



LIBRARIES CONSULTATION

Name of Youth Club- _____

1. 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.

		Under 13			13 - 16			17 - 19			Over 19		
Contacts	Total	M	F	T	M	F	T	M	F	T	M	F	T
Black	7				5	2							
White	124	13	22		27	25		15	13		4	5	
Tuesday Disability Group	19		1		6	5		1	1		5		
ACE	12	1			2			3	2		3	1	
Disabled	10	1	1		3	1		4					
Young carer	3				1			2					
	175	15	24		44	33		25	16		12	6	

SECTION 1 – USE OF CURRENT LIBRARY SERVICE

2. Are you a registered member of a Tameside Library?

	Number of votes
YES	92
NO	49

3. Have you used a Tameside Library within the last 12 months?

	Number of votes
YES	109
NO	40

4. Which Tameside Library do you use most often?

	Number of votes		Number of votes
Ashton	28	Hattersley	7
Hyde	11	Denton	32
Mossley	16	Droylsden	13
Stalybridge	15	Dukinfield	14

5. What do you use the Library for? (multiple votes each)

ACTIVITY	Number of Votes
To borrow books	97
To attend an activity, class or reading group	22
To use Library computers	40
To borrow audio books	11
To read magazines / newspapers	39
To use a meeting room	40
To ask for information / advice / support from library staff	3
To seek information independently without support from Library staff	23
To borrow CDs / DVDs	2
To study	3
To use free Wi-Fi	3
To use a photocopier or fax machine	2
To use Information Services at Ashton Library	3

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Other (Please state below)

6. Of the services you have indicated you use at Q5, which of these is **MOST** important to you? (Only one vote each)

ACTIVITY	Number of Votes
To borrow books	56
To attend an activity, class or reading group	4
To use Library computers	9
To borrow audio books	1
To read magazines / newspapers	23
To use a meeting room	17
To ask for information / advice / support from library staff	0
To seek information independently without support from Library staff	1
To borrow CDs / DVDs	8
To study	0
To use free Wi-Fi	0
To use a photocopier or fax machine	1
To use Information Services at Ashton Library	1

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Other (please state below)

7. Which of the following digital services, if any, do you use when visiting the Library? (Multiple votes each)

Digital Services available in Libraries	Number of Votes
Search and request book titles	12
Renew loans	14
Check library account	6
Download e-books, e-audio or e-magazines	0
Use e-resources e.g. encyclopaedias, theory test material, newspapers, business information, citizenship etc	7
To find out about events and activities taking place in libraries	5
I do not use any digital services when visiting the library	60

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Other (please state below)

8. Approximately how often do you use this Library? (only one vote each)

	Number of Votes		Number of Votes
More than once a week	5	About once every six months	25
At least once a week	10	At least once a year	9
Two or three times a month	30	Less than once a year	20
At least once a month	7	Never used a Library	16

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9. Who do you usually go to the Library with? (Only one vote each)

	Number of Votes
I go alone	38
I go with friends	27
I go with an adult, i.e. Parent, carer, grandparent.	32
Other, (please state below responses given)	4

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10. How do you usually travel to the library you use most often? (One vote each)

	Number of Votes		Number of Votes
Walk	49	Bus	5
Car	31	Bike	10
Taxi	1	Tram	4
Train	1	Other (please state below)	5

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11. If you do not use the library service in Tameside, what stops you from doing so? (Multiple votes each)

	Number of Votes
Lack of time	21
I use e-books from another source	8
I prefer to buy books	11
Due to overdue charges and fines	4
The library opening times are not convenient for me	43
I find everything I need online	4
I'm not interested in using the library	13
I use the Library in my school	51
Other (please state below)	3

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Use school/college

SECTION 2 – FUTURE LIBRARY SERVICE

We would like you to think about Tameside Library Service over the next few years and how the Council can meet the needs of those wishing to use it within a reduced budget.

12. Given that the Council will have less money to spend on services in future, do you agree or disagree with our proposal to implement self-issue technology into libraries. This would

lead to increased opening hours but a reduction in staffed hours. Is this preferable to closing more libraries? (Only one vote each)

	Numbers of Votes
AGREE	54
DISAGREE	52

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13. Currently young people aged between 8 – 16yrs can use a Library without being accompanied by an adult. Under the new proposal anyone under the age of 18yrs would have to be accompanied by an adult, if you are going during the UNSTAFFED hours. Do you think this will lead to a decrease in young people attending the Library? (Only one vote each)

	Numbers of Votes
AGREE	71
DISAGREE	38

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14. Self-issue technology is similar to that used in supermarkets where customers are able to scan their own purchases. We intend to support users of our libraries to operate the self-issue technology initially to ensure they are comfortable with using it. Please can you indicate....

a) How often you currently use self-service technology (e.g. at the supermarket)? (Only one vote each)

	Numbers of Votes
Regularly	35
Occasionally	25
Used it once or twice	14
Never used it but I would do if I felt comfortable using it	11
I would not use self-service technology	40

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b) How confident you currently are in using self-service technology? (Only one vote each)

	Number of votes
Very confident	44
Fairly confident	17
Somewhat confident	17
Not at all confident	41

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15. 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? (Only one vote per person)

Library	Morning (between 9am and 12noon)	Afternoon (between 12noon and 5pm)	Evening (between 5pm and 8pm)	No preference / I do not use this library
Ashton		1	19	11
Denton		3	28	13
Droylsden		4	3	16
Dukinfield	1	12	10	16
Hattersley			3	16
Hyde		2	3	12
Mossley	1	12	17	16
Stalybridge		7	13	16

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SECTION 3 – VOLUNTEERING

We would like to recruit volunteers to support library staff in delivering the service. Our vision would be that all volunteers will be able to do “counter basics” such as issue and discharge of stock and be familiar with the shelving process, which is returning items of stock to the shelves in the correct place. Additionally there would be opportunities to undertake other duties.

16. Would you be interested in volunteering with Tameside’s library service? (Please tick one box only)

	Number of votes
You are interested in volunteering in the Library	1
You are NOT interested in volunteering in the Library	57

If you are interested in volunteering in the Library service can you please pass your name and contact details to a member of staff who will hand them in along with this survey.

SECTION 4 – OTHER COMMENTS

20. If you have an alternative option on how the 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.

What do you think is good? What do you think could be bad? What do you think you would do differently?

