

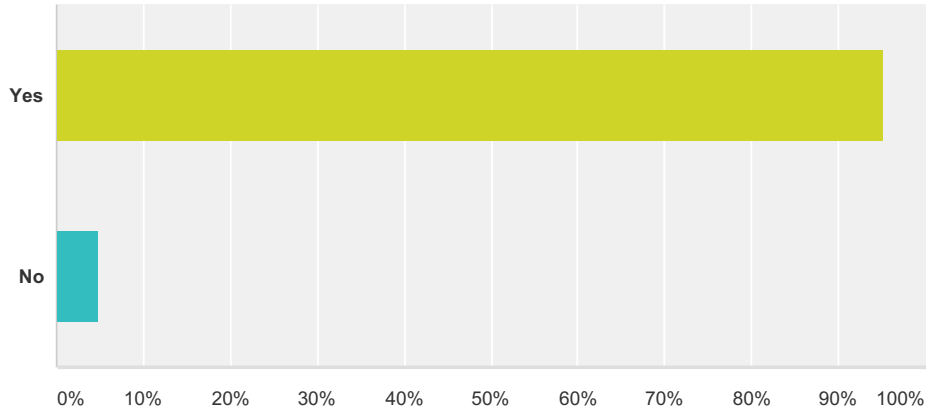
Q1 We want to hear your views. This information will only be used as part of the consultation and will not be used or processed for any other purpose. Thank you for joining in our Big Conversation.

Answered: 767 Skipped: 27

Answer Choices	Responses	
Name	99.74%	765
Address 1	97.65%	749
Address 2	26.86%	206
Town	95.83%	735
Postcode	97.13%	745
Email Address	55.15%	423

Q2 Are you a registered member of a Tameside Library? (Please tick one box only)

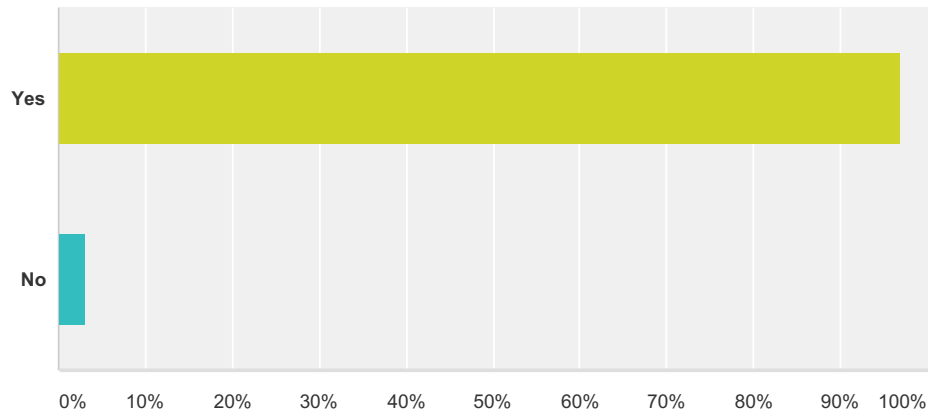
Answered: 786 Skipped: 8



Answer Choices	Responses	
Yes	95.29%	749
No	4.71%	37
Total		786

Q3 Have you used a Tameside Library within the last 12 months? (Please tick one box only)

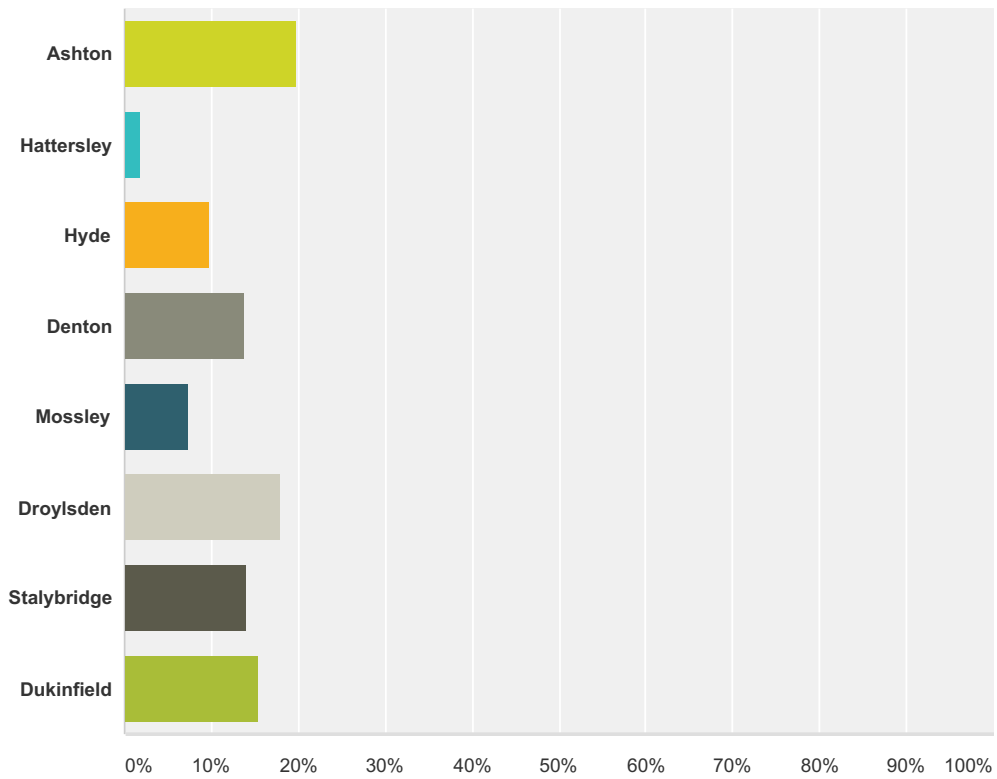
Answered: 791 Skipped: 3



Answer Choices	Responses
Yes	96.97% 767
No	3.03% 24
Total	791

Q4 Which Tameside Library do you use most often? (Please tick one box only)

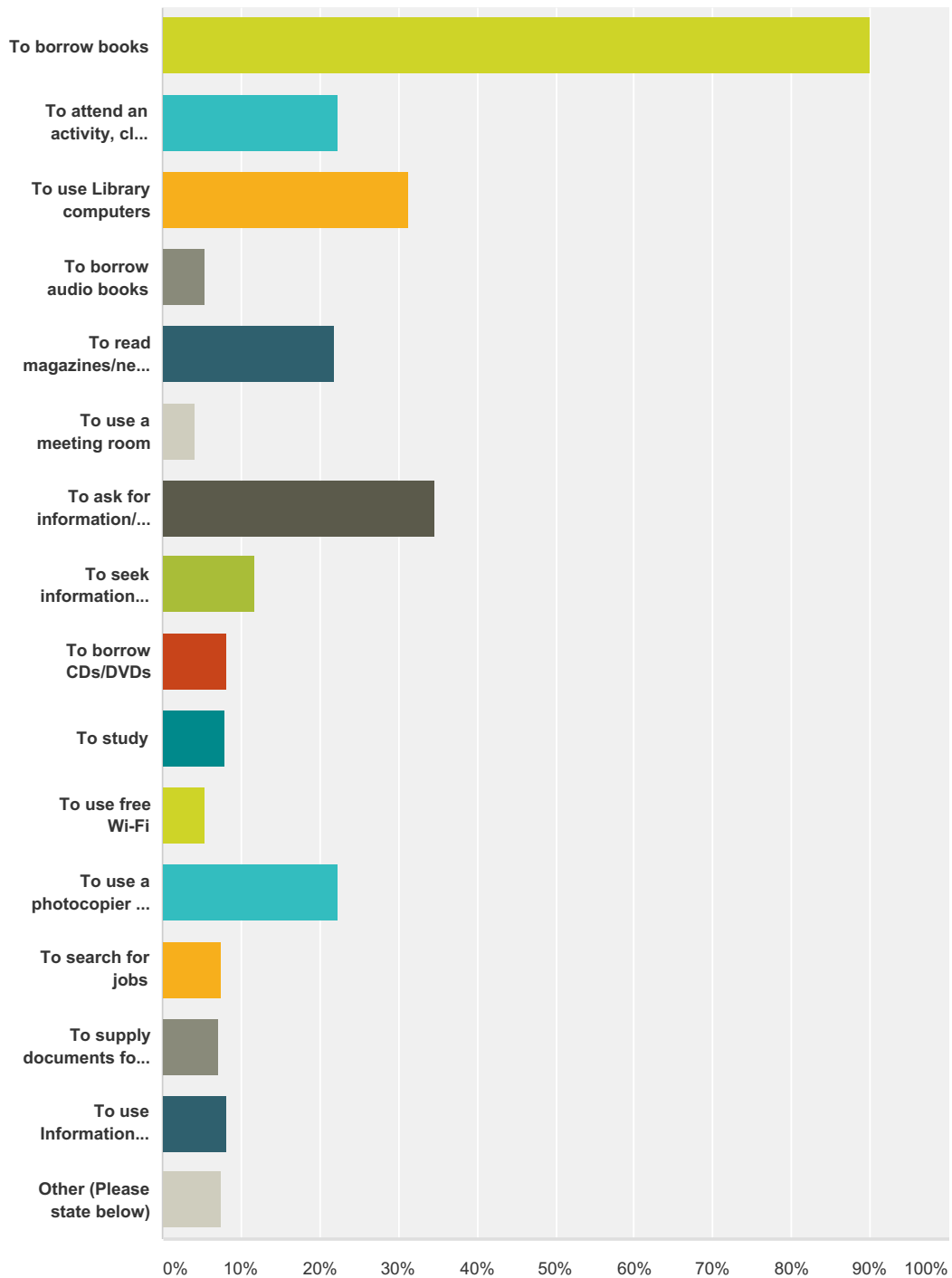
Answered: 759 Skipped: 35



Answer Choices	Responses
Ashton	19.76% 150
Hattersley	1.84% 14
Hyde	9.88% 75
Denton	13.70% 104
Mossley	7.38% 56
Droylsden	18.05% 137
Stalybridge	13.97% 106
Dukinfield	15.42% 117
Total	759

Q5 What do you use the Library for? (Please tick all that apply)

Answered: 754 Skipped: 40

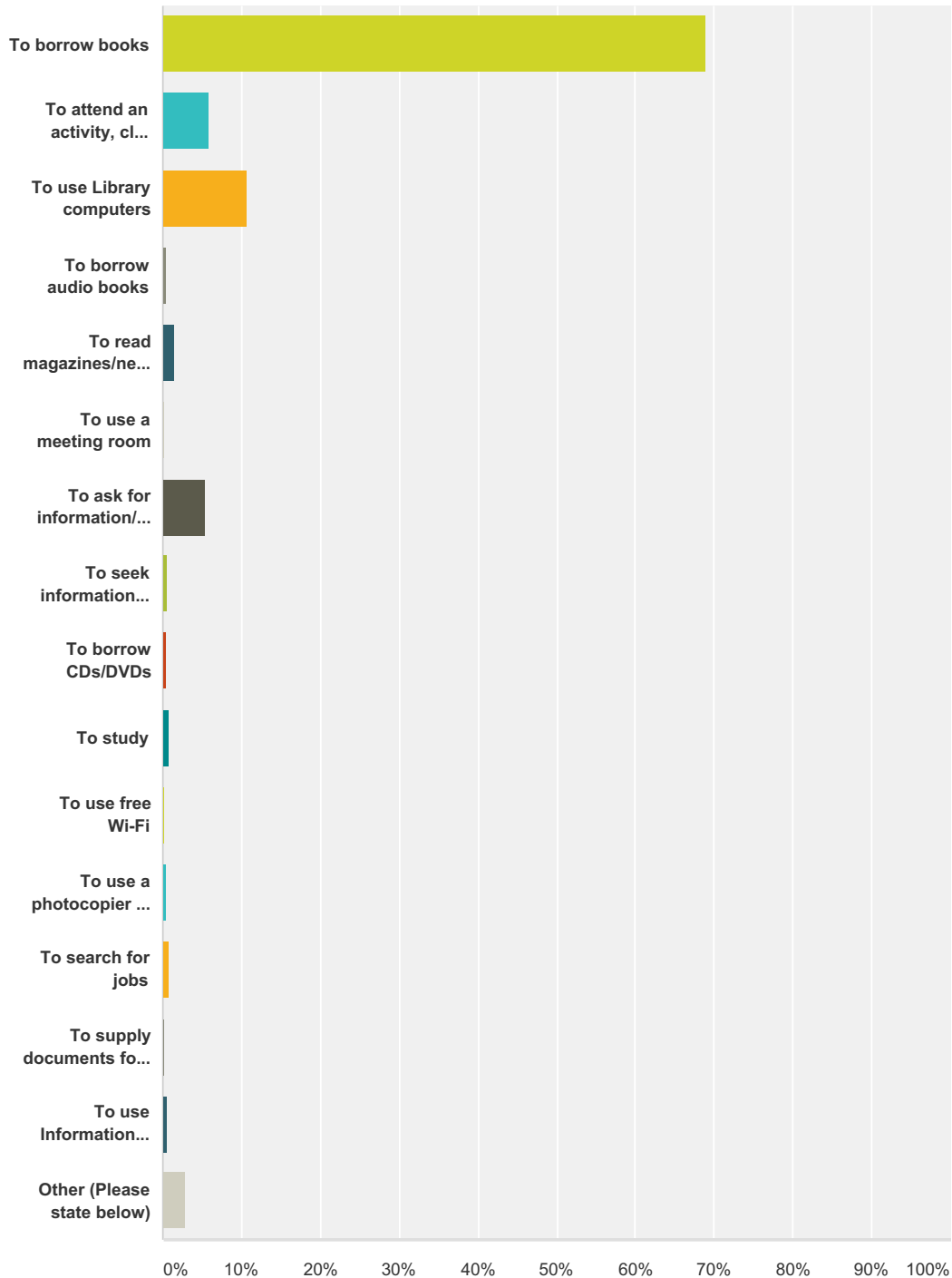


Answer Choices	Responses
To borrow books	90.05% 679
To attend an activity, class or reading group	22.28% 168

To use Library computers	31.30%	236
To borrow audio books	5.44%	41
To read magazines/newspapers	21.88%	165
To use a meeting room	4.11%	31
To ask for information/advice/support from library staff	34.75%	262
To seek information independently without support from Library staff	11.67%	88
To borrow CDs/DVDs	8.22%	62
To study	7.96%	60
To use free Wi-Fi	5.44%	41
To use a photocopier or fax machine	22.28%	168
To search for jobs	7.56%	57
To supply documents for other services within the Council e.g. Housing Benefit forms	7.03%	53
To use Information Service at Ashton Library	8.22%	62
Other (Please state below)	7.56%	57
Total Respondents: 754		

Q6 Of the services you have indicated you use in the previous question, which of these is MOST important to you? (Please tick one box only)

Answered: 746 Skipped: 48

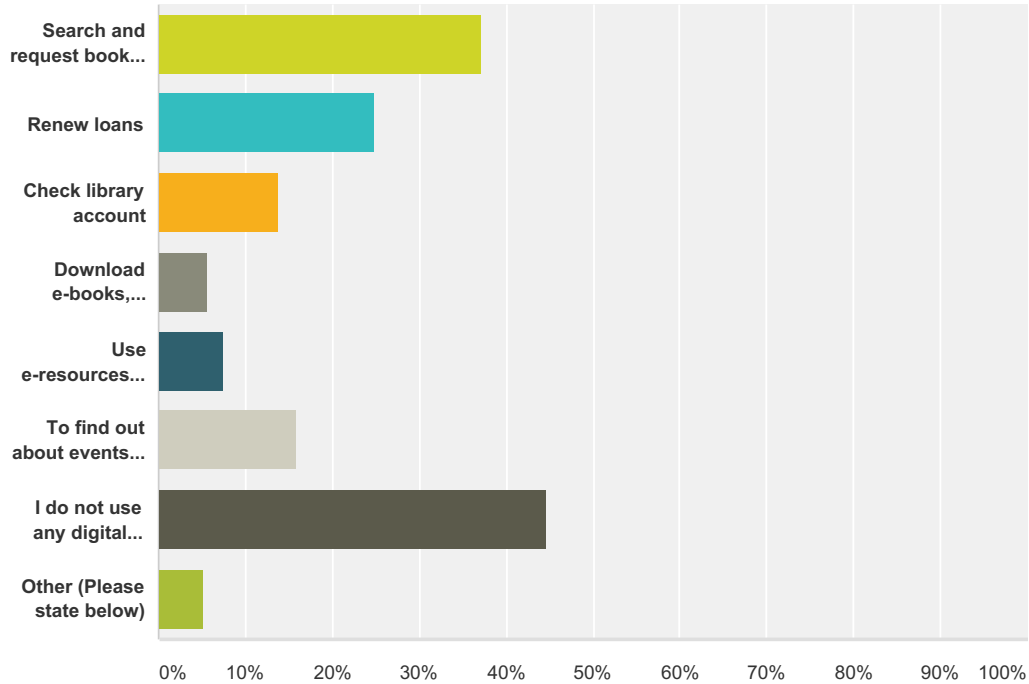


Answer Choices	Responses
To borrow books	68.90% 514

To attend an activity, class or reading group	5.76%	43
To use Library computers	10.72%	80
To borrow audio books	0.40%	3
To read magazines/newspapers	1.47%	11
To use a meeting room	0.27%	2
To ask for information/advice/support from library staff	5.50%	41
To seek information independently without support from Library staff	0.54%	4
To borrow CDs/DVDs	0.40%	3
To study	0.80%	6
To use free Wi-Fi	0.27%	2
To use a photocopier or fax machine	0.40%	3
To search for jobs	0.80%	6
To supply documents for other services within the Council e.g. Housing Benefit forms	0.13%	1
To use Information Services at Ashton Library	0.67%	5
Other (Please state below)	2.95%	22
Total		746

**Q7 Which of the following digital services, if any, do you use when visiting the Library?
(Please tick all that apply)**

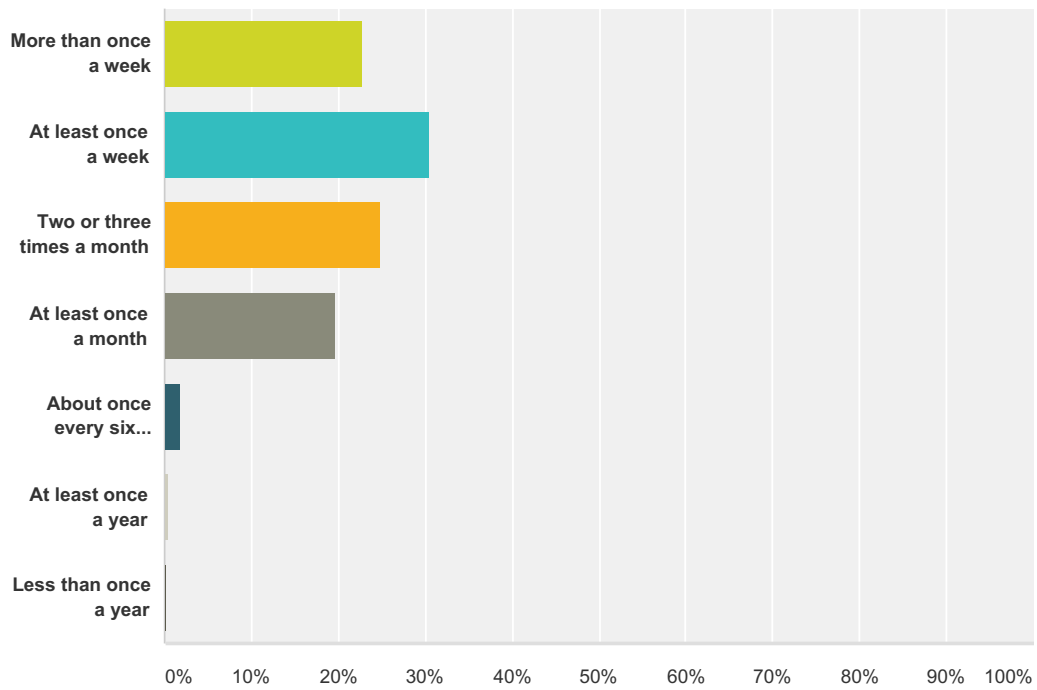
Answered: 650 Skipped: 144



Answer Choices	Responses
Search and request book titles	37.23% 242
Renew loans	24.77% 161
Check library account	13.85% 90
Download e-books, e-audio or e-magazines	5.69% 37
Use e-resources e.g. encyclopedias, theory test material, newspapers, business information, citizenship etc.	7.54% 49
To find out about events and activities taking place in libraries	15.85% 103
I do not use any digital services when visiting the library	44.62% 290
Other (Please state below)	5.23% 34
Total Respondents: 650	

Q8 Approximately how often do you use this Library? (Please tick one box only)

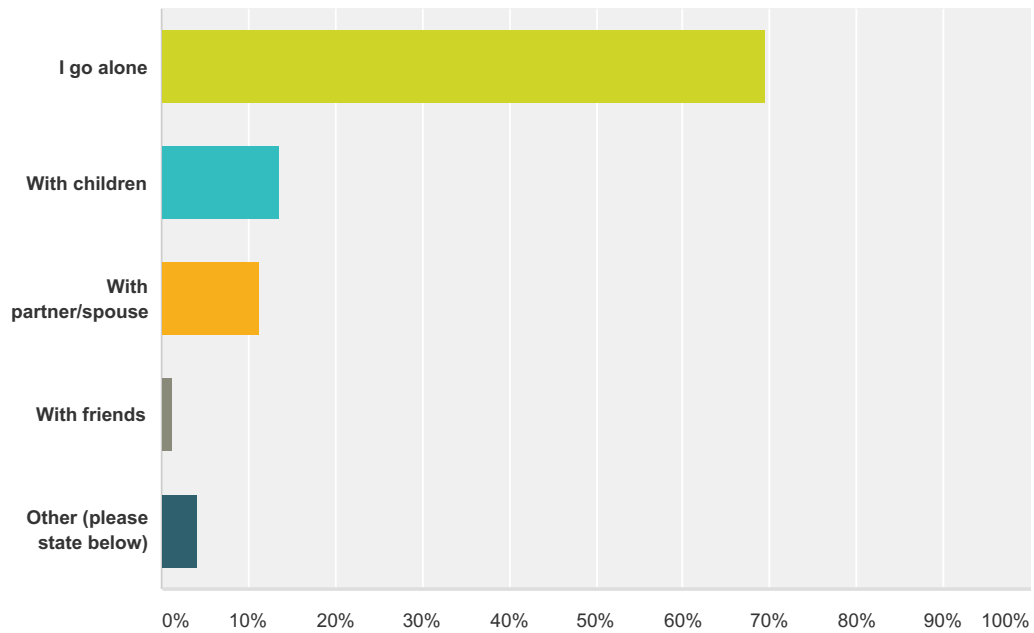
Answered: 750 Skipped: 44



Answer Choices	Responses	
More than once a week	22.67%	170
At least once a week	30.40%	228
Two or three times a month	24.93%	187
At least once a month	19.60%	147
About once every six months	1.87%	14
At least once a year	0.40%	3
Less than once a year	0.13%	1
Total		750

Q9 Who do you usually go to the Library with? (Please tick one box only)

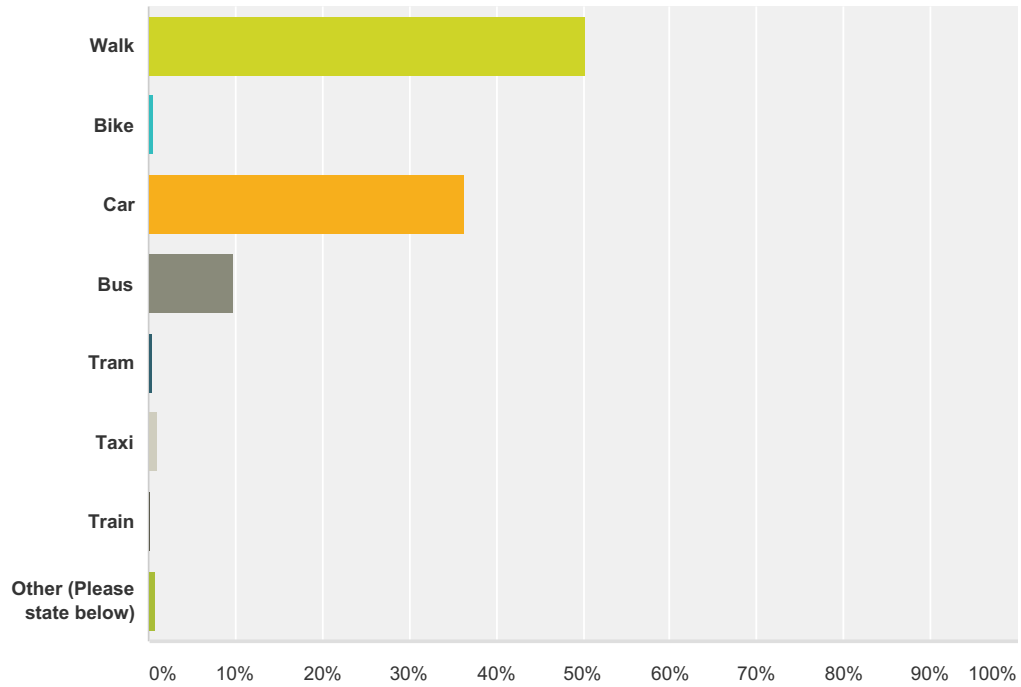
Answered: 749 Skipped: 45



Answer Choices	Responses	Count
I go alone	69.56%	521
With children	13.48%	101
With partner/spouse	11.35%	85
With friends	1.34%	10
Other (please state below)	4.27%	32
Total		749

Q10 How do you usually travel to the Library you use most often? (Please tick the main form of transport you use to get to the Library)

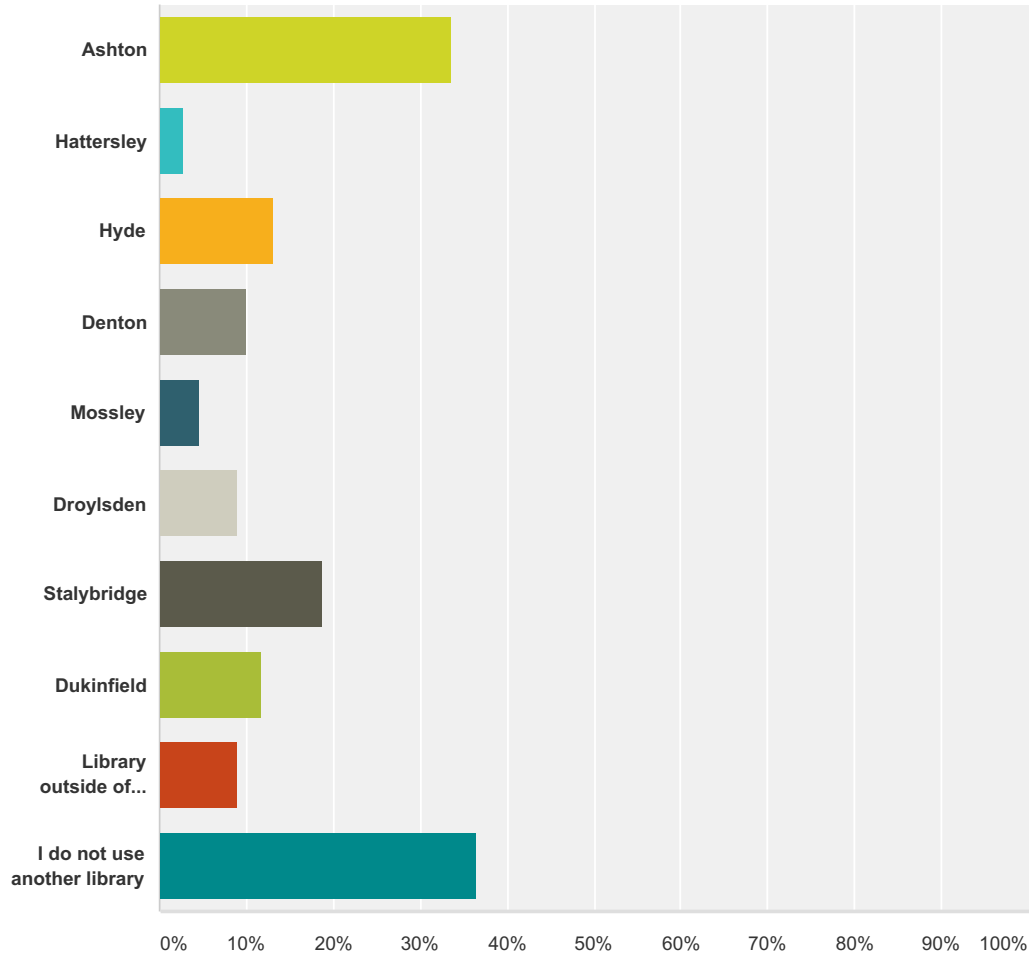
Answered: 758 Skipped: 36



Answer Choices	Responses
Walk	50.40% 382
Bike	0.66% 5
Car	36.41% 276
Bus	9.89% 75
Tram	0.40% 3
Taxi	1.06% 8
Train	0.26% 2
Other (Please state below)	0.92% 7
Total	758

Q11 Do you use any other libraries either in Tameside or elsewhere? (Please tick all that apply)

Answered: 731 Skipped: 63

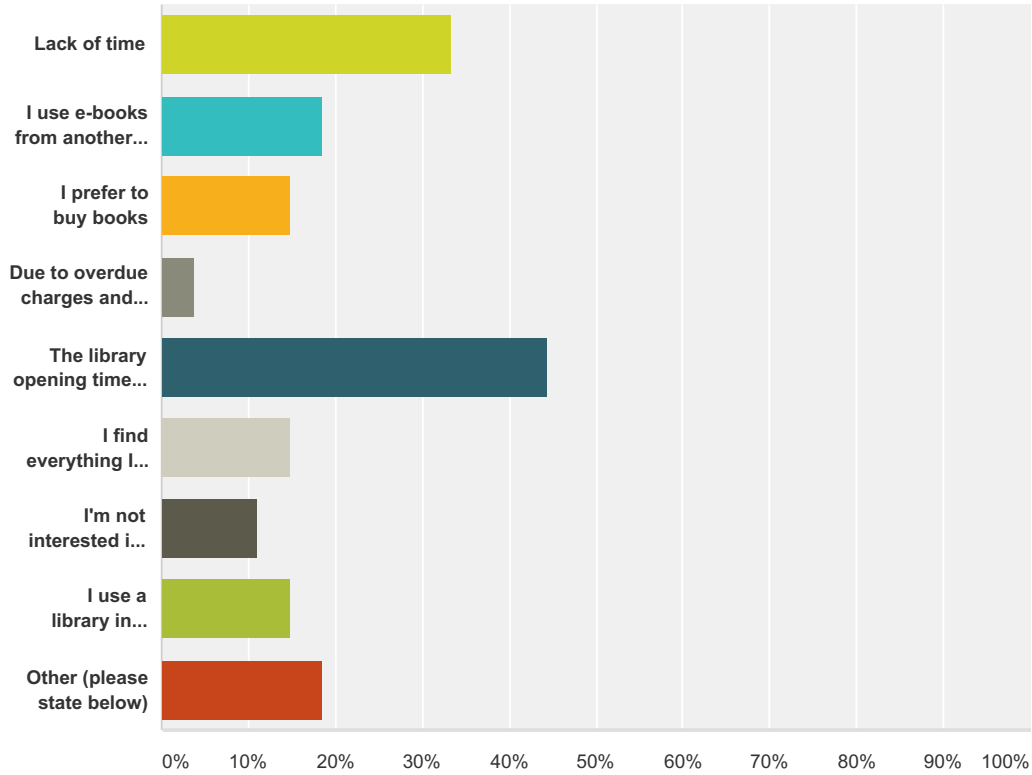


Answer Choices	Responses	
Ashton	33.52%	245
Hattersley	2.74%	20
Hyde	13.13%	96
Denton	10.12%	74
Mossley	4.65%	34
Droylsden	8.89%	65
Stalybridge	18.74%	137
Dukinfield	11.63%	85
Library outside of Tameside	9.03%	66
I do not use another library	36.53%	267

Total Respondents: 731

Q12 If you do not use the library service in Tameside, what stops you from doing so? (Please tick all that apply)

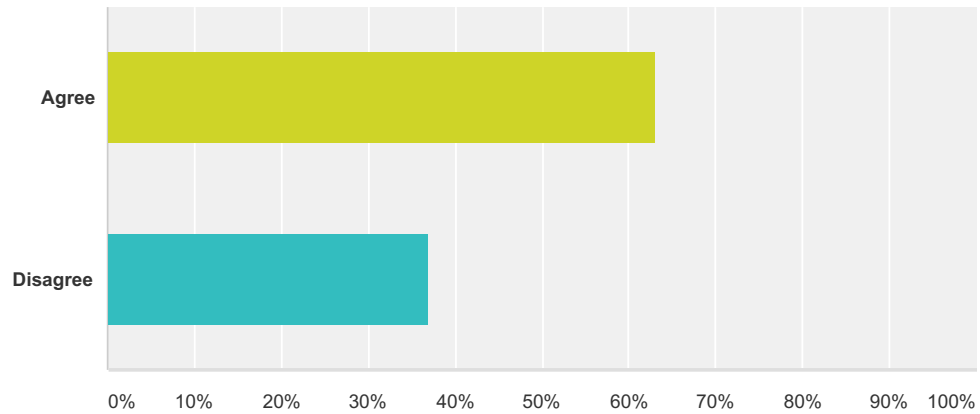
Answered: 27 Skipped: 767



Answer Choices	Responses
Lack of time	33.33% 9
I use e-books from another source	18.52% 5
I prefer to buy books	14.81% 4
Due to overdue charges and fines	3.70% 1
The library opening times are not convenient for me	44.44% 12
I find everything I need on-line	14.81% 4
I'm not interested in using the library	11.11% 3
I use a library in another area	14.81% 4
Other (please state below)	18.52% 5
Total Respondents: 27	

Q13 Given that the Council will have less money to spend on services in future, do you agree or disagree that our proposal to implement self-issue technology into libraries thereby increasing opening hours and reducing staffing hours is preferable to closing more libraries? (Please tick one box only)

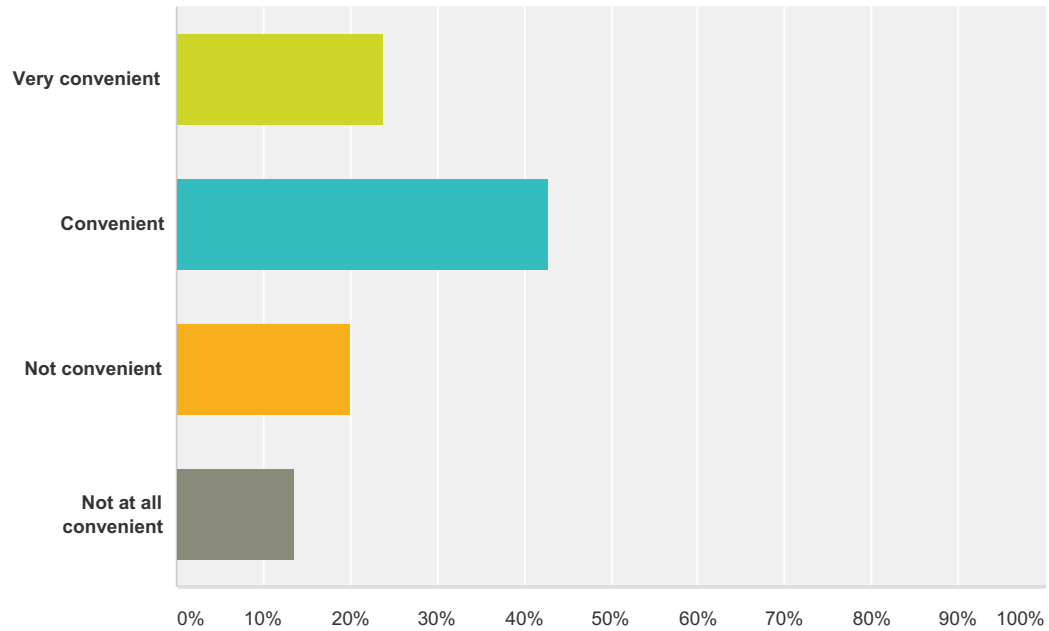
Answered: 749 Skipped: 45



Answer Choices	Responses
Agree	63.15% 473
Disagree	36.85% 276
Total	749

Q14 How convenient would it be for you to be able to access library buildings outside of the current opening hours? (Please tick one box only)

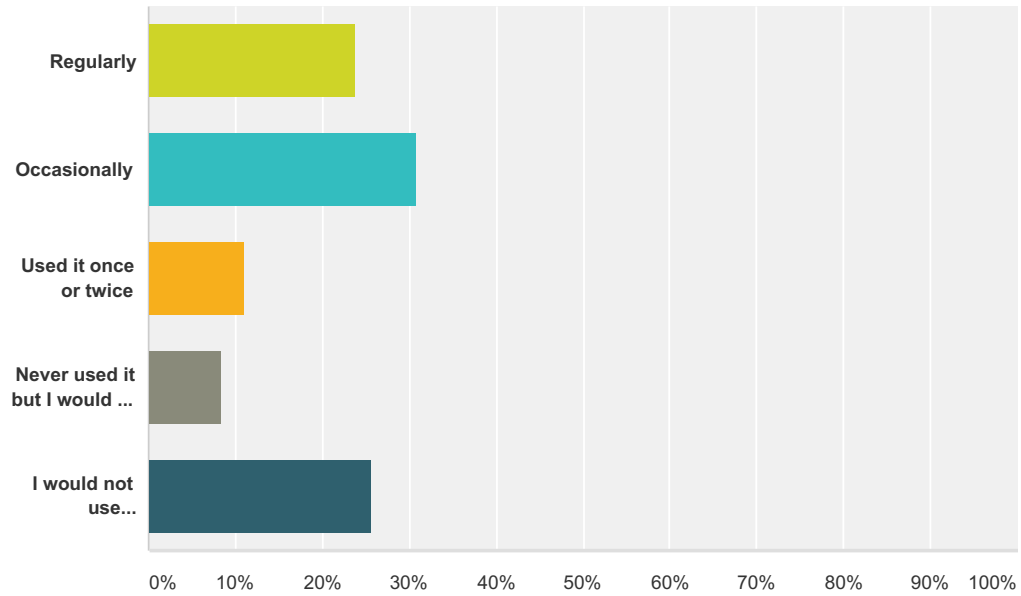
Answered: 762 Skipped: 32



Answer Choices	Responses	
Very convenient	23.75%	181
Convenient	42.78%	326
Not convenient	19.95%	152
Not at all convenient	13.52%	103
Total		762

Q15 Please can you indicate how often you currently use self-service technology (e.g. at the supermarket)? (Please tick one box only)

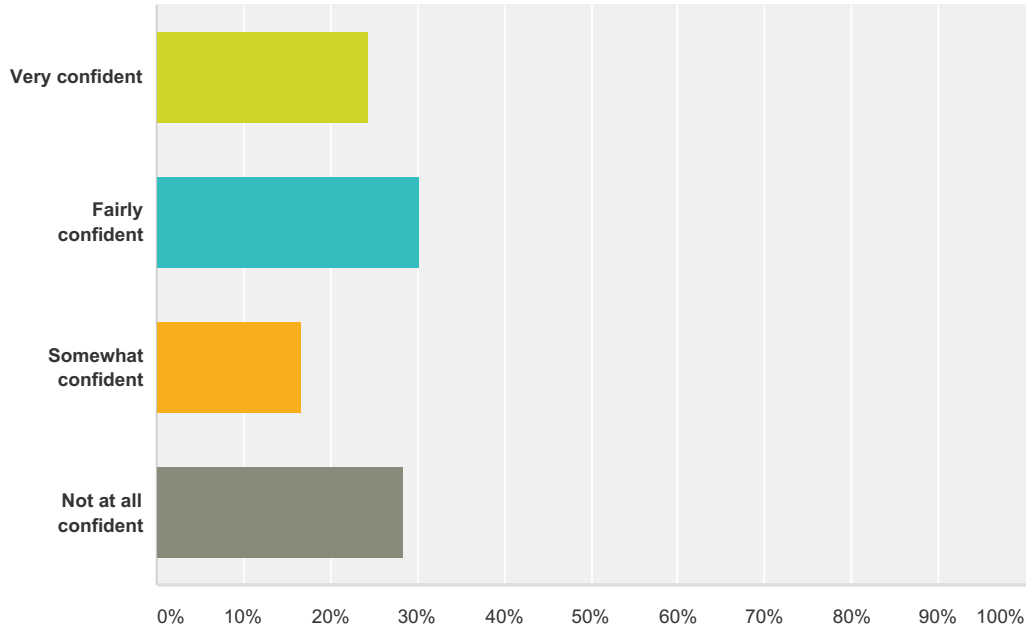
Answered: 762 Skipped: 32



Answer Choices	Responses
Regularly	23.88% 182
Occasionally	30.97% 236
Used it once or twice	11.02% 84
Never used it but I would do if I felt comfortable using it	8.40% 64
I would not use self-service technology	25.72% 196
Total	762

Q16 Please can you indicate how confident you currently are in using self-service technology? (Please tick one box only)

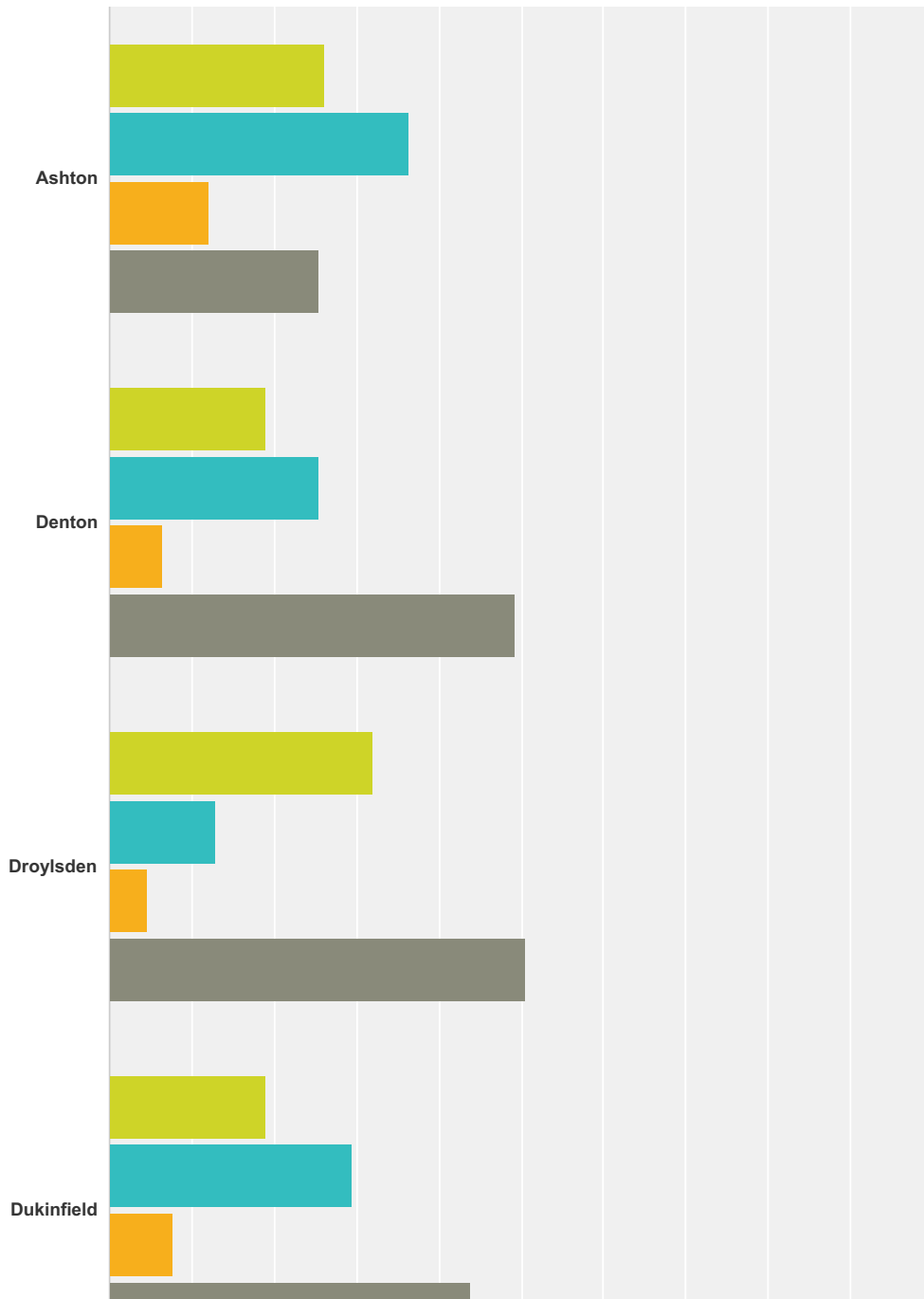
Answered: 751 Skipped: 43

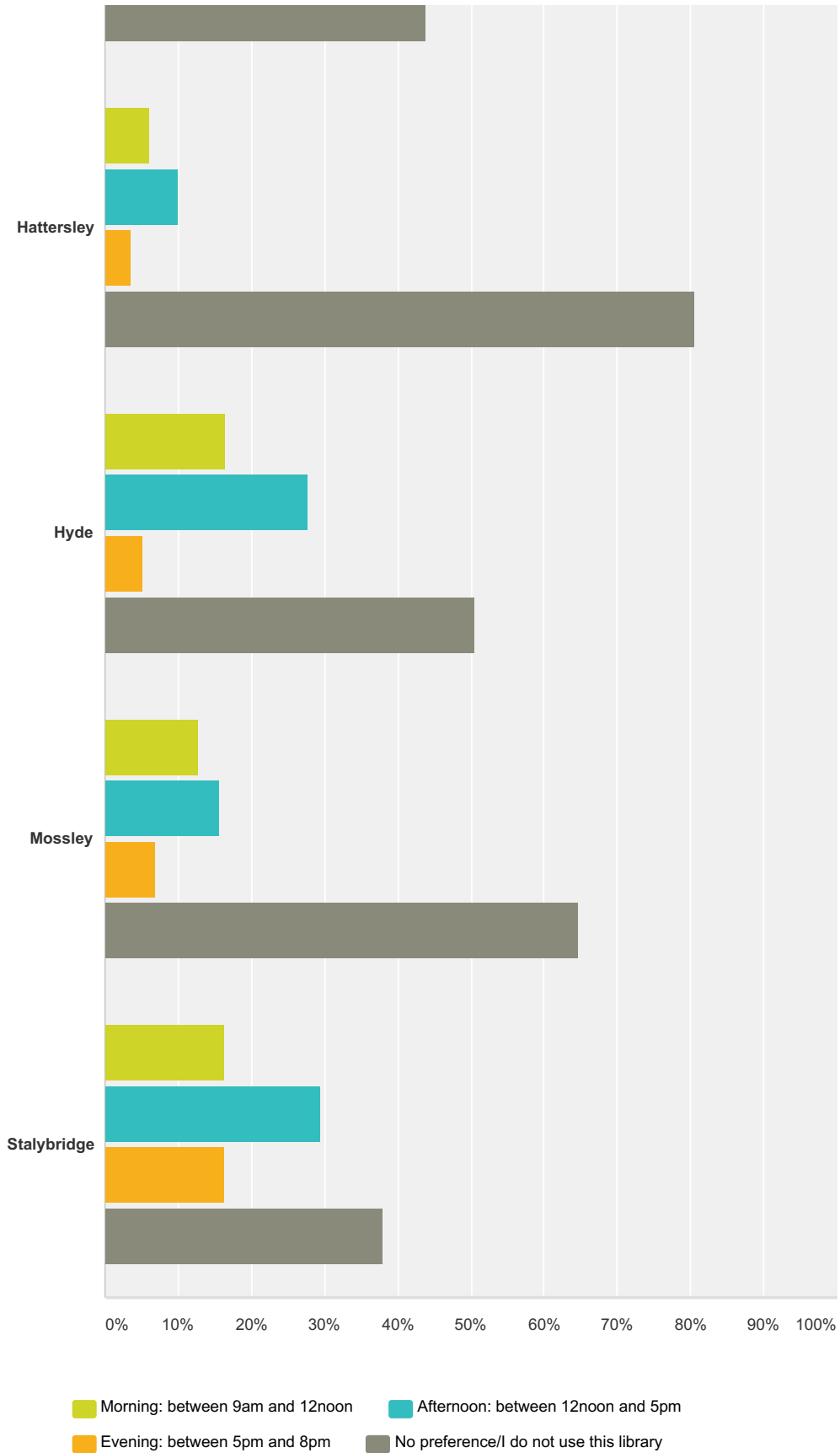


Answer Choices	Responses	
Very confident	24.50%	184
Fairly confident	30.36%	228
Somewhat confident	16.64%	125
Not at all confident	28.50%	214
Total		751

Q17 When scheduling staffed hours across the library service we will give consideration to our busiest periods, including when activities are taking place, to ensure a spread of hours across the borough. However, we would welcome your views on which of the following time periods you would most prefer for staff to be available in the libraries you use?

Answered: 752 Skipped: 42



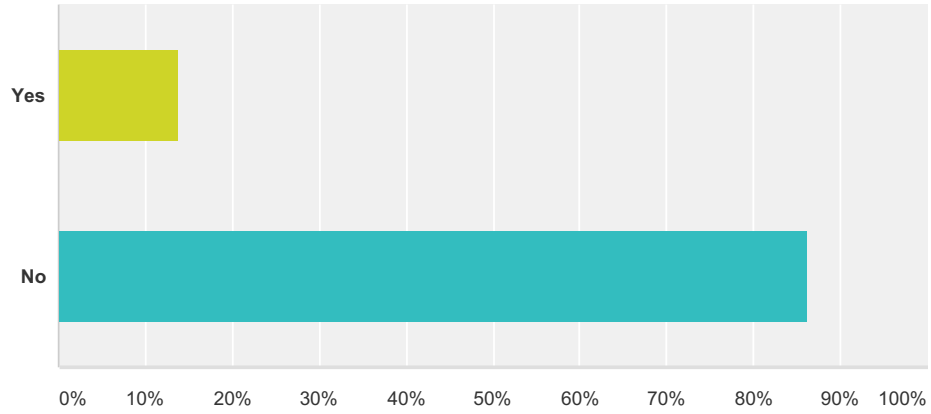


Morning: between 9am and 12noon	Afternoon: between 12noon and 5pm	Evening: between 5pm and 8pm	No preference/I do not use this library	Total
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Ashton	26.17% 106	36.30% 147	12.10% 49	25.43% 103	405
Denton	18.96% 62	25.38% 83	6.42% 21	49.24% 161	327
Droylsden	32.01% 113	13.03% 46	4.53% 16	50.42% 178	353
Dukinfield	19.03% 59	29.35% 91	7.74% 24	43.87% 136	310
Hattersley	6.06% 14	9.96% 23	3.46% 8	80.52% 186	231
Hyde	16.39% 50	27.87% 85	5.25% 16	50.49% 154	305
Mossley	12.73% 35	15.64% 43	6.91% 19	64.73% 178	275
Stalybridge	16.27% 54	29.52% 98	16.27% 54	37.95% 126	332

Q18 Would you be interested in volunteering with Tameside's library service? (Please tick one box only)

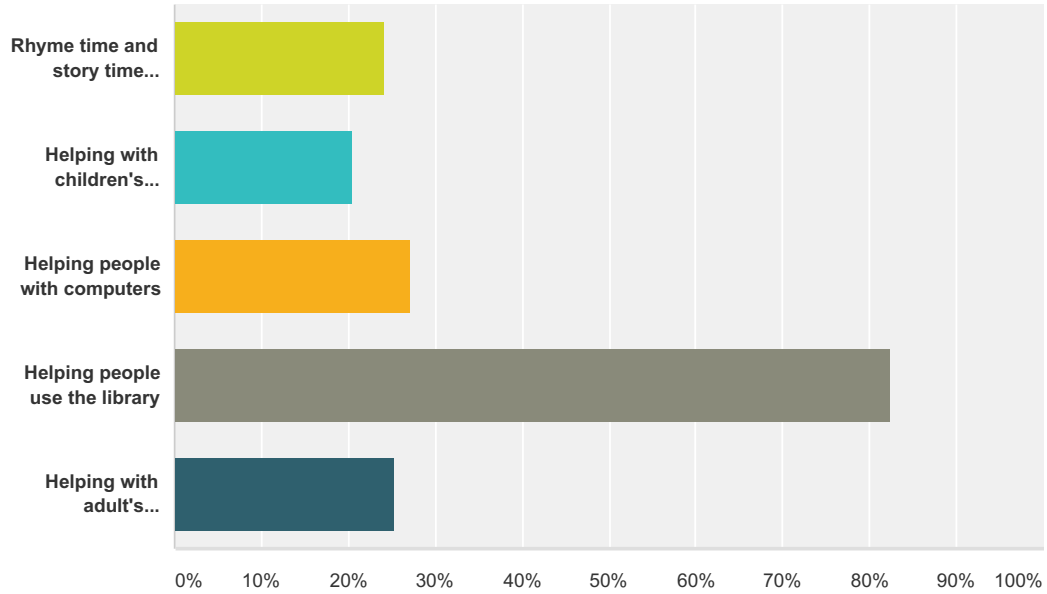
Answered: 759 Skipped: 35



Answer Choices	Responses
Yes	13.83% 105
No	86.17% 654
Total	759

Q19 What type of activities would you be interested in getting involved in? (Please tick all that apply)

Answered: 103 Skipped: 691



Answer Choices	Responses
Rhyme time and story time sessions with children	24.27% 25
Helping with children's activities	20.39% 21
Helping people with computers	27.18% 28
Helping people use the library	82.52% 85
Helping with adult's activities	25.24% 26
Total Respondents: 103	

Q20 As you have indicated an interest in volunteering please leave your contact details below so we can get in touch with you in the future as we develop this initiative (Please complete details below):

Answered: 94 Skipped: 700

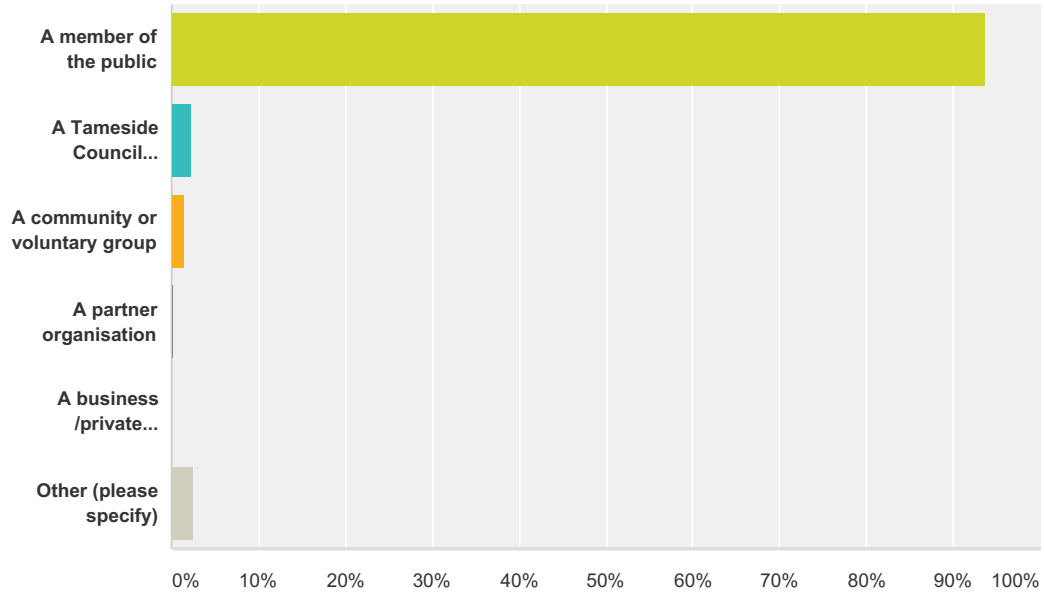
Answer Choices	Responses	
Name:	96.81%	91
Address 1:	92.55%	87
Address 2:	38.30%	36
Town:	92.55%	87
Postcode:	91.49%	86
Email Address:	81.91%	77
Contact Number:	78.72%	74

Q21 If you have an alternative option on how the Library Service could be delivered please tell us in the box below. Please explain how your approach would reflect the need to make savings whilst providing, wherever possible, an extended but still local library offer. If you have any other comments you would like to make about Tameside's Library Service please also include these in the box below.

Answered: 320 Skipped: 474

Q22 Please tick the box that best describes your interest in this issue? (Please tick one box only)

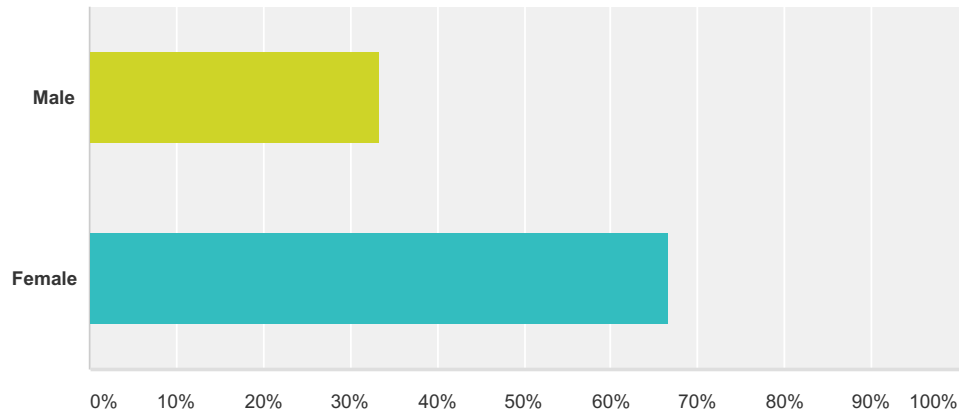
Answered: 726 Skipped: 68



Answer Choices	Responses	
A member of the public	93.80%	681
A Tameside Council employee	2.20%	16
A community or voluntary group	1.38%	10
A partner organisation	0.14%	1
A business /private organisation	0.00%	0
Other (please specify)	2.48%	18
Total		726

Q23 Are you?

Answered: 719 Skipped: 75



Answer Choices	Responses
Male	33.38% 240
Female	66.62% 479
Total	719

Q24 What is your Age? (Please state)

Answered: 673 Skipped: 121

Q25 Which ethnic group do you consider yourself to belong to? (Please tick one box only)

Answered: 703 Skipped: 91

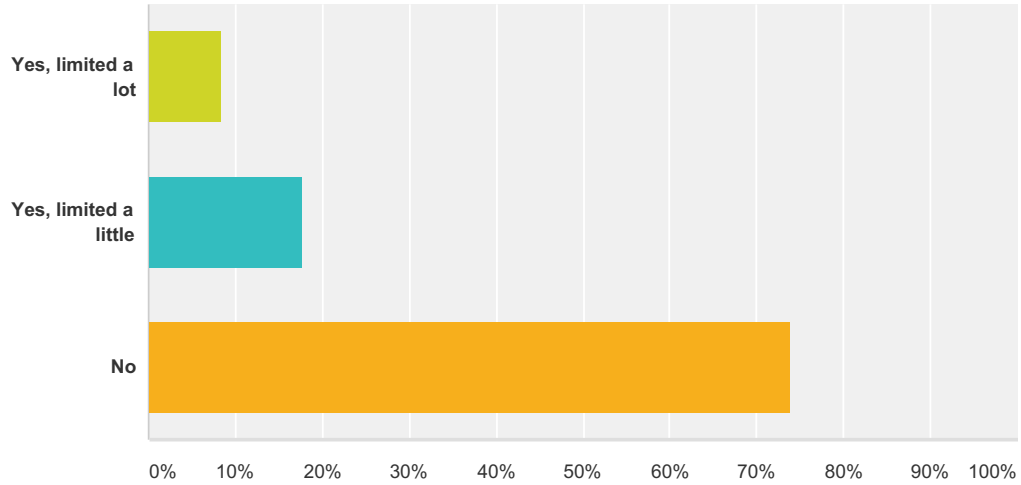


Answer Choices	Responses
White - English / Welsh / Scottish / Northern Irish / British	93.74% 659

White - Irish	0.43%	3
White - Gypsy or Irish Traveller	0.00%	0
Other White background (please specify in the box below)	0.85%	6
White & Black Caribbean	0.14%	1
White & Black African	0.14%	1
White & Asian	0.00%	0
Other Mixed background (please specify in the box below)	0.14%	1
Asian/Asian British - Indian	2.42%	17
Asian/Asian British - Pakistani	0.28%	2
Asian/Asian British - Bangladeshi	0.43%	3
Asian/Asian British - Chinese	0.14%	1
Other Asian background (please specify in the box below)	0.14%	1
Black/Black British - African	0.43%	3
Black/Black British - Caribbean	0.14%	1
Other Black / African / Caribbean background (please specify in the box below)	0.00%	0
Arab	0.00%	0
Any other Ethnic group (please specify in the box below)	0.57%	4
Total		703

Q26 Are your day-to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems related to old age. (Please tick one box only)

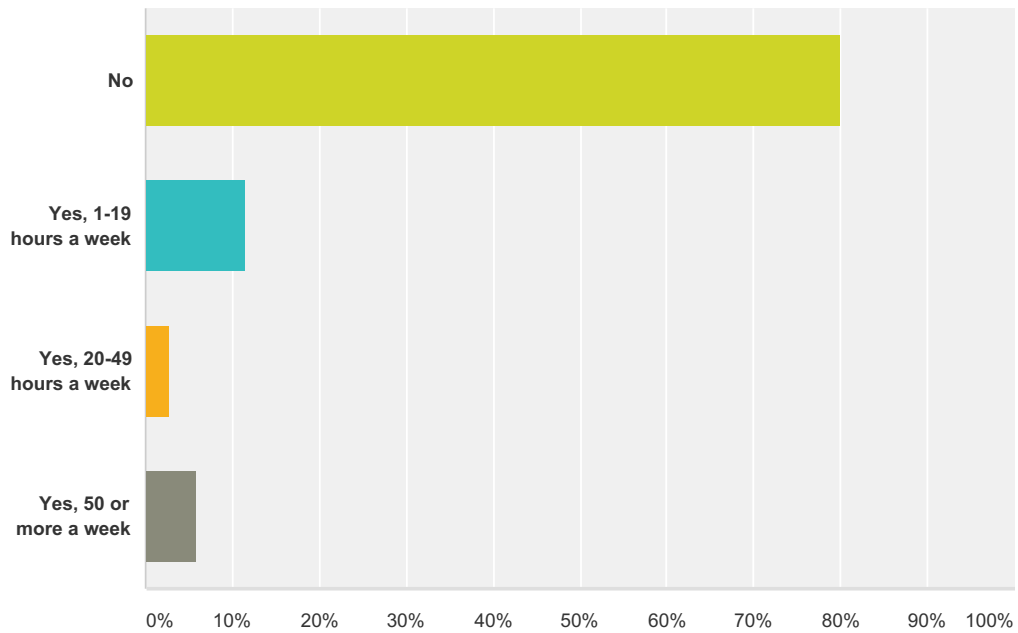
Answered: 650 Skipped: 144



Answer Choices	Responses
Yes, limited a lot	8.31% 54
Yes, limited a little	17.69% 115
No	74.00% 481
Total	650

**Q27 Do you look after, or give any help or support to family members, friends, neighbours or others because of either, long term physical or mental ill-health / disability or problems due to old age?
(Please tick one box only)**

Answered: 685 Skipped: 109



Answer Choices	Responses
No	80.00% 548
Yes, 1-19 hours a week	11.53% 79
Yes, 20-49 hours a week	2.63% 18
Yes, 50 or more a week	5.84% 40
Total	685