

CITIZENS PANEL EREWASH - NOVEMBER 2002 SURVEY REPORT OF RESULTS ON LIBRARY QUESTIONS

1. INTRODUCTION

- 1.1** The November 2002 survey was sent to 995 members of the Citizens Panel, of which 728 responded. This gives us a response rate of 73.17%.
- 1.2** One of the main aims of the survey was to find out residents' views on Derbyshire County Council Libraries. A section was also included on Derbyshire County Council Highways and Transport Services, Derbyshire Police Community Safety and also safety cameras. This report analyses the answers to the question on libraries.
- 1.3** The age/sex structure of the respondents is summarised in Table 1 below

Table 1

| Age | All respondents | Males | Females |
|--------------|------------------------|----------------------|----------------------|
| 16-24 | 30 (4.1%) | 7 (2.0%) | 23 (6.1%) |
| 25-34 | 111 (15.2%) | 45 (13.0%) | 66 (17.3%) |
| 35-44 | 141 (19.4%) | 73 (21.1%) | 68 (17.8%) |
| 45-54 | 147 (20.2%) | 71 (20.5%) | 76 (19.9%) |
| 55-59 | 90 (12.4%) | 44 (12.7%) | 46 (12.0%) |
| 60-64 | 76 (10.4%) | 39 (11.3%) | 37 (9.7%) |
| 65-74 | 101 (13.9%) | 49 (14.2%) | 52 (13.6%) |
| 75+ | 32 (4.4%) | 18 (5.2%) | 14 (3.7%) |
| Total | 728 (100%) | 346 (100%) | 382 (100%) |

2. DERBYSHIRE COUNTY COUNCIL LIBRARIES

2.1 Question 39 - Do you use public libraries in Derbyshire or public libraries elsewhere?

- 2.1.1** 72.1% of respondents said they used libraries in Derbyshire, and 9.6% used libraries elsewhere. 72.5% of female respondents used Derbyshire libraries

and 71.7% of male respondents do. A similar percentage of males(9.2%) and females(9.9%) were likely to use libraries elsewhere.

2.2 Question 40 - Approximately how often do you use public libraries?

2.2.1 693 people responded to this question. 10.2% used the service weekly, 24.7% monthly, 13.0% every three months, 9.4% every six months, 9.5% yearly, 12.8% less frequently and 20.3% never. 9.1% of females use the libraries weekly compared to 11.5% of males and 26.8% of females used the libraries monthly compared to 22.4% of males. 20.8% of males never used the libraries compared to 19.9% of females.

2.3 Question 41 - How would the following changes encourage or increase your use of public libraries?

2.3.1 The panel members were offered eleven changes, for each change they were asked to choose one of the following options, Would definitely increase use, Might increase use and Would make no difference. Table 2.1 below shows the changes, response rate for each change and the valid percent for each option for all respondents. Table 2.2 gives the responses for males and Table 2.3 the female responses.

Table 2.1 All respondents

| Change | Number of respondents | Would definitely increase use | Might increase use | Would make no difference |
|---|-----------------------|-------------------------------|--------------------|--------------------------|
| Longer Opening Times | 601 | 13.3% | 33.8% | 52.9% |
| Increased range of books and information | 599 | 29.7% | 38.7% | 21.0% |
| Improved Building | 564 | 7.3% | 22.2% | 70.6% |
| More helpful and knowledgeable staff | 573 | 7.9% | 29.57% | 62.7% |
| Better computer facilities for public use | 565 | 15.8% | 25.3% | 58.9% |
| Better access for people with disabilities | 566 | 9.4% | 16.4% | 74.2% |
| Ability to return items to any Derbyshire Library | 570 | 17.7% | 30.7% | 51.6% |
| Improved car parking facilities | 599 | 31.9% | 27.2% | 40.9% |
| Better public transport | 563 | 7.8% | 18.7% | 73.5% |
| Library services available on the Internet | 565 | 21.9% | 27.1% | 51.0% |
| Requested items delivered to your door (at additional cost) | 571 | 15.4% | 25.0% | 59.5% |

Table 2.2 Males

| Change | Number of respondents | Would definitely increase use | Might increase use | Would make no difference |
|---|------------------------------|--------------------------------------|---------------------------|---------------------------------|
| Longer Opening Times | 291 | 12.7% | 35.1% | 52.2% |
| Increased range of books and information | 287 | 27.2% | 41.1% | 31.7% |
| Improved Building | 272 | 6.6% | 23.2% | 70.2% |
| More helpful and knowledgeable staff | 274 | 6.6% | 28.1% | 65.3% |
| Better computer facilities for public use | 270 | 14.8% | 26.3% | 58.9% |
| Better access for people with disabilities | 271 | 7.4% | 12.5% | 80.1% |
| Ability to return items to any Derbyshire Library | 277 | 13.0% | 33.9% | 53.1% |
| Improved car parking facilities | 293 | 32.4% | 28.04% | 39.6% |
| Better public transport | 271 | 7.7% | 18.8% | 73.4% |
| Library services available on the Internet | 271 | 22.1% | 30.6% | 47.2% |
| Requested items delivered to your door (at additional cost) | 275 | 14.5% | 21.1% | 64.4% |

Table 2.3 Females

| Change | Number of respondents | Would definitely increase use | Might increase use | Would make no difference |
|---|------------------------------|--------------------------------------|---------------------------|---------------------------------|
| Longer Opening Times | 310 | 13.9% | 32.6% | 53.5% |
| Increased range of books and information | 312 | 32.1% | 36.5% | 31.4% |
| Improved Building | 292 | 7.9% | 21.2% | 70.9% |
| More helpful and knowledgeable staff | 299 | 9.0% | 30.8% | 60.2% |
| Better computer facilities for public use | 295 | 16.6% | 24.4% | 59.0% |
| Better access for people with disabilities | 295 | 11.2% | 20.0% | 68.8% |
| Ability to return items to any Derbyshire Library | 293 | 22.2% | 27.6% | 50.2% |
| Improved car parking facilities | 306 | 31.4% | 26.5% | 42.2% |
| Better public transport | 292 | 7.9% | 18.5% | 73.6% |
| Library services available on the Internet | 294 | 21.8% | 23.8% | 54.4% |
| Requested items delivered to your door (at additional cost) | 296 | 16.2% | 28.7% | 55.1% |

2.4 Question 41 text box - What is the single most important thing that could be done to make the library service better for you?

2.4.1 317 panel members responded to this question. Table 2.4 below shows the most popular answers.

Table 2.4

| Change | % of respondents |
|-------------------------------------|-------------------------|
| Better selection of books | 42.0 |
| Longer opening hours | 15.8 |
| Improved building | 8.8 |
| Improved car parking | 8.5 |
| Library services on the Internet | 5.4 |
| Longer borrowing times | 4.4 |
| Re-open a previously closed library | 4.4 |
| More helpful staff | 3.8 |
| Books delivered to home | 2.2 |

2.5 Question 42 - To what extent do the following apply to you?

2.5.1 For each statement the panel was offered five options ranging from strongly agree to strongly disagree and was asked to choose one option for each statement.

Statement 1 - I am too busy to use the public library

28.6% of respondents said they strongly agree or agree with the above statement, 30.4% were unsure and 40.9% disagree or strongly disagree. 26.9 % of males strongly agreed or agreed with the statement compared to 30.2% of females.

Statement 2 - I am not interested in reading

8.1% of respondents said that they strongly agree or agree with the above statement, 12.0% are unsure and 79.9% said they disagree or strongly disagree. More males(10.3%) than females(6.2%) strongly agreed or agreed with this statement.

Statement 3 - I prefer to buy books rather than borrow them

35.1% of respondents said they strongly agree or agree with the above statement, 24.5% are unsure and 40.4% either disagree or strongly disagree. 33.9% of males strongly agreed or agreed with this statement compared with 36.2% of females.

Statement 4 - I use alternative sources of information

43.0% of respondents said they strongly agree or agree with the above statement, 30.0% were unsure and 26.9% either disagree or strongly disagree. Nearly half of the males respondents, 46.1%, strongly agreed or agreed that

they used alternative sources of information compared to only 40.4% of females.

Statement 4 - I have limited mobility which prevents me from getting to a library

5.1% of respondents said they strongly agree or agree with the above statement, 10.8% were unsure and 84.2% either disagree or strongly disagree. The figures were similar for males and females.

Statement 5 - I find the charges off-putting

9.6% of respondents said they strongly agree or agree with the above statement, 23.0% were unsure and 67.4% either disagree or strongly disagree. More males(10.6%) than females(8.7%) strongly agreed or agreed that the charges were off-putting,

Statement 6 - Lack of transport prevents me from getting to the library

3.3% of respondents said they strongly agree or agree with the above statement, 13.3% were unsure and 83.4% either disagree or strongly disagree. The responses were again similar for males and females.

2.6 Question 27 text box - What do you think is the most "off putting" thing about public libraries?

2.6.1 260 panel members responded to this question. Table 2.5 below shows the most popular answers.

Table 2.5

| Most off putting thing | % of respondents |
|-------------------------------|-------------------------|
| The building / atmosphere | 21.5 |
| Limited choice of books | 20.8 |
| Not very user friendly | 10.8 |
| Un-helpful staff | 10.0 |
| Inadequate parking | 8.8 |
| Charges too high | 8.8 |
| Limited opening times | 6.5 |
| Distance / transport problems | 5.4 |
| Limited borrowing time | 3.8 |

2.7 Question 43 - How do you find out about public library services in Derbyshire?

2.7.1 The panel was given eight options and asked to cross all that apply.

2.7.2 The majority of respondents 63.0% find out about the library service from the library. The second most popular choice was from local newspapers with 15.8%. Friends provided 13.2% of the respondents with information about services. For 4.5% School/College or University provide the information, 5.5%

find out through use of the Internet, 2.3% find out through the Radio and 2.3% from their place of work. 23.0% don't know.

2.8 Question 44 - How would you prefer to be kept informed about local public library services and activities?

2.8.1 The panel was given twelve options to choose from and asked to cross all that apply. Table 2.6 below shows the results.

Table 2.6

| Method of information distribution | % of respondents | % of males | % of females |
|--|-------------------------|-------------------|---------------------|
| Leaflets in ordinary print | 45.9 | 41.0 | 50.3 |
| I do not feel I need to be kept informed | 34.8 | 33.5 | 35.9 |
| Information via the Internet | 16.3 | 17.9 | 14.9 |
| Information on local radio | 12.1 | 12.1 | 12.0 |
| e-mail | 8.0 | 11.3 | 5.0 |
| 24 hour help line | 5.4 | 3.8 | 6.8 |
| Leaflets in large print | 4.9 | 3.8 | 6.0 |
| Text messages | 1.6 | 1.4 | 1.8 |
| Information on CD ROM | 1.8 | 3.2 | 0.5 |
| Information recorded on tape | 0.4 | 0.3 | 0.5 |
| Information on video | 0.4 | 0.6 | 0.3 |
| Information in your first language, if not English | 0.5 | 0.9 | 0.3 |