The Voice of Warwickshire Panel

Survey 9: Libraries

Version 1.1

produced by the Business Intelligence Service

Author: Kate Price

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Contents

Executive summary

This survey asked respondents about their use of library services and their understanding of what services are provided, results from this survey will help inform Warwickshire County Councils library service.

There were 364 responses to the survey, a response rate of 41.4%. Respondents aged 18-39 were underrepresented. Panel members were sent 3 reminders about completing the survey.

Respondents use of Warwickshire County Council library services

- A total of 61.3% (n=212) respondents used Warwickshire County Council libraries and services, 38.7% (n=134) did not use WCC libraries or services.

Those who advised they do not use libraries or library services were directed to the non-user of library services section. Respondents who advised they were a user of library services were directed to the applicable section.

Non-user of library services (n=134)

- When asked if there were a reason, they do not use WCC libraries or library services, 49.3% (n=66) advised they can get what they want from a bookstore or on the internet. A total of 26.9% (n=36) said they were not sure what services were available.
- Respondents were asked what would encourage them to use the library, the most common themes were a better understanding of all services available and opening hours that are more accessible.
- Non-users were asked about available services and their awareness of them. The following results show respondents who indicated they were not aware of a service but would be interested to use in the future:
    - Mobile library service – 19.4% (n=26)
    - Home library service – 34.3% (n=46)
    - School library services – 10.4% (n=14)
    - Renew apply for concessionary travel pass – 36.6% (n=49)
    - Warm welcome location -27.6% (n=37)
    - Let's make spaces – 57.5% (n=77)
    - Hublets – 18.7% (n=25)
    - Use of Wi-Fi/ computers – 11.9% (n=16)
    - Events and activities for adults – 48.5% (n=65)
    - Events and activities for children/ young people – 14.2% (n=19)
    - Local studies – 37.3% (n=50)
    - Access to specialist collections – 26.9% (n=36)
    - Access to online reference resources – 38.8% (n=52)
    - Books on prescription – 23.9% (n=32)
    - Borrow/ stream classical music – 23.9% (n=32)
    - Borrow/ access eNewspapers – 28.4% (n=38)
    - Borrow/ access eMagazine – 32.8% (n=44)
    - Borrow ebooks – 38.1% (n=51)

- o Borrow library books – 6% (n=8)

User of library services (n=212)

- A total of 87.3% (n=185) said they were a member of WCC libraries
- Users of the library services were asked which services they used and their frequency of use. The below shows the services respondents were not aware of but would like to use in the future:
  - o Mobile library service – 16% (n=34)
  - o Home library service – 20.8% (n=44)
  - o School library services – 12.3% (n=26)
  - o Renew apply for concessionary travel pass – 22.2% (n=47)
  - o Warm welcome location -14.2% (n=30)
  - o Let's make spaces – 32.5% (n=69)
  - o Hublets – 12.7% (n=27)
  - o Use of Wi-Fi___33/ computers – 12.3% (n=26)
  - o Events and activities for adults – 35.4% (n=75)
  - o Events and activities for children/ young people – 4.7% (n=10)
  - o Local studies – 31.6% (n=67)
  - o Access to specialist collections – 23.1% (n=49)
  - o Access to online reference resources – 38.7% (n=82)
  - o Books on prescription – 15.6% (n=33)
  - o Borrow/ stream classical music – 20.8% (n=44)
  - o Borrow/ access eNewspapers – 21.7% (n=46)
  - o Borrow/ access eMagazine – 22.6% (n=48)
  - o Borrow ebooks – 21.2% (n=45)
  - o Borrow library books – 8.5% (n=18)

- Respondents were asked what they think the benefits are of using the library or library services. The main themes were cost savings and range of choice.
- The libraries used by the highest proportion of respondents were Leamington Spa Library and Information Centre (23.6%, n=50) and Rugby Library and Information Centre (23.6%, n=50).
- In response to the reason for visiting a library building, the main reason (80.9%, n=165) was to use a library service such as borrow a book, computer. The next most common reason (39.2%, n=80) was to use as a quiet space to read and/ or study.

Looking ahead at library services (all respondents)

- Respondents were asked how we could raise awareness of libraries and the services offered. The most common methods suggested were social media, advertising in general and via school visits and school awareness.
- The next question asked how access to libraries could be improved. The most common themes suggested were longer opening hours. Thirty-five respondents said they did not think there were any improvements needed.

- Respondents were asked if there was anything WCC library services should offer in addition to what is already available. The main theme was, that there were no further services required with the most common suggestion for an additional offer being a "café" in the library.
- The final question asked if there were any further comments to be made on library services. The responses were themed, the main themes were that it is a fantastic service and vital for the community and that it is important the libraries are not closed.

Background

The Voice of Warwickshire panel (VoW) was launched in October 2021 when residents in Warwickshire were invited to register and join the panel. The panel gives residents aged 18 and over in Warwickshire an opportunity to share their views on the big issues in Warwickshire, like health and wellbeing, climate change and sustainability, community safety, education, transport, economic growth, inequalities and inclusion, and more.

This report summarises the results of the ninth survey sent to all 836 Voice of Warwickshire panel members. This survey was intended to gather panel members' views on their knowledge of and use of library services.

Method

An online survey was hosted on the Citizen Space 'Ask Warwickshire' site via a private link only available to panel members. All members of the panel were asked how they would prefer to complete surveys when they initially signed up to join the panel. The majority (>99%) of panel members opted to complete online surveys with five members advising they would prefer to complete paper-based surveys. Those opting for paper-based surveys were contacted by phone and asked if they would like to complete the survey via the phone. The other panel members were sent an email with a link to participate in the online survey. Three reminder emails were sent to those who had not completed the survey during the live period. In total, an email with a link to the survey was distributed to 832 members of the Voice of Warwickshire panel.

The survey ran from 17th January 2024 to 18th February 2024.

Quantitative results have been analysed and open text responses have been themed.

Appendix 1 provides the survey questions.

Results

There were 364 responses to the survey: a response rate of 41.4%.

4.1 Respondent Profile

Figure 1 and Table 1 show where panel members that responded live. The place of residence of panel members responding to the survey is broadly similar to the distribution of residents aged 18 and over in Warwickshire.

Figure 1: District/borough of residence of respondents

District or Borough:	Resp.	%
North Warwickshire Borough	33	9.5
Nuneaton and Bedworth Borough	68	19.7
Rugby Borough	70	20.2
Warwick District	97	28.0
Stratford-on-Avon District	72	20.8
Not Known	6	1.7

Data correct as of 4/3/2024

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Produced by the Data Management Team, Business Intelligence, Enabling Services, Resources Directorate, Warwickshire County Council. 4 March 2024

Warwickshire County Council

Table 1: Place of residence of respondents compared with panel membership and the Warwickshire population.

District	Number of respondents	% respondents	% total VoW panel *	% total Warwickshire**
North Warwickshire Borough	33	9.5%	10.3%	10.9%
Nuneaton and Bedworth Borough	68	19.7%	19.4%	21.9%
Rugby Borough	70	20.2%	20.6%	18.7%
Stratford-on-Avon District	72	20.8%	23.1%	23.3%
Warwick District	97	28%	26.7%	25.2%
Unknown	6	1.7%	-	-

This is the current composition of the Voice of Warwickshire panel (March 2024)

**This is the composition of the Warwickshire population aged 18 and over based on mid-2022 population estimates*

Table 2 shows the characteristics of panel members responding to the survey and compares this to the characteristics of the Voice of Warwickshire panel and Warwickshire population (aged 18 and over) where available.

Table 2 – Characteristics of respondents to survey (364 respondents)

Gender Identity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Female	175	50.6%	50.5%	51.2%
Male	149	43.1%	44.7%	48.8%
Non-binary	2	0.6%	0.7%	-
Prefer not to say	8	2.3%	1.7%	-
Prefer to self-describe	6	1.7%	2.4%	-
Not known	6	1.7%	-	-

Age in years	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
18-24	2	0.6%	1.2%	9.3%
25-39	33	9.5%	14.4%	23.9%
40-49	48	13.9%	15.9%	15.7%
50-59	65	18.8%	22.8%	17.9%
60-64	61	17.6%	13.5%	7.5%
65-74	95	27.5%	23.9%	13.3%
75+	32	9.2%	8.2%	12.4%
Prefer not to say	4	1.2%	1.3%	-
Not known	6	1.7%	-	-

Sexual Orientation	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asexual	10	2.9%	3.7%	-
Bi/bisexual	14	4%	3.4%	1.1%
Heterosexual/straight	262	75.7%	79.2%	90.9%
Gay Man	6	1.7%	1.6%	1.2%
Gay woman/lesbian	1	0.3%	0.8%	1.2%
Pansexual	3	0.9%	0.8%	-
Other	1	0.3%	0.2%	0.3%
Prefer not to say	39	11.3%	9.1%	-
Not known	6	1.7%	1.1%	6.5%

Long standing illness or disability	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Yes	68	19.7%	18.9%	16.8%
No	264	76.3%	78.4%	83.2%
Prefer not to say	8	2.3%	2.8%	-
Not known	6	1.75%	-	-

Ethnicity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asian or Asian British - Bangladeshi	-	-	-	0.1%
Asian or Asian British - Indian	8	2.3%	3.2%	4.1%
Asian or Asian British - Pakistani	-	-	0.1%	0.5%
Black or Black British - African	-	-	0.5%	0.4%
Black or Black British - Caribbean	3	0.9%	0.7%	0.4%
Chinese	2	0.6%	1.1%	0.5%
Gypsy or Traveller	5	1.4%	0.5%	0.2%
Mixed - White and Asian	-	-	0.5%	0.8%
Mixed - White and Black Caribbean	2	0.6%	0.2%	0.2%
Other Asian background	1	0.3%	0.4%	1.0%
Other Black background	1	0.3%	0.1%	-
Other Mixed background	-	-	0.5%	0.5%
Other White background	13	3.8%	4.9%	5.9%
Prefer not to say	10	2.9%	2.0%	-
Prefer to self-describe	1	0.3%	1.1%	-
White British	293	84.7%	83.3%	82.1%
White Irish	1	0.3%	0.7%	0.9%
Not known	6	1.7%	-	-

Religion	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Buddhist	3	0.9%	1.1%	0.4%
Christian	152	43.9%	46.6%	50.4%
Hinduism	1	0.3%	1.3%	1.8%
Islam	-	-	0.5%	1.5%
Judaism	3	0.9%	0.4%	0.1%
Sikhism	5	1.4%	1%	2.1%
Spiritual	9	2.6%	1.8%	-
Other religion or belief	5	1.4%	1.6%	0.5%
No religion	133	38.4%	37.6%	37.6%
Prefer not to say	26	7.5%	6.7%	-
Not known	6	1.7%	1.4%	6.6%

* Based on ONS (Office for National Statistics) 2022 mid-population estimates and 2021 Census data

4.2 Respondents use of Warwickshire County Council library services

Respondents were initially asked if they use Warwickshire County Council (WCC) libraries or library services. All 346 respondents answered this question. A total of 61.3% (n=212) respondents used WCC libraries or library services whilst 38.7% (n=134) didn't (Figure 2).

Figure 2: Responses to "Do you use Warwickshire County Council libraries or library Services?" (Percentage of total responses)
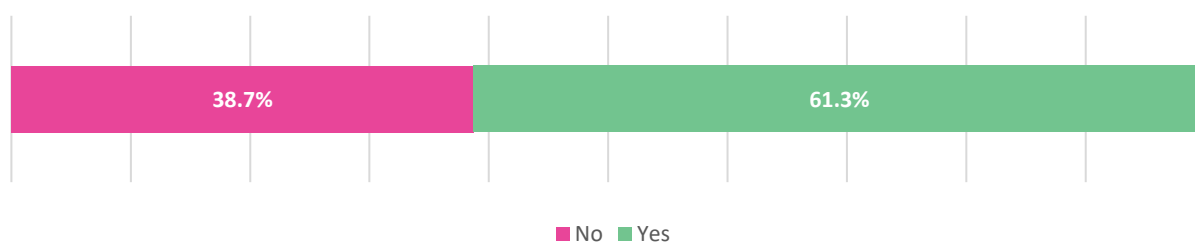

Shown below in figure 3 is a breakdown by use of Warwickshire County Councils library by age. Overall, 75% (n=24) of respondents aged 75+ advised they used the library and its services. Just over half 50.8% (n=33) of respondents aged 50-59 advised they did not use the library or its services.

Figure 3: Responses to "Do you use Warwickshire County Council libraries or library Services?" (Percentage of responses by age)
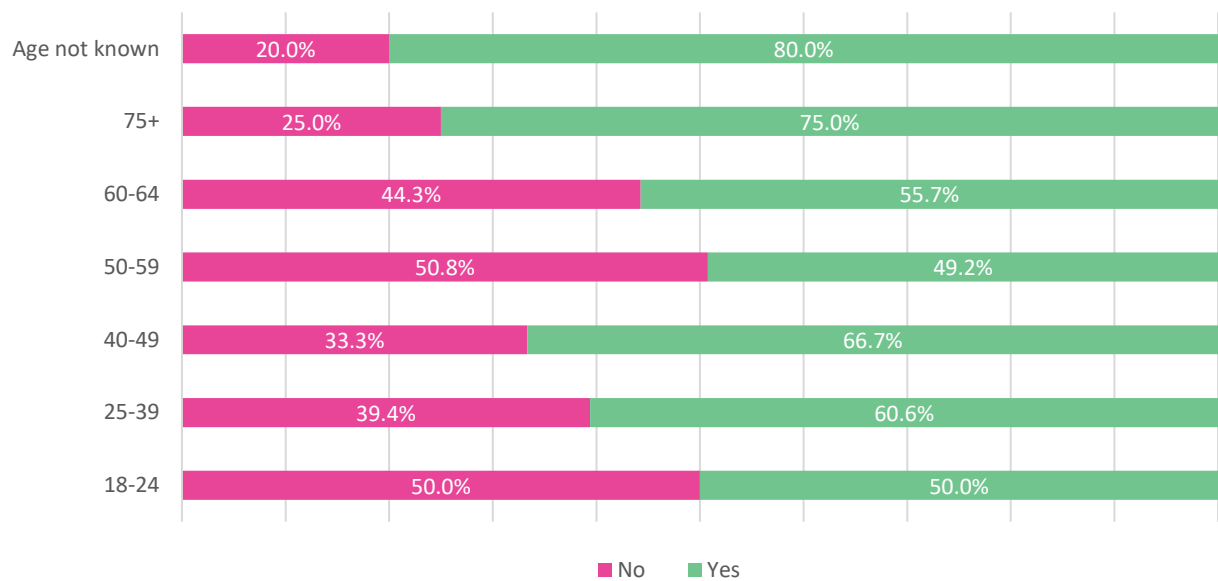
In figure 4 below responses have been shown by the District or Borough the respondent lives in. A total of 68.6% (n=48) of respondents who live in Rugby Borough advised they use the library and its services and 64.9% (n=63) of Warwick District respondents advising they use the library or its services.

Figure 4: Responses to "Do you use Warwickshire County Council libraries or library Services?" (Percentage of total responses by District and Borough)
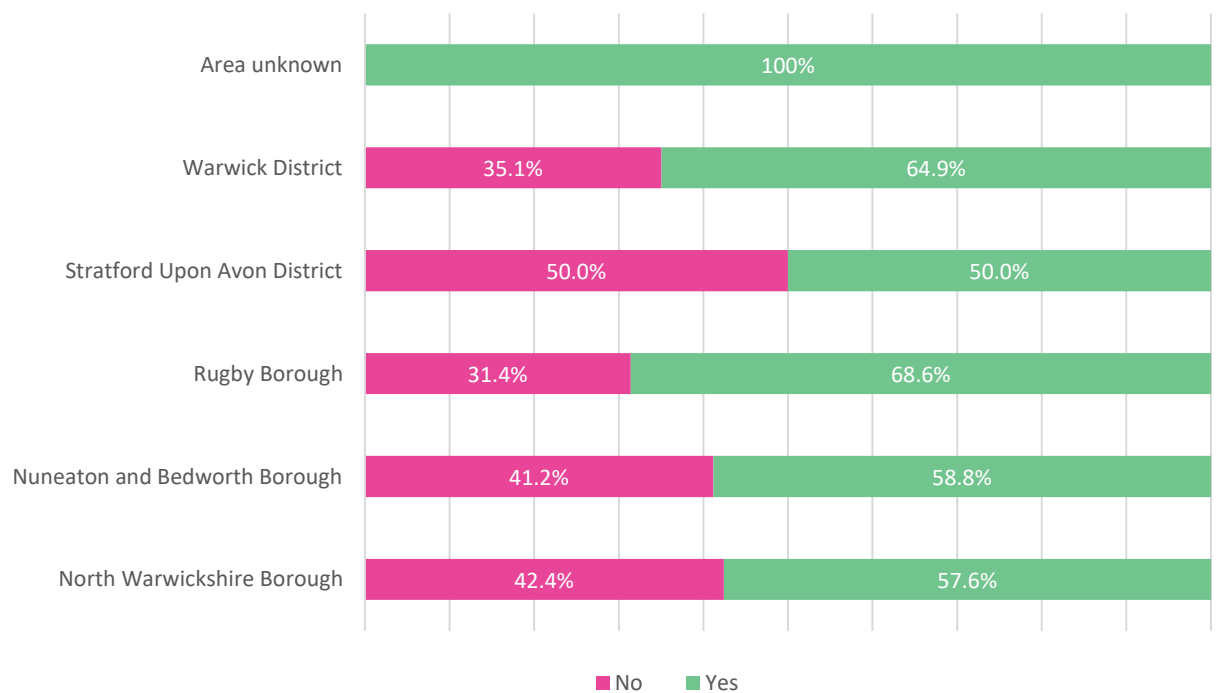
4.3 Non-user of library services

Respondents who advised they did not use Warwickshire County Council libraries or library services were asked if there was a reason, they did not use the services. Respondents were given several options and asked to select all reasons that applied to them. All 134, respondents who did not use the library responded to the question (Figure 5).

Figure 5: Responses to "Is there a reason you do not use any libraries/ library services?" (Percentage of responses)
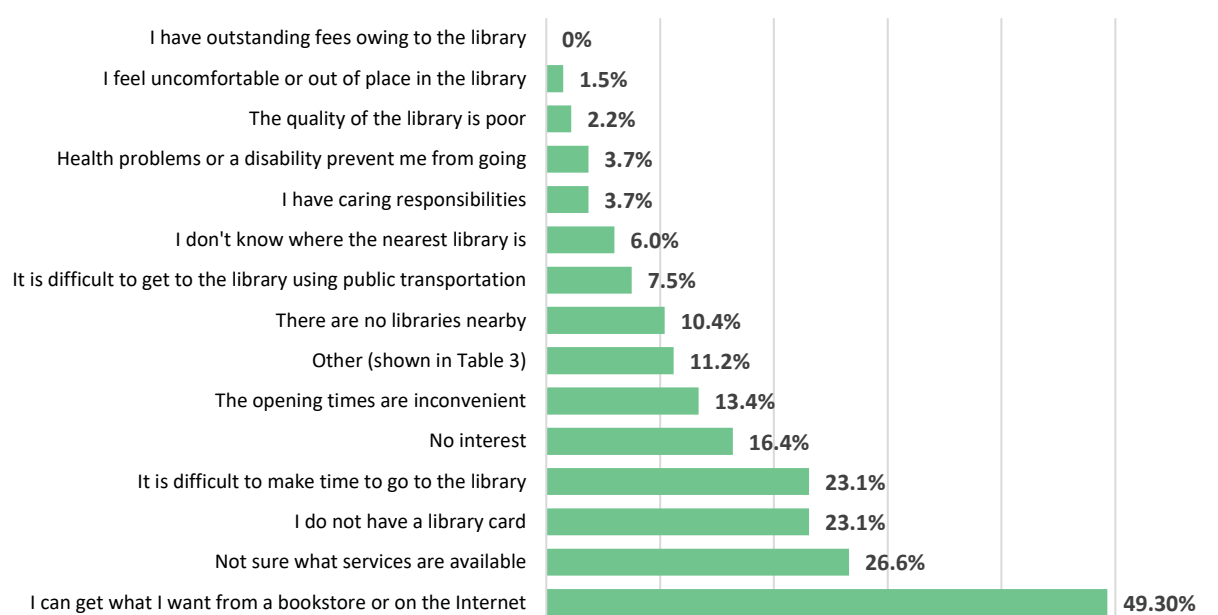
The theme of responses from the 11.2% (n=15) of respondents who advised 'other' are shown in Table 3. A total of 41 responses were given in this open text box.

Table 3 – Themes of other responses to "is there a reason you do not use any libraries/ library services?"

Theme	Number of responses	Example responses
Use ebooks and kindle	6	"Use the internet for everything instead" "I have moved to an eReader and download stories via that service"
Fell out of the habit	4	"I stopped using the library when I went to university."
Would like to use more	4	"Recently retired so hope to start using the service in the near future"
Opening hours not accessible	4	"Activities that I would be interested in doing are during the day and as I work full time, I cannot use these"
Purchase the books I require	3	"I will usually buy a book I need"

Have no interest	3	"I have access to most of the books I want at home, it is unlikely I would find the books I am interested in within a library collection"
Difficult to get to/ park near library	3	"I avoid travelling into the town centre because of the traffic and parking difficulties"
Forgotten about the service	2	"It's been so long since I have used a library, I've forgotten how great they can be"
Do not need any more books	2	"I am swamped with books I have not yet read"
Research online	2	I research for the information I need online"
Unsure where nearest library is	2	"I am unsure where my nearest library is"
Concerned will incur fees	2	"Worried what would happen if I could not return a book if I were to use the mobile library service but miss the bus and unable to return on time"

Themes mentioned by one respondent included: attended for an appointment and nobody came, have a local book swap, services not promoted, outdated.

Respondents who advised they were non-users of libraries or library services were next asked what would encourage them to use library services. A total of 75.4% (n=101) respondents who were asked this question answered. There was an open text box for respondents to further explain their answer, the results are show in Table 4.

Table 4– Themes of responses to "What would encourage you to use library services?"

Theme	Number of responses	Example responses
Understanding all services available	23	"Understanding exactly what services the library offers" "A bit more knowledge about the service" "I'm not sure what services are available?"
Different opening hours	11	"If it were open later or early on a week day or Sunday." "The opening times are inconvenient"
Nothing	10	"Probably nothing to be honest" "Nothing really, I get the books I want elsewhere"
Library that is more local	9	"If there was a local library I would use it, I would have to catch the bus to get to the library which costs money and time"" "I would probably make more use of the library if I lived within walking distance"
Not sure	7	"I don't think I need the library and I don't need other services"
When I have more time	7	"When I have more personal time available, I will probably use the library"
Café	6	"Coffee shop inside the library"
Easier parking	4	"Easier to park"
Knowing where my local library is	4	"Knowing where there is a local library"
Books of interest to me/ more choice	4	"The library having books that are of interest to me"

Home delivery service	4	*"If they delivered then maybe"*
More events	4	*"If there were special events to draw me in"*
Out of hours return of books	4	*"If there were a return process that didn't require the library being open"*
Online access to resources	3	*"Online access to library resources"*
More frequent mobile library	3	*"a frequent mobile library service – a problem is that I can no longer drive"*
Order books online	3	*"Online facility to order books"*
Book club	2	*"a book club"*

Themes mentioned by one respondent included able to join easily, an advice service, change in my reading, when have grandchildren, have no library card, if lived closer to grandchildren, if was lonely, lower fees, more public computers, newsletter, space for meetings, warm welcome.

The final question asked to non-users of libraries/ library services was to understand which library services they were aware of and if they would like to use the services. Responses to services related to borrowing or using books, magazines, newspapers, other media and resources are summarised in Figure 6. Over a third of respondents said they weren't aware of Borrowbox (38.1%, n=51) and the home library Service (34.3%, n=46) but would be interested in using in the future. Overall, 42.5% (n=57) advised they were aware and would be interested to borrow books in the future.

Figure 6: Responses to "Warwickshire County Council offers a wide range of library services including both physical and digital services, please advise which services you are aware of" (percentage of total responses) - Borrowing or using books, magazines, newspapers, other media and resources

Service	No, not aware but would be interested in using	No, not aware and not interested	Yes, aware but not interested in using	Yes, aware and interested to use in the future	Not answered
Local Studies (e.g. Warwickshire history) and family history collection	37.3%	26.1%	20.9%	14.2%	
Access to specialist collections (e.g. Music and Drama Collection/ George Elliot collection)	26.9%	45.5%	20.9%	5.2%	
Access to online reference resources (e.g. find my past, COBRA, theory test)	38.8%	25.4%	18.7%	15.7%	
Borrow/ stream classical music (Naxos Music Library)	23.9%	44.0%	21.6%	5.2%	
Books on prescription/ Self-help books	23.9%	39.6%	25.4%	6.7%	
Borrow/ access eNewspapers (Press Reader)	28.4%	44.0%	20.1%	6.0%	
Borrow/ access eMagazine (Libby)	32.8%	38.1%	16.4%	9.0%	
Borrow ebooks (Borrowbox)	38.1%	23.1%	20.9%	14.2%	
Borrow library books	6.0%	5.2%	45.5%	42.5%	

Responses related to use of other library services are summarised in Figure 7. A total of 57.5% (n=81) respondents indicated that they did not know about Let's Make Spaces within the library, and they would be interested to use in the future. In addition, 48.5% (n=75) advised they were not aware of events and activities for adults in the library, but they would be interested to use in the future.

Figure 7: Responses to "Warwickshire County Council offers a wide range of library services including both physical and digital services, please advise which services you are aware of" (percentage of total responses) - Use of other library services

Service	No, not aware but would be interested in using	No, not aware and not interested	Yes, aware but not interested in using	Yes, aware and interested to use in the future	Not answered
Mobile library service	19.4%	29.1%	32.8%	17.2%	
Home library service (books delivered to your home	34.3%	38.8%	15.7%	9.0%	
School Library Services (provides resource, information and advice for the development of literacy and learning in schools	10.4%	56.7%	28.4%	2.2%	
Renew/ apply for concessionary travel pass	36.6%	37.3%	6.7%	17.2%	
Warm welcome location	27.6%	29.9%	30.6%	10.4%	
Let's make spaces (e.g. access to 3D printers and other resources)	57.5%	23.9%	10.4%	7.5%	
Hublets - use of computer tablets within the library	18.7%	50.0%	25.4%	4.5%	
Use of library wifi/ computers	11.9%	19.4%	52.2%	14.9%	
Events and activities for adults	48.5%	19.4%	18.7%	11.9%	
Events and activities for children and young people	14.2%	42.5%	36.6%	5.2%	

■ No, not aware but would be intersted in using   ■ No, not aware and not interested

■ Yes, aware but not interested in using   ■ Yes, aware and interested to use in the future

■ Not answered

4.4 User of library service

This section of questions was asked to the 222 respondents who indicated they are users of the library/ library services. The first question asked respondents if they were a member of Warwickshire County Council libraries. A total of 87.3% (n=185) advised yes, they were a member of WCC libraries.
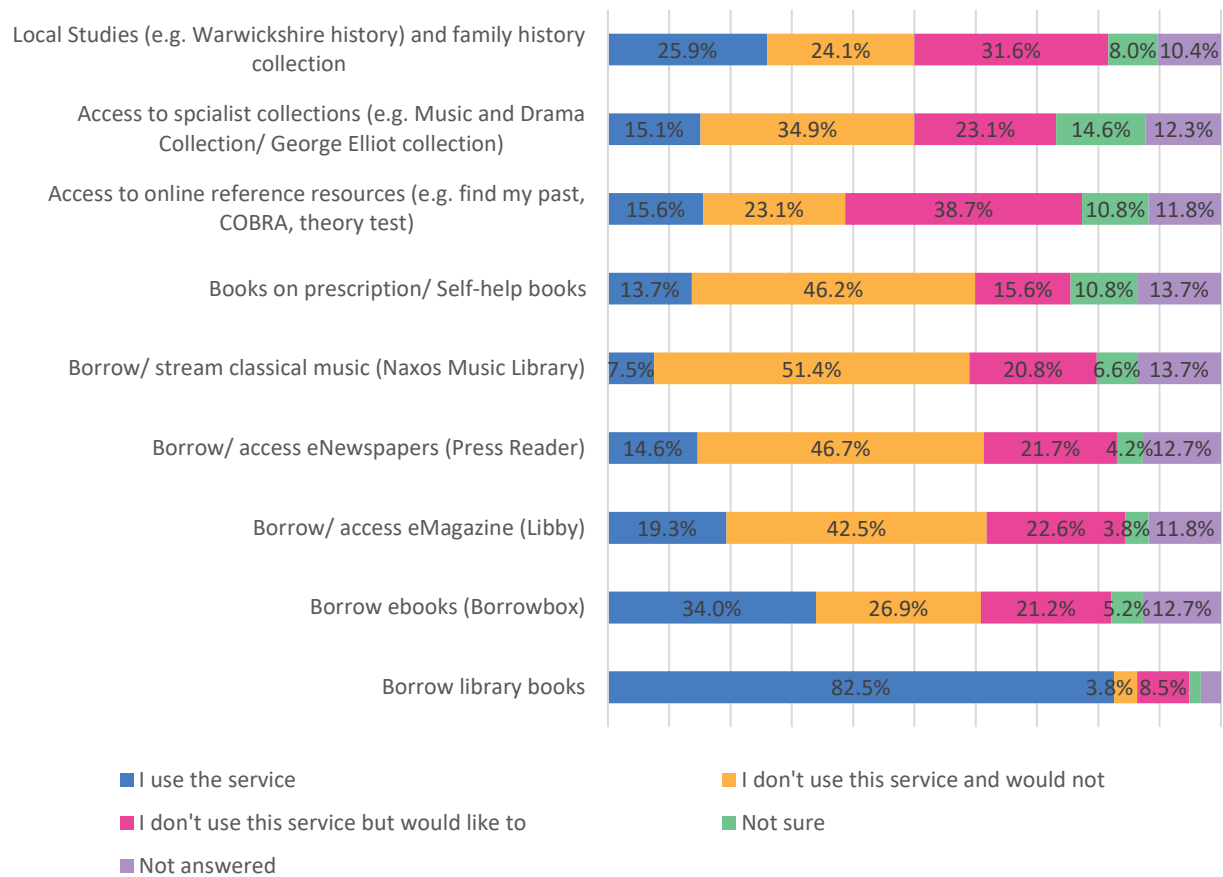
Figure 8: Responses to "Are you a member of Warwickshire County Council libraries?" (Percentage of responses)
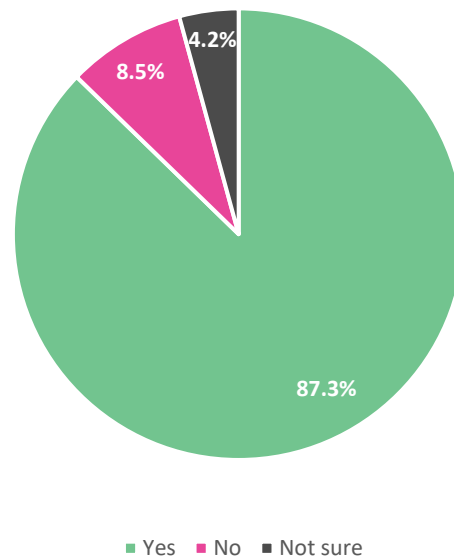
The next question asked respondents which library services they were aware of and their use of them. Responses for services related to borrowing or using books, magazines, newspapers, other media and resources are summarised in Figure 8. The most used library service was to borrow books, a total of 82.5% (n=175) used this service, followed by 34% (n=72) borrowing ebooks (Borrowbox).   A total of 38.7% (n=82) advised they were not aware on access to online reference resources and would be interested in using in the future.
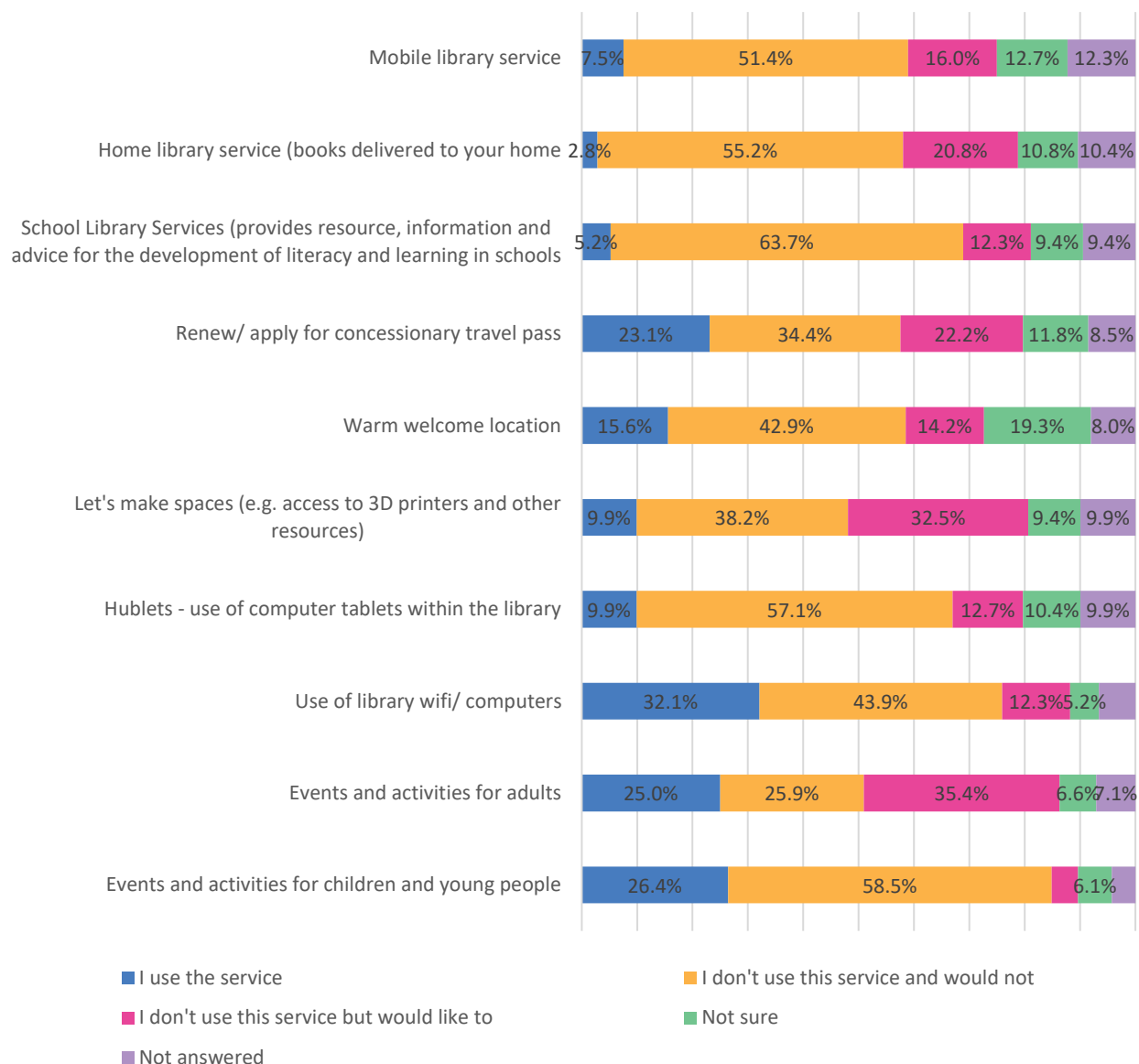
Figure 9: Responses to "Which library services do you use or would potentially use?" (Percentage of responses)

Service	I use the service	I don't use this service and would not	I don't use this service but would like to	Not sure	Not answered
Local Studies (e.g. Warwickshire history) and family history collection	25.9%	24.1%	31.6%	8.0%	10.4%
Access to spcialist collections (e.g. Music and Drama Collection/ George Elliot collection)	15.1%	34.9%	23.1%	14.6%	12.3%
Access to online reference resources (e.g. find my past, COBRA, theory test)	15.6%	23.1%	38.7%	10.8%	11.8%
Books on prescription/ Self-help books	13.7%	46.2%	15.6%	10.8%	13.7%
Borrow/ stream classical music (Naxos Music Library)	7.5%	51.4%	20.8%	6.6%	13.7%
Borrow/ access eNewspapers (Press Reader)	14.6%	46.7%	21.7%	4.2%	12.7%
Borrow/ access eMagazine (Libby)	19.3%	42.5%	22.6%	3.8%	11.8%
Borrow ebooks (Borrowbox)	34.0%	26.9%	21.2%	5.2%	12.7%
Borrow library books	82.5%		3.8%	8.5%	

Legend:
- ■ I use the service
- ■ I don't use this service and would not
- ■ I don't use this service but would like to
- ■ Not sure
- ■ Not answered

Responses related to use of other library services are shown in Figure 10. Overall, 35.4% (n=75) of respondents advised they were not aware of events and activities for adults, and this would be something they would be interested to use in the future.

Figure 10: Responses to "Which library services do you use or would potentially use?" (Percentage of responses)

| Service	I use the service	I don't use this service and would not	I don't use this service but would like to	Not sure	Not answered
Mobile library service	7.5%	51.4%	16.0%	12.7%	12.3%
Home library service (books delivered to your home)	2.8%	55.2%	20.8%	10.8%	10.4%
School Library Services (provides resource, information and advice for the development of literacy and learning in schools)	5.2%	63.7%	12.3%	9.4%	9.4%
Renew/ apply for concessionary travel pass	23.1%	34.4%	22.2%	11.8%	8.5%
Warm welcome location	15.6%	42.9%	14.2%	19.3%	8.0%
Let's make spaces (e.g. access to 3D printers and other resources)	9.9%	38.2%	32.5%	9.4%	9.9%
Hublets - use of computer tablets within the library	9.9%	57.1%	12.7%	10.4%	9.9%
Use of library wifi/ computers	32.1%	43.9%	12.3%	5.2%	
Events and activities for adults	25.0%	25.9%	35.4%	6.6%	7.1%
Events and activities for children and young people	26.4%	58.5%		6.1%	

The most frequently used service is borrowing books, with a total of 53 respondents advising they borrow books on a monthly basis and 47 respondents advising they use the service every 3-6 months.

Figure 11: Responses to "how frequently do you use the library and the services?" (number of responses)
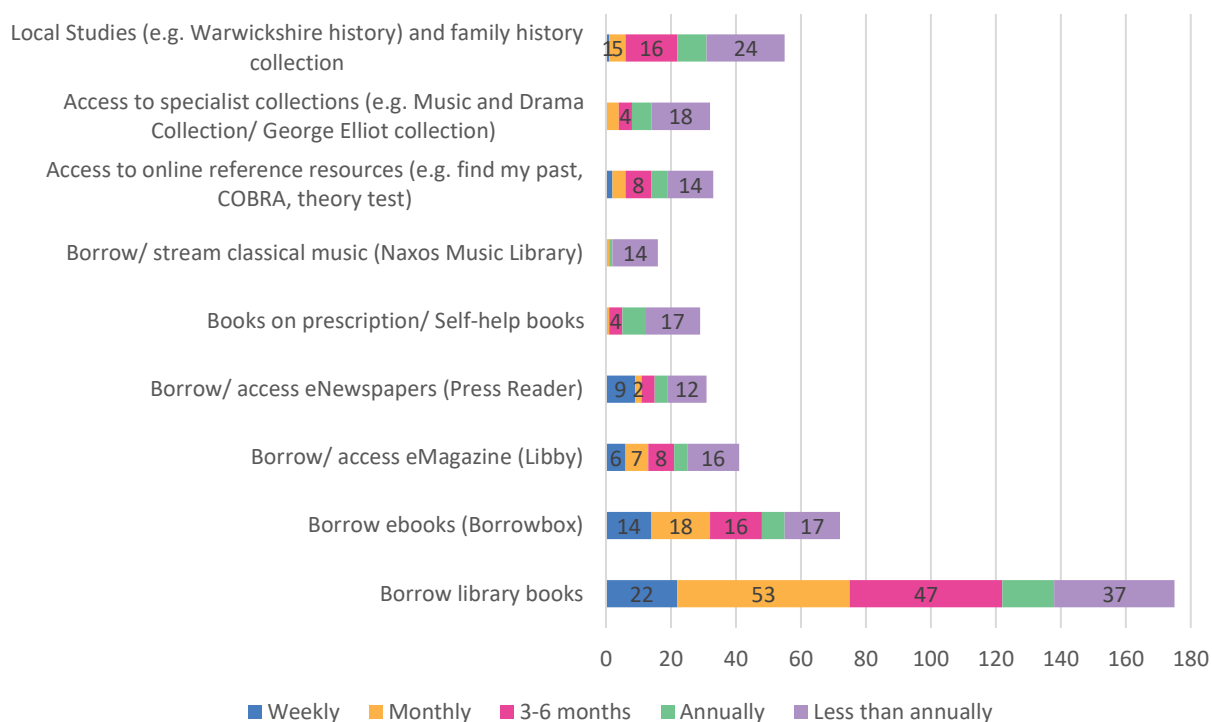
A total of 28 respondents advised they use the library wifi or computers less than annually, with 18 respondents advising they use this service every 3-6 months. Overall, 25 respondents advised they use the concessionary travel pass service less than annually.

Figure 112: Responses to "how frequently do you use the library and the services?" (Number of responses)
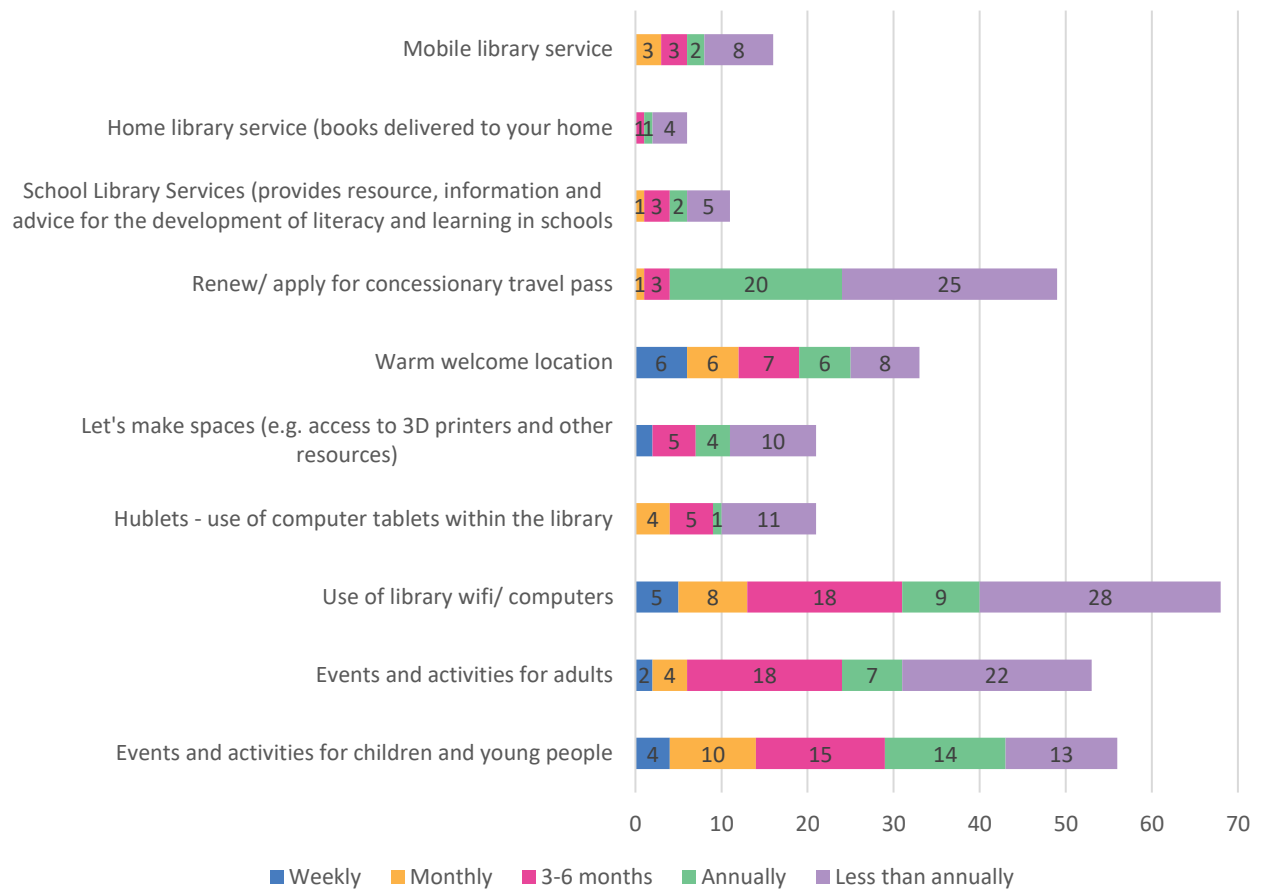
Shown below in table 5 is a breakdown of the number of respondents and the frequency of their use of the services. A total of 82 respondents advised they do not access online resources, but it is something they would be interested to use.

Table 5: Number of responses to "Warwickshire County Council offers a wide range of library services including both physical and digital services. We would like to understand which services you use or would potentially use. Please indicate your use of the following services,"

Library service	Weekly	Monthly	3-6 Months	Annually	Less than annually	I do not use this service but would like to	I don't use this service and would not	Not sure	Not answered
Borrow library books	22	53	47	16	37	18	8	4	7
Borrow ebooks (Borrowbox)	14	18	16	7	17	45	57	11	27
Borrow/ access eMagazine (Libby)	9	2	4	4	12	46	99	9	27
Borrow/ stream classical music (Naxos)	-	1	-	1	14	44	109	14	29
Books on prescription/ self-help books	-	1	4	7	17	33	98	23	29
Access to online reference resources	2	4	8	5	14	82	49	23	25
Access to specialist collections	-	4	4	6	18	49	74	31	26
Local studies	1	5	16	9	24	67	51	17	22
Events and activities for young people	4	10	15	14	13	10	124	13	9
Events and activities for adults	2	4	18	7	22	75	55	14	15
Use of library Wi-Fi___33/ computers	5	8	18	9	28	26	93	11	14
Hublets	-	4	5	1	11	27	121	22	21
Let's make spaces	2	-	5	4	10	69	81	22	21
Warm welcome location	6	6	7	6	8	30	91	41	17
Renew/apply for concessionary travel pass	-	1	3	20	25	47	73	25	18
School library services	-	1	3	20	25	47	73	25	18
Home library service	-	1	3	2	5	26	135	20	20
Mobile library service	-	3	3	2	8	34	109	27	26

Respondents were next asked what they think are the benefits of using a library or library services. A total of 177 respondents answered this question. Responses have been analysed and the main themes are presented in Table 6. The benefits most frequently mentioned were cost savings, range of choice and a valued service for the community.

Table 6: Themes of other responses to "What do you think are the benefits of using a library or library services?"

Theme	Number of responses	Example responses
Cost savings	50	*"Ability to read books at a low cost"* *"It helps people read books they can't afford"* *"Free books , anyone no matter income can access books for pleasure or learning"* *"I read a lot and its far more accessible to do so via the library rather than buy the book at £10 a time."*
Range of choice	48	*"Vast range of material on offer"* *"Great resource as it encourages daughter to read all genres of books."* *"Vast range of material on offer"* *"Access to wide range of books and audio through borrowbox"*
Valued service for the community	44	*"a library is 2nd only to refuse collection as my most valued service from Warwickshire County Council."* *"Libraries are crucial to communities – I didn't even know that our libraries did more than just lend physical books"* *"Such an important part of our community"*
Expand knowledge	22	*"Gain knowledge"* *"Gaining greater knowledge"* *"They are an important educational resource"*
Lead by example for children	17	*"Good for my child to instil a love of books"* *"We read a lot at home, but I think going to the library has played a bit part in my child's love of books"*
Vast number of services	38	*"Access to lots of things some would normally not know about"* *"Printing facility is invaluable as I do not have a printer"* *"Having access to massive resources"*
Warm space	16	*"Central and warm location"* *"Great space to meet, socialise, learn study, keep warm or attend events"*
Great events	13	*"Have enjoyed some interesting talks"* *"Offers chats and discussions on local history which I enjoy attending"*
Reference section	13	*"I visit the library reference section"* *"Wide range of reference material"*
Social activity	20	*"Social interaction – bringing different ages together"* *"A place for people who feel isolated!* *"A place to engage with the community"*
Good for the environment	9	*"Better for the environment"* *"Paperless services help the environment and reduce waste"*

Respondents who said they used the library or library services were asked which libraries they visit; they were advised to select all options that applied to them. A total of 212 respondents answered this question, respondents were advised to select all libraries they use or visit. A total of 23.6% (n=50) advised they had visited Leamington Spa Library and Information Centre and Rugby Library and Information Centre.

Table 7 : Responses to "Which libraries do you use or visit?"

Library Location	Number of responses	Percentage of responses
Leamington Spa Library and Information Centre	50	23.6%
Rugby Library and Information Centre	50	23.6%
Warwick Library and Information Centre	35	16.5%
Nuneaton Library and Information Centre	31	14.6%
I use the eLibrary (Borrowbox)	29	13.7%
Stratford-upon-Avon Library and Information Centre	28	13.2%
Bedworth Library and Information Centre	20	9.4%
Kenilworth Library	20	9.4%
Atherstone Library and Information Centre	18	8.5%
Bulkington Community Library	14	6.6%
Lillington library and Information Centre	8	3.8%
Southam Library and Information Centre	8	3.8%
Polesworth Library and Information Centre	7	3.3%
Whitnash Library and Information Centre	7	3.3%
I use a mobile Library	7	3.3%
Coleshill Library and Information Centre	6	2.8%
Dunchurch Community Library	6	2.8%
Alcester Library and Information Centre	5	2.4%
Shipston-on-Stour Library and Information Centre	5	2.4%
Harbury Community Library	3	1.4%
Stockingford Nursery School, Children & Family Centre & Library	3	1.4%
I do not visit a library	3	1.4%
Baddesley Community Library	2	0.9%
Hartshill Community Library	2	0.9%
Water Orton Community Library	2	0.9%
Wellesbourne Library and Information Centre	2	0.9%
Bidford Community Library	1	0.5%
Keresley Community Library	1	0.5%
Dordon Community Library	0	0.0%
Henley Community Library	0	0.0%
Kineton Community Library	0	0.0%
Studley Community Library	0	0.0%
Wolston Library and Information Centre	0	0.0%

The final question in this section asked respondents if they visited a library, why they visited. They were presented with a number of options (Including other) and could select all that applied.

A total of 204 respondents answered this question. Figure 13 shows responses.

Figure 13: Responses to "If you visit a library building why do you visit?" (Total responses)
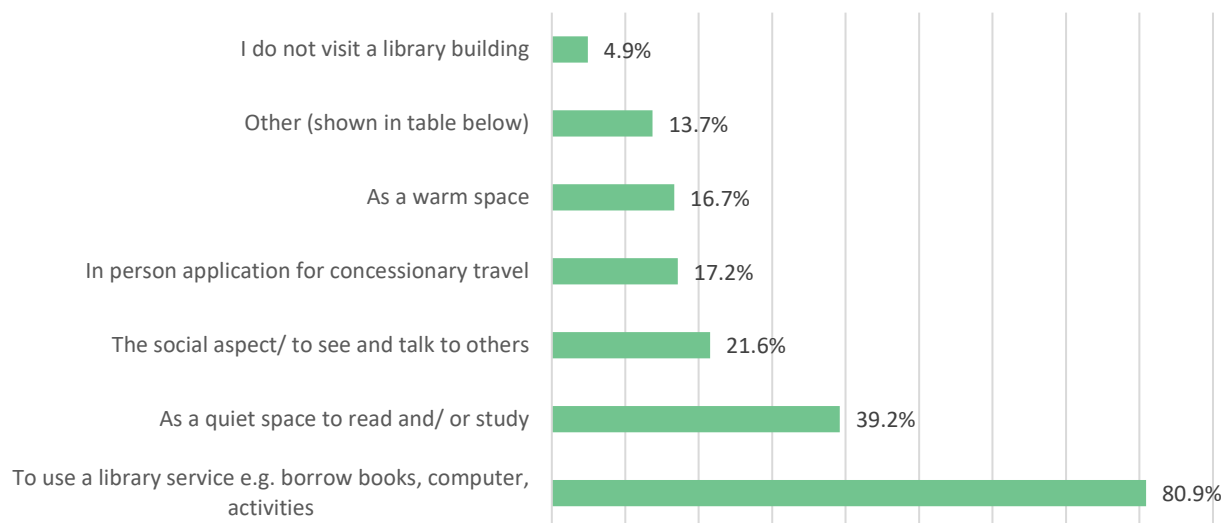
A total of 49 respondents used the open text box to provide another reason. Themes of other responses are summarised in Table 8.

Table 8 : Themes of other responses to "if you visit a library building why do you visit?"

Theme	Number of responses
Attend events	13
Visit places nearby – museum, art gallery	5
Place of work	4
Check what is on	4
Community space	2
Play area	2
Read printed newspaper	2
Research	2
Visit with children	2
A meeting place	2

Themes of responses given by one respondent included: access maps, attend a meeting, book community transport, calm place, collect books, exhibition use, get bus timetable, have not visited since covid, inspiring place to be, gain knowledge from librarians, social aspect, read, reference section, seed swap, use internet, use photocopier, use printer, use toilet, visit with someone else, visit with work.

4.5 Looking ahead at library services.

The final section asked respondents about the future of libraries. The first question asked all respondents how we could raise awareness of libraries and the services they offer. All respondents were invited to answer this question, a total of 275 responded. This was an open text question – responses have been analysed and put into themes. The themes are summarised in Table 9.

Table 9: Themes of responses to "How could we raise awareness of libraries and the services offered?"

Theme	Number of responses
Social media	96
Advertising	47
School visits/ school awareness	41
Leaflets	36
Local magazines and publications	29
Noticeboards/ posters	24
Issue with council tax letters	22
Emails	19
Website/ online	15
Via local groups	14
Newsletter	12
Open days	11
Host events	10
Local events	9
Not sure	8
GPs aware of services	7
Local news	7
Local businesses	7
Advertise within library	6
Information in local halls	6
Examples of who uses what services	5
Gyms and leisure centres	5
Local radio	5
Pop up stalls	5
Supermarkets	5
Books clubs	4
Bus shelters	4
Extend opening hours	3
Rebrand	3
Members to spread the word	3
Advertise via partners/ businesses	3
Cafes	2
Ask those who do not use the library	2
Beer mats in pubs	2
Email footers with information	2
Advertise new books available	2
Staff to be aware of all services	2
This survey	2
Letters	2

Responses given by one respondent included: high footfall areas, local public transport, advise on measures to clean books, advise on sustainability, already well advertised, always busy,

canvas pedestrians, celebrity endorsement, communicate opening times, competitions, continue good work, encourage volunteering, encourage child to read, host different services in the library, improve eBook offering, information when registering birth, local charities, local whats app group, nursery visits, run schemes, up to date book stock, use all available space, use for vaccinations, visit supported housing.

Respondents were next asked how access to the library and library services could be improved. This was an open text question. Table 10 below shows the themes of responses received. A total of 218 respondents answered this question.

Table 10 : Themes of responses to "How could we improve access to libraries and library services?"

Theme	Number of responses	Example responses
Longer opening hours	48	*"Open library on more days"* *"It would be good to extend the opening time to 8pm as a suggestion to provide an evening offering to attract footfall"* *"Improve opening times making it easy to use service"*
No improvement needed	35	*"I think there is already excellent access"* *"Access is OK as it is"* *"Already great access"*
Not sure	33	*" No idea"* *"Not sure"*
Advertise services available	20	*"More needs to be done to make people aware of the wide range of services used"* *"Tell us you exist and what you offer, I don't know because I don't fully understand what you currently offer"*
More easily accessible online services	9	*"Online facility for ordering books"* *"Online catalogues and selections"*
Café	9	*"a community café"* *"Have tea and coffee"*
Free parking	9	*"More parking spaces/ free parking spaces"* *"Free parking"*
More events	8	*"Events to encourage people in"* *"Run more events"*
Disabled access improved	4	*"Disabled access and toilets"*
More information on mobile library routes	4	*"Information on mobile library routes"*
Improved public transport	4	*"Public transport improvements"*

Map showing library locations	3	*"Maps that show where the libraries are located"*
Improved signage	3	*"Signage is key"*
Different spaces within library	3	*"Quiet private spaces within library"*
Out of hours drop boxes for books	3	*"Out of hours boxes to drop books back to"*
Review offering of books	3	*"Better book choices especially on audio"*
Review charges	3	*"Less charges for late fees"*
Advice centre	2	*"Work with rural community council to offer advice centres"*
Book clubs	2	*"Regular book club and social gathering around new releases"*
Range of services for range of ages	2	*"Offer a different service to different age groups"*
Help to use IT services	2	*"People could pop in with their iPad/ reader for help accessing ebooks"*
More frequent mobile library	2	*"More mobile library visits"*
Celebrate volunteers	2	*"Consider the contribution of volunteers and celebrate them"*
Registrations at school	2	*"Auto registrations at nurseries and schools"*
Services list next to opening hours	2	*"Maybe a menu next to the opening hours, show what is available at that branch so you can enter with the confidence of knowing what you wanted to do"*
Show that libraries are for everyone	2	*"Take away the mystery, show people that libraries are for everyone"*
Visit educational settings	2	*"Talk to local schools and colleges and offer help to people who need to access the resources"*
Visit care homes	2	*"Offer sessions to care homes"*

Themes mentioned by one respondent included: sustainable access, review staffing levels, therapy dogs to read to, offline adverts, offer new library cards, keep them open, monitor usage and barriers, intro sessions for new users, incentives, improve the welcome, improve staff pay, home delivery service, access more funding, engagement officer role, ensure inclusive, easier to sign up, don't allow memberships to expire, easier process to request a book, comfortable chairs, check governance of community libraries, different times available for different groups, buddy up scheme, survey customers, ensure best practice, ask local businesses and organisations, adult literacy classes, access for housebound members.

The next question asked if there was anything Warwickshire County Council library services should offer. The themes of responses are shown below in table 11. A total of 177 respondents answered this question.

Table 11: Themes of responses to "Is there anything that you think Warwickshire County Council library services should offer that isn't currently offered?"

Theme	Number of responses	Example responses
No/ not sure	54	*"no"* *"Not at the moment"* *"I don't know as I only use a limited amount of the services"*
Café	18	*"Community café"* *"Snack facilities, tea/ coffee"*
Training courses	11	*"Training courses e.g., teach language, offer to read with people, computer training"* *"Cater for adult learning"*
Book clubs	7	*"More book groups where people meet monthly to discuss what they have been reading"* *"Book clubs for adult readers"*
Community events	5	*"More community events"*
Reference and higher education sessions	5	*"Reference sessions"*
More resources and book choices	5	*"a wider range of resources*
Art space	3	*"Art space for all to use daily"*
Citizen advice area	3	*"Citizen's advice section/ area?"*
Great resource already	3	*"I think the service is good"*
More talks	3	*"More talks available"*
Young children clubs	3	*"a club for young adults"*
Evening/ weekend events	3	*"Evening events"*
Extend opening times	3	*"More opening hours"*
Home delivery service	2	*"Books delivered to home bound residents"*
A building	2	*"An actual library in the village"*
Pre loved book swap service	2	*"Is there an option where pre loved books could be offered to donate to the library"*
Publicise new books	2	*"Publicise which new books come in each month"*
CD loan	2	*"Offer CD loans"*
Toilet	2	*"Toilets available"*
Was unaware of all services	2	*"I had no idea of what was offered"*
Work spaces	2	*"Spaces for businesses to use"*
Board games	2	*"Boardgames and a play to play them"*

Themes mentioned by one respondent included: ability to put in requests for books, audio books, benchmark with ARC in Winchester, BSL/ Lip reading staff training, broader range of newspapers, daily newspapers, DVDs, family history, free parking, home education services, homework clubs, improved printers, information on local clubs, invite charities to use for free, themed help days, invite school visits, music downloads, keep them open, noticeboards, online groups, partner with open university, printing service, quiet areas, reading schemes, too many libraries – have less with more opening hours, tourist information inside, video game hire, visit care home, volunteer opportunities, vulnerable person hub.

The final question of the survey asked all respondents if they had any further comments to make on library services. A total of 152 respondents answered this question. Themes form responses are presented in Table 12.

Table 12: Themes for comments to "Do you have any further comments to make on library services?"

Theme	Number of responses	Example responses
Fantastic and vital service for the community	51	*"First class service"* *"Well done for maintaining the library service in the face of hugely competing demands on finances"* *"They are a great service and should continue"*
Must not close	16	*"We must not lose the library, there are so many resources under one roof!"* *"Would miss it if it were not there"* *"Essential to be maintained"*
Continue to improve	4	*"I hope the service continues to improve"*
Knowledgeable staff	3	*"Staff have been knowledgeable and given excellent customer service"*
Use all the building	3	*"Make wider use of the building as community centres"*
Increase awareness of services	3	*"They need a significant marketing drive. I had no idea our libraries offered these services"*
Increase funding and investment	3	*"Increase their funding"*
Sometimes unable to find a space or too loud	3	*"Cannot always find a space in the library"*
Thanks for the awareness through the survey	3	*"Thanks for bringing these services to my attention"*
Will use more	2	*"I will try and use more in the future"*
Review opening hours	2	*"Opening hours must be longer"*

Themes mentioned by one respondent included: accept second hand books, add a job hub, advise how books are cleaned, café, sometimes is too busy to use, clearly show age appropriate books, craft spaces, don't cancel memberships, glad you are reviewing, good ranges of activities for children, had never thought of it as a community space, happy memories, keen to encourage others, keep books in order, libby is difficult to use, like borrowbox, local library was closed, make it a one stop shop, more accessible, more staff training, old fashioned, school visits, service not appropriate for my needs, space to recycle books, used to use a lot as a child, what's on displays, greater book choice, work with community centres and churches.

Copy of survey (the text and space available to comment was much larger on the survey but for the purpose of this report has been reduced):

Overview

Libraries offer a wide range of services for all members of the community, how communities use, and value libraries continues to change. In this survey we are keen to understand if you currently use library services and which of those you are aware of. Your insight will help us shape how we can support our communities to use and engage with library services.

The library service aims to cater for all of our residents' different needs and we are keen to capture the views of all residents who have registered with Voice of Warwickshire to ensure we have a representative overview informed by our communities. We would like to hear from both users of library services and those who don't use library services.

All those completing the survey will be entered into a prize draw to win a £50 Love to Shop voucher.

The survey should take no longer than 15 minutes to complete.

Why your views matter

The insights from this survey will be used to:

- help identify, understand and meet library user's needs
- support strategic planning

Results from the survey will be shared with the Voice of Warwickshire panel members, along with feedback showing how the results are being used.

1. Do you use Warwickshire County Council libraries or library service?
   - ☐ Yes (please continue from question 5)
   - ☐ No (please continue from question 2)
2. Is there a reason you do not use any libraries/ library services? Select all that apply
   - ☐ The opening times are inconvenient
   - ☐ No interest
   - ☐ I have outstanding fees owed to the library
   - ☐ I do not know how to join
   - ☐ Not sure what services are available
   - ☐ I don't know where the nearest library is
   - ☐ It is difficult to get to the library using public transportation
   - ☐ I feel uncomfortable or out of place in the library
   - ☐ I have caring responsibilities
   - ☐ Health problems or a disability prevent me from going
   - ☐ There are no libraries nearby
   - ☐ The quality of the library is poor
   - ☐ It is difficult to make time to go to the library
   - ☐ I do not have a library card
   - ☐ I can get what I want from a bookstore or on the internet
   - ☐ Other_____
3. What would encourage you to use library services?

   _____
   _____
4. Warwickshire County Council offers a wide range of library services including both physical and digital services (please advise which services you are aware of)

	No, not aware but would be interested in using	No, not aware and not interested	Yes, aware but not interested in using	Yes, aware and interested to use in the future	Not answered
Borrow eBooks (Borrowbox)					
Borrow/ access eMagazine (Libby)					
Borrow/ access eNewspapers (Press Reader)					
Borrow/ stream classical music (Naxos Music Library)					
Books on prescription/ self-help books					
Access to online reference resources (e.g., find my past, COBRA, theory test)					
Access to specialist collections (e.g., Music and Drama Collection/ George Elliot collection)					
Local studies (e.g., Warwickshire history) and family history collection					
Events and activities for children and young people					
Events and activities for adults					
Use of library Wi-Fi___33/ computers					
Hublets – use of computers within the library					

Let's make spaces (e.g., access to 3D printers and other resources)					
Warm welcome location					
Renew/ apply for concessionary travel pass					
School library services (provide resources, information and advice for the development of literacy and learning in schools)					
Home library service					
Mobile library service					

5. Are you a member of Warwickshire County Council libraries?
   - ☐ Yes
   - ☐ No
   - ☐ Not sure

6. Warwickshire County Council offers a wide range of library services including both physical and digital services, we would like to understand which services you use or would potentially use. Please indicate your use of the following services:

	No, not aware but would be interested in using	No, not aware and not interested	Yes, aware but not interested in using	Yes, aware and interested to use in the future	Not answered
Borrow eBooks (Borrowbox)					
Borrow/ access eMagazine (Libby)					
Borrow/ access eNewspapers (Press Reader)					
Borrow/ stream classical music (Naxos Music Library)					
Books on prescription/ self-help books					

Access to online reference resources (e.g., find my past, COBRA, theory test)					
Access to specialist collections (e.g., Music and Drama Collection/ George Elliot collection)					
Local studies (e.g., Warwickshire history) and family history collection					
Events and activities for children and young people					
Events and activities for adults					
Use of library Wi-Fi/ computers					
Hublets – use of computers within the library					
Let's make spaces (e.g., access to 3D printers and other resources)					
Warm welcome location					
Renew/ apply for concessionary travel pass					
School library services (provide resources, information and advice for the development of literacy and learning in schools)					
Home library service					

Mobile library service					

7. What do you think are the benefits of using a library or library services?
_____
_____

8. Which libraries do you use or visit? (Please select all that apply)
   - ☐ Alcester Library and Information Centre
   - ☐ Atherstone Library and Information Centre
   - ☐ Baddesley Community Library
   - ☐ Bedworth Library and Information Centre
   - ☐ Bidford Community Library
   - ☐ Bulkington Community Library
   - ☐ Coleshill Library and Information Centre
   - ☐ Dordon Community Library
   - ☐ Dunchurch Community Library
   - ☐ Harbury Community Library
   - ☐ Hartshill Community Library
   - ☐ Henley Community Library
   - ☐ Kenilworth Library
   - ☐ Keresley Community Library
   - ☐ Kineton Community Library
   - ☐ Leamington Spa Library and Information Centre
   - ☐ Lillington Library and Information Centre
   - ☐ Nuneaton Library and Information Centre
   - ☐ Polesworth Library and Information Centre
   - ☐ Rugby Library and Information Centre
   - ☐ Shipston-on-Stour Library and Information Centre
   - ☐ Southam Library and Information Centre
   - ☐ Stockingford Nursery School, Children & Family Centre & Library
   - ☐ Stratford-upon-Avon Library and Information Centre
   - ☐ Studley Community Library
   - ☐ Warwick Library and Information Centre
   - ☐ Water Orton Community Library
   - ☐ Wellesbourne Library and Information Centre
   - ☐ Whitnash Library and Information Centre
   - ☐ Wolston Library and Information Centre
   - ☐ I use a mobile library
   - ☐ I use the eLibrary (Borrowbox)
   - ☐ I do not visit a library
   - ☐ Not Answered

9. If you visit a library building, why do you visit? (Please select all that apply)
   - ☐ To use a library service e.g., borrow books, computer, activities
   - ☐ As a quiet space to read and/ or study
   - ☐ As a warm space
   - ☐ The social aspect/ to see and talk to others
   - ☐ In person application for concessionary travel
   - ☐ I do not visit a library building
   - ☐ Other (please advise)_____
     LOOKING AHEAD AT LIBRARY SERVICES
     We would like to ensure all Warwickshire residents are aware of and have access to libraries and library services if they wish to use them.

10. How could we raise awareness of libraries and the services offered?
_____

11. How could we improve access to libraries and library services?
_____

12. Is there anything that you think Warwickshire County Council library services should offer that isn't currently offered?
_____

13. Do you have any further comments to make on library services?
_____