

#LetsTalkLibraries - Main Survey Consultation Response Report

Produced by Consultation and Engagement Team
for Dorset Council

April 2022

#LetsTalkLibraries - Main Survey

Consultation Response Report

What was the consultation about?	<p>This consultation forms part of a larger piece of work looking at the future of Dorset Council's library service. Respondents were asked for their views to help shape a new library strategy which will inform how Dorset Council develop and deliver the service in the future. There are 23 council-run and eight community-managed libraries in the Dorset Council area.</p> <p>The current library strategy is 11 years old. Over those 11 years, there have been significant changes in public behaviour and digital technology, and the impacts of the Coronavirus pandemic have been felt. The updated strategy will look to the future of Dorset's libraries and how can they best meet the needs of residents and communities, now and over the next five to ten years.</p> <p>This first phase of public consultation allowed Dorset Council to understand the views of Dorset's residents towards their use of the library service. The consultation (which included surveys and targeted workshops) did not include any proposals for change, but it allowed us to better understand the issues raised and challenges faced by different groups within our communities. The responses will be brought together with evidence around local need and responses from our partners (e.g. NHS and voluntary sector).</p> <p>A draft library strategy will be produced, and views sought on it through a second public consultation later in 2022.</p>
What did we need to find out	<p>The aim of this specific consultation was to gather the views of our library users/non users separate from employees, volunteers, councillors, our voluntary and community sector partners, businesses and our public sector partners. The council needed to understand better what people valued from the existing service, and what they would change. They also wanted to know what would encourage them to use the library more. Questions for non users were focussed on what would encourage them to use the library at all or again if they had previously used it. .</p>
Over what period did the consultation run?	<p>The consultation period ran from 25 October 2021 until midnight on 7 January 2022.</p>
What consultation methods were used?	<p>The survey was available online and paper versions were available in local libraries. The survey included free text sections for people to add other comments.</p>
How many responses were received overall?	<p>Total 6,927 responses were received for the main survey. This was made up from 6,561 library service users, 339 non-users and 27 incomplete responses</p>

<p>How representative is the response to the wider population?</p>	<p>Individual respondents to this survey were asked for data about themselves. These were voluntary questions. 76% of respondents to the survey were aged 45 and over, compared to the DC Dorset average figure of for all residents of 58%, meaning there was quite an elderly response.</p> <p>63.5% of respondents were female against the current Dorset profile that shows 49.8% male and 51.1% female. 90% identify themselves as White British which is fairly typical of the wider population, bearing in mind 9.5% preferred not to say. 8.2% consider themselves to be disabled, which is higher than a Dorset figure of 5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance. 52% are Christian, 34% have no religion. 83% describe their sexual orientation as heterosexual.</p>
<p>Where will the results be published?</p>	<p>Results will be published on the council's website www.dorsetcouncil.gov.uk and on the #letstalklibraries webpage</p>
<p>How will the results be used?</p>	<p>The results will be used to help shape a new library strategy which will inform how Dorset Council will develop and deliver the service in the future.</p>
<p>Who has produced this report?</p>	<p>Consultation and Engagement team, Dorset Council, February 2022</p>

Executive Summary

Dorset Council launched a public consultation to develop a new library strategy, which will inform how we develop and delivery our library service in the future. In this main consultation survey, we aimed to hear from our residents, be they library users or not.

The survey was aimed at those aged 16 upwards. The council needs to understand better what people value from the existing service, and what they would change. They also wanted to know what would encourage them to use the library more. Questions for non-users were focussed on what would encourage them to use the library at all or again if they had previously used it.

Who took part? (p.7)

- in total 6,927 responses were received. 6,561 library users responded to the survey and 339 non-library users (+27 incomplete responses)
- mainly online responses but some were by paper copy
- of the people who currently didn't use the library service 81% had previously used it leaving only 64 respondents who had never used it.
- responses came from right across the Dorset Council area with some over the border into the adjacent counties, together with a number living in Bournemouth, Christchurch and Poole.

Library Users (p11)

- 91.5% of library users visit library buildings
- the most used library was Dorchester, followed by Weymouth, Bridport, Wimborne and Ferndown
- the majority of respondents walked or cycled to the library (55%), with 42% travelling by car. Very few travelled by public transport. Of those travelling by car 87% found parking to be sufficient when they got there.
- travel time was pretty even between those taking less than 10 minutes (45%) and those taking 10-30 minutes (52%)
- library use is quite traditional: 98% of those going to the building went to borrow or browse items. 30% went to find information, advice or support. Whilst nearly 20% went to use the wifi, computers, printing/scanning facilities, a similar percentage went to attend activities and events.
- younger people went to attend events (rather more so than find information and use IT equipment) and were drawn in by a comfortable building/space. Younger people also were interested in space to study and work.
- older people predominantly went to borrow and browse items but were less interested in events. Getting information, advice and support was a big draw for them compared to younger people.
- of those respondents using library buildings only 1 in 5 (19%) went with a child/children.
- many library users (23%) are "regulars" going at least once a week but nearly 60% go at least once a month.

Online Library Service (p27)

- 66% of all library users responding use the online library service
- online use doesn't seem to reduce attendance at library buildings

- online users tend to span the age groups but there is a higher percentage of those aged 65+ who are non- users.
- the main reason for being online appears to be to check stock and reserve books, followed by accessing e-books etc.
- one in four online users use the service at least once a week.
- whilst for many library users (44%) nothing would encourage them online (or to use it more), nearly a third (29%) felt they needed to know more about what was available
- twofold issues with the online service: software is clunky and lack of content

Home Library Service (p.33)

- 139 respondents used the home library service
- service is highly regarded by users and volunteers delivering books are appreciated.

Activities and events (p35)

- one in four (27%) of respondents attended events
- author talks were the most popular events, closely followed by activities for children and then activities for the under 5s. Adult activities covered a wide range
- attending events provided a mixture of social interaction and learning but for disabled respondents it was more about improving mental health and wellbeing and meeting people
- activities and events seem to be more occasional things, with only 1 in 10 going weekly, 3 in 10 going monthly and 6 in 10 less than that.
- strong appetite (75%) for mix of online and in person events, with little difference between occasional and regular users.

The current Library offer (p43)

- borrowing physical items was by far the most popular part of the service
- the second most important thing was the ability to check stock and reserve online- bringing together the online service and the physical stock of books etc.
- differences between what the over 65s think and those aged under 45. Interestingly both were interested in borrowing physical items as the most important part of the service, but older people were more interested in the ability to check stock online and getting information. They were less interested in activities and space to work.

Communications (p46)

- 93% of people were happy with the current methods of communications, but a surprising number do not seem to be fully aware of the wider offer (e.g. online service)
- for those suggesting other ways of communicating with them e-mail (personal) was most popular by far. A number of people mentioned that physical letters were unnecessary nowadays with only 6 suggesting this method of contact.
- SMS/text message were also suggested as a useful method of contact.

Future Use (p49)

- respondents suggested their main way of using the service in the future would be a mixture of visiting buildings and online use
- One in four people (25%) intend to still only use the library building and a tiny proportion solely online (3%)
- when COVID impacts have reduced the biggest group of users by far will be “hybrid users” combining online use and library visits.(70%)
- when looking at what would encourage existing users to go to the library more the message was simple – the “range and choice of books” (63%). The second most popular item was a coffee shop.(39%)
- 32%, the third highest, suggested “Events which encourage the reuse or borrowing of items (e.g. swaps, “Library of Things” etc.)”
- the range and choice of stock is more important to the older users. Younger users are similar in many ways but opening hours matter, as do activities or events and also study space
- **different opening hours** – with existing users most suggested opening times were equally popular except for Sunday which was less so.
- **digital access, support and equipment** - the most common request was for support to use both the hardware and software.
- **activities and events** – wide range supported but included book clubs, craft groups, author/writer talks, general children’s activities.
- **council Services in Library** – a hub for all services was most popular followed by Registration, Planning, Housing, Tourist Information and Benefits
- **how could be develop the service in the future?** The top ten suggestions mentioned most included (in order)
 - the service is good as it is/no change
 - expand range/number of books/ new purchases of books
 - better/longer opening hours
 - keep libraries open
 - local information/ Citizens Advice Bureau and Tourist Information Centres
 - already have good staff which is important
 - create a community hub
 - create a coffee shop
 - more events
 - libraries need to promote themselves better
- vision Words – top five were Accessible, Friendly, Books, Welcoming, Community

Non-Users (p66)

- 339 non-users responded, of which 267 had used a Dorset library before and 64 who hadn’t
- main single reason people didn’t use the library was they buy books/get information from the internet and secondly they said they don’t need these services. The third highest was they didn’t have time
- words to describe the library – previous users; Friendly, Helpful, Welcoming, Useful. Never used the library: Outdated, Community, Local, Useful
- when asked what could encourage non-users to go to a library the response was dominated by a coffee shop (47%) followed by the range and choice of stock

(34%). Third place was Events which encourage the reuse or borrowing of items (e.g. swaps, “Library of Things” etc) (33%). Fourth place was opening hours.

- **different opening hours** preferred by non-users were evenings (72%) followed by Saturdays (52%)
- **digital access, support and equipment** - the main thing was about tablets, access to e-books and fully functional digital services
- **activities and events** –range supported but included Author talks/book launches, Coffee/social meetings and general children’s activities.
- **other things that might get non users into the library** – there appeared to be a suggestion that books could be delivered to people rather than people going to books. This may stem from the COVID world with home delivery becoming more of the norm.

Background

The technical bit

The survey closes at midnight on 7 January 2022. Responses will be anonymous, and no one will be able to identify you from your answers. Our webpage dorsetcouncil.gov.uk/lets-talk/libraries provides all the latest updates.

The Consultation

The consultation period ran from 25 October 2021 to midnight on 7 January 2022.

Very few questions were compulsory. A copy of the survey is available in the appendix.

Analysis Method

Questions were considered on an individual basis. Overall responses were examined, and specific responses of respondents were looked at. The main method of analysis was looking at the percentage of respondents who expressed a view on each question.

For each open question the text comments have been studied and “coded” depending on what issues were raised. The coded comments are then reported on based on the amount of times those individual issues have been raised. Total redacted comments are provided in an appendix. Note: some figures may not sum due to rounding.

Out of Format Responses

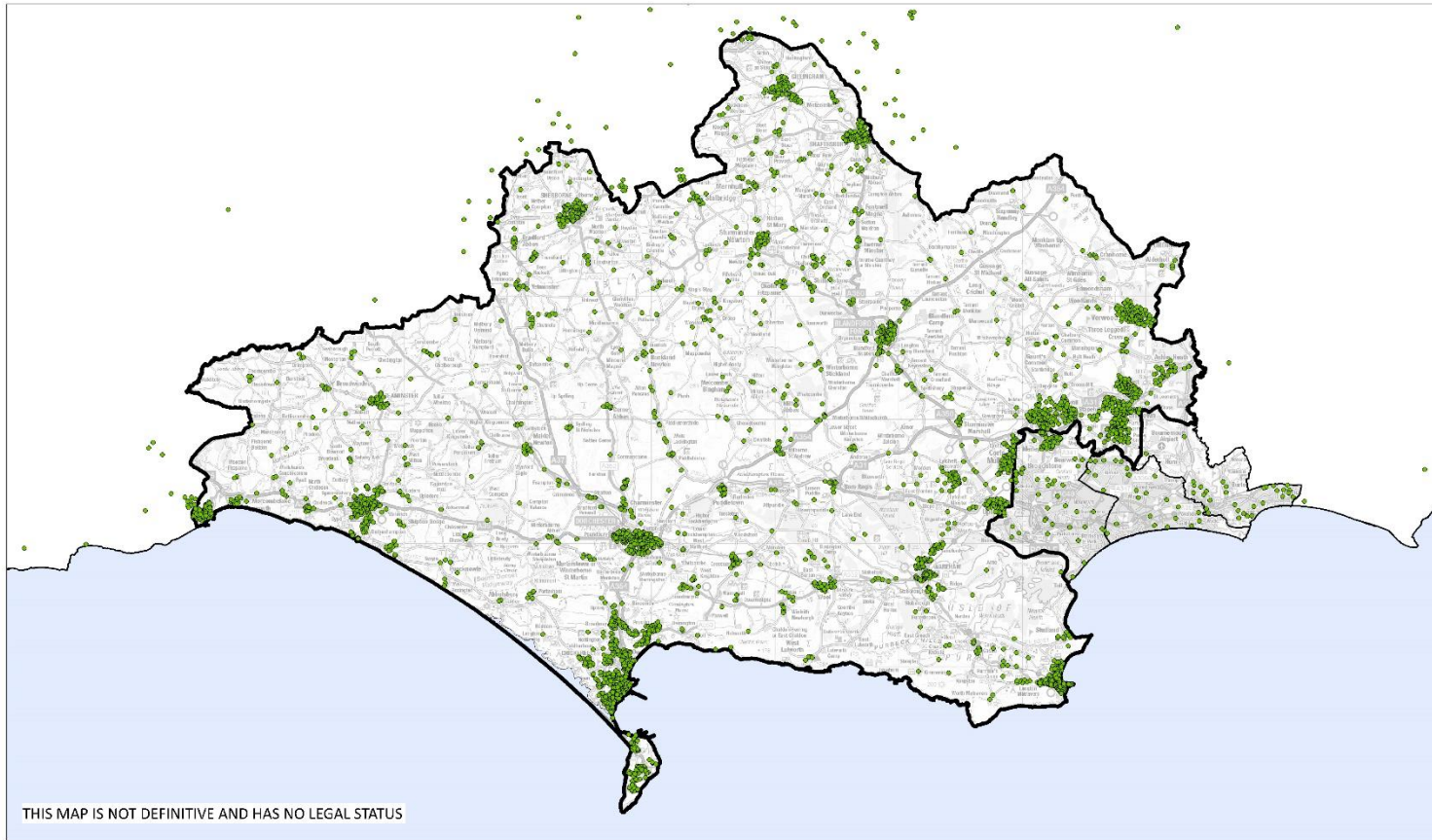
One “out of format” response has been received. This is included at the end of the full appendix of comments.

Responses

The following map shows the plot of the postcodes of respondents. It shows a good spread across the Dorset Council area with a few into the surrounding areas.

Map of all respondents to the #LetstalkLibraries consultation by postcode

Around 6,900 postcodes were given by respondents



Postcodes of respondents to the #letstalklibraries consultation

Ref:
Date: 2022
Scale 1:2411000
Drawn By:
Cent X: 423870
Cent Y: 98636



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Overall respondents

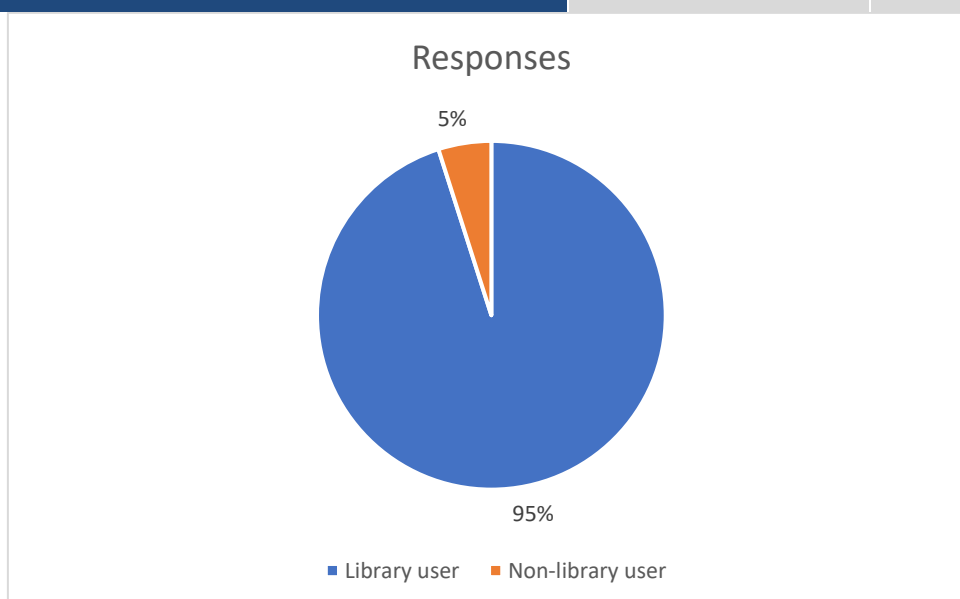
6,927 people responded to the main library survey. These are divided into the following groups

	Number
Library user	6,561
Non-library user	339
Unspecified (incomplete responses)	27

The table above shows the total responses including 27 incomplete responses. The following table shows the valid responses. The analysis will focus on the two main groups, those responding as library users and those responding as non-users. The two groups received similar but not identical questions.

Q1 Do you use Dorset’s library service (either in building, online, or via our home library service)?

Q1	% of all respondents	Number
Library user	95.1	6,561
Non-library user	4.9	339



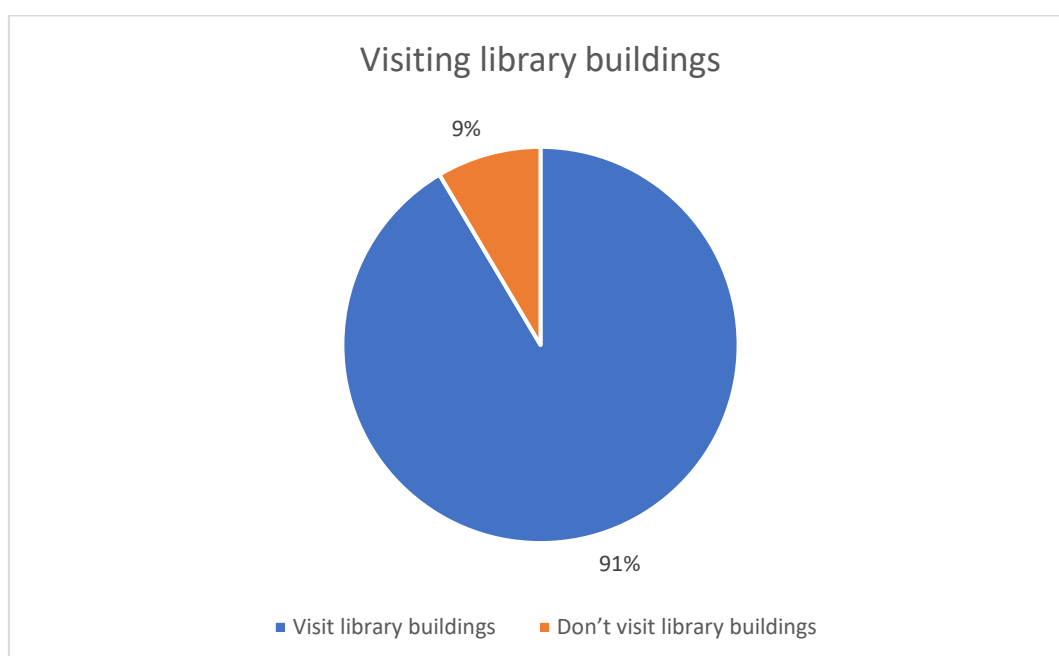
The survey was an ‘open survey’ with people self-selecting to respond. As the above table shows the vast majority of the respondents were library users, making up 95% of all responses. Only 5% responded as non-users of the library service.

Library Users

Q2 Do you normally visit Dorset's library buildings?

6,452 responded to this question with 91.5% using the library buildings and 8.5% not using the buildings. Those not using the building could be accessing the service online or using the home library service.

Q2	% of all respondents	Number
Visit library buildings	91.5	5,902
Don't visit library buildings	8.5	550



The respondents who used buildings were then asked about which libraries they visited and then which was the main library they visited.

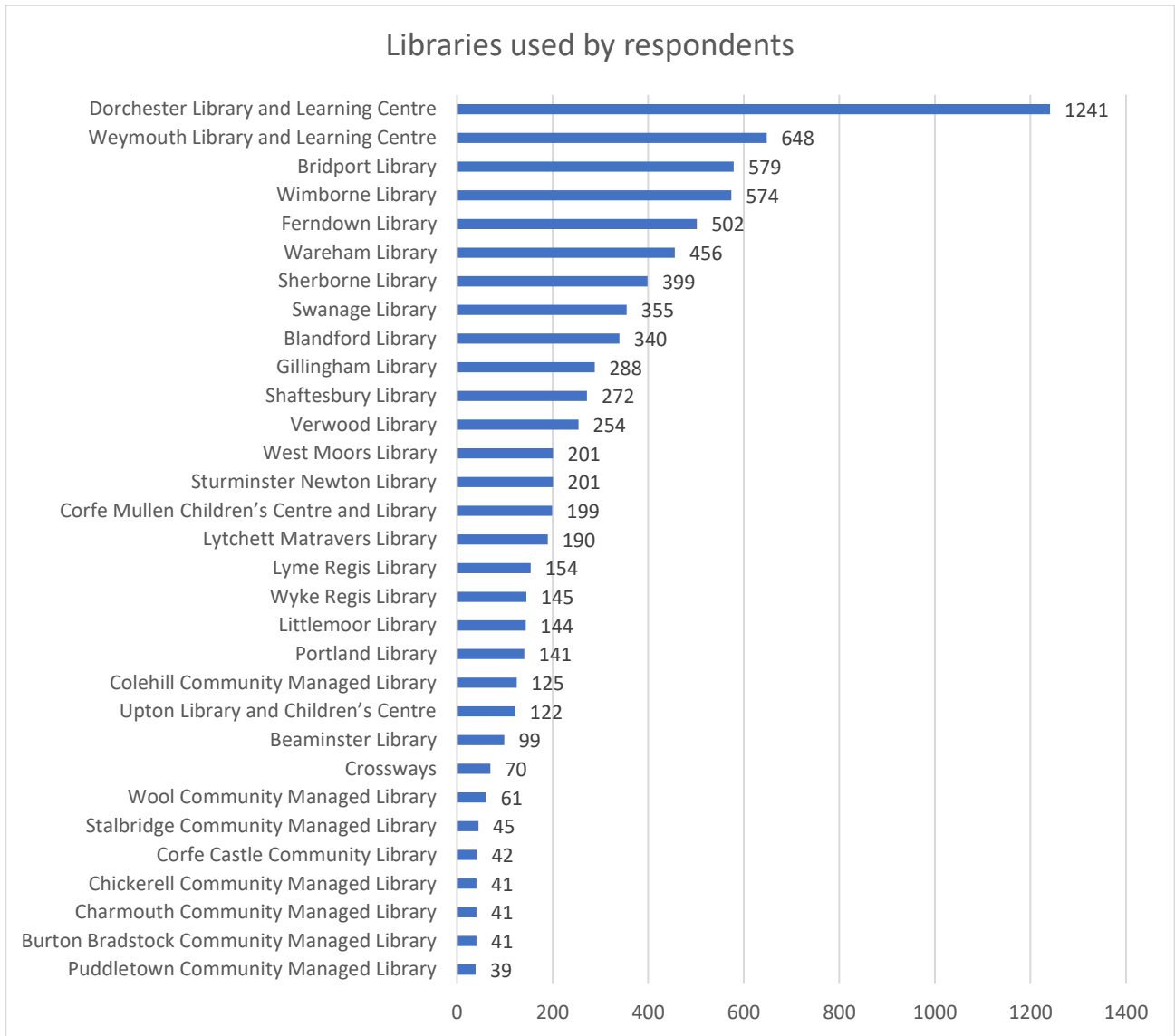
Q3 Select the library which you visit.

If you visit more than one library, you can select multiple.

As the table below shows Dorchester was the library that the largest number respondents used at 1,241. This was followed by Weymouth and the other larger libraries such as Bridport, Wimborne and Ferdown

Library	Users
Dorchester Library and Learning Centre	1,241
Weymouth Library and Learning Centre	648
Bridport Library	579
Wimborne Library	574
Ferndown Library	502
Wareham Library	456
Sherborne Library	399
Swanage Library	355
Blandford Library	340
Gillingham Library	288
Shaftesbury Library	272
Verwood Library	254
Sturminster Newton Library	201
West Moors Library	201
Corfe Mullen Children's Centre and Library	199
Lytchett Matravers Library	190
Lyme Regis Library	154
Wyke Regis Library	145
Littlemoor Library	144
Portland Library	141
Colehill Community Managed Library	125
Upton Library and Children's Centre	122
Beaminster Library	99
Crossways	70
Wool Community Managed Library	61
Stalbridge Community Managed Library	45
Corfe Castle Community Library	42
Burton Bradstock Community Managed Library	41
Charmouth Community Managed Library	41
Chickerell Community Managed Library	41
Puddletown Community Managed Library	39

Note: respondents could select as many options as they liked



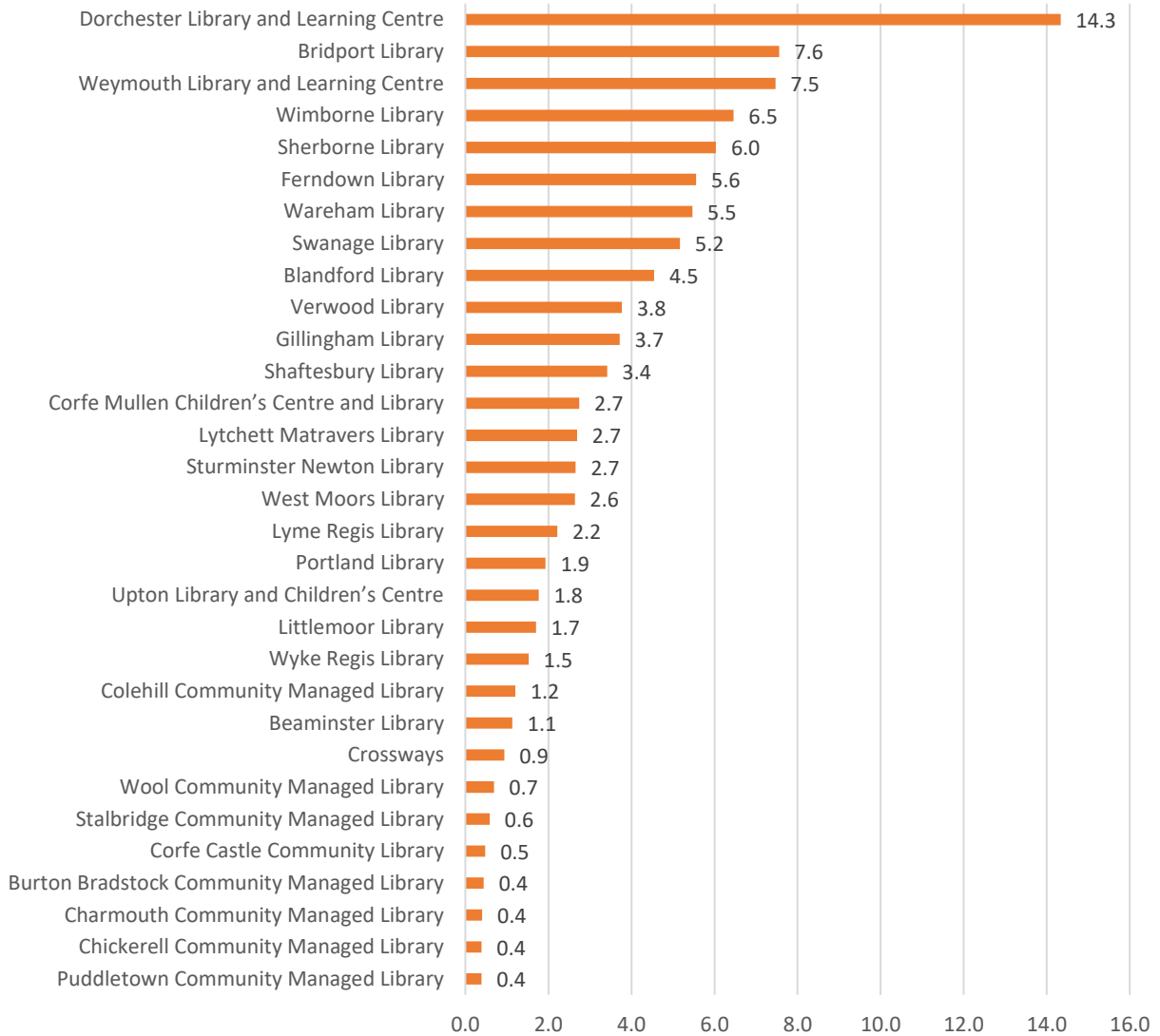
Q4 Of those selected, which library do you visit the most?

As the table below shows 14% of respondents used Dorchester as their main library and the main libraries all featured in the top ten. Over 50% of respondents used 7 libraries. There is scope for further analysis to look at relationships where users use more than one library. For example, of the 64 who said Beaminster was their main, i.e. “most used” library, nearly 30 also used Bridport library. Another example would be where 86 used the Wyke Regis Library most often, 47 of them also used Weymouth main library.

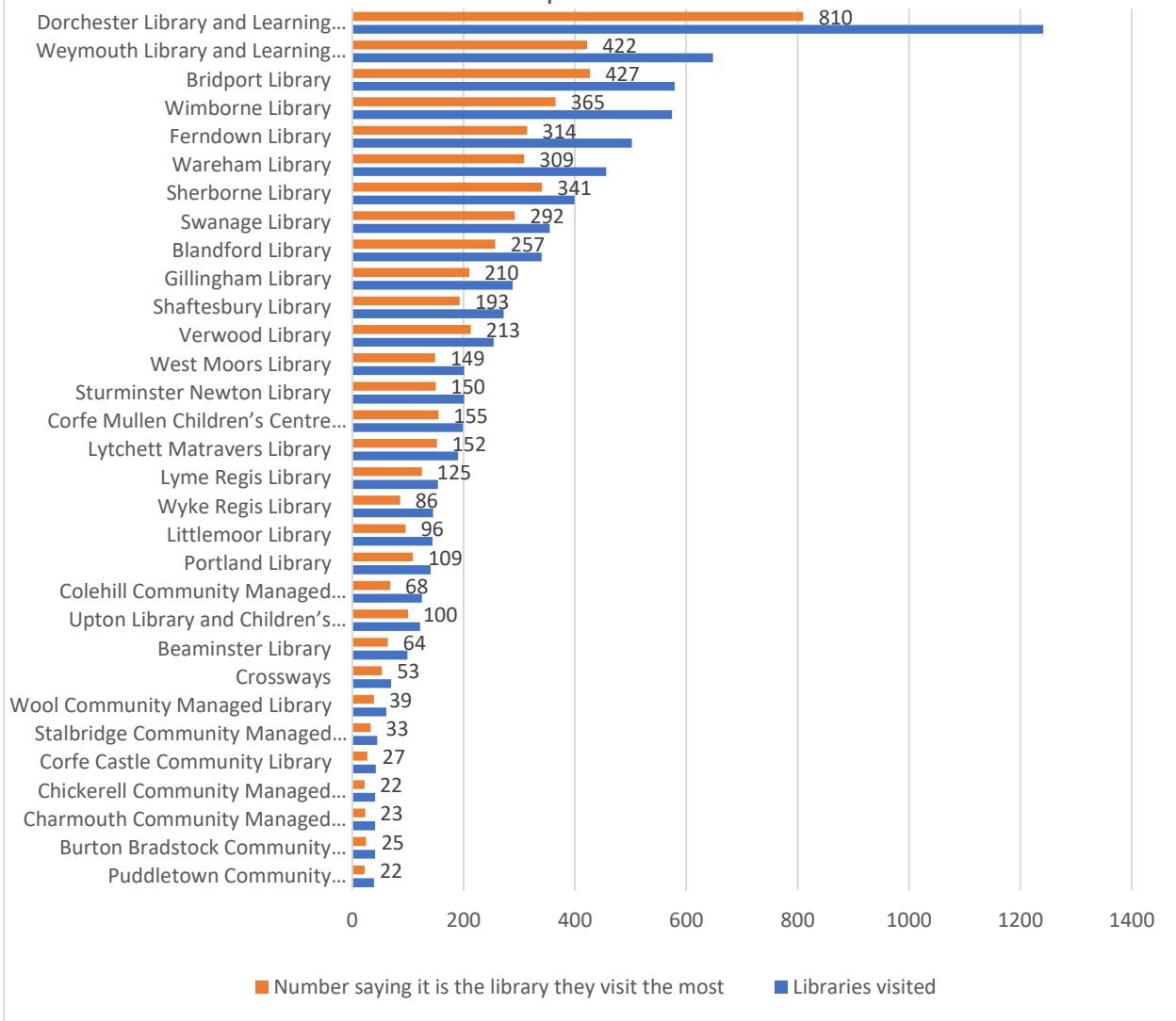
Q4 Library	Number saying it is their main library	%
Dorchester Library and Learning Centre	810	14.3
Bridport Library	427	7.6
Weymouth Library and Learning Centre	422	7.5
Wimborne Library	365	6.5

Sherborne Library	341	6.0
Ferndown Library	314	5.6
Wareham Library	309	5.5
Swanage Library	292	5.2
Blandford Library	257	4.5
Verwood Library	213	3.8
Gillingham Library	210	3.7
Shaftesbury Library	193	3.4
Corfe Mullen Children's Centre and Library	155	2.7
Lytchett Matravers Library	152	2.7
Sturminster Newton Library	150	2.7
West Moors Library	149	2.6
Lyme Regis Library	125	2.2
Portland Library	109	1.9
Upton Library and Children's Centre	100	1.8
Littlemoor Library	96	1.7
Wyke Regis Library	86	1.5
Colehill Community Managed Library	68	1.2
Beaminster Library	64	1.1
Crossways	53	0.9
Wool Community Managed Library	39	0.7
Stalbridge Community Managed Library	33	0.6
Corfe Castle Community Library	27	0.5
Burton Bradstock Community Managed Library	25	0.4
Charmouth Community Managed Library	23	0.4
Puddletown Community Managed Library	22	0.4
Chickerell Community Managed Library	22	0.4

% of respondents saying it is the library they visit the most



Comparison of libraries used... to the libraries used the most by respondents



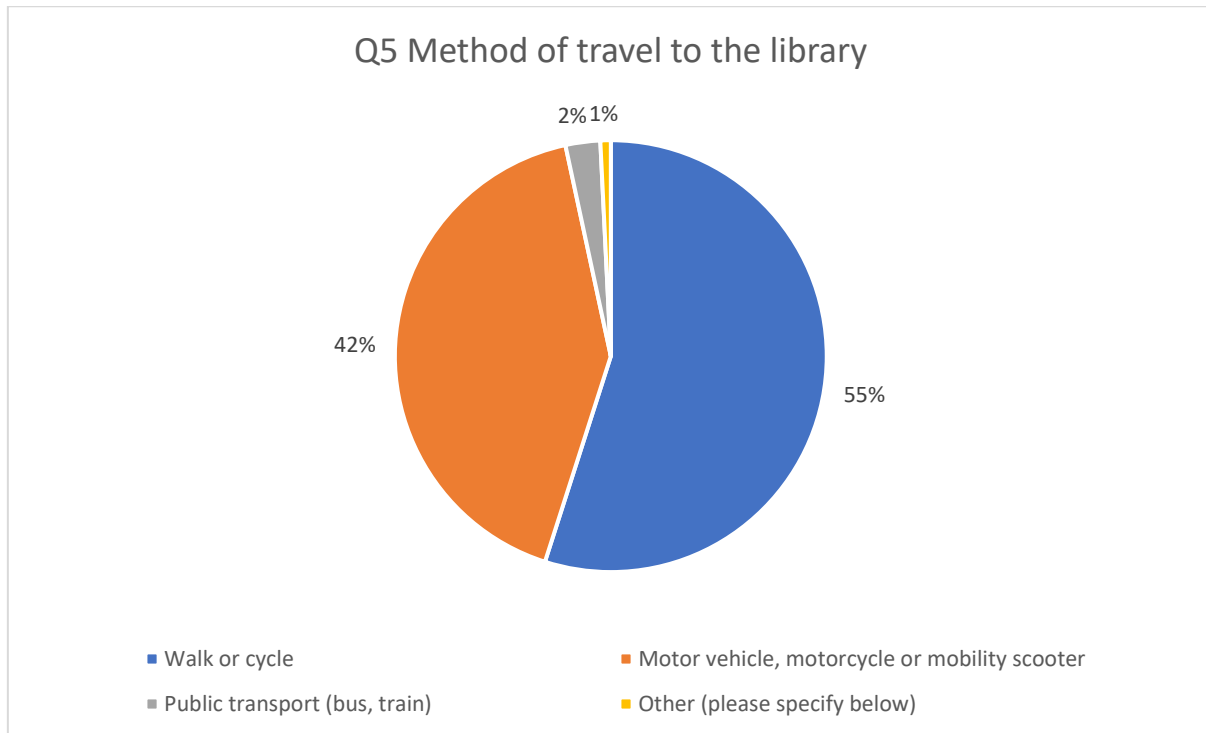
Q5 How do you travel to the library?

If you visit more than one library, - please answer based on the library you visit the most.

At 55% the main method of accessing the library buildings was by walking or cycling. Nearly 42% travelled by car, motorcycle or mobility scooter. Very few people travelled on public transport.

Q5	% of all respondents	Number
Walk or cycle	54.9	3,173
Motor vehicle, motorcycle or mobility scooter	41.7	2,408

Q5	% of all respondents	Number
Public transport (bus, train)	2.6	150
Other (please specify below)	0.8	45



Q5a Other method	Mentions
Mixed/variable - depending on day/trip etc	15
Mobility scooter/buggy/wheelchair	9
Car/vehicle	8
Taxi	4
Multiple methods in one trip	2
Community bus	1

The table above shows the responses to the “other method” question. This shows a few other methods suggested but the main response was from people had mixed or variable methods of getting to the library.

Further work can be done to look at home postcode in relation to main library used, looking at travel method.

Q5b Is there sufficient parking at, or near the library?

2,345 responded to this question

Q5b	% of all respondents	Number
Yes	87.4	2057
No	12.6	297

The above table show the vast majority (of those who drive to the library) feel there is sufficient parking. 12.6% felt there wasn't. Looking at those responses more closely you can identify which libraries were used and the relative lack of parking. This is presented in the table below:

Library (top 10)	People concerned over lack of parking
Weymouth	57
Dorchester	56
Blandford	47
Wareham	42
Shaftesbury	28
Sturminster	23
Swanage	22
Wimborne	21
Bridport	19
Lyme Regis	19

This shows, as you would expect, busier bigger libraries have more concerns about lack of parking than the smaller ones, but some outliers stand out. Wareham, a relatively small library features fourth highest with 42 people raising concerns over parking and Blandford with 47 concerns features above it in the table.

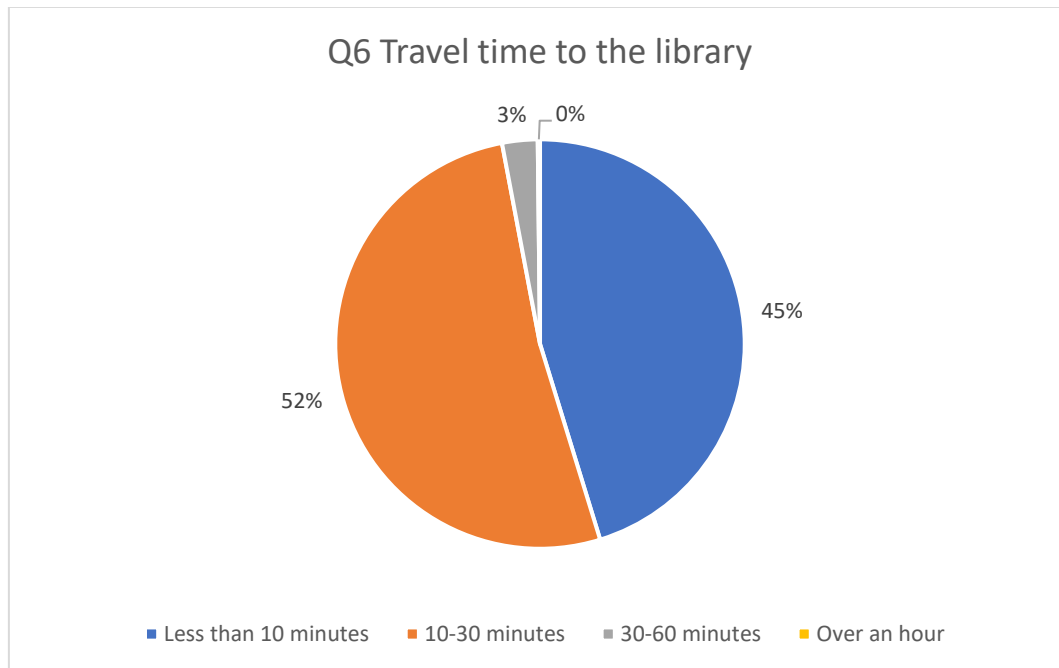
Further work can be done to look at parking issues by library in relation to number of respondents to the survey.

Q6 How long does it take you to travel to the library?

Overall, as the table below shows at 51.8% 10-30 minutes is the most common travel time to the library for respondents. However, this was only slightly ahead of less than 10 minutes with 45.3%. Only 167 respondents travelled over 30 minutes.

Q6	% of all respondents	Number
Less than 10 minutes	45.3	2,535

Q6	% of all respondents	Number
10-30 minutes	51.8	2,900
30-60 minutes	2.8	157
Over an hour	0.2	10



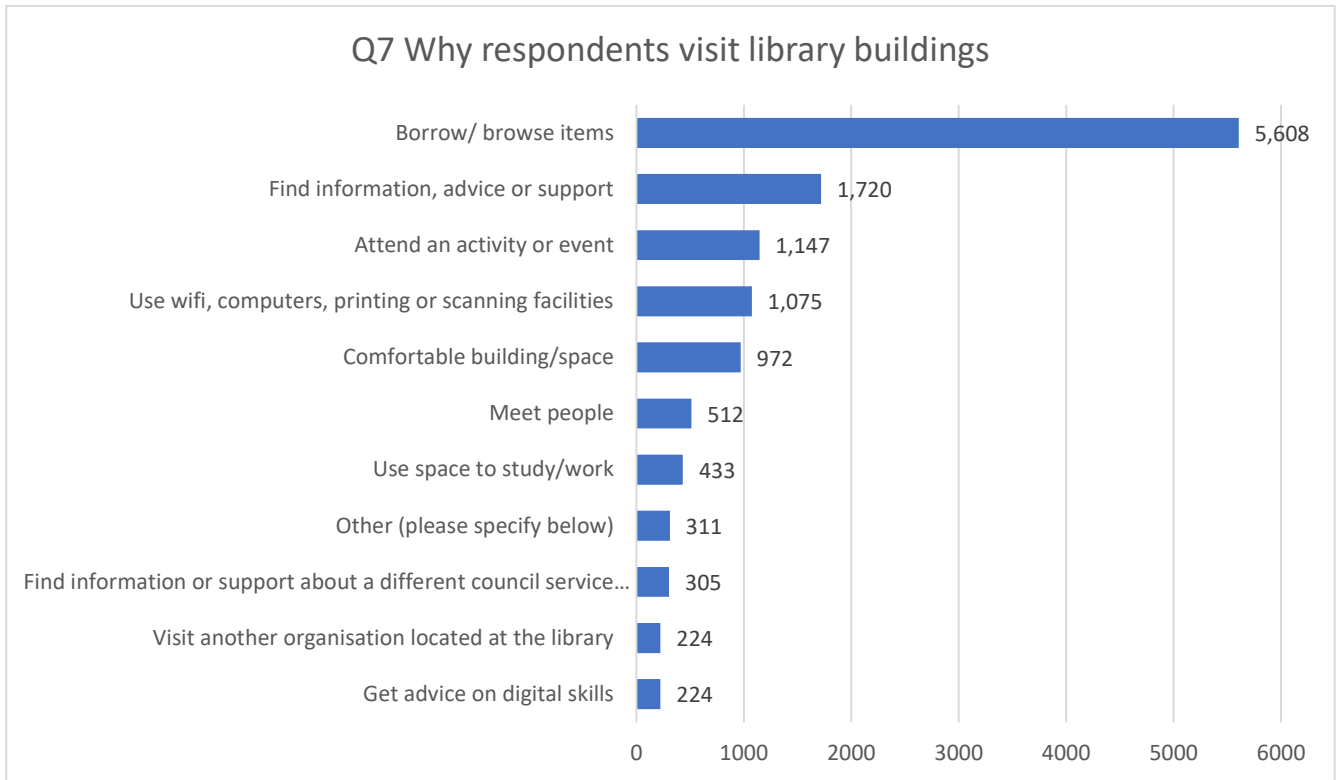
Q7 Why do you visit the library building?

If you visit more than one library, please answer based on the library you visit the most. You can select more than one option.

97.6% of respondents went to borrow/browse items. This was by far the popular reason for visiting. The second most popular reason was to find information advice or support. The following three were all similarly popular with between 1,147 and 972 selections: Attend an activity or event, Use wifi, computers, printing or scanning facilities or Comfortable building or space. The overall response shows the traditional use of the library (to borrow items) still totally dominates people's reason for using it. This is shown in the following graph.

Q7	% of all respondents	Number
Attend an activity or event	19.8	1,147
Borrow/ browse items	97.6%	5,608
Comfortable building/space	16.8	972
Use wifi, computers, printing or scanning facilities	18.5	1,075
Get advice on digital skills	3.9	224
Use space to study/work	7.5	433
Find information, advice or support	29.6	1,720
Find information or support about a different council service (which does not relate to the library)	5.3	305
Meet people	8.8	512
Visit another organisation located at the library	3.9	224
Other (please specify below)	5.4	311

Note: respondents could select as many options as they liked



The table below show the “other reasons” people specified for visiting the library building. Many revolved around borrowing items but quite a few attended as library volunteers or went specifically to take children/grandchildren. Another significant group were those who worked for the RVS and collected books to take to people at home. The fifth most common reason given as other, was meet and discuss things with staff.

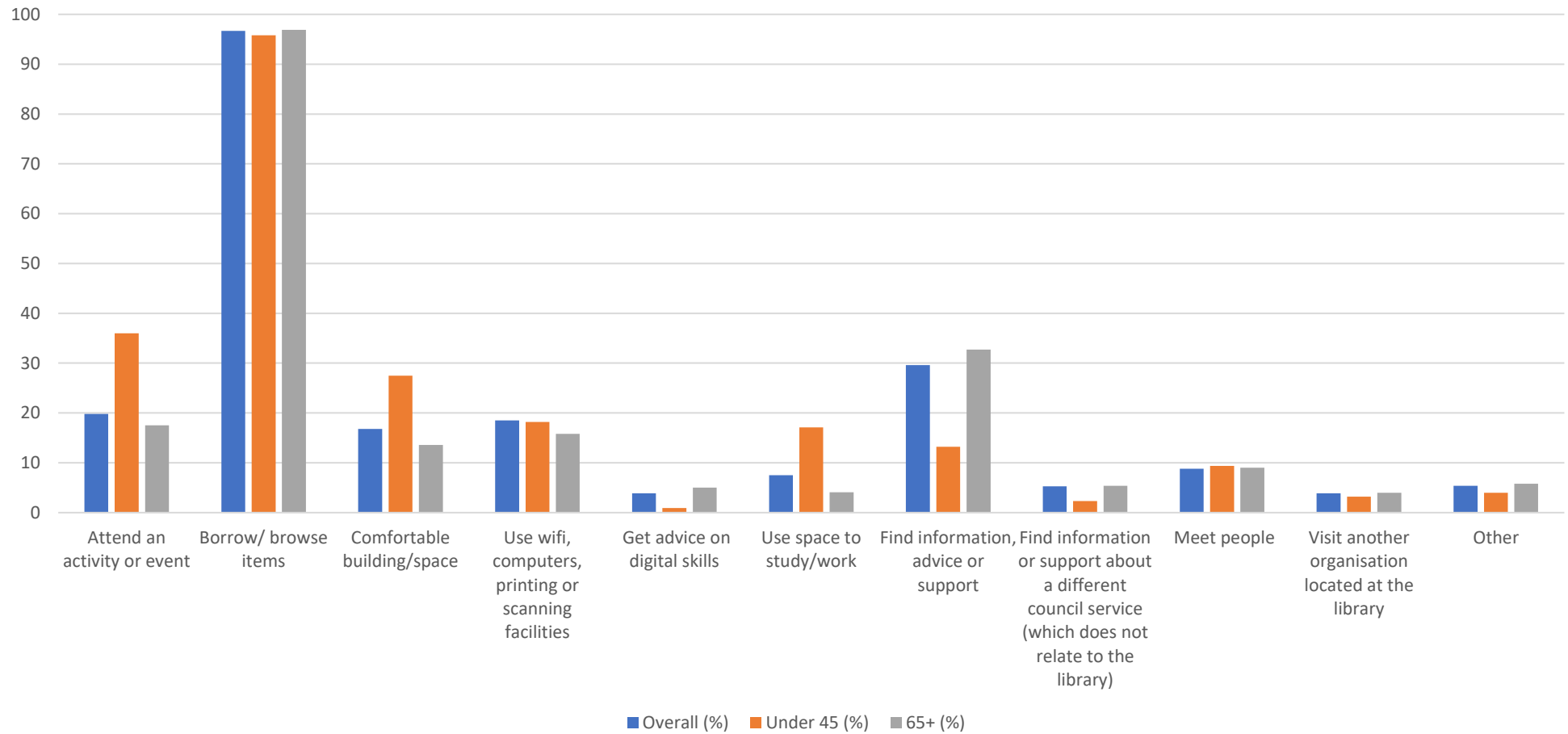
Q7a Why do you visit the library building? Other Please specify other in the box below	Mentions
Order/collect/return items/books	75
Library volunteer	40
Take child/children	30
Home Library Service volunteer (collect books etc) RVS	30
Meet staff/discuss things with staff	26
get info on what's on, council services etc	14
Read magazines and newspapers	13
Easy read support	9
Printing/photocopying	9
Get tourist information	9
Collect lateral flow tests	8
Book club	7
Use toilets	6
Buy items	5
Find quiet	4
Do jigsaws	4
Police/MP/councillor surgeries	4

Do gardening	4
Access online services	3
Use digital champion support	3
Attend/run courses/class	3
Get coffee	2
writing group	2
Research	2
Citizens Advice	2
Chess club	1
To advertise something	1
Building issues	1
Use Wi-Fi	1
Meetings/training	1
Knit and Natter	1
Hold interviews	1
Visit exhibitions	1
Registrar	1
Borrowbox	1

Looking to see if different age groups attend the library building for different reasons shows a few variations. Younger people (<45) still mainly go to borrow items but attending events are their second most popular reason for going. Finding information, advice and support was less significant, as was using the computer/IT type facilities whilst finding space to study and work was more significant. These responses are shown in the graph below.

The responses from people who attended with children were similar to those aged under 45.

Q7 Why respondents visit library buildings - comparison of younger people (<45)(orange) to over 65s (grey) - percentages

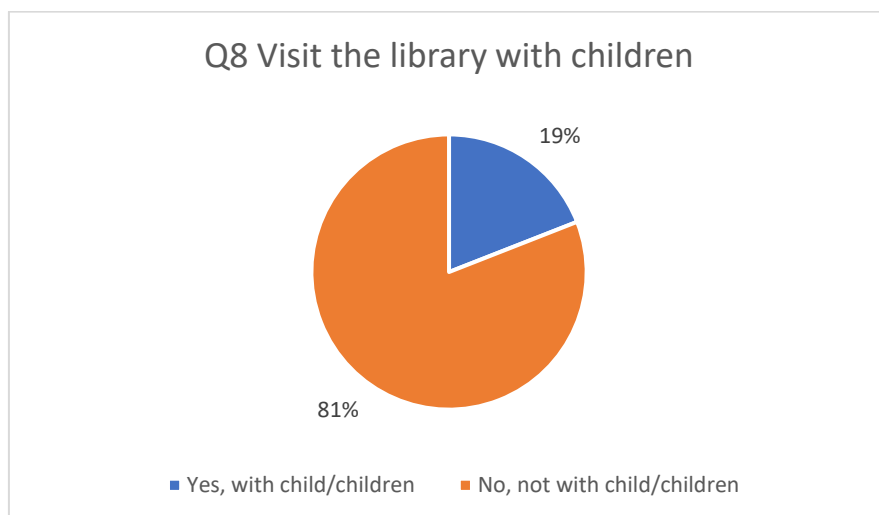


Looking at responses specifically from disabled people they were similar to the overall response. Their main reason for going was to borrow items followed by getting information, advice and support. Their third most popular reason for attending was to use the IT equipment.

Q8 Do you visit the library with a child/children?

5,762 people responded to this question. Virtually one in five people responding visited the library with a child/children

Q8	% of all respondents	Number
Yes, with child/children	19.1	1,098
No, not with child/children	80.9	4,664

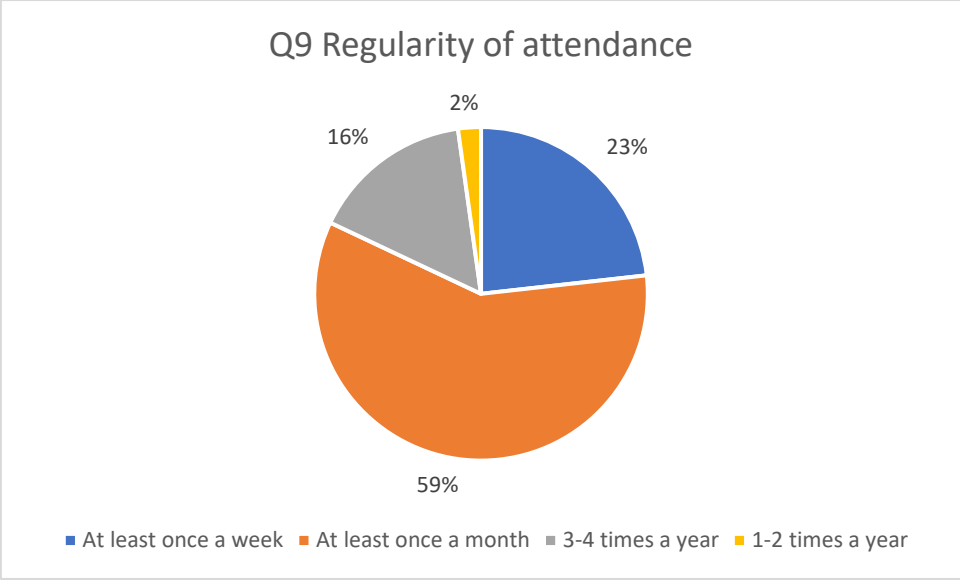


Q9 How often do you normally visit one of Dorset's library buildings?

5,773 people responded to this question. The responses are shown in the table below.

Q9	% of all respondents	Number
At least once a week	23.2	1,341
At least once a month	58.8	3,394
3-4 times a year	15.8	910
1-2 times a year	2.2	128

The responses show many people are regulars at the library with 23% attending at least once a week, with a further 59% attending at least once a month. “Occasional users” made up 18% of responders who went to the library between 1-4 times a year.

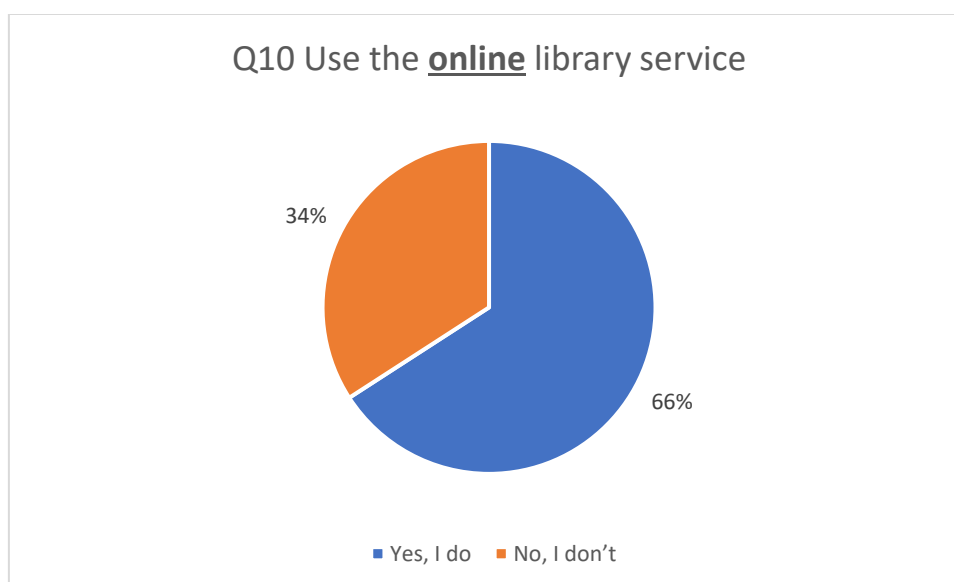


Online Library Service

Q10 Do you use our online library service?

As the table and chart below show, two thirds of all respondents use the online library service.

Q10	% of all respondents	Number
Yes, I do	65.9	1,978
No, I don't	34.1	1,025



As the table above shows thirds of the respondents to this question used the online library service and a third didn't. Interestingly looking at the regularity of the online user's attendance at the physical libraries it is almost identical to the overall respondents (and non-online users), with 25% going at least once a week and 58% at least once a month.

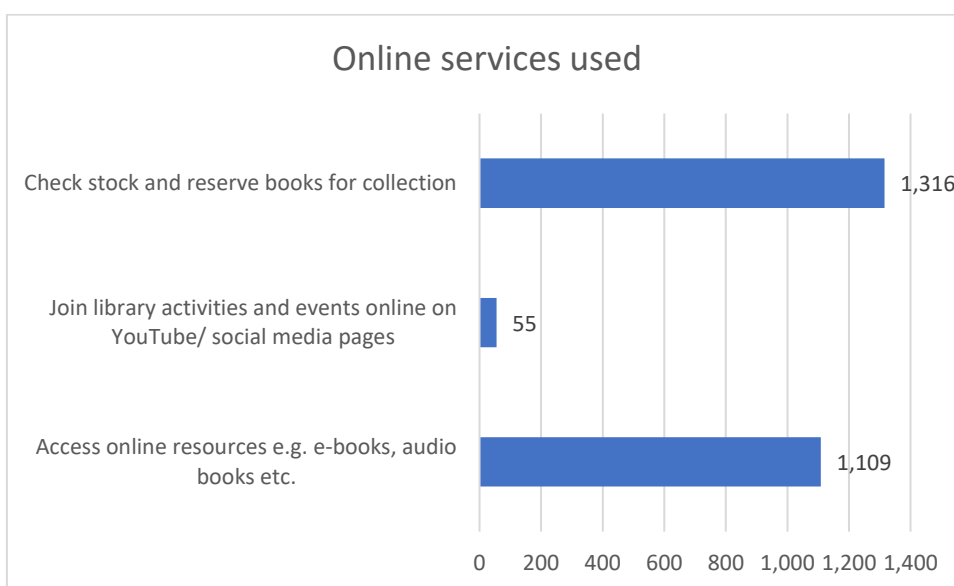
Looking at the age profiles of the online users and non users they are generally quite similar. However, a higher percentage of the non-online users are aged 65 or over, at 68.7% compared to 55.8%.

Q11 Select which online library services you use. You can choose multiples

As the table and chart below shows the most popular use of the online service was for checking stock and ordering books. About a third of these people also accessed other online services such as e-books and audio books. Very few people said they joined online activities and events.

Q11	% of all respondents	Number
Access online resources e.g. e-books, audio books etc.	57.0	1,109
Join library activities and events online on YouTube/ social media pages	2.8	55
Check stock and reserve books for collection	67.7	1,316

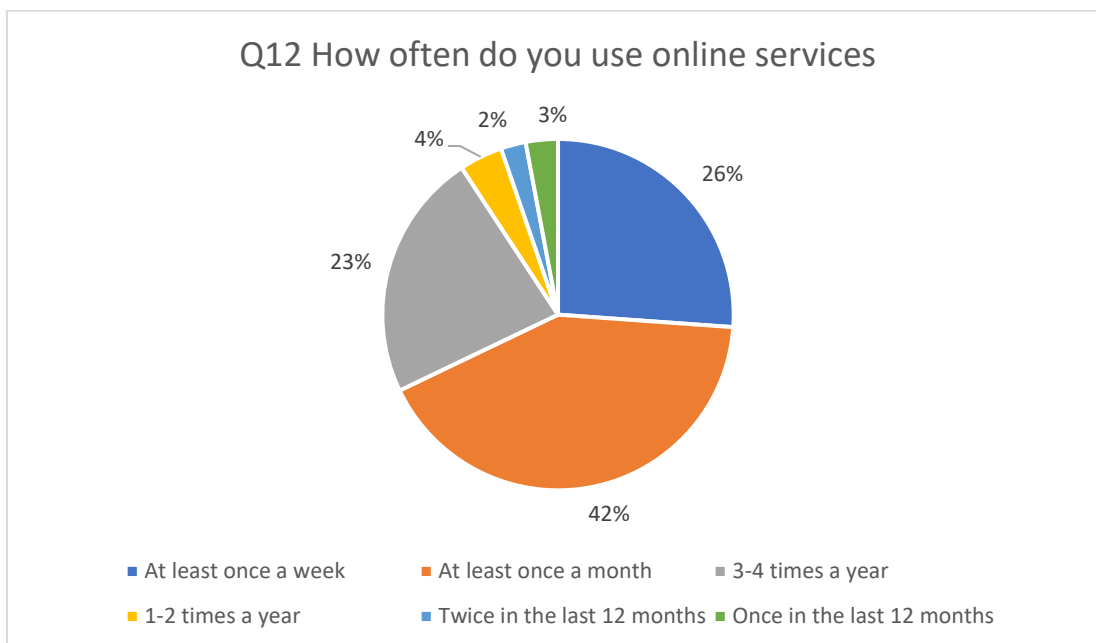
Note: respondents could select as many options as they liked



Q12 How often do you normally use these services?

As the table and chart below shows nearly three quarters of people use the online service at least once a month. A quarter use it at least once a week.

Q12	% of all respondents	Number
At least once a week	26.1	512
At least once a month	41.8	818
3-4 times a year	22.9	448
1-2 times a year	4.0	78
Twice in the last 12 months	2.3	45
Once in the last 12 months	3.0	58

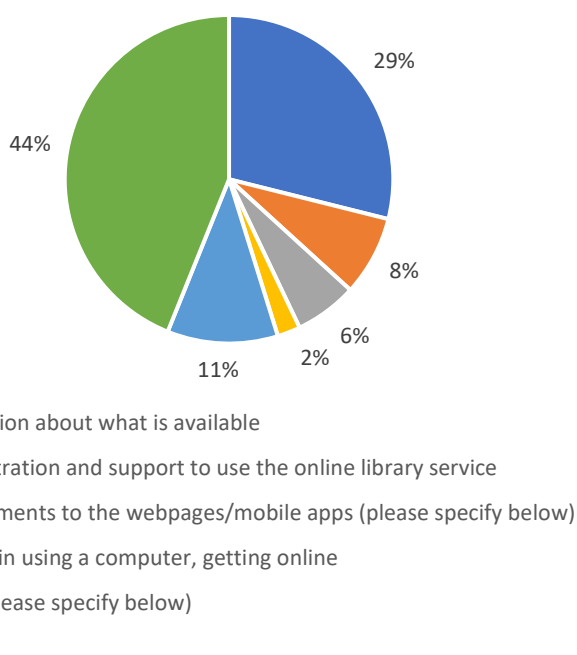


Q13 What would encourage you to use the online library service or use it more? Select the main reason.

2,872 people responded to this question. As the table and chart below show whilst 44% felt nothing would encourage them to use the online service more, just under 30% felt they needed more information about what was available. 177 people felt improvements to the webpages/mobile apps would encourage them. Many went on to explain what their issues were. 313 people suggested other things and these will be explored in detail shortly.

Q13	% of all respondents	Number
Information about what is available	28.9	830
Demonstration and support to use the online library service	7.9	226
Improvements to the webpages/mobile apps (please specify below)	6.2	177
Training in using a computer, getting online	2.3	65
Other (please specify below)	10.9	313
Nothing	43.9	1,261

Q13 What would encourage you to use the online library service or use it more?



So, looking at the responses about the web pages and mobile app (summarised in the table below) the main issues are twofold. Firstly the software appears to be difficult to use and “clunky” and secondly when you make it work there is a perceived lack of content. Borrowbox and Libby both received criticism. The full list shows the variety of issues raised

Question 13a - Improvements suggested to webpages/mobile apps	Mentions
Clunky/ Not easy to use	38
Difficult to find books/Better search	26
Libby App(magazine) not good/ow worse/needs easier login	18
Wider selection of e-books	11
Borrowbox needs improving/is worse	8
Need to be more mobile friendly	8
Need better instructions/training on e-books etc	7
Better categorisation	7
Wider selection of books (unspecified)	6
Easier login needed	6
Too long waiting list for books	6
Online reservations poor	6
Ordering books... need to know position in queue	5
Need a more UK based catalogue of e-books/audio books	4
Need to work with wider variety of e-readers (Kobo, Kindle etc)	4
Better communication of what’s available	4
Book recommendations/reviews	4

Online service is good	3
Better access to newspapers/magazines	3
Online clunky and needs support	3
Multiple access to the same book needed	3
Libraries West selection is poor/difficult to access	3
Less easy to print from now	3
More recent books (long waiting list)	3
Wider selection of films	2
Click and collect is good	2
Better alerts/notifications	2
Three apps need to be one app	2
Need more clever software	1
Not as good as cloud history	1
Needs to be easier to download app	1
Ability to buy	1
Online payment of fines etc	1
Nothing	1
Need to create personal user account with preferences	1

Looking at what other things would encourage people to use the online service (summarised in the table below) the main thing suggested by far was a better range/selection of e-books and audio books with 95 mentions. Other significant things include the slowness to get what they want with a shortage of popular titles. The full list is available below.

Q13b What other things would encourage you to use the online library service	Mentions
Better range/selection of e-books and audiobooks	95
Nothing in particular - prefer in person service, don't need service, nothing	54
Better availability - too slow availability	27
Need better computer/internet access at home	17
More copies of popular genres or popular titles/sets/series	16
Access to Ancestry	15
Appointment for help/training at the library/ IT skill upgrade	12
Very good service, use it already	12
Better software - e.g. Libby is clunky	10
Further lockdown, closure or illness	10
Compatible with wider range of readers (e.g. Kindle)	8
Other	8
Make more user friendly - scrap Borrowbox	7
More non fiction e.g. science, history, research	7
Longer lending time	7
Better knowledge of what was available	7
Click and collect	6
More magazines on Libby	6
Better simpler apps	6
Change in habits	6

More large print books online	4
Becoming younger!	3
Newspaper app improved	3
More research documents	3
More newspapers	3
More confidence	3
Online renewals	3
More online events	3
Allow books to be borrowed by more than 1 person	2
Better search	2
Better categorisation	2
Provide sheet music	2
Free ordering	2
More British books being available	1
Ability for someone to order on your behalf	1
Ability to check return date	1
If events booking online	1
Give users more say in what is provided	1
Know length of queue for items	1
Better phone access	1
More trending e-books for teens	1
More computers in libraries	1
Easier set up/login	1
Access to find my past	1
Access to other libraries stock out of area	1
Online courses	1

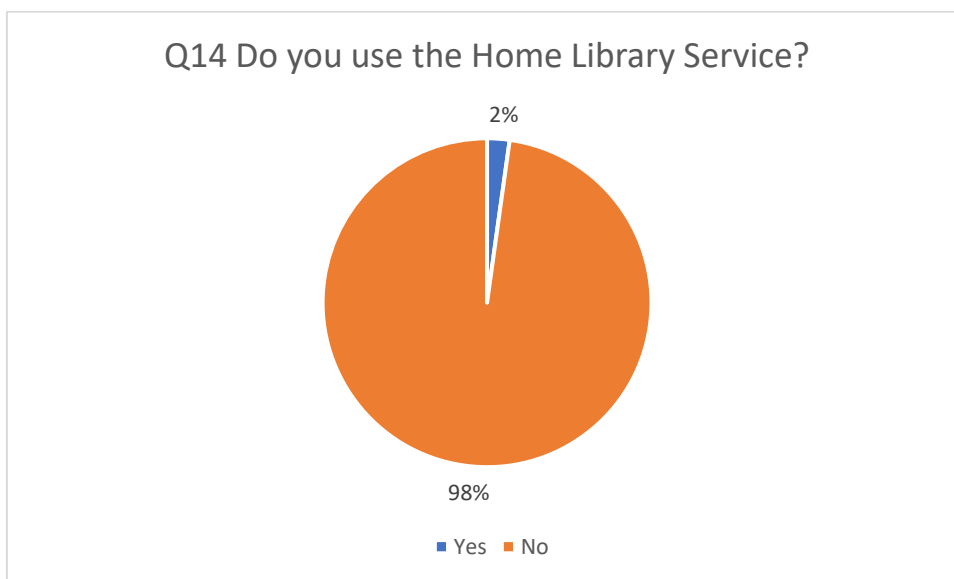
Home Library Service

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)

Q14 Do you use the home library service?

6,297 people responded to this question. As the table and chart below show the vast majority of respondents didn't use the Home Library Service, with responses from 139 users.

Q14	% of all respondents	Number
Yes	2.2	139
No	97.8	6,158



Q15 Is there any feedback you would like to share about the Home Library Service? Are there any ways this service could be developed etc.

This was an open text question that 91 people responded to. The summary of the results is in the table below. The main thrust of the response was about how much the service was appreciated, along with the volunteers who delivered the books.

Issue Q15	Mentions
Very good service as it is	54
Volunteers are appreciated	8
Greater selection of audio books	4

Enjoy making deliveries	4
Should advertise the service more	2
Book ordering should be priority as housebound	2
Audi CDs in poor condition	2
Difficult if info about home library service is online	1
Not easy to get distributors	1
Need more large print books	1
Can't always get the books they want	1
Use Library West to get deliveries	1
More regular deliveries would be good.	1

Activities and events

Dorset Council provides a range of activities and events in the libraries and online

Q16 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

6,246 people responded to this question. As the table and chart below

Q16	% of all respondents	Number
Yes, I attend events	27.1	1,693
No, I don't attend events	72.9	4,553



Q17 Select the activities or events you (or somebody you care for) attends

Also select any you normally attended before the COVID-19 pandemic.

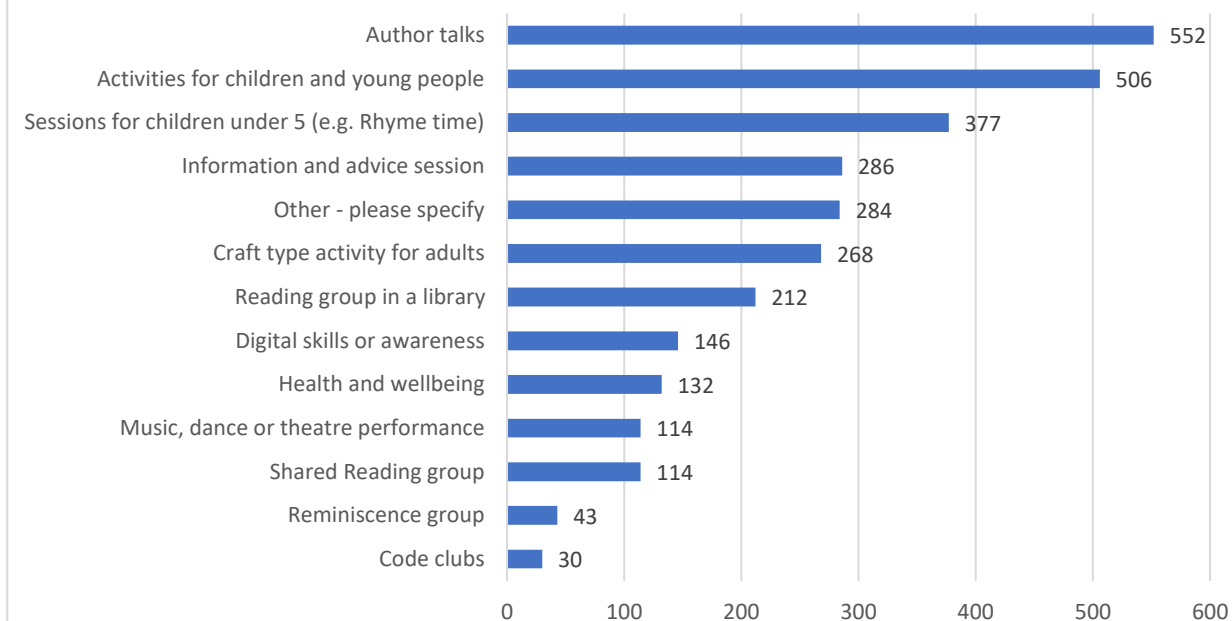
People could select multiple options. The main events attended were author talks closely followed by activities for children and young people. Sessions for the under fives were next most popular with 377 responses. Information and advice sessions and craft activity for adults were also well attended. The full list are in the following table and graph.

Q17	% of all respondents	Number
Sessions for children under 5 (e.g. Rhyme time)	22.6	377

Q17	% of all respondents	Number
Activities for children and young people	30.3	506
Code clubs	1.6	30
Author talks	33.0	552
Shared Reading group	6.8	114
Reading group in a library	12.7	212
Craft type activity for adults	16.0	268
Music, dance or theatre performance	6.8	114
Reminiscence group	2.6	43
Information and advice session	17.1	286
Digital skills or awareness	8.7	146
Health and wellbeing	7.9	132
Other - please specify	17.0	284

Note: respondents could select as many options as they liked

Q17 Select the activities or events you (or somebody you care for) attends



Q17a Other – please specify

284 people responded to this question specifying other activities they attend in addition to those on the list. The most mentioned included creative writing groups, Library Friends events, general talks, and history talks. The full list is in the table below.

Other activities Q17a	mentions
Creative writing groups/workshops	33
Friends of library events	33
General talks	28
Family history sessions	20
Tea/coffee social	14
History talks	13
Photo/crafts/arts exhibition	12
Quiz	10
U3aA	8
MP/ Councillor sessions	7
Various displays	7
Adult Education classes	7
Waste/recycling sessions	6
Bridge club	5
Poetry Group	5
Other	5
Easy Read group	4
Volunteers meetings	4
Art class	4
Community event	4
Language class	3

Christmas card sales	3
Jig saw club	3
Employment workshop/ job club	3
Knit and natter	3
Play reading group	3
Book sale	3
Virtual reality events	3
Carers Group	2
Blind meeting	2
Parish council info sessions	2
Summer reading challenge	2
Book club	2
Chess	2
Lego club	2
Geology walk	1
Book exhibition	1
Coaching	1
Computer course	1
Credit union	1
D of E	1
Discussion groups	1
dungeon and dragons club	1
Games	1
Murder mystery	1
Reading group	1
Reading Skills	1
Digital champion sessions	1
Book readings	1
Treasure hunt	1
Trails	1
Charity events	1
Meetings	1
Home education group	1
Choral event	1

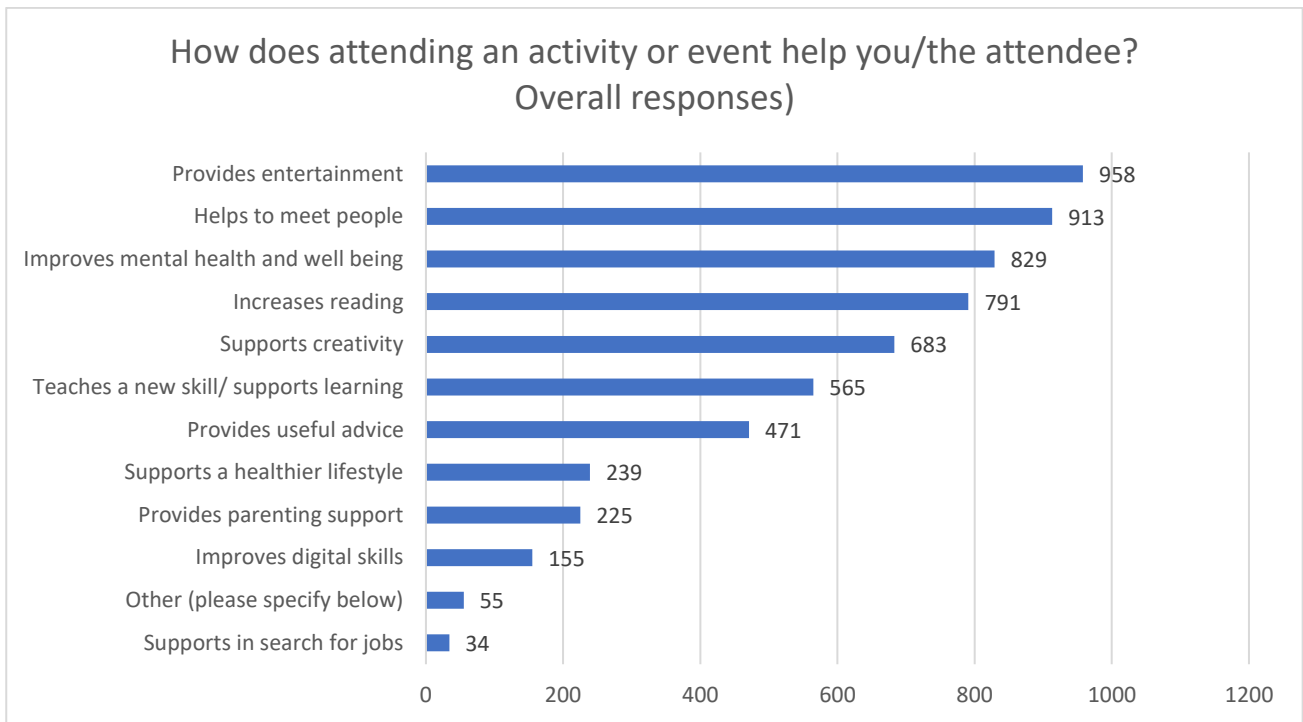
Q18 How does attending an activity or event help you or (if responding on behalf of somebody you care for) the event attendee? People could select multiple options.

There seems to be a large social element to attending events with the main highest responses to this question suggesting they provide entertainment and the ability to meet people. This tends to link in with the third highest choice - improves mental health and well-being. Other significant choices revolve around increasing reading, creativity and

new skills. For disabled respondents it was more about improving mental health and wellbeing and meeting people, which were their top two options.

Q18	% of all respondents	Number
Provides parenting support	13.7	225
Teaches a new skill/ supports learning	34.3	565
Provides entertainment	52.8	958
Increases reading	48.1	791
Supports creativity	41.5	683
Improves mental health and well being	50.4	829
Helps to meet people	55.5	913
Provides useful advice	28.6	471
Improves digital skills	9.4	155
Supports in search for jobs	2.1	34
Supports a healthier lifestyle	14.5	239
Other (please specify below)	3.3	55

Note: respondents could select as many options as they liked



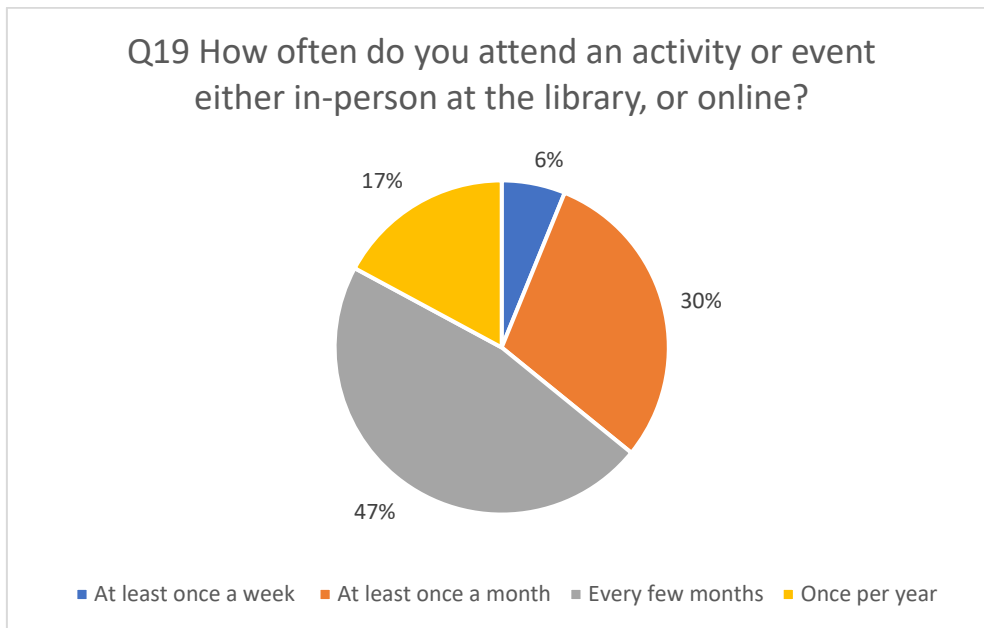
The list of “other” suggestions are listed in the following table, with increases knowledge being the most prevalent.

Q18a Other - attending events helps you	Mentions
Educational/increases knowledge	20
Meet new people/community	8
Supports environment	5
Try new things	4
Author events promote their work	4
Helps children	4
Improves social skills for children	3
Good value affordable activities	2
Fun	2
Other	2

Q19 How often do you attend an activity or event either in-person at the library, or online? 1,559 responded to this question. Looking how often people say they attend activities and events suggests the majority go every few months or more but some people are more regular, with nearly one in three attending at least once a month and one in ten every week. Looking at responses from disabled people this shows their attendance to be very similar to the overall response. This is shown in the table and chart below.

Q19	% of all respondents	Number
At least once a week	11.8	96

Q19	% of all respondents	Number
At least once a month	27.9	463
Every few months	44.2	733
Once per year	16.1	267

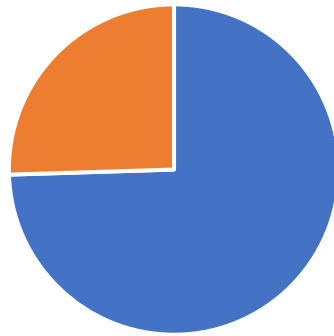


Q20 We introduced online activities in response to the COVID-19 pandemic. Do you want a mix of in-person and online activities and events to continue?

1,624 responded to this question. Looking at the overall response three quarters of the respondents (74.5%) thought they should. It made little difference to the responses if people were regular users (at least once a month or at least once a week) or occasional users (every few months or once a year). Disabled respondents were more enthusiastic still with 82.2 supporting the idea.

Q20	% of all respondents	Number
Yes, want a mix of in-person and online activities and events to continue	74.5	1,210
No, want a mix of in-person and online activities and events to continue	25.5	414

Q20 Do you want a mix of in-person and online activities and events to continue?



- Yes, want a mix of in-person and online activities and events to continue
- No, want a mix of in-person and online activities and events to continue

The Current Library Offer

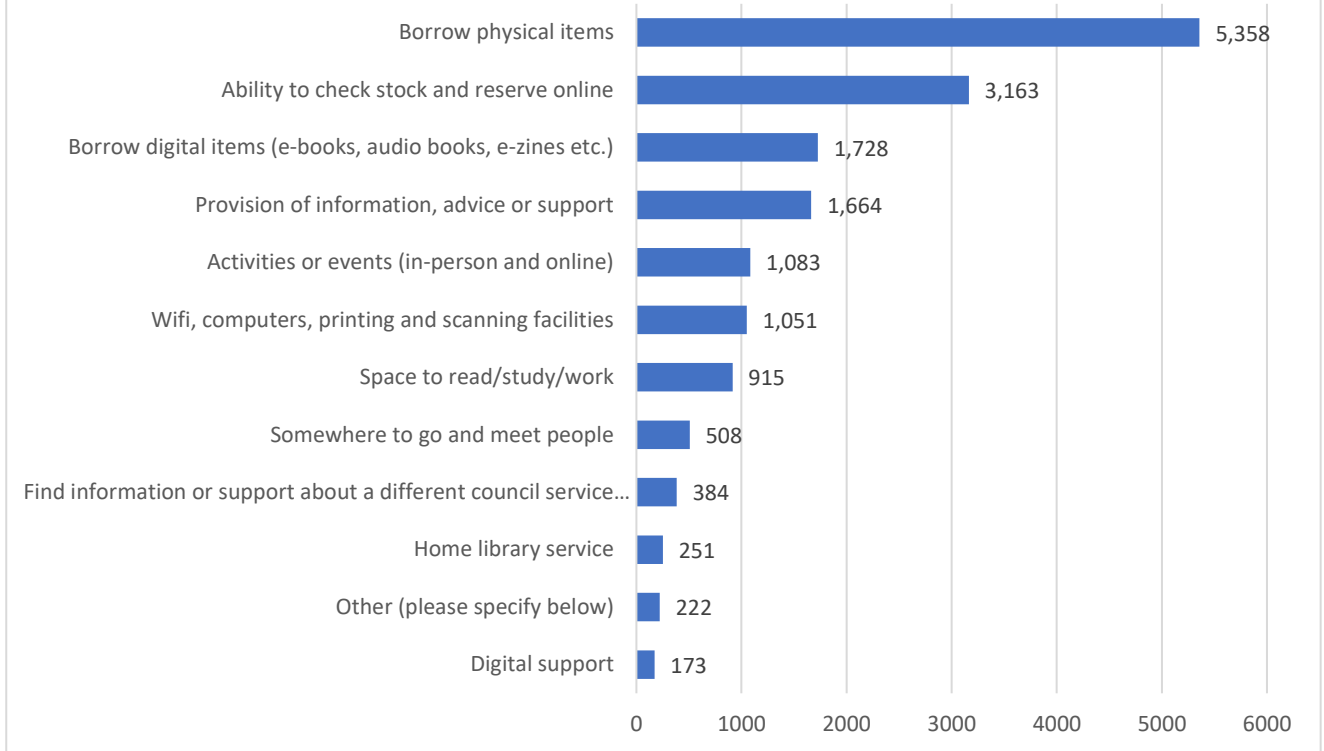
Q21 Tell us which three library services are most important to you.

(Required) You can select up to three options.

As the table and chart below show the focus of most library users is the borrowing of physical items with 5,358 responses. The next biggest category was the ability to check stock and reserve online, with 3,163 responses, half of all respondents selecting this service. This category was also second biggest for disabled respondents. Looking at responses from people who currently don't use the online service, this was still their third biggest category. Provision of information and support was the third biggest category and activities and events a fair way behind selected by nearly one in five respondents. Digital support and the home library service were towards the bottom of the list but are clearly important to those who use the services. Only 6% of respondents felt finding information on other council services in the library were important to them.

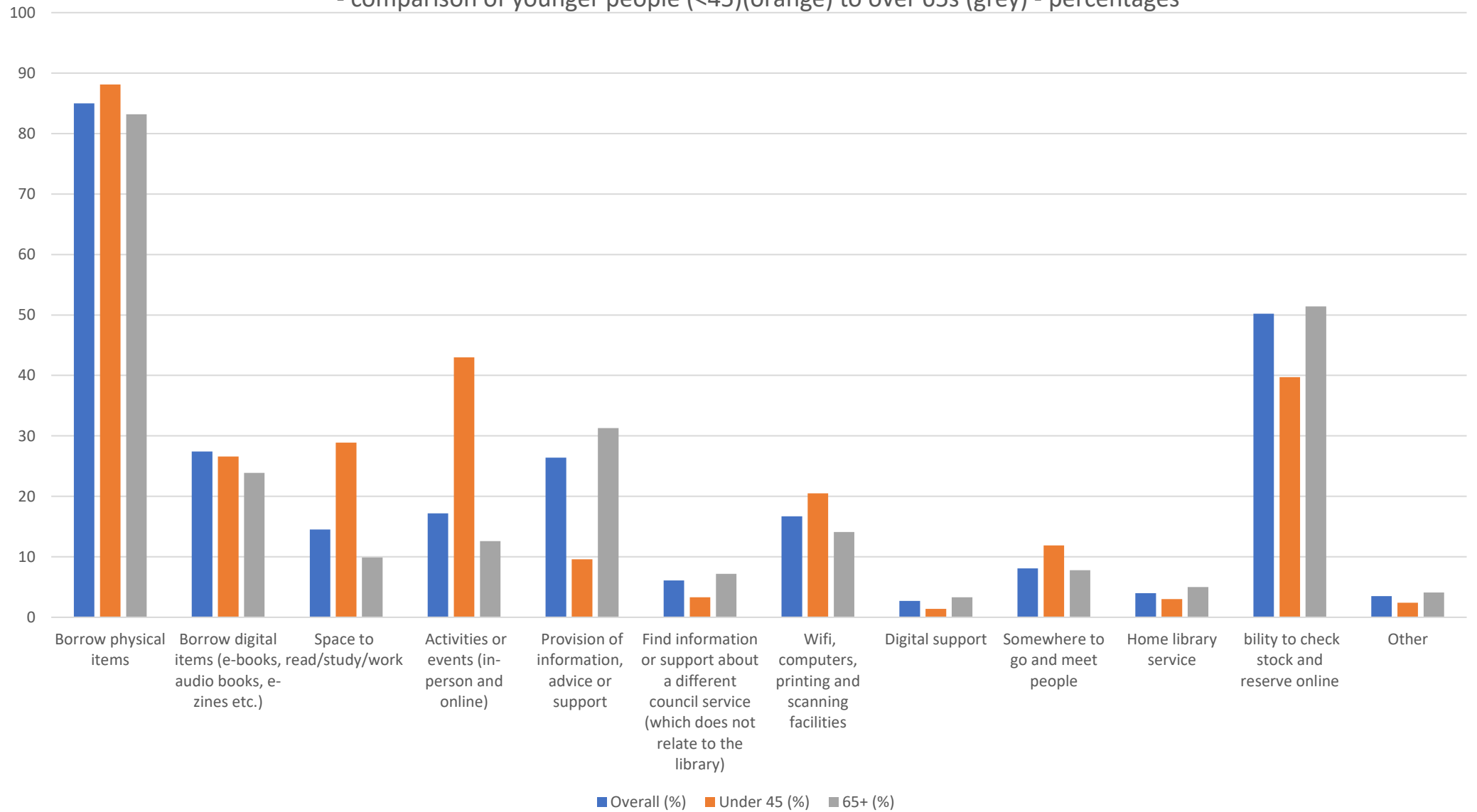
Q21 Note: respondents could select three option	% of all respondents	Number
Borrow physical items	85.0	5,358
Borrow digital items (e-books, audio books, e-zines etc.)	27.4	1,728
Space to read/study/work	14.5	915
Activities or events (in-person and online)	17.2	1,083
Provision of information, advice or support	26.4	1,664
Find information or support about a different council service (which does not relate to the library)	6.1	384
Wifi, computers, printing and scanning facilities	16.7	1,051
Digital support	2.7	173
Somewhere to go and meet people	8.1	508
Home library service	4.0	251
Ability to check stock and reserve online	50.2	3,163
Other (please specify below)	3.5	222

Q21 Tell us which three library services are most important to you



As the chart below shows, there are some differences between what the over 65s think and those aged under 45. Interestingly both were interested in borrowing physical items as the most important part of the service, but older people were more interested in the ability to check stock and reserve online and getting information. They were less interested in activities and space to work.

Q21 Which three library services are most important to you? (pick upto 3 options)
 - comparison of younger people (<45)(orange) to over 65s (grey) - percentages



Q21a Tell us which three library services are most important to you. (Other)
Text response.

217 people gave an alternative service that was most important to them. Many of the services were already covered in the main question. Borrowing books was the highest response. Accessing Ancestry was the second highest, followed by getting advice from staff. Accessing books for book groups was also popular alongside accessing newspapers and magazines. The full list is available below.

Q21a Most important services (Other)	Mentions
Order/borrow books	36
Access Ancestry	21
Get advice from staff	21
Access newspapers/magazines	19
Book group books	17
Consult reference material	15
Browse books	12
Take children to safe creative environment	9
Other	8
Mobile/home library service	8
Inter-library loans	8
Use loo/other facilities/keep warm	7
Borrow DVDs/puzzles	6
Get info on various things	6
Meetings/community space	5
Access remotely	4
Collect Flow Tests	4
None	3
Be social	3
Audio books	2
Training/workshops	2
Easyread	2
Advertise community events	1
Buy used books	1

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)
- ~ Dorset Council library service e-newsletter
- ~ Library staff
- ~ Posters/ leaflets in the library

Q22 Are there any other ways you would like us to communicate with you?

6,200 responded to this question with only 7% suggesting there were other ways they would like to be communicated with.

Q22	% of all respondents	Number
Yes	7.0	433
No	93.0	5,767

The table below shows a summary of methods proposed. 422 responses were made. The main method by far was the suggestion that better use was made of emails to library users. There were suggestions that they might be more personalised emails rather than general. The second most popular method was the possible use of SMS/texts to keep people up-to-date. More traditional methods suggested included both local newspapers and free newspapers/magazine. Posters on noticeboards were still popular with some but social media got a mixed response. Some people embraced the new potential but others spoke actively against it. The full list of the summarised topics is below.

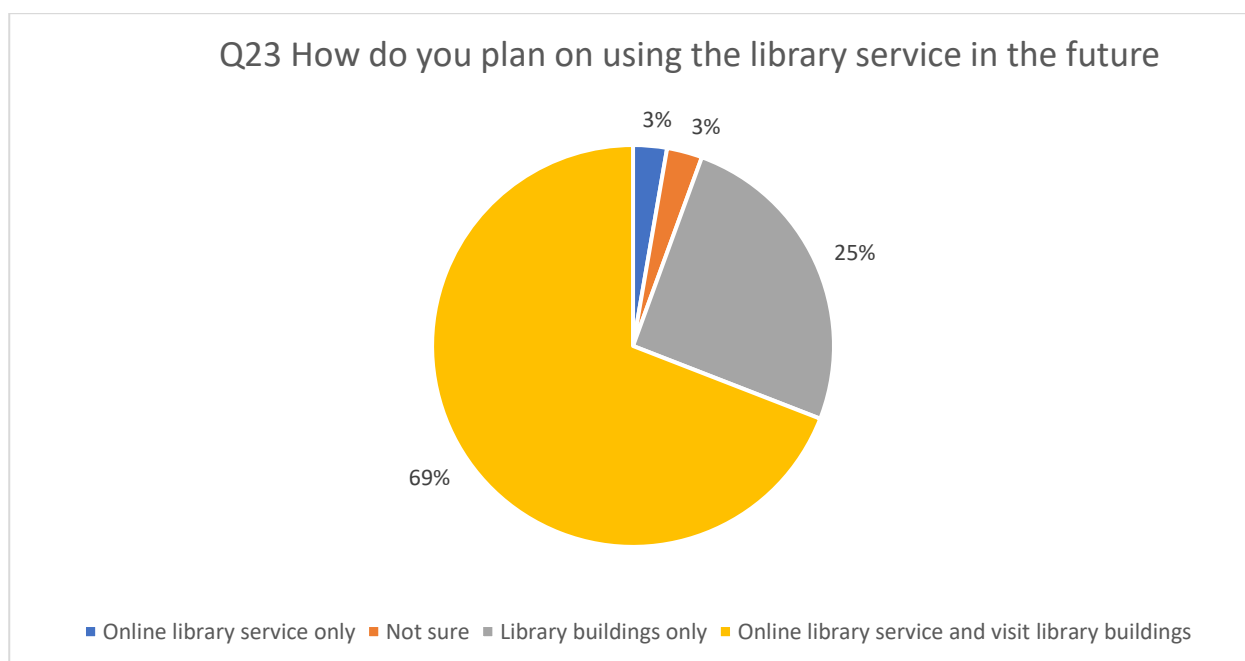
Method	Mentions
email (possibly personalised rather than general)	206
SMS/text	35
Local newspaper	23
Free Magazines/newspapers	15
Noticeboard/posters	14
Other	13
Social media	12
Via website	9
Emailed newsletter/ e-newsletter	8
Twitter	8
Not social media	7
Library staff contact	7
Post/letter	6
Local TV /radio	6
Via school	6
Not aware of e-newsletter	5
Telephone	4
paper leaflets	4
Through friends group	4
Council newspaper	3
Facebook	2
Through community groups	2

Teams/skype/zoom	2
Parish Magazine	2
Home welcome pack	2
Slips in books	2
Blogs/Podcasts	2
Through local networks	2
Via library app	2
WhatsApp	1
Public talks	1
Library building windows	1

Future Use

Q23 How do you plan on using the library service in the future, when the impacts of COVID-19 have reduced? I will use the...

Q23	% of all respondents	Number
Online library service and visit library buildings	69.1	4,318
Online library service only	2.7	170
Library buildings only	25.3	1,583
Not sure	2.8	178



As the chart and table above show, whilst there is about a quarter of all current library users who will solely use the library buildings, there is very strong support to use both the buildings and the online service going forward. Only a very small percentage suggest they will solely use the online service. Disabled respondents gave similar feedback with 60% use both buildings and online and 30% using solely the buildings.

Currently 66% of existing users say they use the online service. Looking at those current online users 77% visit the buildings and 23% don't. This would compare to a future figure of 94% of online users visiting the buildings and only 4% just doing solely

online. There is virtually no difference between respondents aged over 65 and those aged below 45.

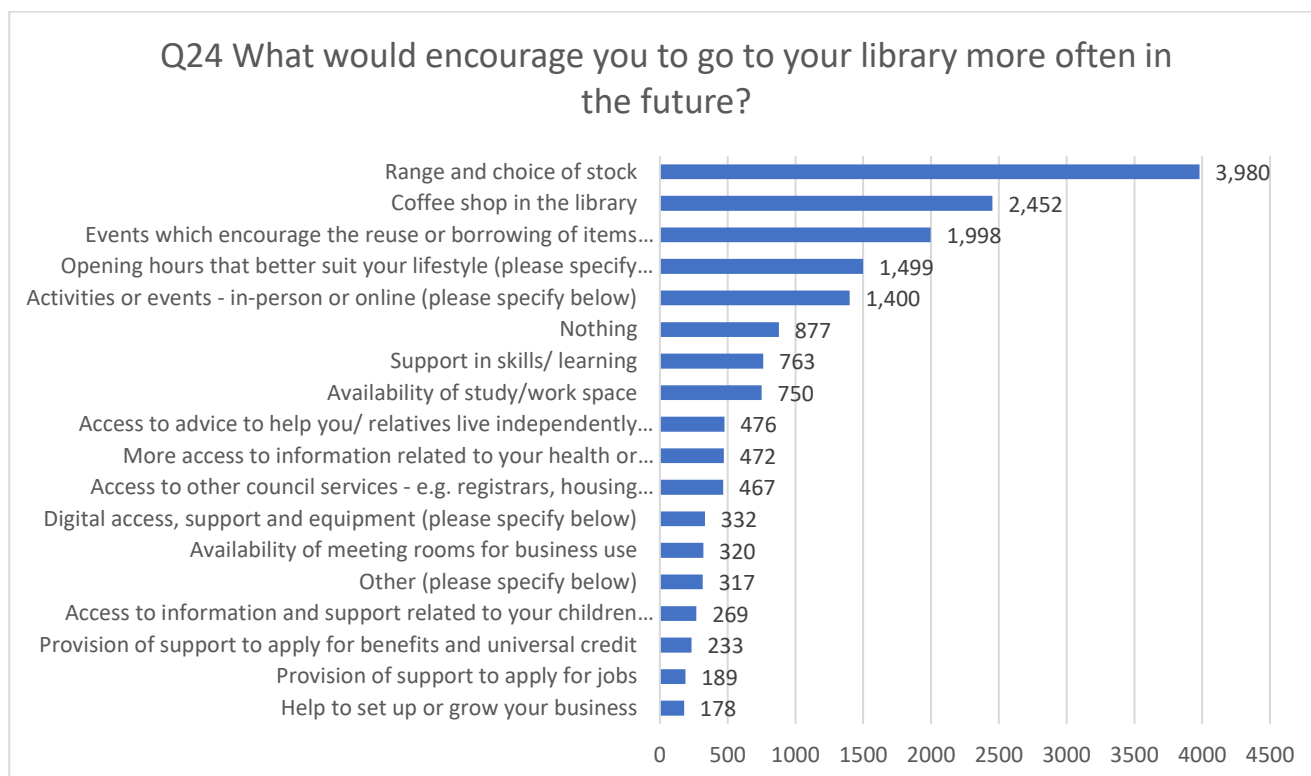
In summary when COVID impacts have reduced the biggest group of users by far will be “hybrid users” combining online use and library visits.

Q24 What would encourage you to go to your library more often in the future? Select all that apply

Q24	% of all respondents	Number
Range and choice of stock	63.3	3,980
Opening hours that better suit your lifestyle (please specify below)	23.9	1,499
Digital access, support and equipment (please specify below)	5.3	332
Activities or events - in-person or online (please specify below)	22.3	1,400
Access to advice to help you/ relatives live independently and manage any care needs	7.6	476
More access to information related to your health or relative’s health and wellbeing	7.5	472
Access to information and support related to your children and family	4.3	269
Access to other council services - e.g. registrars, housing support etc.(please specify below)	7.4	467
Provision of support to apply for benefits and universal credit	3.7	233
Support in skills/ learning	12.1	763
Provision of support to apply for jobs	3.9	189
Availability of study/work space	11.9	750
Availability of meeting rooms for business use	5.1	320
Help to set up or grow your business	2.8	178
Coffee shop in the library	39.0	2,452

Q24	% of all respondents	Number
Events which encourage the reuse or borrowing of items (e.g. swaps, "Library of Things" etc.)	31.8	1,998
Other (please specify below)	5.0	317
Nothing	14.0	877

Note: respondents could select as many options as they liked



As the table and chart above show for library users the range and choice of stock is by far the biggest draw. This is followed by the provision of a coffee shop in the library, then events that encourage re-use or borrowing of items. The fourth highest category was opening hours and the fifth activities and events. Below these top five there were a wide range of other selections, but selections were considerably reduced. 14% of all the respondents said Nothing would encourage them to go to the library more in the future. Looking specifically at responses from disabled people their list was very similar with the range of books at the top followed by a coffee shop.

The chart below compares the responses from those aged under 45 to those aged over 65 looking at what would encourage them to go to the library more.

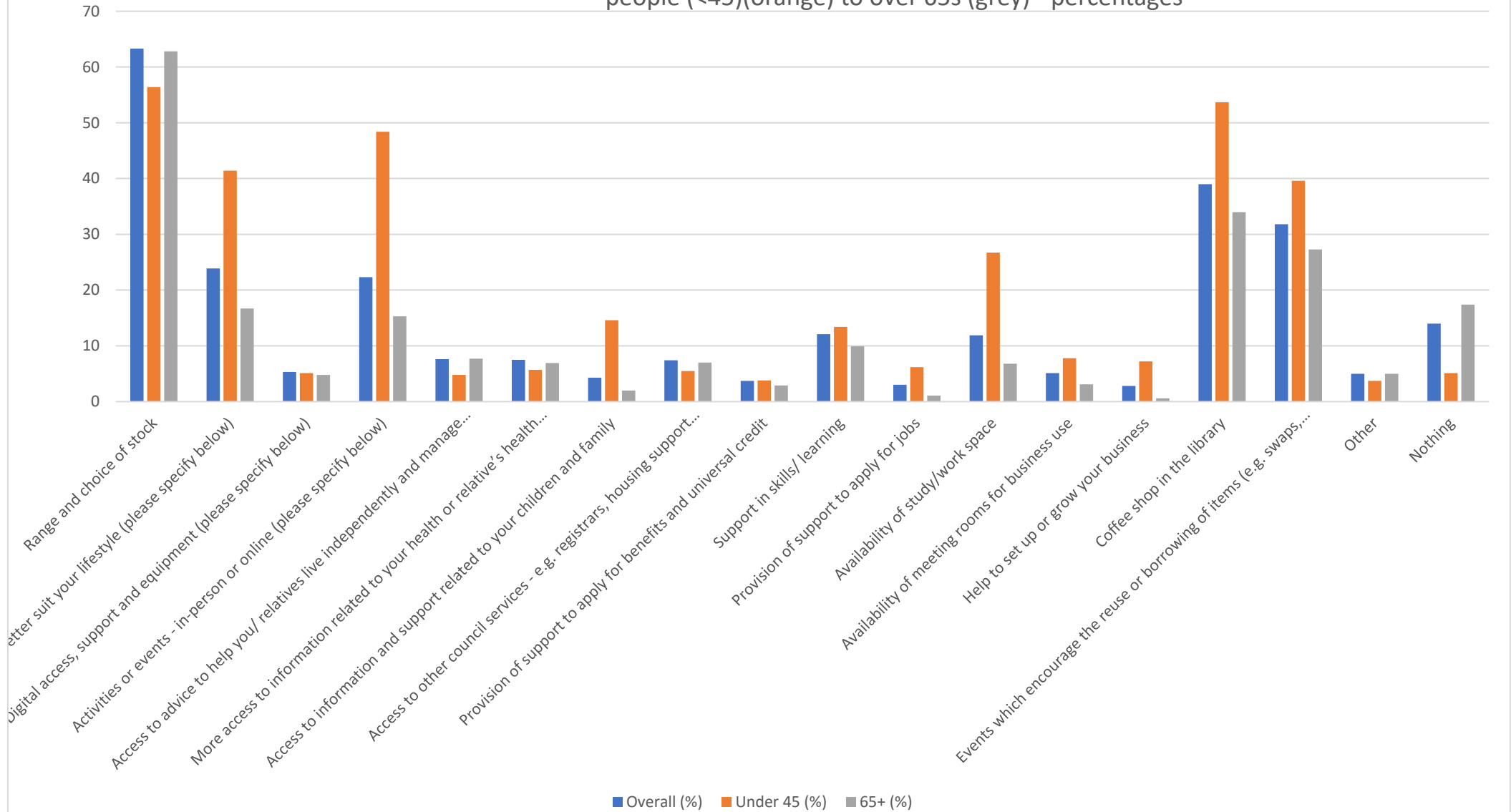
Looking at what would encourage older people rather than younger people:

- Range and choice of stock
- 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 other council services - e.g. registrars, housing support etc
- Nothing

Looking at what would encourage younger people rather than older people:

- Opening hours that better suit your lifestyle
- Activities or events - in-person or online
- Access to information and support related to your children and family
- Support in skills and learning
- Provision of support to apply for jobs
- Availability of study and workspace
- Availability of meeting rooms for business
- Help to set up and grow your business
- Coffee shop in the library
- Events to encourage the reuse or borrowing of items

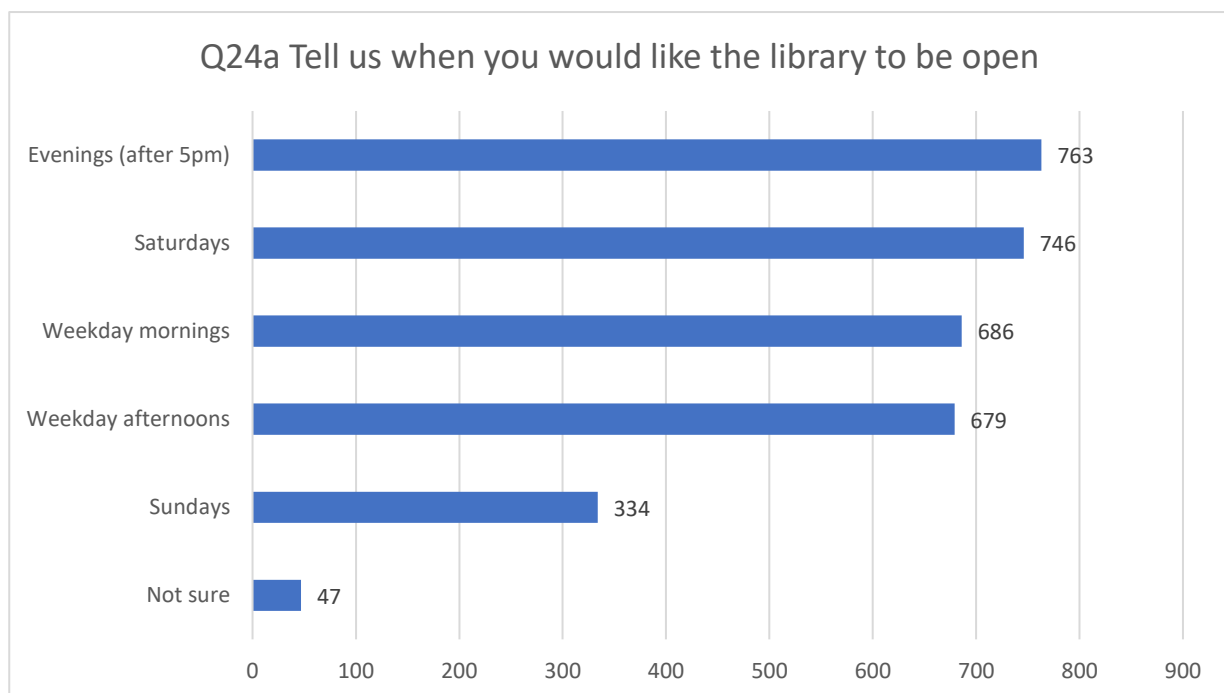
Q24 -What would encourage you to go to your library more often in the future? - comparison of younger people (<45)(orange) to over 65s (grey) - percentages



Q24a You suggested different opening hours. Tell us when you would like the library to be open. This was the fourth most popular suggestion “Opening hours that better suit your lifestyle” with library users. Respondents could choose as many as they felt appropriate. As the table and graph below show evening openings were the most popular, followed by Saturdays, then weekday mornings. Realistically, there is little between the support for most of the suggested time periods other than Sunday which wasn’t so popular.

Q24a	% of all respondents	Number
Weekday mornings	46.6	686
Weekday afternoons	45.9	679
Evenings (after 5pm)	51.6	763
Saturdays	50.4	746
Sundays	22.6	334
Not sure	3.2	47

Note: respondents could select as many options as they liked



Q24b Tell us what digital access, support or equipment you would like. 221 people responded to this question. The main requirements respondents highlighted was support to use computers and software (including specific packages) and were access to a printer, scanners, access to. The full list is available below.

Q24b	Mentions
Support to use computer and software	50
Access printer	34
Access to a computer	23
Support in using other packages (Genealogy, history records etc)	21
Access scanner	13
Better Wi-Fi	13
Photocopying	12
Bring back digital champions	11
make more/newer computers available	10
More teaching sessions	10
Help with mobile phones	7
Tablet computers	7
Online subscriptions to more newspapers/magazines/journals	6
Advice on computer equipment	6
Support online research	5
More eBooks through app	4
Improve IT facilities in libraries	4
More study space/quiet rooms/privacy	4
Internet access	3
Online learning in library	3
More ezines	3
Help to access council services	3
Findmypast	3
None/not sure	3
Help accessing audio books and films	3
Continue access to online facilities	3
Evening access to IT equipment	2
Advice on internet providers	2
3D printers available	2
Help downloading eBooks	2
More online journals	2
Access historic maps/data	2
Access to old council data	1
A3 and A4 colour printing	1
Social media skills training	1
Help with downloading music	1
Access on more days... too limited	1
Access to .GOV info	1
Access to theatre and cultural events online	1
Just as now	1
Video recording facilities	1

eReader to download books	1
Computer club	1
Access printers from own device	1
Access Which magazine	1
Longer time available on computers	1
Photo handling skills training	1
Council data more linked	1
Support digital borrowing	1
Laptops to use	1
IT support for kids	1
Supply chargers	1
Give access to old equipment (cd drives, microfiche and video editing)	1
Libby app good	1
Inter library loans	1
More talking books and large print books	1
More online titles	1
Other	1
Hireable tablets	1

Q24c **Tell us the types of activities and events you would want to attend.** 996 people responded to this question.

For analysis the responses were divided into 6 sections:

- Activities
- Talks
- Children's activities
- Services
- Training and
- General

The key themes in **activities** are Book clubs/Reading groups (178 mentions) and adult craft activities (157 mentions). The key themes in **talks** are author/writer talks (281 mentions) and general interest talks (101 mentions). The key themes in **Children's Activities** are Children's activities (general) (89 mentions), RhymeTime (28 mentions) Children's crafts/art (25 mentions) and Babies/Toddler events (24 mentions). The key themes in **Services** are Library of things/reuse/swaps (20 mentions) and Meeting councillors, Police, MPs etc (8 mentions) The key themes in **Training** are Digital/Computer/IT skills course (32 mentions) and Adult Education classes (14 mentions). The key themes in **General** are Activities evenings/weekends/Sundays (13 mentions) and Charity events (6 mentions). The full summary list is available below.

Activities	Mentions
Book Clubs/Reading Groups	178
Craft activities (adults)	157
Coffee with social sessions	58
Arts activities (adults)	49
Creative writing groups/workshops	49
Poetry Readings/groups	46

Community groups/social	39
Music events/discussions	33
Theatre/play events/arts/film	22
Knit and Knatter	19
Languages	19
General activities/interests	12
Local Art exhibition/display/events	10
Family group activities	9
Climate Change workshops	9
Dementia groups	8
Yoga, meditation, Tai Chi and fitness, exercise	7
Sewing	7
Anything for special needs etc	6
Crochet	6
Quizzes	6
Board games clubs\puzzles/games	6
Film evenings	5
U3A	5
bridge group	4
Jigsaws	3
Book related activities	2
Book themed events	2
Book swaps	2
Pottery	2
Chess Club	2
Comedy events	2
Carer groups	1
New parent group	1
Jewellery making	1
Science club	1
Mental health groups	1
Cooking	1
Photography	1
Sword dancing	1
Animal support	1
cycling	1
dvd/cd swap	1
Textiles	1

Talks	Mentions
Author/writers talks	281
General Interest (unspecified)	101
Local Places/Local history	67
History	30
Specialist discussions	24
Environment and countryside	22
Book readings	21

Ancestry/genealogy	17
Waste/recycling/re-use	15
Health and wellbeing	13
Writing	6
evening lectures	6
Travel	4
Scams/crime etc	4
Researching	3
Religion/politics	3
Council Services	3
Geology	3
Adult learning	3
Science	3
Alternative therapy	2
Benefits	2
Book production	2
Food	2
Volunteering	2
Military	1
Business	1
New stock	1
Planning	1
culture	1

Children's Activities	Mentions
Children's activities (general)	89
RhymeTime	28
Children's crafts/art	25
Babies/Toddler events	24
Story telling	22
Under 5 events	18
Events 11-17	14
Book based activities/author events	13
Lego club	8
Reading challenges	6
Educational Clubs	4
Coding Club	4
Homework support	3
Quiz	3
Activities 8-13	2
Library gets lively	2
Science Club/activities	2
Music activities	2
Circus skills	1
Chess Club	1
Toy club	1
Writing club	1

Dyslexia help	1
Home educated children's activities	1

Services	Mentions
Library of things/reuse/swaps	20
Meeting councillors, Police, MPs etc	8
Rooms to loan/rent	8
Info on what's on/what's changing	6
Reading list assistance	3
Citizens Advice	2
Phonetics	2
Outreach social worker/health visitor	2
TIC	2
One Stop Shop	1
Toy library	1
Computers for kids	1
Housing advice	1

Training	Mentions
Digital/Computer/IT skills course	32
Adult Education classes	14
General	4
Helping to teach children to read	4
Planning system	3
Skill courses/new skills	3
Business start up	3
Career Advice	2
Research	2
Online safety	1
Parenting	1

General	Mentions
Activities evenings/weekends/Sundays	13
Charity events	6
Exhibitions	5
Online events	4
Let others use room space	6
Sales of books	5
Sales of artwork	2
Community fridge	1
Diversity events	1
Garden events	1
Friends events	2

Q24d Tell us what council service you would like to access at the library
 270 people responded to this question. The main suggestion was a “hub” signposting to

all services. Other suggestions included Registration, Planning, Housing , Tourist/local information and benefits.

24d Council services	Mentions
Hub/Helpdesk/signpost to all services	50
Registration	45
Planning	34
Housing	31
Tourist Information	29
Benefits	28
Police/Councillor/MP surgeries	26
Other	22
Waste/Bins/Recycling	22
Social Care/ services for the elderly	21
All council services	18
Council Tax/finance	18
Citizens Advice	17
General advice and info	17
Career/job finding	16
Unspecified range of services	12
Wellbeing/health	10
Climate/environment	9
Highways/Roadworks etc	6
Electoral services	5
Consultations	5
None	5
Parking	4
Computer training	4
Education	4
Rights of way	4
Children's Services	3
Not sure	3
Parish and Town Council	3
Youth services	3

Q24e **Other- please specify** 285 people responded to this question. As the table below shows people felt the library could be used to provide tourist/local information. Quite a few concerns about how they felt libraries had become too noisy and others who felt the end to COVID would encourage them to go more. Toilets, parking and opening hours all feature highly on people's lists. Inside the library itself the lack of newspapers and magazines was felt, , better links to health. Also meeting spaces (or lack of) were mentioned quite regularly. Also a

few single suggestions related to ways other libraries have changed wat they do and the potential to learn from that.

Q24e Other - encourage to library more often	Mentions
Tourist/local information	28
Quieter space	19
COVID end	16
Toilets	14
Other	13
Different opening hours	13
Better parking	12
Papers and magazines	10
What's on/Community Info	9
Better personal health link	9
More books	9
Meeting space	8
Recycling	8
Improve buildings	8
More friendly/dynamic staff	6
Inter-library loans	6
More time	6
Computer/IT help	5
Meet the authors	4
Book clubs	4
Jigsaw swap	4
Retail - Books etc	4
Hub of info	4
Links to health	3
Children's activities	3
Family history	3
Better choosing of books	3
Citizens Advice	3
Personal contact	3
More seating	3
Talks	3
Rhyme Time	3
Music scores	2
Ability to reserve more books	2
Longer lending	2
Indexed local history	2
Public transport	2
Better/longer computer bookings	2
More non-fiction	2
Coffee shop	2

Courses	2
Cheaper DVDs	2
Book reviews	2
Exhibitions	2
Repair café	2
Different book choices	2
Library of things	2
Mapping	2
Mobile service	2
email contact about library events	2
Board games	1
More eBooks	1
Less digital	1
More newer books	1
More fiction	1
Deliver books	1
Clean books	1
No coffee shop	1
More audio books	1
Allow dogs	1
Kindle books	1
Children's facilities	1
Guidance for online	1
Audio book referencing	1
Unstaffed libraries open longer	1
More foreign books	1
More eBooks	1
Library closer to home	1
Movie space	1
Library of people	1
Learn from other libraries	1
Outside book swap	1
Arts events	1
More specialist groups	1
Picture library	1
Specialist learning disability support	1
Study sessions	1
Print shop	1
Toy library	1
Reference books	1

Q25 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.

3,711 people responded to this open question

The top 10 suggestions mentioned most included (in order)

- The service is good as it is/no change
- Expand range/number of books/ new purchases of books
- Better/longer opening hours
- Keep libraries open
- Local information/CAB/particularly TIC
- Already have good staff which is important
- Create a community hub
- Create a coffee shop
- More events
- Libraries need to promote themselves better

The full list is available below

How could we develop our library service in the future? Q25	Final
The service is good as it is/no change	867
Expand range/number of books/ new purchases of books	468
Better/longer opening hours	376
Keep libraries open	230
Local information/CAB/particularly TIC	219
Already have good staff which is important	217
Create a community hub	215
Create a coffee shop	211
Other	176
More events	158
Libraries need to promote themselves better	127
Improve online/digital services	127
Include drinks/toilet/comfortable space	107
More children's activities	101
More adult/craft activities	100
Digital support is useful	89
Better range/more eBooks	87
Rotate books/ more changes	85
Reading and book groups	76
Need quiet area for study	72
More author events	72
Comments around the catalogue and ordering	72
Concentrate on core services - reading/study	71
Invest in staff/ ensure they are well qualified	68

Help with choosing books/recommendations on previous books borrowed/staff recommendations/reviews	68
Provide meeting spaces	64
More audio books	63
Provide newspapers/magazines	62
Don't rely on too much online	59
Don't run down physical libraries	57
Improve/develop eBooks service	55
Work closer with schools	53
More relaxed table and seating areas/charging points/workstations for laptops	52
Library of things/swap/repair shop	49
Make children welcome	47
More activities for older children	46
Courses/workshops	46
Improve online offer	45
Reinstate mobile library service	43
Give access to more council services	43
Greater opportunities for adult learning	41
Create a brighter more modern comfortable space	39
Should remain a safe and quiet space	39
More social events	39
More technical magazine and publications	37
Restart clubs and events	36
Appreciate specialist services e.g. sheet music, genealogy, stamps	36
Notifications about new books/returns/stock	36
Positive about Libraries West	34
Speed up books from other libraries	34
Make scientific journals/articles available to those at home/improved Home Library Service	31
Access to local history important	27
Art/Exhibition Space	27
Charities/groups could operate in underutilised space/when closed	24
Access to Ancestry	23
Longer borrow times	23
More volunteers	22
Discourage noisy children	21
More money for community libraries	21
Invest in the libraries	21
Create flexible multi-use space	20
Appreciate easy parking	20
Provide office support function e.g. printers	20
Jigsaws-swap/expand	20
Need better buildings	19
Good/better selection of Large Print books	19
Use libraries to meet councillors	19
Book donations	19
Link more to health	18

Better reference book section on all subjects	18
Faster book reservations/shorter waiting times	18
Love Borrowbox	17
Kindle not compatible	17
More paid staff	17
More welcoming staff/better customer service	17
Accessible to all	17
sell books/shop	16
Provide rentable short term space to work in the library	14
Supporting home delivery	13
Loan facilities for music/film DVDs/audio book equipment/laptops/E-readers	13
More advice talks	12
Community noticeboard/able to get tickets for local events at library	12
Don't put cafes in	10
Smart Phone training would be helpful	9
Better DVDs	9
Use outdoor space more	8
Reintroduce click and collect	8
More research guidance/other information	7
Restart recycling facility	7
Mentoring of young people	6
Improve home library offer	6
Remove fines for late books/become fee free	5
Do not incorporate other council services	4
Make it easier to join the library	4
Exchange facility of used books, jigsaws, board games etc	4
Return/collect books outside of opening hours	4
Suggestions Box for books etc.	4
Books on specialised subjects - gardening, art, history etc	4
Shouldn't fund/ should be commercial	2

Q31 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.

15,227 words were submitted. They have been cleansed and developed into a word cloud. The key words with over 50 mentions, are displayed in the word cloud below. The key words making up the word cloud are in the table below.

Key Words



Word	Mentions
Accessible	1134
Friendly	574
Books	514
Welcoming	494
Community	399
Informative	393
Inclusive	326
Availability	282
Helpful	265
Open	251
Free	250
Modern	198
Local	183
Relevant	182
Digital	180
Comprehensive	167

Word	Mentions
Choice	159
Information	158
Efficient	148
Flexible	145
Educational	134
Online	122
Innovative	120
Available	118
Variety	99
Diverse	88
Supportive	88
Hub	78
Inspirational	74
Social	73
Learning	70
Varied	69

Word	Mentions
Useful	67
Reading	66
Physical	64
Service	62
Vibrant	61
Current	60
Exciting	57
Fun	57
Reliable	57
Comfortable	56
Knowledge	56
Education	55
Personal	54
Date	53
Dynamic	53
Engaging	51
Essential	51

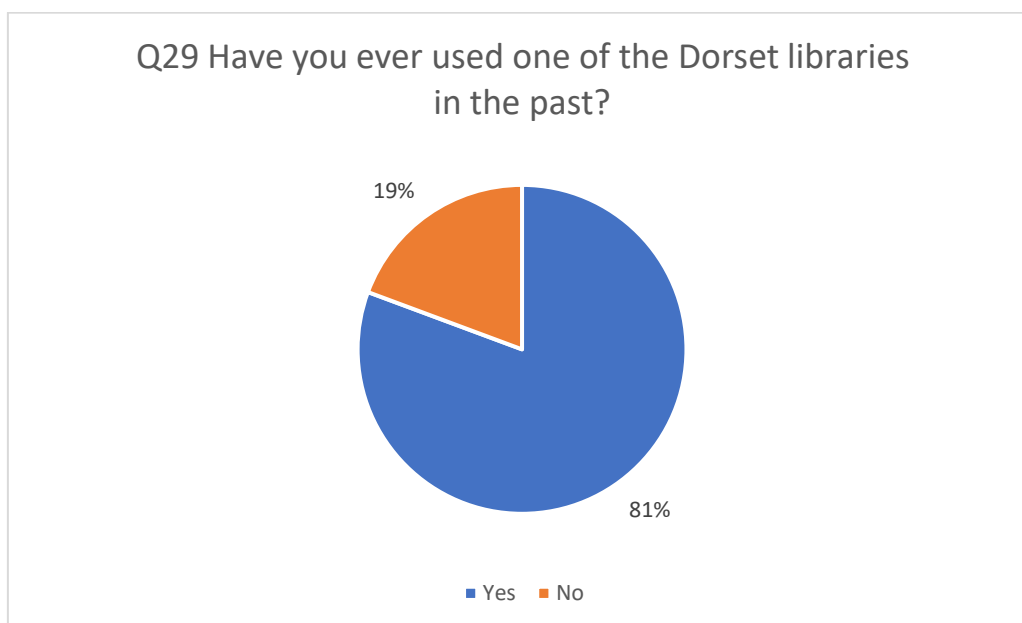
The top word by a considerable margin was Accessible, followed by Friendly, Books, Welcoming, Community, Informative, Inclusive and Availability. Most of the words were positive in nature. Some words are similar in meaning e.g. Availability and available, Informative and information

Non-Users

339 respondents stated they were non-users of the library service. They received a different series of questions to the users of the library service. The main focus was to understand way they didn't use the Library service and what might encourage them start using it.

Q.29 Have you ever used one of Dorset libraries in the past?

Q29	% of all respondents	Number
Yes	80.7	267
No	19.3	64



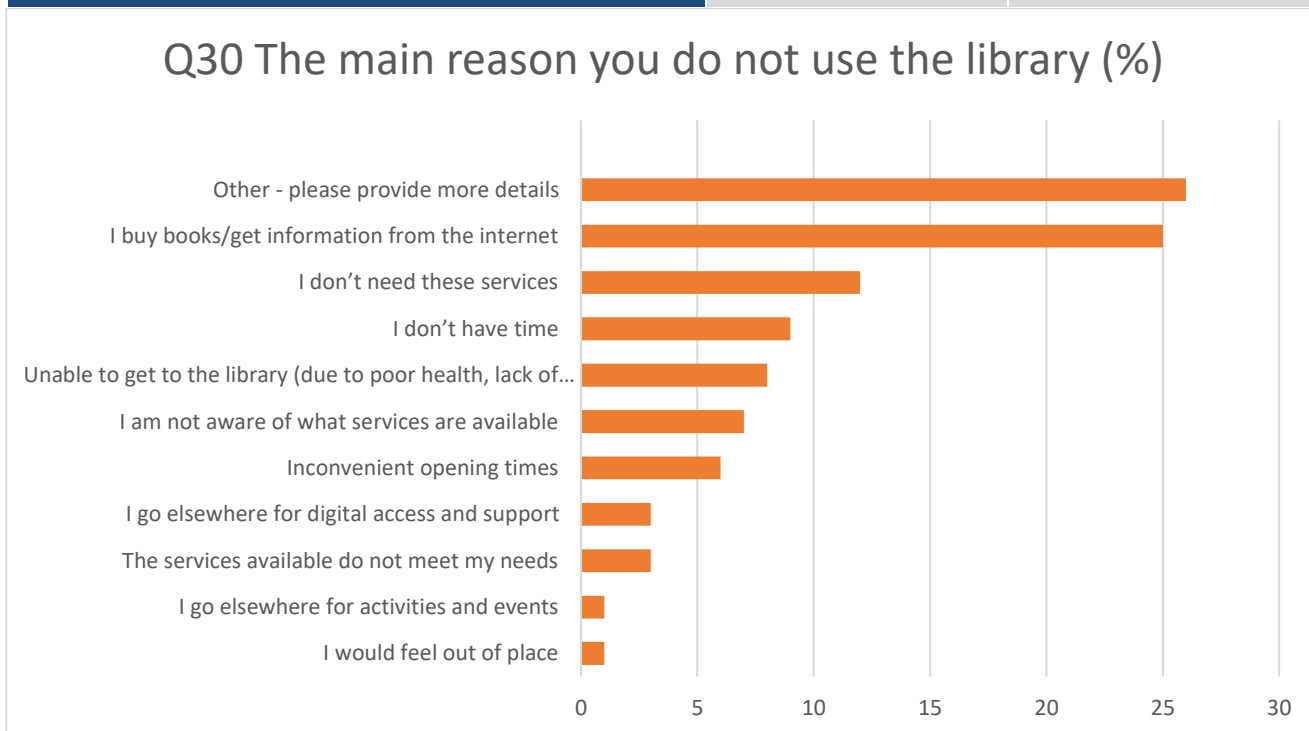
So looking at the non-users responses to the question about possible previous use of the library it shows most had used the service before, with only 64 individuals not having ever used it. This is a low response from that important group.

Q30. Select the main reason you do not use the library

329 people answered this question. As the table and chart below show the main individual reason given was they "I buy books/get information from the internet", chosen significantly more than the other reasons. The second highest reason was "I don't need these services", followed closely by "I don't have time", "Unable to get to the library" and "not aware of what services are available." The next highest after these was "Inconvenient opening times". For disabled respondents the main reason was "Unable to get to the library". Looking specifically at those who have never used the library their

reasons were similar to those who weren't using the library now but had done some time in the past, with their main reason being "I buy books and get information from the internet".

Q30	% of all respondents	Number
I don't need these services	11.6	38
I don't have time	8.8	29
I am not aware of what services are available	7.0	23
I would feel out of place	0.9	3
The services available do not meet my needs	2.7	9
Inconvenient opening times	6.4	21
I buy books/get information from the internet	24.9	82
I go elsewhere for digital access and support	2.7	9
I go elsewhere for activities and events	1.2	4
Unable to get to the library (due to poor health, lack of transport etc.)	7.6	25
Other - please provide more details	26.1	86



The responses from those who stated “Other” to question 30 are shown in the table below. The responses are quite varied with COVID risk being the most mentioned. The second most common reason was that people had previously used the library but had just got out of the habit. A number of other people were housebound and either had used the service at home or would like to use the service, as they now couldn’t access the building. Again, like the library users book availability was also highlighted by some respondents. Another group, who possibly get missed are people have moved into the area from outside and are unaware what is available.

Q30a Other reasons for not using library	Mentions
Covid risk	13
Out of habit	8
Housebound/ home user	6
Lack of book variety	4
New to area	4
Will go in future	4
Don't know what's available digitally	3
Other sources of books	3
Difficulty/ not sure how to join	3
Don't know what available	3
From elsewhere	3
Don't read (no time)	3
Use BCP libraries	3
Too noisy	3
Dispute over fine	2
Not much for teens	2
Too many social gatherings in library	2
Fear of infection	1
Children grown up	1
Work (not in office to use library)	1
Opening hours	1
Use Kindle instead	1
Not room to sit and research	1
Parking issues	1
Too small	1
Magazines not so good anymore	1

Q31. From what you know of Dorset libraries what 3 words would you use to describe them?

Those not using the library now but who have used it before

The table below shows the words proposed by those who had used the library service before but who weren’t currently using it. All words mentioned over 5 times are included. The leading words are all positive: Friendly, helpful, welcoming, useful. The most mentioned negative word was “outdated” with 13 mentions

Word	Mentions
Friendly	36
Helpful	20
Welcoming	19
Useful	17
Quiet	16
Books	13
Outdated	13
Community	12
Informative	12
Limited	12
Accessible	10
Convenient	10
Clean	9
Dated	9
Old fashioned	8
Small	8
Unwelcoming	8
Dull	7
Ok	7
Closed	6
Educational	6
Essential	6
Free	6
Important	6
Inaccessible	6
Underfunded	6

The word cloud(s) below shows the responses from people who currently do not use the library service but have used it in the past, with two variations using the same words.

outdated being a regular perception. However, most of the regularly used words were positive or neutral.

Word	Mentions
Outdated	9
Community	6
Local	5
Useful	5
Helpful	4
Availability	3
Educational	3
Friendly	3
inconvenient	3
Irrelevant	3
Old-fashioned	3
Welcoming	3

The word cloud(s) below shows the responses from people who have not used the library service before. Two representations of the same words.



Key Words



The following word cloud represents the words of disabled respondents who currently don't use the library service.



Q32 What could your library offer that would encourage you to use it in the future?

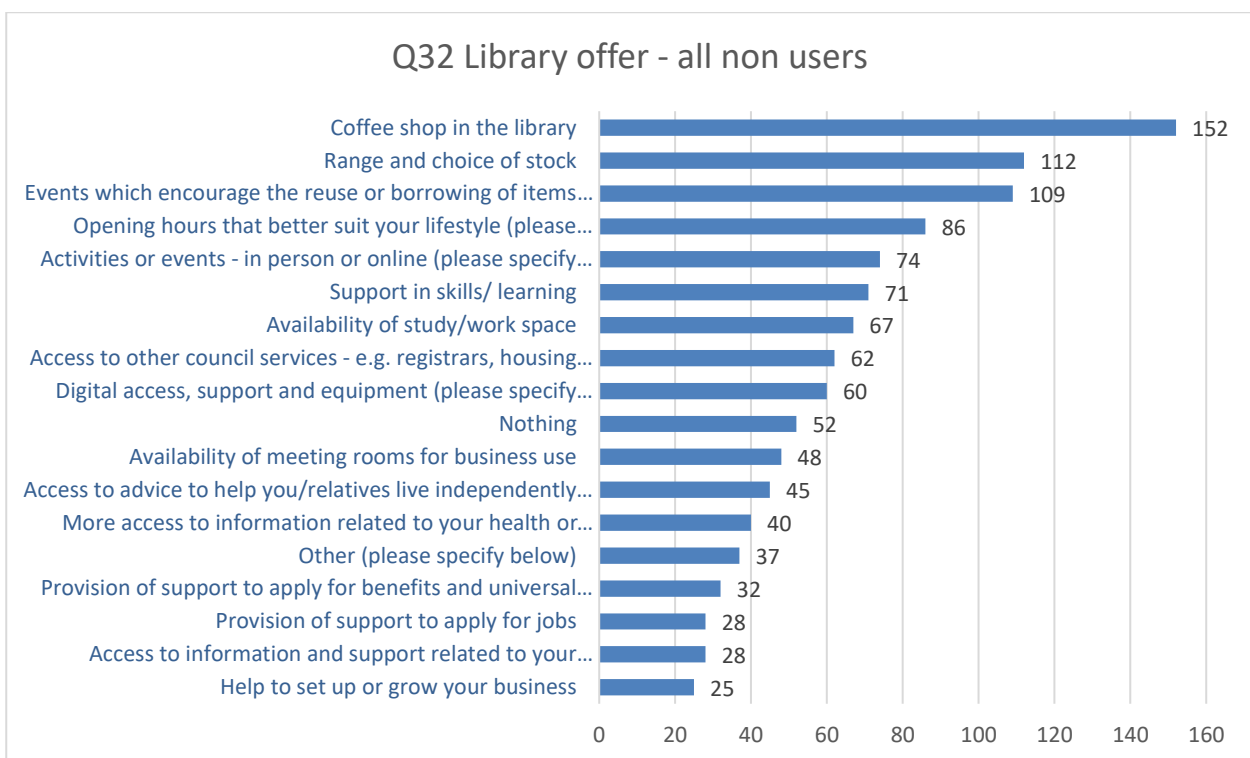
This question was asked to all non-users of the library responding to the consultation, and they could choose as many as they wished. The table and chart below show how people responded. The most popular response was providing a coffee shop in the library (with 46.5% of all people choosing this). The range and choice of stock was second most popular followed by swaps events and improved opening hours. Access to other council services was selected by 19% of all respondents. Looking at disabled responses the top three choices remained the same.

Looking just at the responses of people who had never used a Dorset library before, produced similar results to all non-users. A coffee shop (42.2%) was the most popular, followed by range and choice of stock (28.1%), Activities and events (23.4%), and then digital access, support in skills and learning and nothing (all on 21.9%). Next was events that encourage re-use and borrowing (20.3%). It is important to bear in mind that the numbers of respondents who have never used a Dorset Library before is 64 whilst the overall respondents not currently using the service is 331.

Q32 - all responses	% of all respondents	Number
Coffee shop in the library	46.5	152
Range and choice of stock	34.3	112
Events which encourage the reuse or borrowing of items (e.g. swaps, "Library of Things" etc.)	33.3	109
Opening hours that better suit your lifestyle (please specify below)	26.3	86
Activities or events - in person or online (please specify below)	22.6	74
Support in skills/ learning	21.7	71
Availability of study/work space	20.5	67
Access to other council services - e.g. registrars, housing support etc.(please specify below)	19.0	62
Digital access, support and equipment (please specify below)	18.3	60
Nothing	15.9	52
Availability of meeting rooms for business use	14.7	48
Access to advice to help you/relatives live independently and manage any care needs	13.8	45

Q32 - all responses	% of all respondents	Number
More access to information related to your health or relative's health and wellbeing	12.2	40
Other (please specify below)	11.3	37
Provision of support to apply for benefits and universal credit	9.8	32
Access to information and support related to your children and family	8.6	28
Provision of support to apply for jobs	8.6	28
Help to set up or grow your business	7.6	25

Note: respondents could select as many options as they liked



A near identical question was asked to library users, with the same options as Q32. They were asked “What would encourage you to go to your library more often in the future?” The full results were shown earlier under Q24 but as a comparison the top 5 were:

- Range and choice of stock (63.3%)
- A Coffee shop in the library (39.0%)

Events which encourage the reuse or borrowing of items (31.8%)

Opening hours that better suit your lifestyle (23.9%)

Activities or events - in-person or online (22.3%)

Q37 Other things the library could offer.

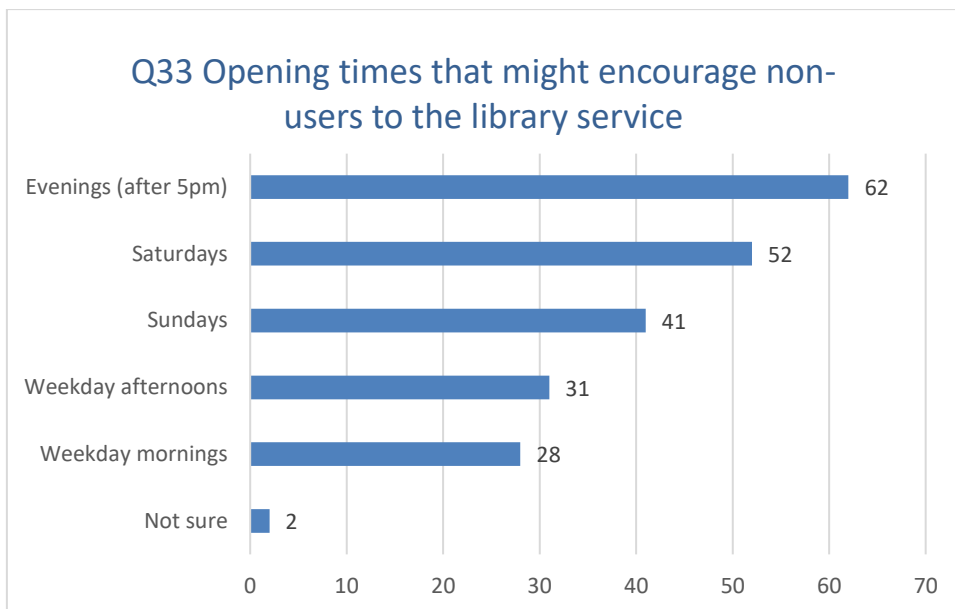
37 people suggested other things could encourage them to use the library as they currently didn't use it. The table below shows the things specified with a wide spread of suggestions, with some possibly already provided as the respondents were not current users.

Q37 Other things to encourage you to use the library	Mentions
Books for home delivery	4
Jigsaws to borrow	3
Genealogy services	2
Mini recycling centre	1
Communal room space	1
Books by post	1
Better ability to source books needed	1
Daily papers	1
Click and collect	1
DVD hire	1
IT help	1
Kindle books	1
Narrators for children	1
Educational speakers	1
Free parking	1
Technical magazines	1
Someone to choose books	1
Broader range of eBooks	1
Local events calendar	1
mobile library	1
Coffee shop	1
Art displays	1
Sustainable fashion shows	1
Repair café	1
Toilet	1

Q33 You suggested different opening hours might help. Tell us when you would like the library to be open. This was the fourth most popular suggestion "Opening hours that better suit your lifestyle" with non-users. Respondents could choose as many as they felt appropriate. As the table and graph below show evening openings were the most popular, followed by Saturdays, then Sundays.

Q33	% of all respondents	Number
Evenings (after 5pm)	72.1	62
Saturdays	60.5	52
Sundays	47.7	41
Weekday afternoons	36.0	31
Weekday mornings	32.6	28
Not sure	2.3	2

Note: respondents could select as many options as they liked



Looking at the responses from current library service users about what opening times would encourage them to go more often they had a slightly different view. There was little between their main four selections:

- Evenings after 5pm (46.4%)
- Saturdays (50.4%)
- Weekday mornings (46.4%)
- Weekday afternoons (45.9%)

Sundays were significantly less popular at 22.6%

Q34a Tell us what digital access, support or equipment you would like? This question was asked to those who had said digital access, support and equipment might encourage them to use the library. 52 people responded to this question. The table below shows the analysis of the text comments respondents made. The main

comments revolved around use of tablet computers, access to online and audio books. There were a number of comments about improving digital services generally.

Q34a Digital access, support and equipment you would like	Mentions
Ability to use tablet/ Kindle	8
Easy access to online e-books	8
More functional digital services	7
Downloadable audio books (better range etc)	5
Computer tech support/tuition (inc. one to one)	5
Printer/scanner	5
Access to computers	3
Faster internet in libraries	2
Better designed software	1
USBs in all library sockets	1
Computer hire (short term)	1
Computers for anyone to use	1
Photo editing software	1
Contact with experts	1
Access to newspapers/magazines	1
Access to DVDs	1
email support	1
all books available online	1
loan of e-reader	1
wider access to family history online	1
Music library	1
Social media business networking	1
Training in mobiles	1

These comments had a different focus to a similar question aimed at library users. Their main focus was on access to a printer, scanner, photocopier or computer and support with using various software or packages. These were shown earlier under Q24b.

Q35 Tell us the types of activities and events you would want to attend. This question was asked to those who had said activities and events might encourage them to use the library. 62 people responded to this question. The table below shows the analysis of the text comments respondents made. The main suggestion revolved around author talks/book launches with 14 mentions. The response was quite varied with the next most popular things including Coffee/social meetups, Activities for children, Arts/crafts activities, General/local interest talks, Educational talks (e.g. environmental), Historical/ Family history talks and Book Readings/Clubs.

Q35 Activities and events	Mentions
Author talks / book launches etc	14
Coffee/social meetups	9
Activities for children	8
Arts/crafts activities	8
General/local interest talks	7
Educational talks (e.g. environmental)	7

Historical/ Family history talks	6
Book Readings/Clubs	5
Gaming/ games	3
Music concerts/ appreciation	3
Books relating to films	2
Adult classes	2
Fairs, swaps etc	2
Poetry	2
LBGTQ+ events	1
Seasonal events (Christmas, Halloween etc)	1
Networking events	1
Financial advice	1
None	1
More the same	1
Repair café	1
Teen stuff	1

These comments had a not dissimilar focus to a similar question aimed at library users. Their main focus was on Author/Writer talks, Book Clubs/Reading Groups, Adult craft activities and children's activities in general.

These were shown earlier under Q24c.

Q36 Tell us what council service you would like to access at the library. This question was asked to those who had said the ability to access other council services at the library might encourage them to use it. 36 people responded to this question. The table below shows the analysis of the text comments respondents made. The main suggestion unsurprisingly was all services. When people specified, Registration, Housing and Planning were the most regularly mentioned.

These comments had a similar focus to a comparable question aimed at library users. Their main focus was on a signpost/hub to services followed by registration, Planning, Housing, Tourist Information and Benefits. The full list was provided earlier under Q24d

Q36 Council services in the library	Mentions
All services	10
Registration	5
Housing	4
Planning	4
Personal helpdesk to services	3
Citizens Advice	2
Tourism	2
Council Tax	1
Leisure Services	1
Councillor/ MP surgeries	1
Health	1
Bus services	1

Land Registry	1
Licensing	1
None	1
Community hub	1
Grounds Maintenance	1
Car parking	1
Waste and recycling	1

Q37 Other things (additional to the suggested list) that might encourage non-users to use the library

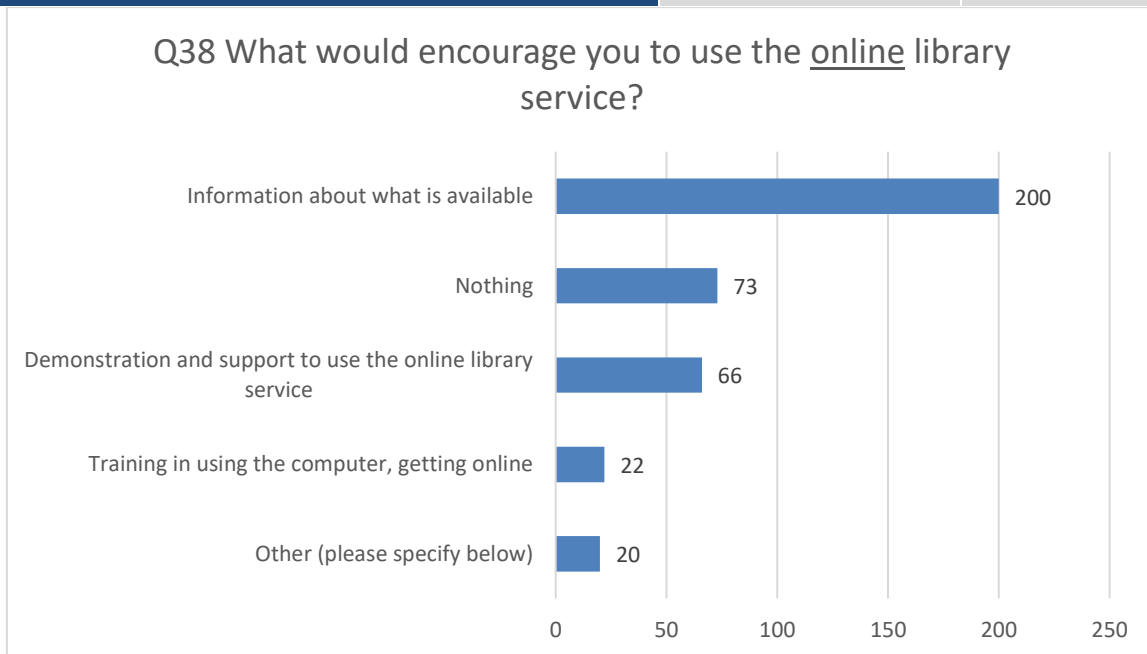
This question was asked to those who had said “other” might encourage them to use the library. 36 people responded to this question. The table below shows the analysis of the text comments respondents made. The main suggestions revolved around having books provided to your home rather than going to the library to get them. The numbers are low but the full list is available in the table below.

Q37 Suggestion	Mentions
Home delivery/mobile service	4
Books by post/ delivered to home	3
Jigsaw loan	3
ICT help	2
Family history/records	2
Nothing	2
Mini Recycling centre	1
Communal space	1
Access to books	1
Books available quickly	1
Newspapers	1
Click and collect	1
DVD hire	1
eBooks for Kindle	1
Educational events	1
U3A speakers	1
Free parking	1
Kids clubs	1
Technical magazines	1
Support in choosing books	1
Amazon eBooks	1
Local events calendar	1
Play scrips	1
publicity that isn't web based	1
Coffee shop	1
Research collections	1
Less fiction	1

Q38 What would encourage you to use the online library service? This question was asked to all non-users of the library service and respondents could choose multiple answers. The main thing was firstly the need for information about what

is available online and secondly how to use it. Nearly a quarter of all non-users of the library service felt nothing would encourage them to use it

Q38	% of all respondents	Number
Information about what is available	65.6	200
Demonstration and support to use the online library service	21.6	66
Training in using the computer, getting online	7.2	22
Other (please specify below)	6.6	20
Nothing	23.9	73



Q39 Other things that would encourage use of the online library service. 20 people suggested other and 19 specified what they thought.

The table below shows the main elements of what was suggested.

Q39 Other suggestions	mentions
Other	4
Better application	3
Didn't know about it	3
More titles available incl. journals	2
Access to a real-time stock and availability catalogue.	1
More genealogy	1
Free online reservations/extensions	1
Better reference materials	1
Click and collect	1

eBooks for kindle	1
eReader for loan/hire	1
YouTube tutorials on use of online service	1

Q40 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.

136 people responded to this question. The table below shows a summary of the responses. The most regular response was better info/training on what is available from the service followed closely by a coffee shop in the library. A better range of books, better opening hours, a better website/app were all regular responses. 14 respondents however said nothing would encourage them. There was also a feeling that “lapsed customers” could be supported or encouraged back into the service.

Q40 Anything else to encourage you	Mentions
Better info/training on what is available from the service	15
Coffee shop	14
None	14
Better range of books etc	11
Better Opening hours	10
Better website/app	9
Support for returning lapsed customers	6
Friendly qualified staff	6
Use money elsewhere... close libraries	5
TIC service	4
Comfy surroundings	4
Out of habit	4
Other	4
Quieter	4
Mobile library service/home delivery	3
Books/gifts to buy	3
Community events/meetings etc	3
Drop fines/fees	3
Reading groups/book clubs	3
Toilet	2
Faster reservations	2
Adult courses	2
Online help	2
Updated buildings	2
Better parking	2
Simplify with multifunctional building	2
Refresh and revitalise	2
Easier access	2
Keep as is	2
Library of things	1
Business space in library	1
Better magazine app	1

End COVID	1
Seasonal events	1
More eBooks	1
Classes	1
Get Amazon eBooks from library	1
Provide local info	1
Organise interesting events	1
More digital contact with customers	1
Dog friendly	1
Source of confidential advice	1
Less quiet	1
More men in there	1
Combine library/museum	1
Regular talks	1
More technical publications	1
More academic literature	1
Better disabled parking	1

About You

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.

These questions were asked to all respondents.

Age

The tables below show the profile of people taking part in the consultation. 56.5% of respondents were aged 65 and over whilst 12.0% were aged under 45.

	Under 18	18-24	25-34	35-44	45-54	55-64	65-and over	Prefer not to say
% of responses in age group	0.6	1.0	3.3	7.1	9.1	19.6	56.5	2.8

Gender

The current profile of the residents of Dorset shows 49.8% male and 51.1% female. Individual responses to this survey was slightly dominated by those who describe their gender as female (63.5%). 15 individuals self-described.

	Male %	Female %	Prefer to self describe %	Prefer not to say %
What best describes your gender?	33.2	63.5	0.2	3.0

	Yes %	No %	Prefer not to say %
Is your gender identity the same as the sex you were assigned at birth?	95.3	0.3	4.4

Sexual Orientation

Most respondents identified as heterosexual/straight (81.0%), 15.1% preferred not to say. Three respondents are gay/lesbian (1.7%), two are bi (1.1%), and two use another term (1.1%).

	%
Bi	1.6
Gay/lesbian	0.9
Heterosexual/Straight	83.4
I use another term (please describe)	0.9
Prefer not to say	13.1

55 people said they used another term, and 55 went on the explain what the term was.

Disability

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.

8.2% of respondents considered they had a disability. This equates to 520 people. Responses from disabled people were above average at 8.2% of responses compared to a Dorset figure of 5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance. Responses from disabled respondents have been considered throughout the report.

	Yes %	No %	Prefer not to say %
Do you consider yourself to be disabled as set out in the Equality Act, 2010?	8.2	87.3	4.5

When looking at the specific disabilities of the 520 people responding, 251 said they have a physical disability, 199 a long-standing illness or health condition, 99 a mental

health condition, 106 have a sensory impairment, and 39 a learning disability/difficulty. 11 preferred not to say and 24 said 'other'.

Ethnic Group

With 90.0% of the respondents saying their ethnic group was White British this is fairly typical of the wider Dorset population. Other larger groups specified 117 were any other white background, 37 white Irish, 15 any other mixed background, 12 Asian/Asian British, 10 mixed ethnic background – white and Asian and 6 Gypsy/Irish Traveller. 63 said they were any other ethnic group and 55 went on to specify which one. 357 preferred not to say what ethnic group they were.

	%
White British	90.0
White Irish	0.6
Gypsy/Irish traveller	0.1
Any other white background	1.8
Asian/ Asian British - Bangladeshi	0.0
Asian/ Asian British - Chinese	0.0
Asian/ Asian British - Indian	0.2
Asian/ Asian British - Pakistani	0.0
Any other Asian background	0.1
Black/Black British - African	0.0
Black/Black British - Caribbean	0.0
Any other black background	0.0
Mixed ethnic background – White and Asian	0.2
Mixed ethnic background – White and Black African	0.0
Mixed ethnic background – White and Black Caribbean	0.1
Any other mixed background	0.2
Prefer not to say	5.6
Any other ethnic group	1.0

What best describes your religion/belief?

The most common religion/belief was Christian (52.4%) with 34.4% having no religion. 163 responded other, with 154 going on to specify.

	%
Buddhist	0.8
Christian	52.4
Hindu	0.1
Jewish	0.1
Muslim	0.1
Sikh	0.1
No religion	34.4
Other	2.6
Prefer not to say	9.5