

# Wiltshire children's Public Library User Survey

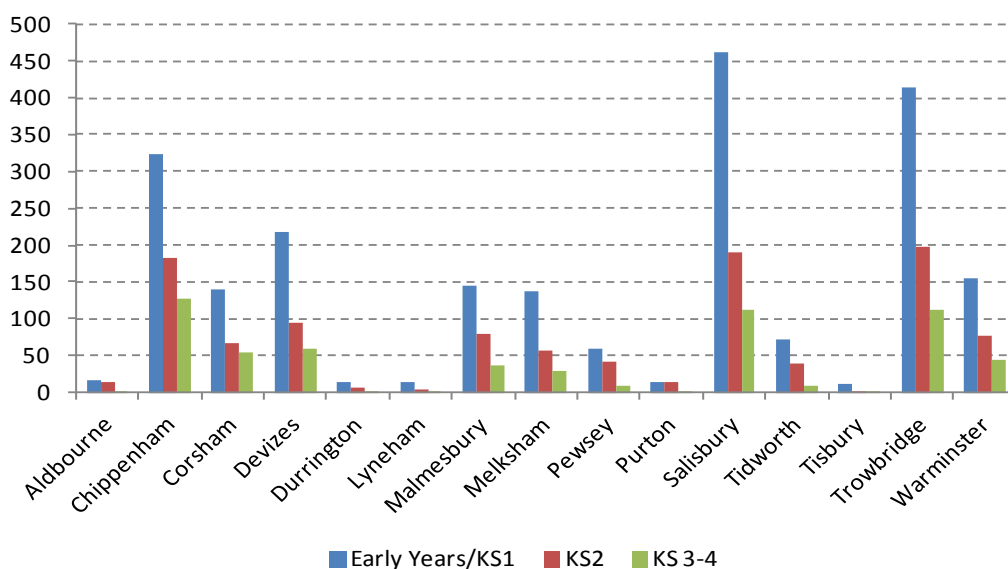
## Combined results – all libraries 2013

### Introduction

1. This report presents the results of a national survey conducted in 15 static public libraries in Wiltshire, 11 staffed libraries and 4 volunteer supported libraries.
2. The survey follows strict guidelines laid down under the CIPFA Plus methodology (Chartered Institute of Public Finance and Accountancy) undertaken in each library by means of a self completion questionnaire handed to child library users/their parent/carers between 21 October to 2 November 2013.
3. There were three different questionnaires issued dependent on the 'key stage' the child was in:
  - a. Preschool to key stage 1 (0-7 year olds)
  - b. Key stage 2 (7-11 year olds)
  - c. Key stage 3-4 (11-16 year olds)
4. The volunteer supported libraries gave out questionnaires identical to the staffed libraries except that all references to 'staff' were changed to 'volunteer'.
5. The report is split into two, first part is the report for the 11 staffed libraries, second part for the 4 volunteer supported libraries.
6. The first one or two questions on each of the three questionnaires (see point 3 above) relate to gender and age, therefore the questions start from Q2 or Q3 under the results for each Key Stage.

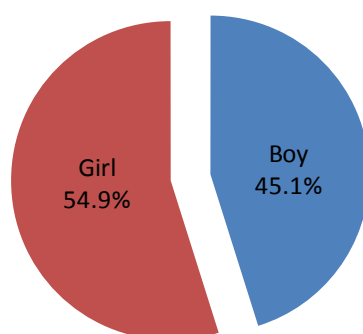
### Overall returns

7. Altogether 3864 completed survey forms were received back for analysis. The chart and table below shows the various returns from each library surveyed.

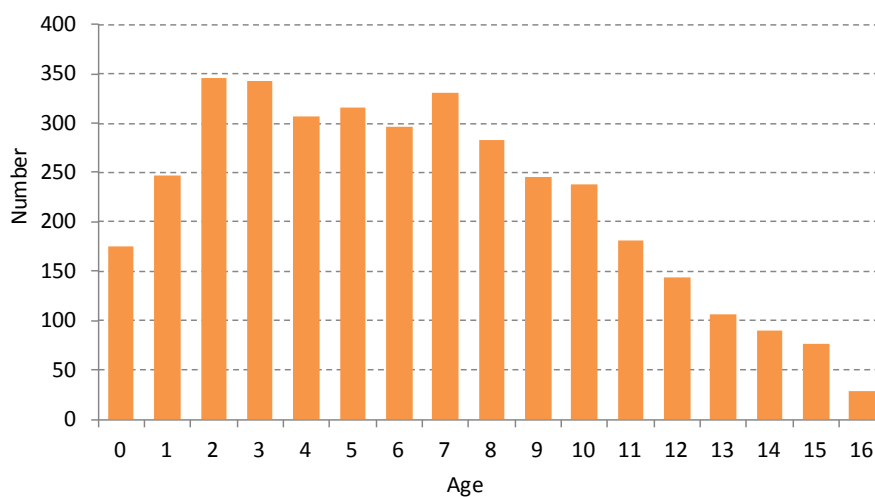


	Key stage 1				Key stage 2				Key stage 3-4				Total per library
	boy	girl	Unspec.	total	boy	girl	Unspec.	total	boy	girl	Unspec.	total	
Aldbourne	8	8		16	8	7		15		2		2	33
Chippenham	165	152	7	324	80	97	5	182	37	89		126	632
Corsham	65	73	2	140	26	41		67	16	36	1	53	260
Devizes	101	115	3	219	30	65		95	27	32		59	373
Durrington	6	9		15	1	6		7		1		1	23
Lyneham	3	12		15		4		4		1		1	20
Malmesbury	76	68	1	145	43	37		80	12	24	1	37	262
Melksham	64	69	3	136	20	36		56	11	17		28	220
Pewsey	27	32		59	19	22	1	42	6	4		10	111
Purton	11	4		15	3	11		14		1		1	30
Salisbury	209	240	14	463	93	96	2	191	35	76		111	765
Tidworth	31	39	3	73	17	21		38	5	5		10	121
Tisbury	7	4		11	1			1		1		1	13
Trowbridge	193	215	5	413	87	110	1	198	54	58	1	113	724
Warminster	77	75	4	156	34	43	1	78	11	32		43	277
	<b>1043</b>	<b>1115</b>	<b>42</b>	<b>2200</b>	<b>462</b>	<b>596</b>	<b>10</b>	<b>1068</b>	<b>214</b>	<b>379</b>	<b>3</b>	<b>596</b>	<b>3864</b>

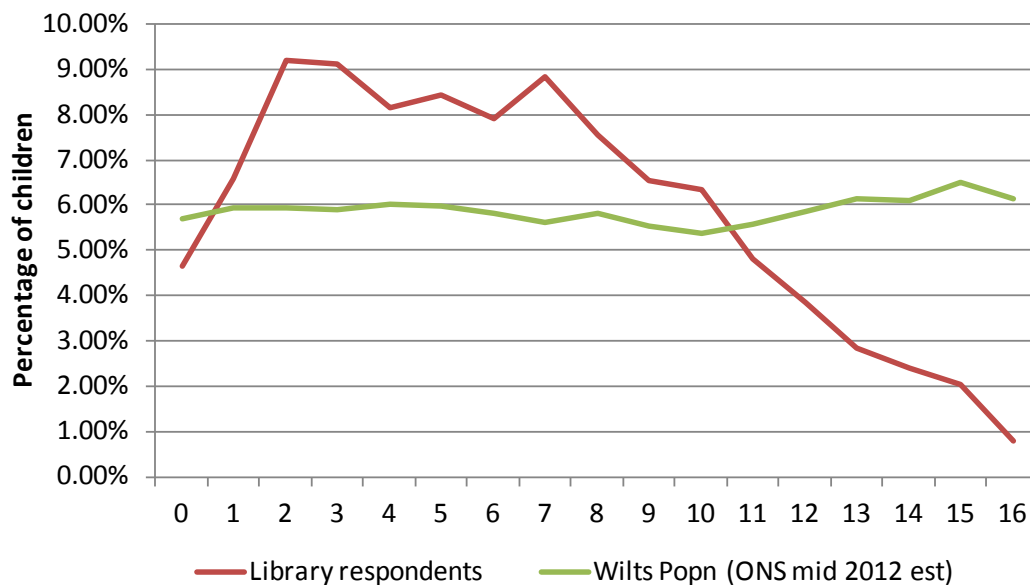
## Gender of respondents



## Age of respondents



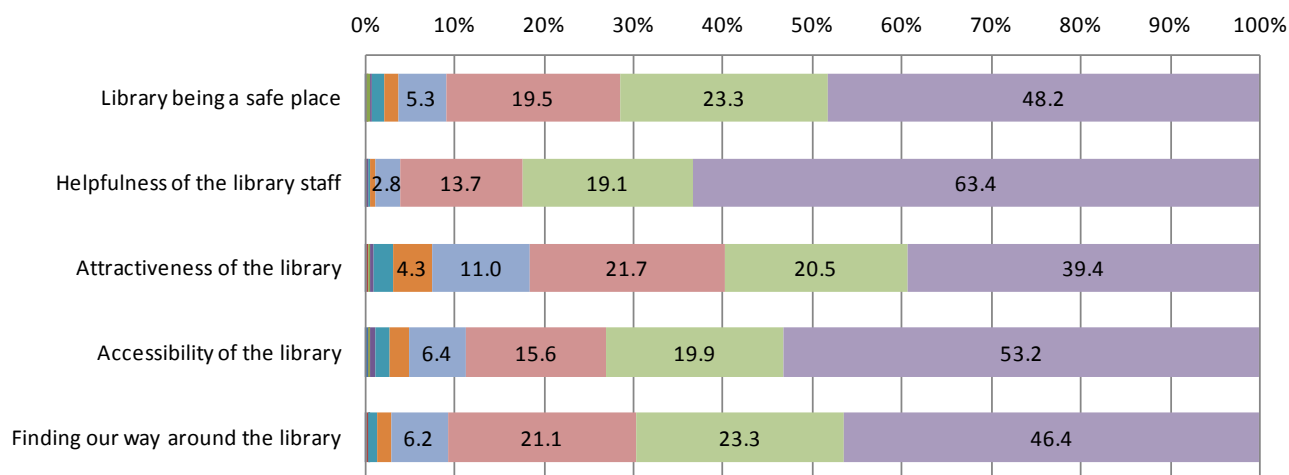
## Percentage Age Profile



## Part One – staffed libraries

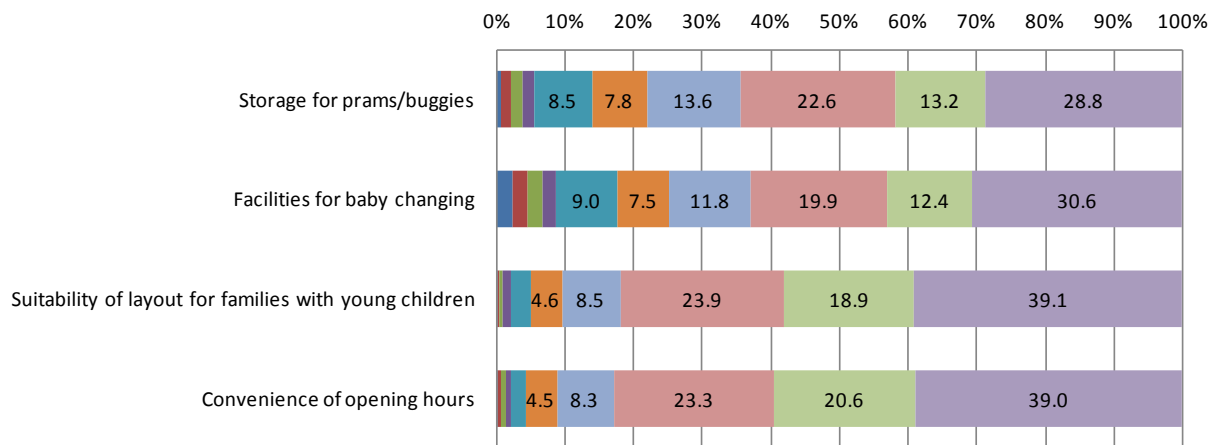
### 1. Early years/Key Stage 1 results

Q2. How welcoming is the library for the child? Please give marks out of ten for:



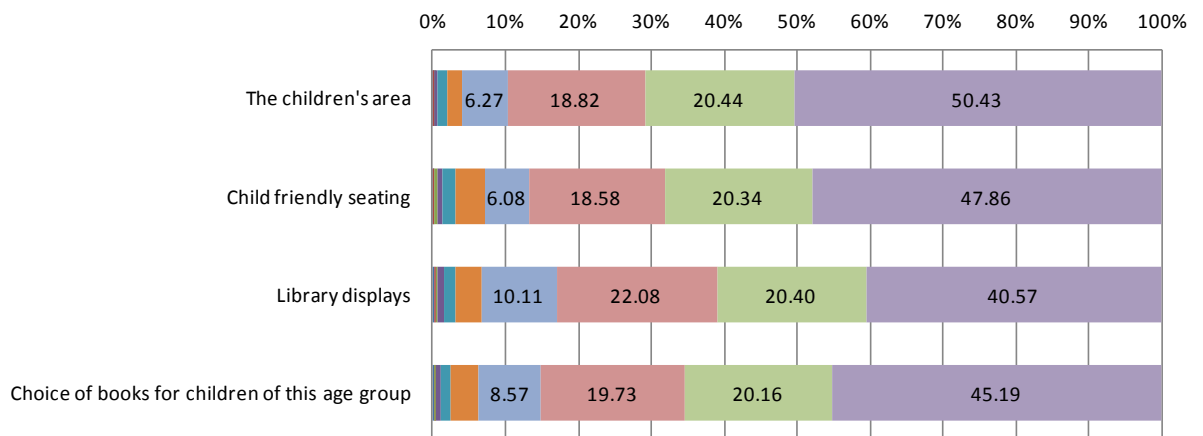
	Finding our way around the library	Accessibility of the library	Attractiveness of the library	Helpfulness of the library staff	Library being a safe place
1 out of 10	0.1	0.2	0.2	0.1	0.1
2 out of 10	0.1	0.2	0.1	0.1	0.1
3 out of 10	0.1	0.2	0.3	0.0	0.3
4 out of 10	0.1	0.4	0.5	0.1	0.3
5 out of 10	1.0	1.7	2.2	0.2	1.3
6 out of 10	1.6	2.2	4.3	0.7	1.7
7 out of 10	6.2	6.4	11.0	2.8	5.3
8 out of 10	21.1	15.6	21.7	13.7	19.5
9 out of 10	23.3	19.9	20.5	19.1	23.3
10 out of 10	46.4	53.2	39.4	63.4	48.2

Q3. How family friendly is this library? Please give marks out of ten for:



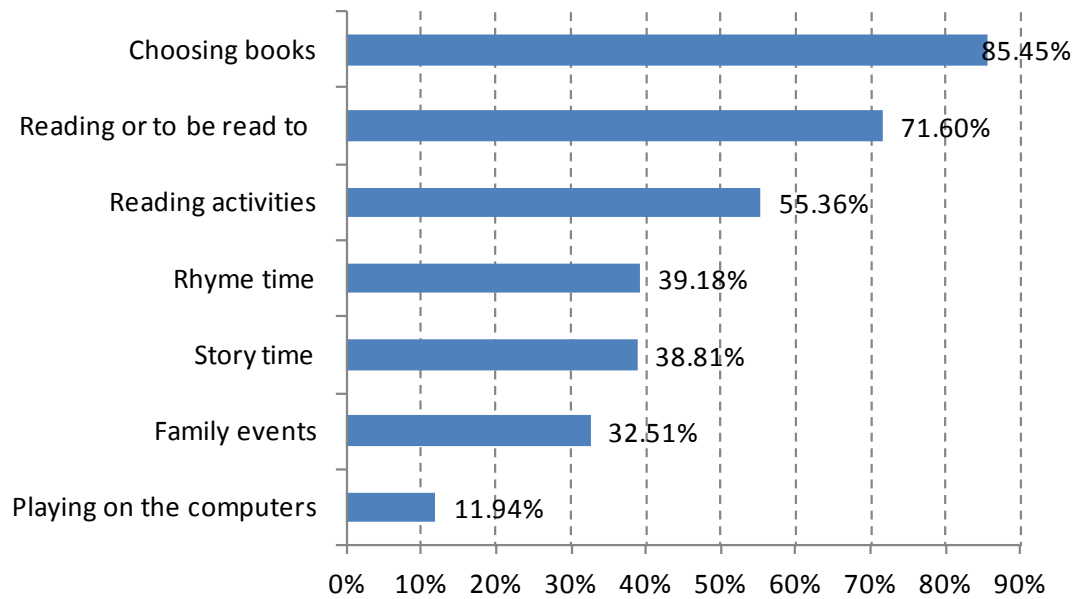
	Convenience of opening hours	Suitability of layout for families with young children	Facilities for baby changing	Storage for prams/buggies
1 out of 10	0.1	0.1	2.3	0.6
2 out of 10	0.6	0.3	2.2	1.5
3 out of 10	0.6	0.4	2.2	1.8
4 out of 10	0.7	1.4	2.2	1.7
5 out of 10	2.3	2.8	9.0	8.5
6 out of 10	4.5	4.6	7.5	7.8
7 out of 10	8.3	8.5	11.8	13.6
8 out of 10	23.3	23.9	19.9	22.6
9 out of 10	20.6	18.9	12.4	13.2
10 out of 10	39.0	39.1	30.6	28.8

Q4. How child friendly is this library? Please give marks out of ten for:

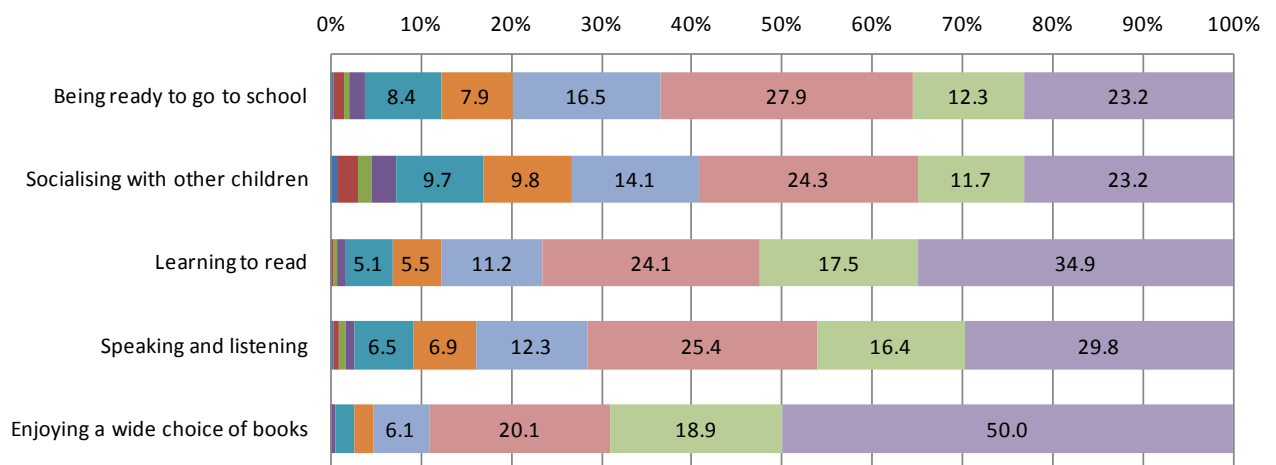


	Choice of books for children of this age group	Library displays	Child friendly seating	The children's area
1 out of 10	0.19	0.19	0.05	0.10
2 out of 10	0.10	0.24	0.29	0.10
3 out of 10	0.24	0.29	0.33	0.14
4 out of 10	0.53	0.77	0.62	0.29
5 out of 10	1.35	1.72	1.90	1.38
6 out of 10	3.95	3.64	3.94	2.04
7 out of 10	8.57	10.11	6.08	6.27
8 out of 10	19.73	22.08	18.58	18.82
9 out of 10	20.16	20.40	20.34	20.44
10 out of 10	45.19	40.57	47.86	50.43

Q5. From the list of following activities please indicate which the child likes to do in the library:

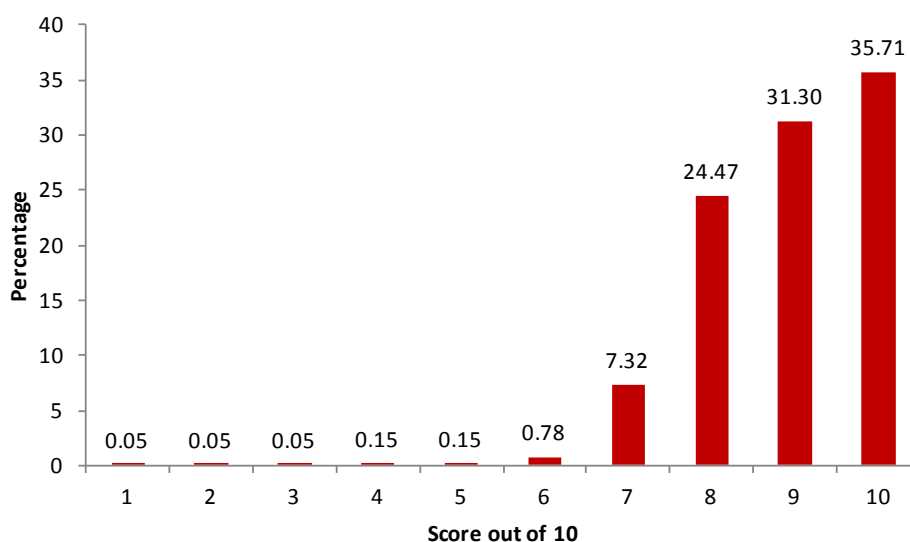


Q6. How much does the library help the child with, please give marks out of ten for:



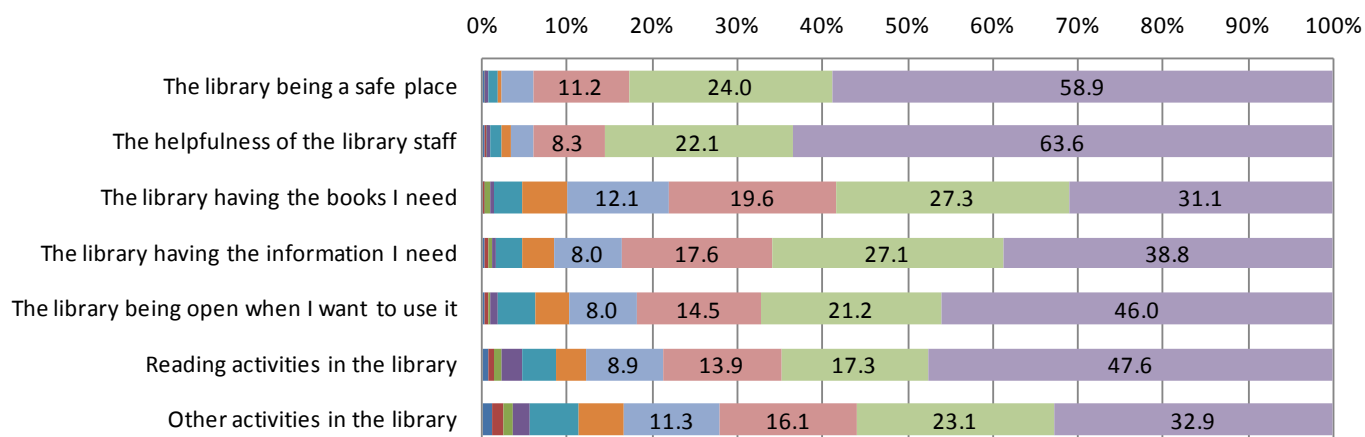
	Enjoying a wide choice of books	Speaking and listening	Learning to read	Socialising with other children	Being ready to go to school
1 out of 10	0.0	0.4	0.1	0.8	0.4
2 out of 10	0.1	0.5	0.3	2.3	1.1
3 out of 10	0.1	0.7	0.4	1.6	0.7
4 out of 10	0.4	1.0	1.0	2.6	1.7
5 out of 10	2.1	6.5	5.1	9.7	8.4
6 out of 10	2.1	6.9	5.5	9.8	7.9
7 out of 10	6.1	12.3	11.2	14.1	16.5
8 out of 10	20.1	25.4	24.1	24.3	27.9
9 out of 10	18.9	16.4	17.5	11.7	12.3
10 out of 10	50.0	29.8	34.9	23.2	23.2

Q7. Overall, what do you think of this library? Please provide a mark out of ten.



## 2. Key Stage 2 results

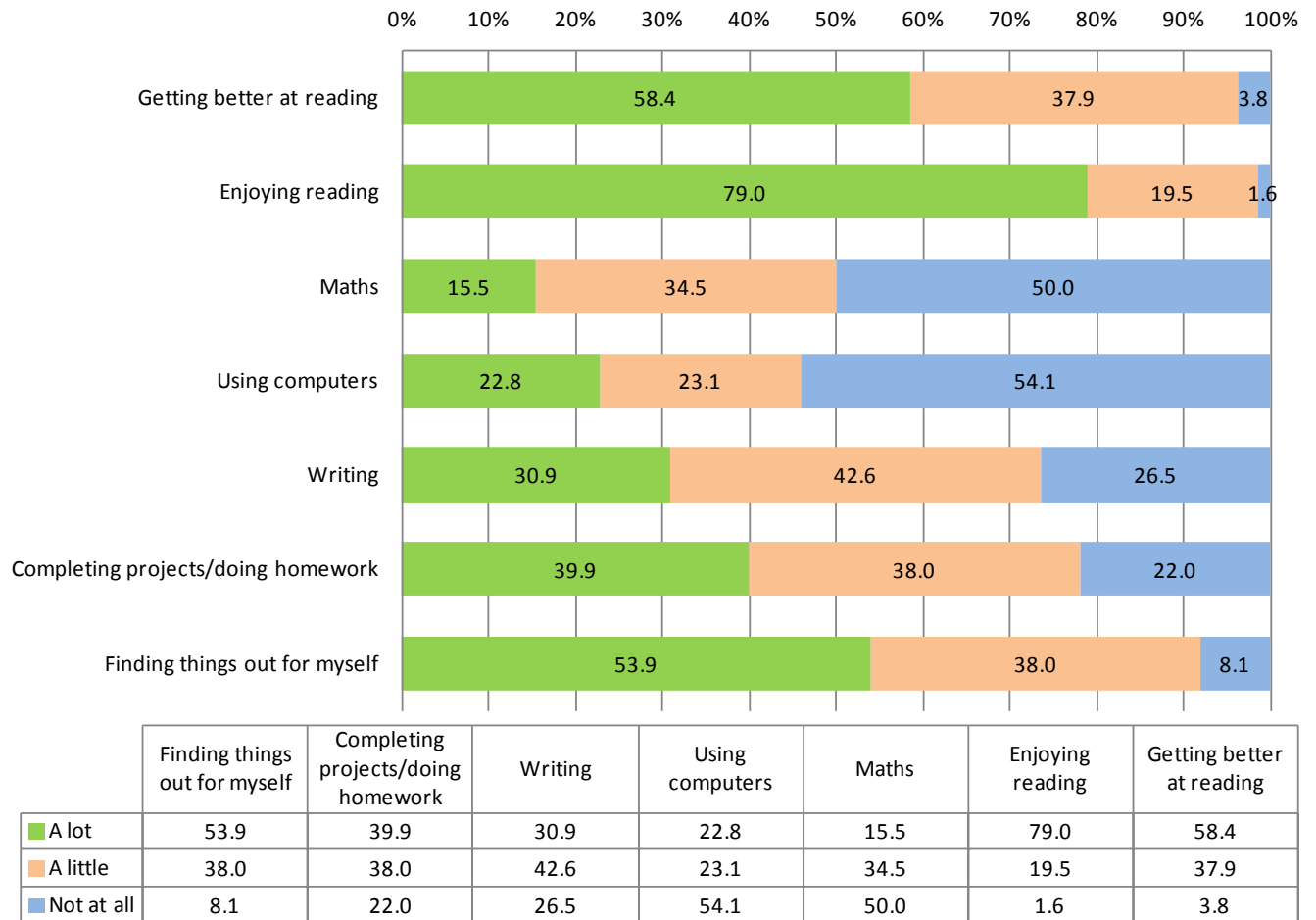
Q3. About your library. Please give marks out of ten for:



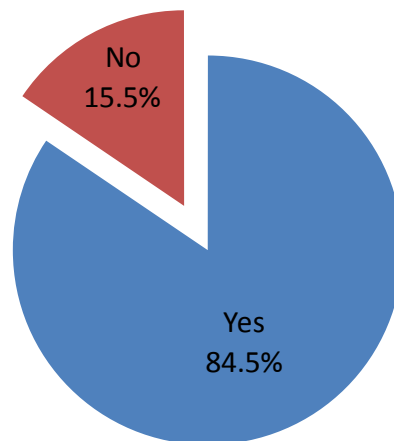
	Other activities in the library	Reading activities in the library	The library being open when I want to use it	The library having the information I need	The library having the books I need	The helpfulness of the library staff	The library being a safe place
1 out of 10	1.1	0.7	0.3	0.4	0.1	0.4	0.2
2 out of 10	1.4	0.7	0.5	0.3	0.3	0.1	0.0
3 out of 10	1.0	0.7	0.3	0.4	0.6	0.1	0.2
4 out of 10	2.2	2.4	0.7	0.6	0.5	0.4	0.3
5 out of 10	5.7	4.1	4.5	3.1	3.2	1.4	1.3
6 out of 10	5.3	3.5	4.0	3.7	5.2	1.0	0.4
7 out of 10	11.3	8.9	8.0	8.0	12.1	2.8	3.6
8 out of 10	16.1	13.9	14.5	17.6	19.6	8.3	11.2
9 out of 10	23.1	17.3	21.2	27.1	27.3	22.1	24.0
10 out of 10	32.9	47.6	46.0	38.8	31.1	63.6	58.9

[Q4. Are there any activities you would like to do in your library?– comments captured on comments database]

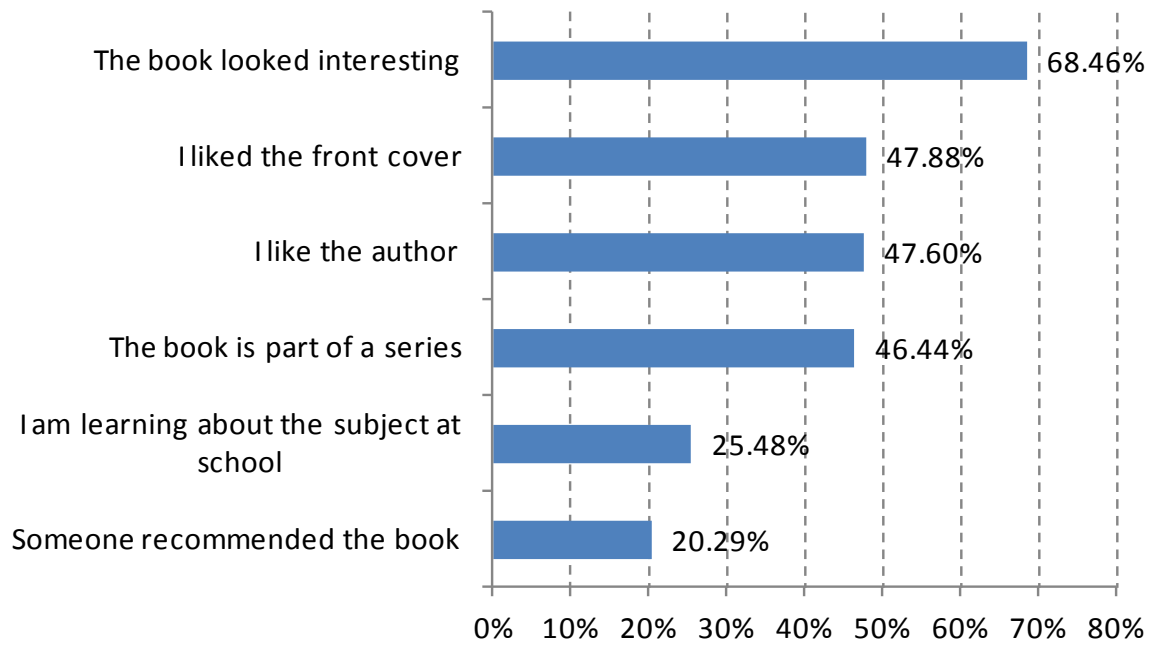
Q5. How much do you think that your library has helped you with:



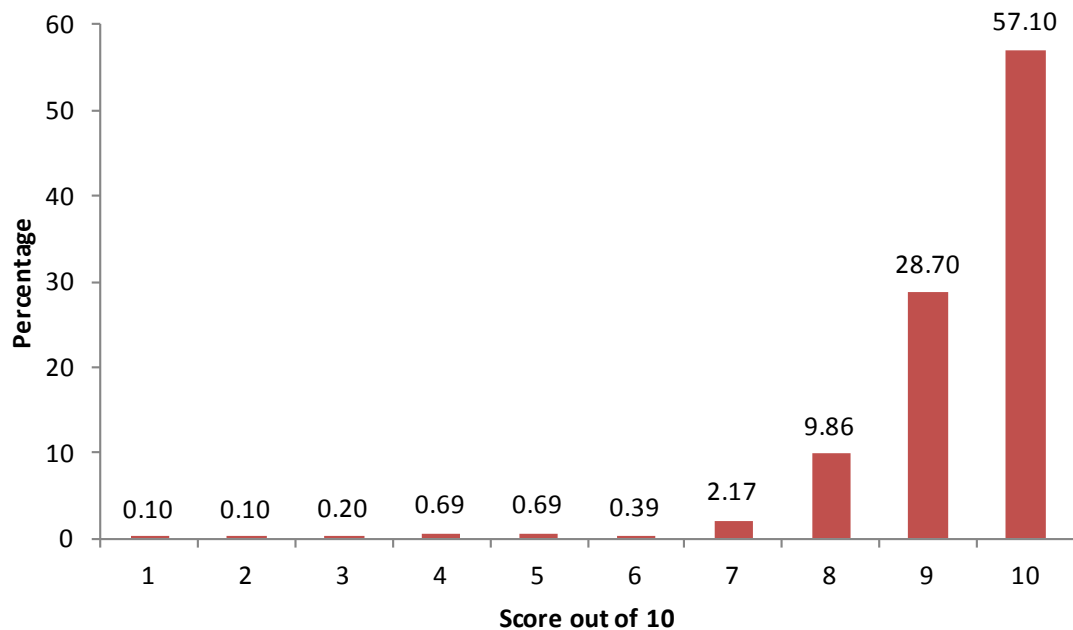
Q6a. This term, have you borrowed a book from this library to read for pleasure?



Q6b. If yes, what exactly made you want to read it?



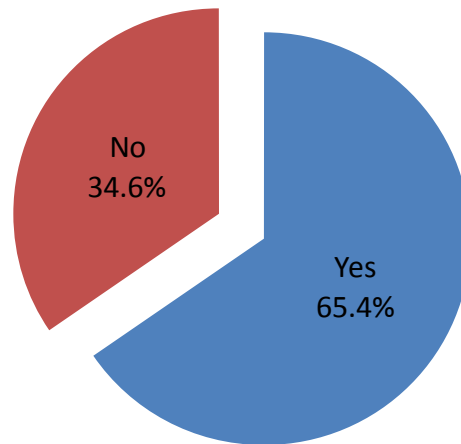
Q7. What do you think of your library? Please give a mark out of 10:



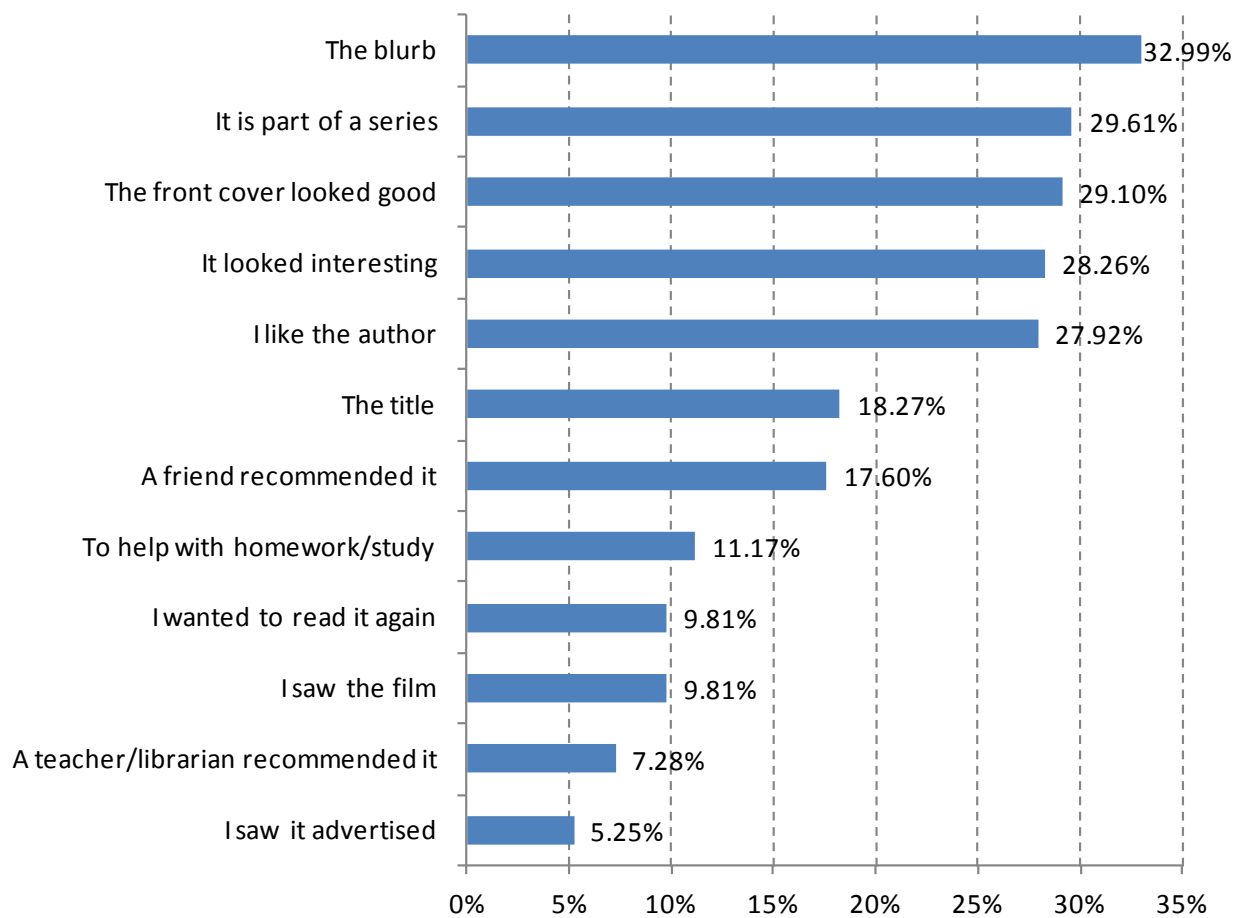


### 3. Key Stage 3 results

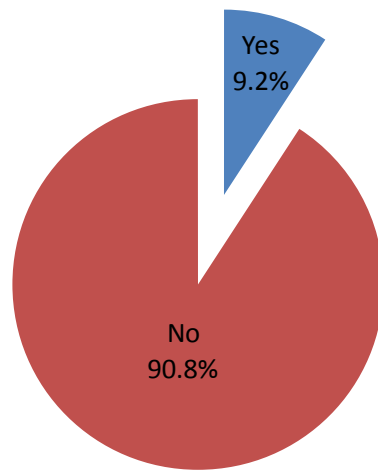
Q3a. This term, have you borrowed a book from this library to read for pleasure?



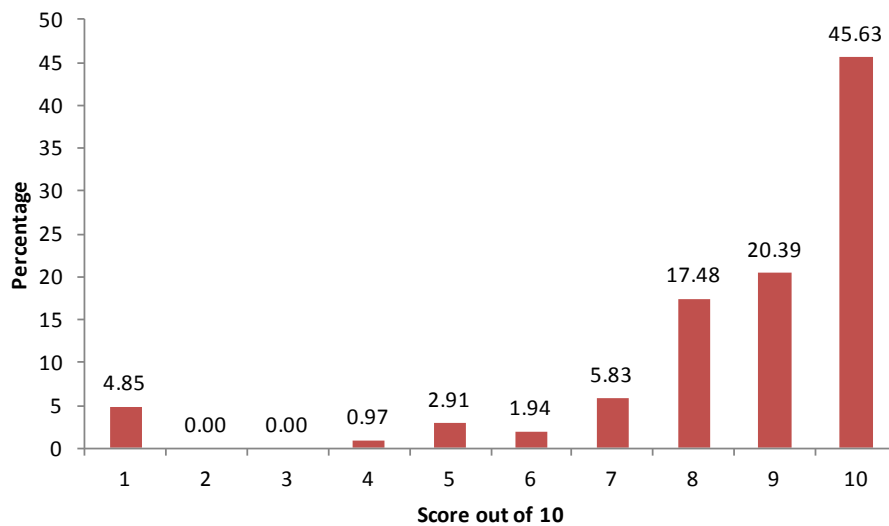
Q3b. If yes, what exactly made you want to read it?



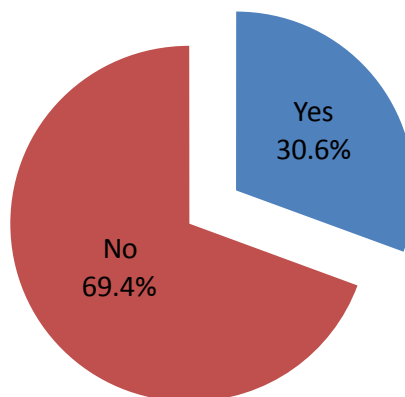
Q4a. This term, have you asked the library staff for help with your school work?



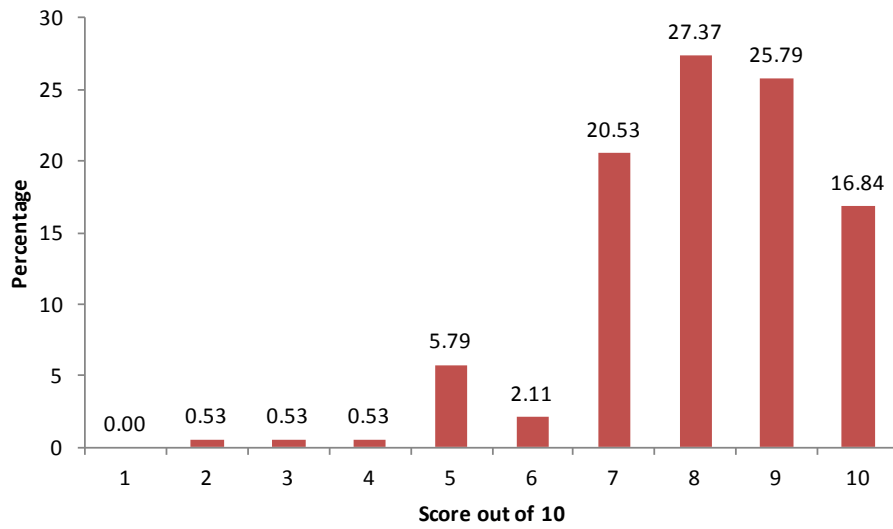
Q4b. If yes, mark out of ten how helpful the library staff were with school work?



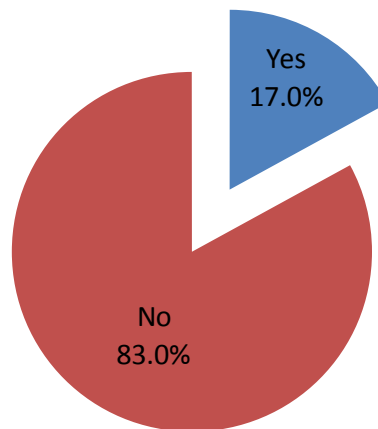
Q5a. This term, have you used any library books to help with school work?



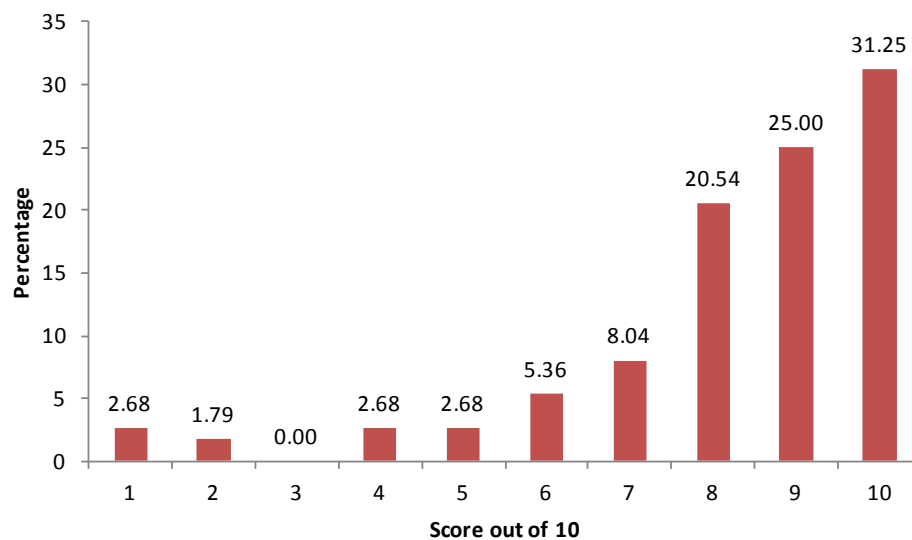
Q5b. If yes, mark out of ten how helpful/useful the books were with school work?



Q6a. This term, have you used the library computers to help with your school work?

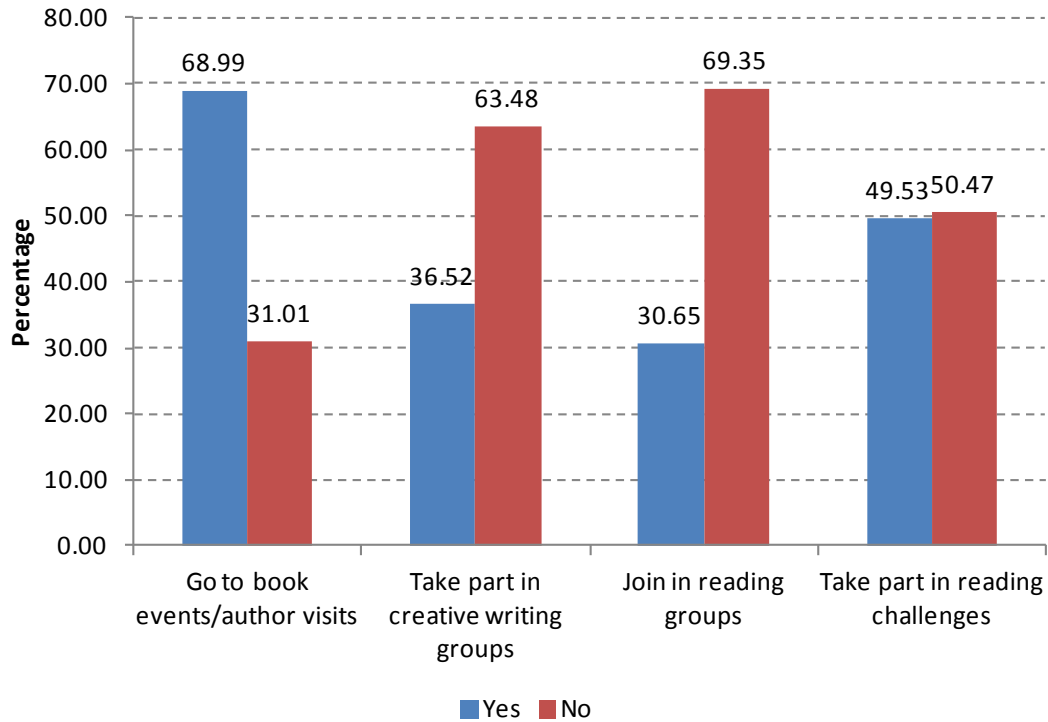


Q6b. If yes, mark out of ten how good the computers were with school work?

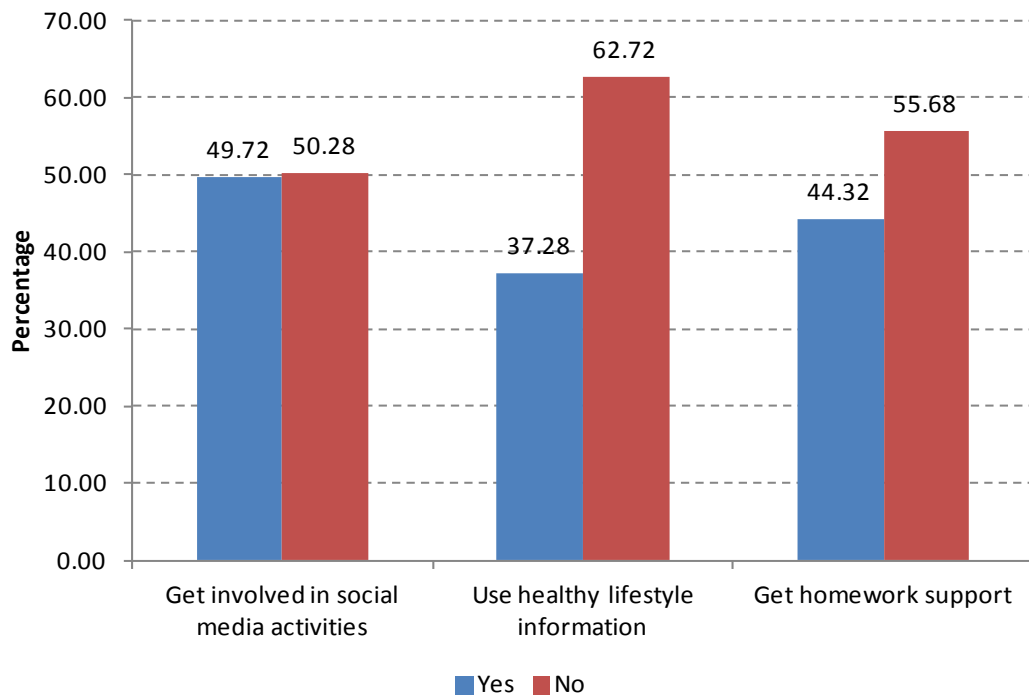


Q7. Whether you do these activities now or not, which would you like to do in the future?

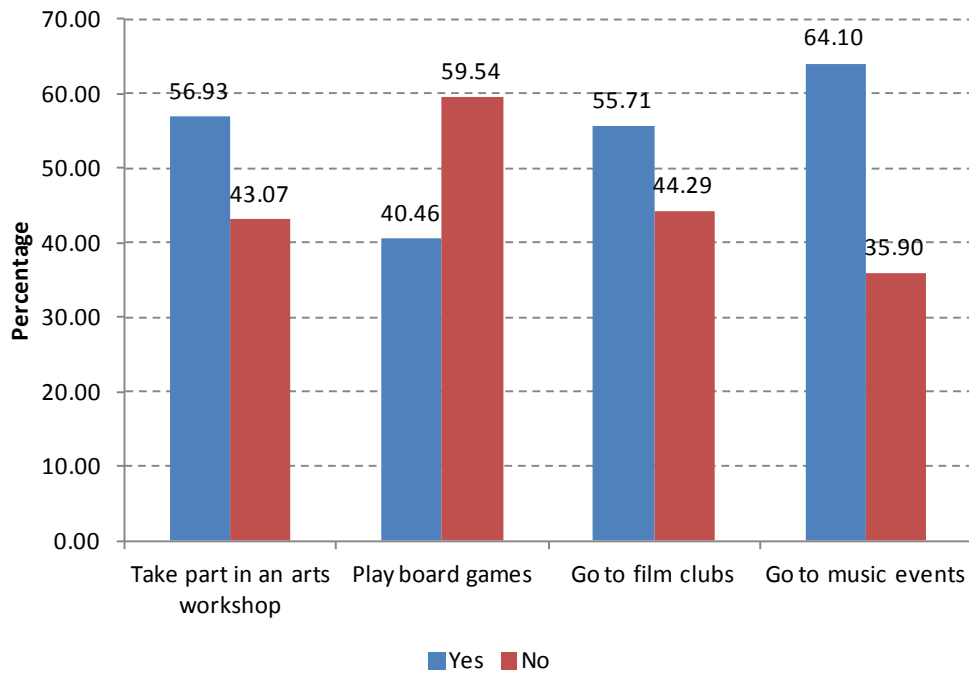
a. Books and reading:



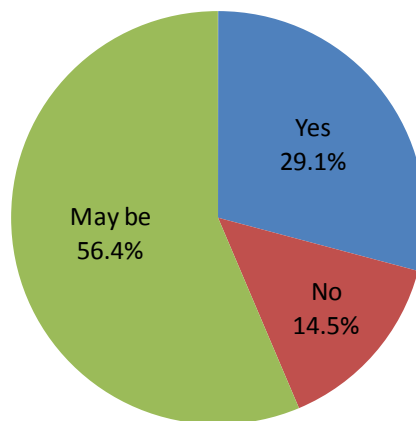
b. Learning and skills



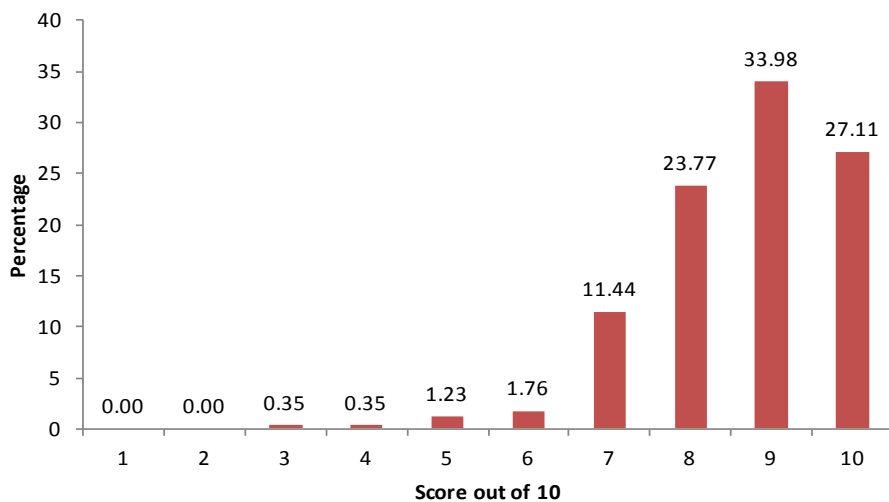
c. Arts and culture



d. Volunteering: If there were volunteering opportunities in your libraries, would you be interested?



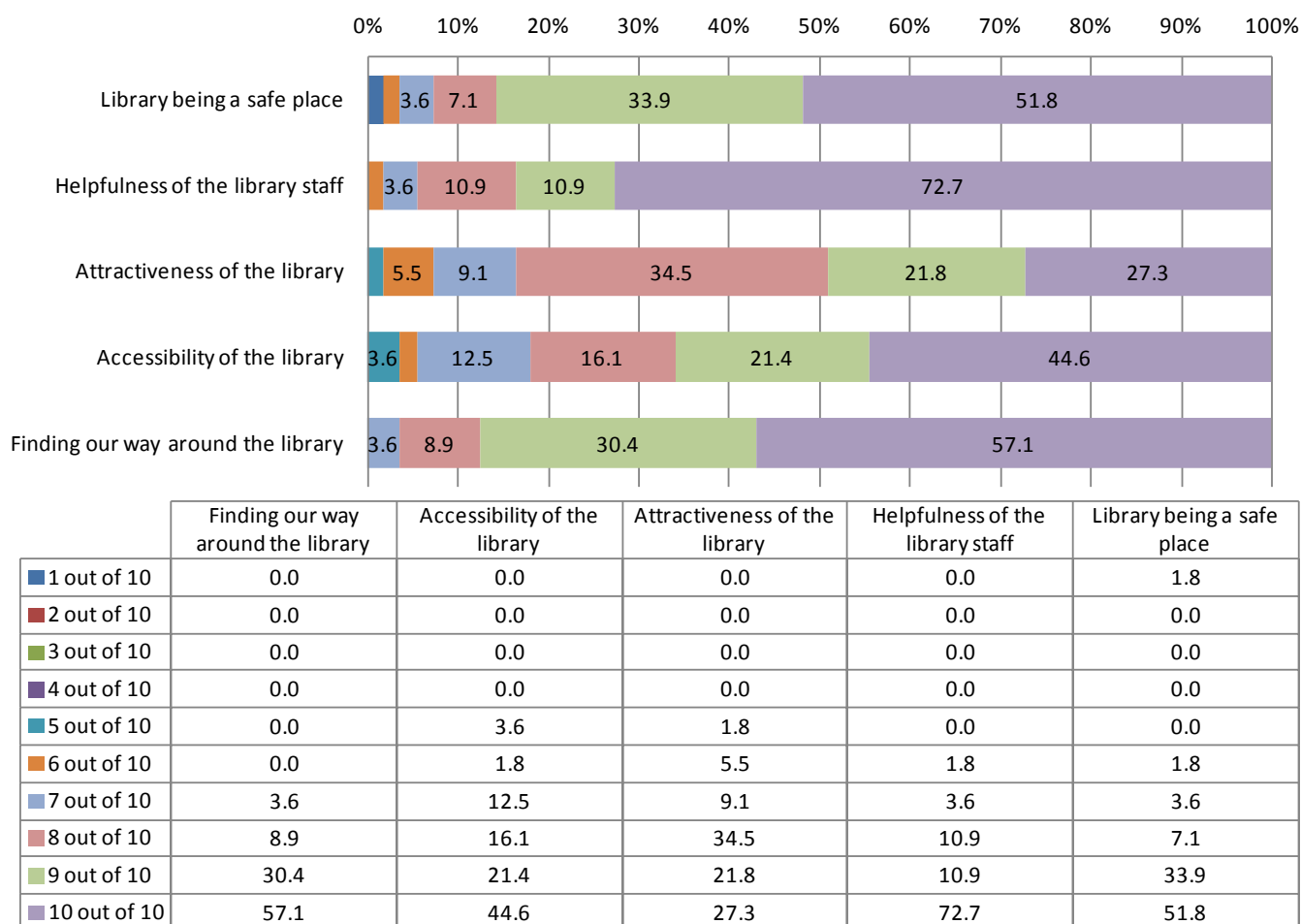
Q8. Overall, what do you think of your library?



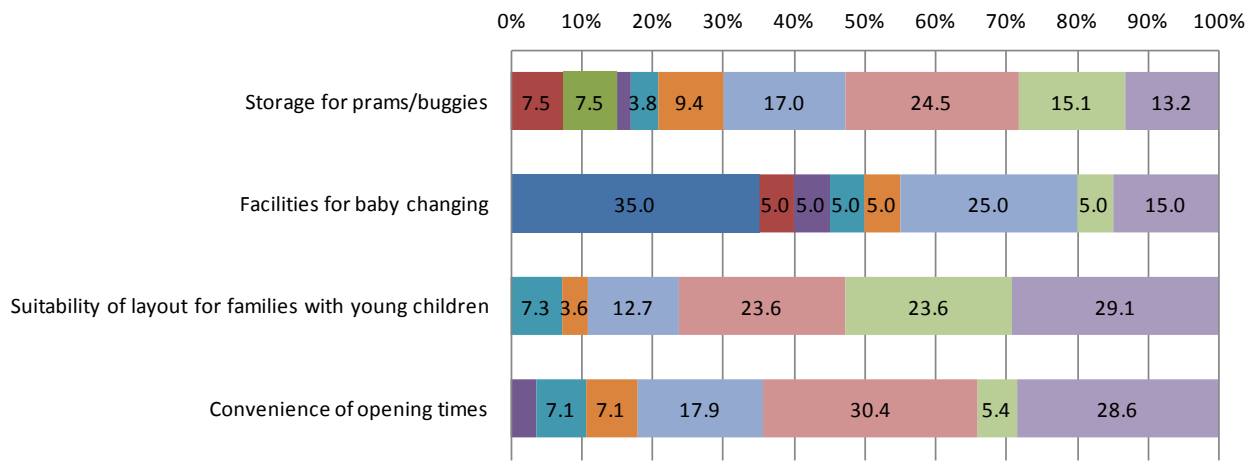
## Part Two – volunteer supported libraries

### 1. Early years/Key Stage 1 results

Q2. How welcoming is the library for the child? Please give marks out of ten for:

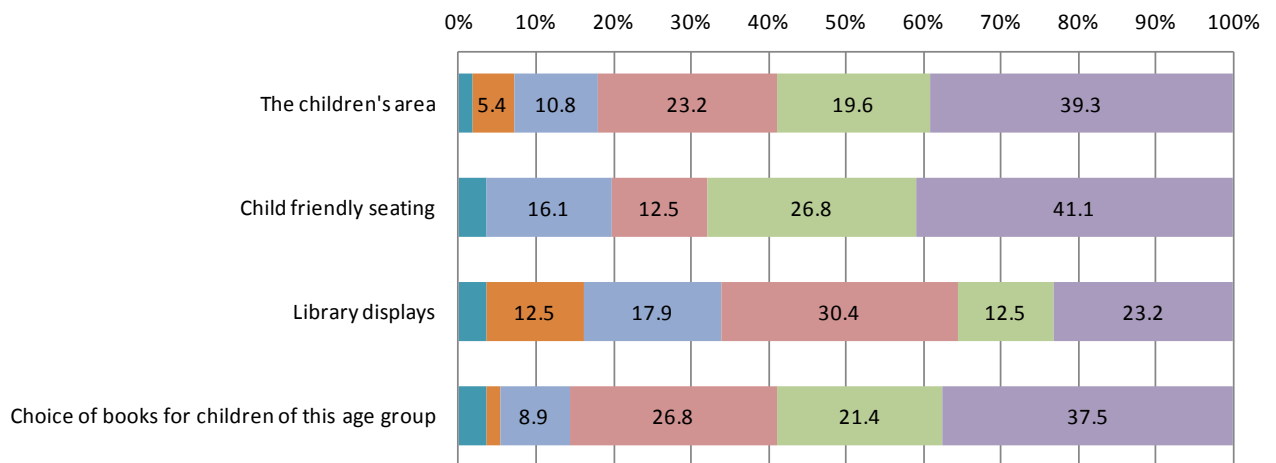


Q3. How family friendly is this library? Please give marks out of ten for:



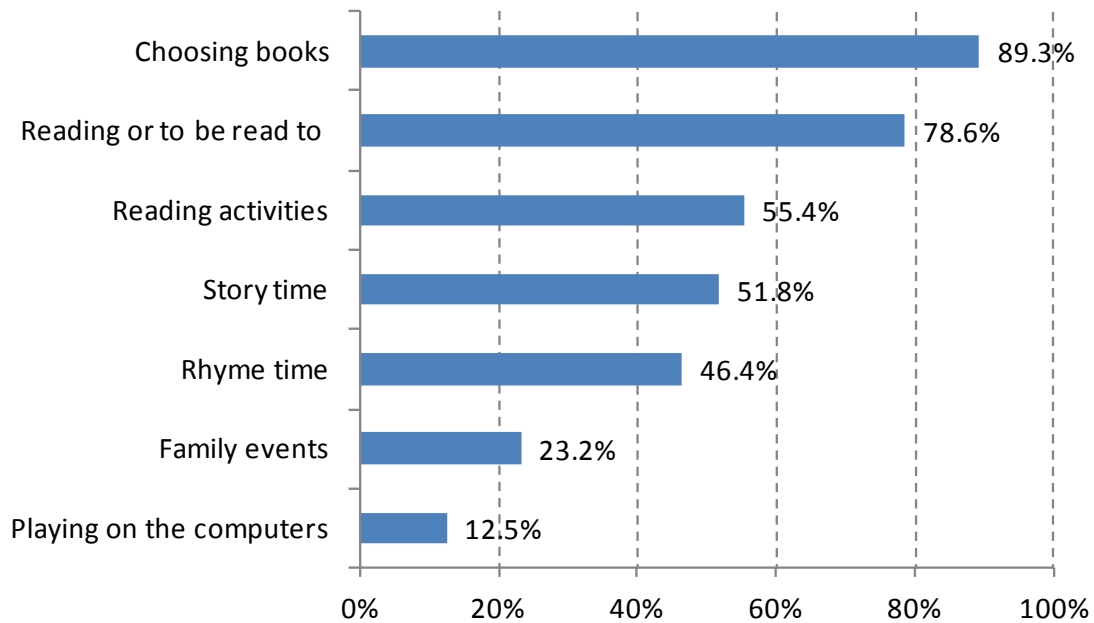
	Convenience of opening times	Suitability of layout for families with young children	Facilities for baby changing	Storage for prams/buggies
1 out of 10	0.0	0.0	35.0	0.0
2 out of 10	0.0	0.0	5.0	7.5
3 out of 10	0.0	0.0	0.0	7.5
4 out of 10	3.6	0.0	5.0	1.9
5 out of 10	7.1	7.3	5.0	3.8
6 out of 10	7.1	3.6	5.0	9.4
7 out of 10	17.9	12.7	25.0	17.0
8 out of 10	30.4	23.6	0.0	24.5
9 out of 10	5.4	23.6	5.0	15.1
10 out of 10	28.6	29.1	15.0	13.2

Q4. How child friendly is this library? Please give marks out of ten for:

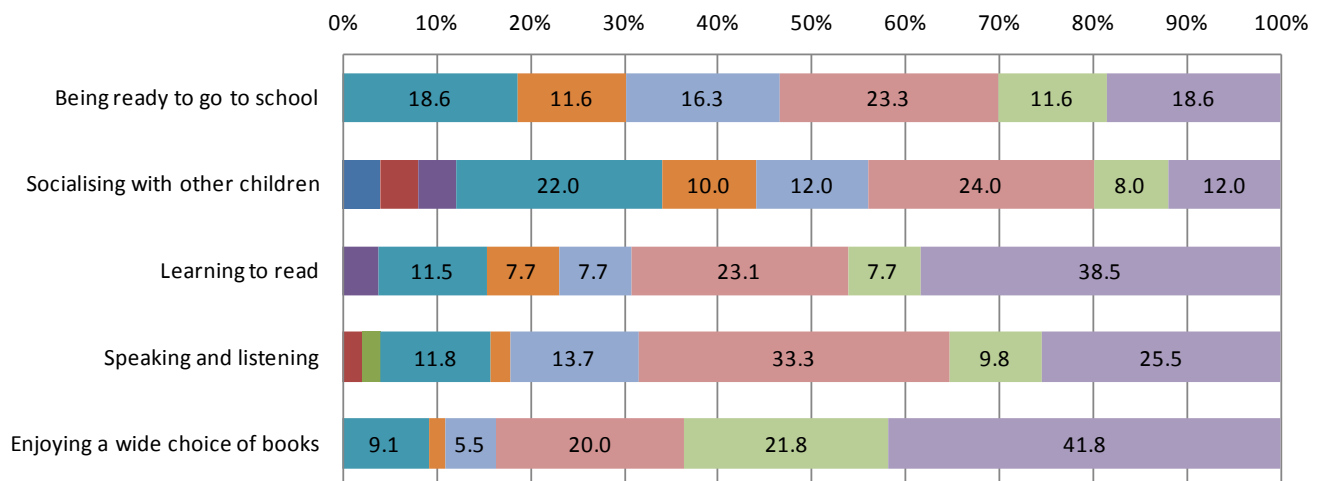


	Choice of books for children of this age group	Library displays	Child friendly seating	The children's area
1 out of 10	0.0	0.0	0.0	0.0
2 out of 10	0.0	0.0	0.0	0.0
3 out of 10	0.0	0.0	0.0	0.0
4 out of 10	0.0	0.0	0.0	0.0
5 out of 10	3.6	3.6	3.6	1.8
6 out of 10	1.8	12.5	0.0	5.4
7 out of 10	8.9	17.9	16.1	10.8
8 out of 10	26.8	30.4	12.5	23.2
9 out of 10	21.4	12.5	26.8	19.6
10 out of 10	37.5	23.2	41.1	39.3

Q5. From the list of following activities please indicate which the child likes to do in the library:



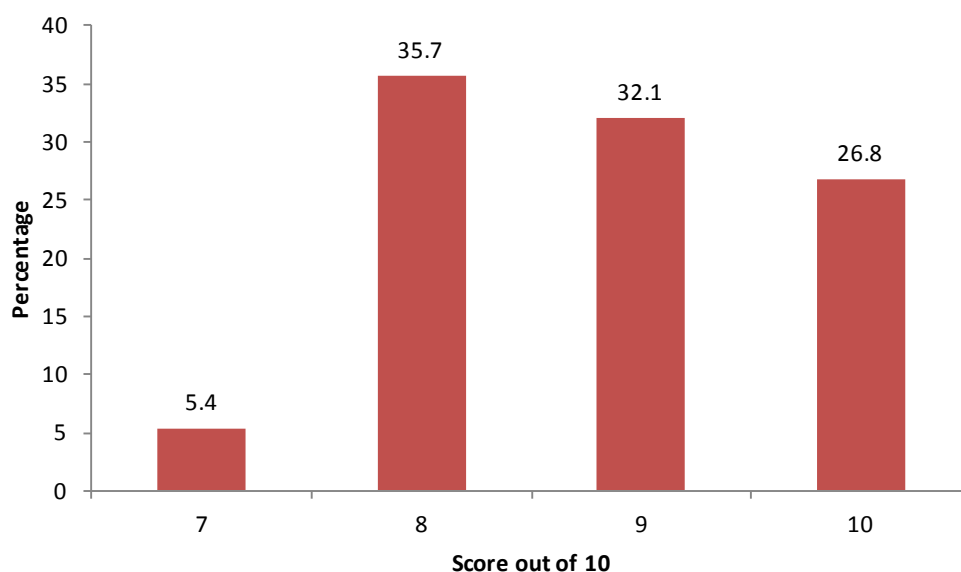
Q6. How much does the library help the child with, please give marks out of ten for:



	Enjoying a wide choice of books	Speaking and listening	Learning to read	Socialising with other children	Being ready to go to school
1 out of 10	0.0	0.0	0.0	4.0	0.0
2 out of 10	0.0	2.0	0.0	4.0	0.0
3 out of 10	0.0	2.0	0.0	0.0	0.0
4 out of 10	0.0	0.0	3.8	4.0	0.0
5 out of 10	9.1	11.8	11.5	22.0	18.6
6 out of 10	1.8	2.0	7.7	10.0	11.6
7 out of 10	5.5	13.7	7.7	12.0	16.3
8 out of 10	20.0	33.3	23.1	24.0	23.3
9 out of 10	21.8	9.8	7.7	8.0	11.6
10 out of 10	41.8	25.5	38.5	12.0	18.6

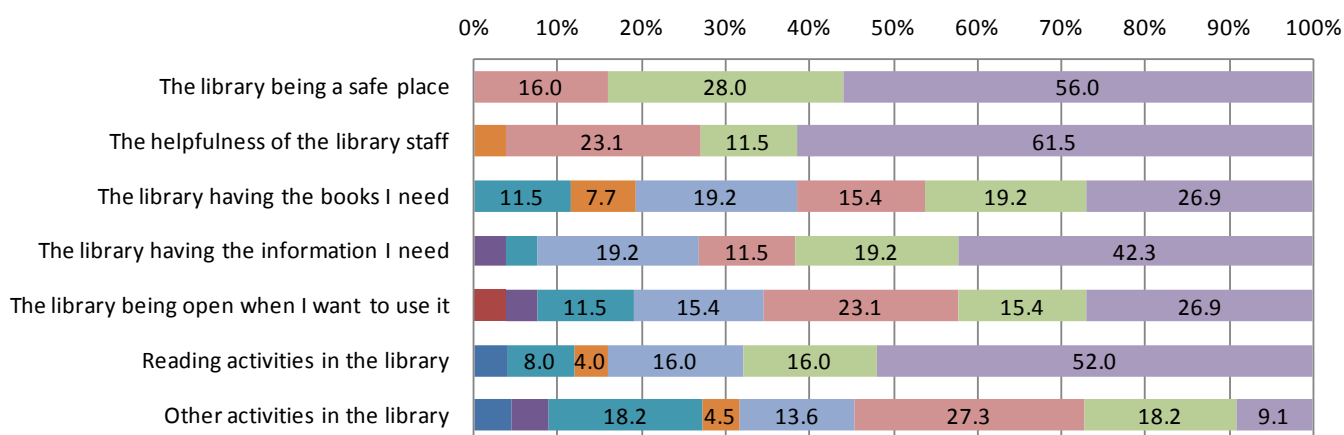


Q7. Overall, what do you think of this library? Please provide a mark out of ten.



## 2. Key Stage 2 results

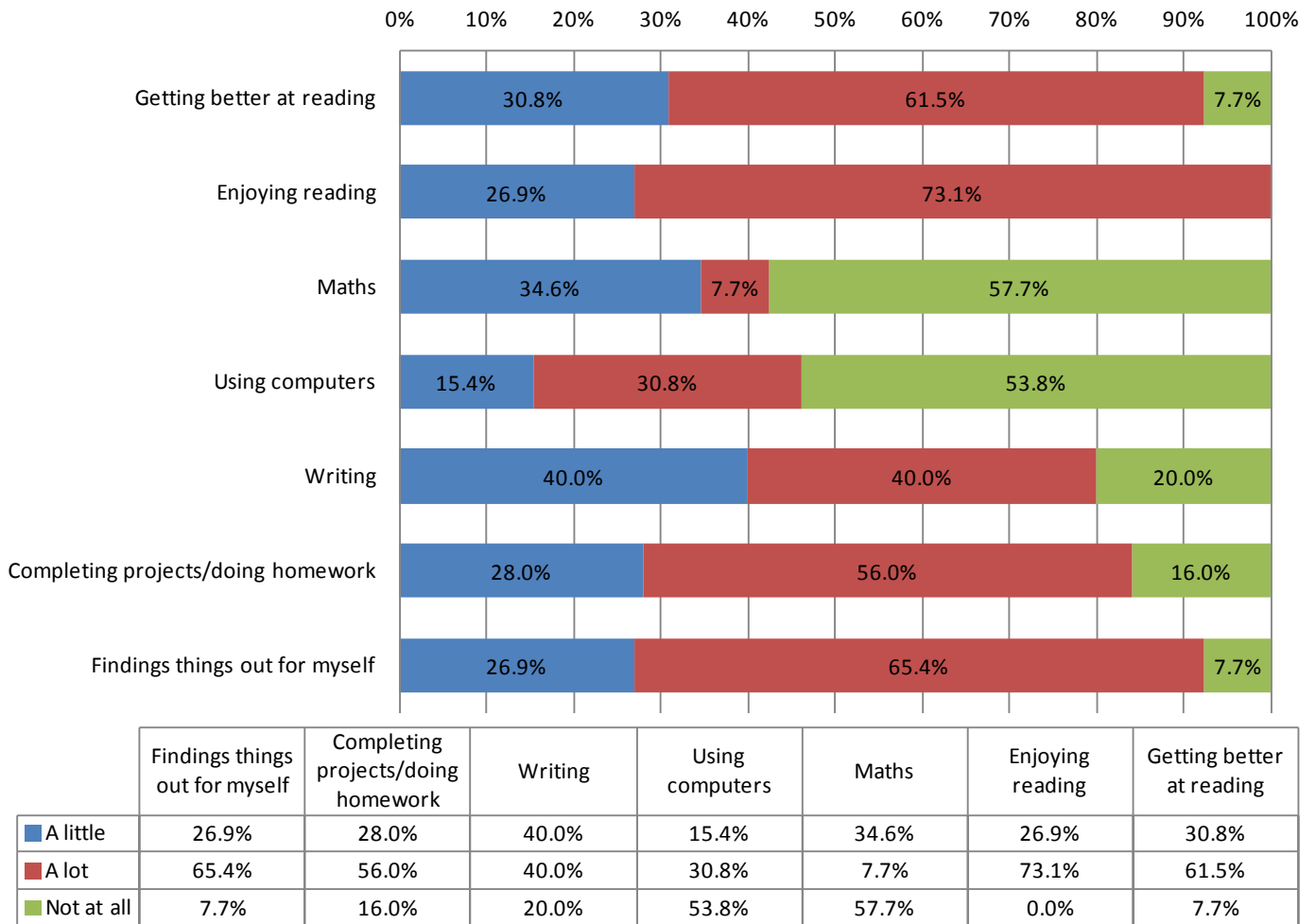
Q3. About your library. Please give marks out of ten for:



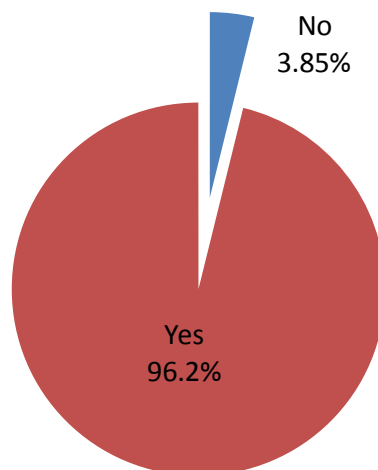
	Other activities in the library	Reading activities in the library	The library being open when I want to use it	The library having the information I need	The library having the books I need	The helpfulness of the library staff	The library being a safe place
1 out of 10	4.5	4.0	0.0	0.0	0.0	0.0	0.0
2 out of 10	0.0	0.0	3.8	0.0	0.0	0.0	0.0
3 out of 10	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4 out of 10	4.5	0.0	3.8	3.8	0.0	0.0	0.0
5 out of 10	18.2	8.0	11.5	3.8	11.5	0.0	0.0
6 out of 10	4.5	4.0	0.0	0.0	7.7	3.8	0.0
7 out of 10	13.6	16.0	15.4	19.2	19.2	0.0	0.0
8 out of 10	27.3	0.0	23.1	11.5	15.4	23.1	16.0
9 out of 10	18.2	16.0	15.4	19.2	19.2	11.5	28.0
10 out of 10	9.1	52.0	26.9	42.3	26.9	61.5	56.0

[Q4. Are there any activities you would like to do in your library? Comments captured on comments database]

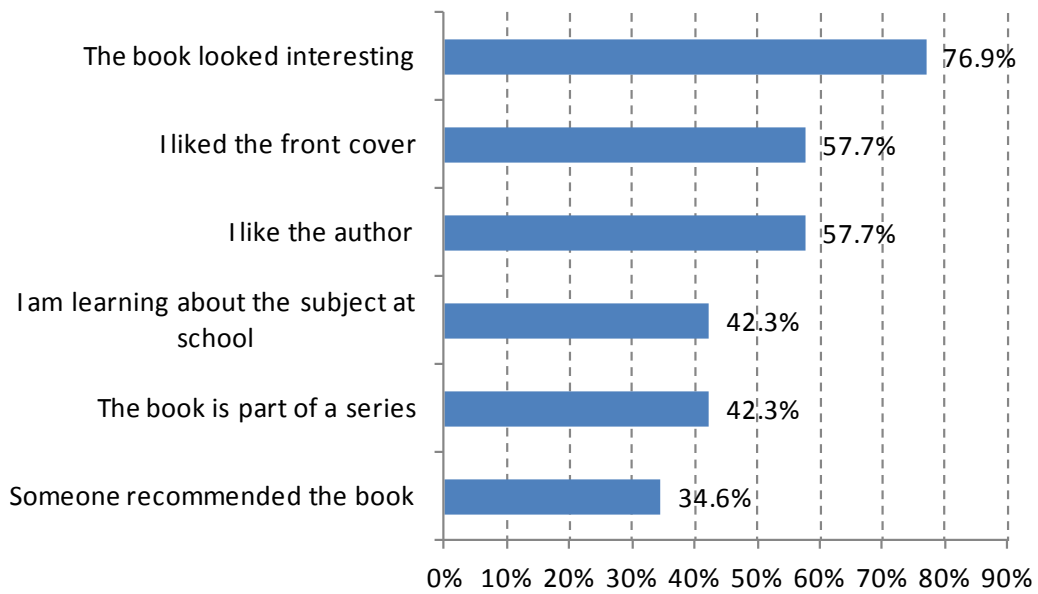
Q5. How much do you think that your library has helped you with:



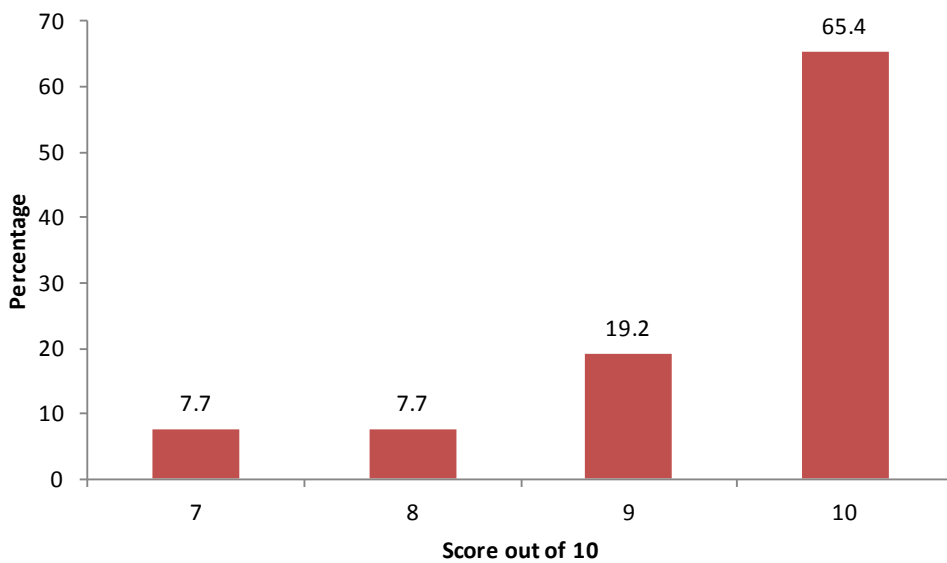
Q6a. This term, have you borrowed a book from this library to read for pleasure?



Q6b. If yes, what exactly made you want to read it?

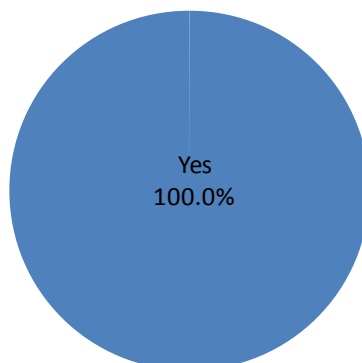


Q7. Overall, what do you think of your library? Please provide a mark out of ten

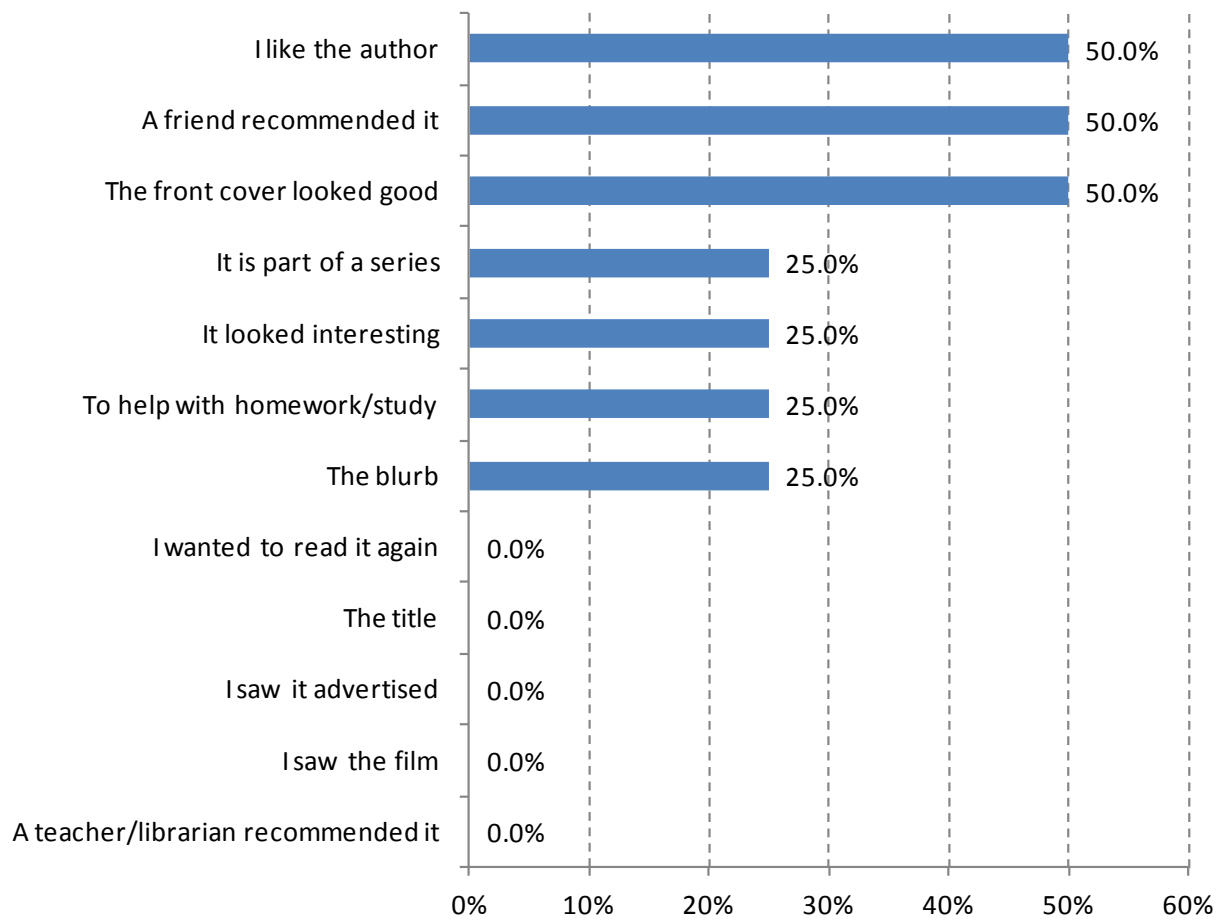


### 3. Key Stage 3 results

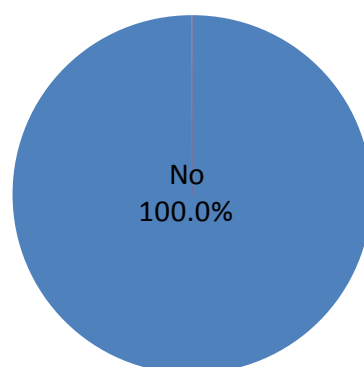
Q3a. This term, have you borrowed a book from this library to read for pleasure?



Q3b. If yes, what exactly made you want to read it?



Q4a. This term, have you asked the volunteers for help with your school work?



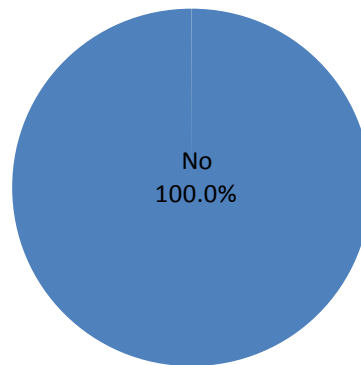
*[Q4b. If yes, mark out of ten how helpful the volunteers were with school work? Nil response]*

Q5a. This term, have you used any library books to help with school work?

*[Nil response to this question]*

[Q5b. If yes, mark out of ten how helpful/useful the books were with school work – nil response]

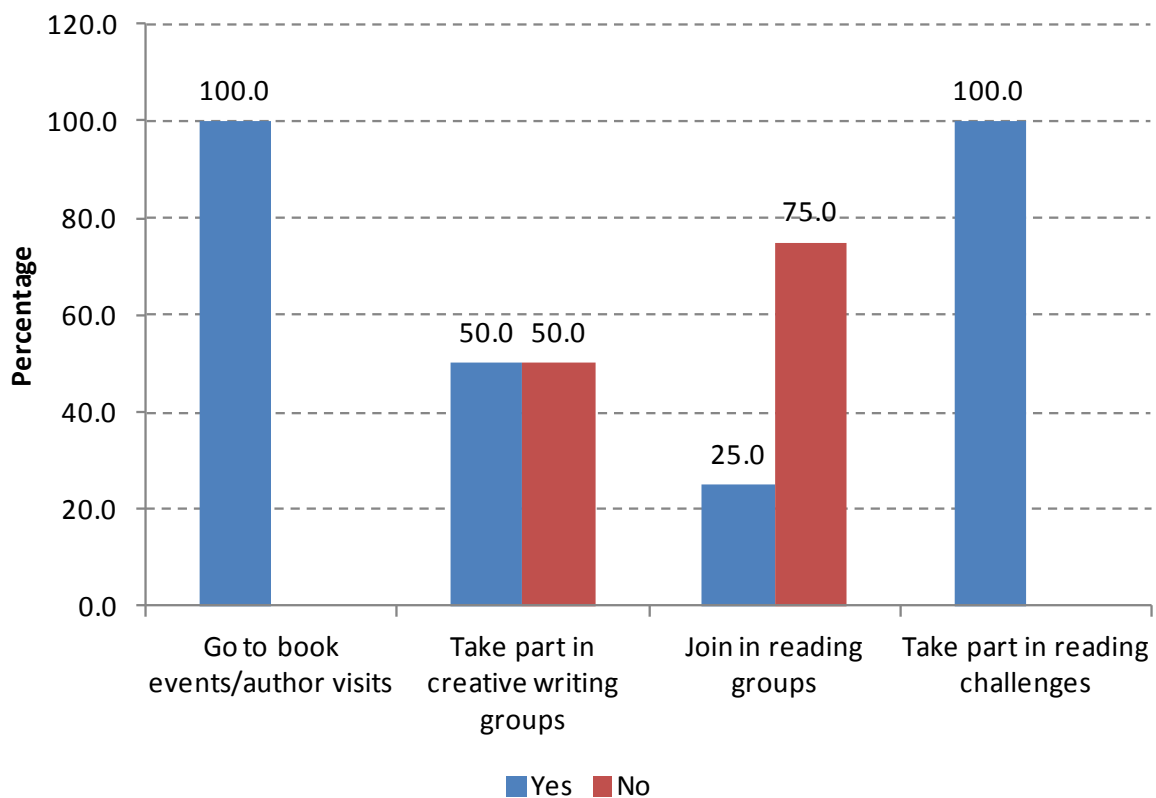
Q6a. This term, have you used the library computers to help with your school work?



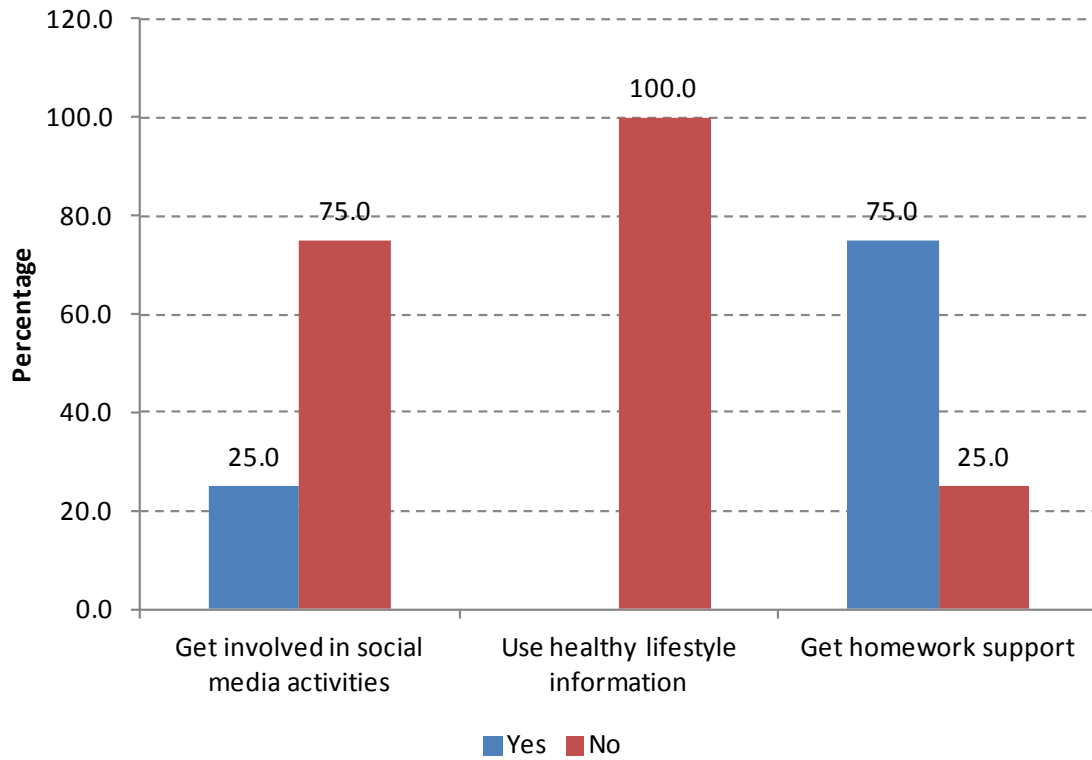
[Q6b. If yes, mark out of ten how good the computers were with school work – nil response]

Q7. Whether you do these activities now or not, which would you like to do in the future?

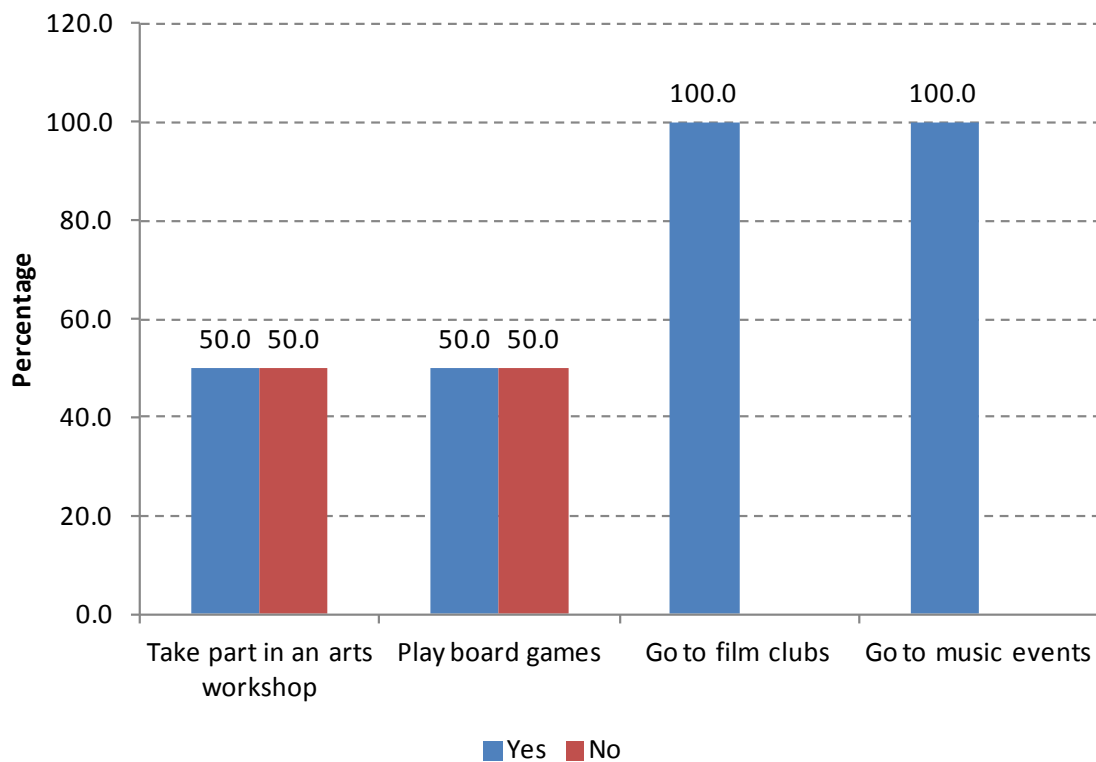
a. Books and reading:



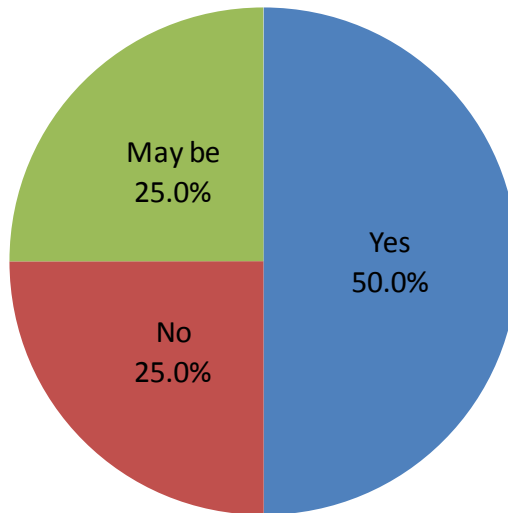
b. Learning and skills:



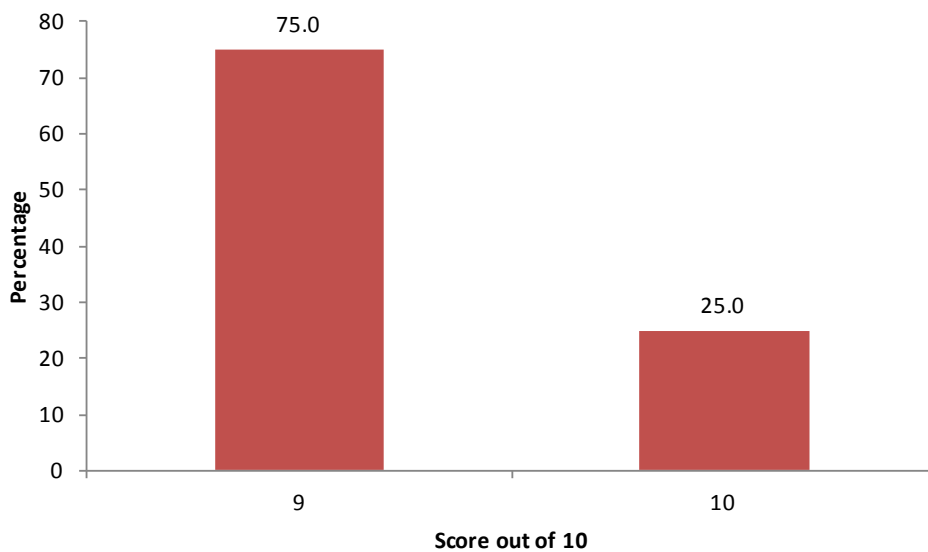
c. Arts and culture:



d. Volunteering: If there were volunteering opportunities in your libraries, would you be interested?



Q8. Overall, what do you think of your library? Please give a mark out of ten



Report compiled by Tina Blanks, Statistical and Administrative Officer, with Sarah Hillier, County Children's librarian, February 2014