15 minutes by car to Littlemoor). It is frustrating to make the journey and find the library closed, or the items I need unavailable.
the library staff are unfailingly helpful and pleasant

There is an over emphasis on social media nowadays and this totally biases and override the views of the population as a whole. I was one of the earliest users of the internet in the UK but will never use social media as it currently exists due to its lack of privacy and security concerns. Many library users are older and reluctant social media users and get steam-rolled by this vocal group and their needs are ignored. You should continue to provide primary contacts via phone, website, email and letter if necessary. Libraries are there to provide access to written books, the other services are an important sideline. E-books are not a serious replacement due to the copyright issues and unscrupulous publishers who can make them instantly unusable if they do not use the right document format.

This email

Through local news magazines

Through other community groups and organisations.

To be made more aware of talks and events on offer when visiting the Library website.

Twitter

Twitter

Twitter please and leaflets through the post

Twitter, Advert in local paper Dorset echo,

Twitter. No one in my household uses Facebook or Instagram.

txt info about events

update of events, developments, new resources in the council newsletter which is delivered by Royal Mail

Use email and social media to give updates on new books, etc. Also you have the ability to suggest to readers possible new reads that they might like, based on their reading history.

Use local newspapers too.

Use local newspapers. Use other organisations' media such as Rotary Club, churches. Posters in places people frequent; supermarkets, pubs etc

Use non council communication systems . People get turned off if they see Dorset Council.

Use Royal Mail delivered council newsletter to inform new books & resources, developments, in person courses and activities

Use the local gazette

Use the online ordering app for other library services and send notifications

Using the local press - eg Blackmore Vale, Sherborne Times etc as much as possible.

Very grateful for the email reminders of when books are due back!

Via email

via email as oppose to phone for those with disabilities including autism etc including account management and card renewal

Via email. All of the methods of communication listed are passive and rely on the customer being in the right place at the right time. If events were promoted in advance and directly to subscribers' email inboxes, this would perhaps elevate the status of the library service within people's minds. People would be reminded more often about the library system and all it has to offer, rather than taking advantage of it only when they think about it or when they wish to utilize a service.

Via local media - local radio and press

Via school (eg messages about upcoming events via ParentMail app)
Via the Blackmore Vale magazine.
Via the Internet - but in a much more flexible way than demonstrated during COVID.
Wasn't really familiar with online activities available. Maybe a Facebook page, with events? Just seen you have social media - had missed that. Maybe occasional (very occasional) email.
Web portal
website digital
Websites are very hard to navigate
WhatsApp or email. Facebook and Instagram are not much used by older people
why not a monthly newsletter from my main library (Wimborne) telling people what events are happening at the library, how to register, new books coming in the next month, plus other community-based news
Would be happy to receive emails
yes to the Friends 4 Upton LIBRARY
You already have my email address
You don't mention the Dorset Council printed news bulletin which is circulated to households. Not everybody uses computers.
Zoom



## Q24b Tell us what digital access, support or equipment you wo...

3D printer equipment for my older children to get involved with

a brain implant so i can make better use of on line computer helps

A dedicated person on hand to help with basic IT queries. Although staff are helpful it takes them away from other duties. The IT system crashes and sometimes it is over a week before the problem is solved, this is unacceptable, especially if job seeking etc.

ability to use my own, or a library computer for access to internet, to be able to book flights, hotels etc. online, print off items, answer emails etc., etc. In short, to be able to do without internet access at home if required. Help available if unable to do the above!

Access to academic papers and articles

Access to Ancestry for family tree research.

Access to 'Ancestry.com' on computer (International edition)

Access to computers and printers for research.

access to computers, printer, scanner, internet

Access to computers, WiFi for my relatives computer.

access to ebooks through app

Access to Gov sites

Access to historic maps

Access to library wifi and occasional use of library PC with help

Access to more family history databases, especially the British Newspaper Archive.

Access to national and local history records in particular.

Access to national journals and magazines

Access to theatre and cultural events online. Marquee app was promised with online access, but despite calls/emails with the provider of the service through Libraries West it wasn't available. Shame as we are in a rural area with limited access to theatre and ballet etc.

Access using an iPad online

ADVICE

Advice and instruction on computer skills.

advice for specific IT problems, for older late-dopters

Advice on equipment, its use and how to choose an internet provider.

Advice on how to use Pc's, tablets , mobile 'phones and apps.

advice on suitable equipment

All computer access kept up to date.

All library staff on duty to be able to solve computer problems as they arise. Upgraded computers are good but some struggle to work out the changes.

An advisor to help with computing lack of knowledge. We had a very helpful volunteer before Covid.

Ancestry and Findmypast access to help with genealogical research

any

any help with acquiring more digital skills which seem more essential than ever

Archives local news

AS AT PRESENT
as previously mentioned and below.
Availability
Availability of a booth for recording videos with a quality video camera and microphone
Basic digital tech, desktop to smart phones.
Beginners courses Inclusion
Being able to renew books
Better user experience when accessing customer library user account. Like option to take out magazines online, audio books, newspapers, ebooks, music. Would like to join online groups. Good that libraries have IT facilities and that students have support in skills/learning and have study/workspace to do studies in he library to prevent digital exclusion.
Better WiF: sometimes have to move around the library 2 or 3 times as I keep losing internet connection on my tablet.
Bring back Charmouth digital champion
Buy or lease e-reader to download books direct.
Citizens Advice Office
classes in troubleshooting computer use
Classes run to support, say, learning about AI or perhaps, learning how to do ancestry
Computer advice
Computer and printer access
Computer buddy to assist with computer and mobile use. Computer skills training
Computer club to troubleshoot IT and laptop problems
Computer lessons - top up.
Computer services to aid personal research
Computer, internet .
Computer, printer etc.
Computer, printer, photocopier, scanner,, WiFi
computers
Computers
Computers and printers
Computers and Wi-Fi
Computers printers copier
Computers, printers, scanners
computers, scanners, photocopying
Computers, scanners, printers.
computers, tablets, printers (with e-printer functionality so you can print directly from your device rather than having to log into one of the library's computers)
Computers,printing and photo copying
Computers.printers.
Continue to have ebooks, reservation online and continue to check loans & renew online - I use t app alot
Continued assistance to use the in library facilities

Continuing access to Press reader, online library, Access to data bases such as genealogy find my past etc
Copies of plans of local planning applications together with local councils minutes and reasons for decisions .
Courses on internet usage for over seventies
Courses on using the web. Information on latest equipment or software.
Currently limited to 30 minutes, this is just not long enough, IT equipment, including peripherals such as scanners required to be upgraded.
Digital access to your library and other Dorset libraries, together with the other regional libraries with which you have joined forces, eg Somerset. For this I obviously need my library card renewed, please
Digital ancestry links and search
Digital Champions offered their expertise but we still await further details from central library staff. Ann Hurrell says she has passed this issue down the line - some while ago. Please expedite!
Digital guru to assist with IT problems queries etc
DIGITAL SUPPORT GENERAL
Download or borrow audio books online easily for my elderly aunt to listen too as she can no longer get to the library
During the pandemic there has been home access to the Ancestry genealogy website which I have used a lot - it has been wonderful. So access at home to such resources, also perhaps newspaper archives - the sort of online reference resources that are available to university students would be great. I would be happy to pay a small subscription to access such material.
E books
Easier browsing for books from home computer. Easier way to know whether it will be possible to renew an ordered book
Easier use of eg daily newspapers Advice on how to use digital facilities
Evening and weekend access to IT equipment - combined with meetings & social events in building, to justify staff overtime outlay.
face to face support, PCs, scanners, printers
Family history online resources Wider range of ezines
For example, access to Ancestry in order to trace my family tree
For me it would be. "How to transfer Photos' from a mobile Phone on to the Desk-Top. Also from a Printer to the Desk-Top"
Free digital advice for using aspects of the iPad.
Free wifi and use of a computer and printer. Support using new technology would be helpful
Free WiFi for own devices More online subscriptions to newspapers (National and local) and access to resources for genealogy etc
Full range of office support equipment including A3 & A4 colour photocopying, plus colour printing. Social media skills training.
GOOD WIFI CONNECTION
good wifi signal and advice as necessary
Greater availability of ebooks and convenience in using. Downloading every time is frustrating - I'd rather buy a book on Kindle.
greater diversity of stock by digital provider

Greater integration between databases archives etc....
Guidance on how to use my Chromebook and laptop and tablet eg accessing and opening pdfs, sorting emails, freeing up or increasing storage, having my own zoom room
Happy with current provision, please maintain.
Having the Digital Champions is brilliant. Having access to Ancestry to do family research was fantastic, especially during lockdown times.
Help in developing skills around how to manage my smartphone and tablet.eg how to clear items on utube how to input and access word how to use different apps what security I nee.Not basic skills but a slightly more complex level. One to one in person would be best or as part of a small group.
Help to use computers and mobile phones
Help with computer queries/learning, computers, printers, scanners, photocopiers, etc
Help with computers, access to printers Social, informative, historical a person who can access various council services on my behalf
Help with new computer technology and internet use.
Help with new technology, i.e. how to use a smartphone or how to download music.
help with the internet .... e'g Windows 10 ...possibly 11 which is coming.
Help with using pcs
how to log on etc
I am not very technically literate. Need help in this area
I am not very technically literate. Need help in this area.
I completed the Library's computer training course many years ago, but have only used e-mail and search engines. I am elderly and would welcome a refresher course, so that I could use more, such as cut and paste, for example.
I have tried to download an eBook but it didn't work out for me. Unfortunately I wasn't in a position at the time to work out why so I need to try again to as I would like to be able to use this facility.
I like the e-books loaning service but have difficulty accessing it.
i mostly only use a computer/terminal
I use the library a lot for audio books and foreign language (French and German) films and would like to continue to do so, enjoying an increased range. More films for children in languages taught in schools would be great.
I want them to remain available and be better advertised, especially the ability to research ancestry on the library computers for free, which is never advertised and must be of interest to lots of people. It's important that the library should have computers, photocopying and printers for local use.
I welcome the personal support available via the Digital Champion/s. I have a laptop, mobile phone, and a tablet. I plan to use this service regularly in 2022. I feel this is a most valuable service.
I would like access to Findmypast, which is now superior to Ancestry for UK family history studies. At present, I travel to Ringwood Library for this but would prefer access in Dorset.

I would like for example to be able to ask a staff member about accessing the newspapers easily. I do not understand Libby or its instructions which I find very confusing. I had no problem with the previous system. Single manned libraries not very conducive to asking questions as staff are busy dealing with customers.

I'd need to know how to access this service.

I'm not even sure exactly what you mean by this but it sounds useful to many people

Improved IT and up to date software, plus speed of Internet connection.

Improved systems easier to use

Increased availability of texts and audiobooks

Info about digital borrowing, how to access, restrictions etc

Inter library loan of academic material

ipad

IT Know-how.

Just access on more days / afternoons to use and get help.

Keeping up to date as when one encounters some updates eg. windows 10 from Windows 7 it's a nightmare!

Laptop

Learn digital skills

lessons in the use of computers.

Lessons in using Mac . Computer skills Using smart phones

Library edition of Ancestry and Find My past family history programs

Link to Workers Education Association for easy access to training and skills development through access to zoom or as a venue for sessions.

Longer opening hours.

Many residents of Lyme Regis do not have access to the internet or ICT equipment. Others have some access but would benefit from better knowledge on how to use it. One to one or small group basic access skills for those unused to their Smart Phones or laptop/tablets and helping people to be more confident on ICT could help them to feel more included and less isolated. Some training on Social Media training. E.g. like Dorset Growth Hub ICT workshops could also help reduce loneliness and social isolation. Training on apps and skills e.g. design packages, project management and diary/organisation packages could be very helpful for people working from home and/or running their own businesses. Libraries should incorporate increasing levels of ICT and internet provision to reflect current needs and means, particularly as there is an ever-increasing assumption of universal public access and maintain levels of domestic ICT awareness and competency in the face of ongoing online development and increasing dependency. The economy is looking a bit precarious with falling exchange values, mounting debt and inflation, and rising pressures on household budgets, - and while there's concern about fuel poverty it seems likely it won't be long before we hear more of rising 'tec poverty'. - It's certainly up there with other utilities... Just as there was literacy needs in the past that libraries played a big part in 'levelling up', the same could be needed for ICT.

More access via subscriptions to commercial databases, including newspapers, magazines and, particularly, annual publications and yearbooks, e.g. Who's Who, Whitakers Almanac

More advice on internet safety and security. How to use facebook and twitter without leaving oneself wide open. When i did need help on ipad i found library worker knew less than me.
More computer screens would be useful and more space between them in Bridport library
More computer study spaces, plug in for laptops, quiet rooms to take zoom calls. Hireable tablets.
More computers
More computers and digital champion available for support
More computers and tablets available for public use.
More computers to use.
More computers, including those for children, where there are currently none available. Especially ones that are more interactive and intuitive, for example Chrome Books children can press the screen which they are more and more used to. Run homework clubs, literacy and maths clubs that use these type of computers in the children's area. They are accessing them to do homework and read books online. Physically books are still very important, but having access to these could encourage more children to come to the library, especially those where access to the internet is limited at home due to siblings needing to use it too
More digital book availability
More easy access to computer use
More items available in the family history area.
more online magazines available for free to local communities
More subscriptions to online services for research & information (e.g. academic papers, family history)
More talking books and large print books
More teaching sessions
More times for help courses, how to use and get most out of digital equipment for the older person with the ability to use your equipment rather than own so we can then decide and purchase to suit. i.e am I better off with laptop, notebook, tablet ect. On a budget you need to know which is best and trying different devices and learning about them other than talking to a salesman that I buy baffle you with gig this and byts that.
My laptop belongs to the NHS ans I am usually based in a council building. However in the library my wifi connection, the same as the one I use at work, is so poor I have had to give up on using it there. This is a shame as I live in a busy household so the study space would be really helpful.
My previous library (in the USA) used Overdrive to offer Kindle ebooks. Is this something you could look I to offering?
Need a more easy information to be able to understand system, but prefer to be able to pick a book up from the shelf Support with accessing the right online service and make sure it is secure
None, do not use computers as prefer face to face advice from professional person. Plus NHS research has shown those do not like online services and do not access them.
Not sure at this stage.
not sure... but technical advice would be useful to me

online access at home to things like Ancestry, Find my past, historic digital newspapers
Online browsing of catalogues and borrowing items (I personally like to use the digital magazine app - it is amazing!)
Online journals
online refernce and research resources
PCs, Printer/copier
PCs, printers, copier, scanner
Perhaps make it easier to use a digital library and download reading materials. In the long term possibly a digital library only., especially if there are more cuts (which I don't support).
photocopying/printing
Physical presence of digital champion. I understand most libraries offer this service, but not Blandford
Please continue having the current digital helpers as that is very useful.
Printng, scanning and photocopying.
Printer and photocopier
printer and scanner
Printer. Advice on technology
Printers
Printers, chargers, Specialist equipment like microfiche and CD drives that you don't have at home anymore. Video editing.
Printers. Scanners. Wifi. Access to computers if needed and space to use own laptops that can connect to the printer.
Printing
Printing and scanning, online services
Printing direct from phone
Printing facilities.
Printing facility (already have this)
Printing,Access to Family History
Privacy screens for confidential computer use and soundproof area to aid concentration
Regular digital champion sessions
Regular updating of IT developments. IT support specifically designed for the elderly
Remember when printers were a Thing of the Future, and everyone had to go to the library to print stuff? I feel like the next Thing of the Future is 3D printing. It's an incredible piece of equipment with creative, practical, innovative and business growth uses. I would personally like to use one as a business venture, but I cannot practice using one first because the start up cost just is too much without being sure if it's suitable for me personally. I would also like to use one from a hobby perspective, and I know a handful of my friends would like to as well.
Scanner printer
Scanners, printers, laptops
see below
Some times I need help to do new things online. So far people have been very helpful.

Space to work
staff in library to instruct on general computer use
Support and help using the computer
support group for computer and iphone use
Support in staying digitally engaged with society.
Technical help in using social media, internet, apps, information gathering online
The equipment and access is good, but more study space with computers would be good.
The introduction of the Libby app is brilliant. Continue to develop this service.
The use of computers and ability to print things that I require as I do not own a printer.
The use of digital printing equipment. The staff are extremely helpful when problems occur when trying to print documents.
To be able to access information either on-line or through Council / Govt on-line services and have somebody who can assist / guide that and terminals that can be used to achieve that.
To other online facilities
Training on apps and skills e.g. design packages, project management and diary/organisation packages. Also Social Media training. E.g. like Dorset Growth Hub ICT workshops. Also one to one or small group basic access skills for those unused to their Smart Phones or laptop/tablets. Helping people to be more confident on IT.
Tutorials on how to use digital services
Update computer skills.
Updating of skills
use of computer, printer and photocopier
use of computer
Use of computers for example free access to 1921 census when available in early January 2022
Use of online learning programmes/courses on computers within the library that perhaps one could book in advance. In a quiet cubicle setting
visual contact with various departments of the Council
Web information on books - the information on the ordering portal is quite terse
Which?
Wifi
wifi help to access Bournemouth Echo more space in Portland library
Work station
Would like assistance with computer issues I find difficult
You need to tailor this to local situations. It is not what I want particularly, but it is clear from issues raised in schools, older people's groups and general discussion that you need to make your services more accessible in various formats and with appropriate levels of guidance. Link to local reading and writing groups more actively such as Dorset Writers.



## Q24c Tell us the types of activities and events you would want...

1. Groups and clubs such as a Non-Fiction Reading Group and a Poetry Reading Group. There is a real demand for ways to meet new people and make friends in Dorset. The libraries could play a big role here. 2. Author talks 3. Business startup club 3. Crafts 4.

1.craft session, 2.CAB Sessions 3. Council proposed planning 4. Outreach social worker or occupational therapist based in library

A book club ? I will probably be bringing my grandchildren to the library in the future- maybe to activities - definitely to Darell Walkhams sculpture sessions!

A book group where you read and discuss books and get recommendations of good books from like minded people.

A Coffee Area would be great, bringing more people into the Library. To sit and read, do crafts, ask Question about many things and meeting people. Many of us feel isolated, ether by living on their own or not having family and friends close by. Having somewhere to-go with the same Interest as others and communicate with is good for our Mental Health. The Library is Just the place. It also needs to Advertise. Load and clear what is on offer!

a computer course.Information of U3A courses.

A few toys

A movie night would be nice, meeting authors and screenwriters.

a one stop shop for everything would be good - transport links arent great here so being able to do all in one building would be great. The library has a phone i can use, but every time i try to use it, it says its busy with high call volume and try again later - not great as the staff cant do anything to help

A quiet space to read and journal with a cuppa, ideally a cappuchino Practical workshops on creative writing or textile art Sharing skills - wants and offers, probably best done online Taking turns to tell and listen to each others' stories, ask and answer questions in twos or threes Be shown how to play new party games or other games Ideally all would be regular so we could build up friendships I wouldn't want to do any of them in cold weather with the door open.

A space for people to come together to work out how to prepare for climate change locally - flooding, food shortages etc. Return of the "death" cafe

A spoken-word/poetry group for people to read and discuss their work. A creative writing workshop which I could run.

A toy library woyld be good for thd children. I would love classes to learn a new skill like crochet, how to use a sweing machine etc A phonics class for non readers and then some books with only one or two words on would be good too.

A wide range of different craft skills enabling beginners to "try a craft" with guidance/help etc

Acess to the digital champion has been a godsend. If it was possible I would like help sessions so that you could attend and get support and advice from others,

Activities for adults evenings and Sundays

Activities for babies and children at Crossways Library

Activities for baby, toddlers and preschool children.

Activities for children

Activities for children . Book club. Creative activities groups.
Activities for children aged 8 plus and author visits
Activities for children eg lego, time with an artist/ author as done previously
Activities for children I have a 2 year old
Activities for children, rhyme time, story telling
Activities for children, story-telling or arts/crafts activities.
Activities for families of all ages and families with children.adult children with additional needs
Activities for primary school children
Activities for under 5s
Activities for under 5's
Activities for young children rhyme time or crafts etc
Activities for young people aged 11 - 17
Activities including craft courses.Wea courses
Activities of interest largely clash with other commitments at present
Activities or events in person e.g. talks by or about writers, including poets. I
Activities,
Actually prefer online events and hope these continue to be a thing - autistic so struggle at physical events
Adult author talks. Adult creative arts and crafts workshops. Creative writing workshops or course. Anything to increase adult reading for enrichment and enjoyment. Mini literature festival, bookweeks. Most events tend to be geared towards children.
Adult book club book readings
adult colouring
adult colouring group
Adult craft events, reading Buddy group for children (my children would happily read to others, or listen to others reading), Lego club (stopped due to covid) - this was a lifeline for my mental health when I was struggling with my children, as there were other parents to talk to and the children were entertained. Film evenings (donation to library?), reading challenges in Easter/Christmas holidays (we love the summer one).
Adult education classes
Adult education courses and talks eg Foreign Languages (Improvers' French / Beginners' Italian or Russian), History/Archaeology/Art History/Local History, Music appreciation, Wildlife / Environment / Travel, Driver refresher; Discussion groups eg Politics / Current Affairs
Adult education. Kids events- stories, activities etc
Adult learning - languages, arts and crafts; health and wellbeing events; community events, eg local history exhibitions
Adult sessions - craft maybe
Always interested in local history and other cultural events - talks by authors, local artists etc.
Always like an activity, like a book club, ancestor search, knit and natter etc, but I work full time, so the activity would need to be an evening one.
An expansion of the programme of professional arts events, particularly those linked with Arts Reach.

An introduction on how to support children with reading - mainly phonics. My daughter was in pre school when the pandemic started and then spent her reception years in and out of lockdown. Fortunately she really enjoys reading but every phoneme, diagraph, trigraph... I have learnt through her trying to explain and then in turn I have had to google to learn myself. While I appreciate this is a teachers job and they have trained for many years the point I would like to make is how to SUPPORT children reading with the basics, not a qualification, as phonics isn't how I learnt to read.

Any activities aimed at under 5s would be appealing to us.

Any activities for children. Craft activities (for adults) and reading/discussion groups/clubs.

Any educational or internet events

Any literary activity such as visiting authors, writing courses, writing discussions would be welcomed.

any of the following might be of interest: reading, creative writing, family history, ancient history, local history , astronomy, Christian

any online that nbale people who are housebound with autism, adhd, anxiety, depression, panic disorder, self harming among other conditions to attend online

Any toddler events

Anything for children

Anything for children and adults

Anything for children. I want to encourage learning and love of books. Also that faciliate a range of ages. I use to attend regularly Westbourne rhyme time. It was a really great group. But now we have moved and our local library is only open a few days a week. And I need a group or event I could bring a 2 year old and 4 year old to.

anything literary -or book -related

Anything related to children. I have a 7 year old and a 6 month old so a mix of activities for different age groups

Anything relating to improve computer skills eg word processing, 'how to ' sessions e.g. look up maps, sort emails,

Anything suitable for my daughter (she's 5). Perhaps a book group, recycling event, library of things, swapping clothes or other items.

Anything that I could do with my children to encourage their love of books and reading

Anything that is available to the Deaf/Hard of hearing particularly craft sessions, book clubs, meet the authors, talks about local history etc.

anything that promotes or develops local community.

Art & craft sesiond

Art and craft

Art and craft activities

ART AND CRAFT CLASSES

Art and craft, climate/environmental

Art and craft,potry,history talks,alternative therapy

Art and painting

Art events

Art events, music, storytelling, arts teach theatre.

Art exhibitions. Book readings by authors
Art exhibitions; talking therapy workshops.
Art talks; Science talks; Book club
art works for children
Art, creative events for children and adults Book clubs Community meetings
Art, History, authors
Art, music, entertainment, adult leisure education, crafts, exhibitions, book sales,
Art, Sewing, Book clubs, Board games
Art.Talks-history etc. You don't seem to use the resource of the museum next door.
Art/craft activities/demonstrations, talks of various kinds, ie local history.
Art/craft exhibitions
art/craft for over 70s at a reasonable price
Arts & Crafts courses & Sales, listening to authors and talks about other interests. Anything to do with how we can be more environmentally friendly, saving the planet. An area where you can have a drink whilst you browse through some books. Courses on writing, publishing and illustrating books.
arts and crafts computing esp how to use social media + talks to learn new things
Arts and crafts, poetry and novel writing
Arts and crafts, science
Arts and crafts, theatre, music events, events for children of all ages, poetry workshops, reading challenge (we do this every year!), anything that keeps encouraging reading and culture will be amazing.
Arts crafts
Arts events ,craft events , literary workshops
Arts, music, lectures and talks from writers and artists.
As a grandparent I would love to bring my grandsons to events on the days we care for them. I know that Verwood library does now run Rhyme Time sessions again, but unfortunately these have been held on a Thursday which clashes with other groups in the town and we were already signed up to one of these. Hopefully in the New Year we shall be able to take advantage of other sessions.
As previously mentioned, help for writers with meetings, help and advice with critique, publishing and promoting their work.
As we have a small community library, having online author talks has meant my daughter has been able to attend, which wouldn't have been an opportunity before. More activities for all ages of children, not just young children.
Attending Adult Learning Art classes was lovely, but the massive price hike stopped me going again. I think it went from £30 to £130 for 10weeks.
Author and local interest talks
Author and other talks. Play readings. Meeting councillors - Wimborne Minster and Dorset. Space for educational groups to meet informally e.g. U3A
Author events
Author events
Author events
Author events . Writing workshops . Themed events like crime or Harry Potter etc or about specific topics gardening or arts
Author events and readings

Author events Crafting activities
Author events Talks
Author events, book clubs
Author events, childrens events
Author events, creative groups, talks, maker space, exhibiting local art etc, writing workshops
Author events. Art gallery events. Children's events.
Author in person events and health and well being events
Author meetings, lectures on book-related topics, language lessons, craft workshops
Author or publisher visits. Adult Ed courses. Opportunity to hold Spanish conversation.
Author readings, group study/advice sessions, reading/writing groups
Author readings, lectures
Author talks
Author talks
Author talks
Author Talks
Author talks
author talks
Author talks
Author talks
Author talks
author talks
Author talks - but then there are many local literary festivals that offer that, perhaps the library could consider becoming a venue for smaller attendance events?
Author talks Adult learning courses
Author talks and feedback from historical research
author talks book clubs
author talks children's book activities
Author talks Creative workshops Communal gatherings
Author talks have been excellent and I would like to see more of these. I would also like some more interactive workshops e.g. like the session with poet Vanessa Kinsuul.
Author talks Informative talks
Author talks or talks by Library staff. Occasional children's events for my granddaughter. I love the Library atmosphere, very friendly and helpful staff, also great Facebook page. A cafe might encourage me in more frequently to meet friends, but there are quite a few cafes in Wimborne already!
Author talks or writing workshops could be awesome
Author talks primarily.
Author talks Reading group, short term and themed by genre or author or topical issue to encourage widening reading range
author talks reminiscence community events police surgeries MP surgeries

Author talks touring companies specialist Author talks. Touring companies music and dance
Author talks, adult craft activities, informative talks on subjects like recycling and avoiding scams and cyber crime, writing workshops, coffee mornings, poetry readings, reading group meetings.
Author talks, adult education classes
Author talks, arts performances, visual art exhibitions
Author talks, beginners clubs, say for art, drawing. Activity clubs as social events, knitting, reading groups, coffee and snack area.
Author talks, book club reading discussions. Local history/nature lectures.
Author talks, Book discussions, Book Club Group, Baby rhyme time, Story time for children, Local interest talks, Quizes, Craft activities
Author talks, but not always on Saturday
Author talks, coffee mornings, reminiscence sessions (themed), sale of discarded books.
Author talks, craft activities
Author talks, creative classes
Author talks, discussion of books, poetry/writing workshops
Author talks, general get-to-gethers for middle aged people to chat and make friends with local people. A permanent coffee shop would be great - somewhere inviting to sit so can stay and chat and browse a bit more.
Author talks, health and well-being talks.
Author talks, how to events to further older skills
Author talks, kids crafts
Author talks, lectures, craft groups, mental health support groups
Author talks, local history events
Author talks, poetry readings, meet the author,
Author talks, reading group meetings , craft events, children's events,
Author talks, sale of disused books
author talks, talks and introductory events of organisations available locally.
Author talks, talks on local subjects, craft activities e.g. origami
Author talks, writing workshops, adult craft activities, talks on interesting subjects such as how Dorset Waste manages the recycling or advice from Dorset Police on avoiding scams and cybercrime etc.
Author talks, general interest talks, book groups
Author talks. Story telling. Information on local development & planning matters. Meeting councillors to discuss local issues.
Author talks. Anything involving a speaker with specialist knowledge and or skills.
Author talks. Reading Group discussions
Author talks/events Children's activities Craft sessions
author talks/readings for books and poetry.
Author talks; arts performance
Author talks; local history talks; local reminiscences; updates on what's happening/going to happen in the local area
Author visits
Author visits. Poetry readings.

Author visits; local historians; presentations on local activities & places
Author, speaker, MP sessions
Author, storytelling, other talks of interest.
Author/publisher events
Authors
Authors and reading advice
Authors events and craft sessions.
Authors talking about their books. People from different fields like gardening or therapy (mental health) giving talks. Maybe for young people with dyslexia help about reading, learning and completing school assignments and exams.
Authors talking about their new books
Authors talking Local history talks Personally owned book swaps
Authors talks Book launches
Author's talks Concerts
author's talks, reading group, courses
Authors, readings, learning new skills
Authors/ poets talking about their work. Local craft/hobbies taster sessions.
Availability for space to rent for community events such as lectures, debate groups, etc.
Availability of meeting rooms for social events
Availability of rooms for voluntary organisations such as U3A and Poetry Society Stanzas
Baby groups, rhyme times etc
Baby/toddler activities
Baby/toddler group
Barista coffee service in a part of the library
Better advertising of local groups and clubs that hold events on site. For example I attend a Morris Dancing Group and didnt know they met there. More similar crafts / hobby groups
Board games children. Adult games Bridge etc. Posters ads on Dorset ie Stepping into Nature etc. Posters ads of exhibitions at major galleries/museums etc & to access on internet in library. Access National Theatre etc productions - all in small groups. Lots of people don't have internet at home.
Boardgames Readings Poetry/writing groups Better computer training e.g. not just basics
Book or literary events, maybe book club type discussion group. Writing workshops .
Book and poetry events, small scale performing arts, library of things, mending workshops, knit and natter.
Book and poetry readings, small scale theatre/dance, swop shop events, charity sales
Book based events, discussion groups, author talks, creative workshops, writer workshops, book clubs
book club
book club
Book club

BOOK CLUB
Book club
Book club Children's activities
Book club - reading discussion group
Book club + reading, craft, puzzles & games & brain exercises/training, puzzles e.g. professor puzzle, needlecraft.
Book club and discussions. Author talks
Book club and perhaps charity events
Book club Craft activities Community groups
BOOK CLUB CRAFT DAYS
Book Club for younger people,
Book club opportunities. Authors talking about their books -even if online
Book club outside normal working hours
Book club style meetings to review books and look for recommendations
Book club type events perhaps
book club, art group,bridge group
book club, author events
book club, poetry appreciation.
Book club, social coffee mornings for the vulnerable
Book club,learning groups
Book club. Philosophy discussion
Book club/knitting group
Book club; Other events;
Book clubs
Book Clubs
Book clubs and local group meetings.
Book clubs and small group discussion activities. Small concerts. Win on Waste specialist recycling collections, Community Fridge,
Book clubs and social coffee mornings
Book clubs, author talks, talks on local interests and walks.
Book clubs, craft activities,
Book Clubs, Crafts groups, Music and DVD discussion groups, and a Coffee Shop.
Book clubs, events for children, swap or reuse events, seasonal events, author talks.
Book clubs, local history groups
book clubs, police briefings, Parish Council briefings
Book clubs, reading group, craft group, talks on local places
Book clubs. Coffee shop talking to qualified staff. Flexible opening times.
Book discussion group.
Book group
BOOK GROUP
Book group
Book group, reading groups
Book group, talks
Book group, talks from local groups



Book group, talks from local historians, authors. Information exchange such as recipes, recycling. Corfe Mullen has no real community hub and the library could help with this.
Book groups Talks on authors/ new titles/films
book groups, author signings/sessions, poetry reading, children's activities for 7+
Book groups, childrens' events
Book groups, discussion groups -post Covid
book promotions. swap shops of toys books etc
Book reading/signing, activities for young adults
Book readings
book readings and critiques
Book readings by authors
Book readings for older children, historical local interest talks
Book readings meeting authors
Book readings or book club
book readings poetry reading arts talks lectures
book readings, author events, local interest groups
Book readings, skill learning from books/demonstrations - following from a book or online YouTube on practical skills, with a Q&A available.
Book related adult events. Too many events at moment are for children.
Book related events - eg poetry readings, It skills information/help
book reviews, poetry workshops, dementia friendly activities.
Book reviews. Possibly a book club. Guest author events.
Book Reviews. Literary events perhaps.
Book signing with local authors.
Book talks
Book talks by authors Book clubs More kids activities and story reading
Book talks Met the author General interest talks and workshops
Book talks, history talks
bookclubs
Borrowing ideas about what to read, how people can create their own reading etc If you encourage people to write you encourage them to read and vice versa
Brief talks from guest speakers on a variety of subjects.
Bring back story / rhyme time
Buzzing bookworms/ Chatterbooks
Career advice for young adults. child mental health support. Creative activities for children Opening times every weekday
Carer Group Activities Dementia Friendly Groups
Cd,DVD swap club,
Charity events.
Charity fund raising and social events
Chat group, Author talks.
Chess club was loved by my son
Child activities
Child activities
Child groups

Children / new parent group
Children activities are what we look out for most
Children activities
Children activities and groups
Children activities Author talks
children/young people events craft type adult events you can attend with children
Children's activities
Children's activities
Children's activities - a lot have been lost and limited due to covid
Children's activities (under 5 years old), during holidays.
Children's activities atm 😊
Children's and teenager activities
Children's clubs such as Lego club or seasonal craft events Adult craft event I would also like the library to return to the welcoming space it was before COVID so that you can spend a relaxing few hours browsing and reading. The giant plastic shields at the desks make the library look like a bank and the masks on the staff mean you can no longer have any positive facial expressions the combination is oppressive
Children's events
Children's events - aimed at 7 year olds and older.
Children's holiday activities
Children's reading groups, Storytime, etc
Children's
Children's activities
Children's activities
Children's activities
Children's activities
Children's activities
children's activities
children's activities adult craft activities
Children's activities Children's author events
Children's activities and events
Children's activities and talks by authors or others
Children's activities through week. Bringing back colouring etc
Children's activities, charity events, book club
Children's activities, reading clubs all ages. Digital training or help online
Children's activities.
Children's activities.
Children's clubs
Children's event, crafting, frozen characters singalong was great couple of years ago
Children's events
Children's events
Children's events
Children's events and reading groups

Children's events at the moment
Childrens events for 2years. We loved the group but had to stop going as my son got too old. Also other children sessions are in the afternoon when nap time is. Mornings work best for us.
Children's events that encourage reading, creative pursuits eg writing workshops, illustration workshops (not just colouring in sheets!) , author events.
Childrens events. Preteen
Children's events/craft activities/reading challenges/ Lego clubs etc which I can take my grand-daughter to
Childrens reading events Social events
Children's Story Time for Early Years
children's storytime
Classes
Clubs for children at the weekend such as a book group or art club.
Coding, homework support
Coffe Shop would be great. I just find the Library, at the moment of course with Covid, a very strange place, nobody makes eye contact. I don't like to ask questions, everybody hurries around. It would be nice if occasionally asked if I wanted any help, just to make contact.
Coffee morning, with activity like quizzes, puzzles, discussion etc., where those who live alone could meet others.
Coffee mornings and more reading groups for library users. It would be lovely to see more author events and talks taking place at Corfe Mullen Library.
COFFEE MORNINGS BOOK CLUB KNIT + NATTER
coffee mornings book sales author events
Coffee mornings with book clubs.
Comedy events Author talks Musical events Poetry Craft events Virtual reality Book club talks Quiz's Artists to run courses
Comedy, entertainment, educational classes, language classes. But not during opening hours, because this would be too noisy for the other library users
Community development.
community events
Community events, make the library the centre of the community with adult education and other community activities, meeting room for small community groups to take place
Community improvement issues, particularly in relation to health and wellbeing of residents and sustainability and the environment.
computers for coding for kids
Continue to attend Weymouth Library provision for Harbour Poets group
Continued use of the wonderful and skilled librarians in Sturminster Newton Library. In library fiction writer events for adults.Maybe a reading group (Adults).
Courses
Craft
craft
Craft
craft
craft - related or play readings

craft activities
Craft activities
Craft activities for children and adults. Themed events for children based on popular books.
Craft activities including access to a range of adult evening classes - provision in Dorchester is dire and if you work during the day and don't drive there is virtually nothing available.
craft activities of any description
Craft activities, family history lessons, anything for the kids
Craft activities, group reading for kids, parents support, autism awareness, activities for autistic children, workshops, theatre for kids, music activities, art activities, everything what will encourage creativity!
craft activities, reading group
Craft and art groups etc.
Craft and hands on activities (adults and children).
Craft and literary events
Craft and performing arts. Recycling, swaps. Drop in parental support, advice on encouraging children to read more. Talks by authors.
Craft and wellbeing activities in the evening or the weekend
craft based events would be of interest - either talks, demos or hand on
craft class, talks by authors
Craft classes Book discussion
craft classes, book clubs,
Craft courses
Craft courses and taster sessions for activities. Arts and cultural events, like poetry readings and art displays.
Craft demonstrations ,how to set up an online business
Craft events 06
Craft events for adults
Craft events, author events,
Craft events, family support, coffee afternoons, general community events that allows people to meet and mingle
Craft for adults
Craft groups for adults More childrens groups
Craft groups, general befriending, support groups
Craft related
Craft sessions
Craft sessions, play sessions, reading sessions (for children in my care).
Craft sessions, visiting speakers
Craft skills activities; meet the author events; creative writing workshops; discussion groups; themed storytelling events.
Craft, Christmas themed like wreath making etc, child friendly activities
Craft, computer skills
Craft, demonstrations, talks
Craft, Discussion/authors, trends with genres, local art and craft, charity displays
Craft, drama, book clubs, murder mystery games,

Craft, learning new skills,
Craft, social, literary
craft, talks on certain subjects. book days.
crafting
Crafting and book review groups.
Crafting skills workshops. Storytelling.
Crafting with other like minded people.
Crafting, more kids groups
Crafting, social coffee mornings, outings and any other social activities
Craft-related classes
Crafts
Crafts
Crafts + reading
Crafts like knitting and crochet
Crafts Workshops
Crafts, focused chat groups, speakers/talks
creative and learning
Creative workshops for adults. My main interest is supporting my creative writing. I would also be interested in art workshops. As I understand it, currently most reading events are for those with health problems.
Creative writing Book clubs
Creative Writing Shared Reading If there was a Poetry Group or Play Reading, I would attend
Creative Writing, Author events, film groups, art groups, discussion groups
Creative writing/ foreign language events
Creativity
Cultural, talks, music
Difficulty for me is I'm not in Weymouth & Portland Normally during the week I work in Training so Im anywhere in the Country other than Saturdays.
Digital Champions!
digital instruction, writing a book for publication, with library open every weekday morning and afternoon and Saturday morning.
Discussion groups.
Discussions about literature and talks. Some good events are run but I don't necessarily realise or remember. I would be happy to receive reminders about events by email.
Discussions on authors
Displays by local craft people. Talks about local places of interest.
Drama/music events Authors talking about their books
Drawing classes Painting classes
Dried flower arranging
Drop in book club? 12 books a year- 1 meeting a month. Drop in on the book you're interested in only. At the start of the year, make available multiple copies of the book in e-format, audio, physical...I enjoy digital copies but it can be frustrating having to wait many months for a book to be digitally returned before I can access it.

Drop in sessions by local charities to learn more
Educational
Educational
Educational and social e.g. chess clubs/board games, coding club, tinker club for kids, handicrafts for children and adults. Talks - not just by authors. Readings. Simple engineering/science activities. Poetry discussion group. An easy to access drop-in counselling service for all and discussion support groups for those struggling with certain issues e.g. bereavement, menopause, disability etc.
educational classes
educational talks/activities
Educational/informative but not work-related
Environmentally friendly swap shop
Even more activities/events aimed at pre-school age children. Clubs for those learning to code.
Evening lectures, libraries could be used by a wide variety of organisations for this purpose.
Evening opening hours after 5pm. Book clubs in the library in the evenings once a month.
Evenings after 5pm
Events arranged with schools. Could link to things like World Book Day/Roald Dahl Day/Harry Potter evenings. We all do them separately and a joint approach could give children more access to engage with.
Events for children
Events for children, book readings, crafts
Events for children, talks for adults
events organised by the Friends of the Library, coffee mornings, fund raising events,
Events to support children in their education Clinics to support families ensure best health and development of young children Family theatre shows Toddler group
Events with authors and other readers
excel courses
Exhibitions on local history/archeology; Local walking routes exhibition. Arts or Travel talks/exhibitions; Local business fair.
Exhibitions/ demonstrations of local arts and crafts. Talks about culture and history of Dorset. Book sales
Family and children eco/protest groups women's groups
Family events and events for children e.g. storytime-type events, lego club, drawing club, kids' crafts. Portland library does offer these but I would attend even more if more was on offer (especially given Children's Centre is now closed to all intents and purposes on Portland).
Family fun activities. Craft sessions. Circus skills, productions, show and tell type things. Children's and or adults book clubs
Family History
family history groups, and perhaps an update of computer skills
Family History research and sharing my knowledge with others
Finding out more about authors and books

For children age eight and under
For me to take my grandchildren to
For young children (art/craft) and in person
Free and Paid for e.g. historical/author talks Bringing reading to like for small children-phonics
French Conversation, learn pottery, learn to play drums, learn to play guitar, keep fit classes
Friends of the Library meetings/lectures
Friends of the Library type events, eg evening meetings with guest speakers
Friends of Wareham library. Please bring back tourist information.
friendship groups, local talks/presentations
Fun family activities, catering for older children. Activities suitable for older people for my mother-in-law to attend e.g. sharing stories, learning about history, talking about dogs! (her specialist subject!)
Fund raising events Informative talks
Further crafting activities for children outside of school time
gatherings for chats
grand child story time
Group activities - book clubs, discussion groups Talks from authors & others. Coffee mornings. Shared reading.
group activities, reading groups, ancestry tracing, practical skills
Groups for lonely adults and elderly people, like coffee mornings.
Groups for people new to the area, social groups
Groups for under 5's like rhyme time are fantastic, events like this on other days would be much appreciated as I can't always make the day offered.
guest speakers
Guest speakers on various topics
Have meant to attend some previously but there always seems to be a reason why this is not possible. However looking to the future we aim to do so. Well informed speakers on literature, local topics, history, access to the countryside, environmental and planning issues and health and wellbeing would be ideal subjects.
health and wellbeing;singing, workshops for youth and older people
Health care, citizens advice, coffee morning.
Health, local environment information talks/discussions or talks by authors
Help with using computers and mobile smart phones and how apps work.
historical
Historical ...both local and National talks/ presentation / events.Pre History events Natural History talks/ events IT course Author's / literary festival
Historical talks about Dorset. Pottery appreciation clubs. geology teach in
History talks/open lectures/heritage-based events.
history, talks etc
Home Education events for primary and secondary aged children
Hope the jigsaw might come back if Covid ever goes away. A range of talks.
I already attend and run a colour and chat group twice monthly and would like to see more of these kind of group activities in the library

I already attend Colour and chat
I am fairly new to the area and am hoping to join a book group or creative writing group.
I can't think of specific activities but I think the library is a good place to participate in cultural and community events. I also really value having a space to work or read that is away from my home/office.
I don't know how many book groups the library service supports but it strikes me this is a resource not being used. Book group members could provide book reviews for display in libraries or posted on social media, groups could meet up and exchange ideas, we could contribute to selecting new stock for groups and encourage other users to set up or join groups.
I enjoy talks by authors and temporary exhibitions in libraries. I am a member of my local library and like to attend the annual quiz and AGM.
I have enjoyed attending events by authors
I have never seen any events or opportunities, at least not for adults, advertised which take place actually at the library, only elsewhere. In most libraries I've been to in Dorset I didn't think we were allowed to use it as a social space because others are reading/ working.
I have recently joined the Friends bookclub. It would be nice to have it back at the library after Covid has calmed down.
I like that we can request, order and renew books remotely, but I also enjoy coming into the building and browsing when I have the time and I think libraries can be a real life line for many people and a place of cultural enrichment.
i like the sound of many of the events the library puts on and would attend if they were held at the weekend but can not make weekday afternoons or evenings at the moment, although this may change in the future and weekends are doubtless harder to arrange and staff so i understand why they are scheduled when they are
I like to attend talks on any topic. Great way to learn and meet other people.
I love the sound of the library of things! Would cut down on buying things from Amazon
I mainly go for children's events. Like crafts, Elmer reading etc and would like to more. Would only do this in person though.
I never quite managed to attend the Saturday crochet group held in Swanage library before the pandemic. I Really hope it starts up again, along with other craft groups and groups focussing on sustainability; repurposing and recycling items, visible mending etc.



I recently attended the literary festival and don't know why the library isn't more involved in that. I think people would still buy books and get them signed but would enjoy reading more of the authors' work through the library. You also have good size spaces that they struggle to find elsewhere. There were no children's events except your dalmation sculpture which was brilliant but not something lots of children could attend at once. I also think tying in to school themes is a good idea because they all have the same regular modules and would benefit from bringing pupils in for a show (like the Mary Anning one) or to learn skills (like the Rachel Bright one). They could borrow all your books on the Celts for example and if you introduce children to fiction set in these eras then they would read around the subject. Running parenting sessions but titled differently so they seem more accessible would be good and could run alongside children doing an activity. Or crafts that adults can do with children so they all learn and have fun and get to feel the space is theirs so are more likely to come back. One of your brilliant Dorchester staff told me about websites that can help you choose books similar to the ones your child currently enjoys. Maybe this info would be good to keep children reading and not just getting stuck on David Walliams or whatever. In winter I've seen older children use the space to be warm after school but not engaging with the resources. Maybe they could have their own room for drawing/homework/reading with a hot chocolate machine and music or something. There could be jewellery making crafts or Christmas gifts (all from books you already have) they could be doing. Lots of children think Google rather than library when they have to research so it would be good to tap into school projects and coincidentally offer the resources pupils need. Also when the schools do the Shakespeare at Weymouth Pavillion productions, maybe have the films showing or get local actors to do scenes and generally promote his other works and the child friendly versions. Perhaps local drama clubs could use your meeting spaces to rehearse and get more children involved in acting. As you say, you are the hub of the community and have amazingly knowledgeable staff but lots of people don't feel it is their space and never realise how great your offer is.

I Teresa groups, university of third age type courses to foster life long learning

I think our library (West Moors) offers quite a lot of great activities but at the moment I can access enough elsewhere in the community. Pre Covid I did sometimes take part in the jigsaw activities and could well do that again. I don't make use of e-books or much of audio for that matter. Maybe the occasional info session to promote those services. I have used the Ancestry a bit in lockdown and am interested in sessions on making better use of those sorts of archives, workshop on that would be of interest - and they may be offered already - I haven't looked yet.

I value events relating to creative writing

i work on the DC housing team and would want to use office space in the library. i would like to get married in the library I would like to see plays and concerts in the library. love music, not pubs.

I work shifts so working hours erratic. Writers' groups. Ability to buy/drink coffee refreshments.

I would like language lessons (perhaps done through U3A or similar) and continual support for smart phones, computers, etc. As an older person, I need to be in touch with the technological language.

i would like to learn basic Italian lead by qualified language tutor

I would like to offer services reading to children. I have written some children's books and am applying to the library to be able to offer this service.
I would like to see Knit and Natter or other craft groups, Friends of the library, sale of decommissioned books etc; local charities being able to use the library space for promotion and fundraising
I would like to see Win on Waste events and other community events come back to the libraries I visit
I would like to try out a range of activities.
I would love coding club to restart for my eldest son, it would be great to have a Rhyme time locally again, or children's story time to attend with my 1 year old. Story time for older children too perhaps or a writing workshop, I have a 7 year old who loves writing stories but we haven't found many resources to support this yet. But just coming and talking to the helpful people who would in our library is great for him!
I would personally attend author talks or book groups. In my capacity as a volunteer for a charity providing support to young families, the children's activities and story times were very valuable.
I'd like more events that my 9 year old daughter can attend during holidays and Saturday mornings. I'd love to see them advertised more widely. It would be great if the space could be open for longer hours so that I (as a working adult) could attend talks and book clubs etc.
I'd love to see some groups for under 5s to return.
If an author I was a fan of visited to give a talk at a time when I could attend.
If there was a guest speaking on certain interesting topics.
If U3A groups were based in Library
I'm hoping for all the kinds of social and book-related events that have not been possible during Covid - I have a new appetite for such things because they have been missing and are currently impossible to do and/or enjoy. I am more likely to attend them now than before covid because I appreciate how precious they are.
In - person, in - library events such as reading groups, talks, groups
in person
In person adult crafts
In person author visits for adults and children
In person children's advents
In person events with writers/specialists on topics related to the arts, literature, science and humanities.
In person lectures
In person talks on authors and various genres of literature.
information coffee mornings, author events
Information talks
Informative lectures
In-person - reading, creative writing.
In-person creative workshops / art sessions
in-person social or poetry event in library or library garden
Intellectual talks on a variety of subjects
Interesting lectures and technical presentations

Interesting talks
Interesting talks
Interesting talks related to books
Interviews with authors/important speakers.
IT help/support; book readings.
It is always interesting to meet authors. I do enjoy craft sessions also and during these COVID-19 times online events have been welcome
IT teaching. Book clubs
It will be nice when the talks by interesting people start up again.
It would be very good if a room was available for use by book groups on a monthly basis.
Kids activities
Kids based, author events, to focus on one book or topic.
Kids events
Kids events eg crafts, summer reading challenge, kids quiz
Kids reading challenges, find in the library... , crafts...
knit and natter
Knit and natter (quietly!)
Knit and Natter/ Craft events
Knitting, learning how to crochet, making cards, attending craft classes
Knitting/croquet groups. Weekly art classes - nothing serious, just "here's an idea, let's make it today." Meet publishing agent events. Movie night - watch a film. Writing contests. Fantasy/sci-fi book themed "fun nights" - like Harry Potter Night for adults. Face painting days. Regular nature and eco themed crafts. Basic yoga and/or meditation sessions. Author exhibitions - so spaces that are on display showcasing an author's research, artwork/photos, extracts from their book - something that catches the eye but can be browsed at your own leisure. Local artists selling their artwork - like when you see paintings in small cafes that are available to buy from local artists. Another reason for the library to have a cafe! Exhibitions in general - if someone has been researching anything from poetry, Buddhism, baking, fossils, to mice - I love the random things people deep-dive into. Could some of the librarians even be tasked with researching the reference materials you own and developing a seasonal exhibition? I've travelled to The British Library just to see some of their exhibits. I appreciate you might not be able to recreate the excitement of spotlights and weaving display cases, but if the content and effort is there, then whoo!
Language lessons
Laptop lessons
Learn new skills - languages, etc
Learning a language Crafts
Learning a new craft or hobby. Author events. Historical and environmental talks/presentations.
learning courses
Learning new things, self employed events
Learning sessions for different skills & activities
Learning skills and social activities.
Lectures

Lectures
Lectures Author/ literary events
Lectures Crafts Environmental events Writing groups
Lectures, discussions about specific books/subjects.
Lectures, knitting groups, coffee mornings
Lego club Pretty much anything aimed at primary school aged children - my local library had library club after school 30 odd years ago!
Leisure activities provided by community groups, e.g. arts of various types, crafts, history, writing, singing. Of course this, and especially the options you provide to check off, are all a forlorn hope for those of us in Blandford unless you provide a new building similar to the one enjoyed by Wimborne. We need "levelling up", not to be forever tied to a building that became unfit for purpose decades ago.
Libraries are cultural hubs , my local one ...Weymouth Library does an excellent job raising awareness of Black History month ; International Women’s Day . However , it would be great if we celebrate the South East Asian Heritage month which lasts from mod July to August . I feel that the enormous contribution, achievements of South East Asians are unknown, not properly recognised. The libraries should be Inclusive and would like see better representation.
library could offer space to host local community group meetings and book clubs
Library of things Children's events Language courses
Library reading group.
Literary and history talks on local area. Facilities for adult learning and discussion
Literary events
Literary events i.e. book signings by local authors. Computer skills classes. Learn another language. Art courses.
Literary events, opportunities to support and publicise books by local authors, history events relating to Stalbridge
literary events, talks
Literary festival type events
Literary readings (especially poetry readings).
Literary talks and library linked events, to encourage use of library building
literary talks, lectures
Literary talks. Book club?
Literary/arts/craft related - talks on wildlife (Dorset Wildlife Trust)
literay festival events, guidance on reserach events
Local authors talking or local musicians playing. Introduction to new developments in IT IT courses for the elderly
Local history and connections and craft
local history and local issues - sometimes controversial!
Local history or community research; leveraging Dorset History Centre and maps / databases/ public and private records. Digital skill enhancement or upgrades for intermediates / competent; platform for giving back via mentoring or business support.
Local history talks
local history talks and presentations poetry/drama sessions
local history talks, creative writing, author talks
local history, author talks, poetry, drama.

Local history, clubs
Local history, local talks on campaigns such as Stand and environmental initiatives,
local history. Literature talks.
Local history. Sport. Railway history.
Local interest
local interest talks
Local interest talks. Nature/Wildlife talks.
Local interest/history? Adult education
Lytchett Matravers had a knitting and crochet club which I attended a couple of times. I would attend if it were in Upton. Also sewing - any adult skilled crafts that I need to brush up on to be more eco friendly. My son attended coding at Lytchett Matravers and it was really good. But he got too old for it. It would be great if there was coding available at a higher level for older kids. It would also be great if there was an ex teacher who could be on hand for study and homework support, but I think that would be unlikely as it would range across ages and subjects.
Mainly things for kids - coding sessions, Lego clubs
Make it a local Hub like the Crystal Palace Library - they have events and host a 'Library of Thibngs' and have comedy nights and music and it's a great local resource and well-used and loved. Their model is being replicated all over - the Lyme Regis could be an exciting hub if thought is put into it and it's planned and resourced.
Maybe events such as talks could be streamed /zoomed, As a friend of Weymouth Library I often find I cannot get in to town for quite a few of the meetings/talks etc
Meet authors - older children books
Meet the author events Local history or literary talks for adult and kids could be family event Themed literature event with directional advice on reading around the topic for instance theme could be costume and dress of the nineteenth century or animal behaviour or British music composition Combined event with other local independent businesses for instance local specialist food producers cinemas youth groups fitness providers
Meet the author events perhaps with local authors not necessarily big names
Meet the author Information on new titles and perhaps reviews and/or recommendations of new books
Meet the author; check out our new stock; political group meetings; chats about the future of Blandford.
Meet the writer. Book club. Other community clubs
Meet with like minded people with same interests as myself. Animal support. Cycling group for older people
meeting and talking to authors sharing experiences of books we have read
Meeting Author. Discussion on Books group
Meeting the local community as just moved to the town
Meeting venue for local interest groups
meetings with authors, discussion groups on a range of topics
Mental health support, yoga, art

Modern language conversation groups or classes
More "evening classes"! there are many day and evening classes advertised in Blandford, Christchurch etc, but pitifully few in this County town. Talks, lectures, drama, music events would be good too.
More about time available, evening activity would be good
More activities involving the whole of the family as a unit especially as children now seem to spend so much time on games consoles in the home environment.
more activities for children aged 8 - 13
More activities for children over 5
More activities for the early teen group (my child is 13). Skills courses for adults or children (or one day courses). Activities for families that are geared towards teenagers. Our library only appears to have activities for the young age group.
More adult education and craft activities.
More author events
More author meets, it was lovely to have the zoom author meets. It would be nice to meet the authors in person next time if possible. If more children can attend on the zoom meets then doing it by zoom would still be okay. It was a truly lovely experience for me and my children.
More author talks
More author talks Adult learning courses relevant to writing and literature
more author talks or talks about authors and their work
More author talks, children education talks such as how to help the community, home educating facilities such as resources, places to meet
More author talks. More like the sushi making class that happened a few years ago. More practical workshops. Digital is NOT the same! The library of things sounds amazing actually - many libraries in the US already do this!
More baby groups - love rhyme time but it books up too fast, would love more options for different days.
more children activities
More children's activities
More children's activities
More children's activities, different days of the week, maybe after school hours for younger children who are in reception/year 1 and learning to read and who enjoy singing and fun events. Potentially author book talks for adults
More children's activities, more arts activities, more family activities that all ages can participate in.
More clubs for 6-13 year olds or more to encourage them to sit in and read for a bit.
More craft activities for families
More craft and art events
More craft/reading activities or events for older children (e.g. age 7+) Return of the children's Arts Award (in person if possible) History talks/lectures for adults Cultural events to celebrate diversity
More creative art activities for older children/teenagers and author events/book themed activities for older young people
more events for children
More events for children aged 8-12 yrs

More events for children under 5
More events for older children (10 or over)
More events for primary school aged children in the holidays. An integrated Tourist Information centre. Perhaps in conjunction/ with cooperation from the museum. with the aim of enriching the whole ethos of Dorset and what it has to offer.
More events to do with the arts i.e. poetry readings, theatre acts
More frequent author days, poetry reading/writing groups (mornings or afternoons), talks from local community groups (e.g. Swangage Food Bank, Purbeck Besom, etc.
More frequent events for families and older people with refreshments.
More help to access digital tools and with online services. Book sales, craft club, make and bake sales, quiz nights, music evenings and table top sales. Author events/ charity events/ friends of library events and housing advice.
More help keeping up to date with digital/technical developments
More info on using for collecting refuse items and recycling scheme. Think there is one but not obvious and it was only a monthly collection for recycling items like toothpaste tubes.
More informative events on old Weymouth to make people more aware of what they have lost and to seriously treasure and protect what still remains.
More of the talks etc to be held outside of working hours, I miss far too many!
More opportunities for general meeting of people to increase the range of inter generational interactions. This would promote greater understanding of people's different needs and hopes in life.
More physical activities, since covid there isn't anything, the littlies are missing out. There's nothing for the bigger children now.
More regular reading groups Talks on various subjects such as local history Craft workshops
More rhyme time style activities with themes
More Rhyme Times for toddlers Book club for adults
More speakers and authors. Discussion groups. Environmental and ecology issues.
More talks
more talks about authors, especially ones from Dorset, past and present. And story telling for adults. More arranged times for discussions about selected crafts.
More talks from authors
More talks, events
More toddler-friendly events.
More variety other than just talks
Music and reading activities for young children. Reading/discussion groups for different age groups, especially for teenagers. Job seeking advice and skills development. Setting up a business advice and guidance.
Music and reading activities for young children. Reading/discussion groups for different age groups, especially for teenagers. Job seeking advice and skills development. Setting up a business advice and guidance. ICT workshops.
Music events - play it loud in libraries as in Lancashire

Music for families, participatory events for families, drop in craft activities, literary events especially linked to local area
music for under 5
Music, arts, crafts
My children are 6 months and 4 so any activities aimed at these ages. Rhyme time is great for my 6 month old (bit young for my 4 year old) and my 4 year old loved Library gets Lively - would love to see more of these sessions. Would love to see the health visitors holding their clinics in the library again too - this was invaluable with my older child.
My daughter and I have really enjoyed attending rhyme time and look forward to taking part in other pre school activities in the future.
My daughter would like a Harry Potter activity day again. I'd like anything to learn new skills.
My son is now too old for Rhyme Time (I think I've seen on the poster the age limit it 18 months and he is 2) but Library gets Lively is not on at a convenient time for us and some of the craft activities are a bit too old for him so I'd like more for the toddler age
My son would like more activities to join. He loves Lego Club. He would like to go to more tabletop game clubs like Warhammer.
My sword dance group use the library on Monday evenings. There's scope for other groups to use the library in this way, both in the evenings and on days when the library is closed. I also attend events for children with my granddaughter (or did before Covid, and will do again if there are events again)
New interests, community focused and kids events
New skill, craft music - instrument exploring was our favorite as it's so inaccessible for people to try instruments
Not sure as I did not know they ran events at all. Maybe a speaker on some aspect of Dorset
Nursery local book club.
Occasional exhibitions of local interest.
old activities like knit and natter resume new taster sessions run by org such as U3A - creative writing or introduction to yoga/musical instruments/craft etc
Older children 10+ and little ones
On line safety, computing skills
Online author events - great to not have to worry about parking and how busy somewhere is going to be
online or in-person events
opportunities to discuss books, encourage reading, explore new authors.
Parenting course - first aid etc School aged children activities
Performing arts, author talks, local history
Perhaps a book club.
Perhaps a focus on local (amateur) authors
philosophy critical thinking knitting/crocheting/seamstressing writing workshops - english language and literature learning a new language - language exchange
Play readings, (and discuss) how to write a story, Listen to audio books in library Story time for adults and a separate one for children
Playing bridge,



Please more events for children on science, environment, geology, fossils, space and exploration. I'm a scientist and business owner based in Sherborne and could run such activities.
Please restart Win on Waste sessions
Poetry evenings, book clubs, adult crafts
Poetry group
Poetry groups and talks and courses
poetry open mics author visits space to hire for rehearsing music music performances
Poetry or play readings, rehearsed readings, performances e.g. Bridport Shakespeare company.
poetry or play readings; rehearsed readings & performances (e.g., by the Bridport Shakespeare Company)
Poetry reading, small music events, author readings. Love the idea of a Library of things. Talks on local themes or issues, eg, the environment.
Poetry readings Art exhibitions
Poetry readings or authors talking about their books or areas of interest. Talks on subjects such as science or history. Cultural events to promote integration and understanding of diverse groups and cultures in our local areas.
Poetry readings, book readings and book sharing. Share film/music ideas also.
Poetry sessions (sharing poetry, visiting poets etc), regular talks of interest, small scale productions eg dance
Poetry, authors, other talks or music
Practical activities maybe linked to some of the books you already have i.e. scrapbooking, wreath making.
Practical skills perhaps learning something eg chess or knitting.
Pre school activity
Presentations by speakers/authors.
Presentations on local interest
presentations, guest speakers, meet the author, book clubs,
provision for people with dementia shared groups to talk around old times , artifacts etc and maybe tea
Puzzles, local history, continuation of reading and craft groups,
Quiz, murder mysteries, author talks, craft sessions, ancestry help sessions,
quizzes, literary talks, Arts events , Story telling for children
Reading / other events for children
Reading and writing groups - I know these happen already but see below.
Reading circles for children. Children's entertainment
Reading for children. We used to do the summer challenge.
Reading Group
Reading group
Reading group
Reading group
Reading Group / Book Club
Reading group, author events, exercise groups, talks

reading group, craft and activity, singing, friendship, demonstrations eg gardening, dressmaking, hobbies
reading group, speakers on local history,
Reading group, talks by authors
Reading Group. Author Talks.
Reading groups
Reading groups talks.
Reading groups held on a regular basis
reading groups talks/presentations digital skills/awareness
Reading groups, author talks, art classes
Reading groups, author talks, opportunities to meet people.
reading groups, coffee morning
reading groups, craft, discussion groups, local history
Reading groups, events or talks on environmental issues
Reading groups, knitting groups, talks by authors would love to have a coffee shop
Reading groups, new book reading and review
Reading groups, talks from local authors/groups
Reading groups, Village group meetings eg friends of the library, twinning assoc etc Author talks, community activities
Reading groups. Common interest groups eg local history, travel club
Reading, writing clubs and d&delete for older people. It would be good for the library to have a clear page or calander of what is upcoming and also be able to have people make their own activities
Readings and performances. Puppets.
Readings by authors, special events such as displays of art work or themed displays of work
Readings by Authors. Talks by local historians, archaeologists. Talks from Artists, Potters, similarly Crafts
Readings, Authors reading their work
Recycling events. Book club
Refresher skills on the computer/iPad Meeting the women in the library who run it so well and are very knowledgeable and welcoming and helpful
Refreshment space either profit making or take your own. Wider choice of books, current editions
Regular child related activities over the weekend would be great.
Regular children events
regular coffee mornings
Regular storytime for children, starting young so as to encourage the habit of using the library.
Regular, themed activities
Reintroduction of better facilities for events. The loss of large room/gallery and refreshment facilities at Weymouth sorely missed.
Reminiscence meetings such as is happening at Shaftesbury at present, are very interesting. I am sure that given the opportunity there would be other topics too

research and use of databases; local history; local trusted services and artisans. Why cannot the library operate a social business portfolio?
restart of Bridge Club and Family history group
Return of art group. Talks by authors/others
returning and borrowing books, children's activities
reuse events e.g. repair cafes, library of things
Re-use, recycled items.
Rhyme time
Rhyme time
Rhyme time and other activities for younger children
Rhyme time and other groups for babies/toddlers/preschoolers, at a range of times to suit parents who may be working part time.
Rhyme Time and similar aimed at very young children.
Rhyme time and story telling for the children
rhyme time and story time
Rhyme time and toddler activities
Rhyme time Children's story sessions
Rhyme time Craft events for kids
Rhyme time for children Shared reading activities for children Book club for adults
Rhyme time for my toddler And in future readings or craft events
Rhyme time on a Wednesday would be good in any library in the Weymouth/Portland/Dorchester area. It used to be on Wednesday in Wyke but this has now changed so we can't attend. We also really enjoyed the outdoor library gets lively sessions in borough gardens, Dorchester. More of these in summer would be great. Thanks
Rhyme time.need this at Sturminster newton library and a safe space for children that is not right next to the door. Toddlers can escape out the door too quickly. At Blandford this area is at the back of the library which is much safer.
Rhymetime on more days than just Friday
Ringwood library has food donations from local shops to stop food waste learn a craft reduce any waste initiatives
Sadly I find the activities at Lyme Regis Library rather limited in the past, a What's On would be helpful and this could be delivered by email or the e-newsletter which I have yet to receive. I have started using Axminster Library some of the time as the opening times are more frequent.
Saturday session for 2 year old, the recent craft event was too old age group even though I think he'd have enjoyed joining in
see above
See earlier remarks re;Book Festival.
Self help/ lifestyle/ health talks
Separate rooms to hold Book Group meetings, or other educational purposes, during the day.
Sessions for under 5s

Sessions on how to use resources such as local history records or the Ancestry on line resource. Talks on particular authors or poets Story time for all ages with gifted story teller Cheap Place for meetings of local groups Advice on certain topics like how to reduce household bills, insulate and heat your home in green way
Shared reading groups. Reading group in a library. Craft type activity for adults. Talks. Coffee mornings.
Shared Reading on line Reading group in library
Shared reading, author talks, Readings (books & Poetry)
Short courses/talks, for instance, Drawing, Painting, Knitting, Art Appreciation, Local History
Showcase local charities and interest groups monthly or fortnightly eg Lyme Regis community hub, turn lyme green, ALCS ets
Skills and creative workshops, family activities
skills and learning classes
Social coffee mornings and book clubs
Social group meetings
Social groups, Clubs using the library space e.g. exercise, yoga, dance, mindfulness, craft learning, talks on various subjects,
social groups, relating to hobbies. Invites to encourage volunteers for e.g supporting carers.
Social, book clubs, reminiscence groups
Some form of evening activity or club as looking for something to occupy my evenings after work. Looking for new hobby
Something for children and parents
Speaker events.Craft events.
Speakers / demonstrations - especially relating to local matter
Speakers, authors talks.
Speakers: authors, history of local area, National Trust
Special subjects for school aged children. Interesting presentations for everyone. Maybe ticketed talks too
Special talks by interesting people or short performances by small theatre groups sometimes relating to topical items as well.
Specialised talks from different walks of life
Story time for children Book club
storytellers and readers
storytelling - adult not just children poetry reading /sharing writers group
Storytelling for adults Craft events
Storytelling, community based events. PC/Tablet advice
Study groups.
Support for teens / talks
Swap meetings.
swaps of household items
Talk on what's available ie benefits & care for retired, political discussion group & general coffee morning/ afternoon tea chats about books.
Talk/presentations - e.g. authors

Talks
Talks
Talks
talks
Talks
talks
talks
talks , information events small group theatre books clubs which are open to all not selective.
Talks about authors and books
talks about books/authors, also I've just become a grandparent so would love to bring my grandchildren to the library when they visit if possible as I think it's really important to introduce children to the library as early as possible and I love to see and hear the children if I ever come into the library while there's a children's session going on
Talks about different things such as health, lifestyle, sewing. Computer skills, knitting, dressmaking, local history
talks about Dorset in general and its natural history in particular
Talks about genealogy, tech, e.g. producing video, AI
Talks about interests and adventure, such as travel, expeditions
talks about local history or other local interest. Activities for toddler grandchildren
Talks about local history or other things of interest.
Talks about local history, environmental concerns etc
Talks about local history, topics of information about local 'changes', local literature or poets discussing their work.
Talks about subjects/topics of interest from knowledgeable guest speakers
Talks and activities around poetry, art, social media, accessing local council services.
Talks and craft events
Talks and discussions about environmental issues, and how to care for our planet, including climate justice.
Talks and discussions on wide range of subjects especially politics and religions
Talks and free courses
talks and information on what is going on in the county
Talks and meetings
Talks and Meetings also just to get together for a chat
Talks and readings
Talks by authors
Talks by authors
Talks by authors
Talks by authors
Talks by Authors and Knowledgeable researchers, etc. Events recommending particular authors or books Opportunities to share or recommend books to others
Talks by authors and people of interest.

Talks by authors, or talks by librarians on particular genres to encourage different reading.
Talks by authors. Courses on themes such as women travellers, crime, books based on place.
Talks by authors. Friends of Wimborne Library meetings/events.
Talks by Authors. Play reading activities. Writing activities.
Talks by authors. Quizzes.
Talks by authors; lectures on topics of local interest or on local history
Talks by authors; presentations by societies, etc
Talks by famous authors and/or local celebrities, talks or demonstrations from people with interesting knowledge about a subject or unusual hobbies. Also, a story telling session for adults ( like they do for children) People with poor eye sight, dementia or difficulty reading could really benefit from hearing a story told live (as opposed to an e-book
Talks by guest speakers
talks by interesting speakers
Talks by local authors maybe? A book group in the evening?
Talks by local guest authors on their books or writing groups held in library would be interestind to attend. Previous libraries have hosted talks on other subjects such as climate change, astrology, Shakespeare plays, seaonsal books - these have been done at night for those who work full time and cannot attend during the day.
Talks by local people - authors, musicians, from different organisations,
Talks from Authors and people with interesting occupations or Hobbies.
Talks from authors Book club, reading club or group for informal discussion.
Talks from authors or other speakers Exhibitions
Talks from authors. Coffee mornings Book discussions/clubs
talks from authors/health professionals/benefit advisors/adult learning tutors/police re:fraud/scam advice
Talks from local authors Craft or colouring for adults Book club for teenagers
talks from people of interest, activity groups
Talks from writers, other talks; access to book clubs to meet others interested in reading and writing. This need not be at our very smal local library - but at Bridport nearby.
Talks given by authors.
talks including author talks
Talks ion local history; talks by authors and poets, information/consultation about particular services/local issues, councillors surgeries
Talks- local history, crafts/ rural skills and self sufficiency. Also interested if any 'green/eco events
talks maybe
Talks of genealogy topics and local history
Talks on a range of subjects. Possibly music or theatrical performance or readings.
Talks on anything!

Talks on authors or poets. Story telling for all with a gifted story teller . Advice sessions on recycling, how to reduce bills, heat your home in green way. Cheap Place for organisations to meet up
Talks on Books etc
Talks on books. Creative writing. Talks about local history/ archaeology.
Talks on general interest topics or demonstrations to introduce new skills such as crafting
Talks on interesting lives, local history, author talks
Talks on literary topics
Talks on local history
Talks on local history and cultural events.
Talks on local interest topics.
Talks on local interest/history
Talks on varied subjects. Health information (prior to Covid, attended a health information day that was very useful to me). Activities that involve talking to other people.
Talks on, for example; books, book genres (mystery/crime etc) local history, This is Alfred maybe?
Talks or lectures by professionals in progressive fields like climate change.
Talks Readings
Talks,
talks, book reading group advice on reading lists meet ups
Talks, chance to try out a craft eg macrame
Talks, clubs of interest, art/craft workshops, coffee mornings/afternoons
Talks, craft
Talks, crafting sessions
Talks, demos, readings et
Talks, digital training,
Talks, educational, music, coffee mornings
Talks, family history research guidance, local history, history of my house
Talks, Lectures, book club, writing workshops, evening classes
talks, local history, author visits, film shows
Talks, local interest groups such as local history or family history research. Opportunity to learn a new activity such as Bridge or Mah Jong
talks, meetings on natural history, especially geology, history
Talks, Quiz's, Exhibition's
Talks, readings etc
Talks, training sessions etc
talks, workshops, social meetings
Talks.
Talks. Book groups. Advice on books to try.
Talks. Craft making. Recycling collections. Quizzes.
Talks. Social events / coffee mornings/afternoons.
Talks/ lectures Book club or
Talks/Cultural events
talks/discussion groups

Talks/how to do family history research
Talks; (auhtors) travel experiences; volunteering UK/abroad. Dementia friendly group; health talks by local health personnel; 'quiz sessions' Talks by people who run small businesses. Talks by serving or ex-military personnel.
Teaching / demonstration on easily finding information and links. Talks about: different cultures, Healthy diets, historical events, Dorset country side. Fast tracking information and support. Factual information regarding up and coming changes.
Teaching of crafts ,teaching of languages
The book swap would be an excellent idea or the opportunity to buy books that people have donated as in a charity shop.
The building is so unattractive I can't think why I would want to attend anything at Wimborne
The events I have seen offered until now are either aimed at children or they're too esoteric (arty, worthy) or by trying to appear "inclusive" or "diverse" I feel I would not be welcome.
The Library shou;ld host events oim the Bridport Litrary festival; host book clubsand poetry and story telling events.
The Writing Matters Group meets fortnightly in the Library and we used to have a room to meet in. We no longer have that facility and have to meet in a public space, which is far from ideal. I imagine we will look elsewhere, as the disruption to our writing and reading out of our work makes the public space offered to us unsuitable. I feel a loss, especially as the room we used to meet in is unoccupied.
Theatre performances, author talks, local history talks
Themed activities for children.
Themed evenings for young readers -my 8 and 10 yr old would love a Harry Potter or similar themed evening a little later in the day (after 5pm) where they could meet others perhaps in fancy dress? Hear a reading from the book and do activities related. The event could developed into a sort of young person's book club where they could be introduced to new authors.
Themed topics in literary, historical, scientific that could be focused around, for example - books or collections of books on artists, historical people, astronomy, geology, ... a sort of topic focused literary festival.
there are lots of group around eg U3A craft etc. It would be great if the library became a hub for learning with rooms of different sizes to encourage groups to use - it would compliment the library - the library could even offer their own workshops eg with a session on things like memory , child development - there's research for instance about number of books in a home having impact on children's learning/reading skill. What about sessions for dad's and their children. or even library making displays of topics children currently studying each term in school - children are the future- also lots of children are educated at home - where do they meet?
Things for home educated children
Things for my children, craft or learning or creativity based.
Things that support the tourist industry, business, are of local interest or integrate the town as a whole + creative writing interests
Those for parents/children



Thought provoking talks Writing workshops Eco events
Toddler activities. Crafts
Toddler friendly events/ activities
Tourist Information Office at the Library was most useful until it was removed! It was an excellent source of local events etc
Training courses etc. But for them to be at times when I am available. Or have them available online.
Training events for small groups to undertake new skills. Ability to meet with others to carry out regular appropriate activities, such as knit and chat sessions. This can be particularly helpful for those who live alone and who need to meet like minded others in a safe environment. Other examples, might include community based projects that could be undertaken within the library premises.
training in the use of archives on line for historical ancestry research....more about the natural local environment
Traveling exhibitions
U 3 A events I. E. French German languages
U3A
U3A
Under 3 or toddler story telling sessions.
Under 5s
under fives
Use of computers, scanners & printers by those with IT issues at their homes - PLUS the use of Library meeting rooms and open areas by Historical Groups, Photographic clubs and/or similarly special interest groups.
Visiting authors. Creative arts events. Craft tuition. Local artist displays . Dip last of art work, literature from local schools
Visiting writers, workshops
visits from authors. Online interviews with authors.
Wareham library has a community garden which could be used for various purposes to encourage the use of the library.
Well being courses. Reading groups
While I don't need some of the activities listed above, it would be exciting to see the library used for almost all of them. More activities that give an opportunity to talk to people would be good as would anything involving environmental/green issues. Coffee shop - and toilets! - would be great.
Wider range of activities - not just children / older people. Exhibitions, crafting activities, wellbeing, talks, workshops, etc would be good. More of a "community hub" feel needed.
Workshops , short courses, Arts events, meet authors
Workshops and fun activity and events for children. Learning skills such as knitting, sewing, cooking. As I work from home it would be nice to occasionally come in and use space for change of scenery.
Workshops or networking meetings.
Workshops talks community events Toddler groups Anything it's a great space use it more

Would attend author talks, 'Library of Things' events, book readings/signings if of particular interest. Would attend talks on other aspects of book publishing e.g. illustrating, editing, researching, proof reading, production which don't seem to be discussed much, even at literary festivals, but are fascinating jobs.

Would like to see both Weymouth and Littlemoor as a community hub

writing groups as we used to go to talks of interest

Writing groups, better promoted reading clubs / groups.

Writing or poetry groups, author talks

writing workshops, author talks,

Writing, Drawing, Music, Local History, Self-publishing, Author talks, Wildlife presentations, IT support  
Yoga, Tai Chi which have been available in previous library. Classes, clubs.

<b>Q24d Council Services - Other (please explain)</b>
?
9.am start as it's better for us early before it gets busy
A full range of council issues - eg planning, council meetings agenda, minutes of council meetings and decisions
A hub for information and advice on a broader range of council and other public services
a range of services as a local link
Ability to speak to service providers, eg if I need a new recycling bin I can order one with a person, or if I need advice on a council service, benefit etc.. Libraries should be a hub for County services.
Access and help to all council services, local and county services, and the Police Service. Citizens Advice Bureau help very important too and MP surgeries.
access to a range of council services - to talk to staff face-to-face rather than online.
ACCESS TO ALL PLANNING GRANTS AND REQUESTS IN MY LOCAL AREA.
Access to councillors meetings. Access to benefits/medical advice.
access to information on any pending, important changes which affect people
Access to telephone numbers and addresses of local Citizens Advice Bureaux, and Age Concern Offices
Activities and facilities for the elderly
Adult social care/Occupational therapist based daily in building
Advice
Advice and information.
Advice on services and consultations.
Advice re health support.
All
All
All
All
All
All Council services
All council services, so that one could get answers to questions on absolutely anything from uneven pavements to home-extension plans etc
All covered above
all that used to be available at the council building which is no longer in Wimborne
All! Libraries could be a mini county hall but have someone to show you how to navigate websites to find what you need. If websites don't work for that person we capture it and improve the site.
An ability to have a problem and take that to the library and find out where in the Council I need to go / contact to discover information / help to resolve the problem.
Answers to questions about services that affect me such as bin collections, planning services and road closures/ road works

Any
Any support services local or national
Anything
Anything to do with organising care.
As I am now widowed I would like to have access online to advice groups
As newcomers to the town it would help to find out where services may be accessed
As now at Weymouth but not at the expense of loss of space as has happened, feel library is being marginalised. There is loss of privacy also.
At present relatively fit and able but in future being able to access information of help available to those less able would be very helpful including health facilities in the area i.e some guidance... assuming such information is probably on line somewhere. At present most grateful for resources to borrow books and Swanage library is very well run.
benefit welfare officer support/social care representation for private room initial consultations to see if any service can be given. representatives from council tax benefit and free transport for the above purpose.
Benefits advice
Benefits advice, pensions advice, council services advice ie sign up for gardening services More activities for people with disabilities ie sight loss
Benefits advice, tourist information, council tax etc
Benefits advisors
Benefits and housing advice
Benefits and housing advice - Maybe Advice on what's in the community. Access to somewhere to sit and read and a TIC
Benefits, housing, job finding
Bidding, council tax etc advise.
Births, marriages and deaths registry including interviews. Planning advice. All Council related advice similar to the CAB.
blue badge - face to face with anything council
Booking a beach hut
Books
Borrowing books; local information
BPC
Bridport
career info
Carers assessments. Info session on what social care is available.
Chickerell Community Library already functions as an information hub. Our local Dorset Councillor holds regular surgeries (COVID permitting) and three town councillors are volunteers there.
Children's early years teams, support teams where you can drop in
Citizen Advice
Citizens advice
Citizens advice
Citizens advice
citizens advice

Citizens Advice centre, registrar
Citizens advice or similar. General advice on council issues (seems like there is a form to be filled out and a charge to be paid for the simplest matters. Would be great to feel the council were their to help rather than to take any opportunity to charge. Almost impossible to speak with anyone these days "you need to fill in a form for that"
Collect purple waste bags
Comfortable study areas
computer training in person
Consultation exercises.
Corfe Mullen library, a larger area with seats/table
council services either local council or in turns or from County to help with council services or local area problems if they are not on the internet
Council surgery
Council Tax
Council Tax, housing and Environment Info.
Councillors? Dorset council clarity/responsibilities
Customer help desk
Dorset
Dorset Council Financial Services, Revenues and Benefits and Social Services
Dorset Council Home Choice
Dorset home choice
Dorset online
Easy access to services such as registrars and to view planning applications More support for use of digital equipment
ebooks
Elderly care, job adverts and advice for applying. Information on what benefits I could get.
Electoral roll. Benefits advisor. Branch of job centre displaying vacant posts and help with applying for jobs to aid local youngsters. Also information on further education opportunities for local youngsters.
Environment, Culture, Leisure
Extra support
F2F Contact from purbeck council as difficulty getting through on phone
Food bank, family information service, health and well-being advice
General - council departments are hard to contact to gain information or answers. Q & A sessions from council members for all issues that affect the public . Many of us are very frustrated with council inaction /actions - it would be great to have a council member who could answer queries. Think you'd be inundated though!
general advice about council services
General council services as now housing, benefits, elderly care, registrars.
General info where applicable
General information
General information and advice regarding all available Council services and initiatives

General information center
general information on local voluntary groups and clubs. Those with spare time could visit the library and choose to support groups needing help. A Social hub.
General services...or information that maybe pertinent to our locality
Generic advice on eg challenge to council tax banding or planning application support from a re person speedily delivered
Handing in documents, checking things like Council tax info, info on other services.
Has been very helpful being able to pick up Lateral Flow Tests at Library.Any health promotion information i.e. Vaccination /booster jabs,Flu jabs etc really important.Encourage people to learn to cook and do evening classes such as home crafts i.e. dressmaking/woodwork/painting etc. Support for mental health issues-creativity learnt through books can improve mental health.
Health & well-being advice; advice on council services e.g. how to register people's deaths etc; electoral services; children's services and activities; job and business skills; digital and ICT confidence and skill-building; internet access. Community engagement and group facilitation opportunities - skills training and promotion. E.g. Home energy workshops. Climate and environmental action planning - setting up group projects aligned with Council's Climate & Ecological Action plan (but more ambitious) Schools links - advice on applying and appeals; opportunities to provide homework support for students and careers/work experience advice and guidance. Health and well-being events and activities - promotion of Council and others' activities. Social care provision locally - how to apply and ensure safeguarding through registered providers. Information on local elections, town & parish council matters, how to engage with all local councils. Possible surgeries to meet local councillors, both Dorset & town/parish councillors. Job seeking advice & guidance/setting up a business/workspace and workshops. Grants and fundraising information and advice e.g. Dorset Community Action.
help desk of what council can offr
Help to fill in forms
Help to find out who ,how, to contact the relevant department
Help with benefits
Help with council services and support services
Historical information about the district
housing
Housing ,bill paying, ordering, voting, job club
Housing and benefits Blue Badge Renewals
Housing and care advice.
Housing benefit. Youth service.
Housing services and revenues and benefits
Housing support
Housing support
Housing support
Housing support
Housing support, support for claiming benefits etc
Housing, benefit advice

I didnt know there was access to any at the library but help with any services mentioned that I ticked sounds good as sometimes it's a struggle to understand what I'm ment to be doing

I don't know exactly but it seems like a good opportunity for expansion of the library's role in the village community - if there were liaison days or services available - perhaps a pick-up point for people to get things like new recycling caddies which are at present only available for collection from town during office hours and there are things like lightbulbs that can't be recycled except by a trip to the local dump and if you don't have a car that can be almost impossible. There must be loads of things like that.

I don't know, but I think I would like there to be someone who might be able to give overall support. Like a kind of drop-in or surgery where you can ask anything from bins, to council tax to care homes. I think the person is unlikely to be an expert in all fields, but they could maybe have a very detailed knowledge of the website and to help people to navigate the right departments etc.

I love to read or browse. Would like more availability of latest books and more opening hours. Thanks

I think if the libraries could become a little like a citizens advice it would be brilliant .although at Gillingham there is a coffee place in Waitrose maybe have one in the library too .more meetings .

I think our library/s should become a place for meeting people, especially the village librarys (ie Verwood) so include a simple cafe, in addition to its actual use of all listed.This would provide space for elderly especially, but also those who may find themselves isolated during these times. But masks and spacing should apply. We are all vulnerable with or without the vaccine.

I would like to be able to go into the library with a question and be put in touch with the appropriate person at the council by phone. This is not much different to phoning the council direct, but it might be more user friendly. I would very much like to be able to talk to somebody who understands the online library.

If I wanted to move to another housing association flat, it would be so useful to have help in filling out a form which has to be done online.

Inappropriate. Contact can be made via telephone email etc. One person as a contact point is the most needed. They could direct as needed.

info about what is coming up at council meetings, info on local planning applications

Info on refuse collection, local elections, and consultations e.g. roads

Information

information

Information about availability

information about council services

information about council services that was accessible and up to date

Information about Dorset Council services and plans. Awareness of current and proposed Dorset Council services so that I can then go and look them up from home - perhaps promoting particular services on a rotating basis so that visitors to a library see them when they visit. Information about local events.

Information about Registrars could be useful

Information about road closures and planning decisions

Information about various collections, elections etc.
Information advice and guidance from any services could have sessions in libraries. As an Information hub they are ideally based.
Information and support to make sure I'm getting the correct services from the council
Information Centre: the services which used to be provided at the Tourist Information Centre
information on council services
Information on planning issues, waste collection, and highway news
information on what council services are available and help with filling in do forms.
Information on who is the person to contact for all the local Associations and Societies including sport/dance/craft classes
Information re the council services available and help and advice.
Information, about choral music, & choral choirs
Information/ advice/ help centre.
Informations services.
Instant citizens advice about all matters from trees to tax.
Job seeking advice & guidance/setting up a business/workspace and workshops. Climate and environmental action planning - setting up group projects aligned with Council's Climate & Ecological Action plan (but more ambitious) Grants and fundraising information and advice e.g. Dorset Community Action. Community engagement and group facilitation opportunities - skills training and promotion. E.g. Home energy workshops. Schools links - advice on applying and appeals; opportunities to provide homework support for students and careers/work experience advice and guidance. Health and well-being events and activities - promotion of Council and others' activities. Social care provision locally - how to apply and ensure safeguarding through registered providers. Information on local elections, town & parish council matters, how to engage with all local councils. Possible surgeries to meet local councillors, both Dorset & town/parish councillors.
Just occasional information like the Which magazines and computer queries and occasional questions to a spectrum of local council information
Just to have a real person to speak to for advice on various council services eg which is the right one I need for my situation. Not always possible to do this online and can be difficult to get through to talk to the right person on the phone and as someone who has visual problems being able to interact with a human being who could help and can be 'accessed' in one place would be beneficial.
Legal advice. End of life actions eg Wills, probate etc. given by local solicitors; funeral directors.
Library invaluable for those looking for word and unable or cannot afford computer or lack computer skills. Addition and replacement of all the valuable work the Tourist information Office did for the visitors, local people and business.
List of local Planning Applications. Showcase Council achievements.
local (Purbeck) information centre if restored
Local centre.
Local information - replacing the Tourist Information Centres.



Meetings and activities for young people - youth services
Microfiche of registration of births marriages and deaths. Microfiche of parish registers for the general area. Historical data for the surrounding area.
More information in person instead of phone numbers.
MP surgery, County Councillor contact, Police Commissioner Surgery.
NA
None
None at the moment but I may need to in the future
None in particular but for future queries
Not clear what is available.
Not sure
not sure for me, but for others. I dont think many people understand the services very well, I know I don't
Not sure of specifics
Of it was the evening like a knitting activity or craft for adults
offer an easy way to make contact with service teams
Open every day - even if only for a half day. Wimborne is closed Tues pm & all day Wednesday which means no service from Tuesday lunchtime until Thursday morning
Open sessions with Dorset and Parish Councillors. Also, how about holding council and other community meetings in the library? Regular meetings with local MP in the library.
parking! Local police surgeries
paying Council Tax?
PERIODIC DC COUNCILLOR SURGERY
Planning
Planning Highways
Planning advice Footpaths advice Recycling advice
Planning and Countryside services
Planning and housing support
Planning applications
Planning applications etc.
planning consultations as the services are now very remote to Wareham. Recycling and other local information Events and local activities
Planning for initial enquiry about whether I need planning permission at all.
Planning information, information on recycling/all matters relating to climate change/emergency, up to date week by week information on any changes to council services and other council business that relates to the local area - ie policing, crime stats, cuts to services/council budgets.
Planning registers
planning waste and recycling housing etc.
Planning, Environment
Planning, health and social info and help
Professional Staff who can provide in-person immediate support with housing/benefits enquiries rather than just signposting you online or passing your enquiry on to somebody else.

provision of help with filling in forms, council tax support etc
provision or on-line access to all council services to avoid the necessity to travel to council offices eg registration of births or deaths
Public focused services such as the Citizens' Advice Bureau in every library at least once a week. National Careers Advisory Service would also be a welcome addition.
Putting other services under one roof would be more economical and a sensible use of public money.
recycling books - in all sorts of ways
Recycling information and benefits.
Recycling of smaller goods, purchasing of cards showing local scenes
registrar
Registrar
Registrar
Registrar
Registrar Service
Registrar services.
Registrar sessions, Birth & death registration. Information desk on Council tax and Benefits,
Registrar,
Registrar, schools advice.
Registrar. Legal advice like CAB
Registrars
Registrars
Registrars
Registrars
Registrar's General Council enquiries Citizens Advice
Registrars (to provide a service in Sherborne)
Registrars and housing. Not everyone has a personal car and to travel to Dorchester is time consuming and expensive.
Registrars council help and support services base
registrars council services helpdesk - which departments deal with certain issues
Registrars, Councillors surgery
Registrars, housing and council tax support, local council offices
Registrars, Planning department,
Registrars, Social Services
Registration etc as in Wiltshire.
Registration services.
Regristrar
Regular Rating Officer Visits
Reporting fly tipping. Checking planning applications. Accessing council policy documents and minutes. Information on school catchment areas and other information.
Representatives of the police attending the library (since access to the police station is extremely limited)
return of the TIC within the building with leaflets of events etc a place to put posters or flyers on a publicly accessible notice board

Return of Tourist Information. This had been exceedingly useful in keeping Wareham library open for longer allowing use of the library even when library staff are not on shift.
Senior citizen bus pass renewal service
Services lost by closure of tourist information centre
Services which care for the elderly
Signposting advice
Silver surfers
since TIC closed there are no brochures etc. - could all be incorporated into the library
Social care, planning, environmental health
some one to advise about council bills and any other council problems as council offices are few and far between
Sovereign housing, benefits advice
speak to councillors and have access to town council decisions
Specialist clinics
Talk and meet councillors
Telephone numbers for Citizens Advice and Age Concern
The ability to talk to a Council representative in person.
The housing support function at the local town hall was withdrawn a few years ago. It might be good to have one part time at the library in the small room. A tool swap might be good as well unless someone else in town is doing that?
To have links with other council services so everyone is on the same page
To reinstate tourist information - this was also used by locals to see what was on in the area.
Too many people do not earn an actual "living wage", meaning they can barely afford rent and young people are unlikely to afford their own homes. Those who are homeless and severely disadvantaged are even more vulnerable. While many services are fairly easy to find online, face-to-face empathy and assistance is irreplaceable.
tourist and any other department or information I need
Tourist Information
tourist information
tourist information
Tourist Information
tourist information
Tourist information
Tourist Information as this is a very busy tourist town.
tourist information office
TOURIST INFORMATION, events booking, local events noticeboard, Town Council access, Copies of the Local Plan Consultation, Access to planning applications, be able to order a new bin & collect recycling bags, redeem car parking charges. a warm and friendly place for hotdesking for 'working from home, not at home' with a small fee for tea&coffee and printing etc.
Up to date info on above - even a Citizens Advice person accessible at defined times

Wareham library already has tourist information, sales of Christmas cards etc. Also collection of replacement recycling containers and food bins - very convenient thank you.

Wareham library had a very good solution to utilising it's building whilst library staff were not in attendance, by locating tourist information in the library. This has now been removed. What other services could be used in this area to give that facility?

We have been missing a trick. we need to use those buildings as community hubs and hubs for staff to work from. health visitors could meet families in there, children's social care could run support groups from there, councilors could meet constituents (do they still do that?) in libraries. everything the council does , could be run from libraries.

WE HAVE LOST ALL THE COUNCIL DROP IN PLACES AND THIS WOULD BE A GOOD PLACE TO HAVE THEM, HAVE YOU ACTUALLY TIRED TO CALL YOUR HOUSING DEPT OR THE BENEFITS OR COUNCIL TAX IT IS A NIGHTMARE

We would like to find out if its the council thats in charge of dangerous parking and parking on pavement?

Wellbeing

Would be useful if you could access most services there

YOU USED TO HAVE HARD COPIES OF PLANNING APPLICATIONS LOCAL. MOST USEFUL FOR LUDDITES! ALSO CONSULTATIONS i.e. LOCAL PLANS ETC.

## Q24e Other - please specify

(greater) links with NHS?

“Meet the author” meetings

1) Orchestral scores. Yeovil Library had / has quite a number. It would be really great to be able to browse and reserve online or hard copy editions of orchestral scores. 2) Orchestral score “book club” led by somebody who knows about composition / harmony.

1. What’s On information covering groups, clubs, events, courses and activities. 2. More approachable and customer friendly staff.

A book club for the recently retired/different age groups perhaps. This would assist in fighting social isolation as well as providing a service which gets the brain cells working! Specifically for Shaftesbury, I'm not aware of any evening classes or courses run by Dorset, or indeed private individuals and I just feel that we have a great space/resource that we could make more use of when not open as a Library in the traditional sense.

A faster service from more dynamic and efficient staff.

A jigsaw swap corner would be much appreciated

A local, weekly newspaper and a quality daily newspaper. Perhaps, also more local magazines.

A more convenient location with parking. This is a rural county, we have to drive.

A new body would be good !

A quiet environment. I appreciate that the hosting of activities stimulates library use, but a library is one of the few places where silence, or quiet, can be valued, so I fel there should be a balance.

A QUIET environment. Some of us need and value quiet and peaceful indoor spaces.

A quiet zone would be very welcome and other council and L&S staff need to be more aware that their business can be overheard and is distracting. Bring back Christmas shop.

A reference library and useful magazines, especially Current Archaeology unavailable digitally; National Geographic: much prefer physical than digital

A return to the library being a quiet place and especially it not being like an infant day care centre. I no longer use the library buildings because of the noise.

Ability to borrow board games, particularly ones that are not so mainstream eg ones that have won the Spiel de Jahre

Ability to find more time to read!! Altho borrowing other items eg jigsaws would be nice but bit much to expect the staff to check puzzle every time it was borrowed- think have borrowed dvds previously Very nice library & helpful staff - thank you

ABILITY TO RESERVE MORE THAN 10 BOOKS. AT PRESENT THE DELAY IN GETTING HOLD OF BOOKS MEANS LIST OF 10 IS LARGELY BLOCKED AND I DON'T KNOW WHETHER BOOKS WILL EVER COME AND SHOULD BE CANCELLED.

Access to local info like what’s on, how to join groups,

access to more ebook titles

Access to the toilets

Access to toilets
Activities to encourage children reading to bring our child along to
Additional online family history resources
Allow 4 weeks for borrowing books - 3 weeks means that the return date migrates through the month and I forget when the items are due back.
Although I do not need to use more categories at the moment I feel strongly that most of the services listed above are important provisions in the bigger picture. Other people at different stages in their lives will need a different mix than I do and their requirements are as important as mine. In addition I may need more access to a local hub that can offer me advice and support (and somewhere warm!) as I age.
Although my use of the library may seem to be limited I have used it for most of the reasons you suggest over the years, especially when my children were small. It is a massively important resource. I retired during lockdown, and it has always been my intention to become more involved in library activities when possible.
Am satisfied with present conditions.
An index or similar accessible database of local historical information held by the library
Any increase in digital services should not exclude any current, physical users who may not have digital access/skills.
As a newly retired person i really only use the library to borrow books. maybe in future it would be nice to know that i could use the library to access information about health, wellbeing and care for myself and relatives.
As above
As previously stated I will be doing so when I have completed the other things I am busy doing.
As Sherborne Tourist Information centre has closed, the library would be a good place for such a service - I for one would be happy to volunteer to help
As we no longer have a Tourist Information shop, it might be helpful for the library to have more information, i.e. bus timetables, train timetables, coach timetables, maps, local shops, street maps and other helpful information which was available at the Tourist Information. shop.
Author readings and signings
Availability of meeting room to provide more space for such activities or practical groups - crafts or small choir or musical ensembles; and overhead projector / screen; There is already space for small groups.
Availability of separate room for Book Group meetings and other social gatherings ( ie. Knit and Natter etc ) so that other Library users are not distracted by members talking amongst themselves.
Availability of small meeting rooms for small organisations committee meetings (etc)
Availability of meeting rooms for local interest groups
Beaminster library open more mornings. And better public transport to Bridport - currently one bus a fortnight.
Being able easily to request newly published books be bought and made available for loan. I do appreciate there will be difficult budgte constraints here!

Being able to book more than 1 hour on a computer if the computer are not being used and sitting idle, as recently at the library completed an hour booked session but need a bit longer to complete the research as was doing but was not allowed any longer despite over 6 computers in the library not being used or having been booked Opening hours would be helpful to have one morning a week that opens at 9am so I don't have to wait over an hour after the school run for the library to open when collecting ordered books

Being able to order specific books online (for a small fee) was very helpful to me pre-covid. I hear nothing of that service now, so presume it is discontinued? I do not find it helpful in any way to have staff choose books for me based on algorithms. My reading is much more targetted than that. I find the shelving system counter-intuitive. It is not possible to locate, or browse by, author. One can waste ages trying to get on a computer with a catalogue, pay money for it, and then only get a few minutes use of it. The catalogue is lugubrious in use.

being able to use cash in the car parking machines ! I would visit more often but trying to find a car parking space outside the official car parks is stopping me visiting towns more often - not everybody wants to give their bank details to the council (data protection breaches !) or own a smart phone to pay - what is wrong with cash - it is legal tender in this country isn't it ?

Being cured of a chronic illness which causes me to be housebound.

Better in stock range of fiction, more personal recommendations based on borrowing choiced

Better local history resources whether for loan or where necessary for reference use only

Better management of my mental health

better provision of magazines, weeklies, to read in the library

Book club , Ive not been to a book club but I would like to and for it to be held in the library so not going into strangers homes

Book sales

Book sell offs

Books - for a change I am retired now so daytime access is OK, but when working/schooling it was impossible to use libraries as they were always shut after work/school so no wonder noone used them.. This situation may not apply to the current work/school generation.

Bring back the Tourist Information desk (Dorchester).

Broaden the home library service so that a general drop off might be available for people who work full time in the week and find it hard to get to the library. This would mean expanding it to non housebound residents. We would borrow more if we could access a service such as this.

CAB

CAB +other support services that were mentioned. Don't need them personally, but library would be a good contact point. Tourist information centre needs promoting and expanding - especially with likelihood of more staycations over next year.

car parking is very frustrating but i do accept the lack of available space

Clean books.

Coffee shop in the Dorchester library would be amazing! There's nothing better than a cup of tea and a book.
Community information
Computer help / tablet help - how to do things on devices
computers to study family history
Confidence that the pandemic is more under control so that the library looks and feels more like itself again.
Courses about how to do things
Daily national and local newspapers/magazines available in a reading room
Definitely NOT a coffee shop in the library please
Delivery of wider range of books, and a much larger range of audiobooks
Develop recycling centre of wider range of items
Digital help for older people (seniors).
Does the Library now run the council's tourist information? If so, it needs to be open when visitors need information, help to book and knowledge and enthusiasm about what there is to do/stay/activities etc., ie open all day, every day including weekends.
Dogs allowed on a lead
Due to customers time constraints
DVDs
easier and free online book reservation service
e-books on Kindle Paperwhite
Either reintroduction of a mobile library service, or improved public transport so I could get into town more often to use the library.
Encourage book reviews of books borrowed as part of the newsletter
Encourage community "gathering point" of items that are difficult to recycle, ie. pill containers (currently have to go to Superdrug pharmacy Dorchester to recycle these), used postage stamps, bottle tops, soft plastics etc. Appreciate this is not practical due to space, hygiene etc. but perhaps an Information Board of where "unusual things" can be recycled would encourage people to think about recycling instead of the easy option (landfill).
End of Covid.
Exhibitions / talks presentations to raise awareness Dorset famous characters such as Sir Frederick Trevis...imminent surgeon , Lord Thomas Fowell Buxton MP , Sir Thornhill , Thomas Hardy , etc. Exhibition to celebrate South Asian Heritage month .
exhibitions on green living, responding to climate emergency, advice on how to eg buy/ get a grant for a heat pump or insulate a house. periodic repair cafes where space available art exhibitions/ installations/ exhibitions borrowed from the Dorchester Museum, as far more people go to the library than the museum
extend access to include university libraries for access to text books and to research journal publications
Facilities for young children including safe space and breastfeeding
free and easy parking
Free drop off & collection parking
Free parking
Free parking



Free parking at the library, local information about events/opportunities
Freedom from interfering dictatorial rules from politicians etc who are control freaks.
Get rid of expecting me to use automated check in/out machines and go back to the person behind the desk stamping the book so I easily know when to return them. Person to person contact makes a huge difference to the whole experience to taking a book out. ( OH and I have had an e-reader and tried using the library digital service but being able to put in book marks and quickly go to different pages without having to scroll backwards and forward wins hands down. Give me a physical book in preference to digital any day.
Getting over the pandemic and feeling comfortable browsing books.
Good work has been done to make libraries more welcoming and accessible for people with disabilities and for children and young adults but more could be done with suitable professional advice. Accessible toilets should be provided where possible. Libraries can be important for people to meet to help offset isolation and loneliness.
greater access to interlibrary loans (ie libraries outside Dorset)
Guidance to further understanding of on line activities
Happy with it as it is
Have specific areas of interest ( postal history) which would involve travelling to the British Library ( not on my wish list at the moment). would like to see more closer links with the national Library on the digital level so items from their reference library can be accessed
have the audio books listed by authors. it is not easy to find the book you want.
Having more free time to allow more regular visits
having unstaffed librarians open 8am to 10pm like in LB Barnet
I am a local Friends of the Library Committee member
I am highly sensitive to chemicals i.e. print ink, perfume, washing powders, air fresheners, household cleaning products to name but a few; all of which will transfer onto books. Unable to use libraries anymore, (an avid reader) your on-line Library West e-books is just an incredible service and so very much appreciated.
I am Hungarian. More Hungarian books available. I offered to take my Hungarian books to the library to help the Hungarian community lives in Weymouth and around. Unfortunately they send me away as I should take them to the charity shop. I think it would be helpful to have them in the library as we all can have to borrow them. And as I saw the international section is very poor I did not really understand the reason..
I am in my 70s so many of the subjects above are not relevant to me but they are SO important to younger generations and I wholeheartedly support the library providing all these vital additional services.

I am not very interested in the library as a social or information centre, I want a good extensive selection of books! I am critical of the way English libraries select the books they offer the public. There are too many popular best sellers and not enough books by good authors. The people who like best sellers buy the books at stationers or supermarkets, they dont go to libraries. I am an English graduate so i like well-written books which best sellers generally arent because they are read by the average reader. For example, I like well-written crime fiction but everywhere I find only 3 or 4 books of good authors who have often written up to 20 or more books and then a huge variety of mediocre, unheard authors. To give variety, one librarian told me. The lack of range of good reading material is hugely frustrating.

I am very satisfied with the provision at the library both before and during Covid. Being able to reserve books online and safely collect them from the library has been a lifeline during Covid lockdown. Many thanks to the staff involved.

I appreciate being able to pick up free Lyme Yellow Diaries/ Marshwood Vale Magazine, free local newspaper/bus timetables . I also value the disabled parking space for when I have not the stamina to walk up the hill.

I borrow sheet music from Bournemouth and wouls like to be able to renew/request in \swanage

I could do with more digital support to use the library.

I find your stacking discipline unhelpful & find it easier to select 3 books for £1 from charity shops, I throw books I dislike in the recycling bin, and pass the others on to a different charity to help me NOT to select a book I have already read. I am not always successful in this, however, and I do like the historical logging you provide. I am keeping my option open!

I have severe mobility problems - but when I am feeling stable I like to visit the library. My children also love to visit

I have severe social anxiety so really the only thing that would make me visit more would be if I was having a good month. I used to go every week.

I haven't physically visited the library since before lockdown, switching to the online service. If COVID cases return to low levels then I look forward to returning to the library.

I just want to borrow a book every so often though I like the idea of a library of things.

I most often went to the Library when the TIC was based there - for the range of material it offered, selling tickets to events, etc.

I often used to call into the library to read the daily papers. This service has now ceased but I would welcome its return. In my view being able to browse a range of newsprint, giving a range of differing political opinion, should be a key function of public libraries. On-line alternatives don't really do in for me !

I seldom visit my local library except to collect books that I have reserved on-line. The reason is that the stock is limited and does not change much. It is also chosen by the same group of volunteers and staff and tends to reflect their preferences not mine. However visiting my main library in the nearby town seldom fits with shopping trips because it does not open until 0930, by which time I would be back home again.

I should explain that Because I live in the Bournemouth Poole Christchurch conurbation Dorset Libraries are not my main libraries. I usually patronise the Poole and Bournemouth libraries, which are nearer to me. But in past years when I was regularly visiting Ferndown for another activity I would combine this with browsing the Ferndown library shelves for books by favourite authors not on my local libraries' shelves and borrowing these. I no longer do that activity and so have not had recent occasion to visit Ferndown library. If I again did an activity that caused me to be regularly in the neighbourhood of a Dorset library I would probably do the same thing. I have occasionally popped into Swanage and Wareham and Wimborne libraries when visiting those towns, and browsed there too.

I think that in the future I would perhaps be interested i advice about health, benefits or support. I think this, if not too costly, would be an added service. Also information about jobs, apprenticeships for young people.

I think the service is pretty good and I would like to use it again. However concerns relating to Covid both airborne transmission and physical contact with books are the reasons why I have not been into a library since the onset of the first lockdown.

I ticked coffee shop above, but ONLY if there is enough space. The absolute priority for libraries should always be a wide range of good books to borrow. Many libraries have already lost large amounts of space to other council services or other things, to the detriment of their book collections.

I use Dorchester as Crossways library opening hours are quite strange.

I used to buy redundant stock, but not recently as I visit the library less often. My main interest is in evangelical Christian literature, but as there is little available at any one time I resort to other sources of supply. It is a pity the library has been closed for so long because of the virus. You're not doing yourselves any favours.

I will visit the library more frequently as soon as the pandemic abates.

I would like demonstration and support to use the online library service, specifically to make it easier for me to look at the newspaper catalogue. I would like cheaper inter-library loans.

I would like events at my local library - crossways So it's easier for us to attend and get to know other people in our community/village especially other parents and children to befriend

I would like some designated quiet times or quiet areas where there is no chatting, no mobile phones, no noisy children and no distractions. I would like to use the library more in order to study but I find any noise distracting.

I would like the library to return to monthly recycling sessions

I would like to see the ebook range of available titles, match or exceed the choice of physical books in the library.

I'm aware I could use the library more for borrowing books but I find my reading group book & daily newspaper take up my reading time in a month.

If I had more hours in the day, (not sure if you can help with that one).

If I had more time available!

If it was closer to my home

if you took The Times (London) I can't believe you don't

information on local clubs, events, activities

Instead of sending discarded books to pulp or be sold on, why not keep them and have an annual or semi-annual book sale to raise money and recycle books
Inter library loan requests
It was very good to have a TIC in the Library Lots of useful info no longer available
It would be good to be able to recycle some items at the library, such as biro's and ink cartridges etc - things which can't be collected at the moment.
it would be great to have a dedicated section to factual stories rather than just a section on biographies and auto biographies
It would be nice to have an area to project movies/have small conferences which could be private.
Large scale local Ordnance Survey maps (plans) for detailed local information, particularly on public services: water, sewage, electricity, gas. I appreciate that there are copyright problems
later opening times in the evening
Learning new skills
Less children's activities that make a noise. A library used to be a place of calm now it can be incredibly noisy and I am driven out.
Library notice boards and leaflets from other (non council) organisations.
Library of people, where you can book a slot to hear about someone's life/experiences
Local information
Local tourist information including arts functions.
Longer hours would be useful but expect council to keep the services
Longer lending times, more books allowed to borrow
look up New Cross Learning in New Cross Gate, London They were a community run library and managed extraordinarily well despite pressures - they are a bit reknowned - get in touch and visit - they welcome visitors and chats
Make the building more welcoming
MAPS
Maybe a mini library/book swap that is situated outside the library so people can get books/DVDs outside library hours. Q and A sessions with local people for local people e.g Local MP
Maybe being able to recycle items which aren't yet collected from the house, such as ink cartridges and used biro's etc.
meet the author events
Modern environment - modern library service, technology behind the times compared with wider world.
More books on history, family history, geography and true crime.
More books/info on travel uk/Europe and worldwide
More family history search sites
More friendly library staff, the majority of ladies in Wimborne library barely say hello let alone smile. Shame they cancelled Rhymetime a few years ago when I used to go with my daughter.
More general arts events - a partnership with Artsreach
More local reference material, e.g. local(-ish) newspapers on microfilm or digitised
more murder mystery events or similar

More new books and replace old stock more frequently.
More new books. The current stock is looking very tired. Restart the stocking of periodicals and magazines.
More seating to sit & read the books to be borrowed
More text books which are more up-to-date and of the most used exam boards in the area.
more time!
Much better choice of up to date newspapers and magazines. including Investors Chronicle, the Economist and Financial Times
Much more welcoming and comfortable areas to sit and read for a while. In quiet! More quietness in libraries in general - a respect that it's primarily a place of focus and concentration.
Music record reviews.....Like a jazz record appreciation society or other music appreciation group. Craft groups. Film Club. carers groups, Environmental interest groups. etc.....libraries are about fostering community well being .
My husband is too ill to attend so I collect books for him on my card. It would be helpful if I could reserve 20 books instead of the current 10 books
My own personal motivation, nothing related to the actual library service
nil
No covid
No library within walking cycling distance and then pay to park if taking car
No noisy activities in the library. I stopped going before the pandemic because it seems that anyone else takes priority over people who want to quietly look for a book or sit and read or try to study. It's a library first and foremost after all not a crèche or a club.
None of the questions here allow us to suggest closing libraries. All the questions imply support. They are a relic of times gone by.
Not restrict computer usage to library members.
Online access to family history sites ( Find my past and Ancestry) Digitisation of Bridport News microfilms
Only interested in borrowing books. Would like mobile library service to be reintroduced
Open the library at 9am six days a week
Opening on Sundays for me, would be a pleasure. Often do not get to speak with another person on Sundays. Everywhere else is closed. However, do not wish to burden the librarians.
Our local library used to keep jigsaws but stopped. I used to bag them up in two bags - edges in one and the rest in another and write on the back of the box the date and whether all the pieces were there. If there was a sheet you could record on in this way if any pieces were found to be missing by the next person, you'd know who had lost them! Bring back jigsaws or maybe start a jigsaw swap service!

Our Tourist Information was closed down and a small hub set up in the library. This has now been done away with. Although we are local, we used the TI service quite a lot to find out about other places to visit and also other travel information. Not everyone has a smartphone or a computer. This was a very important service, not only to local but to visitors. Ambassadors walking about the streets are helpful but are not in a fixed place. Shameful that the County Town not only does not have a dedicated visitors centre but the library was at least an alternative and now this has gone. Library staff are not tourist information advisers but I know they try to help with the many visitors coming into Dorchester library seeking tourist information and advice.

parking for 30 minutes in car park outside not 20 minutes. I save up my library needs until I am parked somewhere for a while as 20 minutes is not really enough for me to browse and choose my books

Perhaps if talks on a variety of subjects for different age groups were given by, say, members of speakers' clubs, it might encourage people from their homes to listen to them.

Picture library

Polite staff, no more changing of computers

Possible some activities for people with learning disabilities and autism or features on books etc which would be suitable for them/ their families.

possibly a book club

Possibly as a base for small item recycling eg pens. Good to have some ongoing environmental angle.

Possibly the ability to borrow other items apart from books, for example, borrow or use a sewing machine in situ.

post pandemic, not now

Pre school activities are to be avoided. They make library into a nursery, not conducive to quiet browsing or studying. I have heard 'the wheels on the bus' too many times. Reading aloud to the children would be very acceptable. I do not think the library is the place for singalong.

Preserve the client list

Prices for borrowing DVDs are too high - please lower these

Provide a wider selection of non-fiction books.

Provision of post office/ banking services

Quiet space for reading/studying. At times it is just too noisy. It should not turn into a cafe with books. It is inappropriately used by some people for eating, drinking and loud, often foul-mouthed, "conversations". It should return to being the safe and peaceful place it once was.

Quiet space to concentrate - all too often I have wanted to study using the library's books but children's activities or just general background noise/conversation made it difficult.

Quiet work/study space. Carrels would be great!

Quietness is whatever happened to people being quiet in libraries!

Re: different opening hours: would be glad if Bridport Library could also open on Thursday mornings; all other opening hours good.

Receiving emails of events that are taking place at the library. At the moment I only find out about those if I physically go to the library. Thank you.

Recycling initiative Win on Waste, Repair cafe
Reduction in COVID threat.
Reinstate information centre
Removal of so many covid restrictions
Reopen the tourist information centre and provision of e.g. railway and bus timetables, maps, leaflets about local events and activities etc.
repair shop - mending small items
Restart the mobile library service for the rural areas.
Return of some magazines like Which.
Return TIC to libraries
Return to having a rule of silence. Since rules were relaxed and children's story times have taken place I have gradually used the library less, now I hardly ever visit. In Spain and Italy I go into libraries and they are peaceful places to do research and they have toilets.
Severe comfortable to sit and read books in the children's section. Activities for children.
Signposting to different services.
Simpler opening hours at West Moors would help everybody, plus advertise Ferndown's at West Moors' and vice-versa. Meeting room(s) for non-business groups separate to the main library would be a good idea otherwise the computers can become very difficult to access or use for example: no blame on the people but computers are a lifeline to some as government (local and national) think those off-line do not exist.
Since the move to the new building in Charles Street, the Dorchester library is not such a welcoming and comfortable place. The decor, layout and furniture could all be improved.
Since the Tourist Information shop in Sherborne closed, it would be useful if there was some kind of Tourist Information provision in the library ie buying tickets for the Moviola Films etc.
so glad citizens advice are based there
Social gatherings, e.g. garden party, Christmas tree lights
Some useful information on local things to see and do in Dorchester. Bus and train timetables too
Sometimes the library runs competitions which involves hunting for something within the library or community which has always got us down to the library although we only hear about competitions if we pop in... perhaps these could be advertised somehow like in a local shop and/or on social media
Soundproof the children's area, installation of a lift, area in library to park prams & buggies
Space for reading group meetings monthly
Staff who are not atrociously rude. Will never use this library again whilst the manager is still the manager
Stock local monthly magazines
Study sessions for teenage students would be very helpful, and popular, in the lead-up to summer examinations.
Swapping of jigsaw puzzles

Talks from authors, or other literary/bookbinding/library history - like a literary festival but occasionally

The availability of a selection of books to borrow (or return) in ordinary size print on the ground floor. I imagine that I am not the only person who does not like lifts and although I can manage stairs I am reluctant to use them when carrying books. I do however appreciate that it is wise for the large print books to be housed on the ground floor. Isn't there space for some ordinary size print books as well?

The dorchester library is an excellent, well maintained building. Kept very clean, with nice clean and spacious toilets as well. Suggestions for improvement would be; 1. A chilled water fountain somewhere, preferably on the top floor with the hot drinks machine. 2. Additional study spaces upstairs; the big tables you have with the power sockets are great to use, so it would be good to have more of these instead of the pointless 'reading' chairs and tiny little tables. 3. I also notice that upstairs there are a number of seemingly disused classrooms/conference rooms? Perhaps these could be opened up as a 'silent work/study area', so library users can avoid noisy kids/teenagers in the library just messing around. 4. Make the closing time on weekdays later. It is not helpful to be closing at midday on a Wednesday and at 5 on a Monday/Thursday. A 7pm closing time is absolutely ideal for most working people who only get the evenings free to work/use the library facilities. Also being open on a Sunday for a few hours (perhaps 10-4?) would be enormously helpful.

The end of the pandemic.

The facility to give feedback on how much you enjoyed a book which could lead to a suggestion of other books which you might enjoy. This would be especially useful when I am choosing books for my mother (large print).

the impromptu/informal development of 'one off' talks - adult community centre style

The library has always been a wonderful source of information on where to go for help with anything from legal situations to help with bereavement - until covid-19 struck! Now all that info seems, tragically, to have disappeared.

the library needs to be a gateway to local services and support. On-line possibly or with personnel able to give some sort of advice/support help to use the 'gateway'

The library should also have public toilets suitable for disabled people.

The library used to have photocopying and printer facilities (not sure if they are still available). A cost effective, reasonable quality, print shop would be good to have for local poster/flyer production, laminating etc. Maybe to have basic tea & coffee making facilities available for people to use?

The return of quiet areas within each library for uninterrupted reading or studying.

The shop/tourist information



The staff at Wimborne library are unwelcoming. Whilst they are civil they are far from friendly. I never feel that they are pleased to see anybody and they don't appear to enjoy being there themselves. I can honestly say that most of them never smile and they never say welcome. Wimborne library lead needs to look at this as a training issue. If the atmosphere was more pleasant I would visit more often. Many of my friends feel the same way.

things i like would be craft sessions, learning a language, listening to talks about things eg. Local stuff, art etc. history of different worlds

This may not be a suitable or feasible idea, but it would be useful if there was a recycling facility to offer items like soft furnishings, clothes or computer keyboards to interested parties. Save the planet!

This relates to stock. There never seems enough choice in large print books or audio books.

TIC was good but better elsewhere with 'tourist' open hours

Times when there are no groups of children doing activities

To order books from British Library from the library

Toilet

Toilet facilities

Toilet facilities available, especially when I am looking after grandchildren.

Toilets

Toilets - it's difficult to spend extended time in the library when there isn't a toilet

Toilets Coffee shop

Toilets for customers. I find it insulting almost that you used to have them but have now closed them to the public meaning a trek across the road to Waitrose.

toilets for public use - as an older person lack of this inhibits my use of the library

tourist info

tourist information

'Tourist information' as mentioned earlier.

Tourist information as the centre in dorchester has now closed

tourist information back again

Tourist Information Centre

Tourist information in the library, to help the town not just visitors. The one that closed in Lyme did alot for all and is missed.

Tourist information service, ticketing service for local events, booking service for coach travel, shop selling locally produced items, better advertising for local events, prominent notice board for locals to promote services. It should be much more a local hub, much less a neutral, rather remote, over-large place. Pity it ever moved from where it was.

Tourist information to return

Tourist information; place to recycle used postage stamps; place to buy charity Christmas cards at the appropriate time.

Toy library, and also toys or colouring available at the library as before Covid.

Use of a toilet

Use of meeting rooms for non-business use.

Use to run colour and craft club.

We lost our Sherborne Tourist Information bureau because of short sighted cuts. It could have been located in the library building and staffed full time, part time, or through volunteers. Also, the ticket sales of local events such as amateur dramatics, could be routed through the library with the library charging a percentage.

We're supposed to be transforming our society into a sustainable way of living. This relies on behaviour changes (despite the govt not supporting this aspect). Libraries as a traditional place of learning could be places to hold meetings and share information, outside the usual opening hours.

Weymouth library is awesome great staff space and resources does everything right

Weymouth Library used to have a wifi password displayed. It's not vital to my work, so I haven't asked about it, but it would be handy to have it visible again for quick access. I work on my laptop, so tables by by plugs are important to me. When Weymouth Library is busy and these tables are taken, it would be nice if more tables were available by plugs. It would be great if, wherever a plug is accessible (such as along the 'balcony' barrier), work tables were set up, rather than 'comfortable seats' which could be placed elsewhere.

when Covid is more under control as I have low immunity.

When more normal times return .

When pandemic eases

Would like rhyme time to start again

You couldn't use Blandford library for study as it is too noisy. If there are no borrowers in there, the library staff talk to one another. So, a quiet area would be nice. Less emphasis on socialising and more on promoting reading and thinking would be good. (But I expect I will be in a minority, with this view).

You have taken away the reference books so i need help finding material on you computers. Am not computer literate, prefer books.

Your "different opening hours" do not allow me to specify that I would like Bridport Library to open some time on a Thursday.

## Q25 How could we develop our library service in the future?

- a larger number of large print books particularly adult non-fiction and crime/thriller - more biographies - less children's books

- email me about new books in that can be borrowed, especially from authors that I have already read/borrowed from the library service before. - have a much, much larger stock of audio books available - send me emails about books similar to ones that I have read already, eg, 'if you liked this, you might like this...'

- Emailing us about events at the library would be really useful. - I don't know how to make use of the library online, such as e-books etc. I don't know if this exists at the moment, but I wonder if information mornings at the library about the ways a service user can make use of the library online might be beneficial. I would like to attend such an information morning. Thank you.

- keep a stock of "older" books. Not necessarily classics but those over 10-20 yrs old by popular authors back then. - deeper selection of books by author (not just the current ones)

- provide wider range of activities and see what works and what people like or need (e.g. learning new skills, improve mental health, provide chair yoga classes, 'getting started with mindfulness' or a comedy club) - maybe do another survey what type of activities people would like to attend (in person or online), provide a long list. Sometimes people do not know what they're missing. - library does not have to be a library only. It can be a hub, centre point for information, culture and education; provide activities for entertainment and classes. Library is a relaxing and safe place to go. It is a place where one can go when everything goes wrong to find inspiration or is in need to use internet.

- The library is excellently run - innovative, socially aware; a real community hub. Nothing currently requires change - Women are well catered for as are children. I would like to see a 'hub' meeting place for men - as in Q23e - where they can meet - share experiences/shared experiences/obtain information etc. Particularly important for service personnel. Perhaps have sessions on hobbies (eg. model making; workwork etc) along the lines of 'knit and natter' held for ladies. - Local West Moors cafe - Cafe Olivia could host coffee sessions/snacks once a month for example.

\*Answer from previous question under "Other".

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. Bring back Tourist information Services either in the library or at a transport hub. Make the whole library service as inclusive as possible to include improved access for disabled children & adults.

.Stalbridge Community Library is being extremely well run by its volunteers and meets Stalbridge needs very well. Cannot recommend any improvements here

?

`reservation service is fantastic and an absolute lifeline especially at the zero cost. This is brilliant. Otherwise the staff are a fount of I information and are brilliantly friendly and approachable. I am very grateful for the superb service I get at Corfe Mullen (especially Jessica) and this has been a fantastic since I arrived here from Twickenham just after Easter. Many thanks to her and her colleagues

<My local library meets all my needs

1 I do not believe that the library service should morph into being a social service (like the police have become!). 2 Provision of a home library service is quite unnecessary. There used to be a mobile library service that was quite unnecessary. (I don't know whether that is still going.) Every charity shop has loads of books available at low prices, people should go there to get books to read (or get their friends to go there for them). Charity shops cannot get rid of all the books they hold! Of course Librarians want to boost the services they provide, but some things in life should be left to the private sector. The idea that the government should provide you with every book you desire is absurd. Socialist governments elsewhere can waste resources on that sort of thing. Everything has to be paid for: the general public should not be taxed to pay for these services. Our present tax levels are far too high for the good of the whole economy. This stunts enterprise, hard work and growth. 3 Councils should focus their money on direct help to poor people in housing and education. 4 Some of this survey just shows how the Library service has strayed from its original task: eg here asking people about their identity, what a complete waste of public time and money. Lovely for the people so employed, horrible for those who have to pay for it.

1 liaison with local schools so pupils know what library can do for them (physical books and space, on-line learning/education 2 see above answers for Q23d and 23e 3 for oldies better range of books: less fiction more social/political commentary biography/autobiography travel science/technology

1) RESTORE INFORMATION OFFICE IN WAREHAM LIBRARY. 2) HAVE A RECOMMENDED BOOK LIST THAT YOUR CLIENTS CAN REFER TO WITH APPROPRIATE CRITICAL COMMENTS. YOU USED TO HAVE ONE, WHICH I REGULARLY USED AND TO WHICH I CONTRIBUTED. 3) WE DO LIKE THE LIBRARY TO BE PEACEFUL AND QUIET PLACE: COULD YOU HAVE CHILDRENS' EVENTS AT A CERTAIN TIME, SO THAT WE CAN AVOID THEM PLEASE!

1. Have a greater choice of magazines covering engineering and scientific subjects (e.g. Aviation, Civil Engineering, Nature, Science, Medicine). 2. Ensure the current issue of each title is available.

1. Open more regular times/same hours each day to lessen confusion - e.g. mon - fri 9-5, sat 9-12  
2. Make available 'Text to speech' devices which scan pages of books and reads them back to those who have difficulty with sight and memory

1. Ensure that the library is well funded and resourced to continue to provide a valuable and worthwhile service to the community 2. Work with the educational sector to encourage kids, particularly those in their views to read and enjoy books. Probably using on line facilities e books etc as might be more appealing to them! 3. Provide reading lists - fiction and non fiction 4. While my needs focus very much on the 'book' side of things, can understand why a library building would benefit from providing other services like a hub, provided its core function - books - is not sidelined

1. Make libraries a sociable hub for accessing information on all aspects of life in Dorset. 2. Build on use of libraries as events forums and promote these direct to all users and non users of library services using a range of communication methods. 3. Both the above require libraries (right name?) to undergo a brand review. Maybe that is what you are doing at present!

1. Please keep the free reservation service. It is brilliant that we can borrow books from all of LibrariesWest. 2. Please be careful about pushing the service into a primarily online/digital service. Once you have run down the physical library service (the buildings and the stock), there is no going back. Please be honest about the lending data: pre-Covid, digital or e-lending was a tiny proportion of physical lending - that surely tells you that people want well-stocked libraries that they can visit. Please don't let Covid be the excuse for Dorset Council to run down its libraries.

1. Re-instate Tourist Information Service 2. Re-instate Christmas card provision 3. Enhance reference section provision 4. Introduce refreshments e.g. in Wareham Library Garden in summer Overall Wareham Library staff are excellent: available, helpful, knowledgeable. Excellent displays.

1. Speed up delivery of books from other libraries; 2. Promote skills of library members.
3 years ago the community hub had some laptops based in the library for the benefit of the public. It stopped in the when the library decided not to host it unless the hub paid - As a charity it didn't have the money to do it.
3D printing facilities would be good More alternative use spaces for meetings and so on The recommended lucky dip books service during the pandemic shutdown should be continued The physical spaces are important community assets and should be maintained
A book club meeting once a week to discuss books written by a particular author with a coffee shop
A better and faster inter-library service for obtaining items from both within and outside Dorset area. A wider range of more technical and scientific magazines - Scientific American for example. Discourage noisy groups of children - teachers may bring classes to the library, but to look at books and magazines, NOT play games.
A BETTER SELECTION OF BOOKS - TOO MANY OF SAME BOOK WHEN THERE ARE MANY OTHERS BY SAME AUTHOR
A better selection of large print books
A better turn over of books more often.
A bigger choice at Verwood would be good, it is well stocked with thrillers, chick lit and aga sagas but it does appear to lack new releases or quirky titles/authors but that could be when I come in they've all been borrowed. However, the awesome and friendly staff always place orders for any books I've seen. It would be good though if there was a wider range of book titles. Evening talks would be an excellent way to galvanise the community into using the library and seeing what a wonderful small space it is.
A bit more of a community hub, display art work, coffee area,
A cafe would be great in the library.
A cafeteria would be good in Dorchester library. When you go in, you are greeted with lots of space, but nothing of interest for me. There should be a larger range of scientific books. Better choice of science fiction novels. Ordering existing books online takes a long time to arrive.
A centre for local information, replacing (or perhaps augmenting) Tourist Information Centres. A venue for all sorts of events, from daytime ones to evening and weekend lectures, talks etc. Business networking centres. Using library space for remote working is tempting but libraries are too noisy for this now and many workers require somewhere where they can participate in online VTCs and calls (eg Zoom and MS Teams calls) which will then disturb other library users.
A coffee shop idea would be nice. More new books
A coffee shop in the library appeals, and would encourage users to stay longer. Thinking of Ferndown, the layout and colour scheme is out-dated, making it rather official and unwelcoming, even though the staff are pleasant.
A coffee shop where friends could meet up and discuss what books we like and are currently reading would help. Perhaps a notice board for library members to display book swaps they would like to read that are not available in the library.
A coffee shop would be great to have a drink whilst you read.
A coffee shop would be ideal
A Coffee shop would be nice as meetings or groups can make it more of a social event.
a coffee shop would be nice. and a bigger stock of books and better variety - more non fiction books - more events to join in.
A coffee shop would be wonderful to enable us to meet our friends

A coffee shop would be wonderful, and a loo. Also a paintings/prints library to borrow pictures - my local library offered this when I was young, and it was great.
A coffee shop. More events.
A couple of late openings a week would be wonderful. Otherwise please please do not depart from what should be a core service of providing books .Forget about a cafe which is a mere distraction .
A crime section in the library would be helpful.
A dedicated "Online" Portal for each individual Library, where where each "Customer" has their own Details, which includes all Books that they have "taken out", + current Books that they are reading, with Library suggestions like : "if you enjoyed reading this Book, the perhaps you may like the following Book Titles/Authors....." This new personalised Libray Page, would also make it much easier to "Re-New" Books on loan, and also for seeking out New Titlis to Book "Online". NB: I have recently renewed my Books online, only to be informed weeks later that I have been Charged for "Late Return"!!!!!! Lastly, "Clasical Music" should be played softly in Libraries.
A dedicated working space with good coffee would be amazing.
A DIFFICULT ONE! IT IS FULFILLING THE BALANCING ACT BETWEEN "IF IT AIN'T BROKE DON'T FIX IT!" AND MOVING WITH THE TIMES TO INCORPORATE THAT WHICH IS BENEFICIAL, USEFUL, INFORMATIVE TO THE USER WITHOUT OVERLOADING THE STAFF, BY SETTING UNACHIEVABLE MULTIPLE TASKS AND AIMS. NOT REALLY WHAT Q24 ASKS IN DETAIL; RATHER AN OVERVIEW. BUT I MUST SAY THAT I DO LIKE HOW THE PORTLAND LIBRARY SERVICE HAS DEVELOPED OVER THE PAST 50 YEARS. THANK YOU, AND CARRY ON!
A focus on hosting adult education courses, taster sessions and a greater variety on information talks.
A full-blown cafe in the library building would encourage more people in. Not just a coffee machine stuffed in a corner as I have seen installed in other libraries elsewhere. Online help to select books, eg a one-liner about what the book contains. Also the ability to search for different themes/genres, eg historical fiction, Kerala cooking, etc
A good change of book stock and more financial support for our Community run Library.
A good coffee shop or decent resting / seating area, tourist information leaflets and advice, local and well as national areas, bus, train timetables, good access to services such as council tax etc. Advertise help with finding out things
A greater number of events to attract new library customers. Increase stock and new books.
A greater range of e-books would be wonderful.
A hub for local community groups to meet
A jigsaw library would be great.
A jigsaw swap perhaps? Not have such noisy children's events.
A large choice of books
a larger range of books and e books
A larger selection of fiction books so start spending more money on stock
A larger selection of fiction would be helpful
A larger, brighter space in my local area would enable more people to visit the library and to spend time reading magazines and newspapers with a social space for people to meet
A library is a library Everything changes in time The digital era has not yet brought an end to the desire for physical library facilities There is a need to increase footfall but not too much The services provided are excellent Build on these things; hold onto these things May be a need to understand demographic needs / desires better

A library is a vital free resource for book and film borrowing - I like being able to go to a physical building with real people who can advise and assist. For some people it is the only peaceful study space which they can access. I appreciate a wide choice on the shelves. Our libraries must be protected for people of all walks of life to access the variety of books and the haven of peace offered by these spaces.
A library is well placed to offer skills learning and social/creative activities as well as a central point for local information, all of which helps individuals build social networks and engage in their communities
A library service is vital in a community particularly for the young, those less well off and older people. Having a library to access whilst not overly busy would be missed greatly by those that use it.
A library should be a quiet place so unless there is a lot of space don't make it too busy.
A little thing, but hopefully easy - when you send a reservation pickup notice, you know which library the book is held at, but refer me to the library website for the opening times. There is only one relevant library - the one where the book now is, so just show the opening hours for that library. I'd quite like the ability to request reference works from other libraries to consult on-site. With libraries west now offering books from as far as Bristol, it can be frustrating for the book I want to refer to being unavailable except by travelling to Bristol to read it there
A long term commitment to its continuation would be good
A longer loan period might be useful.
A lot of larger libraries have coffee/tea facilities available in study/research areas and toilets....I would use the library a lot more if this was available in Bridport. Bridport is a very good library for a smaller town, with these tweaks it would be beneficial to many more, especially young people/students who don't have quiet study space at home.
A meeting place for all ie. Cafe
A mobile library van calling at places like West Bay where many elderly and young mothers would be able to borrow books and see other people to talk to.
A MORE FREQUENT TURNOVER OF BOOKS
A more inspiring place for teenagers and young adults to read/work/study.
A more regular change over of books A self service coffee machine Perhaps one late night opening
A more streamlined service, possibly in smaller premises where books can be reserved online and collected as they become available.
A much bigger catalogue of ebooks as the range is very restricted at the moment, this would encourage more people to read.
A much wider range of book stock and changing the content of each library at least every 3 months as well as E-books . Have the public users compile a list of what they would like in future .
a place to meet people would be nice, like a coffee shop. Also borrowing things which aren't books
A place to meet/go is very important for the community. However, we should perhaps try and encourage/show older folk, how easy it is to renew online etc. I fear some do not go or join the library in case they cannot return books on time, and incur a fee.
A quiet reading room with comfy chairs to sit and read or desks with sockets and WiFi access for working at. Nearby supply of drinks and a toilet for breaks.
A quieter/adult space for study or work away from children/family activities.
A range of talks - not just by authors - games, craft sessions?

A regular morning coffee drop in to encourage local people to use the library more because it would be a great shame to lose it I have only just joined because of covid
A shorter wait for new books which have been reserved i.e have a larger stock More e-books from writers of literary fiction. Whilst appreciating the Community managed library in Colehill and wanting it to remain open, more training is needed for the volunteers to 'upskill' them. Also a wider range of books for children 5-11 is needed.
A small coffee shop and a table with daily papers to sit, browse and chat to others
A social area, ideally with coffee etc facilities, might encourage interaction with others as well as provide a safe meeting place for anyone in need of company, or feeling isolated. This would/could be a way to link in with mental health awareness issues. The library as a social hub could benefit all age groups. Having said that, I think the existing library provision is pretty good, and the availability of resources over this period of covid and lockdown has been amazing. We do consider ourselves fortunate to actually have a library operating in the current economic climate.
A social hub for local people
A Tourist information point along with a general help and advice section would be good (that was friendlier not so keep you at arms distance) Encouraging families and children to use a library is good as it encourages future use. Having them as community hubs and offering a variety of things, events etc is an excellent idea - being less descriptive about what a library does and more about being flexible about each community (they are not all the same - nor do they all want the same activities) It is important for the libraries to be connected to the library and not for them to see them selves as independent entities - for example be flexible with opening hours and if there is a community event say In an evening or a weekend be open and be part of the event, if there is a community hall next to or in the same building and there is something big like a market or a fair the library should be open that day too. Don not get read of the Home delivery service this is a vital service for the more vulnerable members of our community - promote it more
A warm, welcoming leisure centre for the mind A relaxing, warm space with quiet gentle background music for reading, studying online, journalling or mindfulness A self service or volunteer run space for hot drinks, healthy soup, and even Cornish pasties etc and healthy meals with a microwave for people to heat up their own. Zoom classes and activities with a big enough screen for several to watch Zoom led mindful activities Zoom led relaxation Led yoga/stretching exercises for flexibility, mindfulness and strength, could be on zoom Regular advertised onscreen viewings of films and documentaries which stretch and broaden the mind followed by a discussion group time. Stop leaving the door open in winter
A wider range of adult education Help choosing books for elderly people Be open on a Wednesday afternoon
A wider range of more current e-books and printed books. Waiting lists for books are very long.
Ability of finding genre of specific types of fiction apart from sci-fi
Above all else to maintain a comprehensive and up to date book stock, available to reserve on request. You could take a leaf out of Waterstones approach in highlighting new releases, or from existing stock, in different subject areas on website or on email newsletters to prompt interest.
Above all keep the library building open and NOT just accessible on-line. More local groups. Informal get togethers
Absolutely fine as it is



Absolutely love the Borrow Box audio book service - having a limited choice of titles has given me a reason to explore new authors, but more titles would be good. I would like to ability to create a more personal records of borrowed titles and wish list titles. I would like to be able to give a thumbs down to audio books I did not like so I can remember not to borrow them again. Communities often need meeting spaces and this could be an area to look at. I am passionate in engaging children in reading and story time and holiday reading and other activities are valuable. More info online along the lines of if you liked this you might also like... audio, ebooks and in print ...

Absolutely would be lost without our library. As long as I have books I am happy. Would be devastated if you closed the library or cut the opening hours even further. It is a huge source of learning as well as of entertainment for me and it is my go to place when I feel the need to browse as well as borrow. More stock would be great but I understand that money is short. However, it is so easy to order from the huge stock in libraries west. The only quibble I have is that we are only allowed to reserve ten books whereas before the pandemic the number was twenty. I read four to five books a week so the ability to order more than ten would be really good. I have several pages of books to order in my notebook! May I add that we are so fortunate in having amazing staff at Swanage library.

Access for those who work so better opening hours

access to academic journals on line

Access to Ancestry and current and historic newspapers is really helpful for research. For me, free access to the British Library Newspaper Library would be invaluable. Any chance? Any chance of access to JSTOR? All academic libraries provide free access for students to JSTOR - the general public would also benefit. That would be a great public service.

Access to even more E Zines and physical non fiction books.

Access to local videos about the history of the purbecks a bit like youtube but much more focused so that local people can share their knowledge and enthusiasm for the industrial and cultural history of the local area.

Access to national journals etc, not necessarily copies at the library, access online would be satisfactory.

Access to public records e.g ancestry resources Art and craft workshops - writing workshops More comfortable surroundings - comfy chairs Newspapers and magazines to look at Sunday opening

Access to the wider range of libraries has been most welcome. To have even more choices available would be even better. Closing branches and cutting staff hours are both tendencies which I would change.

Acquire latest books (fiction and non-fiction) on all fields of interest (in co-ordination with Libraries West partnership) with sufficient copies of popular subjects. I adore science fiction and want latest Kim Stanley Robinson etc). Restore access to daily newspapers and variety of current affairs magazines. This could be electronic accessible on own devices. It was a bitter blow when Council cut these resources. Provide secure and well paid jobs for library staff and end zero hour contracts and few hours of employment. There are too many fat cats in the Council and pay differentials and terms and conditions of service are totally unacceptable. Austerity has been an excuse to run down an invaluable service when society needs more resources like libraries. The internet is not an opportunity to close libraries. They are essential meeting places and centres of organised accessible knowledge with staff on hand to help.

Act as a point of call/access for council services.

actively engage in the litrary and cultural life of the town, provide some leadership in these areas.

activities for young children information for local residents and visitors on events, activities etc
Activities that help to support the local community are welcome, but I feel that the most important service at this time is to promote reading. The atmosphere of a library can also be quite unique in today's world. Maintaining an atmosphere of quiet & respect for learning and each other is important. I do not think libraries should include cafe's or similar unless they are located in a separate building. A number of initiatives might be considered in order to raise money, but schemes should be considered carefully. The library is a unique resource. No need to commercialise as there's already too much of that and the library should be a haven.
Add a coffee kiosk, extend opening hours
Add more online fiction books
Add professional information facilitators/advocates as part of the service - suitably qualified library assistants and, even better, professional librarians. Professional training for librarians and paraprofessionals through CILIP is excellent and CPD does make a difference to the development of user services and their delivery. The latest CILIP professional skills framework should be commended as it does set the bar at the level that would give Dorset Council a highly effective trained professional workforce in its public libraries. The digital divide is disempowering to older people who haven't got the skills for information seeking or even to participate in things linked planning consultations - we need more professionally trained digital advocates. Now that self-service machines do the 'stamping books' element, professionals can be deployed to start to join up that digital divide instead of being wrongly perceived as clerical support. There are generations of children in some areas who have no idea how to use libraries as so many libraries have closed down so they don't know about information seeking techniques and savvy web searching. This puts them at a huge disadvantage in FE and HE. If we want Dorset's young people to be the new generation of savvy confident and competent information users, that must start in Dorset's libraries.
Add the lost tourist information services.
Added opening in charmouth...online ordering is
Adult group meetings, coffee or local interest groups, reading groups, friends of the library group.
Advertise about local or nearby events
Advertise opening times and events easily
Advertise the library around the town. Make it a welcoming inclusive place. Be imaginative re events. Employ people friendly staff. Meet local need.
Advertise your services better. Share them in local social media groups. Create more demand for services. Open the space up for more of the day so groups can meet or run activities outside office hours. Make the library a hub.
Advertise. Load And Clear. Leaflets, Radio, Free local Magazine, Posters in the local shops and Bill Boards. Letting the Public know what a modern-day Library, now has to offer. Plus Coffee area/shop.
Advice for the elderly in accepting the "Digital Age" on the use of Technology, Managing finances after bank closures, Touch screens, safe On line shopping, and the dwindling loss of currency. Tourist information, Citizens advice, Registrars office all housed in the same building.
Advise customers if a Borrowed/loaned book has been requested by another customer so know will need to return by deadline and unable to renew as often find out too late and have to return book unfinished or receive a fine
Ah, this is difficult, given the financial constraints and the fact that the Library Service can be squeezed to extinction (as it has been in so many places). I suspect that the Service will have to develop more online services, whilst physical resources shrink.

Aim to stock a wider range of newer books. During the earlier days of the pandemic I found a number of good newer books to borrow. Lately this situation seems to have reversed but maybe it's because more people have started borrowing books again?
Alas due to the fact that the Verwood library is in an established building means that the total footprint is literally 'set in stone' which ultimately sets the agenda on the current space available. Two options can improve on this: 1. Go up i.e. build another floor (or more) upwards but this is probably unviable due to the age and history of the building; or 2. Build a new purpose built library within the Town limits.
All brilliant thanks
All fine thank you.
All good at the present time.
All good.
All is well right now and the service is very good
All my life I have used the public libraries and I now delight in. Taking my grandchildren along so as to find books to read to them and ensure their interest in Reading in the future. I would hate the library service to be altered or it. Sarah Fitzgerald
All ok
All services easy good for us at the moment. Feel we might really need the help you provide with modern technology as we become less and less tech savvy.
All the services as of now ,including on line Access.
All things considered continue in the same vein. During covid lockdown your service became a lifeline with order and collect service.
Allow CML volunteers to decide if fines should be waived as they usually know the person and circumstances better than the librarian who visits once a week when the library is not open. A good range of books but with limited space it is important to rotate the books that are used most, e.g. fiction, crime, large print, children rather than non-fiction and teenage books which are rarely taken out and can be ordered on-line if required.
Allow more access to community groups and CIC to advertise and use spaces, better computer courses e.g. Social media marketing, book keeping, setting up small businesses. More groups for children to encourage reading of all ages, DoE courses
Allow personal non-fiction books to be given to the library service for distribution UK wide. Providing tea and coffee might raise funds for the library service and encourage more use.
Allow space in library-quiet/study room (or a separate events room). Fantastic to see activities with young children/schools, long may they continue, but it's difficult to study or read when they or other activities are on during opening hours. Growing up, my library was my go-to space for study when I couldn't do it at home, or when I was going out between school-home; as an adult, again it is a quiet space to read and think when I am in town. It would be a shame to lose that altogether.
Already a very good service. Thank you.
Already provides an excellent service
Already very satisfied. Excellent service, location and library team!
Although an old person, I am able to manage satisfactorily by physically visiting the library. If unable to do so in the future I would hope to use the Home Library Service.

Although I don't use the children facilities I would like to see this facility retained. I often see toddlers and children enjoying the events that are out on by the library staff. It was a very important facility when my children were growing up and it was a treat to go to the library and get new books and encouraged them with their reading. I also think it would be a good idea to develop a toy library and other items library, with climate change it is a good way to reduce the public's consumption by buying less and the library being an important hub in the town. Having used Dorset libraries for 40 years it has been an advantage linking with Libraries West has provided additional choice of books and allowing them to be ordered on line. Although I made use of the computers I can see that they provide a valuable resource for those who haven't got computers or need additional help. I have also been involved in a number of local organisations and have run large events in the town the library in Bridport has joined in with these and helped bring the community together at these times. I am impressed with the on line facilities and managed to explore them more during lockdown.

Although I have indicated nothing will make me go to the library more often than my 3 times per month a lot of the things on the list on the previous page would be of value providing a community hub for local residents, I travel to Wyke Library, although the central library is nearer because it also has my dentist and doctor attached and although parking is tight I can park in nearby roads and take my life in my hands crossing Portland Road. I book my books on-line and then collect them having read most of the books I would want to read in the library. I am happy to do more than just make donations for this service but appreciate that it is the only way for some people to get books they want. If other services are being offered this must be made clearer and outposts, such as Wyke, need to remain open for at least some of those services.

Although I have no problem in using the two apps, BorrowBox and Libby, I find them unnecessarily complicated and unwieldy and wonder if this puts older or less 'computer savvy' people off?

Although I use library services primarily for digital services, ebooks and audio books, I am aware that library services are an absolute lifeline and source of pleasure for sections of society who are least well off and/or not internet users. I would like to see the library services focus on maintaining these key services. They were essential for me as a child 60 years ago, and are essential for many children today and elderly friends today.

Although not requiring all the activities and support information listed on the previous page I think Libraries offering more of the services would be helpful. Information on local events and different community groups is helpful as well such as choirs info or courses you can join may be expand somehow on what is already available.

Although the internet is available, it is not practical for some of the elderly/people without computers. Some can manage emails but do not know how/want to use facebook/twitter or look on the library webpage, so there needs to be a way in which they can be kept informed.

Although the library does not stock a lot of the books I like to read this isn't a problem because your free book ordering service is so good. I hope this facility continues as it is so efficient. The library staff are always helpful too and I hope you continue to employ librarians in all libraries.

although you can order books you require, if available from other libraries it is nice to look at the book beforehand to see if it's really what you require

Although you must be connected to a network of other libraries and well beyond, I still see Wareham library as a hub for local people- many of whom just want to visit to physically pick up a book. I appreciate on-line services are brilliant for those who can't get around so much, I'm sure there are many lonely people in the area and a get together may be once a week which could be book related or just a chance for a chat, would be nice. How about some local art on the walls, there is a thriving art community in the area

Always have library service available
Always looking for an even wider range of books to borrow !
Always looking for an even wider range of books to borrow !
Am happy with library service as it is
Am happy with the way that our community library (saved by ourselves) is run
An area where study can be done quietly.
An excellent service - wider opening hours would help and I have also heard of 'Open Access' I think it's called in the Stockport area which seems a great idea. Thank you - I think ALL services offered should be protected as each are important to different demographics.
An excellent service now. Very important to retain library staff for advice and general consultation. A mobile library service to the less accessible parts of the town might increase use of physical books rather than reliance on e-books and internet devices
An independent study room could be a good idea! As sometimes it can be a little loud to concentrate. Everything else is exceptional however.
An interactive service for ordering items and Zoom sessions for those not able to attend due to covid restrictions.
An online check of stock available in real time in my library of choice (Corfe Mullen). Keep the fantastic free reservation service across several regional areas. This is a brilliant service which is not necessarily affordable otherwise and would severely restrict my reading choice if payments were required rather than voluntary.. A big thanks to the wonderful friendly and helpful staff ( for all matters, not just library services) at Corfe Mullen and especially the brilliant Jessica.
An online option to make a suggestion for a purchase in order for me to borrow a book not currently in the catalogue would be great. I would even be happy to make a contribution for this.
An outside book library box where people can swap books.
Anything that will encourage people to visit, with the aim of more reading and better appreciation of literature
Anything that will keep Blandford Forum library open
Anything to encourage to read different books - Group discussions
Apart from the important physical presence of being able to borrow books or occasionally access the internet, I found the opportunity of reading newspapers and magazines online very useful - unfortunately, a change from RBDigital earlier this year meant it was no longer possible to access this info on Libby.
Area Social media posts would remind people there are. Liberates, and what they do these days, it's not just borrowing a book or two
Area where local people can meet and chat and get to know one another to bring the community together Make the area a friendly welcoming space, encouraging locals to take part in decorating with art work etc.
Arrange talks by local experts & authors of note
Arranging more social events
Art exhibitions Linking in with other local organisations for displays eg Literary Society, Arts Society, local schools, fire service
As a home educating family perhaps offering a group or even a meeting place for HE families. offering special sessions perhaps, where collections of books and artefacts relating to certain subjects visit the library for a period of time, e.g. gardening, philosophy, architecture, marine life, alternative health, tribal peoples, trees, WWI, etc.....and related talks, film screenings, exhibitions are held. A community educational programme for all.
as a community hub and drop in centre for advice

as a holiday home owner make it easier to join
As a lifelong (octogenarian) user of public libraries, access to real books is still very important. I realise up-to-date technology is also important for younger generations but even for them access to the real thing seems very valuable to me. Also we used to value of use the opportunity to purchase 'ex libris' volumes. (and still consult some especially out of print non-fiction)
As a mature person who career wise is meeting a lot of ageism ,any help in re training or business set up
As a member of 2 book clubs I would lie a re instatement of access to a range of books, both clubs stopped using the library when the rang of books was dramatically curtailed and we we left with very few titles of interest
As a new resident in Dorchester I have been pleased with the range of books available in the library.
As a partially sighted borrower, I would appreciate a larger stock of large print books. I have benefited from being able to order specific titles to be obtained from other libraries as I seldom find my favourite authors/titles on your shelves. I know it would be difficult to utilise space on this problem, but I find it impossible to read any titles not near to eye level. I don't find your on-line catalogue easy to use. I need to access what titles written by particular authors in alphabetical order.
as a regular user to the library where i am trying to study and research on Mondays I find that the library is noisy.I appreciate that the library is used for Citizen Advice Bureau plus housing issues and is not now just a traditional place for books now.I feel that these services are important for the local community as I hear many sad stories while I am sitting studying.Even though I dont need any of these extra things that the library now offers they are more important now than ever before.
As a resident in Colehill I know lots of my neighbours rely on their visits to the library as part of their weekly routine. I and my neighbour would really miss the library if it was not available.
As a retired person the current hours/set up of the library suits my needs well. Would people who work full time find an evening/ later closing time once a week more useful? In short I like the service as it is.
As a retired resident, I value the opportunity to relate to the staff when borrowing and returning books as well as finding information which they can access more easily than I can. Although not far from home, I can only walk a very short distance due to health problems which means that the adjacent car park is most important in helping me to this this great facility. The staff get on well with borrowers and other visitors as well as with the children, when they engage in appropriate activities. Verwood resident.
As a retired scientist I was delighted to find a few years ago that I could access the journals through this portal <a href="https://eg9wt9kh6b.search.serialssolutions.com/">https://eg9wt9kh6b.search.serialssolutions.com/</a> which I was given by PLS. Sadly this was downgraded early this year so that only free-online access articles are now available through the public library. As I can do that easily directly through the journals the access through the Public Library Services are no longer advantageous. It would be excellent if this could be re-instated.
As a retired, fairly active person I find that the service our library provides is adequate for my personal needs
As a user of Swanage library for the last 30 years, I have always found it to be as helpful and up to date with most things. As I can no longer visit library, I can truly rely on the visits with books for me and find this very good as I hear from volunteers what's going on

As a young adult I would like access to popular books, I worry that I will have to return books before I finish or not find what book I want to read as have limited reading time. The audio book service is great, but would be nice for me e books.
As above
As above
As adults, We are constantly using the audiobook library. We always have a book on the go and a couple in reserve. We listen to books while travelling to work, hanging up washing and at any chance we get. Our children use the library less now because they are at high school. We still have 3 or 4 books each on the go but tend not to buy them because it takes more than 2 weeks to read a book when we are reading with our children at bedtime
As already noted on previous page. Plus, more space for events and coffee, perhaps a cafe service with sandwiches, soup etc for people who are daunted by going into coffee shops and restaurants. My local library in Australia's had such a facility, it brought people into the library who might not have done so before. More facilities for students to have a study area, loans of computers for students who don't have their own. More space. There is a room next to the library, could this be used?
As an avid reader, would like more money invested in books.
as an elderly person I have an old-fashioned idea of the library being a quiet place where one can read in peace and where there is a good selection of books and magazines. I accept that this is no longer acceptable to the younger generation, but it does put me off attending. Libraries used to have the purpose of encouraging reading books without distraction.
As an OAP the libraries in Wimborne and Ferndown fully meet my requirements.
As an older patron I feel that the library, both in Weymouth/Dorchester and on line is adequate for my needs at present, but maybe for a younger population it could have more links with their schools and future career requirements.
As an older resident I enjoy the facilities that you already offer. I have the time to come in and browse the books and seek out new additions to the shelves. I also use your digital and online services, which were great during the COVID shutdown.
As answered in survey
As being an older customer I use and enjoy looking and choosing books, I do not use the other services but I am sure they are important.
as changes in our lives is becoming more important ie climate change etc it would be good to see posted information to follow actual facts rather than bad media.
As far as I am concerned Bridport library is perfect and I like ordering books on line. Also e mail reminding me when books are due for return, just great.
As far as I am concerned my local library (West Moors) is pretty much perfect. The staff are always friendly, helpful and ready with a smile, making my visit there a pleasure. Give my thanks to them for all the help they have given me over the years.
As far as I am concerned, the facilities provided by Shaftesbury Library are ideal for my needs.
As far as I am concerned, the library is and should be a facility to borrow books and other reading matter. I do not need it for social purposes or anything else as I use the internet at home.
As far as I'm concerned the library offers everything I require.
As I am a carer I have limitations on when I can visit the library so more opening hours (especially on Thursdays) would be welcome. I do not use the home service yet but hope you will continue with it as it is likely I will need it in the future. The existing stock does not seem to vary much, but having said that there is always an impressive display of new books, and I am always lucky in getting the books I request. All in all, the service you provide is excellent and meets my needs.

As I am an elderly person, keen to learn and keen to try new skills, I would appreciate a good range of books, short courses to help with digital enquiries and use of apps.
As I am in my mid-seventies, have been using libraries in the traditional way all my life, and am a frequent library user, I don't think I am the man to ask about the future.
As I am over 80, I find that access to the Online PressReader very beneficial, as it enables me to keep in touch with current affairs without leaving the house - will the facility continue after COVID? Regards.
As I am retired, I find that West Moors Library in it's present form suits my needs.
As i only use the Mobile Van which is very convenient for me ,I find this still is a nice way to meet people / neighbours who you may not see as much in the winter . Also the assistants are always so friendly and helpful.
As I predominately use the online service I sometimes find the search facility problematic if I don't know the exact book I'm searching for
As I rely on only on Borrowbox for my listening I would like to be able to listen to more authors
As just mentioned would like longer opening hours and more access to latest editions.
As Libraries, pubs and post offices seem to be diminishing in number, combining the three would seem to be a good option
As long as we keep a library then adapt to keep up with modern trends. A library is an essential part of a town, no matter what the media hype says.
As many activities for young children as possible, especially in holiday periods. Music and drama activities for adults.
As mentioned above, more large print books.
As mentioned already. WIFI.access to newspapers online. We used to buy old books from Kinson. Meetings, talks.
As mentioned on previous page, more activities that are geared towards teenagers, particularly the 13/14 year old age group. Skills courses for adults or children, whether that is, say, a six week course, or a one day taster course. More family activities for parents with teenagers. Coffee shop would be nice!
As mentioned previously the provision of postal services including banking & help with financial transactions , with face to face customer contact
As mentioned, make available Ancestry at home for members as you did before - this was most helpful and appreciated.
As my wants are pretty simple I am happy as things are thank you.
As one of the first Open University graduates much of my success was due to the staff and facilities of Top Hill Library Portland. I am very grateful for all the support from library staff and availability of study materials.
As our habits have changed over the last 2 years, it seems better from my point of view, to be able to access the online facility more, which I was unaware of. I should have looked further at what the library has to offer, so in that respect, I am glad I have noticed some new options that were previously unknown to me. Thank's for the survey, it was very informative, and I was happy to complete the survey! Many Thanks.
As our tourist and information centre has closed bus timetables and local information in the library would be appreciated.
As per previous comments. Please work on your customer service, it's not difficult. You should be encouraging more people into libraries and friendly staff will help.
As previous
As previously I wold like to see books offered for sale as in other libraries.



As previously stated, I want to be enabled to access ebooks to my Kobo e-reader via my iPhone. And a massive expansion of ebook choices would also be most welcome. Actually, I was amazed that the latter, at least, didn't happen from the first lockdown as it would have given people a much needed access to reading without the infection risk of leaving home - a missed opportunity in my opinion!

As previously stated, provide toilet facilities at Wimborne Library.

As specified in the survey

As stated on the previous answer, I think that it is very important to maintain and enhance the library hub as a physical place within local communities like Lytchett Matravers to facilitate access for all without the need to travel by car. To continue and develop work with other agencies to provide a range of services under a single roof as appropriate for each library. Possibility of local craft / art exhibitions or outlet - along with cafe or meeting space where space and circumstances are suitable - especially in communities where these facilities are not available elsewhere.

As stated previously, coffee (or tea) would be ideal! It would enhance socialising with others and could well draw you in to other activities.

As the Tourist Information has closed in the town it would be help use the library for visitors to access information on the town and local towns and villages.

as ticked previously

As we have only moved to the area in July we have found the librarians extremely helpful, In the all areas we have needed

As well as a library to borrow books from it is good to find information of events in the town and surrounding area. It is great for children to be encouraged to use the library.

As well as books and magazines, libraries should be places for social contact, with information and access to wider community activities and the Council's services, In community terms, one agency needs to collate and circulate details of all the events that are going on in the community. Re the Council's services, some work effectively online such as reporting problems with say Footpaths, but I know from my voluntary work that there are many people receiving communications about their benefits or council tax etc who do not have digital access - or lack confidence in it - and want to go and discuss their letter or issue face to face with someone. If the library is going to be the place for the customer service "Front Door" to Dorset Council, then these facilities must be properly designed, resourced and signed so members of the public know where to find them and can get a helpful response if they go there.

As you already have the building it seems silly not to have it open for a lot more hours. The use of volunteers may be useful here or work opportunity slots for older children who are thinking about a career. These older children will have a great knowledge of the latest technology advances and perhaps this could be harnessed and used to instruct/guide older members of the community in their use. More and more forms etc need to be filled out on-line and a lot of people find this daunting and need help. Older people also have a vast knowledge of life and maybe able to give advise ie like Age Concern do or CAB. There seems to be many rooms that are available for these sorts of activities. Small children could also be encouraged by more Rhyme Time and events like these. Some children do not achieve at school but may thrive better in small classes that could be run in addition to normal schooling. Some members of staff might be able to take this role on during the day time or after school. Any admin that can be lost in the general book buying/displaying process should be so that the staff can be out in the library encouraging and advising the public on stock events etc. Rooms can be let in the evenings for outside use thus providing an income as the library is ideally situated in the centre of town. The car park and entrance needs to be well lit so people are not afraid to go there in the dark evenings. It's a big building so please use it fully

Assist in providing study sessions In core subjects for school children

At 85 my ideas are too oil fashioned!

AT LEAST KEEP WHAT PREMISES YOU'VE GOT. STOP CLOSING LIBRARIES.

At present I am very satisfied with Corfe Mullen library. I have found the digital library difficult to use, as you have to wait a long time for titles, and then two or three come at once. If you haven't finished they are returned and then there is often a long wait to get the title again. More copies of some book as need to be available online. This may be different once people start using physical books more again.

At present I am working full time and really only use the Library and its services on-line and make full use of the on-line library of audio books - I do a lot of commuting and travelling by car and the audio books really help me to take 'time out' from thinking about work. When I retire next year I nhope to have a physical presence in the Library buildings and participate more in F2F in activities.

At present my only need is to borrow books. Thank you

At present the library provides an excellent service. The main issue is for it to keep going.

At present, my wife & I are caring for her 87 year old mother. This limits our time to do many activities including library visits

At the age of 82 everything i need is currently there, including a very helpful staff.

At the moment being 82 yrs old I am not in a position to access the books other than the Home Library Service which hopefully will continue in the future.

At the moment Gillingham library suits my needs as I am retired so do not need late evening opening. I missed it when it closed during lockdown, hope that doesn't happen again.

At the moment quite happy with the way we use the library

At the moment, I am using the on-line facility to borrow e-books and find it very satisfying. I enjoy visiting the library in Bridport as the staff there are lovely and always so helpful. Thank you to all concerned who keep our libraries running in such difficult times.

At the moment, the library in Sherborne meets my needs. However, I am conscious of a certain 'thin-ness' in the numbers of books in the library. It feels somewhat spartan although this may just be my impression. Sherborne is far from being a deprived town. It has a lively and often well-educated population, but a large proportion of that population is retired, and I feel that the books reflect a certain tiredness which is a pity. Nevertheless, there are many reading groups in the town and this would imply that people are keen to read and discuss new writing, as well as old. Perhaps a reading group based in the library itself might stimulate some new thinking in the purchases of the books. However, I must emphasise that the staff are always helpful and go to a great deal of trouble to help if one needs it.

At the present time Sherborne Library meets my needs as I can drive and I enjoy visiting the library to choose my books, or collect those which I have reserved online. I am always impressed by the range of titles which are available to request from Dorset Libraries, with new releases available very quickly

At this moment in time quite happy the way we use the library service

At this present time i am able to visit the library, i like to go for the exercise. There may come a time when i am unable to go and then i would use the Home option. At times i have to use the on line reserve service as books i have looked for are not in the library when i visited, so i do like to have this option So keep this up. Sometimes i have had to wait quite a long time as they have been delivered from a different area. So for me at the moment i have all i need at this present time and i do appreciate the volunteers that work at these library's Thank You

Author giving a talk or demonstration on literature, landscape, farming etc

author talks

Author talks Local history talks Social history lectures Apart from the above - Got it pretty much right , I think

Author talks and themed displays." Who writes like" suggestion cards. Latest books on display. Local walks, nature reserves, conservation projects. Recycling books

Author visits and readings Different events to suit a variety of needs e.g. wildlife conservation, plastic in the water

Author visits/talks? Coffee?

Authors and book reviews.

Automatic renewal of borrowed items unless someone's reserved it or it's been out to the same person for a long time Text message reminders for items coming due Longer time to collect items that were reserved Language learning courses on audio CDs provided at no cost ~ those language courses dedicated for learning foreign languages (not foreign movies etc for entertainment purposes)

Availability of a toilet for small children would be helpful. More story groups for children. Painting and craft activitir smformchildren.

Available access to research facilities eg continue with Ancestry through libraries west. Library buildings to be available to other groups outside opening hours Use the safe haven system for victims of hate crime. Let local small businesses use premises Make learning without books feel ok Use simple to understand language to make your services accessible

Be able to browse library's catalogue in branch, currently have to use computers upstairs, if available or if open. A dedicated machine in the downstairs library is needed

Be able to use your facilities for holding a meeting if for a community group eg a Community Garden group.

Be more of a library rather than play areas, too many peaks , pushchairs in front of shelves, appreciate groups meet there but some of us want to browse books and info

Be more open and user friendly, offer services to more community groups. Also borrowing books during COVID was completely over reactionary and like something out of a spy story given that shops and schools were open relatively normally.
Be more open to people who do not necessarily live in your area, whether former residents or otherwise. Such an action is a superb PR opportunity for yourselves, for Weymouth and for Dorset. "The world is your oyster", so to speak. Why not start by linking up with the libraries in the other Weymouths across the world???
Be much more community based. Allow more books to be borrowed and for longer. Have a wider range of books. Have more suggestions for reading with targeted authors and genres. More poetry events as well as local history etc
Be open every day, all day maybe by using volunteers
Be open every weekday.
Be open for longer, especially on market day to widen access.
Beaminster Library provides an excellent service - albeit significantly disrupted by Covid. "If it ain't broke don't fix it". Volunteers do an outstanding job but qualified librarian needed.
Bear in mind that 20% of people still have no access to computers and the online world. Physical books matter to such people like myself.
Because of Covid, I have moved away from checking out physical books and I now prefer the online service. The physical books from the library were invariably very soiled/damaged unless I was lucky enough to check them out while they were brand new. Perhaps the condition of returned books should be checked more frequently. I felt uncomfortable in the library building anyway because on more than one occasion job coaches were conducting mock private interviews with members of the public between the book shelves and so I felt that I was somewhere I shouldn't be and I would hasten to leave quickly. These activities really shouldn't happen in such a public place. The top floor of the library should NEVER have been part of the library - it is too isolated, and sometimes there are very dishevelled people up there, so I never felt very comfortable or safe on the top floor.
Because of limited mobility, I don't visit Bridport library very often. Completing this survey encourages me to find time to explore what other services you already provide. Until I have done that I don't have any suggestions for change.
Become a centre for general information and services from the council and tourist information.
Become a community hub that is not just about books but with social aspect
Become more of an access point for various types of information e.g. for carers, parents, job seekers. Plus give some help to people with form filling. Co-host 'Tourist Info' as did previously. Most of things in Q23 are good for others in this community and maybe helpful to me in future. Retain the traditional services alongside this.
Become more technologically focused. Invest in this as it will help the library become a destination to go to. Make the environment vibrant and inviting. No idea if you run activities inside, put signs up outside, or round the town if there is something exciting happening, or a new book is in that would create interest. Promote on social media too. Be more proactive in encouraging people inside. From the outside, the library always looks dark inside and a bit uninteresting and uninviting, creating a barrier to come inside, You can't tell if it's open or not. Make it more welcoming. One time, old books and DVDs were sold on a stall outside. Lots of people gathered round to look. Maybe do similar things; it is covered from the rain, put out tables with a specific activity theme depending on the year. It would make the library more visible, part of the local community.
Becoming a local hub for information of sorts from all areas of life. The one stop shop for information.

Before Covid we were very happy with the service provided in our physical Library at Wyke Regis. It is essential that this service is continued and any proposals to cease the service or put it into the hands of volunteers should be resisted strongly. We want you to continue to do what you are already doing very satisfactorily. We need to continue to encourage new generations to become readers and book lovers. This could easily be lost in the current digital environment. Digital has its place but it should be only part of the overall picture.

before lockdown we were able to reserve as many books as we wished, after lockdown this changed to only 10 reservations with the delay in books arriving this means long periods with no books

Before the Covid lockdown last year I used to visit the library regularly to return and select new books. The one thing that was really off-putting for me was the day when the parent and child sing/clap along was taking place as I was trying to choose my books.

Being able to listen to classical CD's via earphones.

Being able to reserve a book & pick up at my local library is fantastic. Currently it's free. I would be prepared to pay for this service. Having library open at some point every day would be a bonus, but not absolutely necessary for me. Would like library to be centre for recycling again.

Being able to search online and reserve physical items for collection as part of Libraries West, for free, is vital for us as a family when naturally our town library is only going to have space for a small physical collection at any one time. This needs to continue and at no charge.

Being in my 70s, I am very happy with the library service.

Being open when the market is on , often at the market at 8.30 and it would be great to pop in to library at the same time. A coffee shop in the library would increase my borrowing. Being open in the evenings was essential when my kids were younger.

Being part of Libraries West is a great boon - ou should promote it more

Belonged to a library since I was 5 and read a lot of books. More of the same please

Better (more user-friendly) site for search and reservation of items, and for borrowing e-items  
More flexible hours (I work full time) More accessible via social media

Better / easier to use digital books

Better access to ebooks. Present wait is often too long. Wider range of non-fiction, particularly music books.

Better access, especially outside of normal working hours. Rentable short duration space. Ticketed indoor events

Better and more frequent circulation between libraries of non-fiction in order to make better use of the limited stock.

Better and newer stock.

Better building in Blandford. Nvidia staff always so helpful.

Better choice of books in better condition. Quite shocked by the state of some of the books compared to the small village library I belonged to in Oxfordshire

Better choice of e-books etc that I can access from home. Any way of collecting reserved books outside of opening hours? Giving a timescale of how long it will take for a reserved book to be back in stock, or speeding up this part of the service. I often reserve books I know I will need for my book club months in advance, but the book club meeting has been and gone by the time the book is available to collect from the library!

Better choice of newer books. Less books that can be got in a charity shop for pence. File biographies by subject rather than writer.

Better communication with library members of events and new books being available Offer a wider choice of large print books

Better computer system so when someone orders a book it comes from a library which has the book on the shelf or as soon as the book is returned rather than coming from an individual who is at home and away from the library and trying to renew the book. So many times I have been too busy to go to the library on the date the books are due so try to renew on line and can then return them a few days later when in town but that has not worked so have had to have a major change of plan just to return a library book and avoid a fine when the same book (title author etc) is sat on a shelf in another library. Please please please change the computer system so all reservations for books are fulfilled my book in the library. (not from books people have borrowed and have at home or work etc)

Better digital/online offering. Develop the app so it can be used better.

Better e systems for e books

Better inspection of returned items.

Better opening hours

Better opening hours for people who work full time - the reason I only use digital is that the library is never open when I can use it ! Also a more extensive digital service would be helpful eg access to which magazine online Thanks for asking

Better opening hours.

Better opening hours.m

Better opening times

Better presentation of books for browsing a finding unexpected books at the library. A serious selection – there is far too much trash! Swanage Library is very good.

Better publicity for library as a source of information about local services and sources of help. Information about volunteering opportunities in the locality Some guidance and recommendations about authors (e.g. if you liked this author/type of book, suggestions about other similar ones) Activities to promote reading Activities with other organisations to promote thematic reading on e.g. local history, religions, arts & crafts, local geography, etc.

Better publicity for the role of Community Managed Libraries and ensuring their events and other services are in the Included general circulation of information. Also ensuring that CMLs have access to activities, information and grants that enable them to increase their offer where they have capacity to do so.

Better publicize the great services you already provide.

Better range of books

Better range of books and offer more training to improve IT skills

Better range of books, more copies of popular novels. Reserving books is great but can take weeks/months to arrive.

Better range of ebooks.

Better range of more up to date reading.

Better range of online books to borrow -ebooks. It's really not great! Much better choice from Amazon Prime reading service

Better range of reference books

Better ranng of books. Too much modern and very light fiction. Could not books be moved among the libraries to give a new selection to choose from.

Better rotation of book in smaller libraries. I have to travel into town or order online when limited choice.

Better selection of recent books, reading areas, encouragement for teens to read more: create a designated area for them to sit and read.

Better training for some staff ( though I appreciate some are volunteers). Less "school ma'amy" attitude in some cases.
Better use of bridport libraries space. More of a swap shop for other things like numbered cake pans.
Better use of space, I. E. Comfortable seating and more small tables.
Better website for reserving books - it is very unclear, and not very user friendly. Text reminders for when books are available that have been reserved and when they need returning.
Better, more up to date stock.
Better/larger selection of e-books, audiobooks, and physical books
Better/more range of new books. Littlemoor library seems to have fewer & fewer new books to browse. I now have to request most of the books I wish to read and this I find limits my reading range. Longer loan period. More morning opening. Educational talks not just author events.
Bigger and better range of books for loan. Stop removing older titles by popular authors - if one finds a new fiction book on likes it is very annoying not to be able to start at the beginning of a series.
Bigger range of children's books at Wimborne, more children's activities locally
Bigger stock
Bigger stock and choice of fiction books at Bridport Library.
Bigger stock instead of several copies of any book. A library is to store books for consumption, so the bigger and better stocked the better. The staff at Lyme Regis are so good, very helpful. very caring. Long may we have it, it's vital for our well-being. I think libraries should be quiet - not filled with noisy groups doing other things.
Bigger stock of books
Bigger stock of more up to date fiction
Blandford Library is a pleasant place to visit with friendly and helpful staff. Having been a member for over 30 years I would like to see a more frequent turnover of stock, and more frequent purchase of new books. I notice that the space for sitting and reading has been reduced in the last few years, I would like that increased with more of a coffee shop atmosphere as I notice not many people 'hang around' once they have made their choice and 'booked out'. The available book stocks have been reduced with many books withdrawn and not replaced. There also used to be a much larger non-fiction section. Unfortunately the existing premises is really too small and what Blandford needs is a purpose built Library cum Education centre with separate Library room, Reading room, and work rooms with cafe facilities. I believe that at one time land opposite The Crown in West Street was earmarked for this rebuild but this seeme to have gone by the wayside.
Blandford library needs to be nearer the centre of town. Not up a steep hill. Coffee shop would be great. Good if libraries could develop as drop in centres and community hubs.
Blandford very small and lots of children and it can be off putting as they are very noisy. Library trying to do to many things and not really suitable for all. Needs to be quieter. Blandford library too small.
Bolder advertising. Posters in library windows, schools, prominent buildings in the town. Regular promotion of library in schools with fun events and active encouragement to encourage reading and literature for the future.
Book acquisitions: I would like to be able to request a book acquisition using an online form and then track the process.
Book club
Book clubs, talks, more staffing to help with queries
Book Discussions Meet the author

Book groups Involve social aspect
Book reading groups.
Book related activities such as readings & possible visits by authors
Book reviews / recommendations. I find I need to use other sources for these and then reserve from the library - newsletter with upcoming new releases and links to reviews would be great. Greater range of monthly magazines available in branch.
Books are my main interest and perhaps print outs but only twice a year.
Books available in kindle format, or the ability to hire a kobo reader to download books to. Outside space with wifi and cafe attached.
Books low down are difficult to see and reach for older people. Not have books on bottom shelf or provide a seat to sit on so the lower shelf is accessible
Books, borrowing other things...household maintenance tools, courses in person, community group socials, presentations, lectures.
Borrow Box does not cover an awful lot of the fiction that we enjoy. More hard copies in the libraries within the system please, so that we may order.
Borrow box is a wonderful part of the service. It has been a life saver during the epidemic, however for those like myself who suffer from arthritis and walking is difficult the future for my reading is wonderful. It is a great addition to your service ,please let it increase and prosper. Thank you.
Borrowbox replaced previous supplier, I am not convinced they a an improvement. I would suggest greater care in selecting next provider.
Both services are currently excellent, find everything suits as it currently is.
Bottom shelf displays difficult to access by disabled people. Wall space for local artists and poets. A3 colour printing. Upcycle/reuse initiatives ie craft/ art sales donations to different charities.
Bridport library and its staff are wonderful! They are always helpful, polite, friendly and engaged. I am registered disabled and it has been extremely useful to be able to reserve items online, then go in person to collect; it is important to be able to go to a physical library and to interact with the staff. I also find the BorrowBox platform excellent for audiobooks - very easy and reliable to use, although the choice in some genres is limited. PLEASE don't return to the old 'Libby' system, which is clunky to say the least! (Wiltshire library still uses it and it's dreadful!)
Bridport library is a great resource and I think our community would greatly miss it if it were closed. I value being able to borrow books, sometimes print out things and see other people using it for so many different purposes. Perhaps becoming more of a Community hub with a coffee/tea facility would be good and build on the groups that already use it.
Bridport Library is excellent, with wonderful helpful staff and a central seating area. The only improvement would be difficult to achieve in the space available - a greater selection of books. Dorchester has the greater selection of books but is not such a friendly space.
Bridport Library is extremely good. The staff have always been helpful. Libraries are for books - not coffee mornings!
Bridport Library is staffed by incredibly helpful and friendly staff. As long as they are happy please keep it that way. The suggestion of a coffee shop is lovely but unfortunately Bridport Library isn't large enough without losing valuable book space
Bridport library is well run but could do with more space for books. The A-Z shelves are not well laid out.
Bridport needs a better selection of new publications and to be open everyday of the week.
Bridport pre Covid was a hub of activity always a pleasure to use.
Brilliant service.



Bring back a service akin to the TIC
Bring back library service in the villages
Bring back the Encyclopedia Britannica to the open shelves.
Bring back the jigsaw swop Keep groups meeting in the library away from the book shelves, so that one can browse comfortably without feeling one must hurry to get out of the way, or feel awkward about overhearing their discussions.
Bring back the local history section
Bring back the TIC!
Bring back the tourist information centre, which helps the elderly and visitors to Dorset appreciate our county.
Bring back the Tourist Information Service, The sale of Charity cards.....No Christmas cards this year! In Wareham upstairs, reduce area occupied by infrequently used reference material and create more space for interactive use
Bring back Tourist Information desk as this is a very busy tourist town, people need local advice.
Bring back Tourist Information please
Bring back Tourist Information please.
Bring Photo magazine viewing back in house!
Bring the range of books up to date
Bringing books alive drama story telling
Broaden your range of books, particularly non fiction. Don't close on Tuesday afternoons, Wednesday closing is more than enough. Otherwise you provide a good service
Broader range of fiction, and easier means of obtaining digital versions. Easier and broader range of digital books, especially non-fiction. On a general note, it is VERY difficult to find out if the library service even has a copy of a book being sought - searching using wildcards would help (especially for the dyslexic)
Broader range of stock including music
Budgets allowing - either find/build new premises for Portland or build on current premises 'upwards' to enhance range and scope of services currently offered. There are myriad ideas that would be pursued by Portland residents if offered as the community is a very cohesive one. However, realistically, we will be fortunate to retain what exists already. No harm in dreaming though!
Build a better entrance is light & inviting. Maybe the coffee shop there & then more light in the building itself like the children's side.
Buy more books, and change stock from one library to another. I seem to have read all the non-fiction books on a couple of subjects I am particularly interested in, in Swanage library.
By continuing the different ways the library serves both the individual and the community. since the onset of Covid and the consequent and necessary precautions that are in place, we have really missed attending dorchester Library, and have come to value even more than before the range of services that this welcoming and calm public space provides.
By keeping the online order service you could provide an order and pick up service rather than having books to browse. This would be efficient and require less physical space. you could have two or three libraries doing this service and having more books to select from. I rarely come in and look for a book on the shelves. much easier to order online and physically come in and collect. You could devote space to more activity rooms or just have smaller premises in most towns.
<b>BY KEEPING LIBRARIES IN EXISTANCE</b>
By maintaining the current service and keeping libraries open

By making it a hub for information. Staff are always welcoming at present, but if there are special sessions for certain topics seeing that they are advertised is good. I would like to say that the Shaftesbury Library staff do a very good job, they are always friendly and try to help as much as they can. They have adapted to the Covid situation well.
By not shutting them
Cake#
Can you offer jigsaw puzzles please?
Can't think of anything I'd change
Can't think of anything.
Cannot think of anything
Can't think of anything
Can't think of anything at the mo.
Careers section and associated books to allow people to research in career change.
Carry on as at present issuing books and providing a helpful friendly face.
Carry on as you are
Carry on as you are.
Carry on doing the brilliant job you already do.
Carry on doing the great job you are doing.
Carry on good work to invite all family with young people which I hope increase the chance of the young people to look and touch the books and borrowing from library.
Carry on the book sales! Use green energy
Carry on with a staffed library service with the facility to order books not available.
Change available books more often
Change book selection more often, adults and kids books Author events Creative events
Change nothing. Sherborne library is a wonderful part of our community as is.
Change some opening times for eg open at 9.15AM - 12.15 instead of 10AM - 1PM
Change the available hard copy books in the library more often, as the same ones are there for years.
Change the stock in the library more frequently.
Change the stock more often. Verwood is a small library and would greatly benefit from regular changes. This could be done section by section instead of the same books being on the shelves for years. For example, I have noticed that the travel writing has had the same titles for a while. In a small library the way to give choice is to change the stock.
Changing the books in stock more often - I think I've read all the books in the library which are written by my favourite authors. Otherwise, very satisfied indeed.
Charity-run tea & coffee facilities in every library would be wonderful - especially in winter months. Later opening hours in evenings and at weekends, with additional utilisation of buildings and facilities by special-interest/hobby groups encouraged, to justify staff overtime expenditure...
Charmouth is a community library so is dependant on volunteers but I would like it to be open more than (currently) 3 periods per week.
Cheaper inter-library loans
Cheaper printing for youngster's homework
Children homework club, rooms for community use (entertainment and business), more learning courses like languages, business related or art courses.
Children's library passport, so for each visit they could collect a stamp and if you collect say 20 stamps you could get a sticker or a certificate or something. So it's another positive incentive to use the library. Children's author/illustrator visits Children's art/drawing competitions

Children's rhyme time, story telling sessions during term times extended to sessions suited to older children in the school holidays. Maybe open an area for knitting, crochet classes jigsaw and maybe card making or 'clean craft ', dementia friendly periods, sessions for older users with large print books , lots of chairs and refreshments available,
Children's events important to stimulate a love of reading and creativity. Encouragement of recycling initiatives and 'greener', more sustainable ways of living.
Choice of books in general available does not reflect tastes of all ages. Modern views and woke agendas tend to replace older established tastes as opposed to holding both..
Choir
choose you own selection of stock and stop letting the publishers choose it. There are too many of the same books on the shelves which must cost the library service more money than needed.
Circuited stock around libraries
Circulate stock more
Click and collect book borrowing. Online website information with more content
Close the libraries. When I walk past now, if it is cold and wet outside then there might be few people inside. A couple of computers on the ground floor of the adjacent council building would suffice the handful of people that probably use the building. It is a waste of space and money, why is it still here ? But doubtless we will read about how x% of people replied and of that number X% wanted this or that.
Coffee culture, meeting rooms for SMEs, Business Hub/Drop Zone/Work Hub to compete with the commercial boys!
Coffee mornings
Coffee shop
Coffee shop More craft activities for children Rhyme timer for children up to school age as seem to be up to 1 or 2 now and I've a pre schooler who loves singing & books
coffee shop weekday opening rather than part week specific events that it opened for - local story /poetry festival
Coffee shop and longer hours (evening)
Coffee shop in library, cosy area to sit meet and chat
Coffee shop so ambience is more relaxed. Refresh existing stock. Have closer community links e.g. recycling, mending things, skills swap
Coffee shop sounds a great idea to encourage more people to use the library
Coffee shop to give you more reason to stay for longer. It could be a training cafe and run by adults with mild learning difficulties or as a training hub to get people back to work. It is a skills centre after all.
Coffee shop would be fab.. More consistent opening hrs
Coffee shop, group activities - such as reading/writing groups, children storytime groups
Coffee shop. More books. Informed as to latest acquisitions
Coffee shop/more flexible opening hours and days/up to date stock across a broad choice.
Coffee shops in the main Library There should be a main library in north Dorset More sofas Faster internet in gillingham library Water dispenser needed
Coffee shops seemed to most loved by everyone these days so I think this would be a good addition to the services. As a non worker the hours are fine for me but had I still been a worker perhaps the opening hours would have been difficult, perhaps open a little longer or start early on certain days. Encourage children as much as possible to avoid their reliance on a computer.

Combine home library services with a rural wellbeing outreach support service, can work in partnership with other wellbeing organisations so the home library could be a hub or wellbeing, to include Carers Support Dorset etc. This would be a lifeline for those in rural and remote communities who are isolated and cut off.
Combining citizens advice centre, local news information relevant to residents, planning access etc with library facilities to enable access to information people locally could need, or at least point them in the right direction for assistance with queries.
Comfortable space to read for adults
Comfy furniture, sofas Be more up to date. What's trending. More film and TV Library is the local volunteer hub for the town
Community Access for business and groups. Using buildings and staff to benefit the community.
Community Events.....an extra large room upstairs.....in which to hold keep fit classes, learn pottery, drums, guitar, French Conversation etc.....a What's On Today in Weymouth and the rest of the week Board..... Review of the library silence rule.....a silent area for study, computer, newspaper, selecting books etc...but also an area for use as a drop by Community Centre with a little more Council investment together with socially orientated public hands on involvement .....
Computer / tablet instruction
Computer lessons/activities to help older people keep up. The library is excellent & good selection of books & knowledgeable staff.
Concentrate on core services which I would see as providing access to reading and study material both in libraries and online
Concentrate on providing better and newer books with much much more circulating stock in smaller libraries, otherwise it is stale and boring, and customers have read everything! Also, provide a range of newspapers to read. As time goes on, fewer people will need help and access to computers, as more will have their own phones or tablets, and will be technologically capable. So I feel libraries should go back to core products, ie books, as well as continuing activities and events, particularly for children. Where TICs have closed, they could provide this service maybe.
Concentrate on the core subject of it being a library or for community use with activities, groups, possibly refreshments. Do not clutter the building with the Council Advisers or even citizens advice, free up the office space and community room back for fun events, or learning, or charity run activity groups.
Consider developing book clubs that can be social groups for people
consider rotating stock around branches
Consistency in computer performance; hardly a visit goes by without requiring assistance from staff, despite rarely attempting to break new ground. The screen details seem to change from week to week - very frustrating! Loss of 'Tourist information centre' was a blow, especially as the facility seems to have vanished completely in Wareham.
Constantly forgetting my pin code has made me miss in person checkout. I sort of wish more books were available through interlibrary loans but that's just so I can get hold of academic texts. That's about it for criticism. I will keep borrowing books. Thank you so much for running such beautiful libraries.
contented
Continuation of the library as a place for activities for older people, coffee shop/repair cafe - where volunteers repair items for you without having to buy new. Promotion of library as a focus/hub in the community for recycling initiatives etc
Continue as is

Continue charity Christmas cards Continue What's On and ticket sales for local events Continue providing shoppers car permits Advertise authors talks more extensively Continue children's activities in school holidays
Continue free borrowing and ordering of books
Continue hosting in-person gatherings, coffee machine
Continue LibrariesWest use. This has been very useful as I am a member of a Men's Book Club in Wimborne. The use of BorrowBox for accessing eBooks is not straightforward and needs making simpler.
Continue local author talks, local history talks, local topics of interest. Coffee shop book clubs
Continue offering as wide a range possible of non-fiction accounts and especially reference books. History, literature and in fact everything that that underpins the knowledge to help us in our lives and be able to allow us to grow and learn in our understanding of the benefits of a wide and diverse education. I am 81 and learnt more about the real world from the libraries I had access to growing up
Continue to be a friendly place, where books and information is readily available.
Continue to be a library with books!
Continue to be adult and children friendly with community awareness
continue to deliver the excellent inovative library service "balance" new fururistic ideas to enhance community well-being
Continue to develop online and remote services
Continue to employ staff who are friendly, knowledgeable and interested
continue to encourage reading for children. more adult workshops.
Continue to expand at the Library the Dorset County Council
Continue to expand digital services and content
Continue to expand the range of audiobooks
Continue to grown and promote youth reading section Interaction with local I dependent businesses and services Coffee and tea provision and quiet reading areas Creation of whole family events and well being events Local history and geography ecology events We have lovely helpful and approachable librarians in Wareham please keep these
Continue to have knowledgeable and well trained staff. Maintain wide access to items from other library services, appreciating that access to a wide range of books is essential. Continue online newspapers and magazines.
Continue to have up to date Which? magazines. These seem to have been recently discontinued at Verwood library.
Continue to keep a physical library in the local areas, with qualified librarians. Librarians are key staff and have fantastic skills. Please do not take away any of the existing services. More funding for physical books please. More sessions available in libraries for browsing books, and use of computes/printers. I particularly missed going to the library during lock downs and realised once libraries were re-opened, how limited hours were at some libraries. Employ more qualified librarians to support more library hours. Free library car parking would be good for all libraries. Public toilets nearby would be good too as at least 2 of the libraries I visit you have to walk a long way to find one if you can. It would be nice if you refurbished existing libraries (with least disruption), please do not close physical libraries.
Continue to keep local small libraries open. Your friendly, helpful librarian at Crossways does a great job.
Continue to offer a wide range of books and continue to offer a friendly welcoming service
continue to offer digital service.

Continue to offer such a good service in Verwood.
Continue to offer the service and possibly increase opening times
Continue to provide a good service. Have a good choice of books, with changes as often as possible....much of which is happening, with staff being helpful, friendly and helpful as now.
Continue to provide an excellent lending service of print books in various formats in addition to the online services. Continue to keep libraries open with paid staff. I would like to say a huge thank you to the library staff of Wimborne Library who are excellent!
Continue to provide and develop the digital content with greater numbers of new and popular titles available to avoid a wait. At the same time, the physical library is an extremely important part of the service and I would not like to see it replaced by digital but would like to see both running side by side.
Continue to provide both on line Shared Reading at Dorchester and Reading Group at Littlemoor Library
Continue to provide for those who do not have good computers or internet access otherwise. Continue to provide study and research areas for those who do not have them at home. Personally, I find events in the library, particularly noisy ones off putting and it has decreased my physical visits. I would like more access to audio books etc online, most decent ones are already out or reserved. 5 loans are available but so many get taken up by reserved, sometimes months in advance. Do not make decisions based on attendance levels in the time of Covid. Do not chose or exclude literature and reference books based on fashionable socio political theory.
Continue to provide friendly, welcoming setting. Operate as community hub.
Continue to provide the services you do. Keep Sherborne library opens on Wednesdays.
Continue to provide the very valuable booking system for books that has been a lifeline during the pandemic and continues so.
Continue to support book groups. keep the stock up to date Continue to support hose with specific special requirements )audio books/large print/home library etc)
Continue to support development of digital access. School loan boxes
Continue using the library as it is.
Continue with current services, and really well informed and helpful staff
continue with the friendly librarians,
Continued work with partners to ensure that information and advice is available for all the community particularly to counter the volume of misinformation and false news. Libraries should be a first stop for information in local communities and availability of support and advice from other services. Provision of activities for babies and pre school children is critical to promote an enjoyment and love of reading and making the reading habit fun. More could be done to target families in deprived or disadvantaged communities to engage with them by partners making links and brokering relationships.
Corfe Mullen library is already very good. They will reserve or order in books from other libraries if they do not have it in stock. During the Covid Lockdown Jessica delivered books to us every week and as retired people we were very grateful.
Corfe Mullen Library is an excellent library with lots of activities for all ages. It would help to have a larger range of books to browse through.
Corfe Mullen library is brilliant mix of services with amazing staff members. I would like to see more visible support availability for neurodiverse people & their families/ carers.
Corfe Mullen library, if possible to have computers in separate area,away from books, more seating .

Corte Mullen has a fantastic librarian (Jess) and team who are really welcoming to us as a family, which includes our autistic adult son ( has been visiting since a child). There seem to be many activities for children but less which could make adults with additional needs or isolated individuals feel more comfortable spending time in the library. Being able to attend in person is critical for those for whom it can provide a friendly contact and advice as to what is available in the community . Not all people can use online services or have access to IT which is far less personal anyway. I think that libraries play a really important part in supporting individuals in their communities, especially those who are lonely, don't have computers or need help to access services. It is great to be able to speak to councillors etc in the library - makes them more accessible. The library and staff are really helpful with finding books and making it easy to use the library.

Cost will dictate what you do in the future!

Could you arrange a late night opening once a week for people who can't come until they finish work and come home e.g. 7pm and, more importantly, PUBLICISE what you do and what facilities you offer. I'm sure a lot of people don't even know where the library is. You have to blow your own trumpet just a little bit. Perhaps, instead of regarding it as a FACILITY, try to look at it as if it were a BUSINESS you were trying to promote and succeed with. You employ marvellous staff, knowledgeable and helpful and who might have some really innovative ideas. Have a group meeting once a month to promote a collaborative, collegiate working environment where ideas and problems could be aired. I really love your libraries and see them as a great asset to the community. They are a marvellous facility and combine reading for leisure and also reading for self improvement and a means of upward mobility where people who did not get a good start in life, can study to educate themselves and improve their lot in life.

Council Tax advice Bus Pass help

Courses , I have been interested in doing a course but there are none in Bridport , I've had a brochure through my door but it means travelling g far and I don't have a car .

courses and training on digital matters

Covers all my needs, thank you.

Covid has encouraged more reading and hopefully will result in more usage of local library.

Covid restrictions have forced me I to reading online and I am completely sold with this method. The provision of digital magazines and newspapers have enhanced the whole library experience.

craft activities, information/promotion of local clubs, activities, events.

craft and language tuition in the library

Create a social coffee lounge facility, increase the subject range of New fiction/non-fiction & study books, create larger research/learning/study area.

current arrangements suit me. Reservation in person or online, notification when books are available, automated issue and the option to return through the letter box during closed hours.

Current service is good and suits my needs well

Currently I do have any further requirements than those already provided. Thank you for providing the services that you do. They are invaluable.

Currently suits my needs perfectly

Currently whilst I am working full time I am just using the library for borrowing books, and I use Shaftesbury as that's where I work, but I live in Blandford. When I had young children I found the library invaluable for children activities and groups, we used to go every week, and being before we had the internet properly at home we needed to go to do research for school projects. In the future when I retire (10 years + away) I can imagine I will want to attend groups suitable to my age then and for social reasons. I remember 5 years ago living and working elsewhere I used to visit the local library at lunchtimes and there was a knit and chat group and I desperately wanted to join in and not go back to work!

Develop libraries as local info hubs - there isn't much space given to this and quite limited range of material. Would be good to be wider than council info.

Daily opening hours - varied times of day

Daytime adult education sessions.

Definitely keep our lovely library building. A coffee shop would be nice! Also, a few comfortable chairs to sit on when browsing the shelves.

Definitely make it more of a social hub. I like the idea of having a coffee shop where people can enjoy refreshments while browsing or reading, but this is also an income generation opportunity. Also offer more social groups for people other than just children. Hold Book clubs, special interest clubs, town council meetings, MP/Councillor surgeries at library premises. Use the opportunity to raise awareness of what libraries offer to those who attend. I am very concerned that this consultation is a precursor to closure of some libraries across the county. This could rip the heart out of some communities and increase social isolation of many.

Despite loving books I do wonder what role a library really can have these days for adults but perhaps more emphasis should be placed on children.

Despite the easy access to cheap books on line and e-books the library is still a valuable resource with helpful well informed staff. The provision of books for Reading Groups is also of great benefit, please don't stop.

Develop a digital book browsing service which will enable search and reservation of books across the whole of Dorset. This is for physical books for people who prefer this type of media. Also greater promotion of e-books for younger audience to borrow and read on personal devices. Promote meeting rooms for use by businesses as an additional income source. There must be numerous organisations who have lost office space to home working who need a meeting room. Also local clubs and societies need a meeting room. Library hours would need to be extended to evenings to accommodate them say up to 9pm at least.

Develop a web site that is easy to use and intuitive unlike the existing one.

develop community activities/community hub

Develop community/social activities

Develop online catalogue to find and reserve books.

Develop services around the British Library and other inter-library loan facilities as well as creating facilities to allow access to academic databases and journal access which is only available if one is a current registered student. There is a limit to the number of university degrees one can acquire!

Develop U3A type activities for all age groups in Library meeting rooms

Develop, not close libraries down!

Develop the library as a user-friendly place to meet.

Difficult to answer as COVID has changed so many ways of doing things but I used to enjoy visiting the library to get my reading books, also attend some guest speaker talks, and use printing facilities and see staff I have got to know over the years and are so helpful when advice etc. is needed. I think the library is an essential part of any town and very needed.



Difficult to envisage Colehill stocking any more books. Need a few more smaller (500) jig saws
Difficult to say as I'm happy with what we've got at the moment.
Difficult to say, although the Dorchester Library could have better internal signage.
Digital champion is excellent. Attend to the fabric of the building. The ceiling has leaked on occasions. Otherwise STOP changing. All recent changes (eg. constructing shut-off space for staff) have served to lessen staff-user contact, which is a shame.
Digital content on multiple formats with multiple copies for access (reduced wait time) Kindle e reader compatibility (paper white and multi platform app)
Digital information service covering all community help services with addresses and telephone numbers including council departments, (their specialities & help offered); local Citizens Advice Bureaux; local animal rescue contacts such as RSPCA, Cat Rescue, Swan Sanctuary Centre; the Council run Coservation group etc. It would be so useful to have all these "who to turn to" services in an accessible central building & our local library would be the ideal place.
Digital music library. Local schools could publish suggested reading lists for subjects and school topics, linked to library stock.
Digital record of books I have read
Digital via Libraries West is a great resource, used constantly, so increasing what's available - I sometimes check whether audio books are available when I see good reviews and they are not always available, but as I have so many on my reading list I'm not stuck for choice. I also use the magazines through Libby occasionally. Sometimes pop into the library (mostly to use the loo and then end up browsing!). Rarely borrow books individually, but use library books via my book group. A coffee shop would be great.
divide library into definite children's & adult areas with soundproofing privacy within computer areas expand fiction area better use of space by opening un or underused areas in library highly improve the in/out area for staff use of library volunteers to free up staff for improved efficiency better training of staff on computer skills to help library users use shelving to hold more books - not displays bring back a selection of yesterday authors
dk
Do a free click and collect service so can pick books when library is shut and just pop in for five mins to collect when open. Better e books range choice for kids books.
Do not shut this resource its staff and service provide a hub for this spread out village. The staff and building is always welcoming and buzzing with activity after schools close.
Do not change for changes sake. Would welcome more information on how to research local history and history of local sports organisations.
Do NOT close any libraries
do not close any more branches
Do not close any more Dorset libraries - use more volunteers if necessary.
Do not close any more libraries. I would be happy to pay a reasonable fee for reserved books.
Do not close libraries. They are essential for reading and much more. I love taking my children to the library to choose books. I also love getting books for myself. It would be great if there was a coffee machine in the library and then I could read in peace with a coffee in the library and spend more time browsing!! I am old school and I like to have a book in my hand and not a device such as a tablet or kindle.
Do not close or get volunteers to run any more libraries

Do not close them! Myself and my family use the library service for quiet study, for accessing text books that would cost a fortune to buy (got me through two HE courses as a mature student). To have access to such a massive reserve of information and someone to support that access is huge. Access to information is, in theory, all on the internet, but not in fact. The wider web is not curated. It is by definition unreliable. To have an 'information manager' that can curate, help find, order, and access information is a godsend to all students, or amateur researchers. Use them Dorset Council! See them as informations and advice points. I have been a student, a business start up, a charity founder and I have used the library on each occasion for find information on people that have done this before, or reference books I could not afford. I.e. directory of grant making trusts (only in Dorchester). Have you ever tried to browse reference books online? It is a very inefficient and ineffective use of time. Use them to inspire a love of reading and storytelling in children. Many storytelling sessions are oversubscribed by middle class parents, but many parents from poor backgrounds also bring their children and if you want social mobility that needs to happen. Education does not just happen in school. New stock please, lots of diversity in the books. Attract both children and the retired, a library building is a very safe intergenerational space. Volunteer readers, performance poets, small theatre productions. Link it with the modern information channels, have video making workshops, how to be a You Tuber whilst staying safe online, how to share information online and write content for social media channels. And for us oldies, how to stay up to date with the latest channels Insta, Tik Tok etc. Does the mobile library visit the care homes?

Do not reduce any more libraries to ones run by volunteers. The council should keep all existing libraries staffed by employees, Do not reduce opening hours. Our Wimborne Library is already closed Tue pm & all day Wed. Thank you

Do not. Close any libraries they are such a valuable community resource, I miss the fact that in !home when another organisation was using the space it was open more often and that stopped don't know why? I do think it is an underused space and other charities could utilise the space really well

Do you use volunteers? Links to the Dorset Museum Library and History Centre Offer literacy support Reading/book groups Welcome sessions for new residents to Dorchester

Does the Library have a Book Club for older members? Perhaps that is something that would be of interest to people who live alone. There are already story telling sessions for children with parents/grandparents maybe retirees and pensioners would enjoy a Book club.

Doing more activities for teenagers. Having a book club in the evening, once a month.

Don't change or stop anything. Other suggestions covered previously-good ideas

Don't change! We love the library and would be lost without it!!

Don't close them like Hampshire. Invest and develop. More community events. Verwood is great because it is so welcoming. Staff are friendly. It's an essential part of our community

Don't need you to develop just need you to ensure it stays.

Don't shut the library

Don't take the libraries away in order to make everything digital. There is nothing better than physically holding a book and reading it. I see lots of events for children, but would like to see more events/social gatherings et. for adults.

Don't want you to stop doing anything. Hold lectures/talks.

Don't change systems. Have polite staff who are not arrogant

Don't close local libraries

Don't close the library buildings. Kids these days NEED books.

DON'T CLOSE THEM! They are a precious resource in the community, they are more than just a Library.
Don't just provide digital communications, keep promoting and offering face to face communication.
don't know , satisfied with current situation
Dont know.
Don't put a cafe in - we already have great cafes in town that we should support Study room for older students as I always feel guilty about my young kids making noise near the people trying to study Sessions for 5 - 8 year olds to help them enjoy learning to read outside of school. Like a grown up version of rhyme time " a kids book club More art events for adults and kids Kids write poems workshop Local author evenings / afternoons Poetry slams Make it a creative, comfortable space. The information is important yes. But don't forget that libraries should be a place for recreation and escape too.
Don't reduce opening hours. Encourage children to use the service by promoting it in schools. Prompt the range of services that are available particularly using social media?
Dorchester library is great and I have no problem with them
Dorchester library should be open on a Wednesday afternoon
Dorset Council provides an excellent library service in Dorchester. Marvellous, helpful and knowledgeable staff. The library has been a godsend in keeping me informed and mentally agile during the pandemic. I only wish its services were more widely publicised in the community.
Dorset library service is working very well right now, and for myself and my wife it provides us with all that we require from a library service, if it works don't fix it....!
Due to Covid I just look forward to a time when I can feel confident about going to the library again.
Due to Covid, I have got used to accessing a lot of what I require, online. At present, there's nothing I would change about our library.
DUE TO IMPAIRED VISION (IN RIGHT EYE) I FIND THE 'LARGE PRINT' BOOKS VERY HELPFULL. I LIVE IN BRIDPORT, AND WOULD LIKE TO SEE, (IF POSSIBLE) A MORE VARIED, AND LARGER SELECTION. OTHERWISE, FOR THIS SERVICE, I HAVE TO TRAVEL TO DORCHESTER. THE 'TALKING BOOKS' DO NOT APPEAL TO ME. I LIKE BOOKS
Due to library opening hours I am never able to visit my closest library. I use library closer to work to rush in at lunch times to collect books so longer opening hours would actually allow me to browse the shelves and visit my local library, currently only option is reserving books to speed up collection and borrowing.
Due to the pandemic I have not visited the library at all. Until then I visited the Littlemoor library and if they didn't have what I wanted I would visit the one on Dorchester when in the area. Sometimes I would request a book but I prefer to go into Dorchester library to see if they had my preferred book, sometimes coming away with ones I hadn't expect to borrow! Being of senior years I am very happy with the way things are at the Littlemoor library... a few more updated books would be nice but overall the staff and opening hours suit me. Once this pandemic is over, or we are learning to live with it, I will be going back to my usual routine of borrowing from the Littlemoor library.
during COVID i really missed not going to Lyme Regis Library where I see your delightful staff etc. it is a joy to visit and we really need a library in Lyme. We've lost our banks etc, hospitals as well. I hope these things are considered

During Covid the click and collect service was invaluable. For me working full time during Covid I was able to collect books safely with shielding family members at home. now that has stopped I am unable to easily visit the library to browse and am not keen on doing this due to a vulnerable family members especially with Covid cases being high again. . The click and collect service also allowed me to be introduced to new authors which was great. Click and collect again would be good.

During covid they have adapted very well , there were services that were available which I knew nothing about more info on a regular basis of what you supply or make available would be useful

During lockdown and subsequently, I have been using the library's "Ancestry" facility and have been able to do a lot more research than would have been possible with occasional visits to the library to use its computers. It would be very beneficial, particularly for rural members of the library who live some distance from their nearest library, to have such facilities available for home use permanently.

During lock-down I have found an interest in genealogy. Only found out fairly recently that I could get on line access to Ancestry. I have really appreciated that. I am in a Weymouth book group and we have continued to get books provided by the library. Again I really appreciate that.

During lockdown, I really appreciated being able to ask for books to be chosen for me to collect. This may be helpful in the future although currently I visit the library in person to choose books. It might be a good idea to run book clubs as I would like to join one but private groups tend to meet in people's houses and not readily accept new members. This particularly relevant for people who have moved to Dorchester recently. Talks by local authors might attract people to the library.

During the lockdown I used the Library West online service which was very good. It has now changed to another supplier which does not seem to have the same range of books.

Dvd box sets of tv programmers that could be borrowed for a period of more than a week

E book have taken over but wondered if this is the way forward in library along side books

Each library should advertise the next one over's (or more) functions and opening hours. A designated area for meetings for clubs which does not disturb general library users would be useful. Simplify opening hours (could West Moors' be more complicated?) and cross-advertise them.

Early opening, better range of books, classes for a variety of crafts, learning, hobbies etc

Easier and clearer log in system on webpages/mobile apps.

Easier and clearer log in systems

Easier and clearer online catalogue systems. Longer opening hours.

Easier audiobooks would be good. I struggled with the existing app. Will give it another go though.

Easier to request and reserve books

Easier to understand information as we are not all digital or media. confident

E-books in kindle format would be helpful

E-books that I could read on my Kindle

emails about new books

Employ professionals who know their stock and read. Who can tolerate humans making the library untidy, particularly small humans. Pay them. If Dorset isn't buying very much new, keep with the libraries west scheme to share holdings.

Employ trained and qualified librarians for face to face interaction rather than assist stripping and digitalising library services.

enable access to books not in the catalogue

enable online membership renewal an better online home access to library online resources

Encourage all groups/societies/services in town to provide the library with comprehensive details of what's available both in Gillingham and the immediate area including availability of transport links. Can be very difficult to find out this information.

Encourage and advertise library use as a 'green' activity - borrowing and reusing is good for the environment. More outreach into community groups to encourage use and expand initiatives like book clubs and reading challenges

Encourage Book Drives and solicit Corporate sponsorship of additional Computers. Promote and encourage Students to utilize the library, particularly as a place of study before Exams. Encourage Events promoting Library with local schools ( all ages design special Book Theme Posters (for Display)-and Award (sponsored) prizes..I.e. "Spooky Tales" " Environmental" " Local History" A Library has means to encourage and increase visitation by all ages and genders, and the Media loves to cover such stories! "We Are Your Library" Coffee Mornings (for those who have not yet discovered location and are new residents. As a young child access to a local Library opened up a whole new world to me, I benefitted greatly. Travelled the world, worked actively in Media and enjoyed a successful career...it all began with free access to books! As an adult, I recently observed a Librarian talk to two young children returning their books. The interaction between the Librarian and the children was so heart warming and encouraging. He took the time to simply ask each child about their experience and knowledge of the characters in those books in a warm, friendly inquisitive manner. The response back was marvelous, as animated and eager to share their thoughts a great discussion ensued! In an age of digital everything, children and adults still have a need for that personal interaction and discussion, to share thoughts, ideas and emotions, I applaud the Library and commend the Service it continues to offer the community. Uniting young and old and those in between often still lies between the pages of a book, regardless of which medium the reader prefers.

Encourage children to use the library more

Encourage footfall and access to real books and new titles by providing the library as more of a social hub - coffee shop/ digital support and services. Maybe an optional fee for some of these services if financing the library is an issue. I suggest that many people would rather pay a contribution than lose the library facility and many could afford to, and could afford to support those who can't and shouldn't pay.

Encourage groups, more activities for children. Run regular "joy of books" sessions, when members of the public could share favourite reads. Especially good for children. Make an effort to get kids in, organise support groups for parents to encourage reading.

ENCOURAGE KIDS BY HAVING STORY TIME OR SOMETHING. ANY SORT OF ACTIVITY THAT ENCOURAGED READING. GET MORE SERVICES UNDER ONE ROOF BUT ABOVE ALL ELSE DO NOT CLOSE THE LIBRARY. YOU COULD USE IT FOR OTHER SERVICES HERE RATHER THAN LOSING FACE TO FACE CONTACT.

Encourage local book groups to meet there. Start up book groups , get them going. Invite guest speakers, writers to give talks and charge for attendance to pay their expenses.

Encourage local groups to use the libraries as meeting spaces

Encourage more volunteer staff for Puddletown Community Library to enable pre-Covid opening times eg reinstate Monday afternoon opening please.

Encourage people to ditch tech i.e. phones and learn the joys of reading.Builds knowledge base, calms mind, creates a world of escapism.Important for mental health,child development.Encourage the feel of books.The joy of the feel of turning the page and looking at visuals.

Encourage people to donate books to library stock

Encourage people to visit by making it clear when the kids are there so they can be avoided. A coffee chop to encourage conversation

Encourage teens to use the Library more. Make their area more user friendly and inviting to them. Like an escape with sofa/study area where they can either study, socialise, read, listen to own music/books, chill etc. Majority don't know what is on offer/available to them. It feels like adult space or where you went for baby/primary school things.

Encourage young users where possible, have a small 'silent' area where you can read books without distraction by other library users talking nearby

Encourage younger people to use libraries more, especially teenagers. More periodicals and newspapers.

Encouraging people to donate books they have read that are still in good condition would save money and possibly allow you to acquire multiple copies of very popular books. I seldom use the library these days because I don't read fiction and the choice of non-fiction rarely seems to change. There seem to be an inordinate number of books on ww 2 that are of no interest. The choice of esoteric books is virtually nil but I can see that is a bit of a specialist subject, not in the popularity range/

Encouraging residents to attend digital training workshops to help them overcome fear or lack of experience perhaps before they invest in equipment themselves so they could understand what they could do. Possibly offering an outreach service to those with mobility issues (once the pandemic is over). Have more discussion groups to offer routes out of social isolation - could be on a 'book group' theme or on a local topic of interest. Young teenager reading/discussion groups - this was such a lifeline to my daughter at that stage. She felt safe going to the library when school didn't offer that security. Provide information on community activities and events. Closer links to Dorset Council and town council activities and community engagement. Workspace for people working from home or setting up a business - advice & guidance, workshops and maybe social opportunities. Closer links with the local schools - homework support spaces, careers/work experience opportunities, advice & guidance.

Encouraging residents to attend digital training workshops to help them overcome fear or lack of experience perhaps before they invest in equipment themselves so they could understand what they could do. Possibly offering an outreach service to those with mobility issues (once the pandemic is over – or perhaps this could be run remotely?) Have more discussion groups to offer routes out of social isolation - could be on a 'book group' theme or on a local topic of interest. Young teenager reading/discussion groups – there are relatively few activities for young people in Lyme Regis so the library could offer a safe space and alternative way to meet others. Provide information on community activities and events. Losing our Tourist Information Centre and business/ICT support facilities in Lyme Regis means there is no obvious physical place where community events are advertised and promoted or workspace and digital/ICT/job and business support is available. Closer links to Dorset Council, town council activities and community engagement. Workspace for people working from home or setting up a business - advice & guidance, workshops and maybe social opportunities. Closer links with the local schools - homework support spaces, careers/work experience opportunities, advice & guidance. Lyme's library opening hours are different on different days and makes it feel a bit 'hit and miss'. It might be better if the pattern of opening was regularised to the same each day - even if a short day e.g. every morning or every afternoon but importantly the same times every day....It has to be as clear and easy as possible...

Enjoy the services pretty much as they are

Enlarge the stock and range of books if possible.

<p>Ensure an adequate and varied stock of newly published books is regularly purchased by Dorset Council and then made available within the county to avoid long waits for new books which often seem to be supplied from the stock of neighbouring counties. This particularly applies to environmental subjects which at the present time should justify priority treatment.</p>
<p>ensure current level of library buildings is maintained</p>
<p>Ensure latest books are available. Broaden the scope eg more recent political books (I currently buy these).</p>
<p>Ensure Libraries promote that they provide a range of services, not just lending books, because they are, and should remain a key community facility and resource.</p>
<p>Ensure libraries are open and available for people. Especially those without computer services at home</p>
<p>Ensure that a physical building and set of resources remains in Swanage staffed by qualified and experienced staff able to help with the reading and information needs of all age groups. In particular those of children and young people. The library should also continue to be a community hub with good access to other council services again through qualified and experienced staff. The library is an essential community resource.</p>
<p>Ensure that books are in good presentable condition, up to date and available to borrow</p>
<p>Ensure that it remains open with staff to provide help if needed.</p>
<p>Ensure that libraries remain as physical spaces in well-maintained buildings with well trained staff.</p>
<p>Ensure that physical library remains open and with easily accessible opening times. Well stocked shelves of physical books and reference books. Ensure online ebooks and audio books are available and there is not such a long wait ing time to borrow that.</p>
<p>Ensure that the library catalogue is frequently updated, to reflect a diverse range of current fiction and non fiction titles, where possible. Also, reduce the large number of computers currently occupying the ground floor of the library and restore more bookshelves for quick browsing items. Computers to be relocated to where they were originally based, in the designated Learning and Skills Centre upstairs.</p>
<p>Ensure that the library stays in Upton and is well stocked.</p>
<p>Ensure the staff are proactive and helpful, some are very good, some less so</p>
<p>Ensure there are knowledgeable staff available</p>
<p>Ensure there is a range of opening times so people can access the library after work as well as during the day and Saturday. Wide range of books both fiction and non fiction. Continue with the toddler groups and story telling to encourage reading in young children and teenagers. Also reading groups and events for older age groups Do the librarians visit schools? Wider range of large print and audio books. Promote Home Library service and extend where possible. Digital skills courses and as there is no longer any provision of further education classes in the Purbeck area, make use of the libraries to provide space for this locally.</p>

Ensure two librarians on duty at all times for the librarians' safety. Fix the laser scanners at Upton and other sites so there is no risk of the lasers shining in anyone's eyes. right now they shine in the eyes. laser light causes permanent retina damage because of its intensity. Keep library reservations free Use 'big data' to improve purchasing Add a 'tag' to books in the same series When users rent more and more of the same series, consider buying more. Keep a list of books if any that are banned or removed from the catalogue For example, if Dr Seuss must be banned, don't hide this, put it on a publicly available banned list so we can still buy it if we want. Balance the purchasing of contentious books. If a books written by a proponent of a [controversial issue] is purchased, consider buying a book written by the other side of the debate. If children's books cover contentious issues, make sure they are well-written. Just because it's a book about a [contentious issue] that doesn't mean it's well-written. For example there are now some books in your library about 'mindfulness' which in itself may well be a very useful concept. However one book I read was so badly written it felt as if it was suggesting to me worries that I never even knew I might have. Imagine if you're having a great day and not worried at all. Then someone says don't worry to you in ten different ways. The mind is then full of worry that wasn't there before. Exercise restraint when purchasing books that are tied to movie franchises. For example, Disney, Pixar, Star Wars, Marvel. Some of these books are great. Others seem to be more about selling products than telling stories. Buy more of the Geronimo Stilton series. This is the best children's book series we have found so far. Encourage librarians to keep lists of their readers' favourite book series. For example, my favourite series for children are: Geronimo Stilton The Magic Tree House Humphry the Hamster

Ensure West Moors Library has a permanent future. Increase opening hours by 40%. More paid staff. Bigger notice boards for local events - schools, theatre clubs, parish council meetings, churches ie Xmas events

Ensuring a wide range of reading matter, both online and available within the library.

Ensuring the library remains open to enable browsing for books and the collection of those ordered online

Even more ebooks

Evening opening hours - do one late night and close one morning in exchange. Cafe Music / comedy events esp for young people

Events for school age children

Events to promote books, book recommendations etc to accompany the posters now in place.

Events which encourage the reuse or borrowing of items (e.g. swaps, "Library of Things" etc.) Coffee shop, Reading/study area, increase the range of New and Latest books.

Events, entertainments

Eventually restart the recycling facility when Covid restrictions allows. A coffee shop. Exchange facility of used books, jigsaws, board games etc.

Everybody in the library is very helpful. Very pleasant coming to the library. Easier for me to come and talk to people.

Everyone is always so helpful- Thankyou

Everything currently fine

Everything in Verwood library suits my needs.

Everything is fine at the moment considering the difficulties presented by Covid.

Everything is fine, I would just like Littlemoor to be open mornings, afternoons and on a Saturday, but I do manage as it stands.

Everything is fine. Having a coffee machine or shop would be much appreciated

Everything you are doing already plus more ebooks



<p>Evolve from being just a library. Libraries should be like the hub for the community. Somewhere to study, meet friends, learn, have fun etc. At the moment most people still think of a library as somewhere to read. So it would be beneficial to look into a marketing campaign that really shows that our libraries are more than that now.</p>
<p>Excellent as it is</p>
<p>Excellent inclusion many could learn by their approaches</p>
<p>Existing excellence of online browsing and reserving.</p>
<p>Expand on line choice and period books are allowed to be kept before renewal. Sometimes it is not possible to complete reading a book before the on line time expires. Then it takes a while to get it back. Make e readers available at reasonable price to buy.</p>
<p>Expand the current system of borrowing from other libraries from regional to National so people can have access to books that they would not normally have access to.</p>
<p>Expand titles in ebook collection</p>
<p>Exploit the library building as a social centre, not just a place for lending stuff out.</p>
<p>Extend borrowing period for books to 4 weeks.</p>
<p>Extend novel section - buy more new books and encourage members to donate books Whenever i buy 1 new novel I always give it to a charity shop but giving it to the library ensures that more people will enjoy it</p>
<p>Extend opening hours</p>
<p>Extend opening hours</p>
<p>extend opening hours more newspapers cafe an opportunity to comment on a book for others to see (a library book 'Tripadvisor'!)</p>
<p>Extend opening hours. The ability in ALL branches to return items through a post box at any hour. Up to date DVD releases - this appears to have stalled during COVID.</p>
<p>Extend the loan time for E books. And ease of renewal of E books.</p>
<p>Extend the opening hours of the libraries.</p>
<p>Extend the premises if possible</p>
<p>Extended opening hours would encourage people who work full time office hours to attend, and enable them to attend with their children which is so important. Having worked as a teacher in primary education I have been saddened and shocked at how few children use the library. More engagement with schools would be of huge benefit in developing reading for pleasure amongst new generations. The summer reading challenge is great, but perhaps more challenges throughout the year could be offered and opportunities for school groups to come and use the library as many schools have lost dedicated library spaces to other priorities.</p>
<p>Extremely happy with current service</p>
<p>Facilitate access to more information such as local records, planning records, national archives etc</p>
<p>Facility to order books not available, with likelihood of library buying in copies. I teach art to adults and was grateful for a number of new art reference and "how to" books that were purchased by Lyme Regis library on my request, between 2000 and 2008, when I lived in the town. It would be good to be able to make requests of this sort online. The librarians always seemed grateful and although the art section of the library has seemed very diminished in recent years, I am aware of regular new publications which would be of interest to many of the art community in this area. I live a little further away from the library now and the reduced opening hours mean that I have used it less, but am grateful for the excellent way in which my work has been supported through the library over the years. I have so often (in the past) been able to say to my students, " I know that Dorset libraries have a copy of this book, because they ordered it in following my request"!</p>

Faster access to audiobooks. The service is good but quite often the choice is limited by the long wait for audiobooks, that are on loan.
Faster book reservations : can take 2wks for book to arrive
Faster turn round of new books. Make more use of your volunteers. Reopen to pre-pandemic old opening hours.
Feels comprehensive service so carry on as we are
Ferndown has all that I need personally.
Ferndown is full of people who may be feeling lonely due to all sorts of reasons - but our library is vital as it gives a purpose to go out to browse through books and meet people... please keep it open
Ferndown library is excellent for my needs. I would like to see all the classics in one section. Specific history and geography sections. At the moment I can get to the library but in future I hope that there will be a mobile service. All the staff are helpful and friendly.
Ferndown library is very good and staff helpful.Keep up the good work.
Ferndown library should continue to do what it is already doing. It provides an excellent service.
Find a way to refresh the collection - swapping with other libraries? - as a means of improving the choice. Keep library staff as they are a great source of advice on books to read.
Find the library building Is good for browsing, returning books and taking out new books. The digital service to reserve books very useful. BorrowBox also very useful. Hoping that all these things continue if any changes are made.
Find ways of encouraging more users by engaging with local schools and nurseries e.g. by having dedicated sessions for them in the library.
Find ways to enable more groups to use the library buildings when it is closed. At Corfe Mullen, we found the best option was for my sword dance team to pay the library for use in cash - otherwise the admin costs ate up nearly all the money. It's still properly recorded, with a receipt, etc. ----- The library's service during the Covid epidemic was amazing. Without the books they helpfully selected and dropped off at my home, (and later on, I collected in person), my granddaughter would not have gone back to school knowing half as much as she did. If we get the epidemic returning, this service needs to be more widely known. ----- The libraries need to become a source of information for fighting climate change. My granddaughter, at age 7, is too young to vote. By the time she can vote on saving her future, it may already be too late.
Find ways to make use of the E services a regular habit. I e look at how EBay and awesomeboks use emails to remind you of their offerings. Use emessages to encourage members to look out for others eg encouraging them to use the Home Library Service. Make it as easy to join the Library as joining organisations like PayPal and eBay. Your paper form and need for evidence of addresses etc is off putting. How likely is someone to give a fake ID in order to steal Library books
Fine as it is
Fine as it is!
Finger puppets or other items to make up story telling sacks for younger children to borrow.

Firstly I think Dorset should be very proud of its library service - the fact that it has so many local libraries around the county when so many councils are reducing library services. I think the digital library service is very useful for those who have the digital skills and the equipment to use it. However, as I visit Ferndown library I see that the demographic of users is significantly weighted towards the elderly who want physical books and who enjoy the act of browsing. So, most importantly, these real spaces must be maintained. I applaud efforts to bring in young children and mothers/ carers and to use the space for multiple purposes. Promoting use of meeting rooms to local businesses (obvious signage at the main entrance could be improved for this purpose) and putting in coffee shops/ cafes could help to fill the spaces with visitors. There is always a tension between the needs of these new visitors (to have a coffee, to mingle or to use computers) with library rules and behaviours - and this needs to be resolved. For example, when I've been using the space for study, I'm usually told that I can't have a coffee on the desk.

Focus more on the 'old fashioned' aspects of a library e.g. more books, newspapers and learning facilities.

focus on core services such as books and digital services. Make it easier to use resources without needtoask staff to assist,more self service machines for example. Layout to mean easier to access things without computers and seating blocking access.Current layout means there are 'pinch points ' where congested.Onlyone self service machine on ground floor in Dorchester means congested.

Focus on online borrowing, channel energies into this, it's far easier to search for items you want to borrow and set up a postal delivery /returns system that we naturally pay for. Far more convenient than visiting a library and you can get access 24/7.

Focus on online services. In person services are of limited value. However, the occasional in person use of printers, internet connected computers, WIFI and study space is useful.

Focus on providing good reading material by good authors and forget about the mediocre average best-selling authors. Remember, the book is a best seller because that average person likes to read it. But that person doesnt go to a library, he/she buys a book in W H Smith. Your good reader reads too much to buy books and needs the library to satisfy his/her need for excellent books.

Focus on the key aspects of the library service only

Following renovations Ferndown library is generally excellent. However opening hours could be improved. For instance Is it really necessary to have half day closing on Wenesdays ? For regular users the range and choice of stock is very important.. However I do recognise that this is somewhat dependent upon the space available in the building. Information on local and county wide events, activities, societies etc. is also very welcome and appreciated. One final point the staff. Without exception I have found the librarians.to be helpful, courteous and efficient. Visiting a library should be a pleasureable experience. It ceratinly is at Ferndown.

For Covid 19 and other reasons my use of the library service has reduced. I would now like to explore the new developments such as online and digital books and information. I think I will benefit in many ways as I have more time as a retired person. I look forward.

For many decades, access to a library has been of enormous importance. Books/reading have always been a great pleasure and this was so for my children. I do hope this joy will be available for future generations

For me it is still about books. A fantastic collections now that so many libraries are included.

For me personally at the moment the service that the library offers is adequate for me. I could not ask anymore that it offers.

For me personally, I would like to see Wool library open more often between 3pm - 5pm, to enable school children to stop off on their way home from school. Currently, it is only open on Tuesdays at this time (as well as Thurs am and Sat am) People who work later may appreciate a later opening too. Having said that, I do appreciate that it is volunteer run, for which I am very grateful. Therefore I suppose opening hours are restricted a little by when volunteers are available.

For me the Library works perfectly. The staff are immensely helpful and efficient. I like being able to suggest titles of new books the Library might buy. If the Library sells off old books perhaps we could be given the chance to buy them?

For me the service is perfect as stands.. The staff in Shaftesbury are amazing. Please don't change it.

For me, the Library is about borrowing books , travel info or whats happening in the area ie concerts, films so this is what I like.

For me, West Moors library offers more than adequate services

For me, the service provided is great. I am an octogenarian and get all I require from my local library

For my needs, I am happy with the Library service as it is now.

For my own use the library works extremely well and the facilities are excellent.

For my personal needs the Dorset Library Service provides everything I could want and more. It's amazing being able to get online access to so much information. The change since I was a child in the 1950s is simply stunning!

For my purposes the library service as it is is perfectly adequate but could always change if I became say housebound.

For myself I would in future use the online service once I know how it works. I realise this is not good news for keeping buildings open and in the past it has been very useful but due to age (90) I would rather use the service from home online.

For personally the library is fine .

For public libraries to have a viable future, they need to attract new members. In our local library, almost all of the visitors are retired people together with a few pre-school children with a parent. Very few school age children or non-retired people use the library. Clearly online information and media have made "going to the library" an irrelevance in many people's mind. I think the efforts at making the library a centre for a range of services is a good approach and should be expanded, but many such add-on services can be hard to accommodate in small libraries, particularly those with only volunteer staff. I don't know what the answer is but doing nothing will only (in my view) lead to more closures.

For some time , I have noticed a preponderance of female authors on the shelves. Is this because a)more authors are female b) more readers are female c) more library staff are female d) other reasons ? Do you ever get books from Amazon ? I have proofread three autobiographies by Olivia Frank ( available from Amazon ) but have never seen a copy of any on your shelves.

For the amount of physical floor space it has, Weymouth Library has pitifully small stock levels. I worked for 9 years in a branch Library in Wakefield which was about a third of the size and had at least double the stock levels of Weymouth. Fantasy and Science Fiction are (with crime fiction) by far the most popular genres in libraries, but Weymouth has a tiny Fantasy section with many incomplete series or book 5 of a series with none of the others available, this really discourages lending. Equally the non-fiction section is very sparse indeed. Shelving is small, sporadically laid out and poorly stocked. The library in general is far too open plan and this is to the detriment of purposeful use of floor space. Shelving is set at weird angles, with no flow from shelf to shelf, subject to subject. Dewey sections do not follow clearly from shelf to shelf and subjects appear to be scattered around. There is a real sense that the library has given up on book lending (which is the core purpose of a library) and thrown itself at online services and group events. Whilst these have a place it is self defeating. If you have a bad layout, with poor stock people will not borrow, but if you massively increase the stock put in higher and longer shelving units properly stocked and labelled it encourages lending as people feel they can always find what they want at their library.

For the benefit of the overall community, libraries are essential . I now participate in the Home Library service, but would strongly support that a library in Swanage is needed.

For the Library Service to keep pace with modern technology, improve the issue of books for men, introduce a system whereby members of the public can have visual interviews with members of the Council regarding matters appertaining to their particular requirements, for example repair to the roads in their vicinity. Where the Tourist Office has been closed down make available information on Dorset in the local library, like Wareham.

For the library to be used more as a community space

For those undertaking academic study: It would be useful to be taught use of search strings, how to access other libraries, request an inter-library loan etc. It would also be useful to have a find a local business notice board or scheme even if a private business so not just charities as part of the 'shop local', co-production models. The town needs people not more charity shops, and active community hubs that support independents. As a small town, one woman business I provide counselling and wellbeing services I find I only have a very small advertising budget, some local support for local businesses would help. I published a book (Masqueraid) but have no idea how to offer it to the library service or host an evening workshop about its contents. It was written for those who cannot afford to pay for coaching and counselling services. It would be good if the librarians were willing to work with you rather than try and get us out the library as quickly as possible.

For us using a smaller library the most important thing is access to reservation service and catalogues online /apps - as the physical browsing stock is smaller /smaller library being able to order/reserve books is vital. Developing the speed or e access to the libraries wear catalogue is vital. Develop the search engine online e books facility - it can often take an exact search to find something when you only have part info on a book

Free classes for pensioners Coffee shop in library

Free library parking at Verwood, otherwise visiting twice a month will cost a fortune once parking charges are introduced to Verwood, so we wont be coming in any more

Free parking and a cafe

Friendly, welcoming staff.

From a personal point of view I find the library service adequate for my personal needs

From a personal point of view the current Library service meets all of my needs. I am pleased to see that the survey is looking to find ways to expand the service. Sherborne Library staff provide excellent support and are always welcoming. I am an avid Library user and supporter.

From my own personal point of view, I have used Libraries all my life, I am now 68, and books and access to them has been of importance and pleasure to me. When I first moved to Weymouth I enjoyed the Play Reading Group and have taken part in other activities too at the Library over the years. I find the Library a very inviting space and all the staff approachable and friendly - It is lovely to see more and more community activities being added to the space. I would suggest you carry on developing as you have been doing - today I watched a young family with a small child come into the Library for what was obviously the first time and could see that they were surprised to find it child friendly - that is so much progress!

From my point of view the library doesn't need to change.

From my point of view your library service is good

Fuller opening in the daytime in Verwood

fully trained librarians after school home work clubs we love our library and want you do give it a much better image.

Fund it properly as it is or could be a very important adjunct to learning and training - especially as better broadband services around th ecountryside develop

Generally happy with present library service. Staff are always pleasant and knowledgeable. More recently published books would be appreciated.

Generally what you provide overall is good but there is a need to advertise it more as many people are unaware of the services offered. Links with schools should definitely be encouraged. Wyke Regis Library has a disadvantage in that the building itself is small so limits what can realistically be done. It's location is good being close to the centre of the community and other services. It is also right by local schools covering all ages from nursery to sixth form so developing more links with them may help to encourage young people to expand and continue their reading.

Generally, I think that you are doing a fantastic job. New stock is always appreciated. It would be nice to have a few more literary events too

Get a better selection of e-books to borrow online. The current selection is rubbish. I don't see why you couldn't borrow an e version of any book that is available in that form

get more new books like Somerset does

Get more new books. Please stop allowing the library to be used as a playground by children

get more staff in the building! Bless them, the library staff work wonders- very helpful but cannot be in two places at once and we are sometimes waiting while they deal with printing or they are running events.

Get new books into libraries more quickly - Bournemouth is much better at that

Get some new titles in! Please.

Getting youngsters reading and using the library is the most important mission for a library. So everything to get mum and baby/after school activities are so good. The Lego sessions are one great idea. Is there something for older men that provide a community activity like the knitting/colouring type activities which women seem to enjoy. Otherwise maybe publicity about audio options for the middle ground 20-60? Something to add to the podcast/streaming diet? More on going green/eco/recycling would be very helpful - maybe drop-off point for things like printer ink cartridges. Maybe information on heat pumps or grants? Maybe there could be eco advisers a bit like the digital champions?

Gillingham is a small library therefore sometimes the range of books can become stale, a method of turnaround would be useful although searching the internet and finding, ordering, and collecting does work but can be time consuming if oe has to wait on other readers to return books

Gillingham library is well stocked and a pleasant environment. I have changed back from digital books as I prefer a real book.

Give Chickerell library a bigger building
Give the date when my library card/membership expires.
Given my limited knowledge, an excellent service is provided given very limited funds. Perhaps pay those delivering this excellent service a bit more to acknowledge their very real expertise.
Given the declining standards of literacy, particularly referencing those children embarking on Secondary Education, it would be wonderful for councils to aim, in a joined up way, to have every child to leave Primary School ( except for those with established SEN), as a FLUENT reader. Disruption in class often masks poor ability to cope with reading lesson content.
Go back to libraries being a place of quiet. It's a complete waste of time trying to do anything that required thought or concentration, from just reading the jacket notes of a book, to working, to a background of group singing of 'The wheels on the bus go round and round'
GOOD FACILITIES FOR EVERYONE TO ENJOY.
Good opening hours (Wimborne is particularly weak - being closed from Tuesday midday to Thursday mornig. Surely we could open say Wednesday A.M or Tuesday P.M?) Refreshing library stock or by exchanging stock between libraries and ordering new books. Reducing hire charges for DVDs - with access to netflix, DVDs are in danger of becoming under used unless made chepaer or overnight rate as well as weekly loans.
Good publicity about opening hours. Have been pleased to be able to obtain local bus timetables. Also local leaflets from town council.
Good selection of topical, current fiction. Return of the Tourist Information Service to the Library. This was an excellent resource for local events and community activities. Communities need a hub to offer people the opportunity to be aware of what's happening locally and to join with others. Without this people become isolated and communities die. Visitors and local commerce also benefit from a TIC
Good stock. More reference books. Less crime novels.
Good variety of books magazines and papers. Coffee shop would be a good idea, as one could read articles whilst drinking coffee. Talks by authors. Help with digital problems
Great service and staff. Thanks
Great service as it is, but if possible, and I realise this needs staff/volunteers, somewhere to get a coffee would be great
Greater choice of books always welcome.
Greater choice of ebooks.
Greater choice of on line books
Greater choice of popular books. Reservations take too long . Our reservations have been "in transit" for weeks! What does "placed" mean?
Greater encouragement for children to attend - fun activities (book clubs, reading groups) - something to attract young people to start reading. Ensure that it has the latest operating software on it's PCs (plus the hardware is 'current'). Separate quiet zones (rooms) for study and reading
Greater link up with schools to ensure an early appreciation of the value of having libraries
Greater publicity of library events

Greater range and more activities and events online and in building - it's been brilliant to have access to the cultural community via the library space - either online or the building itself. One of my children went to a writing workshop which he might not have done otherwise. Another was introduced to Dungeons & Dragons - he wouldn't have been looking for a session but it was advertised at the library so he thought he could give it a go. I've found accessing events online particularly useful when trying to juggle everyone else's commitments - cutting down on travel time, meaning i only need a shorter time out of my own time to attend. Also I attended an online event which I probably wouldn't have attended in person due to being nervous about what it was actually going to be like and I really enjoyed it in the end. I wouldn't have gone to a library for it and in any case it might not have been on in my local library. IT equipment to use that not many have access to at home - 3D printing etc

Greater range of books both online and in the physical library

Greater range of non-fiction (at Gillingham), and possibly talks based on factual literature

Greater selection

Greater selection of physical books - more space.

Greater stock choice through wider alliances with county libraries uk wide and universities.

Greatly appreciated having on-line access to Ancestry from home - hope this continues

Green issues prevail and keep mounting up. Nobody knows exactly how it will be in 10 years time. One thing for sure - we will not have cheap available energy as we have had. The current cheap manufacturing of computer goods and electricity will not be. Paper books can still be used when power is not available in our 'zone'. Like in South Africa value the book and don't invest in electric devices in the fashion of now. Power stations cannot cope.

Group for people with additional needs and disabilities. Carers group.

groups playing board games would be a chance to make use of space and improve interaction.

Growth number of ebooks and audio books available. I like the libraries south west approach for physical books including maps.

Happy as it is but would not wish to see the book buying budget reduced.

Happy as it is.

Happy as it is.

Happy as it is.

Happy as it is. As I collect books for the Home Library Service I have a lot of interaction with the staff.

Happy as it is. I hope that this survey doesn't mean a closure of libraries.

Happy as the service is at present.

Happy as things are - I just want to borrow books. However more of latest titles of non-fictions would be good

Happy as things are.

Happy for it to continue as it is now.

Happy the library is run as it is, with the very agreeable staff. Especially during the near shut down earlier in the year

Happy with current provision. Perhaps open earlier in the mornings.

Happy with current service.

Happy with how it is

Happy with most things, just the ability to sit comfortably, peacefully, perhaps a cup of coffee, browse and maybe some gentle conversation.

Happy with service as it is.

Happy with service at Littlemoor as it is.



Happy with service given and it is as good as it can be.
Happy with service particularly e access to docs like National Dict of Biographies
happy with Sherborne library as they are.
Happy with Sturminster Library very helpful staff and welcoming. Makes it pleasant to visit.
Happy with system as it is. I take up to 5 books every 3 weeks.
Happy with the current library but more advice for elderly and vulnerable would be useful
Happy with the service level at the present. I like to deal with the assistants rather than the electronic system. 😊
Happy with the service you provide for me. Thank you
happy with the status quo
Happy with the way things are
happy with the way things are at the moment If I need help with anything online it is done for me.
Happy with things as they are
Happy with things as they are
Happy with things as they are.
Happy with things as they stand, and perhaps introduce a puzzle swapping service.
Have a better amount of books
Have a better Reference Book Section on all subjects
Have a bigger selection of books in the Dorchester library. Also more books eg adult fiction and non fiction on the entrance floor. I realise there is a lift but it just be helpful if there were more books generally as you enter. I'm older with muscular dystrophy and every move is tiring and I always look out for ways to minimise efforts! Thank you!
Have a Book Group which is open to all to discuss literature. I would also suggest a "teen group" to encourage pupils to do their homework there. Also facilitates for tutoring. ( Both of these are popular & successful in America.)
Have a cafe! Run a full range of adult ed courses - for example, I would like to learn to sew
Have a coffee and seating to encourage longer stays for reading and meeting people
Have a coffee shop and more plants in the space.
Have a coffee shop and more space to meet people
Have a coffee shop and toilet in the building!
Have a coffee shop in the library.
Have a definite time for older people to visit when its not so busy, and to just to keep going so that when Covid is not so prevelant we can visit more often.
Have a designated space for charities or community services to promote their activities and provide help and information on a regular basis.
Have a good selection of classic books.
Have a good supply of film releases please.
Have a library that lends other things. Baby items say. Tools maybe. Household things that you don't need often. What about a recommended local trades person.
Have a wider range of audio books, including more non fiction.
Have a wider range of books in local libraries so elimate need to request. More talks by visiting authors. More sales of old stock to encourage people to enter library. More of a trendy area for teenagers to encourage the young. Anything that might attract younger people, perhaps items concerning pop singers and groups etc. Anything with the latest trends
Have a wider range of graphic novels, art and craft instruction books, and self published novels. Not just established authors. Book signing events, and talks by authors about their work.

Have an audio/ video section/ area where individuals can view/ preview CD's/ DVD's. Have an area where youngsters can play with lego/ K-nex etc. Have an area where local industries/ shops/ retail can take it in turn to promote there goods.
Have better stock of e-books. Maybe have some mornings when you open earlier so people can pop in before work.
Have discovered Ancestry Family History research on-line during 'Lockdowns' etc. Although I believe there has always been in-building library facilities for this purpose, as an older person - but one not totally unable to visit the library - the 24/7 Ancestry service has been brilliant!! Could this continue for use at home to library card holding members in some way in future? More talks for adults would be appreciated - all types of subjects and authors talking about their books etc, too. Are there any facilities for regular local groups - crafts /art etc?
Have more "best sellers". I rarely find books from the top selling authors. Provide comfortable armchairs (like Waterstones often do) so you can browse your potential selections. If I could sit and browse my potential borrows with a cup of coffee I would be in there for hours!
Have more audio books and make the listing easier to use. It is a great service that I really enjoy
have more available copies of e audio books as they are always on loan
Have more craft sessions
Have more current and popular books available either ebooks or physical
Have more librarians available
have more meet-ups for older residents
Have more 'serious' books. Keep libraries quiet., e.g. not meeting places for mothers with young children
Have more stock or at least swop books between libraries more often. browsing is difficult if you feel you have seen books before. Recommending books of a certain type every so often.
Have only been resident in Ferndown for a shirt while, still finding out what is on offer, so too soon to say. Do appreciate on line renewal and speed of book issue and return.
Have only just started re using the library service since my children were young. Happy to contribute to thoughts as I became more regular user. I appreciate calm and quiet in a library and though I thoroughly approve of young children in the library, is there anywhere/way to keep their noise down!? Like screening off the corner with a clear screen?
Have quiet periods in the library where people can take time to sit, contemplate and look after themselves.
Have recently published foreign language books. Encourage book swapping and more book donation Councillor in library once a month Children's groups to encourage and develop reading Create a community space for eg. volunteer groups
Have sections specifically for minority communities- not just in teen sections. More space to study would be nice.
Have the information service back again
have the library open when people who work f/t can get there -evenings untillate, saturdays and sundays
Have them open more often. Have them as quiet places.
have tourist info in the same building. use library for local schools syllabus coffee shop more toddler/playgroups
Have Tourist information services available in the library. I used to pick up a lot of information at Dorchester Library as to what was going on in Dorset and I miss it.
Have wider choice of eBooks available.

Having a communal area eg coffee shop We. Ferndown has a large number of residents living alone. We desperately need some sort of communal hub where there is an opportunity to socialise. I am sure there are many lonely people living in Ferndown.
Having a greater choice of online ebooks and audio books. This is the way everything is moving, so Dorset library needs to keep up!
Having a physical library is crucial for us. The range and stock of books in Wimborne is not very good and we often can't find the book or author we want. We would like to see more investment in the physical libraries. We are not interested in digital solutions.
Having coffee meetings to make new friends. Having talks about local happenings. Encourage more people to join by locally listing what facilities the library provides.
Having just moved into the area, the Blandford Library seems to provide a comprehensive service, staffed by knowledgeable and friendly staff. Thus far, it provides for my needs
Having just moved to the area I have been so impressed at how helpful and willing the staff are at Bridport Library and willing to get and reserve bookstore
Having longer opening hours would be good :)
Having lost our Tourist Information Centre (TIC) it would be useful if hard copies of local info such as train and bus timetables could be available at the library for those who are unable or prefer not to access this info via the internet eg elderly residents who are not IT literate or young families without a computer. Also the re-instatement of a community noticeboard would be helpful so that local organisations can promote their activities. It would also be handy if tickets for local events could be obtained from the library as that facility has also been lost with the demise of the TIC in the town.
Having more consistent hours might help. At the moment they seem to be different every day.
Having more seating areas for people to sit to make a longer day out of the visit. Would like a sit before walking back.
Having the ability to pick up reserved books out of hours from secure lockers.
having unstaffed librarians open 8am to 10pm like in LB Barnet
Health talks, local history, hobbies, crafting.
Health wise my eyes are failing (cataracts) and I need Large Print- the large print offered online is not sufficient. You are forever changing the screen. At least a book has more of the story on the page. I shall be attending more of the activities and events in my local library as other opportunities to pursue my interests are closing down. These events will fill the gap for me.
Help desks for Local and Central Government eg. Financial Services, Revenues and Benefits, Social Services, Dept of Work and Pensions and HMRC would be very useful so it would be possible to speak to someone face to face If you had a problem.
Help local people obtain any support or guidance they need
help with benefits help with computers help for low income + homeless people Availability of meals + help for the homeless
help with computers as most nhs /council etc i have just got my 1st smart phone and would like some help
Help with ever changing digital services Up to date info on social/ economic affairs Access and initial point of reference etc
Help with finding appropriate books for research
Helpful and approachable staff with good customer service skills help people less comfortable in a public library. It does not put me off, but rather officious staff sometimes can discourage visitors, especially now the tourist offices have closed in Wareham and Dorchester.

Here in Sturminster Newton we have an excellent library and staff. Let them keep doing what they do best.
High profile author talks. Large book discussion groups. Multiple book groups - make them a bit speedier and sassier.
Hold more stock of e-books. No suggestions of changes, the services you provide and the help you give is very much appreciated.
Hold more stock of e-books. No suggestions of changes, the services you provide and the help you give very much appreciated.
Hold more surgeries for other services
Holding classes to enable one to use smart phones
Holding community events would be good e.g. bournemouth library has a room where repair cafes take place
Holiday workshops for targeted children with poor reading skills. Children identified by schools should regard this as a special treat and therefore it should be a special experience with high success rates, and last at least one week, preferably more .One to one mentors could be allocated. Writing skills are also declining , so workshops for art and writing skills could be separate workshops.
Home education groups for primary and secondary school children
Home Library - i.e. mobile van for Highcliffe/Walkford area, say once a month or two months. Longer time to keep books as very often one is read but not the other.
Home library service is great, my 91 year old Mum uses it
Honestly, probably my fault but I am just not aware of what the Library has to offer. I tend to just dash in collect the book I have ordered and do a quick search of the shelves and leave.
Hope that in the future there will be Information leaflets giving news of local events. So much of this stopped during covid, the library was previously a good place to learn about new events.
Hopefully not closing our library
host events that relate to books e.g. talks from local authors, artists, historians
Host little talks /playlets about local people and things
Hosting events for authors/writers. Libraries make great meeting places.
hot desks and shared work spaces are going to grow i suspect
Hot desks to work from, I don't mind paying £10-20 for a comfortable space to work with good WiFi and in range of good food.
Hours for those who are at school 8am-4pm
How about a 'Repair Shop@ type of events? Would that be possible.
How to make the garden work in conjunction with the library? Change for change sake - why? With a service that works well, innovate but change - no! The quiet ordered space to browse books, unhurried & at leisure is a service needed now more than ever - but wonderful to hear toddlers' voices again, makes you realise what was missing!
I FEEL THAT THREE WEEKS IS NOT LONG ENOUGH FOR THE LOAN OF A BOOK OR LEANT ITEM.
i only like to borrow books when i know i have spare time to read them
I absolutely love Dorset libraries and use them every week. Children need to be better informed about library services and encouraged to join at an early age. My neighbour's 10 year old daughter is getting keen on reading but was unaware of the libraries.

I absolutely love the Dorset libraries and now Libraries West service, and can certainly imagine myself applying for jobs there in later life. Would be more than happy to be contacted for further views, am a huge advocate. I find the online search function fairly clunky but have got used to it - but imagine less tech savvy users would give up. The main functions for improvement are the "show availability at your local library" search function. This would help users browse shelves virtually and then not have a long wait for a reservation to arrive - useful in pandemic times. I often reserve books that are then brought in from other locations - despite clicking the box about greater range of books, the libraries west catalogue does have great range but my local library itself does not. I am slightly interested/concerned about the carbon foot print of me ordering in from locations far away, though, and would love to learn more about how this works! I would be upset therefore if a reservation fee applied as mandatory, which I know other services do - I would feel penalised for having wider interests than my local service provides!

I absolutely love the library and find it an invaluable resource to enjoy and try a whole range of literature - I would be lost without it!

I accept that a small library such as that in Lytchett Matravers cannot be open all day 6 days a week. However why is Wimborne library closed so much? This is a large town in the Dorset Council area but the library is closed on Tuesday afternoons followed by all day on Wednesdays. These are the days of the week when I am often in Wimborne for other reasons, and cannot use the library.

I actually think you do a great job. We just need to get rid of the virus and get back to borrowing books! The £50 service for Book Clubs is VERY important.

I already have an excellent friendly service from Lyme Regis Library, but maybe a knitting group would be good. There is a very good range of books and it is very easy to request another book. The Book Group is very enjoyable and a good place for meeting people. Maybe talks from local authors or people of local interest

I also visit Poole library on occasions with my grandson in the school holidays where we sit and browse through the book's and have coffee when available. When he was a toddler we went each week to the toddlers session where a member of staff would read a story and encourage the children to participate with a music session. As far as I'm aware this was never on offer at my local library. As a child I was never encouraged to go to a library but I really think it's important to encourage the younger population to read more.

I always order on line which is tremendous for me but as I get older it would be wonderful if I could have my books dropped off a service I know would probably be I'm possible due to financial restraints so perhaps there could be more access to the mobile library

I am extremely happy with how the library service operates in terms of what I require at the moment. However it was very helpful to learn about the home delivery service that you offer should I have health and mobility difficulties in the future.

I am a fairly new resident and I am very impressed with the Wimborne Libray which I visit several times a week. It is unfortunate that this survey is taking place during Covid when some may visit the library less frequently. I am hoping that this will not be used as a basis for cutting the physical service in the building and putting them on line I would like to see the library become more of a community hub. I like the idea of coffee being available and group meetings being encouraged .

I am a life long user of Libraries and am passionate about their survival The staff at Bridport are excellent . I would support any activities which encourage other groups to get to know the value of reading and Libraries

I am a member of a book club, borrowing books from the library. Questions in this survey don't seem to relate to this activities! ? Choice of books is good. What is difficult is that the library doesn't give the club an annual list of dates for books to be collected and returned, making the organisation of meetings very difficult.

I am a member of the Bridport Shakespeare Company and we would like to rehearse in the Library in the evenings and do performances of edited extracts.

I am a member of the Bridport Shakespeare Company and would like to rehearse here in the evenings and do performances of edited extracts.

I am a volunteer with Citizens Advice and would like to see the libraries used again as venues to help clients who cannot get to our offices but need face-to-face appointments.

I am a writer. I value highly being able to use Weymouth and Littlemoor libraries as venues for creative writing workshops that I participate in. I need to be able to locate specific books to check out and read. Or, for research, arrange inter-library loans. It is a pity that the library cannot lend Kindle books.

I am actually really impressed with the Dorset library system. The reservation system is excellent and I like the fact that I can reserve books from any of the Library West libraries and most come through quite quickly. I can only get to Ferndown occasionally so I try to time reserving books so they will be there. There was one occasion where I collected some and another turned up on the same day but the librarian did not pick up on this and I had to wait until I came to Ferndown again to collect it. However, there was also an occasion where I could not get to pick my reserve books up in the 2 weeks so when I rang they were really helpful and extended the date slightly for me. The staff at Ferndown are very helpful and every time I have phone them they answer quickly and always help me. I am very impressed.

I am also a BCP library member but find you are linked to a far more superior service so I am able to reserve and obtain both a more varied and as you have more copies, receive books quicker . Christchurch used to be in the Dorset group and it was so easy for me to obtain or receive books there as well as Dorchester. I felt a joined up national service was the way forward and Christchurch now just with BCP a retrograde step.

I am amazed how in the face of an era of contracting public services, you are able to offer such a brilliant service. Since we are all expected to do more and more online, even within your service, I think more effort to offer training for the public in this area is a necessity. At the same time, the continuing face to face experience with your staff should be a parallel priority. The telephone service is a bonus, and I use it for convenience to renew from time to time. However, that is the one area, from my limited perspective could be dropped. Having said that, I expect there are many who value and need it it.

I am an elderly member and I have the use of a computer and the internet at home (where you can access all kind of information) so I use the library mainly to choose books for myself and for housebound people but I can see how other services provided by the library would be helpful to younger people.

I am an older person, have visited libraries since I was 7 years old. Visited library with my daughter who learned to enjoy books. So I am happy with just borrowing books! So long as we get some newer books too, which I feel have appeared after Covid . Thank you for all the staff for their assistance during the years.

I am content with the services available

I am disappointed by the quality and selection of fiction. Also the lack of social events. My previous library was a small village library but the books were in much better condition and kept in good order mostly by volunteers. We lost our assistant librarian and fought hard to save our library when threatened with closure. It was the hub of social activity and the weekly coffee mornings were popular and raised funds for new stock. I find the actual library building quite depressing and although about 10 times bigger than my previous library the stock is not as good for fiction. It is very tired, Do you have library volunteers to help ?

I am exceedingly happy with the library provision in swanage and it meets all my needs.

I am extremely happy with Dorset Library service, particularly supplied and staffed by those at Sherborne, who are really helpful and professional! I am able to make book requests - for both newly published and obscure books and invariably, those books will be either bought or ordered and then I am notified. I often pop into libraries when I visit a place - for example; Brighton and Bath and around London. They are a truly wonderful resource and I would like to say a big Thank You!

I am extremely satisfied with the range of services and materials that West Moors library provides, it is a local service for local people ideally situated in the centre of the village so I do not have to rely on transport. As far as my local library is concerned just keep doing what you are already doing.

I am Happy as is.

I am happy that the library is there with a good choice of books to borrow. A coffee shop would be nice but there is not much spare space in Wareham library.

I am happy to borrow books basically. But as libraries seem to have become a one stop shop for council services, I would suggest that this service needs more publicity. Access to tourist information would be good also. There is this belief that everyone looks on line for info, there is nothing like speaking to someone to gain local information. This idea seems lost in the quest to become more and more digital, there is little recognition for people who , for whatever reason are not on-line. This is not a local issue , but a national one.

I am happy with current service but maybe more days open

I am happy with how the library service works and always have been.

I am happy with library as it is. I only go in to borrow books and that is perfectly efficient.

I am happy with the current service. I use the audiobooks every day. I online order books (my husband collects for me),I use the ebook library and magazines online most days. As I am largely housebound, the library service is invaluable to me in providing a wide range of fiction and non fiction. Reading opens up the World for me.

I am happy with the current services at Verwood library.

I am happy with the existing arrangements

I am happy with the library service

I am happy with the library service the way it is and hope it doesn't change. I borrow books, a good choice of dvds are there too, I use the computers to access the internet and to print any paperwork as I do not have a printer at home. The staff are always very helpful when I have any questions. I reserve books for collection through the online catalogue which I find very useful and log them out by using the self service machines, returning them outside through the letterbox when they are due back. I am happy with the opening hours too at Bridport Library.

I am happy with the library service. I mainly use it to borrow OS maps and travel books for places that I am considering visiting or unlikely to revisit (I have my own maps and books for places I regularly go to). I appreciate being able to borrow these. I borrow novels at times. It is good to be able to search and reserve items on line. So, please continue with this good service. Thank you.

I am happy with the library services provided.
I am happy with the library which i visit. it would be good to also be able to have a jigsaw library or picture borrowing. But think this is a good well run library
I am happy with the service as it is.
I am happy with the service as provided. My needs are simple - basically to read books. I said I used a vehicle for less than 10minutes to reach the library. In my defence I tell you that I try to ensure the trips incorporate other destinations.
I am happy with the service at Wareham Library, and especially the very friendly and incredibly helpful staff.
I am happy with the service provided now, I would not like to see a reduction in those facilities
I am happy with the service you provide. Please keep doing it.
I am happy with the service.
I am happy with the service. I would use it more if the opening hours were "normal" working hours, but understand the constraints. I often pop in on the off chance when in town, but often my off chances coincide with the library's closed days/hours.
I am happy with the services that are available.
I am happy with the way it runs at the moment
I am happy with Verwood the way it is
I am looking forward to moving back to 'normal' service. Swanage team work very hard to provide an excellent and friendly service.
I am more than happy with the services provided by ferndown library. As far as I am concerned, they could not do more, however, should my circumstances change in the future, eg I require the home library service, then I would be very appreciative of that.
I am more than happy with Verwood Library - their staff are very helpful and will go out of their way to help. I reserve books online and find this facility very helpful if I can't get out.
I am more than happy with what the library offers as to be honest I only use it to borrow books or do some local research
I am more than satisfied with the service I receive both from Sturminster Newton and Blandford Libraries. As a retiree there is nothing I would need to change.
I am not really aware of the full range of features available at my local library. Emailing information of events and facilities available would be great.
I am not sure our current premises are big enough to have space for a coffee shop, meeting spaces and provide an information centre for other council matters all as well as stocking books, but if so that would be ideal as long as the stock of books is not reduced. A To me a library is primarily a source of books, information and other reading materials, and space in which to sit and read is important for older people. The online trend is very convenient but it does not help alleviate loneliness in older people in the same way.
I am not sure that I can think of anything really. I think it can depend on the layout of the library as to what extra facilities you can offer. I am retired now but when I was working as a childminder, the library in Lytchett Matravers did some great "Rhyme Time" sessions but these were limited to a Monday afternoon, so any children who weren't with me on Mondays would miss out. I often thought it was a great shame for them and wondered if another , additional session could be available on another day? I appreciate that this might be a problem for other library users because small children are naturally high spirited and exuberant, which is why I mentioned previously that facilities offered can depend on the layout of the library.



I am now retired, I live in Lyme Regis and do not use the Lyme regis library. I use BORROWBOX all the time for audiobooks. It's not all about me though. In my life I have cherished and regularly used public libraries. They have educated me and enriched my life. I want this to continue for generations to come. It's not all about owning books sometimes you need to use reference books, yes even in the age of the computer. Yes and a space to work if you have none at home. A chance to read the newspaper and magazines, keep up with local information. A chat and a kind word from the librarian. When and if I become housebound I realise I may need more help and I hope it will be there.

I am now using the library a lot more now that I have retired. I also volunteer at the Community Library at Corfe Castle. A lot of people use e- readers now and I do too however, I still love a physical book. I think the library service needs to promote more that books from the library are free! There needs to be more promotion about joining the library, how members can order new books for free, can read for free and what else is going on in the library estate. Make sure that your library managers are welcoming too. The staff at Corfe Mullen Library are so nice and helpful however another local library, the experience is not good.

I am o.k. with current arrangements

I am perfectly happy with my library as it is.

I am perfectly happy with the way the library operates at the moment.

I am pleased that you have restarted rhyme time and we will be attending and would like a few more such childrens events. I am interested in borrowing digital audio books and will find out about that. The range of adult fiction books available seems to be geared towards an older demographic (not my taste) but this probably refelects the demographic of Bridport libraries main users.

I am pleased with the service. Staff are friendly and it is easy to reserve books from other libraries. The only down side is that older editions of books are sometimes less than clean and popular books have fewer copies than may be required.

I am quite happy with the existing arrangements

I am quite happy with the facilities on offer. the staff are helpful and I enjoy the meetings with the Friends of Wimborne Library. it is open 2 evenings a week., but closed all day Wednesday which I find restricting. I dont have children or care for anyone elderly and don't need to use the computer facilites at the branch, so my replies in the survey are somewhat limited. it is an excellent library and I wish more people would use it/

I am quite happy with the library as it is. The main thing is to keep it open

I am quite happy with the provisions at the moment, I like being able to select books, which is what libraries were designed for and I like a small variety of other activities but being "old" like the libraries as places of reading and learning peacefully.

I am quite happy with the service but a great miss for the villages when mobile service withdrawn

I am quite happy with the services currently available

I am quite satisfied with the service provided as it is. Staff are helpful. Information leaflets are available. I enjoy my frequent visits to choose books.

I am really happy with the library service we have in Wareham. The staff are always super-friendly and there are themed displays which are really creative and eye-catching and encourage reading different genres. One thing which I would like to see is recommendations by the library staff (like the ones they do in Waterstones), or even from residents who have borrowed books. I'd also be interested in attending adult craft events.

I am really impressed with the service that I receive from Wimborne library, for our play reading group. I think that a more flexible system of ordering books for book groups would be good but it's a while since I checked that out.
I am reasonably happy with the service. I was given help and support during the lockdown periods. Our librarians are welcoming. I would like to have a 'social' reason to visit my library in Shaftesbury. A cafe space would be brilliant. I am over 70, live alone and enjoy meeting others.
I am recently retired but when I worked more evening openings would have been good. I love the Libraries West service which I have used extensively. I particularly like the ability to reserve books so I can read series in order.
I am satisfied with the Ferndown Library as it is. Staff are helpful and pleasant and I find the reference library meets my needs.
I am satisfied with the library as it is - perhaps a little cramped, but with limited space that cannot be changed. Just hope finance for the range of new titles can be continued.
i am satisfied with the library as it is i am a new member so i am getting a 'feel' of the library and how it works
I am so glad to be able to have a library in Blandford and many thanks for the online use of Ancestry during the lock down, so I think you all do very well personally well done
I am so impressed by the reservation service which is free.
I am v. happy with current setup. Only improvement for me would be an increase in opening hours
I am very content with the current library service, especially since dorset amalgamated with the other library providers to ensure a wider choice of books. The main concern for me is the availability of funds to continue to purchase quality non fiction and to be able to reserve books at no charge. Thank you for the service.
I am very grateful for the services the library provides and would not like them to be reduced.
I am very happy as it is. I have said earlier in the survey a coffee shop would be very nice. This might cause a problem if people spilt coffee on the books. But I suppose it is the same risk at home and I do not see many damaged books in the library. An area set aside where people could use their own computers and log into the libraries broadband. Not all people can afford to pay for line rental and broadband. Would you be able to control which sites they were able to access? this could be a problem. Employ a person who would be available on a regular basis to advise on computer problems. The person could be someone who has retired recently ( not old like me) On cruise ships they quite often offer lessons on using computers programs, these are always sold out as are cookery classes. An area in the library where talks could be held offering advice on pensions, retirement, finance. Martin Lewis offers this advice on television and is now on prime time ITV so one presumes that this is what people want.
I am very happy to use digital help and resources however for me a library should always also be somewhere you can visit in person. The chance to see and hold books is vital for children's development, and is something as an adult I have enjoyed from a young age. I understand that digital provision can be great but it isn't the same as a face to face service. When my daughter was born in February nothing was open for us to attend due to covid. My initial months with her were so lonely as there were no baby groups functioning and I was new to Sherborne. When rhyme time started again in September it felt a real lifeline. A chance for me to see other parents with their babies was amazing. Services like this are so essential and just cant be replicated using zoom!
I am very happy with being able to ask for books and the good service in obtaining them and keeping one advised

I am very happy with current set up. Only improvement for me would be an increase in opening hours.
I am very happy with Dorchester Library and Learning Centre. More space/tables for study; a safe way to leave your possessions (e.g. laptop to nip out for a quick mind-clearing walk, to the loo, to get a coffee).
I am very happy with how I use the library service but I think the range of activities and support for all members of the local community is vital.
I am very happy with how our library is run in West Moors the staff are lovely and very helpful. I wouldn't change anything. What ever book that you want they will get it for you.
I am very happy with my regular delivery of books and really require nothing more at my age and state of health.
I am very happy with our library and am thankful to the council and staff for providing it. Long may it continue.
I am very happy with our library the way it is now run, with helpful and conscientious staff
I am very happy with our Verwood library. The staff are friendly and helpful. E communications are excellent so ordering books via county is easy and effective.
I am very happy with the level of service provided by Corfe Mullen Library. As previously mentioned, I can't praise Jess enough for the invaluable help she gives us in choosing books for my elderly uncle who can no longer attend the library. She is always so cheerful, friendly and helpful and nothing is too much trouble. She also regularly orders books for me and my husband to read.
I am very happy with the library as it is. I can order books that I would like to read and rent DVD etc. There is adequate parking in front of the library so that I can easily drive there from my home in Uplyme. I find the librarians very friendly and efficient. I feel very grateful to have such a wonderful library nearby. Thank you so much ! Please keep the stock of books and DVDs up to date as you are at the moment. And please keep the building intact and running as it is.
I am very happy with the library in Sturminster Newton. The staff are always friendly, obliging and helpful. When life is back to normal I would welcome a return to talks, events etc for adults
I am very happy with the library service as it is. I visit the nearest libraries to browse for books; and use the internet service to order books (when I know what I want) for later collection, and to renew books. I find the library staff very friendly, knowledgeable and helpful.
I am very happy with the library service in Dorchester. I wish more people would use this wonderful service. Perhaps more advertising to encourage more people to use it.
I am very happy with the Library service in Wareham. Library services are an important part of the community - long may they continue in their current form.
I am very happy with the library service, especially the range of books available through Libraries South West and the ordering system which seems to have become even more efficient recently. I am also very happy with the physical environment at Bridport and Dorchester libraries and the helpful staff. Please continue doing what you are doing. I'd suggest two improvements - as an independent researcher I often have to travel long distances to academic libraries/local libraries in Scotland so it would be very helpful if there was a better system of inter-library loans or at least greater access to online academic resources. Appreciate this may be a minority request. Also more children's activities - these are very valuable during holiday periods when we are caring for our granddaughter. Thank you to all the staff at our excellent libraries - amongst one of the most useful and important local services as far as I am concerned.
I am very happy with the library service. nothing needs to change and its a very fast and reliable service.

I am very happy with the library services currently provided. Please keep things as they are, hopefully avoiding any closures.
I am very happy with the library, BorrowBox and Libby.
I am very happy with the service as it currently exists.
I am very happy with the service at Ferndown. It's a very pleasant light area, the staff always very friendly & accommodating very happy to help
I am very happy with the service currently provided.
I am very happy with the service I receive from Lytchett Matravers library.
I am very happy with the service offered by Corfe Mullen Library and it's friendly, helpful and efficient staff.
I am very happy with the service provided as I use the library to borrow books and also get ideas of new authors to try. Shaftesbury branch is brilliant.
I am very happy with the service provided by the library
I am very happy with the service provided, and the staff at Bridport library are both pleasant and efficient
I am very happy with the service that I get and it is very important to me that I can order my books on line because there's so much more choice. I also have to be able to renew them on line if I can't get to the library in person.
I am very happy with the service that I have.
I am very happy with the service that my local library (Ferndown) offers. The staff are always very pleasant and willing to assist if necessary. On reflection I feel guilty that I do not currently support a variety of activities which I know are on offer at my library but that isn't to say that I wouldn't in the future. I know there are a number of people who enjoy these facilities enormously. Encouraging sociability especially during the present circumstances is very important and I consider the library is an ideal hub in any community. Not everyone using the library is conversant with the internet so to enable them to have a view perhaps a suggestion box placed in a prominent position would enable those members of the library to express their points of view and ideas. I would be very sorry to lose our library here in Ferndown.
I am very happy with the service the Library currently offers. If the opening hours could be increased that would be even better - Wimborne Library is closed on Tuesday afternoons and Wednesdays.
I am very happy with the service which is provided.
I am very happy with the service. I must say that the idea of the librarians picking the books for you when the library's were closed during lock down was excellent. I found that very helpful.
I am very happy with the service. Thank you.
I am very happy with the services provided by Blandford Library and I do think that it is managed well by Lou. The staff in general are very knowledgeable, helpful and friendly and nothing is too much trouble for them. I should like to see more author talks, even on zoom, as was provided by North Devon libraries during lockdown, ie a talk by Ann Cleeves.
I am very happy with the way our community library is run, and I look forward to helping with children's activity sessions again.
I am very happy with the way Verwood library operates at the moment. I would not change anything.

I am very lucky, I enjoy visiting my local library every three weeks, when I can take up to 12 books. The Library is staffed by a Librarian and Volunteers, it is also used for voting etc. I have a list of the opening times and whilst the Library is open less hours than pre-covid, it still works. We can also post books into the Library postbox. Occasionally I pop into Dorchester Library if I want to chose from a bigger selection. I would like to stop receiving a letter in the post telling me ordered books are available....a text, phone call or email would work much better.

I am very much against the idea of having 'Drag Queens' tell stories to young children on library premises. This happened at Weymouth in 2019 and I hope that it will not be repeated. If this type of event continues, I myself will not use the library at all. Many years ago, I was in California on business and noticed that the libraries at that time were open on Sundays in the evenings. Young people were there quietly doing their school projects. I feel that this is a good use of the library and its As a student at Kings College London University I would use the Picton Library in Liverpool when I was at home for the holidays. The library provided an oasis of calm to enable me and other students to revise and prepare for exams. I would spend hours there as at home there was not the opportunity to study within the hurly burly of family life.

I am very pleased with the current service. I particularly like the staff contact who are always on hand th help or advise

I am very pleased with the service & choice I have at West Moors Library.

I am very pleased with the service as it is.

I am very satisfied with the friendly service and availability of books at Wareham. My only complaint ( not to be taken too seriously) is that at my advanced age (91) I cannot manage to see or reach the books on the bottom shelf of the bookcases.

I am very satisfied with the library service as currently is. During the height of pandemic I thought the online service to reserve and collect books was excellent. Thank you

I am very satisfied with the library service as it is.

I am very satisfied with the way the Sherborne Library is run. I find books that suit me, both to study and to read. When I read reviews of new books both for reading and studying I ask the Sherborne staff if I can order or reserve them. I always find them extremely helpful for which I am grateful.

I am very satisfied with WAREHAM Library.

I and my Wife have used the Gillingham Library since the late 1980's and as it is a relatively small library sometimes books in stock are hard to find in the library and waiting times can be long dur to a shortage of selected titles within Dorset area. it is not that we do not want to make use of the other many excellent facilities offered by the library we have a very large garden which supplies much of our winter Fruit and veg, I love music and I own a Keyboard Plus fairly handy with DIY, helping many in my village therefore our life is very busy generally even through this Corvid period

I appreciate and need to be able to speak face to face with librarians for advice on books.

I appreciate it is difficult for Council's at the moment with the heavy budget pressures and therefore cuts that need to be made each year however I think the library is a critical service and it is important to keep open in our community. Previously when my daughters were young, we used the mobile library (I lived in Winfrith then) and it was so important for me that the girls had regular access to books. They have both grown up loving reading and it is an important release for them both - in fact critical during the pandemic. It is difficult to put a 'cashable' benefit on that. Our library space in Crossways is a good size and it may be that the more our lives go online, that more training for the elderly might be needed to help our community function in this fast changing world,

I appreciate other people have more needs and requirements, but I am happy with the library as it is. Pre-covid, my wife and I used to go to Weymouth at least once a week, so we went to Weymouth Library while we were there, on the assumption that because it was bigger, it would be better than Portland. When the order and collect service started, we opted to collect at Portland, where we discovered how welcoming and knowledgeable the staff are. Consequently, now that we are back to normal, we continue to use Portland. Also, the choice of books is good. As for various reasons we do not now visit Weymouth as frequently, it is very useful to have a good library within walking distance, especially as I am no longer able to drive.

I appreciate that libraries are in a difficult transition where many people seem not to want to read books. Therefore I am probably one of the dwindling number that do read them and I appreciate the service that local libraries offer. It saves me having to buy books. I find that many books I would like to borrow are not in the library collections, so a greater diversity would be useful. Sometimes a book ordered from another library takes ages to arrive. I am still waiting for one which has been out on loan since before the original lockdown. I leave it on my list in the hope that one day it will arrive. I would make use of computer facilities at home. Having the use of Ancestry.com at home during lockdown was fantastic. Apart from the convenience, I could also easily print information. Many hours were spent tracing my ancestors and I would not be able to spend that amount of time on a library computer. I would like this kind of programme to be available not just in lockdown. The one author talk I attended was really enjoyable. More would be appreciated. I don't want to sound negative because I think the libraries offer a really good service to the community.

I appreciate that your space is limited. I belong to a book club. We are only 7 so don't need the 10 books you like to reserve for us. Is there any chance the list we use could have a few newer books on it?

I appreciate the ability to collect and drop off items from the Lyme Regis Library even though they are being borrowed from a wide range of other libraries. Please do not stop doing this.

I appreciate the range of large print books though audio does help too

I appreciate the range of what you already do - really important to have a community and resource hub.

I appreciate with the pandemic things have been a challenge in all sectors of life but... I think libraires should be softer. I only really have Blandford library as a starting point, although I have been to Wimborne and Ferndown, but there's no soft squidgy chairs - my daughter and I read on the floor, she's just turned six and adores going to library but where's the imagine depicted in Roald Dahls Matilda? If not to everybody's taste a reading room could fill the void. Add a coffee machine and I think you'd be kicking us out most days at closing time! I love the fact you don't get shh'd and our library is often full of laughter and a certain buzz, but activities take place where they can with our library being so tight on space, how you'd get round this I just don't know but you asked for my opinion so there it is. I'd also like to mention the Summer Reading Challenge - oh the way your Blandford library team take the time to discuss each book they have read with each child, the pride on the childrens faces when everyone claps when they've completed their challenge, the tree that the proudly add their name to, the medal that's attached to her school book bag all year.... Please don't ever lose that, its just such a lovely thing to keep them engaged with the love of reading books!

I ask the staff not to have loud intrusive conversations Dispose of carousels and shelve items in alphabetical order Longer opening hours

<p>I always think of the library to be a quiet place. I think that it is great to hold workshops/story time for children plus other talks etc . I would be much more likely to use the library if I knew it was going to be quiet. I think if it were possible it would be preferable to be able to hold the more lively sessions in a separated therefore not disturbing those other persons that use the library for its peace and contemplatory space.</p>
<p>I became aware recently of a potential threat in relation to Verwood Library services. The 'threat' is that we have learnt that car parking charges are to be introduced in the town centre. This would significantly curtail use of the library facilities and for me would certainly mean fewer visits.</p>
<p>I believe it is important to capture younger residents who might believe that libraries are for pensioners. The way to do this is not by trying to offer traditional reading material on modern media, since tech-savvy young people will have this already; instead I think that the relevance of the library will be in improving their employment or promotion prospects by mentoring and/or providing a location where further education can take place in small, specialised groups. This is particularly relevant to libraries located in smaller communities where it is difficult for younger residents to access facilities which are only found in our larger towns, because of the lack of public transport.</p>
<p>I believe libraries are an essential resource for so many and for a variety of reasons/needs. However I do believe libraries must get smarter in the way they promote their services especially to those who may have limited or shared access to computers, homework/project space and reference material. Also to those who need signposting to emergency housing and financial assistance. Libraries must shout louder a new concept perhaps?</p>
<p>i believe Libraries are great places. As you get older, just going to the library is like a day out if you are on your own. Also a coffee shop with activities would be great.....</p>
<p>I believe what you do now is just right.</p>
<p>I belong to a monthly book club and have often ordered books from the library. However quite often, by the time the book arrives from another library it's too late to read or I haven't had enough time to finish it. Is there anyway books can arrive faster as I'm sure more of us would borrow from the library and not buy second hand books online ? I appreciate you are opening up a bigger range of books but to wait 3/4 weeks for a book to arrive from say Bristol etc, is too long. Thank you</p>
<p>I borrow e books and magazines but find I am unable to access the newspapers that I used to be able to read on line. This was such a useful resource that I would love to be able to use again.</p>
<p>I borrow quite a few audiobooks. The range is quite good, but there is room for improvement.</p>
<p>I brought my children to the toddlers reading group when they were babies and toddlers. Is there anything of a book club/ group for older children, say for 5-10 year olds?</p>
<p>I can't think of anything else.</p>
<p>I cannot get/order books that are part of the Prison Service: stop showing the book if it is not available to borrow or mark it as Prison Service so I don't try to order it! Currently I can't borrow e-books as I don't have the correct reader (I got a Kindle). I've been told by the library staff that it is not them but Kindle: negotiate with Kindle so that e-books can be borrowed!</p>
<p>I can't foresee the future (either). Maybe libraries should be more of a window on what the County is doing. A coffee shop would be a good start to encourage people to visit and stay longer (post-pandemic). Never forget that book lending is a core purpose and is as important now as it has always been, maybe more so as books tend to be more reliable than e-media. It goes without saying that situation needs to be monitored and ensured.</p>
<p>I can't think of a better way of delivering your service, except by increasing your range of books !</p>
<p>i can't think of anything</p>
<p>I can't think of anything</p>

I can't think of anything as I am quite happy with what is currently offered.
I can't think of anything else.
I can't think of anything. I just really value the library as a calm, safe and welcoming space.
I changed to on line service because my local library. Blandford didn't change their talking books and there weren't many to begin with -personally I would t change from on line asi get a large range of books to chose from. However sometimes you have to reserve books and they are it as le for six months plus -make them available much quicker
I come across information about our local library involvement in events for children & have been aware of sessions helping people with literacy/numeracy/finding work skills but are things run specifically for minority groups, ie people with poorer English skills or help to improve information literacy?
I consider that the service currently provided at the Shaftesbury branch is right for my needs. These may well change as I age but at present I'm content.
I consider the Library a place to go and borrow books. Many of the ancillary activities mentioned in this survey are not of interest to me and it would be of concern to me if this primary purpose of the Library ie: providing books to read was diluted or lost in pursuing what would be a 'modern' agenda.
I couldnot use it much - my desktop computer is an apple. Plus i cannot physically take it into the library. I found zoom events impossible. The library does teams and this is very difficult to access. Plain Zoom is easier council said it is for the security, but nothing in an author talk is confidential. they want the publicity.
I currently find that the library provides a good service and one that meets my needs. Obviously better availability of new books would be great, sometimes you have to wait an age to get a book or in fact you never get it.
I do believe the mobile library service is greatly missed by village communities particularly...Is there a way to restore the service please?
I do believe we have brilliant library's in both Ferndown and West Moors . The staff are like friends always so helpful and go above and beyond to find any books that you may want . I would like to see a larger selection of reference books at West Moors as it's frustrating when I have to then go to Ferndown despite the fact that I can order a book to be later collected from West Moors. yet the fact the selection of non fiction is of excellent choice We do like the idea that the library is a nice peaceful place where you can sit and read newspapers, magazines and of course books , Getting a coffee would be fabulous. It's great we can use the computers and in the past has got me interested in the power of internet researching , and I have become more confident to take on on line courses . It would be great to see the Library used more as a social hub may be talks by our own local people many of which have interesting hobbies or who have traveled and can share experiences, I think as a small community it's a good way to bring out socially isolated people to Library settings that's right on there door step
I do like what libraries do currently. I love that you can borrow books for free. I know libraries have a big info function and have used the internet alot in the past before I had a more modern mobile! I do use the facilities for word processing and printing. I think libraries are essential for under 5s - so they can get endless practice at reading, building up a lifetime love of books and doing better in their learning and concentration at school. Libraries also shine a light for the elderly who may need company and have more time. I'm a great supporter of the library service and hope it can be continued as it is with trained staff.
I do not use the library as much as I would like to at present due to many other commitments, but I am very happy with the service and support from Portland Library staff.



I do not use the library very often but when I do the staff are very helpful.
I do not want the library to lose sight of or diminish its long standing service to supply a wide range of physical books for borrowing
i don't think having a coffee shop in the library would be a good thing as coffee shops are usually quite noisy, and i like to go to the library to study and read somewhere quiet
I don't think I would like any changes, it's a very good service as it is...
I don't think libraries need to be changed very much because the attraction of them is that they are enjoyable and friendly places to go
I don't understand why it seems to take so long for you to acquire new books. I am frequently the first borrower when I finally receive a reserved item, but this is often months after publication.
I don't feel I'm qualified to say as I only visit the library when my grandson comes to visit (from out of area), when being able to visit the library is invaluable. I also enjoy the service provided by the Digital Champion. Perhaps more info on local community services would be useful?
I don't know if you have this. But it would be nice if we can make a suggestion what books, dvd we would like to see in the library. Also, better collection of manga books too.
I don't know what events you do have on, nothing emailed out to encourage that
I don't like the new layout, it feels like you are walking into an office. More information leaflets about what's on in our area.
I don't mean to be old-fashioned or discriminatory when I mention this but having children's play areas in many libraries is not conducive to the calm and peaceful environment that our libraries once represented. These play areas are treated like creches or playgrounds, when there are already plenty of dedicated play groups, playgrounds and creches offering this service. I'm sorry to say that the noise and disruption caused by these areas on a daily basis is the one thing that puts me off going to the library more often.
I don't see anywhere else to put this, so I'll put it here: since the kids were babies, the library staff has been *fantastic* -- friendly, supportive, knowledgeable, helpful and (above all) patient. They make everyone feel welcome and valued and important and I really appreciate it. Whatever you do, keep that up.
I don't think that my service could be improved . I'm more than happy with it.
I don't use the physical library as much as I used to. I always enjoy seeing so many books and I know that it is an important place for people to go. I use online borrowing a lot.
I download books only, the search facility can be extremely slow. Larger choice of books.
I enjoy activities and reading events especially at the weekends and during holidays. I would like to receive regular emails with recommendations and info about new titles.
I enjoy reading physical books and, since lockdown, have found e-books really good. The reading group is rather small, needs more regular members.
I enjoy reading, so don't need any other services. It is however good to have the CAB and info at Weymouth Library. I wish there was room for more books, but I go to Dorchester every few weeks and stock up there. I am going to use the Digital Champions service soon.
I enjoy the displays you do and although the events are often not for me I am glad you have them for other people. Keep on with the good work - you are appreciated.
I enjoyed the jigsaw puzzles at Ferndown.
I especially value the excellent free reservation service: it enables me to read far and wide and, during a period of ongoing ill-health this has been a lifeline. Thank you.
I feel happy with the progress towards a "community hub" - more information regarding Weymouth itself- plans for and plans affecting Weymouth

I feel it would be good to publicise the benefits of joining the library. Too many people buy second-hand books or new books and don't think about the range of literature the library provides.

I feel so fortunate to be able to visit local libraries and especially to have access r To Libraries West catalogue and reservation services. Interim measures at Wimborne library during lockdowns were beyond excellent. Please continue with Libraries west it is so good!

I feel that the system works well as it is. Although there rarely is the book I want in the library (this is not a criticism), I think the reservation system works well.

I feel the work to improve Weymouth library was very successful. I find reserving books on line and collecting them straightforward. I look forward to feeling able to use the services more regularly when covid rates reduce further.

I find all I need for me as I'm not a big online fan - too old! :)

I find all suits my personal needs, particularly being able to put books through the 'letter box' outside opening hours.

I find Bridport library staff excellent and personally cannot think of any changes

I find it often hard to source old films, some of which i suspect the library had for loan in the past

I find it very frustrating that I can not access a lot of online academic research. I was a mature student a few years ago which opened up the world of online resources to me. Sadly these resources were only available to me when I was a registered student. I would like to have the opportunity to access some academic online material even if it meant paying for a subscription to it. I have not stopped wanting to learn and research things just because I am not a student any longer. Universities like to keep all of this stuff to themselves, and I don't see why that is.

I find it works well as it is

I find my local library is a welcoming and relaxing space with friendly staff. There are not any activities that I would be interested in i.e crafting or talks at the moment so hope that they will make a welcome return.

I find my physical library and the online service invaluable and would be bereft if the service in any form would be withdrawn. There are many people like me, ageing, alone and the stimulation provided by Dorset Library Service is of great importance. I write and spend a majority of my time researching other writers' work. Also like a lot of people I can ill afford purchasing material either online or in print. The library provides this service and contributes to my writing immensely. Also going into the library, finding relevant (and sometimes excellent irrelevant) material in a warm friendly atmosphere is important for my well being and the staff at my library never fail to welcome me and make me feel they are interested in me and my needs and put themselves out to help. their knowledge is also available whenever I ask and if the answer is not immediately to hand they will make sure to explore all avenues to find my answers. many people of all ages do not have access to any online services and the building remains an essential part of our cultural life. The library in all its forms must remain open.

I find that the library as currently configured meets my needs which are mainly confined to browsing and borrowing books. I always find the staff very helpful, efficient and welcoming and consider the library to be a vital community asset.

I find that the two libraries I visit most (Wareham and Dorchester) generally meet my needs. I am able to order quite unusual resources/books through the pan Dorset loan system. I would like Wareham library to have greater computer resources and more access for general study and use of computing facilities. Even pre- Covid that was limited in time unless you were on a course and doing a specific activity. I would like more seating in Wareham library with tables. There is a garden which is good for fine weather but otherwise seating is very limited. I would like to praise the staff in each library for their knowledge and for the impromptu conversations I've had about authors and books and which have led me on to even wider reading experiences.

I find the balance of facilities just right for my wife and me (retired in 70s and 80s) and the volunteer staff are pleasant and hard working for us. We really only borrow books and browse periodicals. The building (in Bridport) is warm and inviting but appears somewhat underused. It would be good to see it used more providing the extra use does not restrict the library's main use to borrow books etc.

I find the current service excellent for my purposes.

I find the existing services provided are more than sufficient for my needs. On addition the ladies that are in attendance are extremely helpful.

I find the Ferndown library well run and stocked. I have used computer facilities in the past and could maybe do so again in the future. The online ebook service is also good. I can't think of anything that would improve the current high standard.

I find the inter libraries reservation service very useful and environmental. Sometimes books takes months to arrive which is frustrating. I would be happy to pay for an express service, or pay to have book posted to me

I find the library a haven of peace in this troubled time. The librarians are helpful and friendly and I enjoy the atmosphere and the ability to browse calmly. I like the fact that the library is used for activities and although I don't participate in these if I happen to visit when they are taking place it is good to see people engaged and enjoying themselves. Please keep doing these things. It would be lovely to be able to have a cup of coffee whilst looking around, so that is something I would welcome. I think it is really important that you keep the community engagement and I really appreciate the efforts made to attract people. When I visited last week there were lovely autumn displays which linked to books about nature and similar themes. It was good to see. The library provides me with hope and calmness, it is an important facility and I would hate to lose it. I also like it when librarians suggest reading that they have enjoyed themselves and they think I might like.

I find the library an extremely attractive, safe and welcoming space. The displays that staff conjure up (with no doubt few resources) are amazing. Perhaps something like an advertised "Tea and a tour" might be used to encourage non users to become users.

I find the Library in Sherborne more than adequate, and a very good service.

I find the library service generally satisfactory, although I do find a shortage of books connected with history. Sometimes these can be borrowed from other libraries linked to Dorset library service. I am willing to pay a reasonable charge to get them elsewhere when otherwise unavailable. Through this system I was once able to get a book from a university near Dublin and another the Shetland I once used the Mobile Library virtually every 2 weekly visit I would like to have longer than 3 weeks for non-fiction books even 4 weeks would be better It seems books on history topics to get withdrawn Access to back copies of 'Bridport News' on microfiche reader is an essential research service.

I find the library service really helpful and especially use a lot of travel books. It is never too much trouble from the staff to help me out and order things for me to borrow. Everyone is so helpful and I find this really useful. I also have "very severe dyslexia" so am grateful I can ask questions rather than having to look things up and read stuff. I would appreciate being able to borrow talking books free due to my difficulties. It would be great if there were ways that I could borrow gadgets that can read for me as I find it really had to do so myself. Thank you to all the library staff who are so supportive and helpful - Dorchester library, I could not manage without you all and am very grateful. Being able to do holiday loans is fantastic as it means I can take guide books with me on my travels. Thank you.

I find the library service to be very good with helpful staff, however, it would be good for me if they could open half an hour earlier on Thursday

I find the library service very good as it is. I don't visit more often as I don't have time.

I find the library staff both pleasant and knowledgeable. The space in the library is open. I to see more soft seating for comfortable reading maybe a coffee shop run by local groups.

I find the Library very adequate in terms of staff. (usually a friendly smile and offer to help). The premises in Portland are very small, though utilised as well as possible.

I find the local library has a limited choice of books, although it is possible to order online - so a more up to date and wider selection would add interest, plus perhaps a coffee shop. During lockdown I bought quite a few books I asked at the library if they would like these paperbacks which are almost new but was informed they would only be of interest if not in your catalogue - perhaps donated. books/ book swap could be made available to library users. Continued updating of online services would also be useful.

I find the online site confusing. I'd like to understand the online pages better. I booked an e book and it was an audiobook. I'd like to be able to order a book and it come within a week. Last time it took nearly 4 weeks. I'd ordered the e book and read it by then.

I find the service very satisfactory as it is.

i find the services that the library offer is very good and caterees for most things. i will be visiting the library building more in the future.

I find the staff at Bridport library most helpful. Having the qualified staff is very important

I find the staff knowledgeable, polite, and highly trained in their working environment. A dedicated tourist information point would be great but those working there have the knowledge to deal with any questions.

I find the stock frustrating unless I am in a browsing mood I usually know roughly what I'm after. If it's not available locally it is usually cheaper to buy it than order it.....

I find your online search, reserve and renewal facility absolutely excellent, and use it as a library catalogue, to read synopses, etc, Also, email notifications of items available for collection, due for return, etc., all invaluable & a good replacement for the mobile library which no longer comes to my village. A regular list of recent library acquisitions online or by email would be useful, as would the Dewey classification of non-fiction books for online searching, in addition to "title", "author", etc., to enable searching "around" a subject, rather than having to know a particular title. Overall I think it's a marvellous & invaluable service. Thankyou.

I find your service perfectly satisfactory, and in the case of Bridport Library, outstanding

I found the order and collect service very useful. Would like that to continue at ordinary times.

I fully understand the financial restraints under which the Library Service operates, but this has at least had the benefit of developing the facilities to provide information and services for the wider community. The Library should be a place where people naturally go to get information and advice particularly regarding council services and it should also be a place where internet and online services can be accessed by all. However, it's principal service should continue to be the maintenance of a good variety of books for loan. Speaking as a very regular user of my library, I am frustrated that it currently fails to do this, and so many books remain on the shelves for months and months. We need a far better selection of titles than at present of both popular and classical fiction and we need a much better availability of authors' back catalogues. A constant turnover of books is needed and this need not involve greater expenditure if titles were selected from County archived stock.

I get more choice online with e books it's a joy to read on my tablet ,I have been ill so I really enjoy my reading

I get out of the habit of using the library due to cutbacks and then covid so on my return I am feeling my way again

I go to the library nearly every week to borrow books as the Shaftesbury library has a great selection and during lockdown I ordered for collection through your online service.

I greatly value being able to use the computer, printer and scanner at the library. I don't have these at home. More computer terminals would be good to cover busy times. I would also like to see all libraries staffed with professional librarians, not just volunteers. Ability to show people how to find in depth info locally and from archives and online is an essential library function which must be provided. Local archive resources must be maintained and networked to national level. Currently, I fear the necessary expertise is being eroded by budget cuts. A library should be a lot more than checking books in and out. Continuing access to libraries for all must be regarded as a fundamental right and protected. The move towards activities and events, cafes/social space is very welcome and I would like to see .more of that. Then the greatest number of people will see the value of libraries and not take them for granted. To also have a library of things would be a great idea.

I guess I can only reiterate what I wrote in answer to the previous question, i.e.:- A book club for the recently retired/different age groups perhaps. This would assist in fighting social isolation as well as providing a service which gets the brain cells working! Specifically for Shaftesbury, I'm not aware of any evening classes or courses run by Dorset, or indeed private individuals and I just feel that we have a great space/resource that we could make more use of when not open as a Library in the traditional sense.

I guess inevitably there will be more on-line services but I think library buildings, physical books, study space etc. are extremely important and must not be abandoned to digital technology. People need to be able to access the service in many different ways, depending on age, physical ability skills, geographical location and requirements etc.

I have always found Bridport library a welcoming and pleasant place to visit. Your staff are always most helpful. In the survey there were some yes/no questions that I would like to have answered as 'sometimes' For example, when my grandchildren come down to visit in the holidays, I always come in and get a selection of books; staff are as usual very helpful. We also visit with the grandchildren occasionally and they like your children's area. I should probably note/it would be nice to be made aware (via email perhaps?) of any children's activities during the summer holidays.

I have always found Wimborne Library and all the staff to be very good. I stopped using the DVD loan service due to the price, if I want to see something for one day I do not need to have it for a week so I am not prepared to pay for a longer loan. The building is well maintained and comfortable and well located. Unfortunately as there are so many coffee shops in Wimborne I think the idea of a coffee outlet would be not cost effective.

I have always thought that browsing shelves was rather random. Do books at eye level get borrowed more often than those near the floor? I use the digital catalogue occasionally and find it very useful. Perhaps this could be developed further? Ferndown library is rather dated, and not particularly welcoming, although clean and functional. Could do with a redesign. Lots of space - Coffee/reading lounge, small presentation/performance area, warm colours and cover the 80s exposed brickwork that soaks up the light.

I have always used the library since a child, love reading so much, cannot imagine life without it!

I have always used the library since I was a child and I am now in my 80's and have always found the services of the Verwood library very good, and the staff are always very helpful and friendly. It is good to know that if I need to seek advice and see someone maybe about social services etc or help with applying for a benefit I can get help. I have used this service in the past for help with things for elderly relatives and it has been very helpful. The choice of books is usually very good. The one thing that I don't want to happen is for our library to be closed, I am fully aware that people use the computer to download books and read them on a tablet etc but there is nothing like having a book in your hands to read. I have no complaints about the service we have in Verwood library.

I have been really enjoying the digital library over lockdown. Further extension of this service would be great.

I have been using Libby and will continue with that. It would be great to have more novels available there.

I have enjoyed taking my children to children's events in the past and more of these would be good.

I have found that the Library offers many diverse activities - thank you! If anything, then more children's story-telling / puppet-theatre performances.

I have found the library service recently after years of not using. I realise it is a valuable resource and hope it will be kept and developed.

I have found the range of books to borrow quite limited on occasion - I haven't been able to find some contemporary literature, or literature from (say) black/LGBTQI authors, or new writing from younger authors. I've also found the children's book selection to focus on commercial offerings - it would also be great to find some children's classics.

I have found the staff at Wyke library really helpful in helping me to select different authors and ordering requested books. So I cannot think of anything else that I need but want to continue to support this library

I have had for years and still have a very high admiration of and satisfaction in what our library in Wimborne already carries out - such expansion in what is offered to the community when one looks back over years. It really is a centre with service to the community at heart - in the field of information on a wide range of topics, in assistance in promoting the interests of groups (e.g, the local U3A), in the extent of help offered in the digital field, and all in all in having a warm and welcoming atmosphere, with never-failing friendly help if needed. My answers might seem lukewarm and/or negative, and this is only because with greater age I don't need all the services on offer, but they are THERE for those who do. ( I doubtless visit more than 3-4 times a year, but not "at least once a month"! ) A few years ago I also used Colehill library (what a supreme community effort in its valuable saving) and again the atmosphere and service to the community were excellent.

I have just moved to Dorchester, have just joined the library, so am not able to make an informed response ! My initial impression is that the library is a pleasant, airy building with helpful and efficient staff. I ordered 2 books using the online service ( a first for me) and were pleased to be able to pick them a few days later. I have not explored the second floor yet, but I will. On the first floor I tried unsuccessfully to find books by Hardy and Dickens. I was surprised not to find 'classics' easily. No doubt I could have asked, but was in a rush. ! My impression, perhaps unfair, was of much literary dross - but each to his / her own. There were few other users when I was there - but this was shortly before closing time. I will certainly return.

I have no suggestions or complaints at the present.

I have not visited the library during lockdown as I have relied on borrowing from friends and also we started a swap service in the village hall but I hope to start using the Sherborne Library again. I was quite happy with it as it was and enjoyed browsing before choosing a book.

I have nothing but praise for my local library

I have only had positive experiences at Corfe Mullen library because of Jessica the librarian who is always very helpful.

I have only lived in Dorset for 5 months so haven't used the library for long but so far I have been very impressed.

I have only recently become aware of borrowing books online. Could this be better advertised?

I have only twice visited the library during the last lockdowns, from being a regular visitor. My first visit was extremely uncomfortable. The feeling of being continually watched and monitored to see I didn't touch anything or stay more than 15 minutes didn't tempt me to return. Browsing in a library should be a pleasurable experience with time to linger, occasionally sitting to check out books I realise that restrictions made things difficult and they were struggling but the place was cold, unwelcoming with no personal interaction. For many people who don't use the online services the library was a place to interact with others. I wear hearing aids and with these and a mask found trying to communicate with staff behind a screen and face shield difficult. Blandford Library always had a lovely "buzz" to it with friendly staff, families, children and often Rhyme Time taking place in the background to much hilarity. For personal reasons I had to hand over my role of HLS co-ordinator not because of any problem with the RVS staff. I was a volunteer for 16 years and formed strong friendships and respect for the service. I also know all the library staff and so found the atmosphere forbidding and not a pleasant place to be. I am an avid reader, 2-3 books a week and so have had to find other ways to source my lifetime habit.

I have ordered a new book but never received notice of any delivery

I have read books since childhood. For me library services are important for my wellbeing. As I am 70 years old I know times have changed to keep library's open I feel they need to provide more services, activities more of a community hub (including books). To encompass younger age groups. Not sure how perhaps to include youth workers and young people's interests.

I have really appreciated the service provided particularly during the pandemic. I used to use the mobile library but sadly that is no longer an option.

I have recently moved from Gillingham in Dorset, & always used their library, I have found your library excellent, a lot of choice of books etc, the staff are so helpful, the building & space is second to none, I find it all brilliant. Regards Christine

I have started using the Libraries West audio eBook Service and downloading books to listen to in the car. I absolutely love this and have been so pleased with it as I have limited time to read physical books but have a long commute to work. I have been pleased with how easy it is to reserve, borrow and download the books. The only thing that would improve the service is more choice of books. I like modern classics / Booker prize nominated titles and these are limited.

I have suggested more emphasis on thinking and reading. (It seems more people wish to use libraries for anything other than their original purpose). I did join a play reading group a few years ago, but the other members didn't seem to join in the spirit of it. A couple of them wouldn't read and another one thought it acceptable to make fun of my northern accent, so if you do have events like this, it might be advisable to train the staff how to run them, without alienating people. A quiet space in our local (Blandford) library would be good, as the staff seem to feel obliged to fill any "dead air" with conversation.

I have to order books to be collected as I can never find the ones I want at my local library. This is fine as I plan ahead so I'm rarely without a book however, it would be useful if shelves could have a reshuffle and different stock could be added from time to time. I really like the 'new releases' section as it saves time looking and suggests books I hadn't thought about reading. Everyone is incredibly helpful and friendly every time I visit.

I have to say what an excellent service borrow box is. This service has enabled me to listen to many more books while I am busy around the house or garden. Hoping you are continuing this service.

I have trouble using the reserve online option. When I attempt to use this it just says reservations aren't available. I would also like to say a huge thank you for the online offering of audio books, which has been amazing for me over the past year.

I have used Blandford library for over 30 years and can only speak of it in the highest terms for the quality of its services. For a small library it has always "punched above its weight". All the services that they provide are excellent, but perhaps if there was a room set aside for quiet reading/book club choices or meetings, that could encourage more visitors/users. One thing I would mention about Blandford library is that it can look very "unloved!" Some new paintwork would not go amiss, indeed it is long overdue!

I have used libraries all my 70 years. My mother used to take my twin sister and I into Sherborne library. The library at the end of my road saved my sanity when I was a single parent with twins. These days free audio books save my sanity through the long nights. All I'm saying is just please be there don't be "cut" out of existence

I have used the County library service for over fifty years and it continues to provide a vital asset for residents of Dorset. The stock may not be as good as it was, but the facility of the Libraries West online catalogue and request system more than makes up for that. As far as I'm concerned, the current system works well and life would be limited without it. (The first lockdown gave us all a taste of life without libraries. Never again, I hope!) Two things which probably cannot be helped in the present situation: the range of periodicals was drastically cut a few years ago, which removed a good reason for many folk to visit the library and took away one of its most enjoyable functions, and the provision of up-to-date reference works is nothing like as good as it used to be (I'm thinking of the standard works here, e.g. Who's Who, Crockford's. I realise that these things depend on proper financing; the sad truth is that successive governments have squeezed local authority funding for years now and the effect on the quality of life for Dorset's people is an inevitable consequence of central government policy and practice. I value the public library service very highly. Protect and enhance it, please!

I have used the online service for some years now, I think it is wonderful. I. Don't use the building at all



I have used the online service since the start of the pandemic and read many books. I was unaware of other services I can access digitally and do not know how to find them. There is little information on how libraries reduce the transmission of COVID and how books are put back into circulation. The library changed a few years ago to a hub but there seems little change other than being able to access council things such as waste bins. I was pleased to see brochures on activities in libraries but any I was interested in we're not in Weymouth and a long way to travel

I home educate my children so it will be very helpful to have resources, events during normal school hours for home ed kids. I love the author talks for adults and children, more of the online events and online talks, more crafting events especially for children. More online events as it is easier to attend and not worry about arranging Hubby to be off. We don't have childcare.

I hope there will be more and more e-books available in the BorrowBox

I just need access to books !

I just want to be able to borrow books and look at periodicals online

I just want to borrow books

I just want to say "Thank you" Me and my boys love visiting Stur Library. Always helpful and so much choice! A\* 10/10!

I know COVID has caused lots of problems, however I have always thought that the local authorities have missed a trick in my local library, Ferndown. You have the most amazing staff, why on earth haven't you introduced a 'good' quality cafe? The library is such a lifeline in the community, but in addition profits that could be made would help to sustain the facility. I am happy to be contacted. I can't thank the staff of Ferndown library enough. I really mean that.

I know that a community library is a different animal to a full council one but there didn't seem to be a big turn around or selection of craft books in Stalbridge and they have become stagnant.

I library just as it is, the staff are always friendly and helpful.

I like a not totally quiet space to get away from my muddled desktop computer and my muddled desktop so that I can use a pen and paper

I like a quiet library or at least a quiet area. When other activities are going on, it would be nice to keep the noisy ones separate. Good choice of reference material and papers

I like all the services currently on offer but I think my local in Bridport could make better use of its window to encourage people to come in

I like and use the library and it suits me as it is. I like to reserve books and i read every day at home. It would be good to have more events - talks etc. I would like the Tourist Information to come back into the library.

I like being able to borrow ebooks. Never tried it before the first lockdown. It was the only way I could get any new reading material but I had to buy a Kindle Fire to do be able to do it. At first I just bought books from Amazon as I found it very difficult to borrow from the library before Borrowbox became the provider. Much easier now. Only problem is, you can't read outdoors as there is no paperwhite version. It would be brilliant if there was. Even more brilliant if people were able to borrow or hire ereaders from the library itself.

I like being able to borrow jigsaw puzzles from the library. I would like to know what new books come into the library.

I like e books and e magazines. Keep up your good selection

I like having free parking close to the library. If I had to pay each time I visited it would limit visits to the library. Having had some mobility problems this year I have appreciated parking close to the library.

I like it as it is, with also my previous comments.

I like it as it is.

I like it as it is.
I like it as it is. I would be very sorry to see staff or hours reduced.
I like it as it is. In the future it may be a good place to get information on finances, independent living, local clubs and activities. I would hate in to just focus on online stuff. It's healthy to see and interact with people.
I like it to be quiet in the library
I like it when you promote certain books/authors that I wouldn't have thought about looking at
I like my local library just as it is
I like the access to the range of books at present and intend to explore online access, so I don't need Ferndown Library facilities to change very much.
I like the fact that my local library is close to my home, which was a major factor when I bought my house.. I would use it more if the opening times accommodated the fact that I work full time as it is closed most of the time that I am out of work. I would use the Weymouth Town Centre more if the parking charges were not so horrendous. Of the two librarians, one is more willing to check out books, instead of expecting me to use the machine which I do not like to do. I am a human and I like human interaction.
I like the idea of it being more of a community hub with access to information & support & a place to meet people
I like the idea of having council customer services having a desk or area in the library to help customers BUT I don't think that library and customer service staff's jobs should overlap. Library staff should stick to library questions/work/activities and council customer service staff should stick to helping out with council service questions/help. As a staff member I feel the library or council should provide free parking near to the building where they work. At night staff have to walk about 10-15 minutes in the dark to get to a free car park (Blandford). I think the library (and other council buildings) should recycle. The council urges residents to recycle but doesn't do recycling itself. Stop the hypocrisy please. As well as asking council residents their opinions, please consider asking library staff what they think BEFORE you make changes to libraries, e.g. changing library layouts, removing shelving & computers and other things that make their job harder - changes usually decided by staff who do NOT work in libraries. These critiques aside, I feel Dorset libraries do a fantastic job with the money/staff they have.
I like the idea of Library of things, having seen this in action in USA I think it is a very useful idea if done well.
I like the idea of the book group borrowing service although my book group do not at present use the service.
I Like the Library as it is
I like the library service as it is.
I like the library service as it is. Thank you.
I like the service as it is at present.
I like the variety of books chosen by staff and displayed near the entrance, I take six of these whether they would have appealed to me, or not. So increase the topic choice, i.e. different genre, say 3 displays. Like staff there, wouldn't want an anonymous service
I like there to be physical and online services as I use both

I like to borrow sheet music but it is very difficult to choose just from the title of a piece of music. If there was a way to see a scan of the first page this would give a good idea of the quality and level of the transcription and how the music sounds. This wouldn't be nearly as good as browsing through a shelf of sheet music and looking at the music but it would be better than just reading a list of titles. For books I find the ordering online service good but it is not the same as looking at a shelf of books and coming across something unexpectedly. It's important to still have a varied range of books, including new books, in the building itself.

I like what you offer very much. It's an easy service to use and staff are very friendly and helpful.

I liked citizens Advice to return and maybe other services for people

I live in a village about 7 miles from my branch library. So I used the travelling library, really only to help ensure it would still benefit the handful of very elderly villagers who seemed to rely on it. But the van kept on breaking down and so the service became unreliable. I was unsurprised when the travelling library service was shut down. I have a car so started to visit three branch libraries. The pleasant and helpful staff / volunteers could not disguise the fact that the libraries were vastly underused. The mother and toddler groups kept the branches busy, and the social function of libraries is important, but could equally be provided in partnership with other local groups. For instance, the mother and toddler story groups would be more usefully held in a church where there are toilet and kitchen facilities, which local libraries don't often provide. I can't help feeling that with online services more and more useful, the days of the local branch libraries are numbered. The focus needs to be on helping people become IT literate and if necessary provide the hardware to enable it. But things are changing so rapidly I wonder how long branch libraries will be needed for this. If this consultation is in fact the prelude to closures, I think it would be helpful to have statistics about the number of people visiting libraries, books borrowed, expenditure on books etc. I suspect that too much money is spent on buying books that few people will ever read, shunting them around the county to line the shelves in buildings that cost a fortune to maintain. Sorry to be negative, but online is the future, not how you can make your buildings work more productively.

I live in a village in the country, many miles from my nearest library. I used to use the mobile library service every two weeks when it visited my local village -it was brilliant. I would like the mobile library service to be re-installed in rural areas.

I lived in Kent for a while and even in a small town the library was open on a Sunday. I worry that it's easy for the council to reduce opening times, which leads to libraries not being open for working people and means the numbers then fall, which means the council want to save money and reduce the hours further... I work in a school and during term time I work 50 hours per week, so being able to reserve books online and collect them quickly has been a great benefit to me. I am now the mother of an 18 month old and don't want my work hours to affect her ability to get to the library and choose her own books or attend rhymetime.

I love being able to order books online as a lot of the new books which i havent read arent available at verwood. it sometimes takes a long time for these to be supplied - i ordered some about 4 weeks ago (I think) that were supposedly available and they still havent arrived - is the process still working? Especially with ones outside dorset Is there a way you could accept second hand books? would this reduce your costs? Every few years would it be worth swapping all the books out in a section with another library? I kind of feel i've read all the good books in the section i like at verwood, though i know my favourite authors have written loads more.....which are probably languishing on the shelves at another library because they too have been read by the locals

I love being able to search for and reserve books online. Also I like the self-service machine. I use the library a lot. I wouldn't be able to afford to buy all the books I borrow. They give me a great deal of pleasure.

I love it as it is - thanks
I love libraries - I don't visit as much as I used to before Covid, but when I do I just love them. Please just keep them open, they are such a valuable community resource.
I love my local library and can find no fault with it.
I love our library, so helpful - always events during school holidays for children. Order books for book club. Feel very grateful to have our library
I love our local library apart from its odd opening hours. The staff are lovely and so friendly. The online ordering service is easy to use and very efficient so would not like that changed. I just wondered whether more use could be made of its facilities. One suggestion would be to use it more as a school and hold classes in the evening when the library is closed. One suggestion would be photography classes, especially post-editing classes such as How to Use Lightroom. The library has the computers to run such a course and I am sure many others. It would also be nice to have more information about local groups and classes. It is not always easy to find out (particularly in advance) about what is happening locally. It could be used as a meeting place for those who live alone. The library has such a lovely community feel about it and seems to do a lot for children so I wondered whether more activities could be provided for older people.
I love physical books , and I use on line resources all the time, however, I feel very strongly about children using physical books , e books and tablet resources are the future, but the joy I see my grandchildren when they read a book is so different from that on line. Many library's I fully understand are in areas which are prime sites costing all lot the maintain, perhaps moving library's to cheaper locations , perhaps sponsored by private business such as shopping malls / supermarkets , volunteers can only do so much .
i love Swanage Library .... the staff are always cheerful, helpful and pleasant ... and remember who i am .... i'm sure that the building could develop to encompass all sorts of activities - i have my own laptop and our library has provision for people to use computers in house ... i've had a passion for reading since the age of 7 .... and i saw a program on TV once where adults whose skills in reading and writing were poor and how they struggled with things i take for granted - making a shopping list - not able to read notices - signs on buses or read a timetable etc. and i thought how limited life must be .... there were tears and frustration and some folk dropped out but the few that stuck to it were able to read and write and achieve their personal goals ... very very emotional .... it's something i would love to help with .... maybe a class in the library for adults ?
I love taking my kids to the library in Weymouth. It was refurbished a couple of years ago (I think) and it's given it such a great new lease of life. It was really difficult with 3 young ones when the toilets were closed and often resulted in us having to leave before we wanted to. I like to feel that I can relax and take my time looking at books. I think the staff are great and I have always found them to be really helpful.
I love the audiobook service and access to magazines. I have listened to more books in the past 18 months than I have for years. Could you do on line book reviews ?
I love the Borrowbox app 11/10, so please do develop that, it's absolutely brilliant.
I love the children's activities and services offered to involve and get young people - the next generation - to love visits and books. Really glad to see active Facebook page. Talks about books and authors aimed at adults would be welcome

I love the fact that libraries provide activities for families and older, more isolated people. I think this is a really important role in the community and I would like to see libraries continue to do this. Continue to have a large and diverse selection of books to borrow. I wouldn't want to see libraries become coffee shops, but it would be good if areas could be set up for people - especially parents with children - to meet and have a cheap coffee whilst looking at the books. I realise space is limited but providing some work space with desks and charging points would be very helpful. I miss the Tourist Information Centre in Wareham. Without it it is harder to find out what is going on locally. I think the libraries should have information about local events, groups and opportunities.

I love the fact that Library is a part of our tradition for many decades now. I don't know whether there are any more ways in which you can encourage mums to bring their children to the library and to actually hold a book and read, which would just make a change from their digital phones which they seem to have at such a young age now. I am of course elderly and therefore have many memories of Library which was a safe escape for me as a child.

I love the idea of a cafe to make a more social space. Also, more events to encourage children to use the library.

I love the idea of a library of things. Frome has something similar and it's such a good idea for the environment and community sharing.

I love the idea of ordering books from different libraries but the service could be a lot quicker.

I love the library. Please don't take it away. Sherborne has a older population and so walking to a library is a big boost us. I used to use the library for study purposes during O and A levels and I think it of teenagers start of that way and it's important to them.

I love the library as it is and just want it to continue for everyone.

I love the library as it is so if it didn't change at all I would be content. But having just retired I find myself adrift in the age of new computer / digital technologies. It would be so useful to have mini sessions for people in my situation to be able to find out how to do and keep up with the stuff that it appears we all rely on amongst people who won't ridicule. For instance shared drives are a mystery to me. So are the updates that the computer tells me to do - and I am never sure what I am letting myself into. Apps on my smartphone are also a mystery - I fail to understand what what's app is for. Further there will be enormous changes in the coming years which we will all have to get to grip with. I have been a supporter of the environment and the need to do something for climate change all my adult life but I don't know how I will deal with the changes required without making a total mess- it is going to be a large hill to climb. The library could help to provide this information including where to go- who best to ask - as well as basic information on what we all need to do.

I love the library for the space and availability of children's books. My eldest is now a tween and a more teenage friendly space would be very helpful to encourage use as a study space

I love the library just as it is. Please don't change a thing!

I love the library service and I've recently been introduced to Borrow Box and the libraries app. It makes it so easy to find the range of books that I'm interested in and order them in as soon as I hear about or remember them. It also helps me to know which books I've borrowed. I would prefer a greater range of books that I'm interested in on the shelves but as the app exists, I can just as easily order them in as browse the shelves! And I love listening to the audiobooks on BorrowBox but I find the range of books a little limited or, at least, very long wait times.

I love the new Dorchester library and to be honest think you do an excellent job. Please don't close this service.

I love the service just as it is. The staff are friendly, approachable and always ready to help. It's a quiet oasis of calm at the library.

I love the service we get now, borrowing a mixture of physical books, e books and audiobooks. We also get such great and friendly help from the library staff.
I love the service you provide, Thank you. I should like to be able to borrow multiple copies of a book to use at school. The schools' service was so valuable.
I love using the lending library, mainly for novels, either physical or online. Events or a coffee shop may also be attractive. I dont know what you should stop doing, but I think you should do those activities you need to do to ensure that the library remains relevant and sustainable (environmentally and financially). If I need to change the way I do things to fit a new model that works, then library users should understand that. So communication, particularly with older users will be key, as well as support to change.
I love using the library in West Moors. It is small and welcoming and the staff are very friendly but, every time I want to visit I have to check the opening hours. Sometimes it's mornings, sometimes it's afternoons, sometimes it's all day and one day during the week it's closed but that doesn't bother me very much.
I love using the online library but also appreciate visiting the library in Sturminster Newton to explore physical non fiction books. I'd like the library to be more accessible with regard to opening times. It is a brilliant resource so either way although I do use the digital service more I do appreciate being able to visit the library so would not want to loose it.
I love what we have in Colehill. We do need some more support to ensure that we can deliver services to people with "special needs" or people who are lonely- meetings for similar people, for example. And we have no private rooms for Citizen's advice sessions, but this would be welcomed.
I love Wimborne Library as it is! Add Recycling and Re-use of items please.
I loved it when the information centre was based in the library as it massively extended the library opening hours, although I realise that it was self service only
I loved the childrens craft mornings, Harry Potter nights, wriggle and Rhyme, under ones, crochet club
I m not a great reader but if I had more time I would really appreciate the range of books to browse/borrowed. I look forward to it.
I mainly use the library as a book lending service; both in person & online. Sometimes I seek help or advice about the area and what is available. The library is the best, perhaps only, place where these are available
I mainly use the library for borrowing books. I'm happy with this service. If the library was used for talks etc on various subjects I might come along
I might be interested in being able to access books on-line also in accessing musical scores for piano.
I mostly use BorrowBox but it is really annoying that after leaving it for a while you have to restart it and go back into the book you are listening to. Also if you trying to listen to a series of books that are written by a particular author the books are not numbered so you don't know if you are listening to book number one or twenty, This is quite difficult if the books are sequenced. Sometimes the next book in the series is not available to reserve although there maybe one on the system that is a long way ahead in the series.
I mostly use the e book library which mostly I am satisfied with but many books are either not available or not stocked as e books. This is mostly pertaining to UK published books.

I moved back to Dorchester about a year before the Pandemic so I feel I have not made the best use of the library. However the online communications and ability to reserve and collect books during lockdown was brilliant. I do think recommendations of books especially for parents could be helpful. More intensive summer reading programs could be helpful given how much lost learning has occurred for children. I am a member of a local literary society and would welcome access to meeting space and would pay a reasonable price.

I moved into the village last year and due to the restrictions I wasn't able to observe or participate in events or use services offered by the library that may had been in place prior to Covid-19. I did notice though that there aren't many children/families using the library. I would love to see it as a community hub in the future where people, families and children could meet, forge friendships and thus the villagers can form a strong and resilient community that will enable us to reconnect with each other and lift the spirits in general.

I need to spend time exploring online the wide range of services now available. My husband uses library services extensively. I haven't used e magazines which I'm sure I would enjoy. I use Wimborne Library but I could go to Broadstone as equidistant. In lockdown I shared books purchased with friends and neighbours, in effect a 'porch library'. It has made me think about joining a book group. I have donated hard back books when read to Wimborne Library. On reflection I think a coffee shop would be a good idea, I didn't tick on previous question.

I now find the ordering of books haphazard. Books just drop off my list for no reason. Also waiting a long time for some even though it states that there are quite a few copies available. Never had this in the past.

I often order books by asking for a particular title and I am reminder that there are other ways of doing this. It is not helpful to be told to use a different system when the one I use works perfectly well. I have wanted to join a local book group and have had no luck so could the library set one up for local people who want to read but NOT buy the books? I have a houseful of books and it is wasteful buying books which can be shared and enjoyed by others. Also it is expensive to buy 12 books a year is they are not available in paperback. The reason I left my previous book club was because we were forced to buy the books as the library always has a waiting list. Mnay thanks for providing this valuable service.

I often order books for book club but rarely get them on time so end up buying them. Ideally I would like the choice of books and to contact me with a timescale on when the books might be available (or not).

I often visit Shaftesbury library and leave without borrowing any books, as there is very limited choice - too much emphasis on crime, thrillers and so-called romantic fiction. I would like more choice and more up to date stock. For example, more good quality recent and latest literary fiction. I find the Oxfam bookshop in Shaftesbury has far more interesting stock so I tend to buy second-hand books rather than borrow books from the library.

I often want to borrow books that are reference only. I sometimes wonder why some of these books (usually on art) are classified as reference, and probably very rarely used when I could use them at home for a few weeks instead of having to go a distance for a short study period. I would like to see fewer reference works of the type that require study over a period, and be able to borrow them instead.

I only use Ferndown library and I think the staff there are providing a very good service at present.

I only use the Audio books service which is wonderful

I only use the library for borrowing books. Apart from more books I am entirely satisfied with our library as it is.

I only use the library once a week at the knitting group which i get help from the other ladys, I have not live here long and just finding what is on in the village.

I only use the library service to borrow books as I work full time and consider myself digitally aware so able to resource any information I require without assistance. However I love reading fiction with a proper book and can't afford to buy books all the time so would like to see a bigger variety and newer publications. I don't know if this already happens but books which have been circulating for some time could be sold off for a reasonable price so as to recoup some of the costs and form part of the recycling initiatives. These books will hopefully then be passed on to charity shops to be recycled again.

I only use the library to select books to read. At my age and with my health problems the library provides all my requirements.

I only want to borrow large print books and there is already a good selection of those in Portland library which I have yet to read

I only wish to use online services. So I would like more titles to be available- especially with audiobooks

I particularly like the ability to be able see what is on the shelves at libraries covering a very wide area across Dorset and some neighbouring counties either by sitting at home and working on-line or from your very helpful staff (at Bridport) who can show me in person on their system. This benefit must rate as the most powerful and localised database I have ever had to use. I suppose in the future, as my mobility weakens over time, to have some method of delivery of books to home will become important. Until then, I will continue to visit the library building, which keeps me in touch in a simple way with what is developing. I still enjoy the physical presence of a newspaper or book to read from. It is more relaxing and each physical item can create its own different atmosphere. Therefore, I hope costs and resource limits don't point to the eventual elimination of physical reading matter.

I personally enjoy reading and Libraries provide a large range of resources without having to purchase certain types of books. They also provide the opportunity to use and develop inter-personal skills, which in an increasingly digital home computer age are becoming less and less used and developed. My local Bank advises me on every visit that I can use online Banking and I advise them in return that I have no wish to increase my isolation from human contacts (as I am retired) and am only to pleased to have a reason to "get out and about". Putting everything "online" seems to be creating a genre of young people of very limited social skills, not unlike the effects of solitary confinement, and leaving them poorly adjusted to the real World, which is where we needs must exist, and to some degree in harmony with our fellow man. I think it was in the early 1920's that Maria Montessori advised the British Government that incarcerating children in a Victorian factory style learning (school) environment would lead to increasing social problems, she was of course ignored. Sadly the social maladjustment of young people is clearly evident in our society, although to be fair there is no shortage of mendacious sociopaths produced by the most elite of such school structures. libraries could help provide a multi-spectrum educational enrichment for all age groups as well as essential support and interaction for harassed parents.

I personally think that the Weymouth Library covers my present needs. It is clean and tidy, and the staff are helpful and friendly. It has everything that I require, at present.

I prefer more human interaction and less serve yourself using computers.

I preferred it when I could borrow books for 4 weeks rather than having to renew every 3 weeks. I know I get an email reminder when renewal is due but 3 weeks doesn't seem long enough.



I PREVIOUSLY LIVED IN AN AREA WHERE THE LOCAL LIBRARY OFFERED A LIBRARY OF THINGS. I THINK THIS COULD BE A VERY POSITIVE ADDITION TO BRIDPORT LIBRARY SERVICE AND WOULD FIT WELL WITH THE CONCERNS OF THE LOCAL COMMUNITY REGARDING ENVIRONMENTAL ISSUES AND SUSTAINABILITY.

I quite like you the way you are! I can cope with the current opening times and, apart from the database mentioned above, I can't think of anything else

I read a great deal and very much appreciate the physical fiction books I borrow. I would always be happy to receive a greater stock - some of my favourite authors are not always available. I thoroughly appreciate Borrow Box, and the same applies - any additional authors being made available would be very welcome for me. I recognise however that I am very lucky to be so well served already and I very much appreciate the service as it is. the staff at Blandford are unfailingly helpful and friendly.

I realise that budgets are tight but you need to ensure that the smaller libraries are maintained, especially in places like ours where bus services are infrequent or non-existent and more houses are being built all the time. I do not want to have to use the car just for an extended trip to a library. I don't know how you can encourage more people to read - but I think this is your biggest challenge. They don't know what they are missing!

I really appreciate that on 2 days Dorchester library is open until 7pm as this gives me a chance to study there after work. If it were possible for the library to stay open later on more days that would be good too. Sometimes I work all day in the library and bring lunch which I eat outside. I would be nice for there to be a designated space inside to eat for when the weather gets colder or if it rains.

I really appreciate the service as a whole The building the people , a place to meet without alcohol or religion involvement

I really appreciate there being a library in Beaminster where I can pick up books I have requested on line and where our book group can get its books. Please keep it going.

I really appreciate what the libraries do already. I love the Borrowbox service and think that the way ahead for libraries is to enhance this service and the use of the buildings for activities and events. I thought the service during lockdown and the pandemic was exceptional. If we were unlucky enough to suffer more events like this in future years, the library can provide excellent online entertainment, help and support.

I really appreciate what you do already and the excellent friendly staff at Bridport Library

I really do like the quiet space at times. I value the ability to reserve items from the catalogue. The magazine and newspaper service n line mean I don't visit the physical space so frequently. It is a few miles to get to the library and I usually cycle there so in winter I tend to rely more on the online services.

I really don't think that you could do a lot more. I have always been a keen library visitor as I like to read a lot. My local library is only a small library and I think it caters enough for people.

I really enjoy going to the library but would prefer a couple of slightly later opening evening as I cannot always get to the library before it shuts. I have used the magazine service over lockdown and also Ancestry and I really enjoyed accessing these from home. It would be really useful to be able to continue to access these from home. I usually visit the library to borrow books for myself and my daughter and find that the range of books that are available are good with new books regularly coming into stock. A coffee shop would be nice and would maybe encourage me to spend longer in the library building but our local library is opposite a Waitrose and that already has a coffee shop so I don't know how financially viable it would be. The staff are knowledgeable and helpful and I enjoy visiting the library as does my 5 year old daughter.

I really enjoy the interactive children's sessions as do my grandchildren. I also like that these have been available online during the lockdown. More sessions would be great. Some adult sessions - crafts, well-being etc would be good. More online book and magazine stock would be great

I really enjoyed having books picked for me during COVID as it made me read books I probably wouldn't of even looked at.

I really hope to see a return to child focussed provision, activities and encouragement to borrow and browse. Covid has prevented much of this taking place in-house and although my own children are too old to access most of that now, the library has always been very much part of a community focus, particularly for those with young children who want to encourage reading and creativity. It's a terribly sad place without it.

I really like the ability to order books and ask you to order new books. I am approaching 70 And I struggle with the whole issue of new technology and find many of my friends are in the same situation. I would benefit from help to work through all sorts of technology issues in clouding security and online banking. I like the ability to access some magazines but don't find it easy to access them via your arrangements.

I really like the idea of the library being the hub of the community for books (all media), learning, meetings, support. It should be the 'go-to' place for all residents, for a wide range of interests and requirements

I really like the 'Library of Things' idea - swaps and recycling of goods. Perhaps this can be done with children's books please? A continued mixture of in-building and online activity is excellent if resources allow.

I really like the online facility to borrow e-books. Especially if I don't find time to visit the library building or the library is closed. I really appreciate the extended stock I can find online. I would like this facility to be retained. I would like to see some more classical writers or novelists such as Hemingway, Ian.Banks, scandinavian crime and science fiction ( not fantasy ) are favourite subjects.

I really love the library and can't think of anything that would improve it. There's always creative displays and thoughtful themed collections of kids books. The staff always seem cheerful and helpful.

I really miss the mobile library. When I first arrived in my village eight years ago it was a focal point apart from borrowing books I met people who became good friends and no need to get car out to drive to Beaminster. I find the limited opening hours in Beaminster difficult.

I really only know of the activities at Portland Library. These are appreciated by the community. A better rotation of shelf stock would be a good thing. If you have a favourite author then you would want access to all their works. At the moment you can only have this by reserving and waiting for the delivery of books from other libraries, a better stock rotation would perhaps negate the need to have to order from other libraries.

I really think the back courtyard in the library could be used as a summer coffee shop. It would raise funds for new stock and the care and maintenance of the building as well as being a lovely place to sit and enjoy a drink and a book.

I run a book group and the service provided to us is excellent. Half our members live alone, so the social aspect of reading groups is as important as keeping the grey cells working. It is very important to have face to face contact with staff who know us when there are problems. I have found Wareham Library staff outstanding. I would be interested in e-books etc, but haven't managed to work out quite how to do it! A basic online home tutorial would be most helpful. Sometimes Library communications aren't easy to follow. Thank you for the vary valuable service you provide. Wareham without its library would be a place without a heart.

I run a reading group and would love to find a way of accessing new books in a shorter space of time. Burton Bradstock library is only open for 30 minutes during my lunch period. It would be good if there was at least an hour after 12noon and on a couple of days. More library staff, not so reliant on volunteers.

I see a conundrum: provision of good quality books is expensive and will tend to benefit a sector of the public who are probably able to pay for themselves. Budgets are smaller than would be needed. Links to the British Library and other specialist libraries might be a good idea.

I should like it to go back to the way it used to be before covid, with free access, no waiting outside, more people allowed in at one time, people not treated as if they are pariah. I was a library volunteer at Stalbridge for five years but decided not to go back after lockdown because I did not like the restrictions in force

I simply adore reserving books using the LibWest app having access to books from such a massive pool of libraries. It is a truly amazing service. I would pay £5 a month for this if necessary. The App needs a few tweaks though eg choosing the nearest library to borrow from or filter by those that are on shelf and available. Turn the ground floor into a decent coffee shop and locate all your newspaper and magazine subscriptions there, including displays of themed promotion of stock. I'd love your staff to label books on the promo displays saying why they recommend them.

I sometimes find items difficult to find

I sometimes need to renew my book at least once before I have finished it. Would it be possible to take a book out for an initial longer period of time? The book I am reading at the moment is nearly 1000 pages and I knew it would take me more than one renewal to complete. As I live outside of a town and only use my car if I have several tasks to do at once I often need to renew my books over the phone. (I intend to get 'my other half' to show me how to use your online services so I can renew this way in the future). I sometimes buy books from charity shops so I don't have to remember about running overdue. However, to be able to choose exactly what I wish to read you can't beat the library.

I spent several years on the committee, as 'Chair or Vice Chair', of a Save Our Library Committee; We battled against bureaucratic incompetence. I ultimately gave up. I'm glad though that my local library has survived but God knows how..

I started using the on-line library service during lockdown and it is a fantastic facility. Easier to use software would make it even better.

I stopped using the library when the mobile library service stopped visiting the village. I was very disappointed to see it go and until last week I haven't used the library since. But I've just discovered the online library and I think it's absolutely marvellous. There are still elderly people in the village who don't use computers and are unlikely to learn who I think would welcome the return of the mobile library.

I strongly encourage the retention of library buildings and staff. to be able to meet a member of Staff in person and discuss what it is you would like to read and research is VERY important. I would like to have some sort of Notice Board where interest in certain subjects / authors can be posted so contact can be made with like minded people. I am aware that Data Protection rules would need to be sorted out, but this can be done. This can then lead to discussion groups in person or online. Talks by local / visiting authors can be given in buildings. Links to outside bodies / organisations to be made available. For example, access to Ordnance Survey historic and current Maps. Access to Family history / Genealogy to be easily accessed. Births, Deaths, Marriages in the 4-nations to be accessible. Access to Local History very important. Libraries must be seen as an essential Community Hub. Access to University Library services would be most welcome to help with research. So many other ideas and uses for a good Library service. Libraries are an essential service / facility in a civilised society.

I support you trying to increase the range of activities/information available in libraries in order to encourage greater use as many people do not know what a library offers but this should not be at the expense of your traditional role of offering access to books either to read in a library or borrow.

I suppose the best way to promote libraries is to let people know they're there, and when they're open. The vast library at Dorchester always seems hugely under-used, which surprises me, whenever I visit. So many books, so few people! I live in a rural area, and depended on the mobile library for thirty years, but when the service was withdrawn I started visiting the Sturminster Newton library, which is closest to me. I'm very happy with the service there, and I don't really see how it could be improved, given that it isn't the largest of buildings. More stock would be nice, but there's no room to put it, and I can always order from other libraries, to pick up there. The librarian there, Roseanna, is brilliant, always very helpful, and a perfect ambassador for the library service.

I take books out for my children and it can be quite frustrating when you wait for ages for the first book in a series and then need to return other books in the series because someone has reserved it. But on the whole it's a great service and I really value it. The staff are always friendly and helpful

I take out books on Travel particularly overseas travel Often the books i choose are not on the shelves - but in other libraries throughout Dorset so I order them in and collect them when notified by email. This works well and saves the library having to stock each library with every book.

I tend to order and collect , as I rarely find what I want on the shelves!

I think that you provide great services and are always friendly and helpful. I'd love to see more current books on the shelves, especially if we are going to encourage people to lend rather than buy books. I didn't see Poole listed as one of the libraries and it is Poole and Parkstone library that I regularly visit.

I think a centralised online catalogue that's national would be better. There are so few diverse audiobooks available

I think a coffee shop in the courtyard at the back of Bridport Library would be great. It would make use of a currently unused space, provide a pleasant place to read and generate an income for the library.

I think a coffee shop in the library is actually a really good idea, thats how bookshops like waterstones brought in more customers. Meeting rooms need to be given back to the library service in Weymouth to be again available to the public. But if they have been taken away completely, you need to remove meeting room bookings for Weymouth library on a searchable item on search engines

I think a coffee shop is an excellent idea...also activities to enable folk to swap household items and plants.

I think a coffee shop with comfortable sofa's where you could meet others or sit and read with a coffee would be great.

I think a coffee shop would be a great idea to bring people in to the library I would do more outreach programmes with local schools to encourage the students and their parents to sign up for library membership

I think a coffee shop would really improve the ambiance of the library in Dorchester. I have recently moved from Exeter where the library was a very popular meeting place for individuals and groups I found Dorchester library quite 'dead' by contrast.

I think a larger selection of books and better quality would be useful. Maybe introducing art works that could be borrowed for a small fee. This was very useful in another area I used to live.

I think a library is import for the community. It would be great to see it modernised so it feels more welcoming. Love the idea of coffee shop inside. The environment is still very old fashioned and a bit clinical. With the introduction of hybrid working, working space would be a great resource 👍

I think a physical library building is important as a hub where people can go for a number of different reasons which you have included in your review. I might not use certain services at the moment but as I get older it would be nice to think there was somewhere central with good parking facilities particularly for disabled people. It should be relaxing and welcoming, perhaps with refreshments and offering opportunities to socialise with others in groups such as reading, scrabble, cards etc. At the same time people being on hand to offer help and advice if needed. I also think it should be able to offer help, counselling to all age groups and provide enticing activities for children.

I think a public toilet in every library would encourage people to spend longer and study/read/research etc. Plus more seating all over the place, in corners etc I think a wider range of new non fiction for children would be welcome. While the internet is used as a resource, the skills used in finding things out from books could still be fostered more and a wider range of new, interesting and attractive books would help. The picture book range in our local library is great. But perhaps libraries lose their apeal as children get older so a more up-to-date range of books for teenagers displayed in a way that appeals to them more and in a clearly separate area might help. I sometimes wonder if the great designs of libraries could be used more effectively and really shown off. We don't really appreciate how unusual they can be as buildings, hexagonal and other shapes with floor to ceiling windows etc. In general I think our libraries are amazing places: welcoming to all, with helpful and enthusiastic staff, and free! hard to improve on that.

I think activities in the library encourage people to go to them. quiet times in the library can be filled. Some activities are popular so could offer extra dates.

I think as a service you are far better than when I lived in Kingston upon Thames and I cannot think how you could improve. You are very good.

I think Bridport library and all the staff are wonderful. They provide a safe and friendly environment for all. I am glad there are still people to talk to as this was a worry when the check out machines appeared but actually this provides more time for the staff to chat to people in need of help or who just need to chat if they live on their own. I think its important this human contact continues. I am not up to date with what improvements can be made as I don't have time to use the library as much as i'd like but the staff seem so on it I trust them to keep informed with what the community needs. Since covid though my son has missed the raspberry jam computing/ coding group and we both really miss popping in to work on the puzzles that are laid out and chat to the staff. One day hopefully these things will come back.

I think colehill library is fantastic and very well run. If opening could be extended it would be better for me. I work plus with school runs it is difficult at times to get to the library in the very short times they are open. However I could never criticise my local library. It is run so well and all by volunteers which is amazing. Both my sons have helped there as teenagers and Linda who is in charge, knows what he is doing .

I think Dorchester library is great. it is sometimes closed when I want to go there, but usually is fine. I buy the book in Waterstones and then think, am I really ever going to reread this, and go and get it from the library. I usually have to order it because there is rarely enough stock in Dorchester. Great online audio books We use these all the time when we go on holiday. I would never bother to browse for books online, but like looking around the the shelves in Waterstones, you suddenly see a book you might want to read. I think more evening and Sunday openings would be good. Weekends are when people have time to pop to the library. You should also go into the schools and encourage the kids to use the library.

I think Dorchester library is perfect as it is.

I think every thing is very good

I think Ferndown library seems to have so many opportunities and services available Perhaps dedicated opportunity to donate books advertised?

I think for a small town our library is very good. It offers many activities for all ages. Many I do not participate in. I feel better rotation of books with other local libraries would be good.

I think having a space to have a cup of tea would be lovely - to sit and chat while the children choose books - which can take a while, or read a book with a drink...

I think having a wider of DVDs at the Wyke Regis library would be good. I also think having more computers would be really useful.

I think i answered that in the last question I like my library in Swanage just as is

I think in general the actual Library service is really good. Everyone in the Verwood library is really helpful. Apart from having a coffee shop, not anything else that I can think of. It's great as it is. Thank you

I think involving parents and young children to use your services by liaising with schools and parent groups. By not cutting the rural lending library van services. By having opening times conducive to all ages of users.

I think it is an incredible versatile service which has evolved amazingly in the recent years

I think it is fantastic I wouldn't change or add anything!

I think it is fine in Weymouth at the moment.Although a bit more of a selection of books would be good. Being able to reserve books online has been great for me,especially during Covid 19.

I think it is great already and would hate to lose it

I think it is such a useful centre for encouraging people to seek help when finding new authors. Shaftesbury library sets out recommended books by authors one wouldn't normally read. Also being centred in the town centre it is way too access when shopping and a welcome stop into town from my village.

I think it is very important to keep the library service vibrant and open - particularly for children to visit in person so they can learn to enjoy and love the act of choosing books for themselves and develop a love of reading for pleasure.

I think it is vital for libraries to continue to exist and be available for all to access. I do feel that however libraries are developed, development policies should not lose sight of what I believe is the central aspect of a library: a place of access to literature and learning, but also a place of quiet reflection. Some of the activities promoted in libraries may clash with this. I also think food and drink are not something to have in libraries. If the premises include a separate space for this, then fine but otherwise no... if people want to gather to chat, there are cafes... Encourage reflection and silence in the library.

I think it reasonable to ask adults who use the library services to pay a small annual membership fee.

I think it should be more of a place where people feel welcome, where people can chat. That would mean a good outgoing "in front the house person", like Andrea! I used to like her so much. Especially in this day and age with so many mental issues, the people should be encouraged to stay a while in comfortable surroundings, perhaps even have a table where people can sit together which could be called 'The chat table'. I know, Covid is preventing this now, but perhaps in the future.

I think it works admirably at present offering a friendly and efficient service to all users, especially those less adept in digital skills. Much appreciated. Thank you to all involved.

I think it works well at present. I don't think change is always an improvement. I think evolution is better than change. Change for the sake of looking pro-active is often confusing and expensive and result in a different but not necessarily better state of affairs. Only change those things that aren't working.

I think it works well the way it is at present

I think it would be very helpful if there were people in the libraries who could help with applying for UC and other benefits and help with applications to the housing register.

I think it's really essential to encourage reading. Please keep the physical books. I'd like to be more personally informed about new releases of books - maybe reviews or something - so I'm made more aware of what you have available. You need to keep reminding us that you're there!

I think libraries are a very important service to the community but am not sure how to develop it for the future except a general comment to increase/encourage reading at an early age?

I think libraries are a wonderful resource to have in our community and have always used the library and used to take my children regularly when they were small. I think there are lots of community activities at the library but having coffee mornings or providing hot drinks would - I think encourage a greater variety of people

I think libraries are amazing, so I'd say just keep doing more of the same! However, I've been a library user all my life - the real challenge is to get people who aren't aware of what libraries can offer to visit. I think things like events and mother & baby groups help with this and also the Summer Reading Challenge - so definitely more of the same!

I think libraries are incredibly important. If it was possible for them to be open in the evenings and more at weekends it would be great.

I think libraries are massively important. They provide a space for thought and connection in our society that exists nowhere else. More should be made of the opportunities they offer to children without books at home (Rashford-style); I was infuriated by suggestions last year that children needed to turn to publishers to access books. I hope my overdue fines go into the library service and are not absorbed for other council services! Organisations such as Dorset Youth Council could be contacted as a campaigning force to promote and safeguard libraries. Libraries should raise their voices. I would like to be able to donate books to the library to extend the stock. On a personal note, please keep stocking audio books. Bridport seems to have a better range than Dorchester, which seems odd. I use three libraries regularly, depending upon my weekly commitments. Recently, I visited Gillingham Library and was very impressed with its energy and the information and displays exhibited.

I think libraries are very important in the community. I worked as a librarian many years ago when I left school and libraries were very much places where you could only talk very quietly and did not feel particularly relaxed. nowadays they are much more user friendly and places to visit and feel relaxed. coffee shops are very good and Hamworthy library which I once lived near is an excellent library. They are also really good for people to sit in for an hour and read a newspaper and have a coffee and a chat.

I think libraries have diversified too much in recent years - moving into areas covered by social care and health. Libraries should get back to their core purpose - to encourage reading and learning. Libraries should be promoting everything to do with reading, books (in any format) and authors. Bridport has a great annual literary festival for example - where is the connection between that and Bridport library? At the moment there is none - but there could be. Money needs to be invested in better stock and promotional activities.

I think libraries need to diversify and become more of a community hub, especially the small ones. Provide services that people currently have to travel a long way for. Maybe a place to pick up parcels, but that might not be within the remit!

I think libraries provide a great service and I read more because of the library service.

I think most of it is ok

I think now there is just one check out machine in Dorchester Library on each floor - this is inadequate. Especially as there are staff who are often, it seems, unoccupied. More books - many classics are not available and decent Art history books. This is most regrettable, especially for students of English.

I think ok as is.

I think our library offers a lot of community support particularly for mums and children and really good activities after school and termtime too

I think our local library provides an excellent service already. I think perhaps that the online reservation system could be made clearer because it is quite easy to mistakenly order a spoken word CD version of a book when you actually want a copy in print. Also I don't like the fact that the council seem to push Amazon products. For example, the Kindle prize associated with this survey and there's the option to buy books from that seller when browsing the online catalogue. Surely the council should be looking to support local businesses.

I think providing a range of activities to suit lots of people's needs where possible, will help libraries to become more sustainable. Have 'noisy' places and quiet areas to cater for events and activities as well as allow for people wanting a quiet space to read, relax or work



I think Sherborne Library is a very well used and well resourced facility for the town. However, the talk of putting the council offices, in the building is worrying in as much as it may reduce the Library space. The Staff are all extremely helpful, and make the Library look and feel welcoming. If I have asked for a book to be purchased, it usually is, and I use the on-line ordering service frequently.

I think Sherborne library supports the local community very well. It would be interesting to know what new titles are coming to the library.

I think so much is covered that keeping it in the public consciousness is about all that remains (that and lectures!)

I think that a strong business development service - especially community/democratic organisations - would be beneficial. Perhaps with a credible partner as this is hard to get right. In a small library, it's hard to fit in these activities without compromising the main functions, so maybe that's an out of hours thing. Referring to my previous suggestion re pivoting to a regenerative society, it'd be interesting to see what role libraries could play by researching the gaps, whether that's information, advice on our role, organising locally, directory of services for home adaptation... Tufnell Park in North London opened a shop unit for this purpose. We may need more critical services, for example short term accomodation options for people affected by flood - this was an issue in Autumn. A library of things would be great, but again - a space issue.

I think that having put up with Kingston upon Thames libraries for over 30 years which seem to want to dissuade you from taking any books out, your libraries are very good. You keep an excellent selection of all types of books, non-fiction and fiction. Your reservation service is also very good. I really have no complaints at all.

I think that libraries are a wonderful resource. Plenty of books, in fact, sometimes, too much choice. The smaller libraries do need to be updated a bit with newer shelving and books but, on the whole, they are reasonable well proportioned.

I think that the Dorset Library Service is very well run and it gives me all I need and expect from a library. I also feel tat it fills a vital role in Swanage and is so important as a place to get information support and a friendly face which helps all our mental health

I think that the library service already provides a great range of services. I would like these to be retained. Sunday opening would be great.

I THINK THAT THE LIBRARY SERVICE IN DORSET IS EXCELLENT, HOWEVER, ONE OF THE PROBLEMS IS THE LACK OF PUBLIC TRANSPORT TO COME INTO TOWN TO VISIT THE LIBRARY IF YOU LIVE IN A VILLAGE ETC. I WOULD COME TO THE LIBRARY MORE IF THERE WAS A BUS SERVICE.

I think that the library service is excellent.

I think that the library should have opening hours which are the same every day..I always have to check opening and closing time before I leave my house and have often been caught out by the library being shut on Wednesday afternoons. I like the online ordering service but feel slightly put out by the suggestion we put money in a box for it. Surely this is the way that people will now want to get their books? - research on line and then put an order in rather than staring at rows of books on a shelf, not knowing which is any good. I was really surprised when the new library opened that so much room was given over to the physical old fashioned method of choosing books. Devoting so much space to shelved books seems a very expensive way to do things and yet I don't think it is suggested that people pay to take a book off a shelf. But then I wouldn't know as I have never got a book from upstairs!

I think that there is a danger as people get older their digital skills become outdated. People in work tend to be able to keep up and assume that everyone else is able to update their digital ability. I think it would be good if those who work to digitally engage the community are given space to do this and look at specific problems. And not only in a condescending way such as "Silver Surfers" which suggests people with no computer skills at all; although I suspect there are people who fall into this category..

I think that you provide a wonderful service to the community

I think that you're doing a good job anyway in the circumstances of restricted funding

I think the addition of a little cafe in libraries would be a really positive thing. Storytelling for adult could be a brilliant activity. Craft workshops and little craft markets.

I think the balance is about right at Wimborne library, with perhaps an improved resource area for school children such as there is at Broadstone. My main issue is with the stock of books, they appear aged and it is difficult to borrow any thing of recent publication.

I think the coffee shop idea is great. There are lots of coffee shops in Wimborne but it would encourage me to visit more often and stay longer

I think the coffee shop is a good idea.

I think the current service is good, particularly the ability to reserve books online. The opening hours are limited but I appreciate there are cost implications to opening more, so perhaps it's not viable.

I think the current service offered by Corfe Mullen Library is fantastic. I can't praise it enough. The staff are incredibly helpful and can communicate with all ages of people. I can't think of anything else the library could do, other than to continue operating as it is now. The service is very well used by Corfe Mullen residents and attended by many local groups. The Town Council have held Councillor surgeries in the library and one of the Dorset councillors operates their monthly surgery from this location. People know they can come to the library and it is a safe, well lit, friendly space which is enjoyable for all.

I think the Librarians are so very helpful very polite. And if the epidemic starts yet again then to bring in the same service re filling a form and the Librarians pick your books and you collect them. Good idea who ever thought about that. Might be a bit more choice of large print

I think the libraries should concentrate on reading and books, primarily in a physical space but also online. It should be open as much as possible to continue to provide a safe space for all age groups to come for advice, studying, meeting others and learn new things. The Library Service needs to be available to all, not just those able to visit a library building or get their books and resources online, but ALL people in the community and not exclude some of them. The Home Library Service is important. Libraries should work closer with local community groups and support them in promoting their services and raise funds. It should encourage local people to get involved in taking more responsibility for the running of the libraries by establishing 'Friends' groups across the county.

I think the library already does a fair amount and I would find extra opening hours at Colehill Community library easier for me personally, mornings in particular.

I think the library in Corfe Castle is brilliant...great selection of books, always welcome. nothing to change its running great.

I think the library is doing a great job and is generally easy to access. I think it would be beneficial to be open every weekday after school but I am a very erratic attendee. The range of e-books and audio books is amazing but there are sometimes long waits to get hold of more popular titles, especially as audio books.

I think the library is fine as it is , but would be good to have a cafe area. I think it's great to have some where to go to read and actually look at books than constantly doing everything on line. My niece is 6 years old and really enjoys going to the library.

I think the library of things concept is brilliant and would be really good for the council to step into that space in terms of both a carbon reduction point of view ( less consumerism of items that are only occasionally used) as well as good from supporting those on low or no incomes.

I think the library service in Sherborne is excellent already. The staff are always friendly and helpful. I mainly borrow books and DVDs. A wider range of DVDs would be helpful although I am probably quite old fashioned and realise that this may not be the way forward. Although we now have a wider choice of books, the library ordering service was better before you amalgamated with the wider South West. It takes ages for books to arrive now whereas before they mostly only took a day or two. When ordering online, it is not clear which is the best book to order. I have sometimes selected a book that is out for six weeks to a book club whereas the one below might have been due back the next day. Please do NOT have coffee shops in the library or piped music. I enjoy the peace of browsing for books and dislike the smell of coffee. If a cafe would bring people to the library, please have it in a separate space.

I think the library service is a precious resource and I know it is not well funded, especially in smaller towns and villages. It is so important that it is available for all. Weymouth library offers a lot but I know we are lucky living near such a big hub. As per previous comments, I think more activities for pre school and younger school age children at different hours would be amazing.

I think the library service is brilliant as it is. The ability to order books on the app and collect in Dorchester means I can access nearly any book I look for really easily.

I think the library service is excellent Much more flexible than it used to be After covid I will consider going to events at the library

I think the library service is excellent as it is

I think the library service is excellent the way it is. I particularly appreciate the flexible opening hours. The staff are all knowledgeable and welcoming and the range of books (physical and ebooks) is very good.

I think the library service is excellent. I can borrow physical books, renew etc on line and also have access to newspapers and magazines, online as well. Many thanks.

I think the library service is good and would miss it if disappears into the eworld. I love to read a real book. I also find extreme helpful to be able to use the library computer printing of things and when mine decided to play up. They have saved me time after time when mine is playing up.I have no printer and this is such a useful service. Don't change anything.

I think the library service is good. We are fortunate to enjoy an excellent library in Corfe Mullen led by an outstanding librarian Jess. Given the size of the library I think Jess has worked particularly hard to offer lots of activities for children which I find very inspiring. I hope these can restart once the pandemic is properly over and look forward to seeing families back on Saturday mornings. I would like to see more author events and poetry readings if possible and even events like film screenings or screenings of literary festival events [with a charge of course]. My father and I have been able to order books across the Libraries West network which has been very helpful. I hope this service will continue as Corfe Mullen's stock is necessarily limited by the size of the library. It is also useful for me to be able to "post" books back through the letterbox given that I work full-time and can't always return books during library opening hours. I believe that we could get more use out of the library on days when the library is currently closed including activities for older residents in the area [perhaps more structured than currently] and as a venue for local groups. I would like to see more ways of engaging with the wider community by having greater contact with the local schools, residents of nursing homes, the youth club and more economically disadvantaged families.

I think the library services are excellent and a valuable community resource. Great staff. Much appreciated

I think the library should be more of a community hub, the opening hours, activities and resources available need to be better publicised and the library needs to reach out to rural isolated and lonely people. There could be improvements in the social media posting and I think the various organisations in the town eg surgery, library, community benefit society and town council should work together more.

I think the library staff could interact more with their customers.

I think the on-line service is very good and it's very helpful to have an e-mail reminder of when books are due back. I feel that just lately the choice of books on the shelves has decreased and there seem to be fewer shelves. I would like to have more of the stands at the entrance with more challenging reads, that I might not find for myself.

I think the Out of County Library Service is very useful and very good. But please DO NOT make it more expensive. As a pensioner I do find the charges now becoming quite heavy. Is some sort of season ticket possible? With a discount for 'borrows' of say more than 6 books per annum? Trevor Ware

I think the range of services available in the libraries is terrific. Shaftesbury is quite a small library so probably limited by space. However before the pandemic the staff put on an amazing Harry Potter evening which was stunning even for adult children. Given the interest in the TV programme The Repair Shop and the need for all of us to consume less and mend possessions perhaps some of the larger branches could incorporate a Make Do and Mend facility in their premises?

I think the service at gillingham is excellent ...maybe a few more travel biography books

I think the service is very good. The stock, supported by the ordering service is impressive. The staff are pleasant, helpful and supportive. The above, for this reader, should continue - it is an asset in this town. A bigger building with a coffee shop attached would be wonderful but the building we have serves us reasonably well and if you could give an assurance that we will not lose this asset it would be very encouraging.

I think the service needs to actively encourage more disparate groups to use the facilities, spaces, equipment, and stock. I don't think many residents know they can access magazines etc online, perhaps more publicity is needed. Open the the doors more and step forward to help rather than sitting behind a screen. It is easy for someone like me to get the info I seek but for many others the library is an off putting place. Libraries are important.

I think the service offered by Bridport Library is excellent. The staff are very polite and helpful and it is easy to order books and audio not held in Bridport Library. It would be helpful to me if I could link in to research material via a library computer, accessing periodicals such as The Shakespeare Quarterly.

I think the service you provide is excellent. I use it mainly online for reservations and you provide the books for me, however obscure! The ladies in Bridport Library are always very welcoming and helpful. I also appreciate the automatic renewal reminders.

I think the services provided at Lytchett Matravers library are very good. It is well used by the community and is an important amenity for the village. Being able to renew or reserve books online is a useful facility, but i prefer to choose books in person. The different opening times on each day are sometimes difficult to remember, and but if it means that the library is open to more people at convenient times for them, then it is acceptable.

i think the sherborne library and its staff are wonderful but would support weekend events, workshops or coffee shop if there is interest more broadly

I think the support I receive at Wimborne library is excellent. I would like the possibility to visit the library on Tuesday afternoons as well as the morning session. I would appreciate more guidance on selecting the appropriate age range of children's literature. The building is a welcoming space to visit. Is it possible to view the selection of available DVD's online. I would appreciate this giving me access to make a selection in my own home environment before coming to the library.

I think the survey is an excellent idea for those who are on line. People who are not on line would need to have copies of the survey. Allocating costs for every viewpoint would be complicated More volunteer help could be encouraged.

I think the system works pretty well at the moment. Perhaps advertise more about library services and where there are libraries as we have found in Wool that people come in having seen something on Facebook not realising there was a library in Wool. Particularly useful in encouraging younger readers into the library.

I think the teen section of books is fairly small and I think that it needs to be made much clearer and easier how to reserve books. I think teens need to be very clear that there is not just the books they see in front of them, but a whole load of books across the southwest also available. My son orders lots of books and sometimes I worry that he is being a nuisance by doing this, or that it is costing the library too much to move books from Bristol - but he is a good library customer and an avid reader. The library website looks quite old fashioned. I would like to see a separate screen in each section of the library which is just for browsing and ordering books. It would look a bit like Amazon or Waterstones where you can put in a topic and see the actual books and also 'see inside' as well. I think that so many people are au fait with online shopping now and would like to do 'online shopping' for library books across the region instead of just looking on the shelves. I would like to see the library offering work experience to under 16s - either as a one-off weekend / holiday experience for a few days. Or maybe using teens to help run a craft activity. It would be good experience and they could put it on their CVs and it would give teens a reason to stay interesting and attending. I know they might need DBS checks. This could be a part of a wider 'volunteer to help your community' type hub where teens get experience and places get help. The library has computers to use but they are quite slow and basic. Maybe the library could be at the forefront of computer technology. Could they have a VR headset, or other devices that are both tough and safe for people to use. It might be a way of attracting older kids and people who want to try things out. I know there would have to be strict limits on online contact etc for children but there might be a library system which would be filtered, like the school systems. But the library staff would need to be trained in problem-solving so they don't end up staying offline or broken. Kindles to borrow. The paperwhite book type ones rather than a colourful tablet. I think that would be a good option rather than always ordering books. You could say we haven't got X as a book but you could borrow the Kindle for a week and read it on that. Useful for people who don't have them at home, or might be thinking about buying. Useful also for people with visual impairment who need to increase font size. The library staff could load the book up onto the Kindle and hand it to the customer so the device doesn't need to be linked to any home wifi. I really like the free access to the Genealogy website and I think that the library could do more of these things. More subscriptions to things that are useful for people doing research.

I think the the balance at present is good, Online facilities and visiting Library buildings. I have used libraries all my life and although I enjoy borrowing ebooks and audio books I love to visit the Library. I would like to continue to be able to access Ancestry Library online. I think the Library groups e.g. Rhyme Time , Shared Reading etc are great and keep the Library alive and a welcoming place for every one of all ages.

I think Verwood library is excellent, great staff,

I think visiting speakers in the smaller libraries. A coffee shop for browsing items while making a selection. Allowing well behaved dogs in Ensuring good behaviour of library users specifically children running around

I think we should open the library service to all the community and include a diverse selection of people i.e. lesbian, bisexual and gay, the elderly/disabled and mentally handicapped. Young and old/charities who would like people to know more. Teen agers/children/preschool groups and all groups who access would help.

I think what you do now is good so should carry on with those. A more up to date selection of books would encourage more people to use the library. The books there seem very old and dated and more recent "best sellers" especially those nominated for or receiving a literary award would help. The library could be used for more varied activities, craft workshops, exhibitions, demonstrations, meetings for charity groups.

I think what you supply now is a good mix.

I think within the bridport library there should be more selection within the teen/YA selection of books as I feel this would help encourage teens and young people to read more if there is more selection of what could be read there

I think you are all doing a brilliant job. I just love the online service. I'm totally addicted to it. Well done all. X

I think you are all doing wonders already and we really appreciate our Library. Staff are always kind, helpful and respectful especially to us older folk who need much repetition of how to do tasks on line! When my grandchildren visit us in Stur they always demand a couple of visits to the Library as they feel so welcome and the books are in such good condition. They enjoy the reading/activity events and competitions which seem to cater for all ages and abilities. Thank you to you all.

I think you are doing a great job but personally i would like to see more social events providing local Groups opportunity to perform music dance and concerts as well as exhibition space.

I think you are doing a great job in Blandford and provide a friendly, efficient service - unsure how to improve

I think you are doing a great job. I especially enjoyed doing crafts (making a Winnie the witch hat with my daughter). Maybe more craft bits? Have reading sessions from authors or talks.

I think you are doing a marvellous job in helping people of all ages, but especially older people, who prefer to visit in person and borrow/read an actual book! Please do not close this essential service as it can after serve as the community hub and meeting place. Well done all!!

I think you are doing a splendid job with your present range of activities and services.

I think you are doing fine

I think you could charge more for book club books borrowing - with ten books each, every month for a year the charge is very low. We'd rather pay now than lose out in the future.

I think you could have greater links with schools - invest more money in the children libraries, their general look, feel, furniture and have secularist children's librarians who really are knowledgeable. I also feel that you could offer services related to teaching children how to read and how to support those who struggle. I would like to see one greater specialism in the knowledge of children's literature with specialised children librarians. In terms of adult services- book groups, author visits, courses run to learn more about particular authors, support for those that find it hard to read, more of an active, vibrant welcoming hub. I would also restart the library van service.

I think you have got it pretty right already

I think you need to examine the trends in on-line information and how that affects community. Pure on-line access can, and has, created schisms in society, where people cease to interact face to face, with the positive feelings the latter can produce and the need for compromise and listening to other points of view, or actively finding out about each other's interests and values. It would therefore be a mistake to ignore the importance of place and people in the library service - having a staffed, centrally located building for community learning and information will be invaluable for in a future world where technology could cause damaging social atomisation. This isn't to say that e-services don't have a place; but in a publicly funded library service, they should be viewed in terms of their role in adding to a sense of physical geographically grounded community, enhancing contact rather than being a replacement for it due to spurious cost efficiencies from alienating technologies.

I think you provide a valuable service. I particularly like the facility for reserving books of my choice. Thank you

I think you provide great service with great staff who are always helpful. I use Canford Heath and Broadstone and always enjoy visiting. I am also a home library volunteer and know how much the people I visit, love and appreciate the service.

I think you should stop sending letters to tell me when my reservations are ready for collection. I search for and reserve books online, I receive emails reminding me to return books and think an email to let me know a book is ready for collection would be better. It seems a waste of paper, resources and postage to send these letters.

I think you're all doing a great job as it is! Thank you.

I think you're all doing a super job

I think your facility is great!

I think your service is perfect for my use now - Best I have ever used THANK YOU

I think your service is splendid, friendly and very helpful. I hope the opening hours do not have to be reduced further.

I think your service is very good and long may it continue! I do wonder if it could be more of a community hub but our library is small and next to the village hall anyway.

I think you're doing a good job as is. I generally only borrow books, but I can see that you have other services and items to borrow that would help many people. A coffee shop would be a great idea. On the way to get to the library, the option wasn't there to select more than one way. Sometimes I walk in, which takes 2 hours, pick up a book, take refreshment somewhere in town and walk home.

I think you're doing a good job, I read a lot and have recently returned to borrowing library books having been buying paperbacks for years due to lack of time to visit a library. I am now retired and consequently have more time to visit the library. I love Borrowbox and listen to a lot of my favourite authors using this means, I have also discovered new authors and have then gone on to read books by them.

I think you're doing great! Please don't close!

I think you're on the right track at Gillingham

I thoroughly enjoy being able to order specific books and collect them in person. Also, when visiting the library, it's great to browse the sections and try books I would not otherwise know about. I plan to use the printing facilities more often - a very useful service!

I thought that cloud library was very easy to use, borrowbox doesn't seem to have the same functionality. Maybe some parts of the application could be put into borrowbox

I understand that holding a large number of books and the current length of opening might not be the most economical way forward, and also that opening hours may reduce. However, for me being able to order online and collect/return 2-3 days a week is a minimum requirement.

I understand that the day of having a full TIC in the library is sadly gone but, I feel it would be a tremendous asset to the town and very good use of a small amount of space in the library, possibly in the foyer, to have a good rack of local maps guides and Dorchester attractions that people could just pick up without any need for interaction with library staff.

I use a library for books, please continue to offer this. I think it could offer more information, either specific to council services or as a signpost to elsewhere - if people knew it was somewhere they could go just to ask for guidance.



I use a lot of audio books and prefer to borrow physical digital audio books rather than use Borrow Box - they don't offer enough of the books I like to read. It would be nice if more CDs and "Playaway" audio books were available in my library. Mind you, it would be nice if other customers would stop eating their breakfast off the CDs! Audio books on cassette were the best way but now the cassette tapes are getting too worn and sticky and cassette players are also getting few and far between - a pity. A damaged cassette tape is easier to mend than a damaged CD. It would also be good if reference books could be borrowed. I have had several occasions when it was not possible to order a reference book from another library - even when there appeared to be more than one available. It is not really possible to travel across the SW area to get a look at a reference book which is not allowed to leave the library.

I use a lot of audio books, so more availability of newer titles would be good Also more selfhelp audiobooks would be nice

I use access to newspapers daily in addition to accessing e-books. I live in a rural village without any services and so do not have access to a newsagent on a daily basis. My situation is probably common in Dorset unlike urban areas where I have lived in the past. I therefore judge continued access to newspaper particularly those published in the UK as an important library service. Would it be possible to have multiple copies of e-books as often many are "out on loan"? Could the cost to the library be linked to usage and not just presence in the catalogue? There are several books when I scan that are infrequently borrowed.

I use Highcliffe and occ Christchurch but former is always CLOSED on the days/times when I wd normally be going that way

I use my library weekly. I used it weekly as a Councillor to hold a village surgery which was very popular. The reorganisation from district councils to Dorset Council was discussed in the Library and documentation displayed. When the Councillor votes took place I had a very clear view from the residents as to how I had to vote. The Library has always been a very popular venue for this sort of thing and is also not the type of library which is silent. Before Covid there were lots of children groups using the Library and students in using the IT etc.

I use the Dorchester Library regularly & find the stock of books it provides exceptional. Being able to order & renew online is ideal. I enjoy visiting the space - it is calm & welcoming . The staff are always helpful . Although my current requirements are for borrowing books only I am sure there are many people who find the building offers more uses. Libraries are such an important part of our Community. I cannot think of anything that I would change .

I use the library as a GP to refer patients for Books on Prescription, little is known about this to the public. Art club (my daughter would love this)

I use the library as I run a book group. The service is excellent but it would be even better if there was a wider choice of books. The group members are happy to pay the annual fee of £50 for the use of this service. In the past I have used the online book service but the range and choice of books is not really to my liking. I have also used the service with my grandchildren when they visit. This was an enjoyable outing to get new books. In my opinion the library is an essential in every town and village. I would not like to be without it.

I use the library as part of a book club. I have now been part of this for 6 years. The service is excellent and the idea of being able to come together as a group of people who love reading in this way is marvellous. You offer a wide range and good selection of genres.

I use the library to access audio books as I am partially sighted and I find them invaluable to my being able to continue loving books! The staff are always very helpful in finding new books for me so with this in mind I would hate this service taken away from me so keep up the good work and your continued friendly help.

I use the library to borrow books and occasionally use the internet. I do not like the noisy mother and baby meeting group, and feel the library is not the appropriate place for it.
I use the library to borrow books for myself, mostly thrillers, so it would be nice to have the selection changed more often. Perhaps an exchange with other Dorset libraries.
I use the library to get a hard copy of a book to read and access periodicals which I read sitting in the library space I also use the computer and the which magazine library membership to access information I find very useful. I also use the library to get information on classes. All the adult education classes the university of the third age activities at verwood hub and clubs.
I use the library to reserve and collect books. The only way in which this service could be made "better", in my opinion, is if reserved books were available for pickup sooner - which, I'm aware, is something that the library often has little control over.
I use the online ordering service through libraries best but even when a book is available on shelf it can still take a couple of weeks to arrive at library of choice.
I use Weymouth Library when I am down in my second home in Dorset. I really cannot think that I would want to change anything. I guess the layout can be a little confusing but, for me, it's like going into a bookshop so it's not a problem.
I use Yeovil Library, which is why a lot of this survey is irrelevant to me.
I use your digital magazine service but to say your app could be improved is putting it mildly. It needs a complete rework to be fit for purpose
I use the audio book service all the time, and adore it. Even more available titles would be great
I used to be a member of Chichester library where they provided early evening talks by people in the community. These ranged from official bodies (eg I would really like to know what the local Police and Crime Commissioner actually does every day) to local volunteer groups explaining what tasks people could get involved with. People donated at the end to offset any costs and the library used one staff member and volunteers to manage the room and event.
I used to borrow magazines on line and carried it on.. Since the system has been changed I do not get any notification by email that a magazine is available for me to read. I used to look forward to doing this. If I liked something in the magazine I would buy it. I would like to go back to the old system. would like to know when there is help on computers.
I used to enjoy reading the magazine section (New Scientist, British geographical, Economist} all expensive to buy. You changed them to Cosmopolitan, Marie Claire etc so that facility was closed to me. You reduced the number of books to borrow. I am now a casual visitor rather than regular but would return if improvements were made. Don't even think about closing it.
I used to like the Reference Library on the top floor, always busy with students and others using computers and selection of magazines. I've been told that this is being changed into a cafe. Is this right? If so, I would be greatly disappointed.
I used to use the library but now not able to go out unless taken.

I used to use the Library frequently for research purposes (I compile quizzes and crosswords for charity), as I find inspiration comes more easily from leafing through printed reference books than searching online. However, in the 'new' building, the reference space was much reduced, with fewer, far less practical tables. I often found I had to share a small table with a stranger which is quite inhibiting and restrictive. There seems to be a lot of empty space in the building, so I could never understand why the reference space was so cramped. Gradually, especially during lockdown, I became used to using electronic resources, but still use books in conjunction with these. It's great to have access via the library's subscription, to expensive online resources, such as the O.E.D. And Encyclopaedia Britannica, but for true serendipity, there's no substitute for browsing through books! A coffee shop sounds like a great idea, but expensive to run unless you can get volunteers, which is a possibility. I'd like to see craft demonstrations, perhaps in relation to particular stock books. Perhaps Herrings would help sponsor these in return for some advertising? How about talks on particular countries, which could include the library's suggestions on associated resources (non-fiction, fiction, reference works etc) plus ethnic food to taste. To interest people, libraries need to think outside the box. Many people are intimidated by libraries, even nowadays, so it's important to 'sell' resources the way shops sell their products, by linking them to pleasant experiences with which everyone can join in. The library now has a lovely, open, spacious building which is a great asset, if used positively. Just a few thoughts from an retired librarian who also worked in a bookshop for many years.

I used to use the mobile library when it came to the village and I encouraged my elderly neighbour to come with me. He does not use the library service now. The mobile library was a busy meeting hub for people in the village and I miss the service. Even if the service was just once a month it would be well supported and very welcome.

I used to use the online magazine system which allowed me to view all sorts of interesting magazines. I no longer use it as the new Libby system is dreadful. I admit to being less able with tech but my daughter who has a degree in computer programming says she has also given up on it. The previous system allowed me to receive the same magazine every month and even e mailed me to say when it was available, I cannot find any way to do the same on this new system.

I usually order specific books online. But there have been times when it has taken much longer to arrive than I expected. Is there some way, at the point when I apply, that I can get a feel for whether this book might take 4 days or 4 weeks to come in? For example, how long might it take for a book 'On the shelf' in Bridgewater take to reach Gillingham? Is there a way of letting me know my ordered book is on the way, just in case I'm on the brink of cancelling it and going to World of Books to buy a used copy?

I value my local library: although I read on my kindle, there is nothing quite like a real book to really enjoy the process.

I value our library spaces so much, it is great that you are thinking about how you can keep them in the community. I think having a council type area where people can ask about housing etc is a good idea, as well as having a coffee shop. Possibly the opening hours need to change so that working people can visit more. Keep employing librarians, they are brainy, book loving people who make the library a much more interesting place.

I value the existence of a physical space from which to borrow books and also the online facility to renew books borrowed.

I value the library as a multi resource hub, and appreciate the wide range of community support it can offer, however I do find that the open aspect of the libraries do not allow for quiet, studious space. Specific quiet times could perhaps be scheduled in to the day so that this time could be chosen by people who need or want fewer distractions. The library has an important role to play in providing resources (IT, space, quiet) fir people unable to find this in their home environment

I value the library service at Lytchett primarily because it is very convenient (i.e. nearby) for borrowing books. In this respect I use the library in the traditional way. However, access to 'Libraries West' has been a brilliant development as now the range of available books is almost unlimited. Similarly the Libby app means that I now read far more in the way of hobby and special interest magazines - in digital format. These are the 'core' services that I personally appreciate the most, and to be fair I don't feel that the service could be improved. Long may it continue!

I value the local library and would hope all branches will stay open.

i very much like the service the library gives me especially when i am looking for a particular book and the library has it. i have not been using the library during the pandemic but hope thingsa will return to normal for me and the library soon. i am not keen on digital 'books' at all.

I very much value the library - occasionally it is shut when I could access it, so perhaps an evening opening session would be useful. The children's library is wonderful. It might be nice to have an art area (rather than filling in line drawings) but this would need staffing. I think the pre-nursery age children would get a lot out of having physical making or art activities.

I visit Highcliffe and Christchurch libraries which you haven,t listed. The staff in these libraries are always helpful , kind and welcoming. thank you.

I visit Poole library in the Dolphin Centre usually once a week and would have included it on your list of libraries used if it had been on there. I mainly use the library to take out books that I find on the shelves but also on the various displays. I am a lifelong avid reader of non-fiction. I use the on-line service to extend the duration of borrowing from time to time and occasionally use the on-line catalogue to reserve books of interest- both services very useful to me. I do however find your website to be a bit clunky to use- probably my fault... All that I would ask is that neither of these two libraries are closed down and that they continue to occasionally receive new stock. In the case of Swanage (and Wareham) library especially, i think that stock rotation within the county, or ideally nationally, would improve them. Finally, a word of praise for your library assistants who have unfailingly been helpful, knowledgeable and very polite throughout. Many thanks, David Baugh

I visit the library once a month and take out 7 or 8 books at a time. Always supported by the lovely staff. Order regularly for some books in a series which are located at other libraries. Never a problem. Always a friendly atmosphere.

I visit the library to borrow books both fiction and non fiction. I have noticed that the choice of books is much reduced than previous. In Wimborne the non fiction is almost non existent and the volumes of classic literature in the fiction is similarly reduced.

I want a library to be somewhere I can browse books, look at information, sit quietly. what happens is book shelves blocked by prams and pushchairs, children throwing books on floors, all seats taken by groups talking loudly, if I want a cafe I will go to one , unsafe in small library with no dedicated area. Like that library available after hours for groups to meet.

I want the library service to continue to provide access to books, to purchase new books so as to keep up to date with new authors, to host events such as, for example, a group discussion about books on the Booker longlist. Author talks would also be great. Maybe poetry competitions on particular themes - in Shaftesbury we did one for the snowdrop festival. Children's art activities are a great way of encouraging children to use the library. Definitely continue with Rhyme time, and `I'd like to see a weekly story time session. Children love being read to!

I was brought up in a time when silence was golden in the library. (We were scared stiff of the librarian), I still like to browse the shelves in relative quietness. I do find it very distracting when a meeting is taking place in the main part of the library and wish they could go into another room. On one occasion I couldn't even get to the shelves I wanted because there was a meeting taking place and everyone was in the way. I'm not an old fogey who wants everything to be as it was, but I do strongly believe that a library is about books and thus the readers/borrowers of the books need to be able to access them easily without a lot of bustle and noise. I hasten to add that the children do not annoy me, I think they need to be encouraged to read and be read to as much as possible. It's the adults who think everyone wants to listen to their conversations, and I include members of staff who talk loudly on their mobiles! Please not a cafe!!!! Yes, we have to move with the times but please do not get away too much from the basics.

I was happy with the service as it was, and as it was developing, limited access due to COVID has been the issue.

I was not aware of the variety that the library offered until I read the list at the start of this survey. Since the installing of automatic machines for borrowing etc there is a vastly reduced reason to engage with staff. (I often hope there will be something wrong so that I will have an excuse to actually talk to a member of staff.) So I'd like to be able to, from time to time, approach someone and learn about an available activity or facility.

I was put off when library staff insisted I wear a mask maybe have some sessions for learning disabled adults

I was saddened to see that the ability to hire a private room within particularly Weymouth Library was removed. I would like to see this important function reinstated. Due to the ability to help with personal well being when within a group.

I wish I had the time to visit the library more it is a lovely place to be. I actually visit Highcliffe Library and it is always a pleasure. My children are in their 20s/30's but when they were kids the library has been a lifesaver and a safe quiet place to be and spend time. Thankyou. Hopefully I will use the library in the future and I signpost people who need tech training to the library.

I wish I something clever or wise to say but the present service suits my present needs. The Internet e-books is a great addition to the service. I still enjoy visiting the actual building, the staff are always very helpful and welcoming.

I wish my Kindle could accept e-books from the library

I wish that you lent items for 4 weeks rather than 3 - quite hard for me to get in regularly because of my working pattern so I tend to forget when books are due back. Now that I'm due to have my 3rd job I feel ready to come back to the library - was nervous before of being in areas where I didn't know people's Covid status.

I wish the library staff were more friendly. Not all, but some do have a superior attitude, can be smug and/or condescending. Some, when sat at a computer, don't acknowledge you or have said that they are busy and could you find someone else to ask for help, that is an actual experience that I have had. For staff not to answer the phone whilst they're in the middle of serving you. I would go to a library building a lot more if the library staff were more welcoming - sometimes it seems like they don't really want people coming in to mess up their book shelves!

I wish we could borrow books for 4 weeks instead of 3 weeks. Also wish the computer system for loan of fiction books could beep at you to advise that book has already been issued to you in the past.

I wonder if short book/author reviews by readers might be a good idea

I work in a care home and we've only just started to receive books again. It would be great (once able to safely get out again) to be able to facilitate residents to visit the library & possibly join in an activity or book club. A cafe would be brilliant.

I worry about the growing use of on line services and the subsequent loss of jobs but accept this will be the future. I personally would like a larger more diverse music section but realise as in almost every walk of life now, that popularity takes precedent and this I must accept Peter Haillay

I would be interested in a computer programming club for adults.

I would be interested to hear authors talk about their books - also if the libraries could stock more local books, written by and / or about local themes and places.

I would be particularly interested in access to broadly classical music resources.

I would be quite happy to pay a voluntary amount to borrow a book. I know the library service is paid for through our council tax, but obviously there are many calls on a limited budget. I can buy a book to read, but would probably only read it the once and then it would be donated to a charity. (A hard backed copy would be donated to the library. Libraries are ESSENTIAL to give those on a limited budget the opportunity to access books and read more, it also offers SO MUCH MORE. I would be most concerned if the services that are offered at our local library are reduced because of cut backs.

I would consider that the Wareham library is well run, with competent enthusiastic staff, and I would hope that that continues.

I would enjoy a library where I could drop in most weekdays and find other visitor(s) there for a chat

I would enjoy more activities for families. We really enjoy the craft sessions, rhyme time and listening to authors reading their stories. We would enjoy more story telling sessions, music or drama activities or writing workshops for young children. We would love more audio books to be available as, as a family, this is something we all highly enjoy and value. Perhaps book clubs for young children or a young librarians group or a review of the week for children's books by young readers?

I would go more often but Swanage Library is only open three days a week.

I would have liked a survey that gave proper options to the questions asked. The feeling / tone of this whole survey feels like you have already made up your mind to close library's and that this survey is just another tick in the box to that end.

I would hope that you are doing all you can to involve schools and young children in visits to the library and the borrowing of books etc.

I would just like to be in a position to use the on-line browsing and borrowing of digital books, but don't know how that is done

I would just like to thank all the staff at Verwood Library. Their service is second to none and they are so helpful all the time. I often reserve books using my account online and it is lovely to receive an email to say a book has arrived - or on occasions, I have had a phone call to confirm something such as.....a member of staff rang me to say a talking book I had ordered had arrived. Did I actually want this as she knew I usually reserved books only and she wondered if this was an error. It was my error, I had clicked the wrong button! So this lady very kindly returned the talking book and re-ordered the one I wanted. Very kind of her to go to the extra lengths. During lockdowns when the library was able to exchange books the system used in Verwood was again excellent. A window kept open to communicate through to collect books and if the library was shut then returned books could be posted through the door. I found this a real boon during the horrid days of lockdown and can only imagine how much other people also appreciated the service. Also, the staff at Verwood will often recommend books when they see you collect an author. For example, one of the staff asked me if I had read any other books from the one I was taking out and I hadn't. She recommended the author saying that every book was completely different and I have since ordered, collected and read the whole of the available books from that author. Thank you very much.

I would like a dad digital library card on my phone.

I would like a larger range of books, both fiction and non-fiction. Where the library (or any library in the group of South West libraries) doesn't have a particular book, I would like to be able to request the library to buy a book for loaning out.

I would like a more frequent rotation of stock if possible

I would like all of those lovely unread books that are at ground level which i cannot get to due to knee problems.

I would like daily newspaper and a range of magazines as we had a few years back.

I would like it to become a community hub, including a cafe. There should be an exhibition space,for art or travelling exhibitions ie black history month

I would like more 'Meet the author' talks. Open on a Wednesday. A coffee corner. Talks on different genres..

I would like more classics in hard back to be able to borrow. More chairs dotted around the books so when browsing you could sit down to have a look at the book.

I would like more help with online working, more guidance with computer skills and advice. I believe the library should be welcoming to all, older people want advice over Council things there should be encouraged to ask for help, it easy for younger people to handle technology but many people are to nervous to ask, that don't want to appear silly.

I would like more quiet space for reading. And notification of when xmas cards are on sale

I would like more spaces to read and sit. There are only a couple chairs, when a few sofas or something would be nice.

I would like the areas for quiet use (reading, study, etc) to be more delineated from the non-quiet use (chatting, children's events). Bridport Library in particular has suffered from its architecture, in that it is one single hall with a mezzanine: all sounds not only travel but often amplify. There is a significant part of the community that finds noise stressful, and seeks to be away from it, and has always done so in libraries. Peaceful indoor environments should not be undervalued, for young and old. I have found it very hard to stay in the library when it gets noisy. As I am fully rights-respecting of those who should feel free to make the noise, I end up leaving. Wouldn't it be better if there was just a quiet room in all libraries? Then we could all feel at home-away-from-home. I should also think that this design element (a large, open-plan, two-storey space) is not a great place to heat or keep cool. Keeping the bills down with more energy-efficient room design might give the library service more money to spend on books, reading, learning and all the things a society relies on its libraries for. I have greatly benefitted from the amazing new expanded catalogue since we became part of Libraries West and I hope it never ends. I would love for other library systems to be added, as I do occasionally find I am searching for books that are not in our system. I would not mind paying for books ordered from outside the system, if it wasn't too expensive - which is, after all, most of the reason I use the library!

I would like the Council to continue to support Swanage and Wareham libraries to provide the services they currently provide! I do not wish to see either closed or seriously rationalized. Nor do I wish to see their activities expensively expanded so that they become vulnerable to budget cuts.

I would like the inclusion of 'tourist' information and advertising/ info about local events eg concerts and exhibitions. The removal of the info desk on the ground floor means I am less likely to visit the library.

I would like the libraries to remain open

I would like the library to be a place that helps spread knowledge to the local people of Bridport.

I would like the library to be an open and welcoming space I would like the COVID measures to be removed as they make the library feel oppressive and now that everyone is vaccinated and as COVID mutates it gets weaker Dorset library has fantastic staff I would like the council to invest in your staff. A good librarian is an invaluable resource. The librarians at Portland library always go out of there way to help and I really cannot praise them enough my 3 children have read and learned so much. They have always made sure that we could access books despite the circumstances and are providing a library service that really does go the extra mile. The summer reading challenge with all of it's linked together crafts that you could take away with you, competitions and the extra reading challenge was totally amazing. The future of the library service is in good hands if you invest and empower your wonderful staff.

I would like the library to be more of a business hub - better wifi, bookable rooms for working and refreshments as well as being a place where I can access physical and electronic books/magazines etc. I think working from home or hybrid working is here to stay and so having a space where I can go away from the home would benefit my wellbeing.

I would like the library to be open for longer hours to enable more of those currently working to be able to access it. More use could prompt more funding which in turn could prompt better stock and provision.

I would like the library to be open more often than 3 times a week. But I expect that will happen after Covid restrictions are lifted. Other than that there is nothing else - very impressive service. I am new to the area so am looking forward to making use of the community library in Burton Bradstock.

I would like the library to open every day ie Monday to Saturday



I would like the library to remain available for the services it provides. i find it very useful on a weekly basis.

I would like the library to very much retain it's focus on the more traditional library services. I really don't think it needs to be a coffee shop or a job centre!

I would like the library:- To be open 6 days per week (excluding Sunday) Stock more books

I would like the stock in the library to be changed from time to time as the books stocked do not necessarily reflect the number of books written by some of the authors and when those on the shelves have been read it is necessary to order titles which are not otherwise available in the library. Some quite popular authors only have a small number of their titles available without having to order them. Also availability of titles from authors who may have died but their books might not necessarily be classics, but at the time they were published, were popular.

I would like the tourist information centre at the library again please.

I would like the Tourist Information Office back in Wareham Library. This enabled the library to be open every day of the week and it enabled visitors to Wareham to find out more about our town. At the moment they can get a free map of the town from the library, but only when the library is open.

I would like there to be regular talks held in libraries as mentioned before on previous pages of this questionnaire. As we have a greater amount of people retiring I would like to see Dorset Council try to support them through courses and talks, e.g. genealogy or how to be more aware of the latest scams etc. I really love having the library at Littlemoor and have tried hard to be a regular visitor there during the past six years. It would hurt me very much if that wonderful service were to be taken away, so I would encourage as many folk as possible, of all ages, to use their libraries as much as possible.

I would like to be able to buy new or second hand books from the library and be able to donate books I have finished with.

I would like to have access to my library at least 5 days a week even during Covid. The service at the moment is very restricted. More selection of new title and award winning books and a much bigger selection in the 'Mind Body and Spirit' section as there is virtually no choice in this or other Dorset libraries.

I would like to know if the mobile library service is available in my area in the future as I'm getting less and less mobile, otherwise I'm happy with things as they are at Sherborne library.

I would like to see a better turnover of fiction books as once I have read what's on the shelf, I use the reservation service. This is an excellent addition to the library but I'm sometimes without a book to read whilst waiting for it to come in to the local library.

I would like to see a more efficient Request service. Since becoming Libraries West, the service has deteriorated. Waiting times for books not in high demand can be very long indeed - it's as if books become stuck in transit for weeks. The digital library facility has also suffered since it became Borrow Box - the search function is poor and is limited. I would like to see some literary events/talks taking place in smaller venues. The library I use is lovely- a pleasant place to visit but the stock is somewhat static. I think stock should be refreshed more frequently especially as money for new books is tight. ( I am an ex employee at the library).

I would like to see a space sectioned off as a quiet area. The last two times I was there, I needed to do something important on the computer. There was a noisy children's sing-a-long going on, and a private tutor teaching biology in a loud voice to an A level student. It's great that all this can go on - all wonderful and necessary - but I feel quiet space should also be provided for those who need it. Alternatively, a quiet hour could be allocated, and publicized as such. If the library is going to be further developed as a much-needed multi-use community centre, then either the premises need to be much larger with a suite of rooms, or the use of existing premises needs to be more sensitively thought through. Also, there is a question of hygiene for the seats. I suggest that upholstered seating be replaced/covered with something that can be wiped clean every day. In a public space, this is really important. I'd like to add that the library staff are fantastic - really friendly and helpful - long may this continue!

I would like to see a wider range of titles available at my local library.

I would like to see generations meeting the young and the old to share experiences and learn from each other.

I would like to see libraries play a bigger part in communities like having a post office or bank and offering more support and guidance services like IT support or applying for benefits.

I would like to see more books in Blandford Library on rural/environmental subjects also more up to date books. I totally understand the budget restrains you are under but everything is online which I find difficult as I have already stated. The staff at Blandford are all lovely, very helpful and always polite but this constant 'just go online' mantra just depresses me.

I would like to see more craft books available in Bridport library. There also could be more talks on climate change and how it will affect the general public.

I would like to see more digital content. Factual and study books. Could you offer pay previewing films?

I would like to see more evidence of new books being purchased for Dorset libraries. Sturminster Newton is a small library with limited stock I have to request most of my books, many of which come from outside Dorset, especially new non-fiction titles. What has happened to the bookfund! Some of us still prefer to read real books.

I would like to see more good quality science fiction books and generally more fiction as well as a bigger range of talking books. This should not be a problem when the service covers such a huge area of the country (Southwest libraries). There seems to be an awful lot of lifestyle content but not much in the way of literature and historical information or books. It would be good to have discussion groups or book groups that cover things like history and even politics that can take place in an atmosphere of friendliness and without confrontation. Perhaps more events can be arranged with speakers which could be zoomed if necessary although this isn't the same as live events and not nearly as good, or as accessible for the elderly in particular.

I would like to see more information on ageing

I would like to see more of popular authors' back catalogue of books. There are too many empty shelves used for display purposes when they could be used to show a greater range of books (see sentence before).

I would like to see more Rhyme Time and more Library Gets Lively sessions. In fact it's by going to Library Gets Lively recently that got me to sign myself and my children up as library members. Any activities/groups for under 5s would be great. I understand why we have to book on to these sessions like Rhyme Time but I often miss out if I'm not quick enough so if there were more sessions put on that might help. We don't have a printer at home so I also use the library for any printing I or my family need. Please, please can this service be kept we find it invaluable. I know this is one is probably out of your control but I would love to see the Health Visitor clinics back at the library - being able to pop in without an appointment and get my baby weighed was so useful with my first child.

I would like to see some art including colouring/or competitions, art displays by children, to encourage the use of the library, returned to my local library to show more children 's involvement of the library

I would like to see some book support projects such as authors speaking about their writing.

I would like to see the Library open every weekday if only for half a day.

I would like to see the library return to normal and stop asking people to cover up their faces. As a representation of an intelligent and decent society, the public library should offer an inclusive and welcoming space to all. The unscientific requirements to cover faces, causing social dislocation and creating an active health hazard from high CO2 levels in the wearer and contamination by touching the damp cloth while handling things in common use, should be stopped for the sake of all. I have avoided the library since the mask cult began, as joining in the mass psychosis will never see an end to this virtue signalling policy, dreamed up by the government's 'nudge' unit.

I would like to see the library service maintain it's face to face contact with customers, especially for those who do not use computers or who have very little social interaction with other people for whatever reason. I feel that reducing the availability of front facing staff and the push for self service in shops, banks, council and other public services is causing the vulnerable and lonely to become even more isolated to the detriment of society. Libraries are often at the centre of their communities providing a listening ear, offering help and advice, signposting to helpful agencies or just being a point of friendly human contact.

I would like to see the library service use its buildings for more community uses that are not necessarily related to library business. External clubs, charities and organisations would be good.

I would like to see the same range on online e-books from BorrowBox that there was with Cloud Library

I would like to thank the staff of Swanage library. Their support in between the various lockdown's was a lifeline to many of the town, especially as bookshops, commercial and charity were closed. We are very fortunate. I like to come into a library, browse the books chat to staff and pickup booklets, leaflets, surveys relevant to like affecting Swanage. I am not against the library being used for photocopying, internet and other digital activities, but not at the expense of actual books!

I would like to thank Wareham library will still be operating as it is today, very efficient, pleasant staff and gives me all that I need from a library.

I would like to use the e book service but titles are limited and waiting times seem to be long

I would like to visit the library more once Covid is over. My husband uses the e-zine service 3/4 times / week and finds it excellent.

I would like you to "churn" the physical stock with the other libraries in the group to allow a better use. I browse and pick up books to read, but a churn would make this more productive.

I would like you to continue the service Services already provided.

I would like you to have a more up to date stock of books, although I realise this would have finding implications

I would like you to improve the emagazine service. Since you changed provider, downloads take far too long. Was advised to contact company, which I did, but never received a reply. Have given up.

I would love to see a toy library.

I would love to see more done for children and young adults. A community hub for all kinds of group activities. Art and craft events and courses for adults and children, who can't travel further to attend learning and cultural events. Coffee machine and open up the kitchen to host a community fridge.

I would love to see the library as a place I could go to both browse books and enjoy a coffee and cake or light lunch. Perhaps the coffee shop could host a book club. My friends and I used to regularly visit the library together, browse then look at each other's choices before deciding what to check out. Then we would go for coffee elsewhere. It would be lovely if we could make the library our only venue for our 'time out' afternoons.

I would not want to lose our local library but the service has been diminished. I would like to see a better website, more activities and a turn around of books on offer. When I have ordered books from Devon Library service I receive an email to tell me where I am on the waiting list and another email when it has arrived. I have to wait for a phone call from Dorset with no idea of how long the wait will be.

I would now appreciate the reading and song groups for young children as I care for my granddaughter 3 days a week. I hope this has only stopped due to Covid. I only borrow books but may need delivery service as I get older. Wonderful local library that has staff who are very helpful.

I would prefer more emphasis on 'real' books. The joy of a book is the printed page to take where ever you wish to be with no hinderance of signal or battery issues. Whether fiction, travel book, wildlife ID or OS map there is no substitute for the printed page. Please continue physical book and map loans. I have so missed the opportunity to visit the library with the current health concerns.

I would prefer more literary novels, the shelves seem to be more and more filled with genres -sci-fi thrillers, romances, fantasy. There seems to be large numbers of books churned out annually by the same authors, with ten or more on the shelf, but if you try to find previous books by award winners there are very few.

I would prefer to interact with a member of staff when I come in rather than the current self service as it feels odd and somehow rude just to come in, issue books to oneself and walk out without speaking to any staff members

I would prefer to see a classification system based on alphabetical authors more than type, but most of all I would like to see more copies of the traditional classics, and some of the mid 20c authors.

I would really love to be able to borrow e-books and read them on my kindle.

I would to see the availability of more recently released audio books.

I would use the library more often if I had more information about how to access it. I haven't done that myself though. I would love to be able to listen to audio books. I'm not sure if the travelling library even visits our village anymore. (maybe it stopped during COVID?) There are lots of books that people have read and don't need. The library could also be used as a recycling point for books which are in good condition. We do this in our village to raise money for the village hall (25p a book) There is no admin involved. :as time I went to the library it seemed rather sad, and I found the system of shelves and types of books confusing.

I, and lots of my friends, use the library in our village and would be lost without it. I also help as a volunteer and enjoy re-circulating the books to other libraries. It makes a great meeting place for other villagers.
I'd like more areas for people to study in. Wider opening hours and support for young people to read and learn.
I'd like to see a more efficient reservation process. It used to work very well but so often I wait weeks for reserved items to arrive. Many of these are marked as 'in transit' for weeks when they are located relatively locally. This issue has become more prevalent in the last six months. I realise this might be due to staffing issues under current circumstances. Additionally, the recent change to Borrow Box is not as flexible as the previous provision- the search facility never works if you look for titles so I find the choice is poorer.
I'd like to see more book clubs with a good range of titles. Rooms to meet in to discuss books
I'd like to see more classic fiction by well known authors such as Dickens, Bronte, Austen. I'd also like a jigsaw exchange facility.
I'd love to be able to take jigsaws out of the library rather than have to complete them there
I'm generally fairly happy with the current service and situation. I only use the kids area. I like the garden. In summer it would be nice to have more shaded areas for kids. Or a book shelf outside. Story time and rhyme time should return soon. I don't mind to be in the garden more often due to covid but also because it's a lovely garden. Coffee and tea would be nice or some fruit for children. Do you have any offers for childminders or nursery groups??
I'm happy as it is with the friendly, helpful staff.
I'm happy with services provided and hope that you will keep the smaller libraries open, as it's so much easier to get to my local small library
I'm happy with the library service.
I'm happy with the services I use, but I don't find the Libby app as user friendly as the previous app.
I'm happy with the way the library is run
I'm probably not the right person to ask as I value libraries primarily for borrowing books. I am of the generation who benefited from being able to go to the library to borrow books that were not available at home. However I recognise that times have changed and libraries need to adapt to the digital age. I think that it would be good if the library was part of a community hub where other services were also available - for example local council services, advice services, charities, possibly archives services etc. It would be good if this wider hub provided a coffee shop and toilets and space and seating for people to study and/or use their laptops. Free access to computers is also very important for people who cannot afford their own.
I'm very happy with the Bridport library service and am pleased that it has reopened after the lockdown. To have access to the library is so important to me and other people from the town to read and study. I find it very well run and the staff helpful. It is a service that I'm happy to pay for with my rates, please don't close it down.
I'm very happy with the library as it is

I've not really attended since covid but before that we did get to a point where we had already read all of the age suitable books that my daughter was interested in. Maybe swapping collections between libraries every so often would help? My daughter always enjoyed the things like themed colouring, crafts or picture treasure hunts around the library. Not for myself but through work I come across a lot of adults who are disadvantaged due to lack of internet access or IT skills. I think libraries are best placed to support people to access online services / fill in online forms etc perhaps with specialist bookable clinics for certain days eg fortnightly Universal Credit application sessions for example.

I've really enjoyed the book parcels throughout covid. So having more curated reading. I've discovered new authors through the system

I've welcomed the online service for books and magazines; I'd love to be able to use it on demand for e-books.

I'd like more of the service offered during the pandemic closures when the librarian chose books for me

I'd like to be able to easily search for books online and reserve them for collection in person. I note that you have a new online book provide but haven't yet tried that. The library website says "There are no upcoming events" however google shows 4 upcoming events in the next few weeks. A better 'help' and FAQ section. For instance I have no idea what 'find on hive' means and cannot seem to find out! It would be lovely if you could reinstate library vans to villages. Many people do not drive and find it harder to pop in to town to the library.

I'd like to see a wider stock of books or interesting artifacts. Perhaps talks from staff from local museums who can educate and bring things in. Perhaps even a themed month or events at night.

I'd like to see more audio books available electronically, I can never find the titles I am looking for.

I'd like to see more large print items available for loan. I can order from southwest libraries website but it would be easier to just go in and pick up some books.

I'd like you to spend more on the purchase of new books. I'd like you to be less brutal about withdrawing old classics and good authors, eg Booker, Pulitzer or Nobel winners.

I'd love physical libraries to stay. The library has been such an important part of my childhood, and I wish that future children will be able to enjoy the experience of browsing books, and escape into the marvellous world of the written word, for many years to come. Also, as home learning and working will only become more prevalent, this means that families and children who don't have sufficient space at home to work will be put at an increasingly unfair disadvantage, in the future. This means that libraries' working space, and internet access will only become more critical in future, so I hope physical libraries are kept, and added to, and not in anyway removed or downsized.

Ideally you would ensure you keep a good stock of physical books and audio books and human beings staffing the library rather than any more automation. I work full time and have a long commute so often borrow cd books as well as paper ones. I love taking grandchildren to library and getting them involved in reading challenges and seeing them enjoy browsing the shelves and being inspired by books. I am really sad that we no longer have a library van in our village as I think it's an important facility for our older residents and I used to make a special effort to use it.

If Dorchester is not to have a dedicated Tourist Information Centre - and it should, it is a disgrace that it was closed - a sensible area in the Library should be provided. This is not ideal, as library half-day means no info available. A few leaflets poked away in the back do nothing to promote this lovely county. Wednesday half day was always a stupid decision, with the town full of marketeers. This was raised in a previous survey, when many people said - don't choose Wednesday. As usual, users voices were ignored. Staff are always pleasant and helpful. Full marks!

<p>if I could order new books which Verwood library could put on their shelves. I love hearing the children's singing/activities when I'm browsing for books The staff at Verwood library are amazing, very kind, very helpful, especially after my husband died</p>
<p>If it was easier for me to access more large print books due to my visual impairment. Website not good to get large print books, if option ticked not much happens. I think there should be more choice for large print books as this is only option to access this vital source.</p>
<p>If it's possible it would be good to receive recommendations based on your previous borrowing, but I don't think anything needs to change, I'm very happy with things as they are and like the ease of reserving books I want to read on line and also being able to renew books on line if I'm unable to go to the library.</p>
<p>If possible deliver to housebound readers - use volunteers. Online requesting is very good</p>
<p>If possible increase your provision of newly published book stock, fiction and non fiction to all Libraries not just the Dorchester Main Library, always bearing in mind current financial restrictions. Hopefully more up to date titles could then be made available for Dorset Reading Groups to select for the yearly book choice. Other than that your library service does an excellent job. long may it continue!</p>
<p>If practicable it would be pleasant to find authors books on the shelves covering more of each authors work - not just their latest.</p>
<p>If the Libraries are to be promoted as learning centres with study and reading spaces it would be nice to be able to access refreshments.</p>
<p>If the library had regular staff, flexible opening hours, jigsaw puzzles exchange</p>
<p>if there are restrictions again i would want the click and collect available . a boon during lockdown</p>
<p>If you need to close the Library for one day per week, could you perhaps harmonise the date with Gillingham Library, so that both are not closed on the same day!</p>
<p>If you work, it is difficult to get to the library even to pick a book up. So I have nearly given up with it and rely on the local book share instead. As it is, are the residents of Dorset getting good value for money. If like me, people who are working can't get there it is cutting out a large part of the population. Maybe open fewer hours but more at evenings and week ends.</p>
<p>increase opening hours in Upton library.</p>
<p>I'm a huge fan of libraries so I wouldn't really want to change much, especially as I think the Swanage library is excellent. I'm keen to upgrade my IT skills, so I guess more courses for people like me would be great.</p>
<p>I'm enjoying it as it is</p>
<p>im extremely disappointed with the lazy staff &amp; general over-staffing of wimborne library. every single time i visit, i see the staff (always female &amp; usually 2 or 3) just chatting &amp; looking at their mobile phones. they appear bored &amp; i do wonder what our taxes are being used for there, particularly the lady who i guess is in charge, as all she seems to talk about is how much she's looking forward to leaving that job. i didn't see her this week so maybe she's gone?</p>
<p>I'm extremely happy with the services as they are now, although if Corfe Mullen Library could open 6 days a week that would improve things even more. The staff at my local library are brilliant and although I no longer need children's services and activities I'm delighted to see these happening sometimes when I visit, when there is always such a vibrant happy atmosphere. I hope to see the return soon of the monthly Win on Waste collection point, which had to be closed down during the pandemic. As it has restarted in the neighbouring council BCP, I hope it can be set up again soon in Corfe Mullen or Wimborne.</p>
<p>I'm fairly happy with the way the library services have evolved over the last few years and I congratulate you. Return of daily newspapers I've already mentioned.</p>

I'm fine with your set -up but lots come in requesting T.I.B
I'm happy at the moment.
I'm happy visiting the library building to borrow books. I don't use or need any other services at the moment
I'm happy with borrowing books and understand that opening hours are restricted but potentially there is a role for linking more with the town - signposting, local information, venue for groups....
I'm happy with the current provision, although more books are always welcome.
I'm happy with the current service
I'm happy with the Library and very grateful to have it and the wonderful staff. Anything that encourages people of any age to get together would be welcome.
I'm happy with the service as it is
I'm happy with the service we get, though there used to be more magazines and a Daily Telegraph which is much missed.
I'm happy with the way the library operates and use the reserve and collect facility often I was very impressed that when the library was closed due to covid the click + collect service was excellent
I'm in my early 50s. It always surprises me that none of my friends, all of whom read, use the library service to borrow books. Why is this? I'm always telling them how good the service is, how new the books are with the ability to reserve all books, including newly published. How can you do more to attract this age group? Probably through the coffee shop idea!
I'm not sure what would benefit from developing, I find the on line county council web page very useful and well structured.
I'm old-school - I like to read a physical book and I use the library in the traditional way. I do use the on-line service for renewals and reservations. This suits my needs as is and I don't really need anything else
I'm quite happy with the library service as it is. I usually only borrow books, but last time I went I noticed that the library had a few jigsaw puzzles which seemed to be lent "informally" on a "please take and bring back" basis. I think this is a very good idea. I got hooked on jigsaws over Lockdown and I'd appreciate a jigsaw lending service. I'd happily donate some I've already done to get it started properly at Sherborne Library.
I'm quite happy with the library service for myself but I can see that relatively few older children or young adults are coming into the library. I have no way of knowing whether they are using the online resources or not.
I'm really enjoying the Audio books from Borrow box, sometimes I wish I could access new books without having to wait for months, but most of the time I am very happy with the service.
I'm really happy with the service. Librarians are always very helpful and polite. For me, there is nothing else I can think of that would improve the service.



I'm retired, so it's very difficult to know what may attract future generations to use libraries. I read very little as a youngster until I discovered Science Fiction. I read pretty well the entire stock of my local library. I then went on to read everything to do with mountaineering and rock climbing. Later as i worked through the science section I discovered archaeology, anthropology and geology which led to a life-long interest in archaeology and geology. I've been trying to imagine how this would transfer to youngsters today. I think somewhere for them to meet, perhaps a coffee shop, with an array of IT facilities might attract them, but they may well prefer to have exclusive facilities for themselves. It's a real shame that most of the younger generation will not know the joy of sitting down with a hard-backed non-fiction book that challenges their thinking or takes them to realms that they can only dream of. Similarly, fiction books can have the same transporting effect. I would guess that libraries are used mainly by the older generation, so whatever comes up in your deliberations must take us into account as well. I'm not sure whether libraries should compete with other organisations to put on talks. A coffee shop may be a good idea, but at Wimborne it would be competing with the one in the old Priest House Museum. Perhaps getting community groups to meet there, or the group that will carry out simple repairs of domestic electrical equipment? Whatever happens, access to a very wide range of books via your current inter-library system is essential. Good luck with your survey.

I'm very grateful to have an existing (central) library with its engaging helpful staff. Thank you

I'm very happy with my local library

I'm very happy with Swanage Library

I'm very happy with the service at Lytchett Matravers, the only request would be more choice of books if possible.

I'm very happy with the service provided.

I'm very satisfied with current provision overall - a good dependable service

Important that local library buildings continue. Thank you.

Important to keep a welcoming place for browsing and selecting books. A regular support group for various aspects of working with technology would be useful for myself and others who have to 'learn as they go'.

Impressive childrens section, lively and fun. Computing service also excellent. A list of local clubs and groups would be helpful to those recently retired. Libraries could be a starting point to those wishing to start new groups; or even for those with special skills seeking to offer help. Small and short run printing service would be great too, eg moving cards etc

Improve access to Ancestry records. I HIGHLY OBJECT TO THE LATER QUESTIONS ABOUT MY GENDER AND SEXUAL PREFERENCES WHICH I DO NOT CONSIDER RELEVANT. HOW DARE YOU.

Improve access to visitors who aren't members, ie computers without login accounts. Or partner nationally so one can use a computer in any library without any bureaucracy. Use an open source system instead of Windows.

Improve and modernise the buildings

Improve connectivity with other research archives and improve range of artifacts available.

Improve IT systems and ensure systems do not crash regularly

Improve language training resource Ability to communicate with local councillors Possibly mp surgeries Local area pcso

Improve online services- easier to access, less passwords and pins needed (eg using biometric fingerprint rather than pin to access online services) Online ebooks to be able to read on Kindle paperwhites (non backlit tablets) - this may already be available but I haven't tried!

Improve range and circulation of stock

Improve range of digital e-books, many books available through Borrowbox as audiobooks but not as an e-book. Provide a recommended section in actual libraries to show books with good reviews - especially crime/thrillers!
Improve selection when authors are not found
Improve the Libby app as it is very slow to download e-zines
Improve the online borrowing service. There are very few books/audiobooks that I would like to read available but they are often available as physical books from the library.
Improve the online ebook reader, the previous app was much better. Borrowbox is poor
Improve the opening hours of West Moors Library so it is open every weekday, morning and afternoon and Saturday Morning and late one evening say Thursday to 7 pm. Also having a coffee machine would be welcome.
Improve the opening hours Providing more up date stock Extend and modernise the building Incorporate study areas
Improve the range and availability of Audio Books: Vary the stock of normal books more often.
Improve the range and availability of new titles
Improve the reading group service which is challenging to order books
improve the stock of books that can be downloaded to my tablet
Improve the stock to borrow, and rotate stock more regularly
Improve waiting times for new books particularly popular titles. To enable this to happen and to fund it charge a nominal fee such as 50 pence per popular title.
Improved ability to obtain books from wider sources
Improved access to Dorset History Centre and better information about local history (not just published books)
Improved and more inspired physical and digital holdings, faster inter library loan service and more dynamic and efficient staff.
Improved communication / information. Want to join or become part of a book club / reading group? Here is a link on how to start your own! Very little information is readily available, what sort of books are explored? What age groups attend?
Improved opening hours during the week- more hours. A coffee machine would be wonderful.
Improved opening hours, encourage more people to use their facilities as they are extremely helpful providing information on a range of subjects. Our Grandchildren especially looked forward to the activities at Corfe Mullen Library, LEGO club, crafting sessions, storytime etc.
Improving the stock of books, a lot of books particularly non fiction only seem to be available in Somerset.
In addition to its current roles I think Shaftesbury library should be a place for meetings, discussion groups, training and educational activities, even outside normal library hours
In as many ways as possible encourage children of all age groups to use the library for whatever purpose, even if only as a safe place to meet their friends.
In limited spaces available it would be beneficial to provide drop in perhaps once a month for people to obtain information and get access to local services including the local council. There is also a need for information on services offered for young people.
In Lyme Regis it would help if the library opened at consistent times (say, every morning or afternoon) rather than at scatter gun times throughout the week. It would also help to provide a better office support function - computers, printers and copiers - for community use and the provision of more local information.

In Melbourne, the suburban libraries are seen as an asset to be celebrated, not an expense to be minimised. They are often open until 8pm or later because they are there for the community, when the community needs them. There are evening language classes, history talks, reading group meetings, literary festivals and social events - on top of all the normal daytime library activities. They also do a great deal of school support. There seems to be more 'joined up thinking' to link the needs and aspirations of various local groups. It's sad how little conversation there is here between the councils, schools, businesses and civic groups. The library could be that hub here the way it is in Australia. As I said at the start - it depends on whether you think a library is a costly thing of the pre-digital past or much-needed home of trusted information and community spirit. As for what to do more - advertise the libraries assets and benefits more effectively. And moan about the costs less. The one will sort out the other.

In my opinion the service at Sherborne is excellent - long may it continue.

In our case, extended opening hours especially morning. Otherwise, for the size of library building, West Moors does well. The online book ordering service is particularly good.

In recent years the Reference section has dwindled and some stock relocated to Dorchester. Some of the Dorset collection was well used and important for many people interested in local history who most enjoy browsing books in the library ref. I feel it is sad to reduce such stock as, having worked in the library in the past, I know how important such stock is to people who can't travel further and like to research locally

In Springbourne Gardens there seems to be a perfect place to read stories. With the owls and piles of book seats, but I've never seen anything advertised. I didn't think you needed to advertise in different places. But I have found it hard to find clear information on what events are running. You have to search around on the site, sometimes download a pdf. Also it can be unclear what is up and running since covid. I'd like to go to my local library, but it often isn't open. Which seems a shame. It could be a real hub in the community. Even if it opens a bit more in school holidays or one Saturday morning a month. We've only been once, but I think Springbourne library could be updated. I don't remember there being any seating area round the children's book area. Be amazing to have refreshed have really nice space for children to come look at books.

In the age of music streaming and online movies, there is little point stocking CDs and DVDs

In the past I always used the library for borrowing books. I have always loved reading and joined a book group at the library as well. Unfortunately this folded some time ago. I find these days it is easy to find reasonably priced books on seafront stalls and also it is easier than to see books you wouldn't normally buy to try. I generally have a shelf full of unread books so don't feel the need to come to the library regularly as I used to. However I do feel it is important that the library should be there for all who do need it. More talks and events might get me back in more often but as I volunteer on a Saturday morning that is not a good time. The other events I have attended libraries for are children's theatre, these were a really good introduction to drama for grandchildren.

In the past there has been story time for young children. This should encourage them to come later to choose books, but in place it has been replaced by singing lessons. These are noisy and distracting for other users of the library and I don't see how they encourage reading.

In the spirit of cutting waste and increasing recycling I would like to see the library service inviting donations from the public of books in good condition to supplement available stock.

In Weymouth library you used to have access to old Echos on microfilm - it was brilliant to be able to use this service - no longer there which is a shame

In Wimborne particularly, I'd like to see the odd (peaceful) event take place in that lovely little riverside garden!

Include provision for repair/ reuse facility, also coffee shop should be incorporated with facility for small local businesses to sell/hire their products.
Include some tourist information services. A coffee shop. Be the heart of an amazing, cultural place (Lyme Regis)!
Incorporate a community hub. Provide information on community interests and events (similar to a tourist information centre). Add new stock to the shelves more frequently. Libraries should not have to rely on donations alone.
Increase availability of computers
Increase display of books for 7 year olds and above. Suggest authors and books for this age group.
Increase funding to allow wider opening hours more events and updated stock of books for children and adults.
Increase in audio cd books available
Increase IT support for the elderly.
Increase online reservations back up to twenty or more. The time to reader for newly published books seems excessively long. Before the amalgamation of several libraries the system was much better and quicker!
Increase opening hours, perhaps by recruiting and training more local volunteers.
Increase opening times and stay open later.
Increase opening times please
Increase opening times. Have libraries open on Wednesdays - it's often te best day for me to attend, but all my fairly local libraries are closed. More stock of non-fiction especially geology, physical environment, travel. Have themed displays, years ago an ichthyosaur was displayed in libraries which brought people in. Similat to the recent display of "dippy". This could be done by various organisations eg museums, Jurassic Coast Trust, National Trust etc
Increase range of books at Gillingham library but overall it is a fantastic library with very friendly and helpful staff
Increase range of e-books and e-magazines. Offer a range of talks and workshops.
Increase range of fiction ebooks
Increase range of opening hours and increased use of the space as a more social meeting place for events , place to access citizens advice, housing, parenting information groups and support, employment advice
Increase range of stock of best sellers - eg. There is only 6 Thursday club Murder copies in Dorset and we are number 18 on the list . You need to increase stock of best sellers. Increase access to audio books which can be listened to online by the elderly who can no longer go to the library Increase teenage books eg. Manga for teens as the stock is very low Increase access to reference books. Perhaps a pod cast which elderly / young can ostensibly to stories being red to them at certain times of the day
increase spending on book stock
Increase stock of books
Increase the available digital books on BorrowBox, both the number available to hire and the number of different titles available.
Increase the library stock, for example, if there is a series of books, the whole series is available to borrow, not just a selected few. More advice from the librarians as to what books to borrow.
Increase the number of digital copies of each book so that there isn't months to wait to read much of the popular stock.

Increase the occupancy of the library buildings by groups, organisations etc., when the library isn't opened for " normal usual", but not at the expense of the opening of libraries for their principle use or the reduction of their budgets for this purpose.
Increase the range of books available
Increase the range of non fiction books especially educational books,natural history,science,humanities and reduce the excessive number of books on real and fictional crime which seem to dominate the shelves.When I discussed the excessive number of crime topics I was politely told its what people want but I personally do not think that is what libraries should promote.Promoting education should be the primary goal of libraries.
Increase the use of library as a social hub centred around books , dvd's, media generally. More book groups within the library. The library is a valuable resource and could be put to even better use.
Increase travel books and info about the world. Increase info. On local events
Increase your range of books.
Increased availability and range of Audio books, so there is less wait for popular titles. Increased stock of new fiction and Young Adult books. Increased opening hours.
Increased availability of ebooks and audio books for download, especially new releases and classics
Increased book choice and more new books. Better opening hours during the week and on Saturdays.
Increased encouragement of very young readers, perhaps with more activities. Additional areas for reading and reflection ie sofas and chairs.
Increased stock of newer books and longer opening hours (ie no half days/shut)
Increase the stock and variety of items to borrow. Your selection of books has dropped substantially.
Individual members of staff should get to know their users again. Certainly in larger libraries this has been lost since automated transactions have been introduced. Outreach work to people in deprived communities and people who are homeless should be extended to help them improve their life chances. Bring back mobile libraries - they were always about more than the visitor/loan stats and they help people to remain independent in communities that have lost their bus services. Public libraries have always been about helping people who need it and about education, not about lending the latest best sellers to people who can perfectly well afford to buy their own books. That tradition must be maintained because the need will always be there.
Information and availability of new books. Knowing where to start with authors/ titles can be quite daunting. I have recently been back to the library after covid and it was great to speak to the librarian but with awkward opening hours it is a lot easier to go online and I am happy for a wider use by the community
Information bureau in the library
information of council services - transport etc
Information of services available and updates
Inspiration for new reads, ie Crime Month, a brief overview of authors and their type of writing Marketing to encourage people to broaden their reading. Useful items available, who knew you could hire maps of UK etc if you're going on a trip. A monthly newsletter could encourage more visitors
instruction in use of computers 0
Integrate libraries within community 'hubs'. Try to overcome the (wrong?) perception of libraries being 'exclusive'.

INTERACTION WITH LOCAL BUSINESS + LOCAL GOVERNMENT + THEIR REPRESENTATIVES TOURISM HUB (INFO)
Introduce book donation to encourage recycling and cut library service costs on book purchases
Introduce clubs such as a book club or clubs for people to meet. Introduce a genealogy service
Introduce more activities within the Library - aimed at helping to increase the reading levels and literacy as well as to introduce more people to reading books. Start a Friends of Sherborne Library group to promote these services and the Library in general - as other regions in the UK do.
Invest in Colehill Library as a council. It is run by volunteers but is a necessary public service in Colehill. It is out only public service in a busy housing area and is much loved.
Invest in more newly released books
Invite authors along to talk about their new books
Involved on community networks so know other projects and support available, but also support community groups who need space or resources. I think you already do all this so just continue but possibly become like a central link or hub of knowledge.
Is book stock circulated amongst libraries? More topical displays - this is already done but can we have more. Circulating collections bought specifically of recently published books all of a certain genre, chosen to promote thought and interest eg travel, poetry, design and creativity, nature - the list is obviously endless ...
Is it possible to extend the borrowing period to 4 weeks instead of 3? I ask because reserved books often come along 2/3 at a time and it is sometimes not possible to read them in 3 weeks.
Is there a suggestions list for items?
It all seems pretty good to me. If I'm looking for a book or an author or an idea I search for it on google then see if it's in the library and if not I put in a request for an inter-library loan (if it's rare or very expensive). It all works well. Thank you
It all works for me but I do sometimes have a problem getting on line, so I really don't bother any more
It has been very useful to be able to access Ancestry on line. Would it be possible to continue this service after COVID?
It is a good service now, am happy with as it is.
It is a lot more difficult with a smaller library than a large one to fit in things for people to access. Having been born in the city, I used to visit my library twice a week in the evenings to study and to read various things on my hobbies. Also back then libraries were silent places where it is so much easier to read and study than todays libraries that are so noisy. I have to admit from choice if it came to paying for things like Netflix or getting a book from the library I would do the latter for entertainment. These days I usually see a book I would like to read either in a magazine or somewhere, then I see if it is available on the library service and if it is I borrow it, if not I look on Amazon to see what it would cost me which is a thing I did recently. Your service by email to let me know when it is in and also when it is getting towards time to return it is brilliant and very useful. Please do not forget the original reasons for having a library with all your modernisation as it could ruin it. Over the years two things I have appreciated, one is learning to read at school and I was always a good reader and loved stories and the other is learning to cook when my first wife and I parted. Both very useful things.
It is a very useful service for those who like reading, has a good range of books which could circulate with other stock a bit more often. Library staff always helpful and well informed
It is already a very good library service.
It is already an excellent service, albeit with limited hours. All it needs is many more books!
It is already excellent! Thank you ... I love the library ... wonderful staff and a marvellous service.

It is clear and understandable that visitor numbers decreased during Covid. Dorset should be investing to bring people BACK into libraries. Setting aside the important purpose of libraries to provide books, their scope has clearly extended to be an important supporting community resource. Investing in libraries is investing in community services as a whole. The change to the new eBook supplier has been good but the online catalogue is still poor and not good for accessibility. For me, searching for a book, I can't scope my search to Dorset, let alone my local public library. Knowing a book is available in Bristol is of no use to me. A library catalogue fit for the future (where I can search for eBooks and print books combined) would be progress.

It is disappointing that Sherborne library has reduced the number of magazines available to read and entirely stopped providing daily newspapers like The Times and Daily Telegraph. I would hope that these can be restored, either physically or at least made available online.

It is essential that you continue to have sufficient staff at the library that are able to help in a friendly fashion with out being patronising. N.B. Bridport library staff are excellent and very helpful.

It is fine as is, just stop mucking about with it.

It is good to have contact/interaction with the people who staff the library Please don't take that away. Do continue to highlight NEW books in plain sight It would be good to have a greater section of books about nature and nature writing

It is good to use the foyer for exhibitions; could this use be expanded please?

It is great as it is .

It is important to maintain libraries as physical entities particularly in rural or semi-urban locations. They remain vital social hubs for many people (perhaps not myself who is computer literate). I would like to see more IT infrastructure in libraries for the public use, e.g. access to archive collections not available widely via the internet. I personally do not now borrow physical books, I use the digital service and the new app provides a wider selection than the old app. Increasing the coverage would however still be a useful aim. If I need a paper copy of a book I would tend to buy it, probably from Amazon.

It is just right as it is.

It is perfect for my needs

It is very good, I like the idea of a coffee shop where one could read or study.

It is very very important to my organisation, Read Easy, that we can meet our readers in local libraries. The small local libraries such as Chickerell, Wyke Regis, Littlemore are essential to our work, providing safe spaces for adults who struggle to read to get help.

It meets my needs as it is.

It offers everything I need for both myself & our 5 year old. I don't think anything needs changing. It's perfect, just the way it is.

It seems likely that more service will go on-line but the human interface is important. Some degree of self-service will be introduced; the stock is not valuable but there is a need to keep the databank reasonably correct.

It seems that the play sets are to be removed from the Wareham library, which will make it difficult for the play reading group to choose plays. I'm not sure how the new system will work, although there is a suggestion that single copies of play sets may still be available.

It seems to work well as it is, considering existing constraints (funding etc).

It should make available for elderly people to belong to craft groups etc so as to meet people 60and over to be able to socialize so they are not so lonely.

It still seems very complicated to borrow digital books, so it would be great if it could be made more straightforward.

It strikes me that this survey attempts, in part, to determine whether library buildings and associated costs can be reduced. I am a Sherborne resident, and there was an opportunity in this town to rationalize usage by combining the Town Council's office requirements with those accommodation needs of the Library, the Citizens' Advice Bureau, and a public meeting/entertainment place (currently served by the inadequate Digby Hall) in one elegant building - Sherborne House in Newlands (this house has now been purchased by a Trust, so perhaps this opportunity still exists, or may exist in the future) - thus preserving a listed house of architectural importance while providing a center in the middle of town serving multiple purposes for the convenience of the public. Of course, such a scheme would require cooperation among councils and agencies for the public good - and I'm not sure to what extent councils and agencies currently liaise. However, the general point is still valid, I feel. As budget constraints hit ever harder on councils, as more and more of the financial burden is passed to them from central government, rather than looking for ways to scale down activity, look for ways to rationalize provision involving more than one public service, council or agency - for example, most schools have libraries and librarians and many are in central positions. Frequently this involves investment now to reduce costs later, but most councils have some land assets of one kind or another that can be realized to fund such capital projects. What is beyond dispute it that any reduction in Library Services would be a retrograde step for many elderly residents, such as me, by limiting access to a valuable social and cultural resource which features prominently in their lives.

It suits me very well at the moment thank you

It was very useful when there was also the tourist information service in the same place.

It works ok now

It works well as it is now. No change required.

It works well for me as it is, thank you. It is an excellent service and an essential part of the social/educational mix.

It would also be great if we could read books in different languages.

It would be a good idea to have an extension to contain all our local history in this village (Lytchett Matravers)

It would be better if the half-day on Tuesday and the all-day closing on Wednesday were NOT consecutive.

It would be good if access to a very wide range of literature would be available at a sensible cost. For instance, if I want some information about something technical like a British Standard, I could get an inter library loan from the British Library. However it costs a fair bit and you cannot see what it is before you buy. I would have thought that having a digital copy cannot be that expensive to send but it is only physical copies available at the moment. There's nothing worse than spending the money to receive a copy and then finding it does not solve the issue you are pursuing.

It would be good if libraries had more funding to enable them to be open all weekdays instead of having to close for a full day

It would be Good if the Wimborne library was open on a Wednesday. A coffee shop would be nice Use of the upstairs room to sit and chatter

It would be good to be able to check books back in /return them outside library opening hours It is great that lateral flow tests are available to pick up free from the library - hope this will continue I have come into the library in the past and there have been childrens' singing sessions - think libraries not the right venue for this

It would be good to have a wider variety of items to borrow. Books and DVDs. I would like to see an educational or cultural angle to items.



It would be good to have an app for books available on the digital library which allowed reading on a standard kindle (not kindle fire)

It would be good to have information about what people are finding "good reads" at the moment and what is the subject & narrative of books More reading groups Co-ordination of language-learning groups Give advice on which authors to read for specific subjects Change books more often. At present the same books stay in the shelves for many months

it would be good to know about volunteer opportunities that may be available at/through the local library. One idea could be to offer additional reading/writing small group/individual classes for children. (Covid catch-up or just for fun) Or additional language classes for non-English speakers.

It would be great if our library could be turned into some kind of community hub. For example, this is a very rural area, with no direct public transport links to Dorchester, so some local people would really benefit from being able to access advice on housing and benefits etc there. It would be good if officers from relevant organisations used the library to see these people locally at times the library is closed to the public, as it seems a waste for the library not to be used more during the week and there's not really a lot of room for setting up separate space for meetings like these in a small library when it's open to the public. I hope it will be possible for author talks and informative talks to start up again before too long, as it's lovely having authors come to the town and I've enjoyed listening to a cyber crime expert from Dorset Police and an officer from Dorset Waste talk about recycling. It's good to have libraries used in this way. I like attending the monthly coffee morning there each month too and would like more adult craft activities and writing workshops. We don't have a lot going on in the town for youngsters, so it's always lovely to see some enjoying Lego club or craft activities at the library. The more of that which can be arranged, the better. So, yes, the more our library building could be used, the better it would be, as it would become even more of an asset for our town.

It would be great if the library building could become a community hub. For example, I don't need to access other services much myself, but can see that it would be useful for local people to be able to talk to officials here about housing or benefits etc because we are in a rural area and there's no direct public transport to Dorchester. It would be good if space for this could be created without spoiling the library by reducing our shelf space. Maybe some of these additional services could be offered at times when the library is closed to the public, as it seems a waste to have the library not being used more during the week. The Friends of Sturminster Library have arranged quite a lot of events in recent years and it would be good if this continued, as it's lovely to be able to have authors come to the town to talk about their books. I also like informative talks and particularly remember one by a cyber crime expert from Dorset Police and another by a Dorset Waste Partnership officer. More talks like those would be good. I also enjoyed the once a month coffee mornings the Friends ran at the library. I haven't got young children myself, but there's not a lot going on in the town here for youngsters, so it's always nice to see them doing crafts and other activities like Lego Club at the library. Having more activities for youngsters would be a good move, I think. So, to summarise, I wouldn't want the library's main focus not to be books and reading, but it would be great if it could be used for more activities and become more of a community hub.

it would be great if the library was to have a coffee shop and open later or all weekend. I'm currently completely an open university degree as well as working and need a quiet space with facilities and without distractions to study in the evenings and weekends whilst my husband looks after our little one, or where I can bring our son to read books on a Sunday whilst I study.

It would be great if there was better availability for the borrowbox audiobooks. As it is a digital resource, would it not be possible for more than one person to have something at once?

It would be great if we could get a coffee and snack at the library.

It would be great to improve access to ebooks - wait times are often really long. I would much prefer to have an ebook rather than a physical book most of the time and only really go into the library to pick up reserved books (because they are not available as an ebook) I would also like to see a better selection reflecting current popular books which are being recommended a lot on social media through bookstagram etc.

It would be handy to be able to buy books through the library - via your website perhaps. If I read a book from the library that I like I sometimes decide to buy it - I usually do this via Amazon as it is cheaper than a bookshop. I will usually buy a used book from them, but in good condition. I sometimes think it would be nice for the library to get something out of this - so for instance there might be a way for the library to order books on our behalf and just add an administrative charge - I think this would be a useful service for people who don't have the time or know how to order items on line and even those who do might be willing to order through you and pay a commission or small charge, if it means helping the local library. Also if you have space available, you could also consider asking people to donate second hand children's books (in good condition) on an ongoing basis - and offer these as free to child members to keep or read and return. I would certainly be willing to buy such books from charity shops or even new to make such donations - as I am keen to promote reading among the young. I'm a keen supporter of the library service and have been all my life, but I think these days you need to extend your reach if you are to survive and there is scope I think to expand your services to all ages and interests.

It would be lovely if we had our volunteer's mornings back. And something for the young mum's with baby's and toddlers, story time. We use to have a low tables and chairs but they have disappeared !

It would be lovely not to have to wait months to borrow books on line.

It would be nice if shared reading in the library could again take place.

It would be nice to be able to drink a coffee and use toilet facilities.

It would be nice to have a book club and perhaps a coffe and chat time.

It would be nice to have a hot drinks machine in the library for people to use. It would be nice to have activities available on every day of the school holidays to allow working parents the chance to attend one event if available. More local hunts around the town to get the library involved like the local school ABW does. As a family we all really enjoyed the author meets and the zoo labs. The author meets were lovely, the way they talked through their lives and related this to their story making. The way Petr Horacek helped the children to draw an elephant.

It would be nice to have a meeting space for groups and craft workshops.

It would be of benefit if the library was not closed totally one day a week ( in Blandford - Wednesday )

It would be really lovely for an under 1s session to run again at lytchett Matravers library as this was vital to my well-being when I had my first child so I can imagine the lack of under 1s at the moment would be impacting lots of new parents. It's the meeting other people that is really key to keeping you getting up and going out with your baby. I think it's quite essential.

It would help if the library accepted cards for transactions

It would help if the library operated normal hours and extended into the weekends rather than closing half days and not opening until 9.30. These old systems need replacing.

It would help to have free parking behind the library.

It. I appreciated the offer to have a book selection made for me during lockdown. If possible I should like to have a book a month chosen for me

It's a great service. Wonderful place to bring a child and introduce the importance and fun of books. Dorchester library is a lovely, spacious, clean environment, with well informed and helpful staff- we're very lucky to have it!
It's fine. You could recommend a book of the month or suggest a good author with a brief synopsis of their style
It's important to find the right balance with being a library and also a 'one stop shop/community hub'
It's perfect. Just buy more books.
It's a good library in Dorchester. Keep it open and available please. Do not reduce the service.
Its a library, loan books, pick up books..... Its pretty simple really & doesn't need to be anything more then perhaps learning/reading areas for children
Its already fab and so glad with COVID that I could still order and collect books and then great to start visiting the library again. The books are always well displayed and often prompt me to pick something different. I am so glad that we have a good library with excellent staff in the village I like to be able to pick up local information/papers etc and this is the only place they are available in the village Now that planning notices will not be put up by the council my only thought is that a list of planning applications could be displayed in the library
It's an excellent service with engaged and helpful staff. An appreciative user.
It's excellent as it is.
it's fine
It's fine as it is
It's fine as it is.
It's fine now
It's great as it is. Please keep it going. I study a lot so stock is important, and the Libraries West service for ordering is fantastic. Perhaps Libraries West could expand in future and include other counties e.g. Hampshire, or Bournemouth University. I appreciate that there is so much more information in books than is available on the internet, and I use archive.org and Google books as much as I can, but still come back to Libraries West. The new Libby emagazine is poor in comparison with the previous providers. You cannot get email notification of when a mag is available, and searching for the same title every month is tedious.
It's great because all we want to do is borrow/reserve/order books
It's great now, but more books and increased opening hours would be lovely
It's okay, emphasis on
It's very good as it is right now!!
I've been shocked by the lack of privacy for people talking to Citizens Advice etc in the Weymouth branch. I have felt like I shouldn't be hearing people's private details. I wouldn't want to talk about anything private in that setting. Surely it is a breach of Data Protection?
I've found the library much less attractive since you moved the majority of books to the first and second floors. Please could you extend the selections that you put out on the ground floor. I order specific books online for Dorchester Book Club and Radio 4 Book Club, but sometimes I want a random choice...so please put out displays of selected books under more genre areas. Maybe with reader recommendations as well??! The first floor is very barren and uninviting I'm sorry to say.
I've found the provision of Ancestry.com as a freebie during the lockdowns as very useful and I'll be sad to see it finish at the end of December, although I know I could still visit the library to access it for free. So, more on-line services for research via the library portal would be welcomed.

I've only recently moved to Shaftesbury and therefore only recently joined shaftestbury library; I have joine a local book group and get monthly reads; I haven't yet come to understand the full range of facilititeds and programmes offered by the library but i know it is spoken highly of among my neighbours

I've really enjoyed using the Borrowbox app for audiobooks and I would like to continue using that - although more info on newly available titles would be helpful. A way of borrowing (streaming) other online content would also be interesting (e.g. documentaries, films etc.) might also be good if it's affordable or free.

I've seen libraries in other areas that have a fantastic stationery and or bookshop combined with a cafe. This encourages those that would not normally visit a library, provide income and make the library a vibrant and integral part of the community/shopping centre.

Jig-saw swap

Just add more and more! ...please...

Just be there! Libraries are and have been an essential educational tool in Wimborne since the establishment of the Wimborne Minster chained library. That's a long time ago. So please do everything possible to maintain the library service in the community. Thank goodness for the efforts to maintain and develop the community library at Colehill.our own children have greatly benefited by having a Local library in walking distance to their home . A interesting idea for the future might be closer integration of the school and public library servicel. In the wimborne area we are blessed by the provision of a variety of venues that support wellbeing and extended opportunities for accessing learning . Thank you everyone involved. In my 8th year I have survived the covid epidemic by reading,a great help to keeping a positive attitude to old age.

Just books,,,books and more books! And peace and quiet.

Just carry on with the present service. Books are now available from a large number of libraries in the area and waiting time for a requested book is already quick.

Just continue the services already available and so important to a wide range of people who use the library for activities bin addition to borrowing books.

Just continue to offer a community-based service, preferably with increased investment and - in the case of Portland - perhaps increased meeting space / opening hours. Weymouth and Portland is such a deprived area - the library service is brilliant at offering support to our communities and I would love to see even more investment in the library service to facilitate this.

Just continue with what your doing and change nothing.

Just different hours!

Just do what you are doing

Just don't close the libraries down and make everything digital ... the Upton library is a hub and although I do not have young children ...I have seen lots of children use the library, do the holiday reading lists, quizzes and things the librarians organise there ...which promotes the love of reading and exploring books ....so much is "online" and "gaming" for people ...searching for books and literature is exciting ...whatever age .... I have a kindle ...for my holidays but love "real" books and the survival of the bookstores should prove a lot of others do too ...I also use the CD books as I travel a lot and do not have ....and don't want ... iPhone downloads !! A BOOK CLUB/ GROUP ....would be great way to bring the community together!

Just don't close anymore Libraries

Just ensure users can borrow a good range of books at convenient times, and have qualified librarians in charge.

Just have a good range of books including recent titles & perhaps wider selection of ebooks & audiobooks.

just keep being there!
Just keep doing the great work you do. Perhaps have more times for opening... in particular, it would be better to have Friday openings in the afternoons rather than the mornings..
Just keep doing what suits us, 'which is the lending of books with the ability to borrow the latest books on the market.
Just keep doing what you are doing brilliantly. Small Coffee shop would be great
Just keep doing what you're doing, with maybe longer unattended hours for those of us who work.
Just keep going
Just keep having a good book stock
Just keep improving
Just keep lending books
Just keep on doing what you are doing
Just keep Sherborne Library open, and if possible extend to have more stock.
Just keep the libraries open please and not at the mercy of budget cuts.
Just keep the library open for borrowing items. An essential service.
Just keep the library service available for all -reading is vital
Just keep the service as it is and NOT withdraw/close it
Just keep them open!!
Just keeping all the libraries open and maintaining current services would be a major achievement!
just keeping our local library open. A more consistent delivery would be good too.
Just leave it as it is. The staff are helpful and knowledgeable. The times of opening are excellent and convenient. The location is ideal and central for the surrounding area housing.
Just like being able to visit the library if I need to.
Just maintain present service
Just make sure it stays open. Libraries are so important!
Just make sure our library stay there. I heard a couple of visitors to Bridport remark "Oh look, they've got a library". In these weird times, to have access to books is so important, and the staff at Bridport are so helpful.
just make sure the library service stays and is not cut
Just please keep the libraries going. I have used libraries all my life and now my children do too. When they were younger they used to spend hours there. Libraries are vital community spaces. (We also like the jigsaw in Wareham library.)
Just stay in tow
Just stay open ! Keep online requesting service Publicise home delivery service more via permanent display for volunteers and future clients Do you still have tape machines to loan to audio book readers ..if so do a permanent display on what still available
Just the idea of a quiet friendly coffee area. Not coffee mornings so much as maybe a paid coffee machine where one could sit and maybe meet a like mind, but not a noisy group. Wareham is the best little library I have ever found(and I am 80 and value books greatly), so Please be careful to keep its caring gentle ambience where reading continues to be number one! what else does the word library mean? This library has been my haven after I was bereaved and continues to be my favourite place. Wonderful librarians who recommend super books. I love it.
Just the opening hours! I think otherwise the library is fantastic at what it does

Just to keep our library open as we know many people who use it. Also to stock more books as I have been using the library for a long time and have read quite a few of the authors I like. Think it is a good idea for the swap service as I have many books which I could donate

Just use the library for all the things that have been mentioned plus the ones I have detailed earlier. Also, have the library open every day. Try to have a 'quiet' area for study/work away from the main areas so that people don't feel they have to speak quietly and can have lively conversations in a happy and welcoming atmosphere. More laughter please generally. , not just when there are children's activities. A coffee shop would also help and a general more social ambiance. Let's get away from the old stuffiness!

Keep 'physical' libraries open and flourishing. They are a vital part of the community. Please do not undermine them by pouring all the resources into digital provision. Please Do Not close Swanage library.

Keep a decent stock of books and magazines

keep a good and varied stock of books available for borrowing. concentrate less on other events which are dealt with by other council departments

Keep a good stock of fiction and non-fiction titles. Increase the digital access to books and audio books.

Keep a library in every community and staff them properly

Keep a well stocked book range and keep printing going

Keep a wide range of up to date books in stock.

Keep access to the library available!, do not further reduce hours or access.

Keep all libraries open including use of volunteers

Keep an emphasis on support for the community.

Keep and develop digital services to browse, reserve, borrow, return and renew physical books, e-books & audio books Continue to make available physical copies of Local Government documents, Local Government information and consultations Continue and develop the home library service and large print books. Use the library space for as many activities as possible (given space limitations) including children's activities Continue to make a good selection of physical books available for browsing. There is nothing i would like you to stop doing. I would like library buildings to be used for as many diverse activities as possible so they become community hubs and stay open - for longer hours if possible.

Keep are library service open & available as many days & hours as possible. Keep availabilities to as many book as possible. Keep the library as a place to be able to go & study & work from, open to all. The library has been a main place to go through out bringing my children up who own a library card from the age of 18 month old. As a family it has been a really important place to be able to go to & use, to enjoy time out & just sit quiet or read or study, or get information & assess further day school courses. Doing level 2 counselling at Weymouth library 1 x day week. Did Level1 on 365 in lock down. I will still be using my library when I'm retired.

Keep as many libraries open as possible. they are a valuable community resource and greatly support the well being of people in the community

Keep as many local (i.e. village etc) outlets as possible. Train volunteers fully. Keep overdue charges to a minimum - one never knows if a single person (for e.g.) is unwell and the worry/guilt (for older folk esp!) can add to their dis-ease.

Keep being a 'welcoming' space for my children who both adore books. Having access to a library within walking distance of home is a joy. The library staff are always knowledgeable, helpful and have encouraged my eldest to discover new authors. It's such a priviledge to have a 'free' service like this and a visit has become part of our weekly family routine. Thank you!

Keep book collection up to date. Better advertising of online services.
Keep children's & teenagers noise to a more acceptable level whilst others are trying to study
Keep Corfe Mullen library open. Improve access to online magazines - the recent change of supplier is more difficult to use than the previous one.
Keep developing ideas to encourage young people to read and enjoy books. Use the library as a communal hub to help and inform residents of help that is available should they need it. (Advice regarding employment, skills courses, food banks debt counselling etc) Provide information regarding local events and provide an information /welcome pack to new residents, regarding local services, doctors, dentist, schools, churches, WIs etc. The village is expanding and new houses are being built so this would help newcomers to settle. I don't want you to stop anything the library does now.
Keep developing titles . Particularly all titles in a series.
Keep doing the core business well - ie being a lending library; don't diversify into oblivion. Keep pushing the ease of use digital/tech boundaries Keep being ruthless with the condition of the physical stock - dirty, smelly, faded, broken stock makes me not want to borrow and gives the impression that the library is not valued or to be valued
Keep doing things as they are now - they work for me .
Keep doing what libraries do best.- Have a good choice of books for loaning out and an excellent librarian as we have in Susan at my local library in Lytchett Matravers please. Thank you.
keep doing what you already do well thank you for making as much as possible during these testing times.
Keep doing what you are doing
Keep doing what you are doing including the friendly and helpful staff
Keep doing what you are doing! Thank you!
Keep doing what you do now. Don't reduce the service
Keep doing what you do. I'm sorry that's probably not very helpful but what you do is great.
Keep doing what you have been doing for the last 20 years.....lending books, physically and digitally, providing computer and photocopying services and running reading groups.
Keep doing what you're doing. I don't use it much now but want a library service when I retire within the next 10 years.
Keep encouraging the young to read books.
Keep focussing on the key priority - making a wide variety of titles available to the public free of charge. This includes physical copies, and also digital. I have very much appreciated the online audiobooks, and the choice is growing, but so is the demand, so there is often only quite a limited choice without a long wait (the increase in titles you can have is great as it means you can put several long term reservations in). Restart group events such as rhyme time and book clubs - I don't use them personally, but know how important they are to other people. Do not focus on mixing other council services in with libraries. These detract from the core purpose of a library. The council should not see libraries as a cheap way of providing them. Libraries should do all they can to encourage young readers - a clear strategy from rhyme time (etc) up, with clearly thought out and of how to encourage and support readers as they grow and move on from stage to stage. The provision of the service during lockdown (at Bridport) was inspired (where you gave some ideas about what you like and then a librarian selected 10 books and DVDs you might like). It would be great if this could be reintroduced as a permanent feature. Do NOT close Bridport (or any other) library. It is an absolutely essential part of the community.
Keep getting more books please
Keep going as it is, mno complaints lovely staff.

keep going as you are. A campaign for more funding may help. to improve your service.
Keep going. With many thanks. John.
Keep having a good stock of good quality reading materials and keep your helpful lovely library staff.
Keep having a good variety of books whether in local library or available for transit - reservation and renewal services are great. Keep the online author talks (particularly for children) going even if a recording and a possibility of asking questions. Was a great resource in lockdown to hear authors in other parts of the country that we would never have been introduced too. Have had loads of new fantastic reads come into our home as a result. Children so excited when their questions answers and easier for introverts online to type their own questions.
Keep helpful friendly librarians like Pauline at Littlemoor library.
Keep home delivered book service
Keep improving stock especially non fiction Do more community events get people into the space more whensafe to do so . Invite classes of school children
Keep it as a library - for example not a coffee shop. Extend the book stock Make the stock list more easily usable preferable online Improve the reference library monthly magazines keep the existing staff Stop the tourist agency taking over the library
Keep it generally as it is - nice atmosphere and great staff. Please don't force everything on line - not everyone is tech savvy and others (I have an autistic grandson) need to access services in person.
Keep it in the community! Adapt to current changes but also keep the unique selling points of the library - free, books, computer/wifi access, staff. Have activities and events but don't forget the core uses of the library. Don't get rid of anything just to make it look more tidy/clean/professional. People want to see the quirks of a library - newsreaders, old books, old newspapers etc - these are all important aspects of the library! Have more book related activities - talks, readings, story tellings, workshops
Keep it open. Online service- webpage should be better.
Keep it, don't close anything. The range of stock is great & seems to change quite regularly. Being able to reserve items is also a great bonus. Hurrah for libraries!
Keep libraries alive, more events within
Keep libraries as they have always been
Keep libraries open and reopen some previously closed libraries. Libraries need to be local to the users.
Keep libraries open as a welcoming, warm space. Bridport library have some great staff who make one feel welcome and are very helpful, enhancing my role as part of the local community. It is the staff that make the library such a special place to visit as well as the online shared reading. I value both as living alone and especially during isolation. I think if more elderly people living alone had such experience they too would use it more.
Keep libraries open for sensible hours, including evenings.
Keep libraries open Maintain home and mobile library services Employ more trained librarians Arrange for access to academic resources by request JSTOR
Keep libraries open! Libraries are an essential service and their purpose is not to make a profit!
Keep libraries open, not only for borrowing books, but also as meeting places for groups of various types, especially in rural areas where other activities are not so readily available. Provide a good selection of books of all genres and the ability to order books that have gone out of fashion or print that are still held in another library.



keep libraries open, staffed with friendly, knowledgeable librarians as we have in Verwood. Introducing young children to libraries and the joys of reading can lead to a lifetime of use of a library
Keep Libraries open. Provide information, advice and support, eg on using computers, accessing government and council services for benefits, tax, housing register etc).
Keep loaning physical items locally. I usually take out a large number of books, start reading them all but end up reading the ones I find interesting. In this way I don't have to pay out to try new books and authors but can expand my reading interests. Eyesight issues mean that I can't spend too much time on screen so a virtual library doesn't work for me.
Keep local libraries open as much as possible, especially in smaller communities where a library is so important. Encourage young people and families to visit and feel welcome.
Keep making the people a priority
Keep on doing what they are doing
keep on keeping on
Keep on-line Home access to Genealogy resources eg Ancestry.com AND keep up the valuable on-line checking/ordering books etc which is much appreciated ALSO thank the library staff for their unfailing helpfulness and enthusiasm
Keep our libraries open
Keep our libraries open
Keep our library open
Keep our local library staff. In Lyme Regis when I go they are invaluable, making suggestions helping find books. Can not be replaced by online services.
Keep physical libraries open. Engage with local schools. More events for children.
Keep promoting the online services but not at the expense of the physical buildings and books
Keep providing a good stock of books, and help customers to browse the selection if the items are not there for browsing on the shelves ie to find a way of coming across something by chance.
Keep providing a range of services which encourage reading and well being. Home Library Service is critical to well being for those who are housebound. Support services for those adults who cannot read well and need help as it prevents them living a full life.
Keep providing a space for books and reading and having knowledgeable staff who promote a love of reading. Try to have new books as soon as is feasibly possible.
Keep reservations free Keep good quality book stock Keep physical building Keep paid staff
Keep Shaftesbury Library open - it's essential
Keep the bricks and mortar of every library building you have, and buy back premises lost since 2010. Promote online services but not at the expense of, or in place of, said bricks and mortar and librarians
Keep the buildings open and offer different activities for a range of ages
Keep the buildings open.
Keep the comfortable peaceful space. It's excellent! Provide work stations for laptop users that could be bookable. Open a cafe with real coffee and healthy snacks. More events for children.
Keep the library open
Keep the library a mix of online and physical. It is very important to have access to a great range of physical books for all ages and genres. Community engagement within the library premises is essential as part of our personal wellbeing, withdrawing totally into an online space would prove disastrous!
Keep the library buildings open and better funded with more choices of books!

Keep the library local. I like to browse - I am not in a position to take a bus to Blandford on the chance that a book may catch my eye. When I pass Stur library I often just pop in to see what takes my fancy.

Keep the Library open - it's a brilliant hub in Wimborne and is well used by my age group - 70+. I like to check books out in person as well as ordering online or by coming into the Library. The staff are always friendly and helpful - please thank them for their great service. I've got used to the reduced opening hours, but would not like them to be further reduced. I'm in a book club and we often order multiple copies of books, the ordering service is very useful. I also borrow e-books, but prefer to have a printed book to read.

Keep the library open as it's so important for the community. It especially is a lifeline for the old & young, supports careers & a space to meet people. It also supports those under financial pressure to access services they need. Finally it is critical for mental health in all ages.

Keep the library open at least for the times currently operating. Provide space for group meetings especially for regular book reading groups.

Keep the library service as it is now, with all the facilities now on offer. e.g. which magazine, news papers, latest publications

Keep the library stocked with up to date books, nothing can beat reading a physical book.

Keep the main focus a library and encourage more people to read. Perhaps have adult reading classes for those that struggle.

Keep the online catalogue and reservation service for ordering books between south west libraries. Keep the digital magazine subscriptions which used to be available on RB and now on another platform- (this is not as good as RB sadly). Have a coffee shop in the library (but not for hot food) and an area to read or study or work. Have free WiFi access at all times. These would massively bring the library services into 21st century. But keep the generally accepted code of quiet/silence. So even though there is a coffee shop, it is still a place of reflection/study. Have a couple of separate meeting rooms for local groups to hold workshops or club meetings in the evenings, Have a key fob for each library member, which records who has entered the library and cameras inside to keep everything secure. Then allow these key fobs to have access to the library out of hours. To do this safely- libraries need to keep the National insurance number and hold a card number on record for those given a key fob. (This is practiced in Sweden and works very well as means library can be used at all times) Keep the physical magazine subscriptions and extend the range. Make the library a comfortable place to sit- so more comfortable seating areas to encourage people to stay and read. Have a think about the lighting- make sure there are lamps and well lit areas for reading. Keep the automation of book drop off and try to automate the book collection (after reservation) more easily. Do not put the tourist information in the library! Put the citizens advice team in there instead. Put in place computer ready desks, with lamp and power socket, so that people can bring their laptop in and work in the library if they want to. Use the walls to house local artist exhibitions on a rotatory bases, so eg 3 months per artist. Hold an open evening for each exhibition. The pieces will be for sale (price only available through QR code or website link) but with a small commission taken by the library. Power the library via solar or ground source heat pump- make it as carbon neutral as possible. Have living plants in the library to clean the air and create a sense of calm space.

Keep the personal touch. More and greater range of books Coffee shop or machine

Keep the Portland Library open. Have more activities when restrictions allow. Librarians are great source of knowledge. Good for young children to learn social skills.

keep the service going and more up-to-date books.

Keep them all open for a beginning and increase the opening hours of small libraries out of town. While the library in Weymouth has longer hours of opening parking in the town centre, especially in the summer months, is very difficult because of tourists and buses are usually full, again because of tourists so it's difficult to get to a larger library in the better weather. I do feel very lucky to have such a wonderful resource however and my daughter is an avid user of libraries but works at a large hospital and finds it hard to get to our local library when it's open.

Keep them open and provide areas to work, study and for events.

keep them open they are vital to the community

Keep them open. They are an essential community resource.

Keep up and extend the friendly warm welcome, a good plentiful range of current books, magazines and resources. Keep it up to date, modern and fresh. News ways to encourage young adults would be great - get the teens & pre-teens engaged and involved! I've noticed this drops off after primary school. Make it a place for them to go for activities, to study and feel supported and welcomed as well as to choose books which are relevant to them.

Keep up supply of new books.

Keep up the excellent work. I am also grateful for the service provided by the friendly team.

Keep up the good work and keep the Libraries OPEN

Keep up the good work!

Keep up the good work! Libraries are vital, to foster a love of books & reading. When my sons were younger we also went and joined in Rhyme Time and took part in the summer reading challenges too. They are also a place to access digital equipment that you may not have at home, and also a great source of information and a place for the elderly to go out and meet others!

Keep up the great work - we love our local library and the manager Jessica especially is so caring, knowledgeable and fabulous she makes our library brilliant.

Keep up to date with technological progress.

keep updating stock, both hard copy and digital

Keep well stocked libraries with adequate opening times

Keeping it available would be a triumph. Helping people access library services on-line may be on way. If people are in isolated communities they may be able to access library services through a third party so for instance there may be a useful link that could be forged with Parish Council's where somebody could walk to see them and through their assistance gain access to services through the Parish Council (or others) being able to better access the library hub.

Keeping our library open

Keeping the physical library open and maintaining a good stock of books is the priority. And keeping charges low. Making the library a good support hub I would place as second priority (ie quasi citizens advice bureau)

Key is the range of books available

Kiosks or desktopdesks with software whic give us information about the books we need( self service)

L

Larger choice of books/authors.

Larger posters/events information visible around the town.

Larger range of audio books

Larger range of authors. Can't find famous authors such as AC Clark, R Heinlen etc

Larger selection of maps and guide books to borrow

Larger stock of books please

Later hours openings. More engaging activities.

LATEST RELEASES Promote children's access, our child has used the library service since was 3 years old, now 26!! Massive resource to all children and teenagers. Have Libraries open on a Saturday for more physical accessibility.

Learning and digital technology for environment or local economy or others; pilot trials of streaming or WI Fi or radio signal enhancement for mobiles in rural areas. Less low key fiction books or records or music. Networking links thorough local library hubs or interest groups - Dorset Teams

Leave be those libraries which are running well

Lending service of things. I use your maps regularly.

Less attention to on-line and more to providing a social hub for exchange of interests and information Centralised linked up thinking with other organisations in the area so that the library is at the heart of the community (currently soul less although the few staff present do their utmost to go the extra mile Restoring Tourist Information would help to bring back the buzz

Less propaganda & brainwashing from interfering government dictates. Less fanatical subservience to those in power & their masters.relaxation of draconian rules from big govt.book suggestions from clients & perhaps encourage readers to contribute books they own & have read to save money.

Let a bit of activity develop naturally in the space but provide safe, visible, perspex /glazed quiet 'rooms' for anyone who wants a bit of peace and space to study - especially important for reference books that are not allowed out on release and for students who don't have that facility at home. If you had tea/coffee facilities all the better.

Let charitable organisations sell books in the library

Let people know that you are there and what you do already. Then more visitors would mean more ideas of what you is required from a modern library.

Let people know which new books the library has obtained. Keep up the displays on certain topics to encourage people to try a new books. Quite areas to study in. Keep an area for local leaflets eg whats on at at local venues cinema theatre, nature walks, talks etc. This would be good not only for local people but for tourism.

Letting people know you are now very much in the digital age - Promoting your wide range of services including online e books and ability to read magazines Online digitally. As well as the traditional hard copy service. I've been telling two of my friends about the library and encouraging them to join and they are AMAZED at these digital services now available. They seem to still think of the library in old fashioned ways. So it's a case of letting people know you offer a modern digital service as well as the traditional. What about asking "do you have an iPad or a kindle? Then join the library!"

LGBT+ section

Librarians were always very helpful with extending timescales of loans when I was studying books that required longer than 3 weeks to read. Also, they were helpful in retaining books that had been requested from another library. Again very useful when needing extra time for lengthy tomes. I thought the inter-library loan system was effective. The jigsaw table also was fun.

Librarians who can give help and advice. A better stock of books. An end to fining and an easier approach to renewing that doesn't rely on computers -what happens when theres a power cut? A better attitude to the general public - this is a service for the people after all. The online way you have to check out books is confusing - it puts me off borrowing books The library is closed so much these days - in the old days you could always rely on the library as a welcoming place to go - now you meet a masked human at the door and are treated like a criminal. Shocking whats happened to our services that we pay for !

Libraries are a critical resource, particularly for those like me who grow up in a household where literature and academic learning weren't particularly important. The online resources are OK, but need to be more comprehensive and easier to access - very limited range of e-books for example and in the past the system has not been easy to use. But visiting the library is an important activity for our family and it needs to be open when working people can visit - particularly Sundays. Dorchester has limited bookable meeting spaces and the library could play a positive role here.

Libraries are a large public space in the centre of towns. They should be reorganised internally to create a quiet area and the middle shelving should disappear so the space is available for an audience to sit and listen to readings or storytellers.

Libraries are a vital public service and should be well stocked, safe spaces for all. Particularly for those families and vulnerable members of society it is the only safe free space they can go on the high street. Whilst understanding the need for "hubs" providing many council services are the way forward or so it seems please remember that the library is just as important. If too many other services are crammed into libraries then events cannot take place and the very things that bring families into the library will not be able to continue. This to my mind is very short sighted, you either need to move into larger premises for all these services to operate together properly or only have one or two other services in the space where possible.

Libraries are about access to books and information. Digital and online options are all well and good but it is the basic function of the library to offer a physical place for all to be able to access this.

Libraries are ideally placed to collaborate with other community-based groups and organisations. Time and resource should be given for this.

Libraries are important centres of learning for everybody of all ages and must continue to develop their central role in the community.

Libraries are of great value in urban, suburban and rural locations. There have been positive developments over many years but in some respects the service is clearly under-resourced. It is important that book stocks are not further reduced. Despite the readiness of access for many provided by digital information there are often greater benefits in terms of depth of learning gained from access to books and magazines. Audio books and information also very valuable. Keep up the good work in welcoming young children and their families to library events - hopefully the reach of such events can be increased developing a greater appreciation of what libraries can offer as those children get older.

Libraries are so important. As I recently read somewhere: 'they're one the few remaining indoor public spaces where you can exist without the expectation of spending money'. Even into the future, I still think the core - traditional - function of the library will remain just as important: that is, providing a space in which people can borrow books, learn new things, study, and go to events. Free of charge. I am frequently impressed by the relative speed at which the Library obtains new items to its collection, even in a period of limited financial resources. E.g. I remember being impressed that the Library had acquired Tom Holland's 'Dominion' and John Barton's 'History of the Bible' so soon after publication. Keeping collections up-to-date, well stocked, with good titles, is really important. The only thing I'd like to see in this area is more: that is, more books, and more shelves. Just on this: at least personally, physical books are still really important. Working on a screen for the whole day, I struggle to read for pleasure whilst seated at my desk reading from a computer. So I'd like to see digital provision grow at the same time as physical resources, not in place of them. I also think that's really important is serving older audiences too, who sometimes aren't as digitally literate. But by the way, the online app, and being able to search the catalogue online both via the app and the website, is wonderful. Longer opening hours would also be awesome, but I realise we don't live in an ideal world, and staffing makes this difficult. But more opening in the evening, to allow time outside of work, would be great. Greater provision of study spaces, in locations that are quiet, I think would also be an improvement. Oh, and mount the shelves on the walls to free up space for events/more books! All the shelves seem to be free-standing, and I've never understood why more isn't made of the walls, when this is common in university/academic libraries. Weymouth library: this may have changed, but I also preferred the set-up of shelves prior to the pandemic, and wondered if the layout could be reverted? Thanks for all that you do - libraries are so wonderful, and I'm so supportive of their mission. Not just because of the free books, which is what I mainly use them for, but for the wider social good they offer.

Libraries are the 'post offices' of information and community focus.....the last remaining place to access information and services for the disadvantaged and the curious. Keep them open, add facilities (yes please to a coffee shop) where footfall indicates it might work

Libraries are very important for children and young adults in providing extra services such as those listed in your survey. I don't know what the answer is when there is limited space but the council MUST continue to fund this vital provision, particularly following Covid when so many young adults and children have had their education interrupted.

Libraries are vital. We need them for their physical resources, their information, the skills of the staff, and we need them for the physical spaces they are - where people can come for advice, to use computers, to study, and to just sit quietly in a safe place. We must do everything possible to ensure these amazing services continue. Libraries should be put at the heart of the community, they should be promoted, and their services should be strengthened and supported. Bringing people into the libraries through unique events, and by providing useful resources and skills sessions can achieve this. People need to be reminded of how important and useful libraries can be, particularly in the wake of Covid when people may not be venturing out as before, or might've forgotten how useful visiting a library has been to them in the past. The books on the shelves are important, but so are the spaces themselves and the services that can be provided within those spaces. Libraries need to be supported, and the general public deserve libraries in their area.

Libraries as community spaces has scope for development. With energy bills going through the roof there should be enough space for the poor to come and read the papers, books etc. somewhere to see people and keep warm.

Libraries as hubs for lifelong learning, reading for pleasure, accessing information, community cohesion and safe inclusive spaces are more important than ever in a post-covid world. Despite the power of the digital world to have kept many people connected during the pandemic, many have also rediscovered the power of actual books and the pleasure and knowledge to be derived from reading them. Budgets for local libraries have been so cut, their funding is tight and resources are squeezed BUT if it is possible to make the local public library an inviting, modern, comfortable, airy and perhaps slightly quirky space that entertains, educates, informs and reflects the needs and interests of its local community, this should be part of the Council's strategy for supporting communities, rejuvenating Dorset high streets and town centres. I really value my local library and use it regularly. The librarians are passionate and super helpful. But from the outside, the rather uninspiring building does not draw people in and it doesn't certainly fanfare from the outside all that it has to offer inside. Unless you are a library user you may possibly never think to be drawn inside and to explore. It would benefit from 'advertising' itself much better and being externally inviting and interesting.

Libraries could be more of a multi-hub with cafe, banking facilities etc

Libraries could be more of a social centre - as well as books, there could be talks, displays, webinars, DEFINITELY a coffee shop, maybe a Police contact point, and so on. Books should still be the heart of the system.

Libraries could reach out to more groups, such as WI or mother and toddler, giving presentations on their services.

Libraries hold a huge potential to interact with the local community and bring people together. Book clubs, children's reading groups, poetry readings, reading to those with reduced sight in an outside environment (not at their home) so they have a chance to meet and chat as well as be read to, support groups,,,, . Of course some or all of this may already be done through social services but I am not aware of them so just ideas

Libraries in general are such a previous resource. Being able to search for information and order items works well now in my view - perhaps those services might be developed further still? Having seen the benefits of on line tutoring (A level subject for students) and zoom music lessons there might be an opportunity for student to use the building resources for some 'away from home' home studying. Also children may enjoy joining in with music ensemble playing in the safe environment of the library building out of normal public times

Libraries really should be information and community hubs - they could even be rebranded as such! There seems to have been a move away from providing physical information, eg leaflets advertising local events and services, etc, in libraries, which is sad as it has the effect of distancing the library from its community. Libraries can play a key part in promoting Five Ways to Wellbeing by linking up with local organisations (often those already run or funded by Dorset Council). What about a link-up with LiveWell Dorset, promoting physical and mental wellbeing in the community? Staff from LiveWell Dorset could deliver workshops and talks, suggest local healthy lifestyle opportunities, etc. Wellbeing walks could start and finish at the library. The Dorset AONB's Stepping into Nature project could also be promoted through libraries. Libraries could also have far better links with the arts community, with small exhibitions/sales in return for artists running art workshops. Why aren't more libraries utilised for adult education venues?

Libraries should be a welcoming place these days. think our library/s should become a place for meeting people, especially the village librarys (ie Verwood) so include a simple cafe, in addition to its actual use of all listed. This would provide space for elderly especially, but also those who may find themselves isolated during these times. But masks and spacing should apply. We are all vulnerable with or without the vaccine. But not to be a place of entertainment.. purely focused on meeting place with cafe and help and advice, as stated

Libraries should be available for all, they should be the heart of a community. A place to: Read - books, publications etc A place to work or study Meet other like minded people Discussion hubs - re books, and local issues Join groups - book clubs, story time etc

Libraries should be the centre of community services - much better than having to go to a council office. They should be open longer hours and act as a hub for community groups, life-long learning and citizen's advice. There are so many services which could be offered in addition, such as repair cafes, environmental workshops, skills labs etc. I'd relocate every disparate community service into the library buildings so that there is one place to go for anything you need that would (or should) be provided by local councils. I also think it's important to reconnect libraries to their local community. Reduced opening hours, reduced staffing and reduced stock has distanced libraries from the people who want to use them. Libraries should be managed by people with a commitment to, and preferably a home in, the community they serve, and Dorset Council needs to stop micromanaging each branch and let staff use their initiative. And if a person donates books to their local branch, the books should belong to that branch, if they want them! A very specific example of a change I'd like to see is the use of the car park behind Swanage Library as something other than a car park. No job comes with a parking space these days, and a town centre open space could be much better used. It stands empty most of the time as most staff walk to work! You could actually make some money from it by leasing it (or part of it) to The Anchor so that the pub can have a garden, which would put money back into the library and allow the pub to use some outside space. And you could still have a parking space or two for when the area manager visits.

libraries, like paying tax, are a sign of a civilised society. Dorset does very well, on limited resources. The longer you can stay open the better.

Library always seemed subdued and quiet. Needs to more of a social hub for sharing info. Expanding local Tourist Office not a bad idea for one, but certainly as a local council hub too. Much less formidable than going into "the council offices"

library and social, browse area and cafe and community hub

Library buildings are a great facility and are typically in easy to access locations, they are also crewed by intelligent, helpful staff, these are all capabilities that can be utilised and should not be lost. Whilst they should always remain a place to collect and return books (on loan or to buy/swop), as book stocks can be viewed and ordered online the space can increasingly be utilised for other purposes. Clearly providing local information, including replacing TICs, is an obvious area that can be expanded significantly in the future, anything from coffee shops (if there are none locally), collection and drop off points for parcels, ticket sales for local events are all options. Library buildings are probably closed more than they are open, which suggests that as an asset they are not being utilised to best effect and they are something we should work hard to retain. Is there a way they can be almost repurposed when they are not being used as libraries? Use them as venues for one-off events, such as drop in centres to discuss local footpaths or other topics of local interest. Try reworking the inside of a library so that it becomes more of a multipurpose venue as an experiment and see how it goes. Use them for big, in your face information displays that change, perhaps on a monthly basis. Shaftesbury has a great local podcast (ThisisAlfred), why is this not done in greater collaboration with the local library? They both provide local information.



Library hours are reasonable - just don't make them any shorter. The books in Bridport library tend to stay the same - perhaps you could rotate them with other libraries. Also more classic books please. Most of all - please don't try to replace human staff with computers. We need real people on site.
Library of things Mending workshops Crafting get together Everything you do now
Library related events for parents and toddlers, learning events for young and old. Continue to increase the range and quantity of ebooks available. Support the librarians and library staff in continuing to provide a valuable and excellent service.
Library service is excellent and staff friendly and helpful. I need help to access services on my own computer.
Library services are generally very good. One thing that might be nice is more circulation of stock between libraries. Sometimes I'm browsing and it's the same books I've read (or chosen not to). It'd be nice to see more different items.
Library services meet my needs and staff are always very helpful.
Library should be well stocked with computers and knowledgeable staff to assist public in use of. I would like a feeling of greater energy from the library when visiting Perhaps increased desks and chairs throughout the library to encourage study/reading on site. Possibly more clubs and societies on site.
Library spaces are a valuable resource for community contact as well as library facilities ... it is vital that they remain open and inviting to people of all ages ... events to encourage people in to the library must be manageable for the staff of course, perhaps assistance could be recruited from local organisations eg weekly Coffee Shop (though perhaps offering healthy alternative refreshments to cakes & cookies!) Previous programmes of talks, reading groups, story telling etc were varied and interesting so we look forward to regular events being reinstated and with a few inspired additions for extra magnet power to attract visitors.
Library to open on Wednesdays
Library van for those who find it difficult to go to the library, but want to choose their own books or audio-books.
Libraries are an essential asset which I have used all my life. I don't need convincing or encouragement to read. However, for the younger generations obsessed with their digital communications, libraries don't seem to be so valued. Any marketing resources should be targeted to them and awareness raised of all the facilities available.
Like a lot of services and a rapidly changing world, it is difficult to envision that which is best suited for the future. However, us humans are, generally, social creatures, a need/desire to mix, meet, socialize. I think that libraries should be positioned as a more prominent social hub, a great resource that we all cherish, and use. It's an amazing opportunity for a bright future for the library services to embrace, and realise their importance in the fabric of society.
Like it as is. Perhaps better non fiction information sections.
Like it as it is!
like it the way it is now.
Like many other libraries around the UK to expand the number of other services and use the library as a central hub for community needs, advice and communication. Also add facilities for rest and relaxation such as a refreshment room/coffee shop etc.
like the service as it is
Like things just as they are
Like things just as they are.

Limited change required - important to maintain current infrastructure as it works - maybe wider IT facilities
Limited range of books in the small Verwood library but not a problem as easy to order on-line. Appreciate the very friendly + helpful staff, it is a pleasure to use Verwood library even if only to collect/return books that have been ordered - many thanks.
Link in to the Dorset system for genealogy searches without having to visit Dorchester record office.
link up more with the many book shops we have in town? Keep doing what you are doing. It is a wonderful resource, thank you
Link with local research centres / museums maybe? Events, resources, themed weeks linked to local heritage etc?
Link with schools to encourage Co-working and pupil reading development.
Littlemoor library is a great central meeting place for the local community. Maybe a campaign to encourage folk to visit more often, would be useful.
Littlemoor Library is fine as it is, with a very helpful and friendly staff. Perhaps if it could be enlarged it could hold a bigger stock of books?
loan of jigsaw puzzles
loans of reference books for personal study that currently can only be viewed in the library.
Local History talks. Craft classes / lessons. Adult education choice very poor in Gillingham. Would make a great centre for evening courses. Bring and buy unwanted books for local good causes. Space to read outside at tables in warmer climates. Stories nights for adults. Bookclubs.
Longer and more regular opening hours.
Longer borrowing times
Longer internet access
Longer opening hours
Longer opening hours
longer opening hours
Longer opening hours and more group activities.
Longer opening hours if possible
Longer opening hours of branches would be lovely. The staff are unfailingly helpful and kind (Gillingham Branch).
Longer opening hours or more days. Wool currently opens three times a week for about two hours at a time.
Longer opening hours would always help working people
Longer opening hours would of course be convenient but as I am retired the hours we have are very satisfactory for my needs. We receive excellent service from our branch in Lytchett Matravers and I would be lost without it.
Longer opening hours, but I've just retired so that no longer applies.
Longer opening hours, range of talks.
Longer opening hours.
Longer opening hours. A coffee shop. More events for older people.
Longer opening hours. A meeting room for council business so that it keeps it local
Longer opening hours. Better ebook loan service ( remove Adobe Digital Additions). My wife cannot access ebooks by herself as she has to use our computer which is authorised to Adobe in my name.
Longer opening hours. Loan of dvd and audio books.

Longer opening hours. More investment that would give us a bigger choice of new books, especially non fiction for children
Longer opening times
Longer opening times in smaller local libraries, quicker delivery times for ordered books
Longer opening times at small or community managed libraries. Remove fines for late books - can put people off coming to the library if they've had big fines in the past.
Longer regular open times would help, and I'm interested in being able to print documents but not needed that until now.
Look to the future and go more into digital with on line services
Looking at provision of a library service in isolation is unhelpful at best, narrow-minded at worst. Dorset Council should be looking at a much broader-scope needs assessment across all sectors of the community, then developing and designing programs and services to meet those needs in various localities. It should ask what the barriers to participation - not just parking, but cost, need for replacement carer, inability to read, intimidated by libraries and council buildings, scared to turn up on own and, most importantly, an open-ended option to identify new barriers. Shoe-horning questions about filling out job applications into a library consultation is ridiculous - only people who are interested in libraries will fill out the questionnaire and what is the percentage of those seeking jobs who will do that? In other words, how valid is your consultation? The Council then needs to seeking out service providers to meet those needs, one of which would be the library, and undertake an inventory of structures in specific locations that can meet each need, regardless of who owns or operates them. It may be that what is needed is a community hub structure/s, operated and managed by Dorset Council, capable of multiple uses, including a library, and designed with long-term flexibility at adapt to changing needs. More likely, it will be a collection of facilities, dependent on people's needs and barriers and capable of change in the longer-term. It's highly unlikely that it will be a single building designed as a library trying to adapt itself to the provision of services that have been identified by a small group of people interested in libraries. Dorset Council, please, please think strategically now that you possess the scope and ability to assess the need for service provision by your citizens.
Lots of people do not know that they can download digital books, taps services for free so one needs to get the word out.
Lots to keep doing - refresh selection regularly, rotate stock. hope Christmas is big. Friendly staff. Excellent digital issue machines. Adult fiction bit limited-not much for modern 40 something reader. Where is info on lib/local events? Notice board not obvious. e.g. code club, lego club
love it as it is.....being able to get items from other libraries delivered to Wareham is brilliant. Thank you
Love rhyme time and think it's brilliant.
Love the idea of having a coffee shop in the library. I would also really support the idea of a swap shop/ lending library.
Love the libraries I use, Dorchester and Weymouth.
Love the library as it is thank you
love the library service. I would like to see Verwood library asking representatives of organisations like Age Concern, Alzheimers charities etc to run a meeting /workshop encouraging people to volunteer & support them to support people who need it in the community. I am a would be volunteer.
Love the library, I do use it purely for borrowing books though, a coffee shop is a great idea.

Love the service as it is. Visit Weymouth library when at home to browse and pick up reserved books and find it perfect for my requirements. Especially like the introduction of the online service being able to borrow books and magazines which is very useful as I spend a lot of time working at sea and am often away for 2 or 3 months and so do not have the ability to borrow/renew items.
Love using the library and being able to take out physical books as and when time allows. Like being able to access digital materials both books, reference and magazines/newspapers. Very interested in using library as an information hub and venue for exhibitions and lectures as well as promoting local businesses.
Lovely helpful ladies at Upton library
Lyme Regis Library could be promoted a lot more. Make people more aware that it is there & promote the opening times. Maybe they could use the local primary & secondary school to help promote themselves. Groups or activities for the children after school would be fantastic as there aren't a lot of groups or activities for children in Lyme Regis. I think parents would really appreciate this. Maybe somebody from the library could do a talk at the local primary school to promote the library. It's a fantastic service & I really hope that it doesn't get lost
Lytchett library more like a community centre, usually noisy, no where quiet, heard complaints from people trying to concentrate on using computers, often children running around, prams and pushchairs in front of shelves. It would be a good idea to turn library into a community centre with a small area for books. Locals would love somewhere to meet and have coffee.
Lytchett Matravers library currently provides excellent service
Lytchett Matravers Library is an outstanding library with brilliant staff. The physical library alongside the virtual provide a great service.
Mainly opening hours longer and more regular, i.e. every weekday.
Maintain (or slightly increase) the access times to Beaminster library for the collection or return of books
Maintain a good stock of non-fiction relating to everything across the board for the remembrance or maintenance of peoples experiences over the last 50 or 60 years which have impacted on Society as a whole ! Autobiographical accounts as well as historical events, with background info. which only comes from the serious study of events by capable writers ! The field is endless !
Maintain a professional staff who are able to answer research enquires
Maintain a wide ranging and comprehensive stock of books.
Maintain adequate opening hours so that libraries remain an important 'hub' in communities. Make sure times fit in with the needs of children who do not have facilities for research/homework at home. Make use of libraries out of hours for groups in the community feasible in terms of cost/access.
Maintain all libraries as they are vital to the local community, having the library close to the community is most important IE more small library's and less focus on larger ones, Larger libraries could be used more, i.e. in conjunction with coffee shop, community Hub. Please protect Library's such as West Moors as the older community need easy close access and the facility is vitally important.
Maintain an information desk. This should include Tourism, The Arts and General Information relating to Dorchester and Dorset.
Maintain attractive, well stocked building network where the community can meet + access knowledge + information
Maintain level of stock
Maintain opening hours

Maintain opening hours if unable to extend them More digital support Provide rooms for small groups to meet Coffee shop would be nice! More events and talks of a literary nature
maintain opening times, super friendly staff lovely space in Dorchester - doesn't 'feel' like a library! more activities for older children (i.e., 9-14 years old)
Maintain quiet areas for book selection / research / reading Continue investing in new reading stock: Ferndown is an excellent library Maintain the free online or in-library ordering system - this is an excellent service Maybe link local authors, however experienced/inexperienced and also link them to willing local Beta readers
Maintain range of audio books
Maintain support for Colehill library.
Maintain the current service and bring back the Tourist Information service!
Maintain the excellent range of reference material - or even extend it. Ensure the libraries are open when the community want them - not when it suits the staff.
Maintain the existing excellent service, but utilise the building and its facilities fully...dont understand, for instance, why the Tourist information service was withdrawn, I know of many visitors who would have found it useful.
Maintaining a County wide network of centres that are fully staffed is essential to maintain the health of the library service. Locally based hubs of excellence would be useful to extend the service provision
Maintaining friendly informative staff. Local printed matter, magazines, information sheets on local activities. IT support, making better use/understanding ipads etc.
Make a wider range of services available online e.g. academic & research papers
Make access to online computers easier.
Make better use of space. Dorchester library has a lot of empty space. More choice of books Better information about where different types of books can be found.
Make computers easier to use
Make good customer service by staff a priority. For some people this may be the only person they speak to that day. Encourage staff to issue and return books for customers at busy times and reinvest in the human aspect of customer service, so vital for mental health.
Make it a place to meet people stop trying to be digital champions all the time make it about interacting with other people
Make it easier to give book Suggestions
Make it easier to register books that you are borrowing
Make it less expensive to borrow DVDs Introduce a coffee cafe shop style like in American bookshops, with cosy and comfortable places to read
Make it more accessible to me who works as a teacher full time and is unable to get home before the library is shut. I would also like to know if you provide multiple copies of books for guided reading sessions in school. If so, this would need to be free as we are a small school with extreme budget constraints. if we were able to know what service the library could provide for a class of school children, that would be useful.
Make it more friendly for meeting and staying in the library. Maybe a coffee shop

Make it more of a one stop hub. The emphasis should still be on books but information on council services and a means to access those which offer facilities to access or apply for information online would be very beneficial, especially now the central hub for Dorset Council is Dorchester. Make libraries more central to offering support and advice etc, make them somewhere pleasant to visit (people very rarely read in libraries these days in my view). Silence does not need to be golden. Encourage mother & toddler events, books are a great way to learn, escape to other worlds. Libraries could be so much but will need staff that are willing to take that extra step, with some encouragement and training I'm sure that would.

Make it possible to obtain research books and articles, because there is no university nearby.

Make it the hub of the community

Make libraries a community hub. In Colehill, there is not really such a place and the library would be an ideal meeting space if there were a coffee machine. Obviously, Colehill is a community library so option for expansion and activities may be more limited, but more support/funding from the library service would make a big difference to Colehill if we had a place to drop in for coffee and a chat.

Make libraries a real community hub. As stated previously, access is needed to all council services. Also Citizens Advice, MP Surgeries and the Police Service. Housing, Benefits, Jobs, Voluntary jobs, etc.

Make libraries all about books and reading in whatever form. Encourage people to borrow books. Send out newsletters advertising new additions to stock, themes, meeting authors. There are people who don't read books. You need to get the message out to them that a whole new world awaits them Help adults with literacy if needed.

make libraries more user friendly, enjoyable and attractive enhance digital services

Make libraries the centre for community events, use them for small community events, help and support for council services and the information hub for the area

Make more use of the building for local activities when it is not used for library purposes. Part use of the building as a museum for local history information and documents.

Make more use of your volunteer librarians.

Make music DVDs (Opera or shows) available

Make online magazine subscriptions available from home.

Make sure provision is at a local level throughout the County

Make sure there are no more closures

Make sure hours are not reduced and that library staff are employed and not just volunteers

Make sure libraries stay open especially the Community Libraries and don't reduce the funding anymore. We need libraries.

make sure people using the library internet are for legal things, and not setting up made up names through social media

Make sure the checking out computer work as it should

Make sure the Lytchett Matravers library stays open, hopefully with increased opening hours.

Make sure we keep these in place. It's so critical for children & adults who struggle financially & promotes mental well-being.

Make sure you protect access to vital historical records and documents. Ideally a combination of on-line and actually having a facility to visit and research the documents & records. Basically, facilitate research. I'm thinking about the History Centre, resources held in local libraries

Make the libraries a community space, encourage people to come in, meet, chat, browse books. Exhibit work from local artists, some libraries would make excellent performance spaces. Have big comfy chairs for people to relax in, it would encourage those who are lonely to have somewhere to go. I went to Birmingham library once, there was an older woman sat doing her knitting, a safe space, where she could be around people. Have other services available to encourage more people through the doors, for instance Citizens Advice, council services.

Make the libraries more friendly and inviting, and designate areas where people can talk. The libraries should not be dull, corporate places. They should not look like or feel like council offices, they are a place for the people. Provide more seating, refreshments, newspapers and magazines, etc. Encourage people to dwell longer, make it less transactional.

Make the library a community focal point It's not just books any more

Make the library a more convivial place to meet for older people- as provided for Mother & Toddler groups.

Make the library more widely available as a space for community activities both during the day, at weekends and in evenings.

Make the machine for borrowing and returning books more user friendly.

Make the online digital availability easier to access. It changed provider a while ago and this didn't seem as easy to access and find books.

Make the private rooms available for community activities, such as our Writing Matters group. Not having a private space to write and read out our work is a loss to our group. I also liked it when you used the 1st floor for exhibitions.

Make the services and products on offer more visible to local people. For instance, as a great walker, I am an enthusiastic fan of audiobooks and love to immerse myself in a good book, nearly 200 so far. I have introduced the many people I meet along the way to the wonder of the library and the audiobook - the fact that people are unaware that you can walk and listen so easily proves that maybe a local advertisement with some instructions might boost popularity?

Make the space feel more like a coffee shop where people can sit, browse and then borrow books, etc

Make the upstairs space at Wimborne library available for groups again instead of being used for storage as it is now.

Make them more of a community hub.

Making it a welcoming place for school children to spend time in.

Making it more attractive to younger people

Making sure that smaller libraries have a good changing bookstock. In larger libraries with larger stocks users have a chance of eventually finding books of their choice even if they do not wish to reserve titles. Users of smaller libraries, while paying the same council tax for library services, will obviously have a smaller choice and may have to pay a reservation charge/donation to reserve. Perhaps a suggestion box could ensure that new (at least to that library) non fiction books on particular subjects are circulated to smaller libraries. At the moment some books on various subjects are on the shelves for a long time with little apparent updating. I realise that there are financial constraints on new book buying, but feel some changes could be made. While libraries in the modern world do a lot more than issue books, the pandemic has shown that people are reading more than ever. Libraries need to ensure that they advertise this, their core function. Borrowing books from a library opens many windows for adults and children (many famous authors fondly remember visits as children to their local library), usually free at the point of access, and of course book borrowing is a great exercise in recycling/reusing.

Making the library a community hub by having a range of services and information available- many examples of which you have referred to already and some of which already happen. I think the library could also be more of a social space with a coffee shop - it's fine having places to sit but a coffee shop with reading materials on hand might be a spark for more interaction between people. I think promoting the joy of reading should be a central thread, but that needs to be promoted in creative ways as it's not just about sitting down and reading a book. More social connectivity around the joy of reading would be good - book group type meetings, themed events / debates about the merits of different books - just because something won a prize doesn't mean we are all going to enjoy it.

Making the space more social and suitable for modern life - so potentially the addition of a cafe/social space would be good. This could encourage more young people to use the service and potentially provide some revenue that could be re-invested in the facilities/new books etc... A social space would also be great for literary events (especially for kids) with "meet the author" type events maybe...

Making them user friendly and accessible for all

Many of us have Kindles for downloading and reading ebooks offline. Bit pointless limiting oneself to a web app on a non specialist device..

Maybe a a meeting space for those with a similar interest or need of support.

Maybe a better choice of latest fiction, other than that I like the traditional feel of a library and don't know why we always seem to need change

Maybe feature an author of the month, or week, in a display, which would help my widen my reading and introduce me to new authors. A notice bringing attention to book programs in the media.

Maybe it would be good to stop using volunteers instead of paid staff, true librarians are a rarity these days. Maybe the library service. should contemplate some kind of public/private partnership where it could both sell and loan books

Maybe more opening hours to suit more people

Maybe one evening per week could be open to the public. Perhaps more use could be made of volunteers (you could appeal on social media, the press, local radio, in the building itself etc. for them) to help with the non- specialist stuff - this might draw more people in. I expect this already happens, but one afternoon per month could be set aside for local pupils to come in to look for appropriate books, secondary as well as primary children,. Although it is easy to request books from Librarie sWest online, they take a long time to arrive, as I think they go on a walking tour of the whole of Wessex before finally locating Gillingham. I would add that nothing beats a good stock of books (other than crime fiction!) on history, politics, science, nature, literature, literary criticism, other language novels, etc. to be actually available on the premises for browsers to make happy discoveries almost by accident, Gillingham library's stock is pretty limited in respect to these subjects. I would finally commend the Gillingham library staff who are unfailingly helpful, amusing, and charming. As I am sure you know, welcoming personnel are a vital asset to ensure the public returns again and again to use the facilities, so a couple of gold stars to Gillingham library on that!

Maybe open more days per week

Maybe run courses at the library

Maybe run some lessons/crafty sessions to get people into and using the library more Since Covid I have definitely not used the library as much so it's just getting back into knowing it's there for us again



Maybe the library building could be let out to other local groups when it is not open as a library. However I would not like this to interfere with the excellent service provided by Angela and her team. The most important need is to keep the library open and anything that assists in this would be welcome. ( I realise that is is contradictory!)
Meet ups for people who live alone , ie coffee morning & for people new to the area to meet & make friends.
Meet your legal obligations
Meet your legal requirements, and for goodness sake why the questions later on the survey regarding sexual orientation etc? What purpose is served by these?
Meeting in a group setting for active older people.
Meets my needs already
Mobile library to visit nursery/primary schools during lunchtime or scheduled time
Modernise a little it took me ages to get a account It took me a while to realise I can order books from other places Give me more than one reason to go
more further education classes
More "events" to stimulate interest in new skills; for example, story telling; information and help from key people on tracing family trees; q & a sessions with authors; reading with and listening to children read, e.g. the making and use of children's story bags, perhaps in support of local schools. Cross-generational activities which link the elderly with the young (obviously in Covid safe circumstances); Hot books - I.e. shorter loan periods on newly released books as soon as they are published. The provision of access to groups to make use of the library building to provide community activities to help those who have various needs. This could include social contact for those with the need to have greater social interaction in the context of appropriate activities. Also to act as a hub for allowing members of the community to donate items that are no longer needed but which could be used by other groups within the community; for example, donations of wool for local knitting groups or material for local craft groups, or items such as tools and other resources that could be accessed by those who need them. It might be possible in some centres, to enable a charity specialising in those who have difficulty in developing confidence and employment skills, to set up a small café offering simple sandwiches and refreshments to those using the library.
More access locally to all services
More access to confidential individual workspace
More access to culture and events online, outside the Libraries Service. Help promote local arts, including more with local artists of all sorts, not just the written world.
More accessible reading / information resources- eg easy read
More academic sources; More reading choices.
More activities - author talks, coffee mornings
More activities aimed at 8-12 yr olds.
More activities and entertainment
More activities and events to help people meet. Help with applying for benefits etc.
More activities available craft and talks
More activities during holiday times for children. Advertising more the events
More activities for children and teens.
More activities for children in school holidays and outside school hours
More activities for families to do together. I like Lego Club as we get some parent and child time together away from home in a safe environment.

More activities for families to go along to. Rotation of books with other libraries. I love taking my children to the library, it just needs a bit of life there, something to get people going along. Craft sessions, treasure hunts. Magazine hire for children would be great. Book clubs for children and adults or even families.
More activities for retired people
More activities for toddlers. My daughter loves the library as a play/exploring space as well as the books. If there were a few more items to support this our visits would be longer rather than having to leave because she's running around the shelves and climbing on and off the seats
More activities in the library
More activities when restrictions allow. I loved tge harry potter potion and wand making class but unfortunately the time did not suit so running tgeese types of classes on more than one occassion or on a couple of days running throughout the week would be good.
more activity clubs once covid under control
More adult activities in libraries
More adult events Better stock at small libraries Access to free genealogical databases
More advanced books on quantum physics, maths, computer programming, philosophy
More advertising and details of 'whats on' at the library. Provide info to schools about whats on. Cafe area to relax in while enjoying a book. Obviously charge for drinks etc. I feel lucky to have free access to a great selection of books. The children love visiting the library and picking out their books for the week. Maybe more school visits to the library needed. We would love to learn languages so maybe some classes. In sign language as well.
More advice skills and learning sessions like they have had in Poole with more teaching sessions - I have attended on Saturday mornings for a iPad Classes which were very helpful about 3 years ago.
More art space meetings
More Arts Events
More Audio Books
More audio books available. Some are reserved for up to a year
more audiobooks available. I like the displays near the check out with recommended books.
More audiobooks please! Although I don't physically visit the library I know plenty of people who do so please don't go shutting them down.
More author talks ,displays of peoples art and local author books
more author/history events in library
More available e-books Shorter reservation times
More baby groups
More book choices
More book purchases of new releases. Somerset seem to get most of the new books in comparison though it is good that we can pinch them !
More book recommendations
More books
More books More e books
more books - second floor and mezzanine at Lyme Regis - coffee and cafe park on the grass bank there
More books in library and more regular refresh of books
more books in the library
More books on display downstairs-this area is mostly empty.
More books on line and availability of new fiction

More books on line. Newer books both online and in library. More comfortable seating with magazines. resumes of new books or, those to recommend
More books on photography as limited choice. Even if for reference only. Would like better choice of CD's put in a more prominent position. Opera ones would be appreciated.
More books on the shelves not less as is the case in blandford library after refurbishment. More new books. Some books have been there for a long time.
More books online
More books that have won awards and discussion groups about them. In Swanage less romance /crime and more serious literature.
More books to borrow.
More books! No generally happy with service and staff always helpful
More books. More help with digital access
More careers driven section and referencing material to help my children with GCSE/A-Levels.
More child friendly setup to encourage a love or learning. Colourful walls, more rhyme tunes, Levi clubs free school clubs. Lots to make it feel a special fun place to be creative and read. Broadstone library is. Good example
More children sessions and longer drop in sessions so you can come and go if little ones need a nap
More children's activities. Rhyme time
More children's groups at weekends and after school
More children's activities in branch libraries
More choice in books and ebooks, classics. No WOKE or PC censorship. Cater for those without mobile and computers. Meeting place for councillors and MP,s with electorate. Accessible reports and help to find out council and government plans for the area.
More choice of books
More choice of new books, small areas to sit and read. More staff to help and advise.
More choice, I very often have to order books.
More classes and a bigger craft section
More classical authors..eg. Dickens. Faster turnover of books
More clubs and activities for older children
More clubs for children Drop in reading and art sessions for adults and children
More comfortable seating to read newspapers. I especially enjoy reading newspapers at the Library. Perhaps a service where we could take personal books, no longer used or needed at home, that could be redistributed to schools, care homes, any establishment where people could benefit from books, as although books are still in good condition many Charity Shops do not take them unless they are in almost pristine condition. It would be useful if any surplus stationery goods, in good condition, could be taken to the Library for redistribution to establishments in need. Using only public transport it can be difficult to deliver such items which could be of use to others.
More community activities like story telling, B a community hub with various speakers Be involved with local drama groups for various activities Run groups with age uk and also for single people
More community based..... a meeting place.... information re local events..... volunteering opportunities
More community link-ups.
More complete range of popular author's books in digital format.
More computer training

More computers, printers etc and more help available to use them. Longer opening times - weekends & evenings
More conformable seating in chdrens library
More consistent hours would be good - always being caught out !
More consistent opening hours and a relaxing community space including a coffee shop.
More contact with customers - chat is so important for many lonely people. A coffee shop as mentioned in question before this.
More copies of new books available as hard copies as well as online. A feedback form after a visit asking if the book you were looking for was listed and was it available.
More copies of newly published items, including children's books. Updated copies of travel guides and other reference books. More social events such as book signings and author talks. More information events about local services.
More council information.
More courses for people who love books/reading. Since the WEA was forced to close down, there's a huge need. Art house film nights/afternoons. Cineworld is useless. Specialise Cookery days.
More digital Access from home e.g. Ancestry
More digital Access or family history classes
more digital content (books) for non fiction. Current content seems to follow 'popular' fiction/authors. More non fiction (history, house and crafts) would be appreciated. Also more copies. Very off putting if I have to wait until January for a digital loan (when I'm searching in October.)
More digital e books, magazines and newspapers
More digital genealogy services- particularly available remotely.
More e books
More e books Professional texts for Nhs health workers Research articles W books for children
more e-audio books to borrow including more non fiction
More ebook and audiobook availability via Borrowbox, access to eresources, more health and wellbeing stock, more childrens' nonfiction, more children's activities to support language and literacy, author visits etc
More ebook availability More activities for younger people (in their 20s)
More ebooks
More ebooks and audio books coupled with a better system for finding books. I have used both the Dorset library on line service and the newer Libraries West and both are not fit for purpose as they make grinding available stock difficult to find.
More eBooks available online
More effective outreach and encouragement - reading/library ambassadors? Reading buddies scheme? (Not just for children!) Looking more actively for volunteers who might help out?
More emphasis has to be placed on advertising and informing the library user of all new library stock.
More e-services.
More evening community events like author talks
More evening opening hours. Wider range of e-books, especially books on prescription.
More evening opening, possibly linked to later morning opening. Do not cut the number of very helpful and friendly staff.
More evening openings would be useful for people who work full time.
More events

More events
more events
More events - maybe supporting the arts and environmental causes. Stop closing them! More support services.
More events - with better advertising
More events and activities. Refreshments and relaxation areas.
More events at the library. Authors, art gallery. Particularly more events for children. There are not enough of them. You have to wait to get a slot. I think you should advertise the events in the library and be able to sign up for them in the library. They feel hidden at the moment. But keep providing the warm, friendly places that you do already. Dorchester library is wonderful. Although the ground floor now looks empty and you just get by it to go upstairs.
More events for children
More events for school age children
More events for school age children
More events for writers
More events supporting the local community.
more exhibitions of local artist/history etc
More F2F activities, otherwise I think Swanage library is spot on (though developing the under 5's area wouldn't be remiss)
More facilities, quite happy with the way things are currently
More family activities will encourage more engagement at the library
More fiction books, particularly new releases
More financial support for Colehill Library which is run by an enthusiastic team of volunteers.
More flexibility for book lending for book groups
More for young children, somewhere that can read and breastfeed and toddlers can't run out
More foreign language book choice
More frequent change-over of books
More frequent rotation of stock
More frequent rotation of stock would be welcome. It seems that people borrow books once or twice, maybe, but not more often. As a result books, often duplicate copies, remain in the same place on the same shelf for months. Rotation of these would give borrowers greater choice and might lead to borrowers widening their choice of author or subject and more footfall.
More funding to support the service.
More groups and activities that suit working people. New books coming in sooner More audiobooks on borrowbox and not having digital files that can be downloaded by More than one person at a time Support for mental health
More groups especially evening based groups for people who work as many of the wonderful things pre covid we're based during working hours. More reading groups. Better lay out if the group timetable on the website. However the staff at the Dorchester library are wonderful, always so helpful and knowledgeable.
More groups for children and more author events or opportunity for adults to get creative together. I'd love to see a journalling or writing course run at our library.

More help with choosing a book that I am likely to read. Rather like Spotify, is it not possible to offer recommendations based on an individual's history of book loans? Surely you have this information? These recommendations could be available on line when they log into the library service. The service provided when the library was physically closed was excellent ie your staff selected the books for me and the 'hit rate' was very good - better than I could achieve! I can spend ages trying to choose a book only to end up with trusted authors [most of which I have exhausted]. I would appreciate a system that guided me to new authors based on either my reading history or by answering a few online questions about genres. The 'top ten' is not necessarily a good idea as those books are probably all out on loan or simply not what I want to read.

More help with technology

More history of Wimborne (maps etc)

More home delivery of books ordered online

More Hungarian books available. I offered to take my Hungarian books to the library to help the Hungarian community lives in Weymouth and around. Unfortunately they send me away as I should take them to the charity shop. Taking them to the charity shop won't help our community. I think it would be helpful to have them in the library as we all can borrow them. And as I saw the international section is very poor I did not really understand the reason why are you not happy to get free international books?

More in person events

More in person stuff - more stuff in one place, and more shelves back in Blandford! The refurbishment looks great but it has meant less shelves..please put some back! Access to the rooms upstairs would be good too - my friend used to attend the visually impaired reading group in the library and the stairs were awful. she said the room was large, so it could be used for meetings and events surely? Also, stop assuming people have access online, and asking them to book on eventbrite. i dont like it as it isnt a good place to search on. please dont get rid of libraries, especially here in town. its so useful to come and sit and see people

More information (e.g. leaflets, posters) on local charities, activities, voluntary opportunities, events, so partly plugging the gap left by tourist information cuts. A small coffee shop and suitable seating/study area to encourage me to stay longer. (I already use the vending drinks machine). To save staff costs this might start as a vending machine service.

More information about local events. Sale of charity Christmas cards

More information being made available eg online, posters in stores, local radio adverts, local newspaper articles all highlighting the good stuff you already do.

More information on activities within local libraries via email

More information on digital technology, much of what is on the shelves is too basic in 2021

More information on online access to books- was using one which then stopped and given no further information on new service. Cont with activities for children in library.

More information on opening hours at weekends. On line information about books choice.

more informative talks from local organizations such as National Coastwatch which we attended this year

More investment in stock and extended opening hours to include weekday mornings.

More kids stuff

More large print choices ... see my previous entry

More learning and study events.

More learning opportunities within the library, perhaps presentations from specific groups.

More Lego events.

More libraries in walking distance

More libraries open on Wednesday
More library newsletters A newsletter about Stalbridge Library Computer guidance and tuition – not just using the computers there
More literary events locally. Provision of estimated delivery dates for loan requests . In house cafe, comfortable places to sit. Point of access for community information.
More literay events or related like in library book club or discussion group. Maybe evening events to fit around work hours. Maybe a monthly literary themed events discussion. Writing workshops.
More local history talks, explaining what resources are available in the library and how to use them (eg for house history). Provide lists of author suggestions ie if you like x you might like y. Or coffee and chat with suggestions. Come along if you like crime fiction, sci fi, historical fiction etc and get suggestions for writers you don't know.
More longer opening hours.
More modern online capability. Libby is a bit slow and not flexible.
More money spent on books to keep the stock updated with new writers/books. Replace older editions of classic works with new copies.
More money, build that new bigger library on the site in Morrisons carpark. Encourage more kids in. and so on,my list would be endless.....
More music CDs Better range of audio books More books on climate change and using less CO2
More new non-fiction stock
more new release audio books.. regular email to those who sign up
More new titles would be very useful.
More newly published books I use the library for borrowing books but also find the online service for borrowing e- books to be very good
More Non fiction in dorchester library please
More of a joined up approach to new titles/publishing trends. Sherborne library stuffed full of dated books with very little to interest the broad reader. Vast majority of books I read are reserved online for collection. Would appreciate more space to study. Zero other facilities in town to do this other than a cafe. If an event is on it can be very noisy. Possible pods that can be reserved? Like uni libraries? I'm self-employed and libraries are an essential space for supporting sole traders who struggle to work from home. Would happily hire space too for meetings etc. Nearest such hubs are Poole and Bournemouth.
More of an information hub, like tourist information but for residents. What is going on CROSS TOWN ACROSS ALL SECTORS- TC BUISNESS AND PLANS, ARTS, ENVIRONMENTAL. Sign posting to different groups. Not many people know libraries support many book groups in town and can match individuals to groups. Don't know about library service to housebound people, so at least promote services that library itself provides.
More of everything including longer opening hours
More of the same
More of the same - with more new books if there is the money. But perhaps there could be more to encourage younger people not so interested in reading into the libraries with activities such as discussing books/articles/groups discovered on their tablets or phones which might then get them interested in books.
More of the same is good, access to advice is good, Citizen's advice for example.
More of the same please!
More on line services
More one-to-one IT help with tablets and smart phones.

More online events Events for home educated children during school hours - everything is at weekends and it would be great if some things happened during the week
More open days to general public at Swanage library, together with more local info
more opening hours
More opening hours
More opening hours in the mornings.
More opening hours would be better. Does closing Tuesday afternoon help staff into the full day closing on a Wednesday? I noticed that computer access was done away with some time ago. Newspapers have been done away with. Now magazines have been done away with. Value for money, I don't think so. I don't notice council tax rates dropping because we get less from the library.
More opening hours would be great. More audio books. Quicker delivery service; it seems Somerset and Dorset do not talk to each other.
More opening hours, a coffee shop, activities , availabilities for volunteering.
More opening hours, particularly when the post office is at the Charmouth branch.
More opening hours, though I understand this is tricky with volunteers.
More opening hours,possibly a book/reader session combined with coffee and as much info as possible regarding local events and services.
More opening times during the week
More opening times in the morning.
More opportunities for volunteering within the library? Librarieswest is excellent - the system for reserving books is great - very efficient so long may that remain. Continued and perhaps greater opportunities to access ancestry sites, newspaper archives etc
More or less happy with the status quo.
More paperbacks, lighter to carry
more partnership working, eg with Swanage information centre, the Pier, not just regarding events.
More Personal contact & interaction. Not expecting everyone to use online resources when not comfortable & good opportunities for people to access hard copy of application forms or surveys .
More physical adverts around town. Great reminders of activities and events. Visible presence. Maintain access to IT and support.
More physical opening hours, more stock rotation, more community events
more piano music collections
More poetry and art books and literary criticism
More poetry books
More ppaper back editions. I find the hard back books very heavy to hold while reading
More presentation on line of the books, overviews, other reader's comments, awards, books featuring on book clubs etc
More professional arts events within easy travelling distance. Extended opening hours.
More promotion of the digital access methods.
More publicity, as it's not always easy to find out what is going on at the library.
More qualified people who understand the service needed.
more range of online books to borrow
More rapid response to computer failures for community libraries such as Colehill we sometimes have to wait for days.l
More recent releases



More recent titles of DVDs and CDS
More recommendations about books to read. I always struggle to find good books - which is where reading groups are good for taking you out of your comfort zone
More recommendations on good reads, more small display shelves for new books and authors, highlight the books discussed on BBC's "A Good Read"
More regular events for younger children would be good.
More regular opening times.
More resources and interesting activities for 12 years and upwards. More Anime comics, books, music related items. Hold regular club events or activities for this age group. Update the look of the library so it is seen as a place that this age group want to go to. Maybe have their own dedicated space in the library...drinks machine, beanbag seats..something more fun and modern.
More rhyme time for the kids and kids activities, more back the Health Visitor drop in sessions for babies and young families
More Rhyme Time sessions and other reading activities needed at Blandford. Larger groups can now do activities in other settings but the library is behind and still holds limited sessions.
More room for quiet study spaces, social spaces, accessible health information, accessible financial information.
More rotation of stock in the Art & painting book section.
More rotation of stock to local libraries, especially for children.
More school holiday activities, a couple of members of staff could do with educating in special needs children,
More school visits/interaction and maybe support with reading and spelling for children. Now using digital books within classroom, but would be good if library provided THE reading and quizzing service for school - some innovation to encourage research and homework. Maybe link with schools for homework club (after hours)?
More seating areas and desk space, particularly smaller, solo desk spaces. would be handy. Some people don't feel comfortable sharing a big table with strangers and would prefer a more private space.
more seating areas more desks/lamps 'homely' areas
More seating areas, mix of relaxed seating and study areas. Coffee shop/ community café. Make the library a "destination" to go to spend time. Craft kits / board games / toys available for children to play with and parents to relax / read. Jigsaws / board games for adults with sufficient seating and tables. Focus on making the library a fun and welcoming place. Information points and other council services should be located away from the main library areas due to the differing needs of customers and the overall atmosphere.
More seats More art
More selection of books
More selection of stock
More services under one roof i.e. Tourist Information (essential) talks on the local area, anything that would help to support the library service.
More social events for under 5
More space for clubs to meet but away from the book shelves so clubs don't impact on borrowers
More space in the adult lending area to provide a sitting area to look at items before borrowing or accessing information. This could also enable small scale socialising.
More space to sit and read Newspaper's
More staff and more books
More staff available. Longer opening hours.

More stock and parking
more stock for books and perhaps helpful recommendations of types of books or maybe potential book clubs to join, especially when you are relatively new to the area like me
More stock in smaller libraries
More stock of fiction would be great. I love the idea of talk or clubs and a coffee shop! Fairly new to the area but I haven't spotted any sheet music, so that would be lovely.
More stock on local history etc., Philosophy and Politics
More stock on site. Most items I want have to be ordered from elsewhere.
more stock rotation, maybe a national library service at least online?
More stock. Coffee shop. Sessions in which one would meet other people.
More stories to interest 9 or 10 year olds but with better quality words (Longer and more challenging vocabulary- is what she means: mum) More graphic novels for children.
More streaming services Online access to librarians for advice and help
More suggested reading lists
More support for Colehill library which is run by volunteers
More support for community libraries so that the hours can be extended
More support for community local libraries ( those within walking or cycling distance). Support for those libraries to play an increasing role supporting local community needs and providing a reliable "go to" hub for information. With the decreasing size of church communities , reduction in time available at GP practices yet increasing demands of modern life I think the local libraries must in future step up their role in community support.
More support for the elderly to fit into a digital society. Information sessions to teach us how to use mobile phones etc.
More tables with relaxed seating areas, Loan facilities for music and film DVDs
More talks and activities to bring the community together
More talks on local topics, including history, landscape, customs and authors
More talks/discussions with writers/authors/journalists
More themed displays of books Online catalogue isn't always very intuitive
More themed events/exhibitions ie books ( and other objects) related to a specific topic, writer or event
More tourist information and local transport information.
More traditional library stock and activities - getting people back into and using the buildings and less digital/online projects
More training and community centres activities such as job clubs or life skills courses
More up to date book releases if possible....I have read most of the books in both of the libraries I attend. Thank you.
more up to date books
More up to date books
More up to date books that are on the internet that have just come out.
More up to date books would be nice. Especially in for example 'Computing' as technology moves so fast that old computing books are not so relevant nowadays.
More up to date paperback books
More up to date publications and books ie Booker prize long list
More up to date stock
More up-to-date computer books covering programming languages and methodologies.

<p>More up-to-date stock; I often hear about books I would like to read, either from a personal recommendation or on the radio or tv but I often cannot find them when I do a catalogue search. I would like to see more walking books for all the national parks available for loan. It is often difficult to choose a book, so it would be nice to have an area in each library where the staff put their recommendations accompanied by a short written reason why (like they sometimes do in Waterstones). It would be great if members of the public could also add to this.</p>
<p>More use as a community facility/meeting space</p>
<p>More use of digital systems and information on how to remotely connect</p>
<p>More use of the library form community purposes - support groups, social enterprises, health groups, art groups and reading club.</p>
<p>More varied times for workshops and digital learning, a coffee shop would be good and more approachable staff, some are like doctors receptionists!</p>
<p>More variety of audiobooks. Perhaps order or suggestion for books within the app</p>
<p>More variety of books and advice on what books I would like to read.</p>
<p>More variety of books. Broadenevents.</p>
<p>More work/study space without library computers so there is space to go without unnecessarily taking up a computer</p>
<p>More....Book Clubs. Literary Societies. Book Reviews</p>
<p>Most important to me is being able to borrow books, Tried, but didn't take a liking to, e-books, nor do audio books work for me.If you stop the books i will not be visiting the library. Clearly other people enjoy the alternative ways of reading, so you need to ensure all avenues are available. I cannot make any suggestions on future needs as I find all my needs are currently met.</p>
<p>Most importantly we must retain the libraries we still have. They serve a vital role in our communities</p>
<p>Most local libraries have several "spare" rooms - one of these could be Sterilised and use for vaccinations &amp; boosters against COVID-19 and/or Flu. Equipment &amp; furniture requirements are minimal, staff would be trained and/or provided by the NHS and infrastructure fora single PC (to record vaccinations), is already in place.</p>
<p>Mostly borrow books to read elsewhere. Library gives wonderful service; range of books much expanded by access to adjacent county libraries now. Staff always knowledgeable and very helpful with all aspects. Is a library website available where upcoming talks and news etc. can be viewed?</p>
<p>Mostly i love Libraries the way they are. A coffee Shop would be really nice. Also i would like to see a tourist information service. The lack of one in Sherborne is a real backward step.</p>
<p>Mostly I would like you to keep Beaminster Library open, before COVID I was a very frequent user but have had to be more cautious since then but have been back but not quite so much but hope to soon. It's a real asset to our community. My one suggestion is to change the stock a little more often with other libraries. When the mobile library to the villages stopped we had some lovely books new to us from them, you could tell as they were stamped as mobile. Would it be possible to swap books with other libraries. I know it's possible to order them from other libraries but it's nice to browse and then choose. I also like the small reference section it would be very distressing to have the books so particular to Beaminster moved elsewhere. I know the last time you considered library changes you threatened to close Beaminster and it was reprieved. Our WI has 5 book groups that all rely on the library. I take out 10 books when ever my grandchildren visit for them to read! I am not alone in this. There are very few libraries really on this side of the county, it seems the west side gets somewhat left behind in provision so please keep our library open. I know it cannot provide all the services the bigger libraries do but what it does have is much appreciated.</p>
<p>Mostly OK</p>

Move it!
Move stock around branches frequently or more. Don't know your current system.
Move to a larger more efficient building
Much better online Ebook service. Significant improvements to Borrowbox and a much wider range of books available. So many are unavailable with popular authors booked ahead for weeks.
Music "book club" led by somebody who knows about composition / harmony. Composition workshops.
music and film available for checkout falling pandemic restriction
Music CDs available to see and choose.
My 5 year old daughter & I love the library, but since starting school it difficult to find a time to take her as she has out of school activities, I find I need to go & select her books myself. If the library was open more in evening & weekends we could go more.
MY ANSWER TO THE LAST POINT: SOME WAY OF INDICATING WHY AND FOR HOW LONG BOOKS REQUESTED WILL TAKE TO COME. OR ELSE LENGTHEN THE LIST BEYOND 10.
My children would like lego club back.
My children, partner and I all use the library frequently because we love reading books. The online catalogue is terrific and we appreciate being able to get books from the larger libraries. We don't ever need to use the Internet/IT services however as we have sufficient resources at home. We tend to order books from the catalogue and just visit to collect them but when we visit the library, the staff are really helpful and friendly. I've not been to any events at the library since my children were small, but i think that as libraries are no longer places for quiet reading / study (although these are still important), maybe they should be put to more multi-purpose use, like art / music rehearsal spaces, classes/ other events. Maybe they already are, i don't know. Please, though, don't get rid of the books...
My events a cross more library, for me specify crossways So me and my daughter can Interact with and hopefully befriend other parents and children in our village/community for free
My experience (mainly of Bridport library) is that the building is good - welcoming and well laid out, and the staff are excellent. I would love to wean myself off the temptation to buy second-hand copies of books from Amazon and borrow from the library. I recognise that this is a personal failing but would love to be lured into the library instead. I have always enjoyed talks by authors and would definitely attend these. Could the library be used for short courses in literature appreciation, creative writing etc?
My grandchildren (currently 7 and 3) both enjoy visiting, choosing books, and reading at the library as well as at home. A quiet space for younger children would be good. Also many local homes are small and cramped and so access for children to use a computer and do homework away from the noise and distractions of home would be of immense value to school age children.
My husband and I are more than satisfied with the Wareham library. It's a pleasure to visit. We cannot think of anything we would change.
My husband finds on-line interfaces difficult, so not having all services on-line yet. We lived in Wales prior to moving to Dorset and libraries there had reference books in the library so that you could look up particularly fiction under different headings (I expect you can do this on line) but I haven't found a physical book yet (or list)

My initial thought is that the future is, or should be, based on children. I cannot think of a better way to break the domination of the mobile phone than to encourage children into the library. Just how this is achieved is the problem and the solution lies with the parents. And so the problem is more of how to encourage families to use their libraries. Since they grow up with pictures on their phones the solution should be pictorial based which means screens in libraries etc. One can imagine vast scope in this concept and thankfully we have many in the library service who can explore this aspect.

My library (Ferndown) is very good. However, parking is a problem. I live 4 miles away and there is little chance of any regular bus service. As what little bus service is available, my previous comment that I would like to see a Sunday opening, or later in the evening is hardly likely, as there is no bus service at all. Regular meetings for book clubs would be useful, but any publicity for such clubs appears to be limited to FaceBook or council newsletters.

My library at Sherborne already has a range of leaflets available regarding places of interest to see in the area for those who would like a day out somewhere interesting. However, the Tourist Information Centre has closed in town so may I suggest that whilst some can look online on our own computers, I feel there is now a gap in this town that the library may be able to help with. The TIC had information not only for visitors but also for ourselves, who may want public transport information or where to book if we wanted to stay somewhere for a break. We were also able to buy tickets for special events at the TIC so maybe the library could help in this way.

My local library carries a good variety of books and services for its size but its opening hours are so reduced that it is not always available when needed. I appreciate that costs are a priority but many people would offer voluntary positions if they were made known.

My local library is fine for my needs as it is ( borrowing books)

My local library is very small and therefore we cannot hold talks etc. I do enjoy attending talks at other libraries and also looking at temporary exhibitions. I think these are important events to get people interested in using the library and should be continued. The talks by authors etc could be continued online as this might encourage a larger audience.

My mother only speaks Spanish, we would like her to have more access to books, newspapers or magazines in Spanish. We borrowed some in the past, but found that library staff had to search for the item in another library. Then, we had to return the books too quickly. It would be a good idea to extend the time books can be borrowed without the need to go and renew it in the library.

My needs are amply supplied by what already indicated. I like peace and quiet and a book.

My only suggestion is the refresher course for the computer.

My partner and I both use the Library to take books out on loan. It is a substantial saving for us not having to purchase books, and we have more choice. Also if we do not like the book we have borrowed we can return at no extra cost.

My passion is books and although I have used my local library since I was a child, I find that I still buy too many. If the breadth of books could be increased with more varied choice of genres & authors it would encourage me to go more often.

My practice has changed over the years from selecting books by browsing the shelves to choosing beforehand what I want to read and reserving the books online, for example new novels by specific authors. More information from the library about new publications and when the library will have those books available would be helpful.

My principal reason for visiting the library is to make use of the Stamp Catalogues in the Reference Library. I have an extensive stamp collection, but the cost of Stanley Gibbons catalogues is prohibitively high. Thank you for stocking these.

My requirement of a library is to choose and borrow books. So a good range of books is my main requirement.....
My responses should guide you -i.e upgrade the present facility in terms of stock - we are the county town and events
My wife and I recently had our flu vaccine injection given to us in the local post office could the library be used for such activities. The Library needs to be the focal point of the town creating a coffee shop might help with this.Also regular scheduled visits from the local police force so residents could go along and talk to community officers to listen to and pass on information about the community. I hope this helps.
My wife has dementia and I am her registered Carer. Books are very important to me as they allow me to "escape" for a while each day. The staff in Verwood Library are lovely - always willing to help, very supportive and helpful. It is always a pleasure to be in the Library - for some odd reason I always feel valued. Lots of smiles available at all times!! As to the future, I would just ask that you continue the current service - it is an important community issue. For someone like me, it is just nice to have somewhere to go where I am not required to do anything but can have the pleasure of loitering among lovely books. Thanks for asking Martin O'Kelly okellybez@gmail.com 07780 676511
My wife reads Cathy Glass books, when looking at the online reader catalogue there are two of her titles as ebooks and approx 6+ audio books. I'm not sure that ratio reflects the correct usage for such books. How is the mix determined? There is an absence of very popular authors within the ebook catalogue, especially in light of the size of its resource. Sadly unless ways of utilising library building more affectingly is not found, I feel that their days are numbered. There needs to be more focus on online resources and possibly the virtual library expanded to give the same experience as visiting the library, posting local events and information. As the current front end is very sterile with nothing to illustrate my location in Dorset.
N. A
N/A
N/A
N/A
N/A
N/A
N/A
Na
Need to advertise more informing us of activities, new events new authors and books.
Never underestimate the value of people being able to physically use the safe welcoming environment. Borrowing books is vital - but so is coming in to actually select them. You meet people, chat, staff are always welcoming. Buying books is becoming a bit of a luxury, and borrowing them is probably more important now than it has been for a while.
New and wider range of books. The library should be the hub of the community.
new editions of books
Newer books, better display, more attractive decoration. The library needs a more modern, welcoming look.
Newly published books more readily available or on line.
Nice to pop in library to pick books up for my niece and colouring.. The staff always friendly and helpful and order books in for me if it is not on display..
nil
Nil.

No
No Change
No change required
No change. It is fantastic as it is. I don't get on with ebooks and want to continue to borrow physical books. More new releases would be great
no comment
No comment
No comment
No comment - I think the library is great, especially borrow bow and being able to get books delivered to your local library for pick up
No complaints. During the lockdown, being able to order books online and then collect them was a great benefit because it encompassed all the different libraries and library stocks. I did use this before the pandemic but there was always the awkwardness of knowing how much you were expected to pay. Personally I am often looking for older novels that I naturally don't expect to still find on the shelves and the wider option of seeing what is available in other places is very good. I would like though for there to be a general list of available books online, as I think there once was. An alphabetical list that one could peruse without necessarily having a specific book in mind before you entered the lists.
No cutbacks or closures
No half-day closure on Market Days
No idea
No idea
No idea
No less hours than present - not sure why it is closed on a Tues afternoon as well as Weds Want help to use mobile phone and laptop Better change of books Larger selection of good books out on trolleys and shelves made by library staff. Paperback books should have type of reasonable size, some are too dense and small type
No more cutting of opening hours At least one professional librarian in each library more use of library as community hubs
No need for DVDs anymore. Colouring/Lego/toy area. The 'library treasure hunts' are brilliant - my kids love them. Film evenings and adult craft events at Christmas (did this one year and it was lovely.) collaboration with local schools (tricky due to covid)
No noisy groups near the PCs (adults?) No customers loudly bellowing into their phones Some more newspapers, as of old. Less hardbacks, more paperbacks (too heavy to cart about!) Don't w/d loads of stock just to leave half-empty shelves. It's nice to have a choice.
no points to enter here . I am very happy as is.
No real changes needed for my use. The staff are helpful when needed and the premises are excellent and well located. My only gripe is that it is sometimes difficult to order an authors latest book.
No suggestions
None
none really. just some evening openings a little more
Not close on a Wed afternoon
Not a development but a return to pre-pandemic facilities of chairs, papers & magazines etc
Not close any more libraries Continue with mobile libraries Employ trained librarians Make it easier to borrow from other library services Arrange for possibility of accessing academic resources by arrangement JSTR

Not many people seem to be aware of the digital library. It suits me to read a book using a tablet than a proper book. It is very useful being able to see what titles are available & reserve them from home to read either a digital copy or a hard copy. Maybe advertising this service could be beneficial.
Not shut them down.
Not sure
Not sure
not sure
Not sure that I want or need more at the moment while I am still able and reasonably competent. However I consider a library is an exceedingly important facility in any community's life> Access to a library has from earliest days of the 19th/20th century provided learning opportunities for many who have not enjoyed good schooling or who have been able to realise opportunities otherwise out of reach. I never forget the Carnegie libraries etc of my youth.
not sure, a good service at the moment!
not sure, I'm happy with it now
Not sure, Wimborne library premises are too small to support many further activities. Worried that it might close completely.
Not sure.
Not to reduce hours of opening or close the library. Need to advertise library services more. That's it's for everyone. Includes fiction as well as reference and available online. Many people I speak to buy books to read on kindle for example, or phone and are not aware of library online service!
Nothing
Nothing
Nothing
Nothing
Nothing
nothing
nothing as far as I am concerned, I just want to be able to borrow books
Nothing at present, personally, Tuesday A.M. opening would be helpful.
nothing at this precise moment
Nothing beyond those items already mentioned in the survey.
Nothing comes to mind.
Nothing except keep Shaftesbury Library open. A key community resource and brilliantly run
Nothing for me. I like my library as it is. Great staff. Good choice of books. Easy to reserve wanted titles.
Nothing I am happy with the Swanage Library how it is at the moment
Nothing I can usefully think of. I use your services mainly to print out tickets/information etc as don't have a home printer.
Nothing I'm very happy with the library services
Nothing it is perfect as it is. I expect the purpose of this so say consultation is to close more libraries shame on you!
Nothing LM Library is amazing, the staff are wonderful and very helpful. The ability to get a coffee sit down and read is wonderful in this day.
Nothing much else - it would be helpful if the library were open on Wednesdays as well as other weekdays.
Nothing much, just the widest possible range of books.
Nothing needed



Nothing needs changing as far as my requirements are concerned. The current provisions meet my needs.
Nothing needs to change for me
Nothing really, I'm very satisfied. The Libraries West app is excellent.
Nothing really, it's great just the way it is, my kids love going to the library and have done since they were little. It's a quiet safe place where all the staff know us and couldn't do enough to help us find just the right book for the job! A coffee shop would be AMAZING!
Nothing really. Beaminster Library provides everything I need ie: to order books and pick up books.
Nothing really. Maybe invite local writers for talks (eg Minette Walters?) It is possible you already do this, and I have not noticed. In that case, maybe notice of the events could be emailed to service-users.
Nothing really. Good range of services already in place.
Nothing to add
Nothing to add
nothing to add
Nothing to add.
Nothing to comment on changing, I always have a positive experience in the libraries I visit and online services (borrow box/reservations etc).
Nothing, I am happy with the current service.
Nothing, I love my library, always get the books I request. The staff are brilliant. It's always a pleasure to visit.
Nothing, it's already fantastic and the service runs well.
Nothing, quite happy with the on-line and visit facilities
Nothing, thank you. It's fine the way it is.
Nothing. It's great as it is.
Now that Dorset County Council is physically withdrawing its services from anywhere beyond Dorchester it is becoming ever more distant from its customer and voting base. The Library is the main building representing the Council and it is an important part of the community. Please focus in on this local aspect otherwise we may as well get all our online services from anywhere in the world and close the County Council down.
Now that we do not have a district council, it would be useful to be able to meet council staff from time to time. We could get up to date information on - for example current thinking on waste disposal, or planning. Or what the council is cutting back on and how we might help
Now the library is open again there is nothing I need to continue using the service.
Now the TIC has gone from Sherborne there is no central place to get local newsletters local magazines local transport information. Maybe the library could do that. I think the opening hours should be more accessible to working people and maybe open on less days per week if budgets are stretched and I think for non-Dorset residents higher charges should apply to access library services /info services /IT services.
Now the tourist office has gone perhaps the library could have the info and tickets we used to go there for.
Now Tourist information gone, would be nice to see a section to replace to some extent. Information on local maps particularly larger sizes. Home access to Ancestry has been useful but is stopping but probably a cost item. Staff are most helpful already.

Noyt sure at the moment. Don't want to visit the library because I am a vulnerable person so feel it unwise but very grateful for the ebooks. Wish there was a bigger variety though. I like to read thrillers/ crime stories etc for relaxation but there don't seem to be a great many available for download at any one time. Genres don't seem to be sorted as well as they are on the shelves. It would be great to be able to access reference books in the same way. Don't know whether this is possible yet. Use the ebooks because I can then adjust the font size to make it easier to read after having eye operations.

O.K. as it is

Obtain a wider range of books from in and out of the County

Obtain requested books more quickly.

Occasional music recitals would be nice. Many years ago Bradford Library was famous as a venue for broadcasting such events. Notification of events directly by email. I haven't sought information I did not expect to be available and don't peruse the website aimlessly. But if events or other matters that might interest me were occasionally circulated that would be interesting - not necessarily a regular newsletter which would be wide in scope. So if I register an interest in say, a recital, a talk on music, a talk by an author, a debate about books, community matters, local facilities, etc., then perhaps the library could notify me of something that cross-references with that interest. I don't use social media nor am I interested in doing so; I do email every day though and spend several hours at a PC (not gaming either). I do not have a smart phone.

Occasional talks from representatives from local groups e.g. park wardens, RSPB, Garden centres, neighbourhood watch. As fairly new to Corfe Mullen, we have no idea if such things are possible but in Torbay talks on different subjects when the Library was closed, were fairly well attended (especially when the Friends of the Library provided tea and cake!) Is there a Friends of the Library group? Volunteers were used quite a lot and some activities occurred when the Library was closed.

Offer coffee drinks in general

Offer more interesting opportunities to volunteer - not just cleaning etc.

Offer the Arts Award - Bronze, Silver and Gold Be a centre for the Duke of Edinburgh Award for assessing skills provision and paperwork Local centres for the promotion of local activities - walks, etc - link to NHS to be wellbeing centres/provide 5 steps to wellbeing, mindfulness and meditation provision Offer safe spaces for youth workers to meet young people to provide targeted support - may mean opening in the evenings/after school. This could be offered in addition to providing literature on wellbeing for young people to be discussed and worked through at sessions. Create offers for inter-generational activities Provide volunteering opportunities for young people aged 14+ Knit & Natter groups - access to craft books and ideas

Offer wider range of community activities to bring like minded people together - doesn't have to be book orientated (crafting, men's clubs etc.)

Offering a Sunday service is overdue. The majority of working people are off at weekends but can only visit the library on a Saturday. Dropping a day in the week to ensure the hours were adequately covered and matching the six hours opening of larger retailers would still make a huge difference to library usage.

Often have to wait a long time for a popular current book. Maybe purchase a few more of these? You might already have this but have recommended reading lists when people are stuck for what to read next. Small fines for dvd late return.

Ok as it is.

On line service proving difficult to access at present

On the whole I think you have got it right for my needs.I would like to see as many activities to encourage reading a physical book as possible.I am not averse to digital reading but think both are important.There is nothing like enjoying reading an actual book although I do use digital too.
On the whole my local library is welcoming but during the pandemic one member of staff was quite rude. Unfortunate because there was a notice asking members of the public to treat library staff with respect which i did.
On the whole the library functions well. Please don't cut the hours and please keep updating stock, although I realise the financial constraints may make this impossible for the foreseeable future. Keep encouraging children - your summer reading schemes are great but not sure if they reach all children.
Once the Covid pandemic has receded I would like more activities such as talks, a coffee shop, maybe forming a book club . Also it will be good to see a re-introduction of chairs around the Library, particularly for elderly users.
One area is an increase advice and tutorials in the use of your IT services. It is particularly difficult when new software systems come into play. It takes me some time to get used to these new systems and sometimes it is difficult to see what advantages arise. Perhaps increase range of e-books available, but this is a personal preference. Digital access to subscription magazines, specifically 'Which' would be good.
One day a week, close later - 6.30/7pm is plenty. I struggle to visit around work
One of the most important assets in the library service is the staff. I have always found the people at Bridport and Dorchester libraries to be friendly and helpful. This is where the most investment should be made: recruiting and fostering good employees.
ongoing supply of new books cease 'random' display of books which are unrelated to one another and which means finding things more tricky as not shelved in section with others.This happens in all areas of library and feels like a way to avoid doing shelving of material. Ask all library users to be mindful and respectful to the needs of other uses, eg children not using library as place to play ,playing loud distracting music,etc.Not wishing for a return of library being somewhere to whisper but sometimes noise and activity levels is very distracting from users as well as staff.
Online access to National Archives, such as Kew.
online access to reference books would be helpful; more books generally as sometimes I have to go to a different library to pick up an item
Online audiobooks and ebooks is the future and wider selection of online material and greater number of copies would be very beneficial.
Online is a good option but not to the detriment to the physical face to face library. We will soon live in a world where there is no physical contact with people. Not good for our well being
Online reserve a new book when it is about to be published
Online resources as mentioned before. consider what to do with archival material, should it go to the Museum Local History Centre. By this I mean the Bridport News microfilms and the Somerset and Dorset Notes and Queries.
Online service is great, any further enhancements to this service would be welcome.
open 6 days a week
Open 6 days a week 9-6 Arts and craft activities Special needs information
Open 6 days a week. Welcome voluntary groups to use the Libraries more for activities.
Open after typical 9-5 working hours, e.g. 6-7pm would be very useful for those in work.
Open at 9am each morning.
Open at 9am each morning.
Open Dorchester library on Wednesday afternoon (market day!)

Open Dorchester on a Wednesday afternoon.lots of people go into town for market &shopping and library is closed
Open each day the staff are excellent
Open earlier weekday mornings
Open earlier. bigger selection of books. More choice..liked the random choice made by librarian bag
Open every day
Open every day of the week.
Open every weekday so I can go when I have other things to do in the area eg combining with a GP or dentist visit
Open later in the evenings and maybe one sunday a month
Open longer hours
Open longer hours.
Open longer hours. Include drama and theatre material.
Open longer on a Wednesday afternoon.
Open more
Open more frequently in Beaminster (eg with volunteer help) Keep the online access to ancestry.com
Open more frequently. There is a lack of academic books and exam board text books to support my studies and search options/ catalogue does not support academic study. The online catalogue to order books to my local library (which is a fantastic service) is a bit outdated and could be easier to use, however it is functional.
Open more hours
Open more hours and make use of your volunteers.
Open more in the mornings. Develop the online booking system to show item history and waiting times. E.g Dorset does not have the stock of books compared to other counties. Therefore when a new listing is available you could insert warnings for a longer waiting times. Hence individuals may decide to defer the request to stop blocking the system. It gives them a choice.
Open more often
Open more often Cab advice 1xaweek Council 1xa week Book club
Open more regularly. Could be more comfortable to sit in.
Open more, stop closing most of the time, get more stocks
Open on wednesday
Open on Wednesdays
Open six days a week.
Open small library buildings more often
Open the library every day, morning and afternoon Increase more adult space for reading/browsing quietly Limit the sessions when children are in creating noise and make it clear when the sessions will be taking place so those that want to avoid them can do so. Ensure library is staffed with qualified and knowledgeable staff who are able to advise, discuss and recommend books and authors
Open Wednesday afternoon. More stock of books. Perhaps indication of books/authors that have won prizes. Better promotion of good modern fiction.
Opening 6 days a week. Extend lending period for books from 3 weeks to 4 weeks, as it was in the past.
Opening as often as financially viable. Information about recent books available.

Opening evenings and weekends provide a citizens advice service and bring back the tourist information centre was useful to be able to book tickets there etc
Opening every weekday would be extremely helpful to both my wife and myself as this would help reduce the number of journeys we would have to make. I note that as with all residents of small villages walking is not an option, nor is cycling and public transport. The only practical way of physically accessing the library and other services (e.g. GP, hospital, dentist, pharmacy, optician, waste disposal/recycling centre etc etc etc) is by car.
Opening for longer hours on a Saturday would suit me as I work when you are open
Opening hours are a huge factor for me as the only time I could visit is Saturday and that's a family day
Opening hours are a problem for some - those who are working etc. More child based activities would be great, e.g. toddler/young child adult led story sessions to encourage children to read from a young age.
Opening hours could be increased as this would allow more people to visit at a time they choose.
Opening hours for the libraries should be more consistent. Difficult to remember what the hours of opening or closing are without reference to the internet. I must thank the council for providing access to Ancestry on line during the lockdown. This has been a great help for my families genealogical research and is a very good idea as well as saving a trip to the library - more green.
Opening hours in Upton Library are much less than they used to be. Very happy with service provided apart from that. Book reservation service is great now that the library is part of a much larger group of libraries.
Opening hours more suitable. Unfortunately it feels like CM library is rarely open and so makes it very difficult to visit on a more regular basis
Opening hours work for me but I would struggle to get to the library if working full time so I'm thinking this may be an issue for some people. It would be good to have some events for adults, perhaps promoting new books or talks on various subjects. Knit and natter used to run but wasn't well supported. Perhaps the name could be changed (craft and chat?) and it would be good if it was out of working hours. A coffee shop would be great in larger libraries but the Lyme one is too small.
Opening hours, Wednesday afternoon closed - Why - and on market day! Coffee shop / machine would enrich the experience of studying in the library. Bring back the Tourist Board - why was it closed? This is the principle town in Dorset.....Dorchester as a city, you must be joking!! Is this a ploy to close departments? the simplistic questions suggest that it is. Loan of DVD's? why, when streaming and charity shops are a lot cheaper. New films? maybe, but library still expensive. Planning to move the library and sell the building?
Opening on a Sunday would be nice
Opening Swanage library one evening a week (say after 5pm and until 8pm) would be a great help to me
Opening up for more public access with events,coffee shop making it more of a meeting place for the public under 5s activities
Opening Wednesday even if was just the morning as for other reasons I often want to come into Wimborne. Whilst Wimborne has coffee shops already it would encourage me and others to come in and use the library service as well as creating a revenue stream as well as supporting local businesses such as Wimborne Coffee Roasters or Crumbs charity to provide cakes etc.
opportunities for socialising in a less formal way than just entering the library. so space for meetings and/or clubs. Provide coffee/tea/soft drinks with activities like space for reading newspapers or magazines, jigsaws or puzzles.

opportunities to meet local councillors
Opportunity to use private rooms for meetings/groups like Aa/Alanon/Craft group etc Environmental events/groups/meetings to meet other like minded people Offer things like a Nappy library or sling library (west Dorset slings could do this) Lots of community things like breastfeeding group for mums to meet and talk about books/read etc
Option to stop emails from borrow box for every transaction. I love the service so much and don't have any reason to complain so that is all I could think of as a minor flaw. Thank you for the service, it enriches my life more than I can say.
Options on how to travel were limited to one choice. we travel in more than one mode, ie bicycle and car. Opening later might permit easier parking than middle of the day.
Options to view books online and more academic material
order a book and have it delivered for a small fee, extend a book by phone, have cool areas for people who struggle with places which are too overheated,
other organisation could run drop ins like YOU first, CAB etc. benefits advisors, colleges, homeschool groups.
Our Community library in Charmouth offers more services than I currently make use of although in the past I attended a group there. A wider range of books would be appreciated although I have always been able to request and receive items, mostly within a reasonable amount of time.
Our family love using the library in Verwood and my children feel confident to use the facilities themselves and have a great interaction with the staff. Just keep doing what you are doing and enable everyone to enjoy the facility as much as we do.
Our librarian left parcelled up books for us by the library door during 'lockdown'. This was a great help in warding off boredom and depression. I have not used the home library service yet but if I became housebound I certainly would. I appreciate the volunteers who help to keep our library running.
Our library does a wonderful job and offers a good range of events as well as traditional books, ebooks and audio books. A coffee shop would be an excellent addition, perhaps run by volunteers. Sewing/knitting/craft groups with someone reading to the group or listening to an audio book would be fun. A small study space that remains quiet would also be welcome.
Our library in dorchester is so welcoming and friendly and my children and I really enjoy it. Staff are wonderful and really helpful
Our library is absolutely excellent, and has been one of THE best services during Covid. All the staff should have MBEs. I have really valued their willingness to order books for me, and hope that you will not lose sight of the core business of a library to hold (or order) the widest range of books for the public - including academic books. The range of books on the shelves in all libraries is disappointing - the sort of books you can pick up for £1 in charity shops - and it has become increasingly difficult to order academic books. I want to say a huge thank you to you for the very generous ordering service that I've had from Swanage.
Our library is an active, vital part of village life involving all ages. There was always something happening for the community Pre-COVID and hopefully this will return when life gets back to more normal times. In the past I have used the Community Policing pop-in service at the library which was very helpful.
Our library is at the centre of village life and a very important community facility for many in our village young and old. I would change nothing.

Our library is the heart of the town for many elderly residents. Staff know their clients and I think this is important for everyone. I have been present at toddler sessions which are SUCH a good idea. Outreach work with schools would be good especially schools where children do not necessarily have opportunities to own a book of their own. Good job Swanage

Our library is very small and although I love the idea of lots of groups meeting there, this can make it difficult to browse the bookshelves. Surely the library is primarily a book lending service and this should take precedence. Portland has so many halls and venues which would suit better for meetings.

Our library looks closed as its in a corner and dark.needs the windows and exterior to look more welcoming .the building dies nit represent the history of the area .

Our library service in South Street is essential to the well-being of all demographic groups of the local area. I remains a focus and hub (well serves!) for the sense of identity of the town and people of Wareham I would like to attend locally base/local interest - culture, literature, historical etc. I would like to access Tourist Information eg local B & B bookings. Improvements to web page - easier use - cannot access!!

Our library service is very good. I like being able to reserve items, especially as I live out of town. It is annoying when you try to renew a book online but it needs to be returned for another member. As I may not be in town the day the book is due back it would be nice if I could renew it for a few extra days. I also borrow magazines, but found the 'old' App more user-friendly than Libby. It was great having easy home access to sites like Ancestry during the pandemic. It would be nice to be able to do this still from five to time.

Our local Blandford Library connected with our local church and food bank who were running summer activities for vulnerable families. We were able to pop over to the library for guided activities, Many vulnerable children do not access the library for what ever reason, so this gave the children an opportunity to enter the library and take part in a range of summer activities. The food bank has moved a location a little further away from the library, it would be lovely if the library and food bank could connect more frequently, over some activities/new initiatives. We are more than happy to publicize activities that the library are doing through our daily food parcels.

Our local library is a community hub as well as just a library. The staff are friendly,informative and helpful and are known to the community. They have often known children since they were small and have helped them develop. They are ideally placed to help/advise them into further education/employment. If there was a small job centre with a visiting advisor the library staff would be the ideal people to encourage them in the right direction. This area is deprived, lacking opportunities and fostering lack of ambition. The library staff, working with local schools could become an important catalyst in changing this.

Our Lyme Regis library I personally feel is sufficient for my needs and does not need any change

Our Lytchett Matravers library is well run by Sue & the other ladies , they are innovative especially for children's events & competitions. I'm not sure what could be done to improve it

Our own library having more full day hours.

Our Upton Library is run very effectively and professionally. The staff are helpful and support in the 'looking for books' process. Outside of COVID times I would visit more often. I am not a brilliant reader and have now got into the habit of not buying the next book until I have checked with the library stock

Outreach, service to enable more vulnerable residents to attend library.

Over the course of the week (excluding Sunday) Wimborne Library has six different opening times.. This is not unusual for libraries but is so unhelpful for users. Is there any other customer facing service, particularly retail, which has this model? If there was going to be some variation, why not have one day when the library opens from 2.00 till 9.00? This would at least make the service more accessible to working people. At present, the hours (confusing as they are) offer an easy to use range for people who are free during the day. (I write as a retiree)

Overall I love the service! Requests have been a little slow recently, presumably due to Covid issues.

Overall I think DLS does very well. The combined Libraries West online book offering is outstanding. It's regrettable that central government withdrew proper funding (quite unnecessarily as is proven by the enormous resources made available to overcome the pandemic and Brexit mismanagement) but the way in which communities have worked together to maintain a workable library system has been a great credit to all concerned. We are disappointed that our local school does not play its part in encouraging children, through their parents, to make libraries part of their lives. There is a problem for you. I think you are doing well.

Overall it meets my requirements and I have nothing to add other than to say keep it more or less as it is

Overall we are very happy with the services the library provides and always find the staff friendly and helpful. Although we do not currently make use of the IT services, we have use them past and it's good to know they are there if we need them. Are main wish is for Upton Library to continue serving the community.

Overall, I'm happy as it is

Particular libraries do have staff who chat and laugh rather too loudly and persistently. It's an experience I've had over and over again. Displays of books on a theme, for instance, stimulates making new/different choices of books.

pass

pay fines online

People are not generally in a hurry when they visit the library and given the chance to linger over a coffee, might be a good way of meeting new people, or chatting to someone you may know a little, or like the look of.

people generally come into the library to obtain books - but once they've done so there's no reason for them to actually stay at the library. getting people to come and stay once there could be achieved from switching strategic/organisational logic from providing a 'service' to providing an 'experience'. offer big comfy armchairs for individual reading - couches and coffee tables for groups to meet up (especially teens, as there is currently no public space where teens can hang out together) - a cafe with hot drinks and basic snacks - rotating installations from local artists - all of these things turn a service provider into a community space.

Perfect as is.

Perhaps a book club?

Perhaps a wider range of non fiction books especially mechanical engineering practical books, like you used to have.

Perhaps extend opening hours in Beaminster but otherwise the online ordering and collection from Branch is excellent.

Perhaps facilitate workshop opportunities for people of all ages to do with theatre and the arts.

perhaps have more talks and activities

Perhaps have some way of recommending books based on previous books borrowed.

Perhaps having more talks.



Perhaps include the Citizens' Advice Bureau, Tourist Information, storytelling for children, and possibly book promotions, of which The Chorleywood Bookshop offers a good example.

Perhaps longer opening hours and/or weekends as these days it's a 7 day week society. West moors library is a smaller branch but has limited opening, sometimes only afternoons and closed for lunch. This is strange now days to see this as most shops etc are open all day. I also believe as West moors has a higher population of older people if the library was open all day the uptake would be more popular. Also use of computers. Why can these not be available until the time the library closes?. I am told that they need to shut them down but minutes before the closing time. This is a two minute job. Surely could remain in use until close then shut them down.

Perhaps more discussion groups or talks on various subjects of general interest.

Perhaps more publicity about events there and more events for young children.

Perhaps opening wednesday morning.

Perhaps recomend books - or supply reading lists/book club suggestions.

Perhaps running things like book clubs, play reading groups, French/ language conversation groups.

Perhaps some adult education courses. Otherwise, the service as it was pre Covid suited me but now I (and many others) need more confidence when entering public buildings and then taking items such as books away. Hopefully the risks relating to Covid will diminish before too long.

Perhaps some help for those who just manage the simplest iPads for easily found information with aid in accessing information on books for borrowing

Perhaps speed up the time it takes to order books via the online ordering service

Perhaps the library needs to be more of a community hub with some space given over to a more informal meeting area which could be used for "noisier" activities such as craft groups, coffee mornings, small scale talks and community initiatives (swop shops for eg books, seeds and plants, toys, craft bits etc). Libraries are still very much seen as hallowed places where you are discouraged from talking. Obviously there is still a need for quiet study but maybe a zoning system could be introduced. One minor bugbare - if I'm looking for a specific book it can be really frustrating having to look in multiple potential places - the foyer display/on the regular shelf/ on a special subject display etc . If you are taking books from their usual shelf for a separate display elsewhere please could you insert a card with the book details into the usual slot indicating where to find it - a photocopy of the front cover with a note to say "foyer display" "female crime writers display" etc stuck on a piece of card would be perfect.

Perhaps the opening times need to be 'tweaked' just a bit.

Perhaps you should have an annual charge for computer use as part of your library membership (optional)

Permanent free online access to Ancestry from home

Permit reference material from Dorset Reference Library, Poole Local Studies archive (in Poole Museum) and Bournemouth Local Studies to be consulted in our local library. Not necessarily to be borrowed but to be available within the local library. It is a trek to Dorchester by public transport. I don't drive but my wife will take me into Wimborne to collect a book from the library. I wouldn't ask her to take me to Dorchester for me to refer to a reference book.

PERSONALLY I AM AN AVID READER. THE PROVISION OF BOOKS IS OF GREAT EDUCATIONAL AND SOCIAL BENEFIT TO SOCIETY. A NON-JUDGEMENTAL ZONE THAT ALLOWS FREE ACCESS TO ALL IS OF IMMENSE BENEFIT TO INDIVIDUALS AND SOCIETY. CARRY ON THE GOOD WORK! LIBRARIES RULE O.K.

Personally I have used the computer access occasionally when I have problems with my own or if I need info quickly when in Dorchester. However, I volunteer at CAB and know how essential computer access and help to get on-line is, for many of our clients trying to access Council services, UC accounts etc.

Personally I think you're doing a amazing job, so just keep it up.

Personally satisfied with and appreciative of current excellent facilities and services provided thankyou.

Personally the Library for me is a source of knowledge, not entertainment. I would like the library to continue to provide access to books and the ability to order books that interest me. I don't mind waiting for them to arrive. There are some reference books that I would like to borrow instead of sitting reading them in the library, but I understand that they should be available for everyone. I am not interested in borrowing DVDs, or magazines, but as I get older I might need to borrow audio books. Your online reference resources are great and useful, but I was disappointed when you stopped providing acces to the Times Digital archive. More of these would be welcome. I do often pick up leaflets about local services and also The Stour and Avon newspaper. In December I usually buy my Christmas Cards from the charity stall in the library. Many thanks for continuing to provide such a great service throughout Covid and beyond.

Personally, I would like to see Ordnance Survey maps and a good range of walking/hiking related materials made available.

Personally, no surveys

Pity is we cannot have a larger librarie

Playing a major role in the development and future projects being planned for the town. Building could be used more ie Sundays for other activities

Please add and offer more authors- LJ Ross, Ann Granger, Trevor Wood, Carole Matthews, Jill Mansell, Rachel McLean, JR Ellis - off the top of my head as ebook titles. Some of them are offered as audio books but they should be in ebook format too! Please stop charging for reservations as it makes it very expensive for avid readers like myself as I am constantly ordering titles held at other libraries.

Please always have physical books in the library - not everyone likes everything digital! Have a wide range of up-to-date DVDs/Boxsets available for people to borrow Bring back Tourist Information Centre Information on up-to-date local campaigns e.g STAND - Campaigning to save the area north of Dorchester Creative writing classes

Please consider becoming fee free. There are examples online of how well it works, the fines having absolutely no effect on people who can afford them, and only negatively impacting people from poorer economic backgrounds- why punish people for being poor by restricting their library access and discouraging them from using it?

Please continue e-mailing me to warn me that time is nearly up to renew/return books

Please continue to have a human presence in library (like ours who talks slowly and clearly) mainly to help the elderly and those with sluggish brains like us. We welcome computers and the use of the artificial intelligence but they need to be seriously programmed so that those questions which cannot be answered on today's systems can be humanely attended to.

Please continue to support local libraries, particularly those in rural areas. Libraries should be hubs of community information and support and link in with schools which no longer have their own library service.

Please could we have the recycling facilities back at Upton Library

Please do not call it a hub aka ignore the importance of physically choosing and reading a book as a form of discovery

Please do not close our libraries.
Please DO NOT CLOSE the Dorchester library. The intention of this survey is easy to guess and very predictable- to close it down like many other public services, due to lack of staffing and resources. In my view, this wouldn't be good for the community or for the young/ future generations, as they will have no opportunities to come out and meet people ( they are already averse to socialising due to the pandemic).
Please do not close the libraries down
please do not close the physical library. it is so important for not only the elderly but also the young. And maybe poetry reading- that would help the schools too.
Please do not close Wareham library as has happened with some libraries in other areas. It is in such a convenient location for me and now that I am retired I have more time to enjoy reading. It became more obvious to me during the pandemic, when it was closed, how much I relied on it for my reading material. I had to resort to rereading my own books! I would like to continue using the library in it's original state ie. to borrow books, particularly fiction. Before the pandemic I noticed that there did not seem to be much change amongst the fiction books. However, since opening up again, there seems to be a fresh collection of fiction books. I don't know if the books are shunted around the various libraries in Dorset to give us more choice. If this does not happen already, it could be a possibility.
Please do not close. Corfe Mullen Library
Please do not great rid of any more books in the libraries. I understand why Weymouth has lost some space for essential services, but the smaller branches like Wyke are already small enough without losing anymore books. Online does not replace physical books. Would be great to see the library of things concept as a way to encourage sustainable use and cut down on fast purchases
Please do not loose having real people in the library, some of us are not very intelectual or technically minded to use computer and on line sstems, I find it so helpful to be able to ask a librain for help and advice.
Please do not reduce the hours further. Continue employing, not only friendly, but knowledgeable staff. Some things require more room than our library can accommodate. An archives/ local history section would be encouraging.
Please do not take away the library service at all. Being able to go & browse for books is essential. Therefore for the future maintain, maintain, maintain. There is always a great choice (for me) and the stock is always changing which is brilliant. Long live libraries.
Please do not take the home library service away-it is a wonderful service now I am unable to visit the library in person.
Please don't make everything digital and online. It's very important to me (and others I'm sure) to go to a physical building and look at physical books, and talk to people face to face. Libraries are a vital part of the community.
Please don't close libraries. Their offer of books for children and adults offers both stimulation and rest; the opportunity to learn and engage with a wide range of subjects not available for many people. I find the services available through my local library to be very good. If a book is not available I know that I can reserve a copy and collect it when ready.
Please don't make it all digital & online. There is a multitude of things we can do online. A real place, & conversing with real people is totally precious.
Please don't shut the library!!! It's such an important space

Please ensure people of any age, who can't use internet based services, are enabled to contribute and/or engage with library services. For example, a person who wishes to access the e-library but has no library membership and cannot travel to their local library. Can the digital champion role be developed to allow home visits to people in these circumstances? Please bring tourist information services back to libraries. They provided vital in-person access to local transport and events information. Re-introduction of in person events and activities is incredibly welcome. Family health and well being as well as educational development has been adversely affected as a result of the ending or reduction of regular clubs, clinics and events. The librarians provide a crucial role in enabling and improving access to all forms of reading material. They are a vital part of ensuring communities can engage with all that libraries offer and provide a very necessary human presence in an increasingly impersonal online world. Please ensure they remain an accessible part of the services libraries provide.

Please ensure that you keep a good stock of recent books, fiction and non-fiction, and that any not in stock in my local library will remain accessible free of charge from other branches. I am not at all interested in "electronic" books or other resources; I want access to proper books, both to read for pleasure/education and for reference. I am computer literate but do not wish to use computers. I prefer to deal with real people (staff) in real libraries (buildings containing books). I understand the need to make libraries appealing to young people, but not at the expense of Dorset's older population - which is likely to grow with new housing developments for retired people in Bridport and the surrounding area. Please keep older authors in stock, at least in a store if not on the general shelves: with a lack of new books (I understand the budget is limited) old favourites are becoming increasingly difficult to find, and we can't all afford to buy books, even "cheap" second-hand books.

Please have a bigger range of modern books and films for which waiting times are too long. Twice now I've been knocked off waiting list without being notified and no explanation available. I've given up now!

Please increase stock of books and audio books in the Sci Fi category. I often first check if the library has a book before thinking about buying it and sometimes I'm surprised to see you don't have it. Please make it clearer where and whom it is possible to write to to request a book. This service was invaluable at our previous library in Gloucestershire. You also need to make it clearer and easier to access digital books and increase your stock of these as people are just turning to Amazon (not always a good thing). I do think if you want to attract all ages then digital downloads need to be a prominent feature of your website, Please modernize your website too, it is too fussy and needs to be clearer for all ages. Wonderful otherwise! Please do not turn Sherborne library into a coffee shop! It needs to be separate for books and info only not a place to attract mothers with proms just there for cake.

Please increase the opening hours, which would help the staff run more events.

Please just keep doing what you do so well

Please just leave it the way it is, it works perfectly well as it stands. It is an excellent service run by excellent staff, and I say that as a library user and not as a member of staff. Sad that there is no mobile library service anymore though.

please just stay open!

Please keep being part of the community. So many relied on you during lockdown. Could you become more of a hub, esp for those people who need help and support in whatever ways. Could you help those who struggle with literacy to find their way round forms, websites, etc.

Please keep doing what you are doing. I really value that the libraries are available. Unfortunately due to covid I am not visiting the library at the moment but in normal times I like to pop in when I am passing to see what exhibitions are on and what local information is displayed. I think it is very important that children can go in and see books to choose, I used to find that an excellent activity with younger children when they were that age. I am lucky that I do not use the services mentioned but it is important that people can go for help with services. It is also a safe space for being with other people that is free, if people feel lonely or the need of a friendly face. I used the library in Weymouth most often but also the libraries in Dorchester and Wareham. The Wareham library had some very good craft sessions that I really enjoyed. The staff in all these libraries were always helpful and approachable.

Please keep doing what you're doing at Shaftesbury Library. It is wonderful to enter a welcoming space in which the staff are well informed, love and know books, and, on top of all that, can talk about books and library holdings in general. Well done!

Please keep Dorchester Library open

Please keep getting books in hard copy and don't go totally digital.

Please keep going and stay open

Please keep ordering books and broadening your stock. The link with Bristol and other libraries has proved invaluable to me, writing history. Perhaps there could be a link with Hampshire which has a very wide military history stock.

Please keep our libraries open and accessible to all. I've used libraries all my life and would hope other continue to have that opportunity, especially starting with children some of whom may not have books at home.

Please keep our library open

Please keep physical copies of important reference works (e.g. Who's Who) so I don't have to rely on your digital version which is not easy to access (even your staff have some difficulty). Please register as an academic institution so that I can use (e.g.) JStor for my Open University studies.

Please keep Sherborne Library open

Please keep Sherborne library open. It is a very important part of our community

Please keep the library open and continue to provide a free safe hub for all comers to visit and browse in a calm environment. The promotion of reading, education, continued learning and development of personal interests is vitally important. The ability to borrow and return books has sound environmental principals of re-use and promotes better equality across society. Extending the range of the library to other non book borrowing would be very interesting even if there was a small charge for these other non book items. eg kitchen, household and garden tools, sports equipment, health monitoring gadgets eg BP machine.

Please keep the library running and the building open, I am afraid of the possibility that it might shut. I do not find online services as useful as a library in an actual building.

Please keep the physical library building and don't move to on-line only. The library is an important facility and although we've not been able to use it during the Covid crisis it is vital that people have the ability to use it. For children it is especially important as it is often the first place that they come to understand the value of books and the range available. The only problem I find is that it is difficult to remember when it is actually open, and going there only to find it is closed is very off-putting. Please try and maintain some form of opening every weekday so that we can depend on it being open when we want to visit.

Please keep the physical library here in Lyme - I can order online but prefer to browse, and a physical space is needed to pick up/return online orders. But more importantly, the physical library is needed for children to learn to love books both for facts and fiction.

Please keep them open
Please keep these vital libraries open. The Tisbury model is also very good if you are running short of money, it is run by volunteers and in a local centre so can open according to their hours. The reserve option is fantastic too.
Please keep your present level of immensely pleasant and well-informed staff. They always have plenty to do, but are ready to stop and help without making it seem as though we are interrupting them (although we are). Your book reservation service is very well-organised, please keep this facility. Sometimes it would be good to be able to order a book from further afield, I appreciate this would cost more, and would be willing to pay a charge as appropriate. Other readers might also be willing. Thank you for the opportunity to offer our views.
Please leave it alone, it's a book repository and I like to read books!
Please look at the Crystal Palace Upper Norwood Library/Hub: they have a library of things which is very successful and could work here in Lyme: <a href="https://www.libraryofthings.co.uk/crystalpalace">https://www.libraryofthings.co.uk/crystalpalace</a> Very successful events for kids and adults: <a href="https://www.tickettailor.com/events/uppernorwoodlibraryhub/">https://www.tickettailor.com/events/uppernorwoodlibraryhub/</a> It is well used and loved. It has desks for working/studying in and a meeting room which is super local facility. Can we introduce hot desking/freelance desks?
Please maintain community libraries- these are important for our community
Please maintain or even increase librarian availability rather than direct us to self-issuing facility. Please continue to expand stock and acquisition of new books.
Please make libraries more Inclusive.
Please make scientific journals and articles available to those at home. Currently you have to use a library computer to access these which is discriminatory to those who are housebound etc.
Please make sure there is a good selection of books at the Library and available to reserve.
Please NEVER impose charges for requesting books. I am an avid reader, so changing stock in the library itself can never keep up with what I want to read/have already read, with the result that I have to request books from other libraries. Readers should never be penalised (ie: charged) for one library not having the stock which is available in another library. I cannot afford to buy books, so the library service is a vital service for me. I do not enjoy using technology (although I am adept), so real books, NOT e-books, are essential.
please open the Dorchester library on Wednesday, all day. It's quite ridiculous to close it on Dorchester's busiest day, market day.
Please open the library for more hours including weekends and evening so people who work . children who are at school can visit. Saturdays mornings in Wareham are impossible to get into town as it so busy with the market and there is no parking anywhere. Saturdays afternoons and Sundays are better and weekday evenings, after work times, from 6pm. I feel that every time I would like to go to the library it is closed!

Please please please bear in mind the primary function of the service, which is to provide access to reading material and enrich lives. Our library spaces have been overtaken by other agencies placing their staff prominently in our buildings. They often have nothing to do but take up library counter space and meeting rooms. It is difficult for reading groups to meet in the logical place - local library!!!! - as a result of this encroachment. Even FOWL talks gave to be shoe-horned in around other agencies with no library connections. Please improve speed of reservation delivery service. Allow patrons to place more reservations, given that waits of several months are common. Also, is it possible for you to be pro-active and order more stock of popular titles when you see long waiting lists developing? I have waited over a year for some titles. I ask this based on my previous librarian experience: I had autonomy to order more copies of such books for my libraries from the supplier as necessary, when noting queues building up. Please invest in qualified librarians. I realise this is doomed to be ignored in the quest to save money by giving unqualified and inexperienced staff tasks formerly reserved for those with the training and knowledge. It is dispiriting that many, particularly younger, staff are woefully ignorant of basic general let alone literary knowledge. More choice of books, particularly new and popular releases, in smaller branches such as Weymouth. Maintain access to digital resources

Please promote the fact that the library is now open, if it is, and what COVID measures are in place. I miss being able to choose and borrow books in person and I know a lot of young people do too. Please put the library back in the heart of our community where it belongs. Please promote quiet study evening sessions for teenagers and young adults.

Please read what I have already written. The library has so much potential.

Please reinstate check in/checkout facility that has been removed from main library, there is now only one on each floor and queues forming. Why on earth was it removed. ? As the Council offices have now moved could you put the children's section into the empty building to remove the noise and disruption from the adult section. Is there any way the library shelving could be raised? It is very difficult for older folk to bend onto the floor to see titles and choose books. I checked your notice board in the foyer and was surprised to see 90% of the events on offer were seemingly for children. Are we to assume that anybody over the age of ten does not need to have things to do and events to take part in? Although there are areas we think should be addressed, the Library is a godsend to us as new to the area it is wonderful to be able to fill our time with reading especially pleased with the large selection you have.

Please remain available as a physical service with real people to advise and help us and real books

Please see answers to previous question.

Please see previous answer Toilet access is also important to me, as I spend long periods working at the library. It is great that Weymouth Library now has easily accessible toilets. If ever the upstairs disabled toilet is out of order, it would be handy if access to the other upstairs toilets could be available (I think they are currently only for staff).

Please see previous comment regarding expanding the home library service.

Please stop even considering closing libraries, they are so important especially currently.

Please take very seriously the importance of the chance to visit a library building and meet real people for those who can't or don't wish to go techy. Ergo stop even considering closing libraries. Thank you.

Pleased with the service by and large

Portland library currently provides a very good service.

Portland library is excellent

Portland Library service is very good for me and ladys are very helpful.

Possibility of changing a percentage of the stock, both fiction and non fiction on a regular basis.
Possibly attempt to make up for the huge gap left by the closure of the tourist information centres by providing some of the lost services within the library. Win win?!
possibly by providing more assistance with groups like knitting
Possibly loaning cds and dvds is now redundant as many people are signed up to services such as Netflix? Also perhaps the libraries could get together with Dorset education to bring back the subsidised evening classes that councils used to run? I attended several courses in the 1970s and 1980s just for fun and to expand my knowledge - there used to be a huge range - but they are almost non-existent now. I did pottery, canoeing, German, electronics, several different computer programming courses, English Literature A-level... In fact my husband's career took off after we attended evening classes in computer programming in Dorset in the 1970s. I think a lot of these classes were free for people on benefits at the time and feel sure that they would stimulate unemployed people to find new interests and possibly new careers.
Possibly open earlier on week days.
Possibly open more hours and increase new stock.
Possibly to stalk up to date technical books, most of the technical books are well out of date.
Present a friendly and helpful face
Preserve what we have. Value the human touch , wonderful helpful staff who go out of their way to help and are a font of knowledge.
Pretty much mentioned in the previous section! Please do start: - 3D printing - Exhibitions - Cafe - Fun book nights for adults - like Harry Potter Night - Face-to-face assistance for new/local authors - A Council desk that can deal with rising housing and benefit queries - Free yoga and meditation - Knitting/croquet/art sessions - Would you consider having Virtual Reality documentaries or learning experiences that people could book to use? Please do MORE: - Artists leading art events - Young Adult fiction - Fantasy and Science Fiction authors - Manga and comics that aren't just superheroes - D&D/Warhammer Clubs
pretty much see last comment ,. British libraries ( combined) have a wealth of reference books, which need to be scanned/digitized so they are more readily accessible .
Printed advertisements of what is available. Diversity isn't necessarily needed, just do what you are good at - most people I know use, and want, a library service so they can borrow books.
Prior to the removal of the mobile service, we took books out and recording, however, we are more isolated now due to your cuts. The restoration of such a service would be welcome. It was a meeting point an opportunity to meet others and also know what is going on at our council. You are more remote than ever now.
Private meeting room available for community groups to use as they did before.
Probably a better choice of fiction
Promote a wider variety of books
Promote activities that encourage children to read - for example reading groups I like being able to browse physical books and would like you to provide a more modern selection of books I like meeting the staff so would like you to walk round the library more often and be recognisable as staff members I would like to be able to read todays papers whoever I come to the library
Promote Book clubs along with reading sessions. More presentations with authors.
Promote libraries and what they offer in the local press. Keep up quickly with popular publications and latest books Increase large print and audio stock especially CDs for elderly readers Toilets for the public would be good. A tea/coffee machine would be good in limited areas



Promote the Dorset History Centre - it doesn't even appear in this survey, although in terms of stock it is one of the largest libraries in the county! Ability to order inter-library loans of articles and books online. Specialist reference stock that can not be easily accessed elsewhere. Online journals
Promote your online services - I've only discovered these recently from reading council email newsletters and now I use BorrowBox all the time. I didn't know about the Libby newspaper/magazine app until yesterday because I was trying to work out what the online services were for this survey, and I've read two magazines in a day. I showed my partner (who's not a great reader) and he's enrolled straight away so he can access motorcycle magazines. He's amazed that such a fantastic resource exists. You need to reach the people who don't normally go near a physical library. Now I know you have a Facebook page (from this survey) I'm going to follow that.
Promotion of groups for children
Provide a coffee shop and toilets
Provide a couple of daily newspapers, it helps to entice people in .... Provide a selection of periodicals. ditto Provide more paperback fiction, some shelved in user-friendly revolving spinners, ...Buy less hardback fiction..... Create some face-on displays in existing h/b fiction shelves to break up the monotony of too many spines. Stock edit and withdraw to make space for these. Provide A-Z indicators on the fiction shelves to make finding books easier. Provide more multiple copies of popular, and or, new fiction to help keep the stock moving and increase people's interest in the library.
Provide a greater seating area
Provide a list of stock online for each library and availability. Provide a "Whats new" to each Library. Provide e-books for Kindle.
Provide a more cross section of authors, as the books tend to be by the most popular authors.
Provide a social meeting place for different age groups. The ground floor is spacious and could be better utilised.
Provide a space for people to come together to work out how to prepare for climate change locally - flooding, food shortages etc. Facilitate the BRIC project Return of the "death" cafe
Provide a space to meet others to learn maybe early evenings. Encourage more activities for all age groups.
Provide a wider range of fiction perhaps including clear displays of newly published books and prizewinners.
Provide access to Which consumer reviews
Provide all the books in a series not just a few especially if the library only has books 3 or 4 but not 1 or 2 in a particular series.
Provide an additional meeting space that can be hired out
Provide coffee shop and toilets and more seating.
provide easy online access to various international academic and scholarly libraries like Jstore, OUP etc
Provide films. Music CDs
Provide free and easy parking
Provide free parking or open in the evenings when it's free.
Provide free parking.
Provide greater opportunities for adult leaning in Weymouth Library.
Provide information for tourists (places to visit, bus times, etc) Provide information for locals (organisations, meetings, events, etc)

Provide information specific to an author, various authors. Their themes. styles, subject matter etc. Provide a specific authors entire list of books written by them.
Provide list of books recently acquired.
Provide magazines and newspapers Investors Chronicle Financial Times County magazines Talking books Classical cd s
Provide more classic novels. Have more up to date books available. Choice can be limited at times. More local events and information now there is no Tourist Office in the town. Weymouth library should be a centre of local information. Any events should be advertised better.
Provide more e-books and audiobooks. Re-instate the picking service where staff could pick books for you to collect. Re-instate putting books into a 3 day quarantine when they are returned. Make mask wearing mandatory inside the library building for staff and customers. (Covid infection rates are really high at the moment).
Provide more information about what you hold in digital format.
Provide more money for the purchase of just published books.
Provide more of interesting reading materials Also invest in a coffee service on site
Provide more relaxed areas, table and seating areas. Also larger parking areas
Provide more support for groups to meet
Provide online access at home to information sources e.g. Which
Provide opportunities for general interaction within the community. Promote the love of books and reading in all ages. Provide opportunities for those who missed out in the education system to improve their literacy levels in an informal setting. Don't go too far with digital expansion - there are still lots of us out there who do not have the confidence or skills to operate in this way.
Provide opportunities for people to contribute ideas/content for the displays around the library. Embrace the aspects of the library that support work/study.
provide opportunities to involve different generations to help reading and computer literacy. provide space for crafters to worm together and learn from one another
Provide toilet facilities in library buildings. Have more voluntary staff to provide support to users. Improve the Libraries West website. It's a bit clunky at present.
Provide up to date technical books i.e. Computing. All the computing books tend to be ancient.
Providing all libraries with a coffee shop would encourage more people in. Promoting local book clubs and providing the loan of copies of books for these groups would be ideal. Encouraging children and teen readers by inviting authors along and also quiet areas to work/study. Music discussion groups could be encouraged along with DVD discussion groups and film making, especially from books.
Providing meeting space for small business would be helpful
Provision of a broader range of public services
Provision of bathrooms. Evening opening times
Provision of e-readers. Better stock of new Publications on line.
Provision of newspapers including Local ones. some basic tourist information eg up to date train and bus timetables, local bus tours available.
Provision of reading opportunities for children. Very young children have story mornings in Bridport but I am not aware of encouragement for slightly older children to get them reading books (child reading book clubs or similar?).
Publicise events better, it's not obvious what if anything is going on other than the borrowing of books.
Publicise services locally

Publicise the on line offering although I worry that this will be used as a reason to close small libraries. There are a large no of people who for various reasons do not use smart phones or the internet
Puddletown Community Library is a vital service to the local residents. Please keep it open.
Pulic libraries are no longer needed in the modern age. The overheads in staff costs and building ecpenses Charged to local residents through council tax do not provide local taxpayers with value for money All the information possibly available at a library is freely available online Furthermore cheap book shops mean that access to good quality books are readily available to all Libraries should be closed and savings in council expenditure and so council tax made
Purchase more new releases
Put even more magazines and books online
Put inmore computers and more new large print books please
q. 23b. Digital access, support or equipment More computers and ..... Screens that can be adjusted to users height. Chairs that can be easily moved.
quicker delivery of books requested online
Quicker delivery of stock reserved from other libraries
Quicker delivery service when reserving books online
quite area to read magazines or papers with a table to rest then on as I have arthritis I can't hold up a large paper
Quite happy as it is at present maybe if it could be open a bit more and not close on Wednesdays.
Quite happy as it is, excellent service. Closed on Wednesday's/Friday afternoons, which is a pain sometimes. I do wonder why you need so many staff when everything is done on self service, seems to be an awful lot of staff working. They are pleasant and helpful but feel it is overstaffed.
Quite happy with what you do now
raise awareness that we have a library - which, of course, is what this initiative is all about we open for 2 hours and 3 people visit - a bit dispiriting!
re instate the seating
Re introduce the mobile libraries to outlying rural villages to support those without public transport. Keep up the jolly good work that you already do and fight to keep the smaller town libraries open!
RE. Bridport Library - i find the Thursday afternoon closing annoying. Apart from that, the staff are wonderful, so helpful and polite.
Reading group discussion on different books
Reading groups in the library Adult education in the library Coffee shop in the library
reading is a skill i understanding language is how we access new knowledge, how can libraries develop reading skills/habits for future in young people - so libraries need to become accessible engaging hubs - so coffee shops in libraries/meeting places would be a good idea. Also why do you need to be quiet in a library? yes you do need a quiet zone like on a train so people can work but meeting up and talking, communicating and being social is very important as we learn so much from each other.
Reading is a wonderful habit worthy of life long cultivation. Encouraging reading throughout life should be a major aim of the Library Service. Online reading is no substitute for physical books-ask academics. Please promote reading wherever and whenever you can. The enemy of reading is ignorance-something we should be moving away from in this modern world. Please keep the libraries of Dorset as a legacy.
reading suggestions by staff and other members
reading/story time for children where they can go on a regular basis to hear a story

Really enjoy being able to browse the shelves quietly in my own time. Would hate it to be only digitally available although this service may be required at times of illness etc.
Really happy with service at Verwood.
Really happy with the service provided. Shaftesbury library has super staff who are really friendly and always willing to help. Easy to use online services to reserve books if not physically available when I visit the library. A very important part of our community. No complaints at all!
Really important to keep physical library buildings as community hubs. Weymouth Library is much better since it was refurbished - much nicer place to be. Good to see Citizens Advice there too - Citizens Advice services should be available in all main libraries. I miss the gallery space though.
Really like the links with the schools for the summer reading challenge More information about artsreach programme, b-side festival, inside-out etc, etc in smaller libraries, please.
Really miss TIC in library. So useful for locals and visitors. We must promote our brilliant offering in Dorset of history, nature, museums etc. This will bring more money into our economy.
Really not sure - I think it is great already - and good value for my council tax!
really pleased to see the Beaminster library facebook page
Really the whole service is brilliant, the staff are very good to me especially when I have a hearing problem and sight issues, they are always happy to help me locate certain books I want and also help me use my membership card to take the books out. The atmosphere in the library is very calm, lighting very good, signs clearly indicating where everything is carry on the good work. My only concern would be if people using the library start drinking and eating at the tables when reading and using the computers, this could cause spillages and damage the books and computers, perhaps make sure all food and drinks can only be consumed in a specific area away from the main hub of the library only or in the recognised coffee shop. Can you imagine the noise of crisp packets etc being opened in the quiet of the library how annoying.
Reasonably happy though see moving forward the meeting spaces could be useful
Recent withdrawal of provision of a meeting room for a long established poetry group has meant using space with no boundary, so noise affects library users and vice versa. This has had a profound effect on morale, particularly for members hard of hearing. A dedicated meeting room for community groups is essential but has been taken away within the past year. I feel this is a severe retrograde step.
Recognise the importance of small local libraries, they are not used by large numbers of people but are very important to those who do. Public transport is not good so accessing the bigger library in Dorchester would not be possible for many of the older/disabled people in this community.
Recognise the importance of the physical 'browsing' experience that a library offers; it is frequently the book that you notice when looking for something else which proves useful/interesting.
Reduce reservation costs
Reenstate study tables and quiet times or Areas so that folk are able to focus and concentrate on why they are there. Librarians speaking in hushed tones. I think the stamping of dates in books on Library book plates is a better, greener way forward rather than paper receipts from the machine. It means contact with Librarians and also the sound is wonderful for adults and children alike.
Refresh selection of authors to more than just one book. Sometimes you find an author that you hadn't read before, but, there may only one book that they had written on the shelves. Some very popular authors have many copies.
Refreshments available. More adult lectures. Garden clubs where gardens are available.

Regarding library hours: we need the Library open at lunchtimes!
regular meetings to encourage residents to meet new people after covid
Regular opening hours and comfortable surroundings
Regular opening hours rather than a staggered pattern over the course of a week so it is easier to drop in when passing. Staff training to ensure they are friendly, approachable and helpful. All paperback novels catalogued by author, rather than on the columnar carousels where it's much harder to find what you're looking for.
Reinstate info sources such as Which.
Reinstate mobile library services to villages including Marnhull
Reinstate the mobile library service to villages
Reinstate the mobile library van to rural villages
Re-instate the Tourist information service
Reinstate the tourist office and provide more space to advertise events in the local area together with booking facilities This would be likely to considerably increase footfall The library is an underused facility and should be used as a hub for local cultural activities etc.
Reinstatement and expansion of tourist information which is also beneficial to residents in many ways eg community events, societies. The area designated for publicity at the moment doesn't seem very effectual (it's tucked away) and we really miss the TIC shop.
Reintroduce the mobile and school library service. Provide refreshments in the form of a cafe.
Reintroduce the mobile Library. Somerset and Devon still have them. It used to be a wonderful thing to be able to order books online and pick them up from the mobile library. Also the mobile library visiting the village was an opportunity to meet and chat to other people. Human contact is a good thing. I do not like using the self service machines, a bit of human contact is much better for people.
Remote (home) access to online resources rather than having to visit the library to use its computers
Renew stock or swap stock between libraries
Renew worn out books rather than just discard, especially for popular authors Open more mornings
Rent out library space for evening functions/meetings ie poetry readings, local book clubs, writing clubs, perhaps a monthly speaker of interest to the local community ie police commissioner, local mp, local councillors, local artists, local authors, history/archaeology clubs etc. - ie make money from the library space, when the library space isn't being used for its primary function.
Reopen the information service. I just can't imagine why it was moved out.
Replace returned books to the shelves faster. Loan out the equipment needed for audio books. Get the services of visiting authors to sell and sign their books. Get more new books in stock.
Respect the importance of physical locations for the community
Restart mobile library service
Restart the mobile library service for the rural areas.
Restart the mobile library service in reduced form of 'click and collect' i.e. vehicle only carries books/items which have been pre-ordered.
Restart the volunteer sessions so the library is open more and listen to the local volunteers who know the people who use the library.
Restore the professional librarian service. Provide a greater range of books.
Resurrect the mobile library service
Retain our current libraries. Dont go down the route of Volunteer libraries

Retain staff for personal contact rather than increasing automation - knowledgeable and friendly staff were at the heart of the library service and supermarket style services are one of the reasons I enjoy my visits less. Outreach into schools More non fiction - esp popular science, psychology, nature
Retaining more books by authors of years gone by. In by
Return of the provision of newspapers and magazines for browsing/reading in the library. A bigger range /stock of books. ( physical for me but e-books for others perhaps) Bigger range of large print books Bigger range of childrens and young teens books - get them in the habit of using the library early!
Return of Tourist Information into Library .
Return the information centre to Wareham Library . Every week since it's removal people keep coming whilst I am there asking for timetables, places to eat, entertainment locally etc etc . A great business opportunity is being missed all the time the information centre continues to be unavailable and the suggestion of using the town hall would be a waste of resources, rates and duplication of what already exists. If it is not broke don't fix it. DCC could perhaps have this on large notices on all office in Dorchester..
Return the mobile library service to some outlying villages eg Bere Regis
Review opening times coffee shop larger stock of books available
Rhyme time at Sturminster newton library. Childrens reading books at the back of the library rather than close to the door as toddlers and using children can exit the library on their own quickly. This makes it unsafe being next to a main road.
Rhyme time on Wednesdays in or around Weymouth
Rhymetime on more days than just Friday
Rotate non fiction books more and increase the range held
Rotate physical book stock; make recommendations based on your reading habits; encourage wider reading by showcasing different genres
Rotate stock more frequently. Would it be possible to accept selected donated books in order to increase the range of recent and popular titles? I read 2 or 3 books a week and as a pensioner I am very reliant upon the library.
Rotate stock with other libraries in Dorset
Rotate the stock more regularly with other branches. Some genres, for example my husband likes Science Fiction (NOT fantasy) and the range is soon exhausted.
Rotate the stock of books between branches more often. Sometimes there seem to be quite a few titles that I haven't seen before, but mostly the stock seems much the same. Have a more prominent display of recommended fiction & non-fiction titles.
Rotation of stock if there is not enough physical space in the actual library. Promotion of new stock or other events and initiatives, by emailing library members, if they sign up to receiving emails from the library service.
Rotation of stock, especially in craft books, as there is rarely anything new
Run computer courses Have more talks.
Run workshops for crafts and hobbies, inviting experts to facilitate and guide individuals wanting to take up a particular activity. This would complement the hardcopy information contained on the shelves
Running courses and workshops Organising social events Putting on book sales
Same as last answer ~ more and wider range of ebooks
Satisfied as it is
satisfied with current excellent service and staff

Satisfied with how things are currently. With things changing so fast nowadays it's hard to know what the future will bring to be able to suggest.

Satisfied with provision. Love being able to select books and try out New to me authors and genre.

Satisfied with service as it is

Schools need to liaise more effectively with the libraries, particularly primary schools as this is the age when children need to learn how to be curious and creative -- outside of the restraints of the school curriculum.

See Last Questions. I run the friends of Weymouth Library Group and am concerned for our future and the loss of funds we contribute as the facilities have been cut - e.g room space, kitchen etc. The refurbishment especially toilet facilities upgrade were most welcome and on the whole book stock is adequate (not especially good). I miss magazines and archive material and the exhibitions. Many groups including ourselves miss the community room, which was a useful facility. This is an impossible question.. Books/hard copy/ not too much digital tech. Millions will still struggle with coping even in 2029.

See my previous answers. In terms of village libraries, I think you should give more thought to the opening times, because often you fail to provide a time slot when young mothers/stay-at-home fathers could go to the library during the day on their own, when their children are in school, just to look for books for themselves or go to a book group without having to attend to a child at the same time. You are very good at catering for children's needs and linking with schools etc, and having children's events, but you have always seemed to fail stay-at-home parents during school hours in villages, particularly the mornings. I think a morning slot would be a great way to get young adults involved in libraries and community libraries etc, because they would have the time and liberty to look into and use so many of the things you have on offer, such as ancestry searches, things that are impossible to focus on when "on duty" as a parent, making sure their children. I think this would help to ensure a healthy level of library use among a wider age range and ensure the survival of village libraries into the future. Often young parents only look on the village library as a place they take their children rather than a place they go to for themselves. But this could change if they learn how easy it is to order a book online and pick it up at the library, and it could become more useful to them as a social thing too, or just a place to go in the village that isn't child-oriented. And particularly once the drinks machines are working again it could be social. But it will never work properly for that group of people if you don't give them a decent slot of library time, not just five minutes before they have to be standing in the school playground again. It really needs to be a morning so they can relax and focus on what they're doing, and maybe there could be a designated young parents' support group or something. Also, I don't think the opening times of village libraries are well enough advertised or known or displayed - surely it makes sense to have them clearly displayed on the outside of the building, readable to passers-by in cars, who will pick up the information and therefore be much more likely to pop in one day just out of interest, or be able to tell others. It's too easy for the library to sit there with nobody very sure about when it opens or what it does. Signs clearly stating what services are available inside would also be a good idea, and like the opening times, they should be big enough to be readable by people passing by in cars.

See my previous suggestions regarding Tourist information, train and bus timetables etc. Newspapers and magazines.

See previous answer

See previous answer re tourist information.

See previous answer.

See previous answer. I am aware of the pressure of costs of Library buildings, but feel the hubs, such as Bridport should get more funding to expand and grow. It may mean some of the very small Libraries are lost, but if you were to reinstate the travelling Library, it could still service outlying areas. If it means the larger libraries survive, rather than lose them all, it must be considered. Libraries are a lifeline to so many, and will be even more as so many families find they have less money to spend. Keep doing Rhyme Time and Toddler Time. But more investment is needed both to spruce up the buildings and keep them safe. In computers and basics like seating, along with the Book budget, the key element. By bringing people in for events and talks, joining with the various literary events, bringing in authors, more people will find their way to what is a wonderful place.

See previous comment

See previous comment about access to buying or swapping second hand books.

See previous comments. Encourage people to see library as a window displaying all free activities available in Dorset and across the nation, using the internet at home or in the library. Helping adults to read by 'story times' in the library including visually impaired. Provide help for adults accessing DC services.

See previous page - - plus: Smart phone training for seniors (Until you can get a phone that has an instruction manual)

See Previous question

See response to last question

See suggestion on previous page. Maybe this could also be developed for adults too? Themed book clubs. Sewing and craft groups, cooking, local history, travel etc? Could the library also provide a service for swapping skills? You could advertise your skills in exchange for others skills? Or you could 'pay' in time given? Like a skills swap shop?

See the comments in my last answer. Given the reduction of Local Authority main line services, the library service could play a critical role in developing a hub for community self help projects to compensate for the contraction of local authority services I've just referred to.

selfishly i would like more fiction books to borrow and also a larger number of e books to choose from

Selling local cards and writing related goods, possibly a toy library, ideal for grandparents

Separate F&SF section in my library, display user and staff book reviews.

Separate the computer and study facilities from the main book cases. When I am choosing books, I always feel that I am disturbing the people who are studying near the books .

Separating crime/thriller novels from general fiction is frustrating, I don't know why they can't be integrated.

Service at Verwood Library is excellent no further changes although coffee shop would add to the experience

Service is fine as it is- don't reduce it please

Service is great as is

Services at the moment suit my needs

Services that are only available online, to be in paper form

Set aside a meeting area/coffee shop where it's not critical to be quiet.

Set up library as a real social hub with separate areas for any noisy badly behaved children

Sewing group? Groups for people with disabilities? Expand the IT help initiative? Memory Cafe? Improve range of craft books?

Shaftesbury Library is brilliant. The staff are very helpful, knowledgeable and kind. They kept me sane during lockdown when I could collect books I had reserved.



Share the space with other agencies which provide help and support to the communities of Dorset such as those mentioned in Q23 + visitors advice bureau, showcase excellence in art and craft/schools. It is not only for my personal use, but for others who need accessible services. If staff are not available, perhaps volunteers could assist, rather like the National Trust. A cafe would attract a younger group into the library with activities for toddlers close by perhaps. A book swap club is a great idea or a box for charities. A clean, safe accessible toilet! At present, I would not use council services in the library, but others would and I might need them in the future.

Sherborne has a good library, with very helpful staff and I am lucky to live only 4 minutes walk away. If there is a need to encourage more people to use the library having tutorials or some support for those interested in family history would be my suggestion.

Sherborne is such a friendly Library, I know everyone by name, and they know me. We need to keep our Library. I order books frequently, and borrow puzzles. Having a coffee cafe would be great,. It would be ideal to ask the council not to charge us for visiting the Library, or at least give the over 70,s free parking.

Sherborne library is brilliant. Helpful caring staff who look after clients well. I haven't yet been to a talk there but I know they are running them. I know there are possible moves afoot to shift the council building into the same complex. It's an interesting time. I love visiting. It's warm and inviting with a good range of books.

Sherborne Library is very effective at the moment.

Sherborne library is very good and being able to browse, reserve and renew loans online is very convenient. You do a very good job and never tire of reminding me how to operate the loans and returns machine. My interests include reading (individually and with a local book group) gardening and crafts (knitting, sewing, macrame). Your craft books section has some good books but not many of them, so "something to do more of" for me would be to increase this section. A sincere appreciation of the library service from me.

Shorter waiting times between placing a reservation and collection

Simple coffee bar (not a vending machine)and toilet - maybe with a view to having to show your library card to access the toilet.

Simple explanation of online services (I am technologically inept) Continuation of school work display.ays, craft work etc.

Simplify the check-out/return process - all too often there is a problem with the automatic machines (e.g. one's PIN is not accepted), and one has to consult a member of staff anyway. Keep up the excellent stock and browsing facilities - the best digital substitutes cannot replace physical browsing of physical stacks. Improve (and regularly update) the e-book borrowing service.

Simplify the ebook website which is very clumsy to use.

Simplify the web pages.

Since Covid I have ordered books online and these have been delivered to my library. Please continue to do this service – it is incredibly important to me and I use it all the time. I imagine that as I get older I will use this service more and more. Libraries West gives me wonderful access to a wider selection of books than are offer at my local library – it works – and seems a very good system. I'd like an easy way, on my library webpage, where I could send in suggestions for new books that LibrariesWest do not have, and a reply/acknowledgement to the request. I was back at Uni recently. From the University library I had access to a far, far greater number of specialist reference libraries. Access to these on my own computer at home through my regular library system would make my greatest wish come true. I do all sorts of research, as I'm sure others do – and a greater online reference service would be indispensable. I do not imagine this would be difficult to set up as University libraries already do this. I understand fees would have to be paid by the library system to each of the various reference libraries. I would be willing to subscribe to a service like this and to pay a monthly/annual fee. on my personal library webpage please could there be a reminder that magazines are available, and a clear, simple access point on my webpage. I forget about this service – and each time I remember, I forget how to access the service, and I can never easily find it. Please, please do not take away Lyme Regis Library service. I walk and cycle, but I do not have a car. I depend on my local library for my sanity in an increasingly difficult world.

Since Covid it has been my habit to order books online via Libraries West and then go and collect them when they are ready...it is only when I am in the library to collect or return items that I browse....although I only browse the 'easy picks' which the librarians have put out. I would never go to the library just to see what was there. I always know what I want ahead of the visit.

Since I use the library almost exclusively,y to browse and borrow books, there is not much that I can suggest. I would visit the library more frequent,y if there were interesting talks about literature and/or other forms of the Arts.

Skip

Slightly longer opening hours.

Small, community libraries are limited for space. However in main libraries it would be good to have social areas including possibly refreshments, and advice/learning areas.

So far this questionnaire has only asked about my current use of the library. Due to the pandemic this is virtually nonexistent. My children are now adults and are no longer located in Dorset. When I was younger I used the Library services much more frequently both for my own studies and pleasure and encouraged my children to use them. My children have benefitted much by their education and the library service has played a part in this. My children have also used the library as a quiet space in which to study. I think it would be a great loss to future generations to lose these facilities.

So important to keep the physical libraries open for longer.

Social business portfolio to generate income and service diversity; do not become a place of last resort but a hub for help and activity. LocalISM IS KEY PLUS NATIONAL AND INTERNATIONAL VIA DIGITAL REACH.

Some foreign language events for those with skills or interest in foreign languages. Meeting authors and having a chance to discuss their books.

Some form of evening activity or club as looking for something to occupy my evenings after work.  
Wider range of books

Some ideas mentioned on previous pages, including: 1) monthly newsletter outlining events being held at the local libraries, how to register, new books coming in, promote book clubs 2) I use the Libby service to access magazines, newspapers etc. but it's not publicised enough. When I tell people of the types of magazines they can read online, they're amazed. A few months ago a colleague revealed she had a subscription to the BBC History magazine and I downloaded it on my iPad from the Libby service just to show her. She visits the library once a week with her children and never knew about the service!

Some magazines and newspapers to read in the library would be appreciated. I think though that you provide an excellent service, especially the facility to borrow books held in other libraries which I can find in the Libraries West catalogue, although it may take several weeks for the requested item to arrive at Gillingham library. I think the provision of a good selection for children and a welcoming children's section is still so important for children to discover the wonderful world of books, instead of just playing video games or spending hours with social media.

SOMEONE WHO COULD HELP OLDER ONES WITH THE COMPUTER AND THE PHONE WOULD BE SUCH A USEFUL THING I HAVE ATTENDED THE COURSE AT THE WESTBOURNE ACADEMY BUT FOUND IT PRETTY USELESS AFTER 6 HOURS NONE OF US HAD ACHIEVED THE FIRST OBJECTIVE IE HOW TO OPEN A FILE I USED TO TEACH AT THE BOUNEMOUTH COLLEGE AND ALSO FOR NCR INSTALLING THEIR SYSTEMS I DID GO ON A COMPUTER COURSE IN SOUTHAMPTON AND THE TEACHER THERE COULD ACTUALLY EXPLAIN SO I DID LEARN SOMETHING I MUST KEEP IT ALL UP IF I LEARN IN THE FUTURE BUT NOW RETIRED SO MIGHT MANAGE TO DO THAT

Sometimes there is a long wait for reserved books. An email update on progress of chasing reserved books would be appreciated.

Sorry I think I put this in the wrong box on the previous page...

Sorry no idea

Sorry no new specific ideas but there are plenty of possibilities

Sorry too old for other stuff, I just like reading. Having said that I once saw a list that showed who wrote like who, which was useful for finding new authors when you have finished reading somebody. Don't know where to access it now!

Sorry, no ideas

Sort out the opening hours

Southampton libraries allow books to be issued for 4 weeks, more convenient for me. The technology for issuing/returning books is more complicated than Southampton library not so user friendly. I was also lucky enough to get recommendations sent to me by email to collect, nice surprises! I moved to the Dorchester area in July 2021 & so was using the Southampton Library up to that point.

Space at Bridport is limited so I understand why there is not so much choice on the shelves. However, it would be a good idea if you could swap titles en masse a few times a year with other libraries. If this were the case I would visit the library more often, rather than relying so heavily on the online reservation service.

speakers of local or literary interest. Tourist information much missed.

Speed up the time for reserved books to be delivered. Often books are 'in transit' for well over a month.

Spend more on books.

Staff always very friendly and helpful. Have not easily found a list of fiction that a group could borrow. I should try harder. Please do more of the same. I like the displays of new books and books on current topics. The Rhyme times for small children is very positive. Because Libraries west is an amalgamation of several counties the lists of books held is sometimes strange but I am sure that will improve. Please keep going!
Staff appearance needs to be upgraded. Jeans and sweatshirts look terrible, if the council run the library why can't they have a 'corporate' look like they did at the council offices. It doesn't feel like a library anymore with the other things eg. Cab etc.
Staff are always helpful if I have a question. Carry on the good work
Staff are friendly and very helpful. Be good if daily newspapers were available again but realise cost would be prohibitive.
Staff can sometimes seem unapproachable and unhelpful. Have always enjoyed visiting a library, like to read new books which I can't afford to buy.
Staff to promote information on local activities which are available to people who are retired and looking to develop an interest which they may like to peruse for knowledge to keep the brain active.
staff to recommend books. Usually you have to find the catalogue and match up similar authors and I dont always have glasses on because i wear my mask.
Staff were really helpful during the pandemic allowing me to ring with details and then collect at the door
start a reading group
Start doing: more events (online or in person), more engagement with other providers (e.g. Cab, local PCN)
Start providing refreshments to allow people keep the books and work within the library rather than having to take all their supplies out of the the library.
Start the mobile library service up again. Stop offering pointless events, they're of no interest to anyone. The library is all about borrowing books, and nothing else. You have adult services and children's services for all the other stuff, it doesn't need to be offered in libraries as well. Concentrate on what you're good at and what the public really want, which is to borrow books. Close the smaller libraries down, and use the money to run the mobile library service instead. You could offer a better service to more people for less money.
Status quo is great
stay open
Stay open and available
stay open please
Stay the same
Stick to the core functionality of providing interesting and informative non-fiction, albeit there's less of that published these days
stock a wider range of books. Upton doesnt have many classic novels and the biography section is heavy on celebrity lives rather than a wider spectrum
Stock local monthly magazines. Keep Which
Stock more non fiction
STOCK SOME MORE INTERESTING BOOKS CLASSICS, MODERN CLASSICS, ALL THE BOOKER SHORTLISTS, BIOGRAPHIES OF SIGNIFICANT PEOPLE (NOT JUST PEOPLE IN THE NEWS ETC). CURRENT STOCK IS TOO LIGHT & SUPERFICIAL & NON-LITERARY.
stocking more copies of new books

Stop charging for adult books after short periods, puts me off borrowing. Make more space for working, small tables with chairs etc, coffee making facilities (charged of course).
Stop closing libraries
Stop closing libraries and cutting opening times
Stop closing one day a week
stop council work taking over the premises
Stop cutting back on library services, it is a valuable resource to help keep our towns and villages viable. it helps the least well off access books and knowledge; and helps the isolated have company.
STOP DOWNSIZING BOOK STOCK START INCREASING BOOK STOCK
Stop expecting online to fix problems- more face to face
Stop having half -day closures
Stop hiding behind COVID and do the job you are all paid for, for a start. Return the Tourist Information Centre.
stop holding the 'sword of Damocles' over smaller public libraries to save money
Stop making online services the default setting for every council enquiry. People value in-person support from a human being!
Stop offering 'events', they are a waste of time, and it's obviously a ploy to justify the existence of libraries in a time where council funding is tight and could be better spent on caring for the elderly, or children's services. Council money could be saved by joining adult learning, children's centres and libraries in one building. Less staff would be needed for the library side, and yet the public would still have access to books, as the majority of library users only want books. Digital offers could still take place from the adult learning side, and the children's centre side could offer Rhyme Time. Less staff in physical library buildings, could also mean funding made available to start up the mobile library service
Stop over complying with Covid restrictions. The physical library is basically self service for borrowing and returning books. Socially distanced staff could have been present. There was no need for the library to close completely.
Stop reducing opening hours and stop relying on unpaid volunteers.
Stop reducing the number of physical books that are available to be borrowed in libraries Make e-books available in Kindle format
Stop reducing the stock under the guise of refurbishment. Bring back newspapers and somewhere to sit.
Stop relying on volunteers to run libraries. Librarians and library assistants are trained to provide their services - you can not replace that knowledge, skill, experience, with a well meaning volunteer. Bring back the professional staff, pay them a decent wage, get the libraries open again for more than a couple of hours a day. Libraries are a vital part of any community, providing free access to information for anyone - they help to ensure that nobody is left behind or disenfranchised because they don't have the financial means to pay for services. Not everybody is online or has the ability/means to access online information - removing or severely restricting use of a library lets those people fall further from society. Basically, stop using libraries as an easy target for budget cuts - they are vitally important, as are their professional staff, and as a Council you should know that a free at point of use library service has legislation to ensure that happens - Public Library Act 1850 and Public Libraries Act 1919.
Stop sending surveys to children who aren't of an age to reply suitably eg 5-7. More books about aviation. 'Louder hours' for children that aren't good at being quieter, benefiting the kids and also allowing adults to avoid these times if they wish.

stop stocking CDs stop stocking DVDs. put all efforts into books books books. make sure books stay clean and in great condition. when books are damaged replace. cleaner or ideally new carpets. clean wood desks like in an apple store.
Stop taking away the personal touch ie I prefer to borrow books and return them to person not a computer
stop trying to be something other than a library and concentrate on getting that right
Stop trying to close the library!
Stop using libraries as a nursery with kids playing games etc
Stop using libraries as community centres. Concentrate on providing books to read, ie, be a library. Offer a better selection of magazines to read. No children's singing mornings.
Stop using Stonewall's definitions. Sex is the protected characteristic, not gender. If you collect data on gender you won't be able to identify if you are discriminating based on sex, and you will end up holding data for which you have no permission under GDPR. Also, sex isn't assigned at birth. It's determined at conception and observed at birth (or frequently in utero). Please update your forms.
Story time for children. Reserving books. Keep Library open in Sturminster Newton.
Storytelling for adults as well as children would be welcome!
Sturminster Newton library is already good, but there is limited space.
Sturminster Newton library is just about perfect. The staff are lovely and very helpful and the range of books available is wide, with a good rotation of stock. I can't think of anything that needs to be added. Just please don't reduce opening times or withdraw any services - this small building is one of the few truly useful spaces left in Stur.
Suggestions for reading based on my interests. The books selected for me by the Littlemoor Librarian at the height of the pandemic in 2020 expanded my horizons with books I hadn't considered for myself.
Suits me at present
Sunday opening would really help with loneliness - lots of one-person households are still working and can't take part in activities during the week or get to the library when it is open.
Support for adult learning - e.g. degrees and higher qualifications Reading groups Online chats to help find information Newsletters with latest available books
support for children and young people with learning, studying and advice - gillingham were offering space for after school clubs pre COVID. This should be encouraged and extended. The library should be a resource for parents, young people and the elderly - as well as giving them support to use digital services
Support for those wishing to learn a musical instrument (combination of online support, say YouTube, and physical books re learning of a specific musical instrument, eg keyboard/piano)
Support keeping libraries open and properly staffed and funded. More regular information about what's available at libraries already.
Support Stalbridge library to open more hours as that is my local one. We don't often find the hours convenient. Activities such as the summer reading challenge are brilliant. When covid restrictions ease, it would be good to have more activities for older primary children such as Lego challenge sessions. The librarians are all fantastic in my experience. They have been great at interacting with my 6-year-old child, have helped him to find suitable books to develop his reading and interests (for example when he requested a book about police cars) and make the library a comfortable, welcoming and fun space. Please keep on the librarians!
support the local tourism and arts events with leaflets, posters and maps. Offer a ticketing service for local events etc

support to local business
Swanage has a wonderful library with exceptional exemplary staff. I would not wish anything to stop that they are already doing. Although 'older' I do not use the children's events/activities but feel they are crucial to Swanage as are all the other events they hold for our community. To add even more events/activities would only enhance this space even more. For the elderly it is a welcoming place to visit and meet others who are lonely. This is a very precious community hub for Swanage & the staff couldn't be more helpful.
Swanage is as close to perfect as I could wish for at present. Central location, good facilities and VERY helpful staff. In future the lack of close parking might be an issue.
Swanage Library has done a good job in offering a variety of talks, information sessions etc. and the staff have always been very helpful. The choice of books can be somewhat limited at times, many authors heavily represented while others have a very limited selection. This is probably driven, to a large extent, by demand for popular authors and limited shelf space. Overall, the service provided has been excellent.
Swanage library is a friendly, inviting library well used by the community I would like to continue to go to borrow books and DVD's and to use the computer, printer, copier facilities. It would be lovely if there could be a greater range of clubs using the space and learning sessions. My thoughts are to consider the various preferred learning styles and to incorporate these into activities. Maybe teaching adult reading, writing and computer skills would be appropriate and may bring in funding. I personally would love to attend more group learning activities such as crafts, talks etc.
Swanage library is a good little outlet - friendly staff - and a fair selection of books if you don't use online ordering. I would say keep doing what is currently being provided and maybe some scope to include another service desk that could have a booking system for other council services queries ie benefits/universal credit/ rubbish collection etc -
Swanage library is just right for me I find great new books and order the books I like which arrive promptly and I am contacted easily by the staff who are always pleasant and very helpful!
Swanage library is very good at organising interesting activities for children and adults, and that should be kept up. it would be good to have more new books as they are published and up to date ones, but the staff here are always helpful and doing the best they can with limited resources.
Take books from floor level and place higher so that i can see them.
Take more notice of the Friends 4 Upton Library .Have trained public people help in the library
Take on the services which were provided by Tourist Information.
Take part in the Community fridge scheme.
Take the library to the community - a mobile library. Availability of community transport - perhaps rotating around outlying villages on a fortnightly basis, provides access to the library.
Talks about authors such s Thomas Hardy. I attended one at Weymouth it was excellent.
Talks Activities adult
Talks and workshops.
Talks by authors?
Talks by local authors and people of interest even people of note.
Talks on history, arts and crafts, interesting subjects - these are available in places such as Allendale Centre, Wimborne, and Greyfriars, Ringwood.
Talks, slide shows author visits. More modern cookery books.
Tea, coffee facilities. Health advise.
Teach online skills to the elderly

Tell people you are doing online events. I get emails, because I got the one that directed me here, but I didn't know there were events
Text messages regarding book returning
The library service in Swanage is excellent for such a small library. However I often have to order books as the Swanage stock doesn't always fulfill my needs. I am pleased to say that I do get the books I want sent in from other libraries. There is a fee for this which I am happy to pay. I can't think of any way the service can be improved from my point of view and I would like to say the staff there are very pleasant and helpful. Very pleased there is no music playing but it is possible to have a quiet chat with staff or other readers. All in all a good friendly service.
The art class at the library has massively helped my mum cope with the loss of her husband and moving to a new area. I stopped borrowing books when I couldn't remember my pass code, it made everything harder. I would like to borrow digital items but don't know how. Emails with 'How To' would help
The Beaminster Library opening times make it a little inaccessible to school aged children, and perhaps, once the effects of covid have been reduced, it could be made more friendly by offering a quiet space to read/do homework etc.
The books are starting to look very tired and dirty. I cleaned four books with sanitizer before reading them last week but they still smelt.
The BorrowBox and Libby apps used to access digital resources have appalling user interfaces. They work in an entirely non-intuitive way. I know that these are provided by 3rd party suppliers, but the library should be pressing these suppliers to significantly improve their apps.
The children's section of the library is lovely and so welcoming and well stocked with toddler friendly books. Rhyme time is great and it would be nice to have more activities like this. In the adult section it would be good to have more new releases and bestsellers available.
The Christmas surprise books for children was a brilliant idea so a repeat of that would be good. All childrens events I've attended have been excellent.
The computerised check out book service, is too quick, and does not allow enough time to take books from the machine and add additional books to take out on loan.. It switches off too soon even before a printout can be requested. There does not appear to be any other way to obtain a printout of the books taken out.. Very frustrating, surely this can be easily adjusted by a computer programmer.
The council is often seen as faceless and difficult to access. Residents don't understand how the council work, the roles that staff undertake and the importance that councillors have in the running of the council. The library is really the face of the council and should be accessible to all and promoted as such. I think that councillors have a duty to be seen by the community they represent. Councillors should hold regular events in libraries and to discuss what is important in these communities. Perhaps local MPs should hold their surgeries in our libraries.
The current (pre-covid!) service meets my needs. The only thing that could be improved is perhaps to increase the opening hours, but as I am retired this is by no means essential. I guess for working service users a few more late opening sessions might be useful.
The current access to online resources is excellent, thank you.
The current arrangements and services provided by Ferndown Library are sufficient for my needs
The current ebook and ezine providers are the best ones you have had in the last 3 years. Please keep them or keep improving. Great online apps and content choice. Well done.



The current level of service in Verwood library is excellent with informed, helpful and welcoming staff. It is very much part of our ever growing community and meets the needs both young and mature alike. It is very important to see the activities for the toddlers and young children taking place within the library as in my opinion the introduction to books is the stepping stone to learning and expanding knowledge. The summer holiday reading challenge and the local treasure hunt activities are always supported by enthusiastic staff which in turn increases children's interest in the library as a fun and as a resource for learning.

The current library service is adequate for my requirements.

The current location and opening hours of the library suit me just fine.

The current method for providing ebooks is very clunky. There are much better systems out there that integrate directly with e-readers or apps and don't require an in between device. The library app itself, although functional, feels outdated and doesn't use standard navigation elements. I'd like to see swap and share events/initiatives, as suggested earlier in the survey. I don't really use the library for more than books, but I think all the other services it provides for the community are great, and are more important than the improvements I've suggested.

The current offer is pretty good and meets my needs. Always room for improvement of course, eg a wider range of magazines access, for example why is Which? not online but is in the library?

The current performance of the library in Dorchester meets my requirements very well and is easily accessible from Lousier UK Sao I cannot think our changes.

The current service works well for me

The current services are sufficient for my needs and I cannot yet imagine any further requirements.

The current stock of books on offer when simply browsing the library shelves is poor. One of the pleasures of visiting a library is discovering a new, previously unread, great author; this is simply not possible with the current stock carried. I realise I can order any book online and have it in a week or so (or perhaps longer) but some-times I would like to discover a great book, sitting on the shelves, ready for me to borrow, there and then. This is possible when visiting the library in Colyton and Axminster, (both Devon Council) but not in the Library in Lyme Regis (Dorset Council). So I would ask you, or whoever purchases the stock for Dorset Libraries, to buy more books by good/great authors and less books by mediocre authors. I am not asking for the shelves to be stacked with "best sellers", not at all, I am just asking if the selection on offer could be more exciting (and by this I don't mean more action novels!).

The development of library services today compared with the library services I knew as a child is first class. The diverse nature of the services available at most libraries today makes accessing information etc so much easier when it is under one central roof. Please continue library services in this direction.

The digital e books, audiobooks, magazines and newspapers is excellent. I have also been using the online version of ancestry available through libraries west which is excellent. It would be good if access to additional sites like this could be extended if possible.

The digital library really needs a greater range of ebooks, yes there are a lot but more would encourage greater use. Also a very great proportion of books are already checked out and have to be reserved.

The digital service for audio books is good, but disappointed that there is not a better choice & perplexed that more than one person cannot borrow the same item simultaneously. Now there is no tourist information office, more of their functions should be taken on by the library.

The dorchester library has been a lifeline for me during the pandemic. The ability to reserve and then collect books adds a lot to my quality of life. I do think the library staff did a great job during lockdowns etc. and of course they do great work all the time. I also really appreciate borrowing audiobooks directly online and having my book club group able to hire a room at the library to use for meetings - this makes the group more inclusive as not everyone is able or wants to hold a meeting in their home as with many local book groups. The library as it is - is a very valuable asset to me and one that I would sorely miss if any of the services I use were to disappear in the future.

The dorchester library is an excellent, well maintained building. Kept very clean, with nice clean and spacious toilets as well. Suggestions for improvement would be; 1. A chilled water fountain somewhere, preferably on the top floor with the hot drinks machine. 2. Additional study spaces upstairs; the big tables you have with the power sockets are great to use, so it would be good to have more of these instead of the pointless 'reading' chairs and tiny little tables. 3. I also notice that upstairs there are a number of seemingly disused classrooms/conference rooms? Perhaps these could be opened up as a 'silent work/study area', so library users can avoid noisy kids/teenagers in the library just messing around. 4. Make the closing time on weekdays later. It is not helpful to be closing at midday on a Wednesday and at 5 on a Monday/Thursday. A 7pm closing time is absolutely ideal for most working people who only get the evenings free to work/use the library facilities. Also being open on a Sunday for a few hours (perhaps 10-4?) would be enormously helpful.

The eange of stock in Wareham and Swanage is liited, although the reservation service is good

The ebboms and e magazines are difficult to use

The e-magazine service is useful but could be made easier to navigate/use. A simple search facility based on the magazine title would be better than the current system. For example to access the "Railway Magazine" you need to know it is found under "Cars and Motorcycles". The ability to search and reserve items is particularly important as there is limited choice in the smaller libraries. The service provided by the staff at Portland is excellent - lets hope it can stay that way.

The existing library service , including the ability to order books form elsewhere suits my needs. I also find it useful in the school holidays to attend child orientated events and borrow DVD's etc when I have my grandchildren visiting. The idea of a swap shop/borrow items could be helpful if there was room.

The existing library suits my needs

The facility to borrow books from a wider area is greatly appreciated. Perhaps this could be extended even further?

The first issue is actually the survey it is not very inclusive on the dialogue of disabilities in fact in some areas I have had answers choices curtailed.

The free provision of Ancestry during the lockdown has been very welcome and it would be good if it could become a regular addition to Library services. I have not used ebooks because I find the ones I would like to read are always not available for many weeks. I like to use the emagazines and perhaps the range could be extended, I wonder if organisations like RSPB, National Trust and others might make their publications available in e versions for libraries to offer

The greatest importance of a local library is to provide a good stock of wide ranging subjects and titles and I'd like to see that continue or improve. Although I'm not in a position of needing them myself, I'm aware that Bridport library has until recently been a great place for mothers with small children to enjoy suitable groups and events. I think these are very important in the community and need to resume as soon as conditions permit.

The Home Library Service should provide an individualised service to individual care home residents, not just a book box for the whole home,

The internet is taking the place of libraries, so you should make the existing libraries into IT hubs where you can run all types of relevant courses and have access to IT experts
The key thing isn't what extra you can provide, more that you don't cut anything - staff/opening hours etc. There is a tipping point where you can destroy a decent service, so cut the prawn sandwiches in county hall instead.
The lady who last helped me at Blandford library was amazing but she was rushed off her feet trying to help people, give advice, and cope with her desk work. They might need more staff. There were several people using the computers who needed assistance.
The Librafy staff some should help the public in greeting and helping the public in a way that the public are their being there .more book readings and supporting the Friends of the Library
The librarians are always helpful, polite and smiling - an essential 'service' often under-rated nowadays. The range of books at Sherborne seems to be limited or not changed as often. For some years, in my experience, the basic, popular type of 'who-dun-its' always have to be ordered on line and then collected; when looking for a particular author/book it often appears that other Dorset libraries have several copies while Sherborne has none.
The librarians in West Moors library are very pleasant, helpful and knowledgeable. I can't always get there in the specified opening hours. Maybe a coffee "morning" would introduce the library to more people.
The libraries are pretty good. I would love more new books obvs and maybe you could do a display relating to books discussed on radio 4 'a good read' or the book programme.
The libraries could offer a citizens advice service, for all council services and perhaps merge with the CAB? It is possible that this would be confusing. Offering access to IT is also likely to be an ongoing need, perhaps a repair workshop for technology.
The libraries west partnership has not featured in this survey yet and I want to say that this extension of the stock has been very useful
The Library service is already good. I know resources are limited, please just keep our village Library going. Coffee shops and services to support individuals, such as benefits advice, info on adult social care provision, OT equipment clinics would enhance the benefit to the Community and beacons effective way to provide prevention agenda.
The library adequately suits my particular needs at present.
The library app is extremely helpful for requesting items to be delivered to my local library and renewing items borrowed as well.
The library asnit is suits my needs. I pick my books online and collect and return them to the library building.
The library building is a vital hub for the local community which is growing with large amounts of new building. The addition of a coffee machine/bar would be great and enhance social contact. I also support the library being a centre for other advisory facilities
The library catalogue is excellènt and I usually order online and collect from Gillingham. Excellent and helpful staff. Long may this continue!
The Library could be a useful village resource for small meetings of village groups . It could be a resource hub for recycling and Swop shops. It is a public space and be more of a drop in centre in smaller towns and villages where there is no other central space. This would be a better place for small Adult Education classes, improving language and skills.
The library could become a community hub, aimed at engaging with people. Local organisations encouraged to participate , Councillors could become directly part of this opening up of the political process.

The library especially on the ground floor never looks inviting there is no warmth very dull the idea of a coffee shop on this floor with a recycling place would be a good idea this floor could have all the noise and hussle and bussle on it with the next two floors used for browsing books this could fit in quite well as the ground floor has hardly anything on it now the tic has gone and the children's area has too much space upstairs.

The Library facility could be used further to provide more specialist support. Ie, does Citizen's Advice, Age Concern etc visit, if not could they?

The library fully.meets all the needs I have of it, the staff are always pleasant, welcoming and informative, and so, so far as I am concerned please continue as you are.

the library gives me all the service I need with very good people who work very hard indeed

The library has become such an important asset to me since becoming a parent. I attended for everything from seeing a health visitor to singing! They are the hub for so many different groups. I don't think the service celebrates itself enough, maybe needs more promotion. Great how it has embraced important events such as black history month and lgbt history month. Maybe needs more activities for you people, particular focus on climate change. Maybe adopt more sustainable ways of operating? Café/coffee shop, using volunteers

The library has great potential as a local and social hub and could incorporate some of the services currently on offer at TICs. (Wareham library does this very effectively).

The library has provided a lifeline for people during the pandemic and it is vital that they stay open. Having access to fiction and non fiction books is important for so many people. Being able to visit the library and talk to the lovely staff has really helped me and my family.

The library I use offers all the facilities I need however the addition of a coffee shop would be very nice.

The library in Verwood Dorset offers a good range of services. For people who are elderly reading and browsing books physically and not online is invaluable to the general welfare of a lot of senior and more disadvantaged people. Not everyone owns a computer. However for some people small computer clinics would be very useful to help familiarise them with basic skills, that would provide some confidence to those who have no IT help at home. The crucial element of the library locally is it perhaps the last available centre that people can attend and be supported. More supportive activities and knowledgeable staff make an enormous difference to so many people who would otherwise be isolated.

The library in Weymouth is a wonderful safe place with warm welcoming staff. Being so large there is a good range already available with the option for items to be ordered if not available.

The library is a backdrop to my life. The more hours it is open the better. Every day would be good but I can manage with the present ones.

The library is a crucial resource for people who cannot easily use online services from home. It acts as a hub for our community. Please do not close it.

The library is a source of books which I resort to for information or entertainment. I do not use the other services offered.

The library is a superb place to enjoy research and improving knowledge. I would be very interested in relaxed language lessons, particularly Spanish. The idea of having tea and coffee facilities is good thought to make the library more appealing.

The library is a treasured part of my life although circumstances do not enable me to attend the events. The loss of the Tourist Information status has restricted local transport information which was a convenient service. Thanks to all who work to make the library the friendly ,helpful place that it is.

The library is a wonderful hub that allows members of the community to access books and learning. It is a quiet space and free of life's many distractions. I particularly value the ability to read physical books as I find reading online makes my eyes tired and it is less of a personal experience. Teh staff are knowledgeable and helpful.

The library is already providing a huge range of vital services, particularly here in Swanage, where so many other services have been removed to more remote locations. For people with young families, young adults or those without ready access to transport to enable them to get to places further afield it is one of the few free social and municipal spaces that is safe and welcoming to all that we have left. It does what it does well, the librarians are knowledgeable and kind, the space is small but well managed. More activities would always be appreciated as they are usually free and enable families and young people to take part in creative and learning opportunities they might otherwise not have.

The library is an essential and valuable part of the community. I have always advocated the need to combine Citizens Advice within the library to serve the ever increasing queries and demands made more burdensome by the presumption that we are all online. The library seems the most logical place to offer a full advisory service administered by competent and trained staff.

The library is an ideal meeting place for people especially those living on their own. This does not apply to me but I enjoy a leisurely walk to the library browsing through the books and meeting new people. I think a coffee area and the facility to borrow/swap jigsaws would be great. I am online but prefer the face to face approach .

The library is doing a great job,please continue to provide the excellent service

The library is full of books that no one knows anything about. Why not use your email and social media to introduce subscribers to your Books of the Week... critiques of five books in a particular genre, what they are about, and what reviewers think of them. They may be books that have been around forever. Highlighting new arrivals and what they are about would also be useful. Children's books also deserve the same treatment so parents can find the best, not the best-publicised by publishers.

The library is important within the community. Please carry on providing services and opening as much as possible.

The library is just fine as it is, they're doing a great job.

The Library is more than just a place to borrow books. It is an important community hub and supports the health and well being of residents, particularly the elderly and vulnerable and those who are on low incomes or socially isolated. I would like to see the library service continue it's vital role making books and reading resources available to all and further develop it's role as a place where people can access information which helps them to lead healthy and fulfilled lives.

The library is not open Wednesday afternoons which has caught me out several times. Closing on market day seems a very out-dated tradition. At least have consistent weekday opening/closing times.

The library is one of the few places which can offer a safe, warm, dry and friendly space where anyone, of any age, can explore, discover, share and learn. It is a place to go to be out and away from our own living space and provide an opportunity to meet other people. Such places are increasingly few and far between and yet it is well documented how important these spaces are for our well being. The library offers a space for intergenerational activity and interactions. It is a place to offer to the older generation to support their skills in the use of digital platforms. It offers a place for researching. For example we lost our family history centre. I would take advantage of a supported opportunities to explore my family history. I am much more mindful of the times I use my car. I am aware of an increasing number of elderly people who are reluctant to drive and do not use public transport. Could the library offer opportunities of 'virtual visits' to attractions across Dorset. For example could they offer virtual visits of new displays at our newly refurbished County museum. I no longer have the home space or the budget to buy and keep books but reading remains a crucial part of my life. I use the online facilities to reserve books BUT it is the visits to the library which gives me the chance to discover new authors and new interests. I have two young grandsons but undoubtedly love listening, looking at and handling story books. Long may it continue not just for their language and imaginative development but as an important kinaesthetic experience.

The library is very much a Hub of the community - so possibly some specific advice sessions. Continue making space available for local councillors to be accessible (used to be a Saturday morning?)

The library meets my current needs well, so I'd be happy if it remains as it is.

The library needs to be a hub for all information and a place to visit not just for the services it currently provides. Ideally it would have a cafe, a play area and Lego corner for children. There should be a magazine section as well as a better equipped and larger computer section. My views are based on the libraries that I have visited in Christchurch, New Zealand which are places to visit and meet rather than just a library. These places also have areas for music and film recording as well as the latest technical innovations. Dorchester Library could spread into the unused council offices and bring together these sorts of activities that already happen within the town. Seek information from Christchurch Library Services, NZ.

The library opening hours are very inconvenient. 9.30 in the morning is late, would prefer an 8.30 or 9.00 opening. Also closing Tuesday afternoons and all day Thursday is a bit of a pain. You used to operate a jigsaw puzzle swap area. I loved that because they are expensive to buy and not everyone wants to do a puzzle again. By swapping it ensures less going to landfill, enabling those on low incomes (particularly pensioners) to indulge in their passion.

The library provides a good service with the reservation function working well through the website. The website and app could do with modernising, though the ability to reserve from one library to another online is brilliant. The library is an important community hub, providing a valuable resource to so many and it is so important that they are protected

the library service is excellent, I thank everyone involved.

The library service already supplies more than I am able to take advantage of! It's the availability of a huge range of physical books that I appreciate most, followed by free access online to periodicals. I know this is no help in suggesting how to develop more services to appeal more widely, but it seems to me that the library service is already doing a very good job.

The library service as it is at the moment is suitable for my needs.

The library service has become a distant, friendless and soulless one, compared with the way it used to be. At Dorchester Library (pre-Covid) there was often no library assistant around to ask about information, except at a Help Desk on the ground floor. There is nowhere in the library for the public to check the computer catalogue for themselves to see if a particular book is available in that library. The Subject Index is well over a decade out of date. The library (Dorchester) has felt dead for a long time. The service needs a better range of more up to date stock, especially in fiction, not just the latest bestsellers/prize winners. And more staff ready to help.

The library service in Blandford is good as it is, the staff are very helpful and nothing needs to change really

The library service in its present form meets my needs. But there might be things I haven't thought of.

The library service in Wareham is quite efficient, friendly and very supportive whenever I have had occasion to visit. I have no particular complaint other than possibly opening on Wednesday, but I can appreciate that most of the library staff are probably volunteers and need the day off. Other than that the service is a very valuable resource which I would be sorry to see reduced or indeed removed by the council.

The library service is an important hub in our community. Expanding other activities to increase usage and footfall.

The library service is essential and should be expanded not restricted. Using volunteers to run libraries should not be considered. Volunteers should add value not run services. More money needs to be spent on increasing opening times.

The Library Service is fine as it is.

The library service is good at the moment, especially the ability to request books from a bigger region. My library has odd opening hours that appears to suit the staff rather than the users of the library and it should be the other way round.

The library service is very good as it is, thank you. I read a lot, but buy the books at charity shops, so only use the library if I can't find a book that I want to buy, but the library service has it available somewhere to order - a great service. It's also been very helpful that one can collect Covid test kits at ours.

The library service meets my current needs, but online access makes it highly user friendly. You can't beat holding a real book when reading or researching.

The library service meets my needs exactly as it is now. I like to reserve books online but browse and borrow books in the library building.

The library service meets my needs very well but the removal of the information centre has definitely been a disadvantage. Many people both residents and visitors complain of that loss and find there is nowhere to go to access any general information about Dorchester, places to go, events, museums etc. and that is a great loss to the town.

The library service seems to have been starved of funding and manpower for so long really significant and a real growth in funding would have to be employed to restore the library service to one that I liked, used and praised and encouraged others to use. Also to only allow professional and trained librarians to power the service instead of being forced to accept do gooders thinking they can voluntarily run a service fit for the 21st century.

The library service that I have used in lockdown and before is an excellent service. I use it for personal needs, borrowing books, browsing in the library as well as a volunteer for the Home Library Service when I choose books for those requiring a home delivery. It is good that the library offers the services it does but at the moment I don't need the computer facilities available having them at home. Nor do I need the Council Services offers available as I access them at home as well. Being retired I don't use the employment services that may be offered either. I always look for events or talks that would interest me in the library but haven't used them so far. I find the current service offered excellent and the staff within the library helpful and knowledgeable about the library.

The library should be a welcoming space Warm and friendly

The library should be open on Wednesday which is market day. Tourist information should be brought back within the library.

The Library staff in Sturminster Newton are always very pleasant and helpful but the range of possible activities is severely limited by the constraints of the small and restricted space available in which is. fundamentally, an outmoded prefab.

The library suits my needs, and I have doubts if any changes are made to the present system. The

The Library webpage could be made more appealing for children to choose books online

The library website is a bit 'dry'. A website that was more like an interesting shop than a governmental site would be wonderful. It's current feel is functional but uninviting, especially for children. I only use the website if I absolutely have to. I want to look up books and browse the site but it is just so formal. The writing is small to read and takes gives me no pleasure to use; -unlike the wonderful displays, great staff and lovely environment of Dorchester library.

The library works well as it is. The fact that there is no charge for reseervations means the lack of space for a larger selection of books does not matter so much as reserving what you want is so easy. Keep it up!!

The limited opening days is sometimes an issue

The local Committee is currently debating this

The local library is one of the most important resources that my town offers me. When opening was restricted during the last 18 months this was a huge blow. Your online browsing of the catalogue needs some careful updating. It is difficult for a reader to reserve books when items are not grouped into genres. If you are looking for a specific title or author - this works fine, but if you are looking for something different to read then it is a waste of time trawling through this catalogue. for example - if I was looking for a non fiction book about cats - how would I find it on your existing system?

The Local Studies Library, based in Dorset History Centre, currently has very limited access by appointment only. Many of the books were originally in the Reference Library before they were transferred. This is a valuable resource, and has many books relating to Dorset, but the arrangements for public access are severely restricted and out of step with the main Library. Please can you address this problem and provide access on the same terms as the main Library?

The logical approach would be the development of a digital library rather than a physical one and the turning of the existing library into a hub for local services and citizens advice. but I would like to keep the books for time being.



the long term closure of the library due to covid has broken my habit of regular library borrowing and i have moved to buying books from charity shops as well. i was disappointed that the library felt it needed to remain closed for so long during covid, despite being a big airy space that could have been used safely. it must have meant that a lot of people were deprived of the access to services that they need. i did however, really appreciate the online access to ancestry.com throughout the library closure. could the library join with other organisations eg national archives to provide online events.

The majority of times I attempt to borrow on Libby the book is not available. The choice of books seems to be extremely limited and the newer popular books are just not available. If I do manage to find a book of interest the wait time is very long. There needs to be a much wider choice for digital access. Love the magazine availability though!

The most important aspect is to retain the trained staff who have a wealth of knowledge and are interested and helpful

The online book reservation service already meets all my requirements of a library.

The online book service/sourcing from other libraries is superb and I would encourage you to maintain this, and develop it if possible. The IT facilities are a lifeline as a fall-back in today's world if one's own kit goes down.

The online catalogue for reserving books is a bit clunky. I often find it hard to find the books I want to reserve. The digital magazine reader software is also quite clunky. I find it difficult to read the magazines online. They don't seem to zoom correctly and are quite hard to navigate. It would be helpful if the online reservation service gave some indication of when a book is likely to be available. I have requested some unusual books for my studies but they are still showing as "in transit" up to six weeks later, by which time they are too late to be of any use for my current essay.

The online library is a good idea but have not worked out how to use it. Borrowing physical books is always a good service.

the online magazine catalogue is very comprehensive. however the software that access's them is very poor and could be considerably improved.

The on-line service is brilliant. As part of the South West Group of libraries, the selection of books available give the opportunity to read what is wanted, rather than what is available. I enjoy reading books selectively so I do hope that this continues. I don't read audio books, so I hope that turning pages will not be a thing of the past!

The only improvement that I can suggest would be more books (choice)

The only petty thing I could struggle to comment on (in what I've always considered to be one of the best services Dorchester provides ) is that the arrow to the left of the return book checkout machine sign points to the right when the disposal box is on the left.... see how petty that is!!! Otherwise.. well done all the staff for providing such a polite and well- organised service. THANK YOU

The only service I currently use is the online magazine and changes to that make it very difficult to choose and read magazines definitely a retrograde step for me as I now use it fairly rarely. Any change or addition that makes the library a focal point for the community would be good.

The only way I could get books to read during the first lockdown was to buy a Kindle Fire and buy ebooks from Amazon. I now borrow books from the library as I find the Borrow box provider easier to use than the previous one. It is a great shame that the library ebooks can't be read on the Kindle paperwhite as it would be nice to sit in the garden and read. It would also be good if people could borrow or hire ereader devices from their local library. I'm sure that there are a lot of avid readers who cannot get to their local library who would love to be able to use a device to make it easier for them to get access to a good book. Perhaps some guidance in the use could be made available to the technically challenged. It would be a great help to many housebound people as well as during a lockdown. Getting someone else to choose a book for you often means that a book arrives that has been read before. Less wear and tear on the hard copies of the books too.

The physical library service serves my needs at present. I could probably use the online service more to borrow books that are not locally available.

the physical nature of borrowing and reading books is one of the few aspects of this public service which has not been entirely overtaken by modern technology. It seems that as most industries are now staffed by people who have grown up with this technology, all strategies and proposals for change never include an acknowledgement that there are some residents who for many reasons - (physical disability, cost or lack of understanding) are unable to access it and thus become excluded. In the modern era, when exclusion or prejudice is to be avoided at all costs, the incessant march of technology continues unchecked. I would therefore like there to continue be provision for accessing books to read.

The Portland Library Manager is excellent, which is why the place is so popular! I understand she is a Retired Nurse and Teacher and has all the communication skills necessary for her position as a Manager, she has involved willing residents as volunteers. As a long time member, I do feel she should have some recognition and Dorset Council should be very proud of this dedicated lady. signed :- Hon. Alderman Jess Nagel Quote written on final page "Libraries are about people, not just books"

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The present catalogue shows if a book is on the shelf at a library. Allow the user to reserve that book for next day collection. Charge for this extra service if necessary. Increase the number of titles (and copies of titles) available digitally. Advertise adult learning classes within the library, perhaps with a digital display to show what's upcoming. Display council owned art pieces within the main libraries

The present service is excellent and should continue as it is and only small improvements be made as staffing and financial resources allow.

The present service is more than adequate and meets my requirements fully, perhaps longer opening hours may prove beneficial.

The previous answers are only there to tick boxes as I am not a regular user of the library in our village. However I respond as an ex Purbeck District Councillor and as current Parish Councillor in a personal capacity. I personally don't have a current need for what is or could be offered through the Library in Lytchett Matravers although members of my family might be able to benefit from an expansion of locally delivered services from the Library. The planned growth of LM, the paucity of public transport and an ageing population means that the Library should become a local hub for Dorset Council services where personal contact is needed. By all means try and go as digital as possible but for the next 20 years or more there are going to be people who need to be able to interact face to face over matters to do with all aspects of their personal and family lives. If that facility was available in the Library then long and often fruitless journeys to Poole, Bournemouth, Wareham or Dorchester to see different agencies in different places could be avoided. The provision of reading, educational and reference materials in both digital and physical form can only realistically be done via a physical library. To make the library more viable the addition of meeting spaces, coffee shop et al to increase revenues would seem sensible.

The primary purpose of the library service for me is still the availability of good quality books .

The provision of a coffee shop/refreshment area would provide a Hub in the community - and hopefully encourage more people to discover the value of having such a brilliant asset- our library!

The provision of physical information on local services / events / activities, etc needs to be properly co-ordinated and managed, rather than just being an afterthought of what leaflets have been dropped off by anyone / are available. Libraries should be an information hub for everyone in the locality. Notice boards need to be regularly updated with imaginative displays that reflect the local community's interests and needs. A dedicated "Information hub" section in each library would be very helpful instead of random, out of date leaflets going yellow on various window sills. There needs to be a proper plan in place so that all libraries across the Dorset Council area provide quality, up-to-date physical information (eg leaflets on health and wellbeing provision, local activities and events, adult education, council services, benefits, etc), as well as local community magazines (eg Stour and Avon magazine, Blackmore Vale) and arts magazines (eg Evolver). Spaces need to be more flexible. Bookshelves and display units need to be moveable to facilitate maximum usage of often small spaces by the wider community. Access to Ancestry.com (Library edition) at home was really great this past year. Whilst I appreciate that this particular contract could not be made available any longer, what about investigating the provision of other online services, including other family history providers and adult education providers (eg Open University)? There is actually very little in the way of events / activities actually available at Dorset libraries, which is quite shocking considering the available resource of library space and it supposedly being a co-ordinated county-wide service. A quick look at "What's on" in local libraries on the Dorset Council website reveals a meagre offering of "knit and natter" groups, reading groups, one adult colouring group and one chess and backgammon group, as well as a few "one-off" hobbies events mainly in Sherborne and Shaftesbury, rather than a dedicated programme of events and activities across the whole of the Dorset Council area. There needs to be a co-ordinated and concerted effort to develop the provision of events and activities - at the moment it's far too random and ad hoc. Joined up working with other providers, such as Skills and Learning and local colleges, to provide events and activities in libraries, especially in evenings and at weekends, as well as online courses, should be pursued. There should also be far more cultural events available in libraries - arts, music events. I saw that Tim Laycock performed this past Christmas at Gillingham Library - more of that sort of event / activity in other libraries across Dorset would be very welcome. Corfe Mullen in particular has a large population, a "Town Council" (although is not a town) but has very few actual amenities. The library is has the potential to be a vital element in maintaining community cohesion yet its potential is not being maximised. There should also be more joined up working with health and wellbeing providers -

taxpayers are funding LiveWell Dorset, for example, so why aren't there displays / talks, etc in libraries? What about linking up with Steps2Wellbeing and other mental health providers? Library spaces offer a perfect opportunity to reach out to the local community and engage with all age groups on health and wellbeing topics. Also, why isn't there information on the facilities available at local sports centres which taxpayers fund? Currently, it appears that the only "adult wellbeing events" available (as shown on the Dorset Council website) are shared reading activities! Hardly inspirational or imaginative! There is definitely an opportunity to improve the health and wellbeing of Dorset residents! Information on the Dorset Council website's library section about what events / activities are being held and where isn't very appealing. This needs to be looked at as it's extremely dull and unattractive.

The quality of the staff at Bridport is superb. They are what makes the library. They are your future.

The range and selection of some categories e.g.Fiction, History is very good. Choice in some categories e.g. sciences is very limited

The range of books at our small local library is very limited and does not change. I would have to drive to get to a larger library and this is counter-productive. If the stock changed more often this would help. I have not really accessed films through the library since living here - but I would like to. I have taken to reserving books now as I have pretty much read out Beaminster. The online reservation service is good to have but really clumsy to use. If this service was linked to an app that could make suggestions and was also easier to navigate for 'browsing' that would be more like the physical service. The real boon of the physical service is that you can browse, find things accidentally and serendipitously - not so easy online where you have to know what to look for. The survey does not mention the librarian - I so enjoy the interaction with the librarian and in fact wish there were more opportunities to talk and discuss books - they are always pleasant and helpful despite being busy. Your best asset! Have you thought about joining up with the Yarn Barton information centre or any other local organisation - it might make the small library more viable. I notice that we now have a small workspace that could be part of the library. I would also be interested to know how much you work with the schools - never see a young person in there! Beaminster is growing and the library could be a really important way of getting new people into town life. You could be more pro-active about this - maybe through links to local estate agents or the town council - I would have appreciated that. Most of all keep going - I was devastated when the pandemic hit but really appreciated that you managed to find a way to keep going.

The range of books on offer is excellent, with requests dealt with quickly and efficiently. For my part just keep providing your already excellent service and friendly helpful staff. Access is easy and parking plentiful.

the range of events and activities is already good. from my limited view, uptake is poor. maybe intensify what is on offer and include more pop-in (up) projects. Library of things, coffee, crafts PR needs review and revamp, could be more eye-catching eg: bookface Should work together with other venues in town not be in competition. A panel to co-ordinate local community activities might be a start. Hours should be tweaked to encourage after school study and activities. Computing and knock-out competitions might appeal. Traditionally libraries are gateways to knowledge the modern view is of a community centre

The range of periodicals carried by my library today is very limited.

The reservation service is amazing! But if we could have access to even more stock (I'd like more specialist non-fiction) it would of course be great. My daughter loves the online audiobooks - so be good if there was more choice and longer loan period. The Borrowbox app seems to freeze a lot too, so obviously be better if that wasn't the case. I'd definitely be into swapping events and library of things. I've not used the printing service yet, but I plan to. But it would be great to be able to print from my own laptop and/or phone. (I don't think this is currently available.)

The service and staff are already fantastic, just keep up the good work. Your audiobooks library has saved my sanity over the years I literally could not live without it!

The service as it exists has been essential for me as local resident and as a teacher, over many years, and whilst I was teaching (History). (I also used Exeter Performing Arts library extensively for the Early Music ensemble I ran at school.) Currently I find the availability of a good printer and photocopier valuable (with good internet access in a convenient and congenial place to work.) Digital champion advice has been useful. Tapping into Inter-Library Loan and therefore being able to obtain any book, drawing on libraries across the country, is an important and not widely-publicised function of local libraries - it was essential for A-level individual studies when I was teaching, each student accessing it at their local library - it's not available through school libraries - and it is valuable for local residents. Librarians at Lyme - Jo now, and Lorraine and before her Barbara, have been of immense help - especially in recent years with computer use and printing, as earlier with Inter-Library Loan - and have created a welcoming and helpful atmosphere for all library users - I'm very grateful. I'd like to see a wider range of non-fiction book stock - in my subject area at Lyme, History (British, European, World and Ancient) is very limited outside of the World Wars and a good local reference section. (Bridport has a much bigger range) It's been useful for travel guides. The DVD film selection has been good - it would be nice to have the music CDs back again - and the small sheet music section we had at one stage. It's inconvenient that the library no longer takes "Which?" magazine (and Dorset doesn't subscribe to it online), but good that it takes a daily newspaper (the i). From time to time visitors come in for tourist advice and with the closure of the TIC this might increase, so provision perhaps needs to be considered. The library is a source of information about local organisations and events, as well as many community services which you list earlier in this survey. (I wonder whether a job club could be useful, given that the job centre is over in Bridport and I believe Lymenet closed three years ago, and a carer's support group as I think the medical centre no longer has one. I don't know whether Citizen's Advice - very valuable - still has an outpost in Lyme, but this would require a room for confidentiality.) Displays have been interesting - people's book recommendations recently. The primary school reading challenge in the summer looks like a great motivator to library use and engagement with books, and it's good to see the parent and toddler group and the reading circle flourishing. The age-group I think might be encouraged in more is teenagers - perhaps the after-school club which existed at one stage might be revived, and links be developed with Woodroffe's school library and English department. Other local libraries I'd commend would be Bridport for its community artwork, Charmouth for its small group community room, Axminster for its packing a lot into a very limited space and its advertisement of local events and organisations - Seaton's good at this too - and Chard for its displays/labelling (some time since I've visited the last). We benefit from Dorset's up-to-date computer system. Clearly to provide everything I've suggested would require increased funding, staffing, hours, and space, and I'm not sure how realistic that is at the moment; But local libraries are a vital community hub - and social centre - and we are fortunate to have the service we have in Lyme Regis.

The service I receive is fabulous. The staff are all very knowledgeable and friendly. One member of staff, Rosanna, is amazing. She remembers the authors I read and recommends books and introduces me to new authors I would not have known. Sturminster library is such an asset to the area.

The service is excellent and much appreciated. The introduction of online resources such as audiobooks has been excellent. The library service is such a valuable part of the community and I hope this is able to continue. I don't use the support services but know that the library is vital for may vulnerable people and families. Thank you all.

the service is perfect

The service is pretty good as is. Keeping a good range of books and effective ordering service is key for me. The Libraries West shared service seems to work well. With more streaming access to films, I'd see DVD hire as less important. Opening hours need to be sufficient that it is relatively easy to pop in when in town doing other things.

The service offered to order and renew books online is second to none. I use it all the time but also like to browse when I come to collect or return items so that I can have a list to hand for the next book to order. I don't think enough people are aware of such an excellent service (though I sing your praises often!). People need to be encouraged to use the library. Much better promotion would be good. It needs to be shouted from the rooftops! It would be the biggest tragedy to lose such a wonderful place and the most excellent helpful smiling staff.

The service provided is perfect for my needs .Very friendly and helpful service provided too .

The service tries very hard. It is a part of the community and is effectively "an institution" in the sense that nineteenth-century "reading rooms" were for their communities. It is crucial that the physical library provision should not be significantly reduced, as members of the community need to be able to rely on the service's presence, often for unforeseen reasons: reliable information about services, reference material (especially about civil matters), and general expertise.

The service users library account needs to engage library users and have more facilities, including alerts of up and coming on/offline groups to attend. The library service should be a one stop shop signposting service. To prevent digital exclusion children & mature students should be provided with study/workspace for skills & learning. The library users account needs to be marketed and tailored to users interests.

The service which was offered during lockdown, of being able to select books from a range of genres on line and then collect them from the library was invaluable. What a wonderful service. I would like this to continue.

The Sherborne library has SO MUCH to offer and gives opportunities and reassurance re availability to browse through the shelves, etc, with the likelihood of catching up with perhaps a friend or someone acknowledges/chats to you who happens to be there at the same time as you, which particularly these days gives reassurance and brightens one's life to the extent that what may have been a dull day gives the opportunity to return home with renewed optimism.

The Sherborne Library is excellent - services the community well. Long may it continue, with friendly staff and very helpful when ordering books and notifications.

The space at Weymouth is warm, bright and welcoming I think opportunities to have support groups there and coffee shop would become a community hub.

The space has become more of a Community hub , pre Covid -19 . It was being used by more and more diverse groups in Wimborne . This was to be encouraged and should definitely be re-introduced when safe to do so . Our intention is to re-start the Junior Chess when its safe to do so . Much of this is dependent of a few factors , 5-11 year old getting vaccinated for sure as the older cohorts of 60+ age group are at some risk to mix with such a young cohort . I also attended Wimborne Waste Events too

The space in Corfe Castle Library is limited and they do amazing things considering - perhaps opening hours extended but appreciate this is difficult with volunteers so it is for users to adapt to the hours. I just like to visit browse and order books. It would be good to know that the libraries will remain and not under threat the whole time. If I had family I think open reading times/story telling would be good. When I did have a family the library was an important part of our lives and I think it stillcould be today as a family activity to change books and to meet to socialise

The space in the Library needs to be more flexible. At the moment the format of the bookshelves is a bit rigid and immobile, making it difficult to open up the space for meetings and events. This is particularly the case now and over the next few years where people are concerned about sitting too close together, etc.

The staff and volunteers do a great job, to make sure that they can continue to do so.

the staff are always pleasant and helpful not sure what they could do to develop service

<p>The staff at our library are fantastic with the children, particularly on a Saturday. The kids love to come to their library, choose and exchange books and take part in the activities.</p>
<p>The staff at Shaftesbury library are helpful and knowledgeable and always polite. Just keep the library open it is vital meeting place for many people of all ages.</p>
<p>The Staff at the Library are always extremely helpful and welcoming and I enjoy going there and borrow books and sometimes use the computer and copier as well .The ladies are always on hand to help . Only one thing I would like to mention it would be better if there were divisions between the computers for privacy .</p>
<p>The staff at Wyke library are so friendly and welcoming. They do everything they can to help. Just keep up this great service please.</p>
<p>The staff in Wareham are very knowledgeable and helpful, I really value that and hope library will continue to be well staffed.</p>
<p>The stock at Verwood library has relatively few contemporary novels and there are also few novels which would be identified as within the canon of English Literature. In addition, there are relatively few novels by writers from outside the UK. It would be good to see things more up to date in that regard but budgets are tight...</p>
<p>The stock I seems to be strongly slanted towards crime and chick lit. I would like to see more books that are well written uplifting and/or thought provoking reads.</p>
<p>The stock in Wimborne library is poor so I usually use Broad stone library, and Wimborne library has shorter opening hours.</p>
<p>The stock of books in Charmouth Library is fairly limited. I would appreciate a wider choice. However the online reservation service via Libraries West works very well. It would be good if the availability of ebooks could be improved.</p>
<p>The sturminster Library is excellent in every way . The Staff are Knowledgeable and helpful and there is an ample selection of books Please leave as is !</p>
<p>The system in Lyme Regis library works for me. I am retired so I am used the opening, hours and they suit me. Others may need them to be longer, which of course would be wonderful, but a big ask I expect. Changeover of stock on a regular basis would be good too because sometimes it's nice to visit Bridport library, if they are open when we go, to look at the different books not available in Lyme. Lyme? We are so lucky to have a lovely library and good staff for a small town. Long may it stay open as we would really miss having that resource. If it is too difficult to make any changes because it would be too expensive, then we should make the most of what we have So that we can still use it.</p>
<p>The Tourist Information Centre has been closed. I see no reason why this service couldn't be part of the library. I'm sure that space could be made for this invaluable service.</p>
<p>The Tourist Office was in the library until covid. I think that having this brought in more people to the library. It was also useful when the library was not open as you could use the library as long as you could use the automatic check out.</p>
<p>The twinned use of Citizens Advice facilities in the same building would be useful to make the library more of a community hub.</p>
<p>The use of the library for tourist information would help direct visitors to all the wonderful facilities available in this lovely part of Dorset.</p>
<p>The Wareham library is fine. Nice people, good choice of books,(our main interest). We used the TIC a lot for info, ticket purchase, local interest items etc. Closing it was a big mistake.</p>
<p>The way it is currently suits me well and I would hate to lose our library for any reason at all. It is a relatively small room so there's not much room for stock; I find that reserving books is the best way for me to get the ones I want.</p>



The way that I borrow books is to come and choose up to 6 at a time, then I have to keep renewing them until I have read them all. Have you ever considered a longer standard loan time? I get fit walking up to the biographies! I wonder why there are not more books on the ground floor and the IT services upstairs where it might be easier to concentrate away from the doors and comings & goings?

The weekend and evening opening hours are very useful to me. As are digital services. I wouldn't want to lose any of the facilities we already have. I would welcome the development of libraries as community and information hubs and feel they can play a key role in community sustainability going forward. Would like to see more events around green issues and less waste. I plan to use the ebook and audiobook service more in the future.

The Weymouth library is a great example of bringing multiple agencies together in one space. This should be expanded and replicated elsewhere, but with more services that focus on the needs of the people who use the library.

Themed literary events around releases of new books such as the forthcoming third volume of 'The Book of Dust' or popular childrens books like Tintin; The Lion, the Witch and the Wardrobe; The Night Before Christmas.

There are many reading groups in Swnage and it might be an idea if the Library set up a Reading Group Co-ordination Group where one member of each Group could possible once or twice a year meet to give views on books being read by each individual group and perhaps the group could ut forward the names of authors that could be invited to give a talk on their book/experiences. This could be helpful regarding requesting books by each individual Book Group having been given feed-back from the Coordinating Book Group! It may be helpful for staggered opening hours - so long as everyone knew - could mean the library had a more flexible time-table of opening hours. At the moment I do not need the Library bus or talking books but may do in the futurer and hope it would still be there!

There are now enough film streaming services used and so video loans no longer really needed. M

There are so many old books I have read over the years and we need new books .before you start offering g other services. It needs to become a hub to help the community.

There is a big gap in the middle of the week from Tuesday late morning to Thursday morning when Wimborne library is closed. Could some of that be opened?

There is a flaw in your renewal system: There have been occasions when I have not been to renew an item online because it has been requested by somebody else. Obviously I expect that other people can request items. I've no problem with that. However, like most people, I wouldn't do an online renewal until very close to the renewal date. Therefore when this happens, the item almost immediately becomes overdue and I accrue a fine without having had the opportunity to return it. (Please bear in mind also, that the renewal date can be a on a Saturday). There needs to be a reasonable window of opportunity to get to the library in these circumstances.

There is a mixed community in Upton on old and young. I think it is vital that the library hosts activities to bring the community together. Now people are working from home it would be good if the library opened a hub/room/space where you could meet colleagues or people could go and work. Allowing individuals to network and a space if there were challenges at home.

There is absolutely nothing we could suggest to improve this library, it is excellent as it is and all the staff are marvellous and so helpful. We do not know what we would have done without them during this dreadful pandemic and we are so grateful to them all and consider them friends. All we can say to them is thank you, thank you, thank you, we would be lost without our books to read.

There is not much else I can think of that would need to be changed to improve the Library service.

There is nothing further that I would like you to do.
There is nothing, I would change at Sherborne Library, except possibly for it also to be open on Wednesdays.
There is usually a display of fiction books near the entrance to my local library, designed to catch your eye as you go in. This is good, but I can't remember a time when I saw a similar display of non-fiction books (maybe I've been unlucky). Why not have a regular feature display on a range of non-fiction subjects? There could be a particular non-fiction focus each month - say history one month, astronomy the next etc. The display could include a good selection of books borrowed from other branches to expand the choice for browsers. After the month is over the display collection could move on to another local branch and replaced by a new subject area received from a branch that's just finished with it (once it's all set up and running). My particular interest is science, especially physics. I'm sorry to say that the selection of science books in my local Wimborne branch is lamentable and has been so for many years. The science shelf is not even labelled properly. Some years ago the science shelf was bigger, although with a lot of rather dated titles, but in a great clear-out, the stock of science books was drastically reduced and was never significantly re-stocked, despite me suggesting a number of newer titles to buy in at the time. So I have to go to other libraries such as Poole, Broadstone or Ferndown to find physics books that interest me. Could you do something about this particular situation?
There needs to be greater and more frequent access to the online world in particular for those who do not have that available at home.
There needs to be more use of the library as a contact point for e.g. Fire and Rescue, Police, St John Ambulance, Social services , NHS etc. to engage more people with support services they need or may need in the future
There seem to be several rooms adjacent to the library. They should all be filled all through every week with what used to be called "evening classes". There are plenty of classes in far-flung areas of Dorset such as Blandford, Bournemouth and Christchurch but very few in Dorchester, the County Town. A couple of decades ago there were classes everywhere in West Dorset and I used to go to at least one a week, of a "leisure activity" nature, all through the winter, for years.
There should still be meeting rooms available for library reading groups - not good enough to just have a sectioned off area where other library users can hear our discussion Reinstatate jigsaw table
There was a local election recently. Apart from being notified of the event and receiving voting papers, I could not find any information on the two candidates. I tried Dorset County by internet, and I emailed Gillingham Council (and never received any reply). It was a complete waste public funds. I did not vote. I knew nothing about either candidate.
There were plans to rebuild on the site incorporating a new library building as well as 2-3 town houses above, the site does have potential for development...although it may not be finally viable at present. Have a couple of PCs with printers (these were also available pre-pandemic but not sure if still available). Perhaps a beginners PC - basic and then one ,ore set up for the more experienced user with fibre access. Have Wifi available to encourage users in... a standard offering in most public buildings. The website has been 'refreshed' about a year ago but is still quite clunky to use, make it easier to navigate and have a slicker ordering system to request books.
There would be an advantage in the future if the library service was more interactive
There's a big gap at Wimborne library from late morning on Tuesdays and early morning Thursday when the library is closed. Perhaps staff could be spread to open at least a bit during this time.
There's nothing that I can think of at the moment.
They could be community hubs
think gatherings for coffee etc

Thinking of non-Covid times, literary based events, local authors. Don't stop children's story times etc.

This is a personal preference, but as a person with sensory processing issues I find libraries quite noisy nowadays. I appreciate and approve of the use of libraries as community hubs, but would definitely prefer quiet spaces (perhaps raucous/active/noisy groups could use closed rooms away from the main library) or quiet times. As a child libraries were havens to me, and I miss the silence and contemplation of those days.

This is a service which I value and apart from during the pandemic, have used almost weekly for years. Our branch is good at acquiring reference books for me to use which are too expensive for me to buy myself. Please don't take it away.

This is an excellent service and I can't think of anything that you could improve, just please do not close the library or reduce its opening hours. It is a vital resource for people of all ages and we would be poorer without it. The only reason I don't go more often is because of the length of time it takes me to read the books I borrow!

This library has wonderful helpful staff who are so friendly and welcoming. It is so nice to know they are there giving a personal service. I enjoy the new books section and will show an interest in the audio books in the future. I look out for local information, events and pick up magazines.

This survey is a step in the right direction. You could reopen the libraries very soon and notify your users to that effect.

Throw out all old books dvds etc and spend money on new stock. We know you will reply you have no money to do so but your current on line borrowing is very limited and who changed the mags and ebooks on line to your current provider should be censored.

To access computer programmes, for example Ancestry.com, on home computers rather than having to use the library ones. It worked very well during home imprisonment (AKA lockdown)

To adopt some of the suggestions made on previous pages.

To be able to donate my books which have been read only once

To be open after school run so I can come straight after dropping my children off. To recommend books to me based on what I have taken out. And be able to rate these books. Text reminders when books are due. Better space for more personal areas for home workers. Better facilities such as a cafe or coffee shop. More children's events/activities.

To be open more in Corfe Mullen

To become more of a social centre, to show more of the stock available, with advice on what is a good read, the spines of the books are not very informative.

to continue and expand all the present services

To continue offering the excellent library service you already offer!

To continue to be a resource centre of information as well as a building in which to study.

To continue with library buildings which allow me to interact with the staff whom I know and trust

To encourage more lenders, set up a book service whereby a resident requests a voucher for a six or twelve month 'subscription' to the library as a gift. The recipient fills in a form outlining their interests and what they like to read. The library staff then compile a list of six or twelve books for the recipient to borrow, one at a time, once a month. Recipient encouraged to leave book review on dedicated Facebook page. Library sends out reminders to recipient monthly to ensure the next book is collected. Library staff engage strongly with recipient. Christmas and birthday present sorted - free for donor, increased borrowings for library, new reading opportunities for recipient.

To find ways of reaching out to those people who do not use the library. For example, a lot of men do not use a library. In fact I have two male neighbours who do not read books at all. They probably only associate a library as a place to borrow books and are not aware of the other activities available. Would it be possible to arrange events to target non-library users?
To have more areas to relax in while reading a book accompanied by a hot drink.
To help safeguard our existing service I would happily pay a reasonable annual membership fee.
To improve Beaminster Library opening hours
To look at the stock and let library manager's staff order instead of companies for the council. You look at the stock ordered compared to times loaned as some of the stock is not relevant to the UK and wastes money that could be spent on other stock. Sometimes my teenage child has been looking for a book and you've not stocked. To have new up to date books is important to encourage people to come into the library. I feel that Dorset Libraries don't stock the same volume of new stock compared to the others within Libraries West and they should, so Dorset Council stock can be loaned more. I've not used the physical library as often as I'd have liked to during the pandemic but intend to more, I don't have to work at home as much. I highly value the library service and want the libraries to stay and our hugely important to the community.
To promote all local community groups and activities and be a central hub for information about all these Coffee shop or facilities would be very good - but not sure that there is enough room in the Swanage Library where I go most. To liase with all local schools to make pupils aware of the Library facilities - but I am sure you do this already - -
To provide additional publications, ebooks, audio books and access to other County library catalogues. Subject to finances being available. Would not object to a small charge being levied.
To provide and devolop better local history resources. There is considerable interest in communities for such resources and greater collaboration with the local museums and local history centres could be advantageous to both.
To provide more information on where to go to help vulnerable and older people e.g. Age Concern, Citizens Advice, Utility companies.
To remain a free service but with better modern stock, especially non-fiction, and to continue to be a part of Libraries West and so provide access to a really large catalogue of material. The service should be as local as possible and support for the volunteer-run community libraries must continue as an essential service for the rural community.
To stock or be able to order in advance Ordnance Survey Landranger 1:50000 .maps.
To stop any reduction in opening hours Maintain and increase online IT facilities
To-date, I am very pleased with the Library service I have received. If I am unable to find a book in my local library, Wool, I am able to go on-line quickly and order books I am interested in. There are various options, especially for those who require large print. I find the the option of visiting a library or going on-line works very well and efficiently and I do not know what I would do if I lost either facility. The Volunteers in the library at Wool are always most friendly, enthusiastic and helpful. They should be congratulated for the excellent service they provide for our Village, especially during the Covid months when I was able to carry on reading when my Book Group could not meet and when the Library was closed. Please do not change this facility.
Toddler groups
Toilet facility would be useful if it is possible to have a coffee shop in Bridport library. I am sorry but I have not been aware of library events other than music rhyme time for parents and children.
Toilets for disabled

tourist info back; later hours; free workshops; to borrow more choice of OS 2 half inches mile maps for walking; wellbeing sessions; have regular online feedback and surveys so suggestions can be made
TOURIST INFORMATION, events booking, local events noticeboard, Town Council access, Copies of the Local Plan Consultation, Access to planning applications, be able to order a new bin & collect recycling bags, redeem car parking charges when using the library. a warm and friendly place for hotdesking for 'working from home, not at home' with a small fee for tea&coffee and printing etc. I don't like having to share my quiet library spaces with children's groups!
Track borrowings to find popular authors and genres, and then ensure new purchases are in line with current tastes. (You may already do this)
Train existing library staff as Customer Service representatives, so they have knowledge of more DC-provided services.
Train staff to be customer focused!
Training for staff on how to speak to library users and their children
Treasure hunt of facts in the reference library for both adults and children. Perhaps themed such as history, to encourage people to use books rather than computers as a starting point. Board games sessions as many people like to play them but have no one to play them with. If arranged in advance I'm sure there are many people with board games out there.
Try and open Sturminster library for more hours
Try and work out a way to get young people to look up from their screens
Try getting Devon & Wiltshire into SW libraries. I regularly go to libraries in Somerset and they are excellent to have a wider choice of books.
Try to be more appealing to youths and work with youth and community organisations to help provide a safe, positive environment. Where you g people can come together to create, learn and produce a variety of skills.
Trying to minimise noise by young children because in such a small space noise is disturbing; otherwise I should like to see larger sections of non-fiction,foreign language and local history books.
Tuition for retired people in making better use of our mobile phones and computers. Help in keeping up to date with technology.
turn the stock over more regularly I know I can order books but I like to browse and try new authors
Understandably many library aspects have been challenging during the covid pandemic. I wish to thank the staff at Blandford for their assistance and unerring high level of service. General promotion of library existence in wider circles and increase in talks and/or items of local interest and historical matters.
Undo the cuts. More library books in the library. Longer opening hours.
unfortunately Wyke Regis is a very small library so that puts constraints on any wish list. Not looking to stop any current services but mainly would like library open for more hours
Until the Tourst info facility at Wareham closed I was pleased with the service offered. A restoration of that service would therefore be welcme
Up date the selection of books on a regular bases or move books between libraries to give a better selection. At the moment I travel between Blandford, Dorchester and Poole libraries in order to find books that I have not read. It is normal for the same book (sometimes two copies) to sit on the shelf for months on end but no other books by that author.
Up to date books, more variety.
Update and expand the book stock and have the ambition for them to be cafboñneutral.

Update books
Update buildings and co-locate coffee /refreshment / cafe - have meeting rooms which community groups can book. I saw this work very effectively when I lived in Colorado. The libraries were vibrant community hubs. Great resources for the community with invited speakers and help available similar to CAB. There was also IT staff on hand to assist clients with problems when you booked library to speak/give classes. They also assisted individuals with their IT needs when they used the computers within the library.
Update or change physical books more frequently
Update the catalogue of drama sets available for loan. make available digitally. include recent drama sets put in to storage to make space available for other council functions at Wareham Library.
Update Thelwall libraries are laid outland the use of modern technology to find items
Update your online services to be more user friendly and efficient. It all feels very clunky and old fashioned.
Use a a huge for information relevant to local issues such as planning and conservation
Use as a central community hub where advice can be given. Use to promote our volunteer scheme.
Use library spaces for meeting with local councillors so they have more of a presence in the community. To enable residents to understand what they do and the impact they have on how council services are run.
Use loan records to tailor suggestions of new books I might like by email
Use more libraries out of hours for adult education - Dorchester Library does this but it would be helpful to have nearer locations, eg I live near Bridport
Use of facilities for local support groups e.g. taster sessions for BSL, and Lip Reading, mental health. provision of induction loops both general library areas. Longer hours at West Moors library supported possibly by volunteers. Better selection of books at West Moors.
Use Overdrive as well as borrowbox for eborrowing. Do not provide amazon products as inducements to complete surveys about libraries, I mean really. This must be some kind of sick joke. Make online renewal from the expiry date of the item not the date of renewal. Even my MOT retains its renewal date for goodness sake.
Use the app as my card - I often forget the cards as we have 3 in our household but always have the App
use the building more as a meeting space. It is comfortable and warm. Moveable bookshelves to clear a meeting room space. Coffee shop.
Use the buildings more for events and training, providing information about developments (of all sorts ) in Dorset as well as loaning actual books/ CD's etc to ensure the buildings stay as part of the Community
Use the entrance area more innovatively. Make the library more than a place to borrow books, make it a destination.
Use the space for education eg creative writing, healthy eating, community groups such as U3A. Increase art and craft and music books.
Use volunteers to offer more open sessions. Before Covid we had two volunteer led sessions per week, offering more open time and a social meeting place particularly for older people. This was good for their physical and mental health. Please reinstate this.
Used to host monthly meet the councillor sessions - would be good to start again. Local planning issues displayed (with developer/planning officers in attendance if possible). Information board on local groups & what's on in Wimborne.

Useful to (continue to) have leaflets available about cultural events with the closure of the town Tourist Office
User to have direct access to library catalogue on the computer
Using the library for me is about sharing resources. Books for instance may only be read once, so it is "greener" to borrow. I would like to see a library of "things" to help reduce waste for our planet.
Utilise the library as a community space more with activities for adults as well as children. Make it a community hub. But most of all please don't close it.
Value and preserve what we already have. Make better use of excellent helpful staff a font of knowledge and underused perhaps. Help older people get better deals on their bills by using internet or comparison websites. Have a meeting room local groups can rent out for reasonable fee or for free. Keep having the Which guides to help people buy wisely Teenage lounge area to encourage reading and safe space for them to meet Introduction to computer games for older people , I hear they can be benefit to health and mental alertness but I wouldn't know where to start Place for hobbyists to meet, knitters, jig saws, arts and crafts, board games Place to pick up vital things like the Covid test kits maybe vaccinations could be done there too
Verwood is a small library, is it possible to extend it ? Could it be open on a Wednesday?
Verwood library meets all my needs, I'm retired now so quite happy with the way things are run. The staff are so helpful.
Verwood library used to have more seating, so we could sit and spend time there. The seating has reduced and become more spartan, so not projecting such a warm, welcoming atmosphere. Could this be improved?
Very good service already. - Thank you.
Very good service. Thank you for what you provide for the community.
Very Happy At Present
Very happy but cannot always get books I want
Very happy just to borrow books. The staff at Ferndown Library are very helpful and happy to order a book which isn't on the shelf.
Very happy with current library, ordered books arrive promptly. Staff helpful and willing to recommend books. Visiting grandchildren love visiting and choosing own books.
Very happy with current service
Very happy with excellent service provided by Sherborne Library.
Very happy with service at present. No changes thought necessary.
very happy with service currently available
Very happy with Sturminster Newton library which is a wonderful and friendly place to be.
Very happy with the current situation
Very happy with the level of service offered. I like the digital magazine subscription service offered and would like to see the selection available expanding.
Very happy with the library as it is
Very happy with the library as it is but very much regret the loss of the TIC
Very happy with the online ordering service, but more books available would be good. Especially has houses continue to be built, more books available should encourage people to use libraries.
Very happy with the present service.
Very happy with the service as it is. Sometimes wish that Wimborne Library was open on a Wednesday.
Very happy with the service offered. I like the digital magazine subscription service offered but would like to see the range of magazines offered expanded.

Very happy with the service. No complaints and no thoughts for improvements
Very happy with the set up at Dorchester. Plenty of books to browse and borrow. Easy to browse and borrow. Helpful staff if needed. If I must say something, it would be:- Easy to access physical list of dewey decimal numbers on the top floor so that I can find which shelf I need. Better selection of 'pure' science fiction - as opposed to fantasy!
Very happy with what is available thanks
Very important to keep our local library staffed by professional librarians
Very little to criticise, but a wider range of printed magazines would be useful.
Very much appreciate BorrowBox - it's brilliant. I use that constantly. Appreciate being able to check catalogue online and to reserve books. Would be useful to know how long reserved books might take to arrive. Sometimes they take forever, sometimes a whole load arrive all at once and I can't cope with them all.
Very pleased with physical library building good to be able find and read book and meet people
Very pleased with the service. Especially during Covid 19 when I was able to choose books and collect them from the doorway of the library. It really help me get through the lockdowns. Thank You.
Very satisfied
Very satisfied as library is run now and hope it will continue. One of my favourite places in Wareham
Very satisfied with Weymouth Library
Visiting the library with my grand-daughter on various occasions to do activities/reading challenges etc. brings such enjoyment to us both. It is our special thing. In this world full of social media pressures, corporate tv, computer games it is a refreshing change just to be able to pop in together and look at books and engage in art and craft activities. She loves the Lego clubs also
Wareham is the most welcoming library I have found anywhere. I love that tehe staff know me by name as I walk in. They know the sort of books I like and show me likely new ones.They have been my place of comfort as I cared for my dying partner. I like the quiet that allows me to concentrate on choosing books (which is very important to me. Its not silent but never noisy except at toddler group time-so thats o.k.- I dont go in then) The addition of the council desk was helpful when I needed a new caddy and it would have been good to find advice on help when I was home-caring . I did get help from DC etc by phone but a face to face would have been reassuring. So please dont introduce noisy things that distract from a library's main function ie. reading or choosing books but a Quiet social coffee shop might be lovely. Just as it is though Wareham is my go-to place for peace and kindness.The ambience is so right.
Wareham library has all that I would expect in a library, including friendly staff.
Wareham library in particular could benefit from some more books for teenagers or young people , and potentially be made to look more welcoming inside as it looks kind of impersonal
Wareham Library is closed on a Wednesday (the building used to be open when the tourist information was active). Now the tourist information centre is no longer active the library building is closed on a Wednesday which is the most likely day I am able to visit (as the library closes at 12.30 on a Saturday).
Wareham Library is very good children's section and area is great all the staff are amazing, friendly and very helpful - i wouldn't change any of that !
Wareham needs a bigger library with more choice
We are both very appreciative of the West Moors library, staff and it's range of books.
We are happy using Corfe Mullen library as it is. The staff are friendly and helpful



We are more than happy with the service we get from the staff at Wyke Library. This is a most essential service for us which needs to continue.

We are regular users of the online services - books, magazines and newspapers. We would be lost without this service. This may be just a "senior moment" but we find we are unable to read magazines unless the wi-fi is on which is a nuisance when on an aircraft or other places where wi-fi is unavailable. Visits to the library have to be planned as it is not open every week day but we do understand that providing this service is expensive.

We are so lucky to have a library, but the stock is a little limited. Better advertised library events could encourage more of the community to use the library, making it more of a place to go.

We are so very lucky to have our library service and our wonderful people who staff it. I like to read actual books (not e-books/audio) and the click and collect service during one of the many lockdowns was invaluable to me. The staff are always friendly, helpful and knowledgeable and the service as it stands works well for me. If it isn't broken, don't try to fix it - just keep it open and up and running. Beware of "soft options" when cost-cutting exercises are taking place. Our libraries are vulnerable where the assumption is that everyone is able, willing and wants to do it online or remotely. Not true, we love to be able to speak to our library staff, ask their advice about books and services and not everyone has a computer, smartphone or even wants to do everything digitally or remotely. Nothing better than opening a brand new book - increase the Bookfund again. Thank you to everyone involved in Dorset libraries.

We are used to a library supplying us with books/videos. We don't need it for anything else. All other things are covered by different venues, by encroaching on them you are doing other support groups a disservice by splitting the attendance, (reducing the quantity going to each)

We are very lucky that we get so many fabulous new children's books at Gillingham library. My children love visiting there and having an ever changing range of books. It's been such a shame that in person events have been affected by Covid 19, but this is totally understandable. I really look forward to being able to attend more creative and interesting events with my children at gillingham library in the future.

We are well pleased with the quality of the library service. WE browse and borrow items. Where we have a specific book in mind we order it online and are advised when it has arrived ready to borrow. We are pleased with the positive and helpful attitude of the library staff

We ate new to Lytchett and liked the village as it has a library which I can walk to. I use it regularly although times differ and have to check when it is open. More even hours if possible would be great. It sure if there is. Home delivery service but that would be great as I get older or am unwell. It is a great friendly library, to have a coffee would be great

We came to Dorchester from Winchester which has an amazing Discovery Centre, meeting rooms, activities, exhibitions, crafty shop, cafe - made it a real destination and lovely place to go - I realise we an't have that in Dorch and there isn't the footfall here but I think some of that would help and also more bright attractive colours outside (some people still don't realise it is a library) to make more welcoming and busier by the entrance x

We feel extremely fortunate to have a fantastic level of service from staff at Sturminster Newton Library which meets our needs perfectly. Thanks are due to them and the Council. Thank you

We feel quite keenly (as a creative writing group) the loss of a meeting room in which we may close the door, at Weymouth library. The group's usual agenda is to discuss creative writing matters of interest to the group, then to read round 'homework' we have prepared. To do this in the middle of the library is likely to be disruptive for other users. And will make members of our group self-conscious about contributing. The loss of discrete spaces for group meetings seems to me to be short-sighted, if the library wants to continue as a valued base for this sort of activity.

We feel the Lytchett library and it's staff are doing a great job!
We find on-line access for us is sometimes difficult and/or difficult and should our computer become faulty we would then have no digital access at all. Texting information might be more helpful especially as we age.
We have a good service the staff are excellent, efficient and pleasant. Do not need changing
We have a great library here in Verwood and the staff are absolutely incredible. Always friendly, engaging and helpful. I could not think of anything more that they could do to improve services
We have been regular visitors to our local library since my children were small. They are now expanding their reading and we are finding that a lot of the books they are picking up are the 2nd or 3rd in a series and we can't obtain the 1st as there are either not very many copies or the Dorset Library service doesn't have it listed. Very frustrating when you have young ones eager to read but insist on reading things in order.
We have been very impressed by the service offered during the pandemic, and the careful way in which library staff have interacted with members of the public. The local library feels a safe space and the opportunity to source books easily, and to gather local information is invaluable. Thanks you for a great offering in Sherborne
We like being able to use the three nearest libraries as there are different books in each library, especially helpful in providing a bigger range for older children who read fast and go through the selection in one library quickly! We also like being able to sometimes go to shops in one town, Wimborne, and different shops in Ferndown but also be able to go to the library too. The children are less likely to use the reserve online service unless they want the next book in a series so it is important to have a good range of books available for them to browse. Maybe less magic books and more variety! Also my children are advanced readers, but aged 10 and 12 some Young Adult books are not appropriate for their stage of maturity but they need more grown up stories with wider vocabulary that the children's section doesn't provide. A way for us to know which books are suitable within the Young Adult section would be good e.g. No sexualized content, themes that could be upsetting e.g. abuse.
We love attending the library and borrowing books regularly. We would love more community events.
We love our library,
We love our local library and really missed it when we were in lockdown. I wouldn't change anything, the library staff are always so friendly and helpful
We love our local library- we go every weekend. The range of books is great but it would be lovely to see some more new stock come in, especially in the self-development area. We also like reading modern authors, so regular releases would be amazing. Books about a sustainable way of life would be welcome too, especially as we now need to do a bit more for the environment. It would be also great to get more stock for younger children between the ages of 6 and 8; sometimes the books available are either for older children or younger children. Our library is small, so the following suggestion might not be achievable, but having coffee shop near a reading area for children would be THE MOST AMAZING THING. Also more events that include music activities and theatre would be great. There is a goo hall right next to the library which I believe has direct access (The Digby Hall) which could perhaps lost some more of these events? We LOVE our library, it is the best thing ever!
We love the library service available to us as it is.
We love the library. We understand limitations of being in a small village. Ideal world would see more space to sit and read with children and less restricted opening times.

We love the variety of books and that the library invests in new books all of the time. We would like to see more technology and have access to learning opportunities - perhaps classes over periods of time on coding/3D printing for all ages. More comfortable reading areas - we like the children's area

We miss the mobile library very much and would use it regularly as I did before.

We only visit the library to borrow and return books and are quite happy with the service at present

We regretted the need for withdrawal of the library van, but should there ever be an opportunity for that to be re-instated it could again become a valuable asset to the community. In view of the changing pic it might need more children's items in this area

We should close the library in Lyme Regis. It is completely unnecessary and usually is a lace for old people to meet their friends

We strongly want to keep our library at Littlemoor and believe it is a crucial provision to the area. We are pensioners and cannot always get into Weymouth town. We also use, and are given practical help with, the computers and printing which is essential to us. As a retired teacher, I value highly the provision for local children to use the IT, to be encouraged to read and to come into the library with their parents to establish reading habits. The pre school play morning is excellent, it is well attended often by mums and children who have walked in from the local estate, and by grandparents such as myself. I have brought my 4 grandchildren to the library for the story sessions which is often their first essential encounter with other young children. And of course, we are enthusiastic readers who like the changeover of books and the wide range of reading material. In essence, we could not do without the public library at Littlemoor and hope very much that you can manage to maintain this particular service to an area that makes very good use of it.

We think our library is excellent but would appreciate more books on specific subjects- gardening . art books' history, modern warfare etc. Would it be possible for libraries in Dorset to swop stock books with each other, as once you have read the books available, it would be good to have different volumes on the same subjects.

We use the library a lot currently and I think it is great the way it is. I can request books online and they come quickly, they have good selection of books and the staff are great. I like the ezines and online books. The library does a great job. We have attended the activities the libraries put on for kids and have always enjoyed them as well.

We visit New Zealand regularly as we have family there and are extremely impressed by their libraries - have a look at these links for info and ideas. It would be great if different countries around the world could benefit from what other countries excel in  
[https://www.google.co.nz/search?q=richmond+library,+nelson+new+zealand&tbm=isch&source=iu&ictx=1&fir=PgNElfxNmtkdAM%252C4KmS1i-fWjoG2M%252C\\_&vet=1&usg=K\\_FStaG1nId-8-ubLKckygp2263uw%3D&sa=X&ved=2ahUKEWjt3I2xm430AhVbi1wKHdWJB4cQuqIBegQISBAD&biw=1121&bih=737&dpr=2#imgsrc=gHQuRLZp4un7sM](https://www.google.co.nz/search?q=richmond+library,+nelson+new+zealand&tbm=isch&source=iu&ictx=1&fir=PgNElfxNmtkdAM%252C4KmS1i-fWjoG2M%252C_&vet=1&usg=K_FStaG1nId-8-ubLKckygp2263uw%3D&sa=X&ved=2ahUKEWjt3I2xm430AhVbi1wKHdWJB4cQuqIBegQISBAD&biw=1121&bih=737&dpr=2#imgsrc=gHQuRLZp4un7sM) <https://www.nelsonpubliclibraries.co.nz/>  
<https://www.facebook.com/nelsonpubliclibraries/>

We would like access on the shelf of the full range of OS Explorer maps (orange maps) as was the case at our previous library (Brewood) in Staffordshire. This was a much much smaller library than Weymouth. We do however like the fact that we have access to the stock in the libraries in the South West and that Weymouth doesn't make a charge to reserve items.

We would like to be ensured that no more libraries in Dorset will be closed, these questionnaires can seem to be interpreted in a negative way and used as an excuse for closures. I understand the reasons for limiting opening times and hopefully the library's will interact with schools and other groups in support of all age levels of learning especially adult education which has now been priced out of reach for most persons on limited budgets.

We would like to develop the outdoor space at the library as Portland library is so limited for indoor space. We could introduce a growing area as well as seating. Perhaps get the children etc. interested in growing vegetables. Our Friends group has raised money towards this project

We would like you to BRING BACK THE SILENCE RULE, in every space where books are being selected and read, or where study/computing is going on. Since various kiddy activities etc were introduced, the library seems to have switched to a free-for-all meeting place for everyone including the librarians to discuss the state of their health, the world, their domestic problems etc. etc., A particularly bad example is Wareham (in the end we had to leave without choosing new books, it was simply impossible to concentrate). We would be inclined to spend a lot more time in the Library if it was a quiet space for reflection and study. We find Dorchester very good in this respect, perhaps because it has separate rooms for study.

Web site is useful to renew books etc but fonts are very poor. Trying to navigate is a struggle without zooming in

Wednesday closing is a nuisance . If it ain't bust , Don't fix it ! keep doing what you do ...

Wednesday in Dorchester is half day closing. Wednesday is also market day. Change half day closing to Thursday, makes sense.

Well I always have to remember that the library is closed on Tuesday afternoons and all day on a Wednesday. Think I would welcome interest group meetings specific subjects, to chat with others. Subjects like favourite authors, music etc.

West Moors library has lots going on and a good selection of books. The library is used by lots and lots of people, young and old. It needs to keep on with what it is doing.

West Moors Library is superb, wonderful selection of books, superb, friendly and helpful staff. It's the hub of our Village and doesn't need changing, unless there is room for a coffee shop!!

West Moors Library needs more meeting space and a more comprehensive non fiction selection

Weymouth library - wider stock range of good reading novels - Better layout of books and armchairs etc - Dorchester library is the better option for this but further away for me to travel. Staff not very friendly or helpful.

Weymouth library and Learning centre is a wonderful, welcoming space with friendly, approachable and knowledgeable staff. A real asset to our town When my children were small I used the childrens area a lot. It looks even better now.

Weymouth library has a very large amount of floor space but comparatively a very small number of books. For instance across the library system Fantasy and Sci-Fi fiction are one of the top two genre areas (along with crime fiction), but the stock of Fantasy books is pitiful and contains far too many incomplete series, or book 5 of a series without any of the others. This really discourages borrowing. I spent 9 years working in a branch library in Wakefield and in a third of the floor space we had approximately double the stock levels you have at Weymouth. It is also the same with the non-fiction stock, the library has spent too much time making itself look pretty and open plan, but this has meant that the shelving is sparse, inadequately laid out, poorly stocked. There is no flow and finding subject areas is made difficult by shelving being placed at angles to each other and dewey subjects not flowing numerically from one shelf to another in sequence. More promotion needs to go into physical borrowing of books, promotion of online services whilst noble is self defeating and ultimately will kill borrowing and end up with the library shutting down.

Weymouth Library has an excellent collection of books on local history. However, a few years ago, old maps of Weymouth were transferred to the Dorset History Centre, which is understandable. To save having to travel to Dorchester, I do wish there were copies of the old maps, for storage and reference purposes at Weymouth Library. Given the right publicity, I'm sure that many people would be interested to look at them. Alternatively, they could be scanned and stored on web-site for viewing on-line.

Weymouth library is awesome great staff space and resources does everything right Maybe app based free lending if not already available, WE MUST KEEP THIS VALUABLE COMMUNITY RESOURCE

Weymouth Library is great.

Weymouth library is really good and provides the service I require. Now that I am retired I expect to use it more.

Weymouth library used to have its own parking, but the site was sold and you took over the old school site. One big issue is lack of easy free parking if someone wants to just pop in for a quick browse/book swap. It would help if it and the staff also gave a more friendly atmosphere rather than the cold unwelcoming one perceived on the last visit.

Weymouth library was a COMMUNITY HUB which provided space for activities specially GROUP MEETINGS such as book clubs, discussion groups, shared reading which was all inclusive, etc. Speakers gave interesting talks, coffee mornings & social meetings were held. All drew people into the library. Now there is NO SUITABLE space - all has been used by Dorset Council for other purposes. The COMMUNITY ROOM, specifically named for use by THE COMMUNITY in the recent expensive refurbishment is closed to the community. As far as I know, no consultation took place with the residents of Weymouth. Some new uses, the CAB for example are good. But the general community have been ignored. Why ask us now what we want, when we already had it & it has been cancelled. We want use of the COMMUNITY ROOM.

What happened to the mobile library?

What happens to the old books - are these sold to the public or are they given to charity ?

When borrowing a book I would like the terminal to advise me if I have borrowed the item previously. I would like my library to be open on Tuesday or Wednesday afternoons.

When COVID is less, perhaps a few more chairs would be useful.

When I go into the Library there are very few new books. The new books are ordered in advance and they are snapped up as soon as they come into the Library. Dorchester Library is a beautiful new building with shelves full of books that are 3 or 4 years older or older. I am now ordering e books because I can download them straight away when they become available.

When I go to the library with my toddler I am usually looking for a book on a particular topic, and I find it quite hard to find related books in the library. Examples might include stories about fire engines or pet rabbits. In this case I am looking for stories not reference books, the search function on the computers not great at handling these requests. I don't usually borrow for myself but I noticed that most of them are sun damaged and therefore look like they have been sat there a long time. I used to use a Somerset library where they rotated books quite frequently and this kept the Range interesting even though the library was small all (Wincanton).

When I reserve a book for my daughter I get a letter in the post to tell me it's ready when an email would have done, which saves money. Adults only get emails about reserved items. Reduce cost of borrowing dvd's.

When it comes to The Stanley Gibbons Stamp Catalogues ( 6 volumes ) they are essential to us philatelists for locating your stamps and pricing them. However there are 2 things that I would like to point out :--- 1.) The Catalogues need to be replaced more frequently e.g. Every year and not every 3 years as they are now. World stamps come out every week of the year and are catalogued / priced as such and it's important to philatelists to keep up to date with this. You may not be aware but there is a very vibrant Philatelic Society in existence called " The Ferndown & West Moors Philatelic & Postcard Club " with some 40 or so members who rely on the use of those Stamp Catalogues for reference and pricing etc etc. 2.) Pre Covid the Stamp Catalogues were allowed out on- loan for a maximum of 1 week only , it appears now that they are now on- loan to philatelists for 3 weeks. This is not a good situation at all as it makes it extremely difficult to access any of them As they are out on loan for far too long. Please please go back to weekly loans on these Stamp Catalogues to make it more Fairer to the many that want to loan them, and also don't let the old Catalogues fester in the library for too many years,, they really need replacing on an annual basis.

When requesting book loans on-line, to provide an indication of wait times.

When the Dorchester library building reopened after the first lockdown I liked the eye catching colourful displays that staff had done, as you walked in. It made it easy to choose something, when we were all a bit anxious! Love friendly, helpful, patient staff, who are happy to help when you're trying to remember the name of a book, and can't give them much info to go on!!! Like the themed displays too, eg on health, holidays, finding a job. Please can we have more audio books - a lot of the " popular " ones have long waiting lists. Also is there a way that you can search for a particular title or author, rather than paging through them all? Last but not least, I love libraries, and I think we need to look after them!!! Thank you to the Dorchester library staff - they're great.

When using the Libraries West online search facility more details about the content of a book would be helpful in order to help prevent a wasted loan being ordered.

When you have reserved a book online it would be useful to be able to see where you were on the waiting list if a lot of people have put in a request for it. I think it is great that you can pick up a lateral flow test pack from the library, so please carry on doing that. It would be useful to have the facility to return books outside of library hours (for example have some sort of check-in facility built into the outside wall of the library).

Whenever I have been to Bridport library I have been impressed by the activities aimed at really young children. In this age of TV and, computer games I think that extra effort must be made to introduce children to books and libraries.

While the pandemic is on increasing the range of ebooks is most important. If the pandemic stops the library could be a quiet space for people to go.

Why change? I am perfectly happy with the service I get.

Why do Gillingham and Shaftesbury both close on a Wednesday how about altering that, one being closed and the other open? The one that opens on a Wednesday could close on another day eg Monday.

Why not have the Tourist Information Service back in the libraries again as for older people / people with a learning disability, it is invaluable when you don't have computer or have little computer skills at home. Help and advice on how to access other council services / benefits etc Perhaps somewhere for people who have a learning disability to meet and share knowledge and swap books etc.

Widened Dorset County services

Wider choice of books. Wider range of council services offered by council staff

Wider choice of ebooks. Coffee shop.

Wider promotion of reading for pleasure and entertainment to adults. Much wider promotion of the great service and value for money offered by Dorset Libraries in terms of providing books etc as opposed to eg Amazon (who pay so little tax). Could community groups (eg U3A groups and/or book clubs) use space in the buildings to meet when library is closed? (Appreciate there may be stock security/cleaning costs involved) But sneaky ways of getting people into libraries could be a good idea. Maybe link with Literary Festival? (Bridport has a great Lit Fest but the Library doesn't have a presence in it) Maybe a Book Day to encourage reading, linked with the bookshops (new and secondhand) in the town. Would like faster delivery of items ordered online, but appreciate this involves transport costs. Maybe have a scheme whereby reader pays a fixed amount upfront to cover these costs (although borrowing remains free) which allows for say 20 reservations online. (Would penalise those who use smaller libraries where there is less stock, so maybe some adjustment needed for that!)

Wider range of adult learning and leisure courses to attend to.

Wider range of books about mental health Tips on using reading as part of mental health therapy

Wider range of books and ejournals Interlibrary loans beyond Dorset and SW, eg British Library online

Wider range of books. Daily opening. . Very good online availability. Make it even better!

Wider range of e books especially just published titles. Have found the ones you have can have nearly a year's wait so it is quicker to order the actual book.

Wider range of stock available to browse

Wider range of stock, easy access to know what the library has available. Comfortable chairs (the current settees are the most uncomfortable I have ever tried to use, does not encourage lingering!). Computers that work properly when one takes out books, get rid of the silly password system, a lot of the time it doesn't work and it is a psychological barrier to borrowing books. I would appreciate being able to borrow books for four weeks, rather than the current three.

Wider range of titles to borrow on line and increase speed of access/download.

Wider selection and easier access to books/ time on line

Wider selection of books in the building. Talks

Will use the Home library service in the future if i need to. I don't want to be online with the library, maximum emphasis on books and every aspect of reading is more important. Bridport library is fine as it is, if I had more free time i would sit in there and browse more often.

Wimborne library currently closes tuesday afternoons and all wednesdays which is really inconvenient, and because i do childcare other days, i have to wait until saturday to go into town, i would rather visit on weekdays when it is quieter.

Wimborne library needs to be more open to a community space as nearby libraries are and less emphasis on quiet above all else U3A classes, puzzles etc and knitting are all reasonably buzzing and the "quiet" area of IT do not mix. Headphones could be offered. A coffee machine would negate staff putting out cups and urns but again, the positioning needs careful thought. Area of seating for magazines/paper reading was well populated.

Winter Sunday opening... see Halifax Nova Scotia libraries

Wireless printing and card payment

With friendly smiling faces on entry. accepting good maintained books from library users (almost new) donations both paperback and hardback. Buying books requested by users. Accessing books from other Libraries in dorset reservation free is essential. It gives the Public libraries access to so many books for their user within everyones reach. Notices of ongoing event easily seen on the internet and in the libraries in prominent Places.

With limited space in the building it is difficult to make any more room for such as a coffee shop, nice though it would be. The staff are excellent, very friendly and helpful. They try to have as many different things going on in a limited space, but they don't want to lose the number of books. The online ordering helps as books come and go from other libraries. Please congratulate them for all the pleasure visiting the library brings.

with many primary school children missing part of their schooling during Covid, it would be helpful to create a partnership with the Museum, local schools & possibly the Shire Hall to look at ways to help and enhance the school curriculum in a co-ordinated way, to make the library a fun place and introduce more children to books. Some children will never get the opportunity to visit the library, with their parents. If the library becomes a different and direct way of learning in conjunction with formal teaching, it could become a friendly and familiar place for many more as well as improving standards in education. I am sure there must be a pot of money somewhere that would fund a project like this for at least the first year.

With reference only to Beaminster Library all criteria suits me as a retired person & occasional visits with my granddaughter on Saturday mornings

With the amount of information available on-line now, I do not use a library as often as I used to. Nevertheless, it seems to me to be an essential public resource which I enjoy using. Three things I find particularly interesting and/or useful are a) the large amount of local information that is available; b) the ability to browse, with no commercial pressure as there is in a book shop, and discover new items, both fiction and non-fiction; c) the ability to check out a book that a might want to buy, such as a travel guide. I can see how both of my local libraries have tried to make the facility interesting, useful and enjoyable to as wide a range of users as possible, and continuing to do this seems to me the best way forward, including with activities such as reading groups.

With the friendly very helpful staff you employ and the range of services already offered by Ferndown Library I am happy for you to keep doing what you do. Ferndown Library suits me very well. I have family living in East London and I have encouraged them to use their local library, which they do very regularly with their young children. Encouraging young families to use the library and its services is a very important way to keep libraries vibrant, make them the 'go to' place.

Work more with schools to encourage children to get involved

Work with BCP libraries. Involve local clubs and interest groups to provide opportunities for people living on their own, carers (both of which I am) to get together.

Work with charitable organisations a space in the library to sell books and CDs

Work with local agencies. Taking the library into the community, ie attend National Trust gardens/local village events with a story tent. Introduce reading as a fun activity.

Working full time means I am not able to use the physical library (too many other things to do on a Saturday) but I think anything that engages others to visit would be great. Especially events for children, vulnerable adults and older people where they can meet other people.

Would ,love the idea of swapping things or skills, and maybe some groups in the evenings or weekends-i love to knit, or would join a book club but i work full time, so office hours do not work for me. Would also like the opportunity to give back- is there any use for someone helping say once a month for instance, rather than every week? Keep going, we need you and really appreciate you!

Would be good if requests came through more quickly. Also please could we have physical newspapers and magazines. but the single most important thing is to have a physical library to borrow/browse books and with helpful staff - Swanage has this.

WOULD BE GOOD TO BE ABLE TO TALK MORE EASILY TO STAFF, WHO ARE ALWAYS HELPFUL. ESPRCIALLY IF A PERSON LIVES ALONE, SEEING A FRIENDLY FACE IS IMPORTANT.



Would be good to use building for more local events.
Would be great if library could be the centre of a community. ie communication tables where people could sit with coffee and others can join to talk. ie dementia Advertise better so that people know what's going on. Computers /Web pages are not good for some people.
Would be handy to open over the lunch period. There is normally 2/3 people working per day, their lunch could be staggered.
Would be nice to have some quiet background music and maybe something to sit on and scoot along on to read the titles, I often feel dizzy reading the spines of the books bent double and head twisted. Maybe at Crossways more music CDs to borrow. The people running the library are always lovely.
Would be useful to have the library open till 5pm every day (no early closing) and one late night say 8pm I am only interested in using the library for books, Sometimes it takes a long time to obtain a book from the other libraries. Very often a book I want is not available locally. It is not easy to know which is the best book to choose to reserve if a number of options are available ie the order in which books are likely to become available The staff can advise but it would be easier to do it from home. I have purchased books from Amazon when I could not obtain them from the library in time for my book club meeting. I have then offered them to the library after reading but they have not been accepted. Could there be a system for this that would be more sustainable than just passing the books to a charity shop?
Would like comfortable seating in the children's area and also make it more welcoming to children to get them interested in wanting to read.
Would like it if you would provide Ancestry or Find My Past.
Would like more books to browse
Would like on the app somewhere you could bookmark books you want to order in the future so you don't forget a title.
Would like the lending period of physical books to be 4 weeks instead of 3. Otherwise quite happy with it as it is. I guess allowing on Kindle won't happen as don't know how they could then be removed after the set period.
would like the library to be a quieter place so available for studying.Cease activities for preschool children.Digital support offered in area away from other library users so not so intrusive for others.
Would like to be able to renew all books from home regardless of whether someone else has requested them. Often have the silly situation where I cannot renew my book so have to arrange to be at home (rather than away in a different county) especially to return the book. At the same time I order an identical copy of the same book from another library where it is sat on the shelf. To my mind it would make sense if the person who ordered the book had the copy that is sat on a library shelf rather than my copy. The whole point of renewing books on line is to avoid going to the library so often.
Would like to be able to visit the library during all retail opening hours.
Would like to have a coffee shop. Do a book club. More speakers (like after dinner speakers) on interesting topics
WOULD LIKE TO SEE THE RETURN OF THE MOBILE LIBRARY - I USED THIS FREQUENTLY IN CORFE MULLEN AS A CHILD. A GOOD OPPORTUNITY TO USE FACILITIES IN MORE RURAL AREAS & MEET THE NEIGHBOURS / COMMUNITY.
Would love cafe / coffee shop for general meet ups. Services provide at Ferndown already are excellent, great staff, Always helpful.

Would love 'swap' days for any type of item. A coffee shop is an excellent idea, just even a coffee truck outside once every 2 weeks? Run by a local who's has a coffee truck business? Be a great way to meet people.

Writing and reading groups for secondary children

Writing groups Open evenings Use for personal development sessions Use for hobbies and skills development Use as a local hub for council services

Writing here as an ex library assistant for many years, I appreciate all the work that your staff do. I just hope that you manage to maintain the service that you already offer and are not in any way constrained by financial cuts.

You already provide a very good service; I think it would be difficult to improve it.

You already provide an excellent service - thank you.

You are doing a great job!

You are doing a great job. Books ordered are taking several weeks in transit sometimes. Perhaps they could come from libraries in our own County if they are available.

You are doing an invaluable job,

You are doing brilliantly. Do not attempt to be too trendy. There are still many many people of a certain age who can be upset and withdraw if they are sidelined and made to feel unable to adapt to too many new systems suddenly. Take it slow and steady. We wont be around after a few years and then you can press the accelerator button!!

You are doing just fine. Wimborne Library fulfills my needs. It is a very useful part of local services. I did not know about the online services, so perhaps this needs further publicity.

You are part of the service industry yet you aren't open six days a week. What other service in your life has such restrictive hours? Any? It amazes me that you think you can take days off mid week. We are no longer in the 1950's. Now to my main gripe and its one that I reserve exclusively for your senior management. About ten minutes after the first lockdown was announced I realised that I would need some books, but I was already too late as you had locked the buildings and run for the hills. All my life the Library service has been telling me and anyone who will listen how essential it is to our lives. In lockdown every other important part of my life was open or working yet here at my time of need was your time to shine and you had disappeared. I think you took the easy option, I think you bottled it. I needed one trip to a supermarket to workout how you could lend out and return books safely yet it took you nearly a year to do the same. I should think very carefully before you bleat in public the next time your buildings or services are threatened because we will know that like Woolworths you were loved but times have changed and you haven't and now....Byebye

You could buy paperback books rather than hard cover options as you would be able to buy 2-3 times more books. The last book I borrowed was brand new (2 weeks ago) and cost £22.99 -full price paperbacks are around £10. Open every weekday if only for half a day.

You could have a quick coffee and choose your books. What's not to like.

You could use the big space outside near the bike racks and South Walks to promote whatever you are doing inside. Chalk paw prints on the pavement so people follow them in to see the dalmation sculpture, have an event shelter offering vouchers for a free borrow of a film or get a chef to bake cookies for people to sample and have a load of cookery books outside with someone taking them inside to scan. even if people don't have their card on them, be able to scan books out for them. If they haven't got a card, offer them a super speedy sign up and check out a book of your choosing to get them started. Run more book clubs especially for kids and get them discussing books as well as doing all the brilliant activities they were doing BC (before Covid)

You do a brilliant job already. A coffee pod would be a really nice development.

You do a great job.
You do a marvellous job!! You're always there if I need help. The fact that I can listen to books on ALL kinds of subjects and even attempt to physically read some is more than I hoped for. I'm very grateful for your service. Bless you xxxx
You have a great exhibition space where I have shown my work. Hardly anyone came to see it. You need a proper system to advertise this. No one told me that I could have had 'advertising' space in the entrance lobby.
You have all ready asked but a wider range of fiction books, up to date and not just lots of popular authors.
You have very friendly and helpful staff at Corfe Mullen. The library is a valuable service for parents and a great placw to meet others. Having events for parents and childrem in the morning would be good.
You must stop closing down the hands on services provided by Wareham Library. e.g. the information centre which was important to the tourist industry as well as the local people.
You need a coffee tea shop to encourage people in.
You need to do things which are generally not found online. For example, loads of people have old VHS tapes which they would love to have transferred to dvd. Offer that service if you want a full library. And there are many others.
You need to make sure that is accessible for all ages of residents. Elderly people rely on local places like libraries for their social aspects. Closing buildings and moving services on line are of no benefit to many residents.
You need to redefine what you mean by a library service and then market it. Libraries are generally seen as book borrowing services. You can help people understand more about the environment, politics, health, social care and other wider social issues. The problem is that it is so building-centric. I happened to see a post on the Dorset Libraries Facebook page which introduced me to WEA which is an amazing organisation. I have been on lots of courses and found out so much more about the world. The problem is that this was a little one off post and would hardly have captured anyone's interest. Link in with this properly through all the other ways of communicating with the local community. People who aren't enthusiastic readers will not suddenly go to a library. You have a responsibility to encourage people to feel confident in reading. I don't mean the act of reading, I mean to explore through reading, non fiction and fiction. You must promote Libby more. This is an amazing service but so few people I know have heard of it. It's an access to information which could be so accessible. It provides an opportunity to read at whatever level or interest an individual has.
You provide a great service currently and the ordering during lockdown was brilliant thank you
You provide all I need at present.
You provide all the services I need thank you
You provide an excellent service and it would be difficult to better it! Unless it were possible to access and borrow books from libraries in areas outside the West Country.
You provide an excellent service. The ordering service is fast and efficient. I also enjoy a good browse. I hope that you will continue to see books as the heart of the library and to provide as good a selection as finances permit.

You seem to be doing well already. I have only used the library for six months but find it friendly and helpful. A wider choice of books would be good. I like the idea of the Library being used for self help information on healthy living and health promotion. I really like the idea of developing libraries as community hubs that encourage different ages and social groups to meet and exchange experiences and information. I do not have children but was most impressed by the reading scheme for children over the summer although I did wonder whether you were reaching more disadvantaged children whose parents did not have the time to take their children or who were simply not confident enough to visit having perhaps not used libraries when they were youngsters. I have not lived in the UK for a while but I did wonder what had happened to 'evening classes'. I remember finding them really good and remember studying things as diverse as jewellery making, vegetarian cookery and China. Is there a place for the library service in promoting these?

You seem to have most things covered in this questionnaire!

You're doing well. Good choice of books, excellent free reservation service, well priced inter library loans

Your provision for children is very strong. Perhaps greater availability of bestsellers/popular titles for adults in libraries and online.

Your staff in Bridport are wonderful, so helpful and polite. The only thing that frustrates me is half day closing on Thursday.

You're doing a great job-please let us keep buildings open. Would love to have a coffee shop/outdoor area to sit and relax/read/browse discuss books. Perhaps reach out to local schools to encourage people to use their library.

You're doing great just as you are. One can tinker too much. I just hope the resource is being used by enough folk of Weymouth and cuts / closures are not imposed...

You're doing great. I realise the facility has to be used to survive so if other Council services need to be based there I'm fine with that. I certainly don't want to lose our library!

You're doing just fine. Thank you for the essential service you provide. I look forward to the restart of bridge.

You've lost sight of your main selling point -- the access to free books. We need more books on the shelves, new books faster, and a replenishment of the classics.

A little while back, I filled in the "letstalklibraries" consultation, albeit late in the evening, while suffering from a distinct attack of mum-brain. So I completely forgot to mention something that I've wanted to ask about for a year or so... Could the junior reading books be divided into a more granular system? At my son's school they use the coloured book bands (<https://cdn.oxfordowl.co.uk/2019/07/19/13/52/18/160/OxfordLevelsAndBookBands.png>), but at the library, it can be really hard to figure out which books would be around the right level for reading by a KS1 child, as they're all clumped together. It can also sometimes be tricky to judge whether an unfamiliar book (chosen for reading to the child) will be age-appropriate for your child, without reading it first. Could there be more age specific guidance, akin to the U, PG, 12 system for films? Hopefully a helpful suggestion/request.

We just wanted to add a comment about inclusion - we would love to see more books about disability - first of all its great for disabled children to see themselves represented in stories but most importantly we would like to see books where children can learn about particular disabilities (for example my son has restricted growth dwarfism and there are books available that specifically talk about this). A big part of inclusion is that disabled children's friends and peers have an opportunity to learn about disability. Thank you :-)

**Q30a Other non-user reasons for not using the library  
(please explain)**

1. Extremely clinically vulnerable to Covid, so shielding and not visiting any popular public places. 2. Before Covid I was becoming increasingly concerned about the risks of infection from very shabby, well-thumbed books. 3. Not sure what digital services the library offers.

At the moment my family and friends have provided me with so many books it will take me ages to read them all. I used to bring my son to the craft events, but since the Covid lockdown he is reluctant to join in with these events now.

At the moment, I have a surplus of books given to me by friends and family.

because of an outstanding loan charge which I think was unfairly levied

Children grown up

Covid

Covid and got out of the habit

Covid has put me off visiting with my daughter. However, I would like to join the local library and would be very open to attending any child-centred events.

Covid restrictions

Dorset County Council closed our library

Due to Covid restrictions I haven't been near the library, and am not ready to go back yet, but mainly used it for computer use.

During the aftermath of COVID I had a wonderful service from the Library. They found my favourite authors and I called in for the books. That dropped off but I was told I'd not collected books but as they weren't on shelves Couldn't do so

Found it too difficult to download the books in the past. Need a lesson.

Had trouble trying to sign up for online borrowing of ebooks etc in the past so gave up

have tended to stay away due to Covid

Haven't got back to pre-pandemic activities yet.

Home Library Service

Home Library Service user

House bound

Housebound

I am new to the area and have a visual problem so anticipate using your audible books in the future.

I am not researching anything at the moment

I am not sure how to become a member and I forget that the library is there, but I am looking to start using it rather than buying books

I didn't realize you did audio books. All you need now is a stock of fantasy and sci-fi titles

I don't live here

I don't have the time to read a book and find normally when I try I fall asleep.

I don't live in Dorset

I got out of the habit of using the library.

I had a library card and when problems arose about the future of the library, I gave up. I kept my card and only recently rid myself of it, which I now regret as my son took out recently the type of book I should like to read.
I had membership to the library until the system was changed. I have attempted online and in person to rejoin on a number of occasions but with no success, so have given up trying
I have during lockdown and ever since been given a very large amount of books and also bought very cheap books from other sources which I am gradually reading. When I have finished these I will love to come back to the local library.
I have got out of the habit of visiting my local library as well as the one in Dorchester. I used to use the old Library, on average, two or three times a week when it was on the Colliton Campus as I work in County Hall. I have less excuse for not using the library in Crossways as I live in Old Farm Way.
I have had a large number of books given me during the lockdown which I am gradually reading but I do not read as much as I used to due to other needs and my time is taken up else where at the moment
I have not be keen to use the service since the onset of Covid-19. However I do hope to start using it again next year if there is a reduction In Covid-19 numbers and the possibility of contracting it.
I have only just moved to Dorchester (Dec '21) but regularly used the library in Wokingham, Berkshire where I used to live
I have only just moved to the area. I am keen to learn what the libraries have to offer.
I have several friends that bought books during lockdown as I also did and at the moment all are doing swops. I am working myself through a great deal of books but when I have completed this I would love to return to the library.
I haven't been back since the pandemic. I haven't currently got a card for borrowing from the library, though have been in to use the service.
I live in BCP and use the library there. I used to use the library in Dorchester where I work but am in the office less and have shorter lunch breaks so do not have time to get there.
I live in Canada. As a child in the 40s and 50s the library in Lyme Regis was the first place I went to every summer, I remember climbing the stairs and reading on the beach. Couldn't wait. I went back to live in Lyme 2002-3 and again, the first thing I did was get my library card, this time older and climbing the hill. Such very fond memories of Lyme Regis Library.
I live very near Broadstone so use their library because it has longer opening hours whereas my nearest Dorset library, Corfe Mullen, is smaller & has limited hours
I only moved to Dorset last summer. I do intend to start using libraries to research local history and I hadn't realised they lent audio books, which I will investigate further soon.
I started using a Kindle quite a few years ago so stopped using the library. I didn't know until recently that you could borrow ebooks.
I think that with Covid and other viral infections, that library books, and indeed second hand books pose a health problem. I am looking at digital access

I tried to join online and thought I was not successful but obviously, because you contacted me, I must be a member and hope to use more soon.
I use BCP Libraries
I use Poole and Bournemouth libraries
I used to take my children to the library when they were little but now they're willing teenagers, there isn't much on offer for them. We loved supporting our local libraries but the teen market is a hard audience to please!
I used to use the library 2+ weekly but lost my partner and then we had a pandemic, he was an avid reader
I used to use the library often to reserve books which had been chosen by my book group. However since the area expanded to cover the whole of the south west, I have found that it can take weeks for a reserved book to arrive - often not in time. So I have had to resort to buying the books from the internet.
I work at a school and use their library
Inertia and unfamiliarity
Just joined the library today.
Just moved from Gloucestershire to Dorset
Just moved to Dorset
Lack of variety of books required for what I needed it for. Lack of table space to work from. Our library is more for taking books out than actually working and doing research in.
Libraries just never cross my mind as a place I would ever go for anything at all.
Lost my library card.
Not currently reading
Moved into area recently
N/A I use the home library service
No mobile library in the Piddle Valley for several years and no bus service to get to a library either. When I eventually tried to access the Dorchester library on Friday 9th December it was closed indefinitely. HOW DO I ACCESS A LIBRARY?
noise is the big problem for me. Staff chatting away about something on television, loudly, as they are trying to hear each other over the various groups that use the library as a meeting place. A library is for studying, research and education and is not the place for social gatherings. If there is a room attached, to the main library area, with doors that close, then that is the place for mums and kids, sewing groups etc. If there isn't a separate room then these groups must accept that it is not fair on everyone else.
Not an avid book reader.
Not in area currently. Arriving soon
Not in the current Covid circumstances
Only just moved to Dorset and joined the library
Overdue charges incurred during a period of extreme ill health
Parking availability at weekends when I would typically go to a library. At Bridport it is just too difficult to park.
Poor selection of books, noisy, too focused on social gatherings.

prior to lockdown I went into local library to take out books and because I had not used my card for 2 years I had been taken off the system. Given a form to fill in and bring back. This meant that my records online had also gone. Didn't get form back prior to lockdown and now haven't bothered.

Since i moved to Dorset, i have not had the need, but I have used libraries in the past (Bromley) which I found invaluable, when my children where young and growing up, for books, tapes, cds, job hunting, events advertised, to name a few.

Sometimes unable to get the books I want to read without waiting for reservation to become successful

The libraries are quite small in my area. I would like to order books in from other libraries but I think there is a charge to do that.

The only 'library' I really need access to is the one at the Dorset History Centre for research purposes, however I live on Portland so it's a long way to come and many of the books are not available online plus it has limited opening hours that I can get to (I work & have other commitments at weekends). I would possibly go to other libraries if they were quiet places, but they're not, as an older person I feel out of place in an environment that is clearly geared for children. I think it's great that children are encouraged to read & anything to support their parents to encourage a love of books & reading is excellent, but it's not the right environment for me. Accessing e-books would be of interest - I don't currently do that (I tend to buy online).

To be honest I completely forget to use it

Use the House Bound Service

Used the library a lot when my children were young, but not now they are teenagers.

We moved to Dorchester in 2020 and decided to register at the library as we wanted to support this valuable resource. Unfortunately due to Covid restrictions we have not been able to fully appreciate the services that the library offers. Hopefully in the future when the Covid situation is more controlled we shall.

When I want to order a book your website does not allow me to find out if you hold the book, nor does it allow me to order and it does not let me search the Dorset County Library Catalogue.

You no longer stock a good enough range of books

Your supplier of magazines supplier changed and I do not like the new application



**Q34a Tell us what digital access, support or equipment you would like**

A digital service that worked. Also all boxes ridiculously small. Why cannot you get something as simple as this right?

A good range of audible books

Ability to borrow books which are downloaded to my Kindle. I tried this but found there was a technical reason why I could not do it.

Access on line to items available.... a proper website

Access to computers

access to online books via internet connection

All the library power outlets should have the facility to charge a USB device. Internet access should be high speed (At present it is far too slow and not suitable for updating large software files.) Small meeting rooms should be available for one to one computer tuition. Computer hire should be available for those wanting to take out a laptop for overnight use.

An application which is useable

apple

Audio books (online/not physical cds), electronic books for e.g. kindle

Being able to access via tablet

Better computer access and programmes

Comprehensive list of books for kindle

Computer

Computers for anyone to use

Computers with software for editing photos and videos

Courses, training, help with selecting digital equipment, problem solving - especially for seniors.

Digital access to ebooks and publications

download ebooks and audiobooks easily (not have to wait), fora for discussion or meeting/ communicating with other users or teachers/mentors/experts in interesting subjects

Downloadable audio books

Downloadable books and magazines; access to newspapers & journals for research

easy access to ebooks

Easy access to ebooks and DVDs and digital downloads

Ebooks

Email support

Everything available on line like amazon or audible

fast reliable internet using modern programs and equipment. Ability to communicate with other computers and users

Help/support for e-numbskulls.

I can see that support for making the most of the digital age may be of use. I am pretty IT-literate and capable after using it heavily in my work but now I am retired I can see that new technology may well get ahead of me.

I download books and podcasts independently, but would use digital library access if it were easy to do
I just want to download books on my tablet but I gave up some years ago because it was so difficult to do.
I like to read on my tablet and have found it practically impossible to borrow ebooks in the past.
I mainly deal with our family history and so would be happy for help with digital access to certain historical records
I would like my Dorset library card to function
I would like to borrow books via my ereader
kindle books
Lending of digital audio books. I have problems with dyslexia
Loan of ereader and technical support on how to use it.
More computer time and wider access to family history resources
On line assistance for elderly and disabled
Online services like a website
Other library services are subscribed to a lot more online resources, e.g. Naxos music library
PC's in the library, ebooks and someone in the library who can help with any technical issues we may have.
printer
Printer, scanner
scanner, printer, computer
Social media business networking
Sympathetic and empathetic support to enable upskilling to use equipment.
TO BE ABLE TO CHECK APPOSITE CONTENT
training on programmes, printers
using mobile phone services (basics for the elderly)
WiFi printing and better digital resources and computers.

### **Q35 Tell us the types of activities and events you would want...**

A book club or perhaps a suggested book of the month to read and discuss - think Waterstones started this scheme. Talks from authors or visiting speakers - the latter could be on any subject, always willing to learn new things! A book swop facility - perhaps with a review note attached to the book to help future would be readers. You may of course already do some/all of the above..

Ability to use the library for meetings/clubs maybe?

Activities for children

Activities for my children: clubs, classes, play areas

An adult book club for heavens sake, have been unable to find one. Better advertising of services... I went online looking for a writing group and it said there were none locally (Weymouth) but in fact there was one! Anyway, it certainly does not meet my needs... I'd like to run a structured class.

Anything connected with History including local history.
Anything Interesting for kids after school, or for a mum after school drop off. I walk past every morning but it's always still closed (although lights are on and staff inside)
Art Coffee morning Crafts
Author meetings
Author talks and book launches
Authors discussing their books Discussion groups
Being new to the area id like to meet people and find out about what goes on here
book club
Book clubs Children's activities
book groups, art/craft groups, board games/ tabletop gaming, lgbtq+ events
book launches, books relating to big film launches, Halloween, Christmas, seasonal, local business promotion nights, networking ...
Book readings, author talks,
Children's activities - adult classes
Children's activities. Crafts or themed events for children.
Community Group when possible & safe craft groups for all ages
community jumble sales / clothes swaps, (primary) childrens story times/meet the author.
Craft for kids and adults, General interest talks/demos, Children's activities, Music Appreciation.
Crafting sessions, book club, coffee & chat
Cultural events. Also training/learning. Language classes for kids.
educational esp if relates to local history geology/geography/nature. Eco and environmental issues, with good food and drink to support, affordable or free or sponsored
Events for children mostly. Or perhaps historic talks or seminars.
Financial advice
Gaming events, online events, fairs, booking reading
Historical
I don't want to attend any at the moment but can see the benefit of including the ones I ticked.
I have been to some events in the library and enjoyed them, so more of the same!
Informal chats about books/authors knit n natter type groups with books
Informative events about sustainable living
Interesting talks from (e.g. Authors) Repair cafe type things Citizens advice clinics
Learning classes not aimed at work place skills - eg geology of Dorset, history, learning AngloSaxon
Lectures about local services including education and health
Lectures on topics of local interest
Lectures, music concerts, authors' readings, craft events and demonstrations, daytime education and leisure activities
local history book groups access to online family history websites access to online magazines/journals
Local history, current events county wide especially outdoors
Local history.

local info talks
Local writers, meeting place / coffee shop. Second hand books / book swaps
More clubs for teenagers, gaming or film clubs maybe. Read the book then the film? For parents, competitively priced and delicious coffee shop drinks/treats.
More variety of adult education classes and activities. Hosting more groups.
Not sure
Ones the children can get involved in
online talks
Open to ideas really - "brain-stimulating" as well as fun. Authors giving talks.
Poetry readings, talks by writers of fiction and nonfiction, discussion groups, local history talks and discussions
Post-Covid events & activities (culture, arts, music, talks etc)
Reading Group. Poetry group. Music group. All to include refreshments and use of toilet.
Reading groups for older people, areas for young people to study, community action groups
Reading groups Talks about local points of interest
Recycling, meeting different people, money saving ideas, community events, arts
Small groups, encouraging people to come into the library. Coffee shop or coffee time a very good idea
Something for all ages
Talks by authors or other literary figures
Talks, craft activities, reading clubs.
Talks, skills
talks, workshops in hobby based subjects
why not offer educational or informative talks

### **Q36 Other (please explain)**

A help desk or someone who can point us in the right direction for local services. A bit like the internet, but more personal.

all

All

All appropriate services and extended internet access eg 2 hours

All local government supports, housing, benefits, debt advice etc. Libraries can be community hubs

All of them

all services, the ability to help service users access Council services, when perhaps they are less able to use IT alone, so sort of teach them as they ask how to do something

All the basic stuff- replacement green bags kitchen caddies. support and help filling in claim forms Help with applying to get on the housing register-the application isn't easy

As a local Parish Councillor, I see the local library as a hub to access Council services as well as a point of contact so those members of the public who do not have access to the Internet or cannot are not comfortable filling in on-line forms, can feel at ease speaking to a person rather than someone on the end of a telephone. This would in addition to the more traditional services on offer.

Cab social services

Citizens Advice , Registra,
Coffee shop
Council contacts relating to local events and services
Council tax, housing, planning, leisure services
Councillor / MP Surgeries
Enquiries
Every Library should have a Tourist Information Centre.
General advice about all council services.
Geographical and social developments
Homlessness registration
Housing relating to making homes more energy efficient
Housing support and information , weigh and blood pressure machines, post office, Bus service timetables travel information, renting beach huts, photobooths for passports etc
Housing support Benefit signing on
I would be happy to access any of the council services via the libraray
In an age where speaking to a human, especially one in this country (!) is an ever increasing bond of contention, having someone from the council visit the library on a scheduled rota, even for a few hours a fortnight, or whatever, would allow some reassuring guidance. That is not to say it is not possible to talk on the phone or interrogate the websites currently...
Information
Information on council business, local activities
Land Registry
Licensing services
more choice of newly released books ...i.e a particular author seems to haver only the first books written not the newer later ones therefore is not up to date with sufficient numbers to be borrowed
None really, it's all gone digital!
One stop shop for community
One stop shop of all services to support all members of the community - make things simple. A drop in to ask planning questions for example.
park maintenance
payments
planning
Planning pre-application advice; Registrar services; Purchase of season tickets for car parking etc; Garden waste bin payments;
Registrars
Registration of births deaths etc
Registration of Births, death
Whatever service I needed support with but why does it have to be at a library!

### Q37 Other - please specify

A place to bring items to recycle that aren't picked up by kerbside collections. Eg coffee pods/ tablet packaging/ crisp packets to make blankets/ plastic bottle tops/ milk bottle tops/ etc. All could be collected for charitable purposes.

A room that is separate from the main library for groups that use the library as a communal space.

ACCESS TO BOOKS SO I CAN BORROW THEM WHICH IS WHAT I UNDERSTAND IS WHAT LIBRARIES ARE ALL ABOUT.

books by post

Books often not available. Inter library loans are a good idea but if I need a text book I need to know 1.) if you can get it 2.) How much it will cost. 3) How long I have to wait. Recently, when I attempted this the service was useless. None of those questions could be answered. Correspondence between me and the library just went on and on with them suggesting I contact and out of area library and see if they could help. Why can't "you" the professionals do that for me? All seemed very lame. Sorry but the truth.

Daily newspaper

Decent click & collect service. You had a stab at it for Covid and it seemed popular. Let's build on that

DVD hire (you probably do that already?) Occasional IT help (PC and phone) (you probably do that too)

ebooks available for Kindle

educational events sponsored free or subsidised, bringing in charities, U3A Dorset Wildlife RSPB speakers events for certain groups eg children or elderly. Learning or entertainment based clubs, possibly narrators for children who could attend for small fee eg whilst parents shopping at weekend?

Family history records and local history/land ownership records/Old maps

Free parking for 1 hour

Genealogy services.

Good choice of books for home delivery

Have only ever used them to look at technical magazines. Prefer these to be real and not on line. Know this is too expensive these days so will watch them on lone at home.

I have found the house bound service good. Hope to use the service for as long as possible.

I need someone to look up my likes on past borrowing and find me the books. But now back to normal they haven't the time and want me to use a volunteer. This won't work for me

If it were somehow possible to borrow ebooks from Amazon and return them.

jig saws to borrow

Jig saws to borrow as some branches do have

jigsaw loan

like more ICTs, I am quite happy at the moment doing Maths on a Monday morning, English on a Wednesday morning. If you have somebody in the library that could help with benefits that would be useful

Local events calendar /app / Facebook group
Mobile library for those unable to visit library
nothing at present but if my circumstances changed it would be somewhere i would go to borrow books, meet people, find out things (I recently inherited lots of books)
play scripts
provide books to home
Publicity which doesn't use social media of activities or new stock.
Return of mobile libraries
Some of the choices above imply use as a Council user-facing service, and/or hosting Citizens Advice charity, which sounds useful. A branch of Costa might be nice (as opposed to a smeary coffee machine next to some plastic chairs). Regarding books, Local Research Collections seem to have all but disappeared, hence my lack of Library use. Google Books' digitisation allows access to some of them. Anyone who has read the 'Don Camillo' classics might recognise the description of Peppone's People's Palace here!
space for local authors and artists to promote, show, share their work
Sustainable fashion show With items that have been repaired/redesigned. Repair cafe Retrofit information hub
There was an over emphasis on fiction.
toilet
Total waste of tax payers money. Close them all down !
Under the circumstances i think the RVS does a very good job and i am more than happy with it, as it saves me driving around,(Useless bus service from Broadwindsor), as we no longer have the library van.

**Q39 Please specify other - encourage you to use the library more**

Access to a real-time stock and availability catalogue.

An application which works

As before, more family history records, old documents relating to Dorset families and lands, land ownership records of over 100 years ago, more focus on Dorset records and available online for those of us that can't walk due to pain and anxiety in public spaces. Local history is valuable and should be available to all

As i did not know this service was available, when I needed it I would join

Being able to reserve a book for no charge or extend the borrowing period on line

Better reference materials

Click & collect rather than reserving

Didn't know about it

ebooks available for Kindle

Hiring an e reader, like borrowing a book, or even purchasing one direct from the library, which is set up for borrowing e.books all ready for use.

Home access to academic journals etc. Library services in large towns and cities offer a much greater range of access to home users.

I didn't know. I want to access audio books.

I'm afraid I already have access to all the books I want as physical copies that I buy for myself, or online materials via Google or Twitter; and if I need information re: local services I just Google it or ring the Council via Customer Services.

Mobile library

more convenient opening times at Littlemoor Library or other convenient local places to collect ordered books or postal/courier delivery service.

More titles available for immediate borrowing

Return of mobile library

Something that worked. eg magnifying glass when pressed immediately exits ap. I thought I could get digital books but I am directed to library pickup. No sound with tutorials and it is not my iPad sound switched off.

youtube videos showing how to use services and with our kindles/ipads/tablets/PC, possibly facebook or online fora for users,



## Q40 Is there anything else that would encourage you to use the library service

-

A better range of CDs DVDs and books

A better website, plus better availability of tourist information on-line

a coffee shop and toilet would be great for oldies to gather

A less punitive attitude to book borrowers.

a mobile service would be very helpful as i live in the country

A much faster service when waiting for reserved books to arrive - as it used to be!

A tour or detailed explanation of what services are on offer and how they can be accessed would e a start.

Access to increased academic literature and learning wide variety of new skills ie more current adult non fiction stock

Adult courses - half day workshops in a choice of subjects throughout the week and occasional weekends.

Advice on how to access online

After being unable to use services for a while and losing my partner who i was always getting books for, I am trying to get back into the habit of library books again

Approachable a d friendly staff

Being able to borrow tools etc (not books) like Library of Things

Better and more up to date stock selection

better opening times, (Chickerell library specifically)

Bridport library to be updated. Workspace

Business incubator space

Can't think of anything, sorry.

Change the magazine application

Closed , demolished, and used as a free car park.

Coffee shop

Coffee shop and food

coffee shop excellent idea informal groupings of comfy chairs so friends can meet

coffee shop open late offering meeting opportunities too such as guest speakers, writers promoting books and readings/ narrations. coffee shops could also use local produce, cook interesting eco-friendly foods or meals with educational food or drink events (informal), booked entertainments, speakers,

Coffee shop type facilities and more comfy furniture.

Coffee shop. Second hand books to buy

COMFORTABLE SEATING AND MAYBE A COFFEE BAR

Comfortable seating for a relaxing space to read and study eg. sofa/beanbags as well as tables and chairs. Refreshments eg. coffee and sandwiches sold in coffee shop. Later opening hours for after college.

Didn't realise I could access library services online at home 🤖 Nee further information

didn't realise there is an online library service I think the coffee shop suggestion is worth a go
Don't use this
Easier access and suitable nearby parking as disabled with artificial leg unable to walk very far
Easier access! But in its present situation! I realise that is impossible. I used to find the travelling library , that stopped in the village Very useful
End of the Covid pandemic would mean that I came into Dorchester more and that might well include dropping into the library. But current caution about infection is a huge inhibitor.
Every book I wanted to borrow online was not available, either not in stock or a 2 month wait. I went and bought them instead. Therefore more titles and copies available please
For me, it is time, I work full time, need the Library available outside working hours
For parents, seasonal workshops with local crafter's, like wreath making at Christmas for example. One of the best events we went to as a family was a Harry Potter evening at Charminster Library, Bournemouth, at Halloween.. It was brilliant with plenty for the children to do, quality materials where relevant, and a drink for parents. In our area, Charminster Library had always delivered outstanding events!
Friendly helpful staff. Keeping the Tourist Information Centre under its roof. Keeping the National Express booking service under its roof.
greater availability of e-books
group meetings for example, carers meet up or gardening group etc
Groups, classes, adult learning, workshops
guarantee that my records would be available even if I don't use my card for a period of 2 years.
Had to say my piece from Canada. Thank you to the Lyme Regis Library for playing such an important role in my life.
I always used the library but I am a full time carer so now I simply don't have time to read a book anymore.
I am a Citizens Advice adviser and more support for people lacking computer skills would seem very useful
I am a regular and knowledgeable computer user, but I have no interest in reading digitally. A big part of the joy of reading is the tactile pleasure of reading a book -- and books that I buy to keep in my library are hardbacks.
I am likely to use the library more again when I retire.I used it a great deal when my children were younger and will again when the time and money available to me change.
I didn't know you could read things from home, this will encourage me. I just don't have time to myself at the moment.
I didn't know you offered audiobooks so I'm going to look into this. I'd like to use the library more but I have a full-time job which means the library is generally closed when I'm not at work.
I do not find your current site easy to navigate on line ...seems to take ages to get to where I want to get to. i.e book group selections . These sets of books are also not kept very well up to date ,,alawys seem to be the same choices . The selxction needs updating with new ones added more than once a year. It used to be good to renew my parking disc in the library at the desk...that was a good service...now gone.

I hadn't realised, until now, that this service was available. Glad I read the (paper) Dorset Council news!
I have a kindle for reading and buy the odd book from Amazon or Asda the cheapest.. If I need to do research I have the internet.
I have made excellent use of the Wimborne library for many years. Now, old age and lack of transport mean I can no longer visit the library. I have heard vaguely about the Home Delivery Service but do not know any details, I like to choose my own titles, and am a "fast" reader. Having a Home Delivery regularly would be fantastic.
I have reached an age when my reading is done at home. When I was younger I was a member of the Blandford Children'S Book Group This is possibly the growth area?
I have stopped using your on line service of late during lock down ned to be reminded what is possible . will go into your site again
I have trawled round your website and cannot find any link to allow me to see if you hold a particular book, and if you do to order it for collection from my local library. It is most frustrating.
I just need to be aware of what there is, and how to do it
I just wish I did not have to fund this under used, outdated, white elephant by local taxation.. Amazon is the library of the 21st C
I love the library just as it is!!
I often think there are not enough support groups in Blandford. For example our son has Autism and this is a hidden condition that needs to be understood by the general public and by parents prior to diagnosis. Before Joe was diagnosed I borrowed several books from the library, which helped my to understand and put systems in place to help him and us as parents. There is very little support prior to diagnosis, which sometimes can take a very long time. There are probably many conditions out there which could do with more support.
I see no value to spending money on a library. Target the money where it's needed .. help kids that need help directly to the kids.
I shall not bother with your system again. Would rather pay and get what I want on Kindle. What has it cost ratepayers to produce this?.
I use the library sporadically a place to work quietly. For those people who do not have computers or mobile phones a necessity
I used the library constantly as a child, teenager, mum with son up to age 50ish and I don't know why just stopped. Now get books from charity shops and recycle I think due to laziness and not the hassle of returning the book s.
I used to use the Library & its spaces but due to work commitments I havent had the time recently. This survey has prompted me to visit the Library in the new year when I am retired to borrow real books, see what else is on offer and investigate the e-book facility again (I did try when it was first introduced but couldnt get it to work so gave up).
I want books - lots of them, with a wide range of choice (both new & old titles) and all books being in good condition. All I have seen in my local Dorset library (Sherborne) is a small selection of yellowed tatty books. I used to work as a librarian in an overseas English library which offered a fantastic choice of books (all genres plus range of non-fiction) in excellent condition. Returning to a UK library has been a real disappointment and I have yet to borrow a single book since taking out a Dorset membership.
I will use it shortly I used to enjoy using it

I would be happier if when you did surveys you didn't use terms such as 'sex you were assigned at birth' this is factually incorrect. Sex is observed at birth by medical professionals, it is not assigned! This kind of language in your materials puts me off using your service.
I would just like to say 'Thank you' for the splendid service I receive and for the kindness of the volunteers who deliver me books
IF and I stress the word If there has to be a physical presence for a library then it needs to be located in a multi functional building with multi functional staff. It is simply too expensive to have all these taxpayer funded activities spread across multiple locations all of which use buildings which have to be maintained, lit and heated and insured; each with their own risk assessments, surveys etc. In Swanage there is the town hall reception, the tourist information centre and the library. All of which could be in one location.
If and when I have more time for reading books or have need to use a reference book.
If it were somehow possible to borrow ebooks from Amazon and return them.
If the space available was reconfigured to allow small groups to meet for talks.
if the unreasonable outstanding charge was dropped
I'm a huge sci-fi and fantasy fan, but the vast majority of your titles are for kids and teens, not much use to an old fart like myself
Info on local facilities and events. Reinstate tourist information points
Information about the service
Information on becoming a member and what is offered
Informed qualified staff
Just for me I would love the library van to come back.
Libraries are an outdated resource that need to be given to volunteers to run. The council should not fund them with the limited funding they have.
Libraries should not be an online service except when closed. To encourage use events of all types should be held. Such things as on site coffee shops and demonstrations of everthing fom how to cook to tying fishing flies should be staged and organised by library management who should also be involved in running events.
link it into Dorset Councils Monthly E-mails as the library service does not interact digitally with the community. apart from notifications about restrictions for Covid and this survey. Very little contact in the last 10 years.
Longer opening hours. Dog. Friendly. Good cafe. Gift shop eg to buy books as gifts.
Make it easier to renew an expired library card, and stop staff being rude about an expired card during lock downs.
Many libraries are now too far removed from their initial concept, as a quiet place of knowledge and information. Now they are often noisy and have too many activities going on.
More advice services from the voluntary sector in all libraries not just main ones. Libraries are safe,anonymous places for people to go if they need confidential advice on finances/debt, domestic violence, child abuse etc so there is a role for all agengies to be accessible via our libraries in confidential meeting spaces..
More community events
More convenient opening times, but I can't remember in what respects current opening hours are personally inconvenient (only that they are).
More emphasis on making library a good social experience.

More foreign language books and films
More friendly librarians, more talking allowed, quiet room if thats what others want.
More selection, minimum ordering fees & available to pick up at Littlemoor weekday/Saturday afternoons afternoons. (I stopped going to Weymouth town library several years ago due to the high cost of parking. I can walk from my address in Broadway to Littlemoor & back).
More things that matter
My bookclub (6 members) would like to use the library for our monthly book selection. We did try this for a short while but didn't always get our choice
No
No
No
No It would be best to close all libraries and save the public money. All information now can accessed online.
No thanks. Working full time don't need to and don't have the time. I find out what I need from the internet or telephoning the organisation that can help. Community support is vital for those who need and want it so I see value in the library function but it's dated and can be extended to provide other services. Before the internet I used the library for school/college homework research but not since. I don't read books so little point going. I took my children when they were little but they were not interested when they were at senior school & the older children's books were limited or out of stock at the time. P.S this survey isn't working well on an iPhone, your settings are wrong, it normally works well!
No too old
No, Libraries are irrelevant in the modern world and this constant drive to derive value from them is a waste of time. Give up. All of the suggestions of other things the libraries could provide were things that are provided elsewhere, and they are things that, if the libraries started to provide them, the libraries would stop being libraries. If, to become relevant, the libraries offered business/meeting spaces, coffee and food, events and digital skills training as well as still retaining the books that no-one really wants to get from libraries anymore, the libraries would simply end up being a very confused business model. And if you then add into them the locality options/day services/etc, the libraries becomes something even further removed from libraries. Converge functions with other locality based offers, drop the name "library" and come up with something totally new.
Not at the moment as my health makes reading/listening to audiobooks difficult.
Not sure if there is still a fee to reserve certain things but that has put me off in the past
On line information of what can be accessed.
Open earlier, then I'd definitely come in regularly. A book club for adults. Things to encourage children to want to come in after school finishes. Book clubs for older kids, story times for first school kids, reading challenges like you do in summer, a loyalty card with stamps for reading with a small prize after a set amount of visits.
Opening times More men in there!
Parking for disabled outside, more "shh" and not loud noises or kids screaming, ability to access the lifts (example ferndown) without having to struggle to find a librarian to take you to the lift, which takes my independence and makes me feel helpless and anxious.

Parking permit or a free car park.
Please see comments on previous page.
Question on longer term viability. Upper floor of Weymouth library always looked half empty for example. Rather than specific service buildings, integrate them into other service buildings - why not have an office and a library in the same building. Or even a day centre and library making a cost saving.
Reading groups or creative writing opportunities (evenings)
Reduce the number of small libraries. Combine one large library with the local museum in one building in each large town, to save money.
Refreshments. Toilet facility.
Regular talks, such as on local history.
Safe and quiet space to work using own laptop
Sometimes its hard to know when the local library is open.
Test
The library is an excellent resource and provider of education for our community and I am happy to pay for it through my taxes. I do not need it at present - but I would like it to be there for those that need it and for when I need it.
The library needs to be able to provides services that can't be met by using a basic household computer running modern software. Having one or tow computers is not the answer. When is comes to books the range needs to meet modern users as well as scholars
The problem I find with library opening hours is that whenever I'm in a town and think of going to a library they seem to be closed! I realise that it would require significant funding for longer opening hours.
The unlikely provision of real technical periodicals.
This survey! It has encouraged me to get back to browsing those shelves for real books!
TIC Features. Local interest books for sale event ticket sales. Daftest thing ever closing TICs
To assist other people through a reading support charity
To give context to my answer: - In terms of information provision I'd just use the world wide web. - If I'm going to read a fiction book, I'd buy it second hand off amazon/ebay or via a charity shop and then either give it to a friend or donate to a charity shop afterwards. - Unless mandatory I wouldn't join online educational classes.
to meet people as suggested earlier, a coffee shop
Understand the library ticket/card.
upgrade the buildings so they are in better condition and more welcoming - I have been into Wimborne and Swanage, both are old, poorly maintained and the buildings themselves need repair. The opening hours don't suit my current lifestyle. Online service needs advertising better.
Was unaware there is online servuce
Wider range of non fiction books on health/well being/positivity etc More activities such as discussion groups or talks on interesting topics Local authors coming into the library to talk about their work/inspirations etc Support groups
Will be using Wimborne library when we are sorted out

With the general availability of fast internet connections and with the probable perpetuation of working from home library services need to offer equal information access for inhabitants of small Dorset towns to that enjoyed in cities. Books and periodicals are all published electronically and should be available in this form in library users homes. Twenty years ago there was an effective inter library loan system and anything in the nations library system was available, albeit slowly, to all. We now have a world wide web and the role of a library service should be to make all published material accessible as a public service.

would like to use online

Zoom demonstration on how to access books online. I can use my laptop fine and often take part in Zoom meetings so I could easily join a Zoom demonstration. I gave up using the libraries online services 5 years ago because the online experience was so poor.

### **“Out of Format” comments**

My whole family, led by The Reverend XX, use our property in the High Street at Lytchett Matravers. The use of the Lytchett Matravers' library is very important to us for research, book borrowing, information, digital access and particularly for my wife to use audio books as she is unable to read the printed page. In addition, she wants to be able to use the services at the Lytchett Matravers library and the help and guidance she can receive there for people who have reading disabilities and failing sight. The internet broadband access and mobile phone network for us are extremely weak at the top of the High Street so we want to be able to use the library's internet access and the communications from the personal computers there. In short, without the service that the library provides in Lytchett Matravers life would be very different for us, especially for my wife. We are so grateful for what they do for us and for our whole family we have come to rely on them. For us and for many others in the local community the library is the hub, being also adjacent to the pharmacy, the GP practice and the village stores. For my wife there is not even the option of driving (as she can no longer do so) to anywhere else. We love all that you do, please keep doing it. Please also copy me in on the proposed draft library strategy due in June 2022.



## Introduction

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If you want to be entered into the random prize draw, please provide your name and telephone number so we can contact you if you are the winner.

Name:  Tel No:

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## About you

**Q1 Do you normally visit Dorset's library buildings? (Required)**

- Yes  No (if no, please go to Q9)

**Q2 Select the library which you visit.**

If you visit more than one library, you can select multiple..

- Beaminster Library
- Blandford Library
- Bridport Library
- Burton Bradstock Community Managed Library
- Charmouth Community Managed Library
- Chickerell Community Managed Library
- Colehill Community Managed Library
- Corfe Castle Community Library
- Corfe Mullen Children's Centre and Library
- Crossways



- Dorchester Library and Learning Centre
- Ferndown Library
- Gillingham Library
- Littlemoor Library
- Lyme Regis Library
- Lytchett Matravers Library
- Puddletown Community Managed Library
- Portland Library
- Shaftesbury Library
- Sherborne Library
- Stalbridge Community Managed Library
- Swanage Library
- Sturminster Newton Library
- Upton Library and Children's Centre
- Verwood Library
- Wareham Library
- West Moors Library
- Weymouth Library and Learning Centre
- Wimborne Library
- Wool Community Managed Library
- Wyke Regis Library

**Q3** **Of the library/libraries you have selected, which library do you visit the most?**  
 (If you have only selected one library, please write the name of that library here)

**Q4** **How do you travel to the library?**

If you visit more than one library, - please answer based on the library you visit the most.

- Walk or cycle (go to Q5)
- Motor vehicle, motorcycle or mobility scooter (please answer Q4a)
- Public transport (bus, train) (go to Q5)
- Other (please specify) (go to Q5)

**Q4a** **Is there sufficient parking at, or near the library?**

- Yes
- No

**Q5 How long does it take you to travel to the library?**

- Less than 10 minutes       30 - 60 minutes  
 10 - 30 minutes       Over an hour

**Q6 Why do you visit the library building?**

If you visit more than one library, please answer based on the library you visit the most. You can select more than one reason. (Required)

- Attend an activity or event  
 Borrow/ browse items  
 Comfortable building/space  
 Use wifi, computers, printing or scanning facilities  
 Get advice on digital skills  
 Use space to study/work  
 Find information, advice or support  
 Find information or support about a different council service (which does not relate to the library)  
 Meet people  
 Visit another organisation located at the library  
 Other (please specify)

**Q7 Do you visit the library with a child/children, as their parent or carer?**

- Yes  
 No

**Q8 How often do you normally visit one of Dorset's library buildings?**

- At least once a week       3-4 times a year  
 At least once a month       1-2 times a year

## Online Library Service

As a Dorset library member you can access our online library service for free, on your own device, from the comfort of your home. You can:

- ~ Access online resources e.g. e-books, e-reference, audio books, e-newspapers, e-comics/ magazines via apps
- ~ Join library activities and events online on YouTube, Zoom and our social media pages
- ~ Check stock and reserve books for collection

**Q9 Do you use our online library service?**

- Yes       No (if no, go to Q12)

**Q10 Select which online library services you use**

- Access online resources e.g. e-books, audio books etc.
- Join library activities and events online on YouTube/ social media pages
- Check stock and reserve books for collection

**Q11 How often do you normally use these services?**

- At least once a week
- At least once a month
- 3-4 times a year
- 1-2 times a year
- Twice in the last 12 months
- Once in the last 12 months

**Q12 What would encourage you to use the online library service or use it more?**  
Select the main reason.

- Information about what is available
- Demonstration and support to use the online library service
- Improvements to the webpages/mobile apps (please specify below Q12a)
- Training in using a computer, getting online
- Other (please specify below Q12b)
- Nothing

**Q12a What improvements to the webpages/mobile apps do you think would help?**

**Q12b What other things would encourage you to use the online library service?**

## Home Library Service

Dorset Council provides a Home Library Service, delivering books to residents who are unable to attend the library building and who meet the service criteria (e.g. house bound residents etc).

**Q13 Do you use the home library service?**

- Yes
- No (if no, go to Q15)

**Q14 Is there any feedback you would like to share about the Home Library Service?**  
Are there any ways this service could be developed etc.

## Activities and Events

Dorset Council provides a range of activities and events in the libraries and online.

**Q15 Do you (or somebody you care for) attend activities or events in-person at the library or online?** Select yes if you attended activities/ events before the COVID-19 pandemic.

- Yes
- No (if no, go to Q20)

**Q16 Select the activities or events you (or somebody you care for) attends.**  
Also select any you normally attended before the COVID-19 pandemic

- |                                                                          |                                                              |
|--------------------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Sessions for children under 5 (e.g. Rhyme time) | <input type="checkbox"/> Music, dance or theatre performance |
| <input type="checkbox"/> Activities for children and young people        | <input type="checkbox"/> Reminiscence group                  |
| <input type="checkbox"/> Code clubs                                      | <input type="checkbox"/> Information and advice session      |
| <input type="checkbox"/> Author talks                                    | <input type="checkbox"/> Digital skills or awareness         |
| <input type="checkbox"/> Shared Reading group                            | <input type="checkbox"/> Health and wellbeing                |
| <input type="checkbox"/> Reading group in a library                      | <input type="checkbox"/> Other - please specify              |
| <input type="checkbox"/> Craft type activity for adults                  |                                                              |

**Q17 How does attending an activity or event help you or (if responding on behalf of somebody you care for) the event attendee?**  
(Select all that apply)

- |                                                                 |                                                         |
|-----------------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Provides parenting support             | <input type="checkbox"/> Helps to meet people           |
| <input type="checkbox"/> Teaches a new skill/ supports learning | <input type="checkbox"/> Provides useful advice         |
| <input type="checkbox"/> Provides entertainment                 | <input type="checkbox"/> Improves digital skills        |
| <input type="checkbox"/> Increases reading                      | <input type="checkbox"/> Supports in search for jobs    |
| <input type="checkbox"/> Supports creativity                    | <input type="checkbox"/> Supports a healthier lifestyle |
| <input type="checkbox"/> Improves mental health and well being  | <input type="checkbox"/> Other (please specify)         |

Q18 **How often do you attend an activity or event either in-person at the library, or online?**

- At least once a week                       Every few months  
 At least once a month                       Once per year

Q19 We introduced online activities in response to the COVID-19 pandemic.  
**Do you want a mix of in-person and online activities and events to continue?**

- Yes  
 No

## The Current Library Offer

Q20 **Tell us which three library services are most important to you. (Required)**  
Please select up to **three** options.

- Borrow physical items  
 Borrow digital items (e-books, audio books, e-zines etc.)  
 Space to read/study/work  
 Activities or events (in-person and online)  
 Provision of information, advice or support  
 Find information or support about a different council service (which does not relate to the library)  
 Wifi, computers, printing and scanning facilities  
 Digital support  
 Somewhere to go and meet people  
 Home library service  
 Ability to check stock and reserve online  
 Other (please specify)

## Communications

Dorset Council library service promotes library updates, activities and events through the following channels:

- ~ Dorset Council library service webpages
- ~ Dorset Libraries social media (Facebook and Instagram)
- ~ Dorsets residents e-news
- ~ Dorset Council library service e-newsletter
- ~ Library staff
- ~ Posters/leaflets in the library

Q21 **Are there any other ways you would like us to communicate with you?**

- Yes (please specify)  
 No

## Future Use

Q22 **How do you plan on using the library service in the future, when the impacts of COVID-19 have reduced? I will use the...**

- Online library service and visit library buildings
- Online library service only
- Library buildings only
- Not sure

Q23 **What would encourage you to go to your library more often in the future? Select all that apply (Required)**

- Range and choice of stock
- Opening hours that better suit your lifestyle (please specify below Q23a)
- Digital access, support and equipment (please specify below Q23b)
- Activities or events - in-person or online (please specify below Q23c)
- Access to advice to help you/ relatives live independently and manage any care needs
- More access to information related to your health or relative's health and wellbeing
- Access to information and support related to your children and family
- Access to other council services-e.g. registrars, housing support (please specify below Q23d)
- Provision of support to apply for benefits and universal credit
- Support in skills/ learning
- Provision of support to apply for jobs
- Availability of study/work space
- Availability of meeting rooms for business use
- Help to set up or grow your business
- Coffee shop in the library
- Events which encourage the reuse or borrowing of items (e.g. swaps, "Library of Things" etc.)
- Other (please specify below Q23e)
- Nothing

Q23a **You suggested different opening hours might help. Tell us when you would like the library to be open. Select all that apply**

- Weekday mornings
- Weekday afternoons
- Evenings (after 5pm)
- Saturdays
- Sundays
- Not sure

Q23b **Tell us what digital access, support or equipment you would like**

**Q23c Tell us the types of activities and events you would want to attend**

**Q23d Tell us what council service you would like to access at the library**

**Q23e Other - please specify**

As a modern council we want to develop a service which meets the needs of our residents now and in the future.

**Q24 How could we develop our library service in the future?**

Let us know what you would like us to do more of or start doing, and what you would like us to change or stop doing.

**To help inform the vision for the Dorset Council library service, use 3 words that you think should describe the service in 10 years' time.**

**Q25a Word 1**

**Q25b Word 2**

**Q25c Word 3**

**Q26 Please share your postcode. (Required)**

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**Q27 Would you like us to let you know when we consult on the draft library strategy?**

- Yes
- No

**Q27a If yes please provide your e-mail address in the box below.** By ticking yes, you are consenting to Dorset Council using your email address to contact you about phase two of public consultation on the draft library strategy which begins in 2022. Your email address will be deleted by the team carrying out the consultation after the process closes.

---

## About You

Although filling in this section is optional, we would appreciate it if you could complete the following details.

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents.

**Which age group do you belong to?**

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or over
- Prefer not to say

**What best describes your gender?**

- Female
- Male
- Prefer to self-describe
- Prefer not to say

**Is your gender identity the same as the sex you were assigned with at birth?**

- Yes
- No
- Prefer not to say



The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

**Do you consider yourself to be disabled as set out in the Equality Act 2010?**

- Yes
- No
- Prefer not to say

**If yes, please tell us which type of impairment applies to you.** You may have more than one type of impairment, so please select all the impairments that apply to you

- Physical disability
- Learning disability / difficulty
- Long-standing illness or health condition
- Mental health condition
- Sensory impairment (hearing, Sight or both)
- Prefer not to say
- Other (please specify)

**What best describes your sexual orientation?**

- Bi
- Gay/lesbian
- Heterosexual/Straight
- I use another term (please describe)
- Prefer not to say

**I use another term - please describe**

**What best describes your religion/belief?**

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No Religion
- Other (please describe)
- Prefer not to say

**Please specify your ethnic group?**

- White British
- White Irish
- Gypsy/Irish traveller
- Any other White background
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Any other Asian background
- Black/Black British - African
- Black/Black British - Caribbean
- Any other Black background
- Mixed ethnic background - White and Asian
- Mixed ethnic background - White and Black African
- Mixed ethnic background - White and Black Caribbean
- Any other mixed background
- Prefer not to say
- Any other ethnic group (please specify)

**Thank you for your response. Please make sure you have given your details on the first page if you wish to be entered into the prize draw.**

**Please return your completed survey to your nearest local library by 7th January 2022.**

### Introduction

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### About you

**Q1 Have you ever used one of Dorset's libraries in the past?**

- Yes  No

Dorset Council's library service offers a wide range of services including: borrowing items, public computers and printers, digital support getting online, activities and events for children and adults, art and cultural exhibitions, reading groups, skills and learning support and many more. As a library member you can also access e-books, e-comics and audio books for free.

**Q2 Select the main reason you do not use the library (Required)**

- I don't need these services  I buy books/get information from the internet
- I don't have time  I go elsewhere for digital access and support
- I am not aware of what services are available  I go elsewhere for activities and events
- I would feel out of place
- The services available do not meet my needs
- Inconvenient opening times
- Unable to get to the library (due to poor health, lack of transport etc.)
- Other - please provide more details

**From what you know of Dorset libraries what 3 words would you use to describe them?**

Q3a **Word 1**

Q3b **Word 2**

Q3c **Word 3**

## Going Forward

**Q4 What could your library offer that would encourage you to use it in the future? Select all that apply (Required)**

- Range and choice of stock
- Opening hours that better suit your lifestyle (please specify below Q4a)
- Digital access, support and equipment (please specify below Q4b)
- Activities or events - in person or online (please specify below Q4c)
- Access to advice to help you/relatives live independently and manage any care needs
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- Coffee shop in the library
- Events which encourage the reuse or borrowing of items (e.g. swaps, "Library of Things" etc.)
- Other (please specify below Q4e)
- Nothing

**Q4a You suggested different opening hours might help. Tell us when you would like the library to be open. Select all that apply**

- Weekday mornings
- Weekday afternoons
- Evenings (after 5pm)
- Saturdays
- Sundays
- Not sure

**Q4b Tell us what digital access, support or equipment you would like**

**Q4c Tell us the types of activities and events you would want to attend**

**Q4d Tell us what council service you would like to access at the library**

**Q4e Other - please specify**

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- ~ Check stock and reserve books for collection

**Q5 What would encourage you to use the online library service?**

Select all that apply

- Information about what is available
- Demonstration and support to use the online library service
- Training in using the computer, getting online
- Other (please specify)
- Nothing

**Q6 Is there anything else that would encourage you to use the library service (either online or at one of our buildings)? Share your thoughts below.**

**Q7 Please share your postcode.**

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**Q8 Would you like us to let you know when we consult on the draft library strategy?**

- Yes
- No

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- Black/Black British - Caribbean
- Any other Black background
- Mixed ethnic background - White and Asian
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- Mixed ethnic background - White and Black Caribbean
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- Any other ethnic group (please specify)

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