

Wirral Libraries Service Consultation

Take part in the survey to tell us why you use the library and what you think could be changed, improved, or added to the service to make it better.

Name: _____

Email: _____ Postcode: _____

Are you registering as:

- A local resident
- A local business
- An employee of Wirral Council
- An elected member of Wirral Council
- A member of a voluntary or community organisation
- Other:

Age Group:

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 74+

Gender:

- Female
- Male
- Prefer not to say
- Prefer to use own term:

Which of these groups do you consider you belong to?

- White – English/Welsh/Scottish/Northern Irish/British
- White – Irish
- White – Any other White background
- Black or Black British – Caribbean
- Black or Black British – African
- Black or Black British – Any other black background
- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – Any other Asian background
- Mixed – White and Black Caribbean
- Mixed – White and Asian
- Mixed – Any other Mixed background
- Other ethnic group – Arab
- Other ethnic group – Other ethnic group
- Travelling community – Gypsy/Roma
- Travelling community – Traveller or Irish descent
- Travelling community – Other member of the Traveling community
- Other

What is your sexual orientation?

- Heterosexual
- Gay/Lesbian
- Bisexual
- Prefer not to say



1. Who are you? Choose any one option:

- Resident
- Library staff member
- Library volunteer
- Local business
- Community group
- Voluntary organisation
- Public sector organisation/partner
- School
- Other (please specify):

2. If you live on the Wirral, which area of the Borough do you live in?

Choose any one option:

- | | |
|--|---|
| <input type="checkbox"/> Bebington | <input type="checkbox"/> Liscard |
| <input type="checkbox"/> Bidston and St. James | <input type="checkbox"/> Moreton West and Saughall Massie |
| <input type="checkbox"/> Birkenhead and Tranmere | <input type="checkbox"/> New Brighton |
| <input type="checkbox"/> Bromborough | <input type="checkbox"/> Oxton |
| <input type="checkbox"/> Clatterbridge | <input type="checkbox"/> Pensby and Thingwall |
| <input type="checkbox"/> Clughton | <input type="checkbox"/> Prenton |
| <input type="checkbox"/> Eastham | <input type="checkbox"/> Rock Ferry |
| <input type="checkbox"/> Greasby, Frankby and Irby | <input type="checkbox"/> Seacombe |
| <input type="checkbox"/> Heswall | <input type="checkbox"/> Upton |
| <input type="checkbox"/> Hoylake and Meols | <input type="checkbox"/> Wallasey |
| <input type="checkbox"/> Leasowe and Moreton East | <input type="checkbox"/> West Kirby and Thurstaston |

3. Are you a library member? Choose any one option:

- Yes No

4. Do you, or have you visited one of our library buildings or used the Home Reader Service?

Choose any one option:

- Yes No
- If yes, complete Q's 5-9 and leave blank Q's 10-11 then continue with the rest of the survey.
- If no, complete Q10-11 then continue with the rest of the survey.

5. Which of Wirral's libraries do you use the most? Choose any one option:

- | | | |
|---|-------------------------------------|--|
| <input type="checkbox"/> Bebington | <input type="checkbox"/> Irby | <input type="checkbox"/> St. James |
| <input type="checkbox"/> Beechwood | <input type="checkbox"/> Leasowe | <input type="checkbox"/> Upton |
| <input type="checkbox"/> Birkenhead Central | <input type="checkbox"/> Moreton | <input type="checkbox"/> Woodchurch |
| <input type="checkbox"/> Bromborough | <input type="checkbox"/> New Ferry | <input type="checkbox"/> Wallasey Central |
| <input type="checkbox"/> Eastham | <input type="checkbox"/> Pensby | <input type="checkbox"/> Wallasey Village |
| <input type="checkbox"/> Greasby | <input type="checkbox"/> Prenton | <input type="checkbox"/> West Kirby |
| <input type="checkbox"/> Heswall | <input type="checkbox"/> Ridgeway | <input type="checkbox"/> Home Reader Service |
| <input type="checkbox"/> Higher Bebington | <input type="checkbox"/> Rock Ferry | |
| <input type="checkbox"/> Hoylake | <input type="checkbox"/> Seacombe | |

6. How often do you use the library? Choose any one option:

- Every day
- Once a week
- Once a month
- Once a year
- Other (please specify):

7. How do you get to the library? Choose all that apply:

- Car
- Train
- Bus
- On foot (walking)
- On bike (cycling)
- Other (please specify)

8. Why do you visit the library? Choose all that apply:

- | | |
|---|--|
| <ul style="list-style-type: none"><input type="checkbox"/> Borrow/ return books<input type="checkbox"/> Computers/ internet/ scanner<input type="checkbox"/> Wi-fi<input type="checkbox"/> Courses (computing/ maths/ creative writing courses)<input type="checkbox"/> Photocopier/ printer use<input type="checkbox"/> Information sessions (health and wellbeing marketplace)<input type="checkbox"/> Children's events (Storytime/ Bounce & Rhyme / Lego Club)<input type="checkbox"/> Events for adults (talk or author events)<input type="checkbox"/> Organised group (reading group, knit & natter)<input type="checkbox"/> Leisure / relaxation<input type="checkbox"/> Meet with friends<input type="checkbox"/> Study or work<input type="checkbox"/> Research<input type="checkbox"/> Family History (find my past and birth records)<input type="checkbox"/> Access help and support (IT computer help, Job seeking support)<input type="checkbox"/> Volunteer<input type="checkbox"/> Job applications<input type="checkbox"/> Hire / return CDs or DVDs | <ul style="list-style-type: none"><input type="checkbox"/> As a representative of a partner organisation (course tutor, group activity leader)<input type="checkbox"/> Hire a room<input type="checkbox"/> Seasonal Challenges (Summer Reading Challenge)<input type="checkbox"/> Newspapers<input type="checkbox"/> Access other council services (One Stop Shop Services)<input type="checkbox"/> Other (please specify): |
|---|--|

9. What other services would you like to access from this library? Choose all that apply:

- | | |
|--|---|
| <input type="checkbox"/> Computers/ internet/ scanner | <input type="checkbox"/> Café facilities |
| <input type="checkbox"/> Wi-fi Printing | <input type="checkbox"/> Live gigs |
| <input type="checkbox"/> Courses (computer course, maths course, creative writing course) | <input type="checkbox"/> Performance space |
| <input type="checkbox"/> Information sessions (health and wellbeing marketplace) | <input type="checkbox"/> Event / exhibition space |
| <input type="checkbox"/> Children's events (Storytime, Bounce & Rhyme) | <input type="checkbox"/> Family history zone |
| <input type="checkbox"/> Events for adults (talk or author event) | <input type="checkbox"/> Sanctuary / wellbeing room |
| <input type="checkbox"/> Organised groups (reading groups, exercise, wellbeing classes) | <input type="checkbox"/> Children's play pod area / soft play |
| <input type="checkbox"/> Digital creative spaces (3D printers, audio production, video editing, virtual reality, makerspace, gaming suite) | <input type="checkbox"/> Bookable spaces for working (hot desks, office space, meeting rooms) |
| <input type="checkbox"/> Creative spaces (crafting resources, space for art) | <input type="checkbox"/> Bookable spaces for communities (room hire) |
| <input type="checkbox"/> Better technology (computers, laptops, tablets, hi speed wi-fi) | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Access help and support (IT computer help, job seeking support) | |
| <input type="checkbox"/> Council services based at the library (leisure facilities, One Stop Shop Services) | |
| <input type="checkbox"/> Access to council services on library computers | |

10. Why do you not use the library service? Choose all that apply:

- | | |
|--|--|
| <input type="checkbox"/> I don't know where my local library is | <input type="checkbox"/> I don't think the service is good |
| <input type="checkbox"/> I don't live close enough to a library | <input type="checkbox"/> I don't like the book selection available |
| <input type="checkbox"/> I think the library close to me is too small | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> I am too busy with family/ work/ other responsibilities | |
| <input type="checkbox"/> I don't think the library service is useful to me | |
| <input type="checkbox"/> I don't like to read | |
| <input type="checkbox"/> I don't like the atmosphere of the library | |
| <input type="checkbox"/> I use another book service (Audible, Kindle, Amazon) | |
| <input type="checkbox"/> I don't know what services I can access other than borrowing books | |
| <input type="checkbox"/> The library does not have the services that I want (wi-fi printing, music, films) | |
| <input type="checkbox"/> Library opening hours are inconvenient for me | |

11. What services could we offer that would make you want to use the library?

Choose all that apply:

- Digital creative spaces (3D printers, audio production, video editing, virtual reality, makerspace, gaming suite)
 - Creative spaces (crafting resources, space to do art)
 - Better technology (computers, laptops, tablets, high speed wi-fi)
 - Access to help and support (IT computer help, job seeking support)
 - Council services based at the library (leisure facilities, One Stop Shop Services)
 - Access to council services on library computers
 - Café facilities
 - Children's events (Storytime, Bounce and Rhyme)
 - Children's play pod / soft play
 - Courses (computer course, maths course, creative writing course)
 - Event / exhibition space
 - Events for adults (talk or author events)
 - Family history zone
 - Information sessions (health and wellbeing marketplace)
 - Organised group (reading groups, exercise and wellbeing classes)
 - Live gigs
 - Performance Space
 - Sanctuary / wellbeing room
 - Bookable spaces for working (hot desks, office space, meeting rooms)
 - Bookable spaces for communities (room hire)
 - Study support
 - Wi-fi printing
 - Other (please specify):
-

12. Do you use the online library? Choose any one option:

- Yes - If yes, answer Q's 13-16 leave blank Q's 17-18 then continue with the rest of the survey
- No - If no, complete Q17-18 then continue with the rest of the survey

13. Why do you use the online library? Choose all that apply:

- Research (information sources - Encyclopaedia Britannica)
 - Business Support Information (Cobra)
 - Family history (Find My Past)
 - Download e-books
 - Download eAudio
 - Newspapers
 - Organised groups (reading group)
 - Other (please specify):
-

14. During the last year, did you use the online library more? Choose any one option:

Yes

No

15. Will you continue to use the online library? Choose any one option:

Yes

No

16. What other services would you like to access from the online library?

Choose all that apply:

Increased availability of eBooks (more to loan of each item)

More variety of eBooks (genre)

Increased availability of eAudio (more to loan of each item)

More variety of eAudio (genre)

Library service app

Streamed music

Streamed film

Opera videos

Dance videos

Academic Journals

Archive information (old photographs, soundbites)

Access to other council services (One Stop Shop Services online)

Other (please specify):

17. Why do you not use the online library? Choose all that apply:

I am too busy with family/work/ other responsibilities

I don't think the online library service is useful to me

I don't like to read eBooks or listen to eAudio

I use another book service (Audible, Kindle, Amazon)

I don't know what services I can access online

The online library does not have the services that I want

I don't think the online service is good

I don't have access to the internet to use the online library

I don't feel confident accessing the library online

I don't like the eBook or eAudio selection available

The eBooks or eAudio I want to borrow are always already on loan

I find the online library difficult to access and navigate

I don't have the technology (laptop, computer, tablet) to access the library from home

Other (please specify):

18. What other services could we offer through our online library? Choose all that apply:

- | | |
|---|---|
| <input type="checkbox"/> Increased availability of eBooks (more to loan of each item) | <input type="checkbox"/> Access to other council services (One Stop Shop Services online) |
| <input type="checkbox"/> More variety of eBooks (genre) | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Increased availability of eAudio (more to loan of each item) | |
| <input type="checkbox"/> More variety of eAudio (genre) | |
| <input type="checkbox"/> Library service app | |
| <input type="checkbox"/> Streamed music | |
| <input type="checkbox"/> Streamed film | |
| <input type="checkbox"/> Opera videos | |
| <input type="checkbox"/> Dance videos | |
| <input type="checkbox"/> Academic journals | |
| <input type="checkbox"/> Archive information (old photographs, soundbites) | |

19. What do you think about the service Wirral Libraries provide?

- | | |
|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Very Bad | <input type="checkbox"/> Good |
| <input type="checkbox"/> Bad | <input type="checkbox"/> Very Good |
| <input type="checkbox"/> Neutral | |

20. We would like to know more about how you feel about the library service, please can you tell us how you feel about the following statements:

Questions:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The library staff are helpful and knowledgeable					
I feel welcome and safe at the library					
I find the library service useful					
The library opening hours are helpful					
I feel confident accessing the online library					

21. The vision of our draft Library Strategy is to:

“Provide first-rate reading, digital, learning and cultural opportunities for our residents; creating vibrant community hubs to inspire and enrich our residents’ lives and enhance community belonging and wellbeing”.

Rank which services are most important to you.

(1 being most important, 4 being the least important):

-
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | Reading (reading groups, reading challenges and books) |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
-
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|---|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | Information & Digital (IT facilities, computer use, research) |
|----------------------------|----------------------------|----------------------------|----------------------------|---|
-
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | Culture & Creativity (live events and gigs, arts and crafts) |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
-
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | Health & Wellbeing (events to meet new people, health information, support groups) |
|----------------------------|----------------------------|----------------------------|----------------------------|--|
-

22. In our draft library strategy, we have thought of four different types of libraries, which of these do you think would be most suitable for the library you use the most?

Choose any one option:

- | | |
|---|--|
| <input type="checkbox"/> Central Library (main library, central location of Wirral, managed by the council) | <input type="checkbox"/> Community Library Hub (involves community partners, supported by the council) |
| <input type="checkbox"/> Neighbourhood Library (smaller library, managed by the council) | <input type="checkbox"/> Community Managed Library (involves community partners, managed by the community) |

23. Who do you think could support the council to deliver the library service?

Choose all that apply:

- Partner organisation
- Community group
- Local business
- Volunteers
- Other (please specify):

24. Would you like to be involved with running a library? Choose any one option:

- | | |
|---|--|
| <input type="checkbox"/> Yes - as a volunteer / member of the community – complete Q’s 25, 27, 28 | <input type="checkbox"/> Yes - as a community group / organisation – complete Q’s 26, 27, 28 |
| | <input type="checkbox"/> No – complete Q28 |

25. How much time would you be able to give to the library service? Choose any one option:

- Every day
- Once a week
- A few times a month
- For large scale events
- Other (please specify):

26. What support would you need to get involved with a community managed library?

Choose all that apply:

- Recruit volunteers
- Recruit staff
- Additional facilities
- Other (please specify):

27. We would like to contact you further about your interest to be involved. If you are happy to be contacted by us about this, please provide your email address below.

28. Do you have any further comments or ideas about our draft Library Strategy or how we can improve the library service to meet your needs?

PLEASE RETURN YOUR COMPLETED SURVEY TO:

**libraryconsultation@wirral.gov.uk or your nearest open library. Postal returns to:
The Library Consultation Team, Birkenhead Central Library, Borough Road, Birkenhead,
Wirral CH41 2XB. For a list of all open libraries please visit: wirral.gov.uk/libraries**

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