# Library Budget Questionnaire

# Final Report

# Jan-12

## Results

| Number of questionnaires returned | |
|---|---|
| **Total** | **2,416** |

# Section 1: Using the Library

1.  **Respondents use libraries at least:**

|  | Number | Percent |
|---|---|---|
| Every day | 131 | 5.4% |
| At least once a week | 1,100 | 45.5% |
| Every 2 - 3 weeks | 876 | 36.3% |
| Every month | 180 | 7.5% |
| A few times a year | 86 | 3.6% |
| Less often | 18 | 0.7% |
| Never | 4 | 0.2% |
| Blank/No Answer | 21 | 0.9% |
| **Total** | **2,416** | **100%** |

2.  **Which library(ies) do you use?**

**The following libraries are used by (includes main libraries):**

|  | Number | Percent |
|---|---|---|
| Torquay | 1,098 | 45.4% |
| Churston | 1,062 | 44.0% |
| Paignton | 1,008 | 41.7% |
| Brixham | 613 | 25.4% |
| Mobile library | 77 | 3.2% |

**The main library used by respondents is:**

|  | Number | Percent |
|---|---|---|
| Torquay | 749 | 31.0% |
| Churston | 738 | 30.5% |
| Paignton | 366 | 15.1% |
| Brixham | 314 | 13.0% |
| Mobile Library | 26 | 1.1% |
| Blank/No Main Library | 223 | 9.2% |
| **Total** | **2,416** | **100%** |

# Section 1: Using the Library

**3. Reasons respondents visit the library:**

|  | Number | Percent |
|---|---|---|
| Fiction books | 1,858 | 76.9% |
| Non-fiction books | 1,530 | 63.3% |
| Films / DVDs | 573 | 23.7% |
| Read newspapers and magazines | 515 | 21.3% |
| Reference information from various sources | 476 | 19.7% |
| To use computers | 473 | 19.6% |
| Music | 290 | 12.0% |
| Audio books | 189 | 7.8% |
| Torquay Local Studies Library | 165 | 6.8% |
| Use online databases | 129 | 5.3% |

**4. Respondents take part in the following:**

|  | Number | Percent |
|---|---|---|
| Activities for the under 5 yrs | 222 | 9.2% |
| Library 'Friends' Group | 186 | 7.7% |
| Reader Groups | 96 | 4.0% |
| Poetry for Pleasure | 36 | 1.5% |
| Prime Time Club for Older Adults | 34 | 1.4% |
| Book Club for the Blind and Visually Impaired | 26 | 1.1% |
| The Red Fox Club | 15 | 0.6% |

**5. Respondents prefer to visit the library during:**

|  | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
|  | Number | Percent | Number | Percent | Number | Percent |
| Monday | 1,097 | 45.4% | 865 | 35.8% | 325 | 13.5% |
| Tuesday | 1,032 | 42.7% | 821 | 34.0% | 271 | 11.2% |
| Wednesday | 1,026 | 42.5% | 758 | 31.4% | 279 | 11.5% |
| Thursday | 1,020 | 42.2% | 796 | 32.9% | 355 | 14.7% |
| Friday | 1,052 | 43.5% | 871 | 36.1% | 305 | 12.6% |
| Saturday | 1,056 | 43.7% | 633 | 26.2% |  |  |

Please refer to Appendix A for a breakdown by library

# Section 1: Using the Library

**6. Respondents are least likely to visit the library:**

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 950 | 39.3% |
| 10am to 11am | 400 | 16.6% |
| 11am to 12noon | 278 | 11.5% |
| 12noon to 1pm | 384 | 15.9% |
| 1pm to 2pm | 405 | 16.8% |
| 2pm to 3pm | 315 | 13.0% |
| 3pm to 4pm | 399 | 16.5% |
| 4pm to 5pm | 592 | 24.5% |
| 5pm to 6pm | 1,007 | 41.7% |
| 6pm to 7pm | 1,331 | 55.1% |

Please refer to Appendix B for a breakdown by Library

# Section 2: Saving Money and Raising Income

7.  **The library must save around a £170K in the next financial year, how would you prefer this to happen?**

|  | Number | Percent |
|---|---|---|
| Keep all libraries open and reduce opening hours evenly across all | 1,680 | 69.5% |
| Keep all libraries open but on reduced number of days. | 496 | 20.5% |
| No preference or Neither | 240 | 9.9% |
| **Total** | **2,416** | **100%** |

8.  **Would be prepared to pay for any of the following services:**

|  | Number | Percent |
|---|---|---|
| Events and activities for adults | 966 | 40.0% |
| Computers and the internet | 902 | 37.3% |
| Events and activities for children and young people | 457 | 18.9% |

9.  **a) Would support raising charges on:**

|  | Number | Percent |
|---|---|---|
| Lost or damaged items | 1539 | 63.7% |
| Overdue books | 1405 | 58.2% |
| Using the fax machine | 1178 | 48.8% |
| Copying or printing | 1161 | 48.1% |
| Booking rooms | 978 | 40.5% |
| Replacement library cards | 933 | 38.6% |
| Using the computers | 927 | 38.4% |
| Borrowing music or films | 927 | 38.4% |
| DVDs | 808 | 33.4% |
| Reserving items | 774 | 32.0% |
| Recorded music | 679 | 28.1% |
| Charging for overdue children books | 598 | 24.8% |
| Music and play sets | 502 | 20.8% |
| Charging for audio books | 389 | 16.1% |
| Charging for reserving children books | 301 | 12.5% |
| Other | 73 | 3.0% |

# Section 2: Saving Money and Raising Income

**b) Please tell us what suggestion(s) you have for raising money through charging.**
**Ten most common themes with examples:**

## 1) Increase / Introduce Charges (Specific Areas) - 95 mentions

I think the core service of lending books/audio books and reading material in library should remain free. All other services including child's groups should be chargeable

A rise in charges for late returns is good.

Increase average charges for books/dvd's/cd's

## 2) Membership / Annual Charge - 54 mentions

A small charge annually for everyone with a library ticket £5 would be appropriate.

You could charge a small fee to join the library

Nominal annual charge to belong to the library

## 3) Events / Activities - 50 mentions

Authors events and Creative writing classes

Provide coffee mornings as a revenue generator

I think you should charge for events - especially children's events (as they are more frequent).

## 4) Facilities / Hire / Café - 45 mentions

Serve tea or coffee in the morning in separate area of the library

Sell stationary etc and more cards

increase retailing re-organise the space to create a downstairs room which could be equipped & hired out for meetings.

## 5) Pay to borrow books - 44 mentions

Small charge for books say 50p

If someone wants to borrow more than their allowed number of books, they can pay a small fee to be allowed to borrow more (per item)

is it possible to make a small charge for new books or perhaps a charge to extend a 7 day

## 6) Increase charges in all areas - 23 mentions

A sliding scale of fees for room rentals by external organisations. Basically I would be happy to pay for pretty much anything as long as it was good value for money i.e. very cheap and definitely less expensive than buying books and CDs or using an internet cafe. Restrict free internet use to 1hr per person per day, after that they have to pay a small charge.

Small increase on charging across the board.

I suggest that library users would be happier to see small increases in charges across a number of services than to see large increases in charges in just a few services. there is always a risk that increased charges deter people from using a service at all.

## 7) Book sales - 22 mentions

Books etc not used for lending should be sold off

Selling books to the public

When you have book sales your prices are very cheap, they could easily be doubled.

## 8) Donations / Fundraising - 20 mentions

Donation box

How about a weekly draw with the prize value being in books.

the public could donate unwanted books in a good clean order.

## 9) Charge non-residents - 13 mentions

Charging students & visitors to use computers and other machines

# Section 2: Saving Money and Raising Income

Increase visitors charging for computer use.  in the summer it is often too difficult to book a computer session because too many non members are messing around in facebook.  why is this even accessible? it serves no educational or intellectual purpose

Structure tiered charges in line with inflation for members & a higher charging system for non members.

## 10) Other / Miscellaneous - 95 mentions (32 of which were not to make cuts)

Small charge when companies/organisations leave leaflets
Turn heating down - far too hot.
No one should be charged


**10   Do you have any other suggestions about possible ways to save money or raise income for libraries? Do you have any other ideas for assisting the library service?**

**Ten most common themes with examples:**

## 1) Facilities/Services - 90 mentions

Coffee/Tea area rather than a machine, get people to spend time in the library but give them things to buy.

Make libraries community hubs - Paignton model, but invest in marketing and charge market rates for room hire - and give good service.

Sell retail items - memory sticks, paper, pens, increase awareness within community - display mobile library in town, sell information of people to companies or demographic stats etc, act more like a private company.

## 8) Donations / Fundraising - 73 mentions

Encourage readers (posters, adverts etc) to donate books once read.

Fund raising local events for community, poetry readings, literature readings, dramatic presentation clubs, drinks & nibbles.

Involve local business and sponsor sections & activities.

## 3) Fees/Charges -  69 mentions

Maybe charge to become a member, increase late fee / charge for damaged items.

Charge for phone, email, letter search queries re local studies & family history, reduce newspaper/magazine subscriptions

Have a "Gold" membership, charged at an
annual rate or monthly by direct debit, which

## 4) Changing to Opening times/Closures - 63 mentions

Open later in the mornings.  Since it closes Thursday afternoons anyway might as well close the whole day on Thursday.

Stay open on a Saturday but close 1 or 2 days during the week.

Keep open modern libraries at Paignton and Brixham: close small branches

## 5) Events - 62 mentions

Have coffee mornings where we can sell or swap peoples own books, DVDs cds etc. Charge them something small to do this and make money from tea & biscuits etc

Some local writers might be invited to come to one of the larger libraries on a series of dates and answer questions from library users to give them a short talk about their approach to writing and answer questions from library users. they might be willing to do this for no charge, and it would attract the pubic into the libraries concerned.

# Section 2: Saving Money and Raising Income

1) Basic computer awareness courses especially for older persons using existing base units (e.g. ms excel, word etc)  2) Display works of local artists and take a percentage of sales e.g. drawings, photos, paintings (framed) or craftwork.

## 6) Volunteers - 60 mentions

I am totally against volunteers being used to man the libraries. Those in the Town Halls across the land have no idea of the expertise required to be an effective librarian

The public could volunteer to assist at the libraries doing simple tasks returning books to shelves etc.

Use some volunteers to assist people finding books and also reading stories to children or visually impaired people.

## 7) Make reductions/Cuts - 48 mentions

At the end of the day cut out any service that does not appertain to the loan of books. Events for adults and children, this is not a libraries function to my mind.

Cease to provide video gaming & entertainment facilities which seem to be little used & duplicate what most families have at home. Cease disposal of non-fiction books that are still relevant, and do not deal with subject matter that is rapidly outdated and superseded.

Why do council tax payers continue to provide newspapers? these are readily available on-line these days. I can understand the herald express being purchased for archive purposes only - i.e. not put out on it's week of the issue only to be strewn all over the place.

## 8) Cuts to Staff/Pay/Councillors - 42 mentions

Libraries are essential to the intellectual and artistic life of any community.  Perhaps it would be better to make cuts from areas other than the libraries, such as the salaries, perks and expenses of politicians who probably never look at a book in their lives.

Yes, let us see some very senior officers of Torbay Council taking up to 20% decrease in salaries to give us all an example. Thus avoiding petty cuts.

Fewer staff on at the same time - admittedly I do use the library either at opening time or after 6 and there seems to be more staff than needed during these times. Considering the library is computerised surely this should reduce the need for several staff members.

## 9)  Energy saving - 35 mentions

Don't have so many electrical lights. Turn the heating down a couple of degrees.

Effective use of heating & lighting in the building by using self timer & cut off/on switches. Use of natural light and free resources.

Save money by reducing heating, staff could wear extra, as we are in winter clothes off the street and feel too hot to stay long.

## 10) Other / Miscellaneous - 51 mentions (29 of which were not to make cuts)

Run library van on bio diesel. Long term savings, Stop buying cook books, more useful info on website, teen/ children's area - fun & homework help, digitise information, privatise?

The main reference library at Torquay I see as certainly important, for commerce as well as other purposes.

Please don't change our library service. Brixham library is such a wonderful service, it would be very sad for the town for this service to be cut/ changed in any way. People need the library.

# Section 2: Saving Money and Raising Income

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# Section 3: Respondent Profile

**11. Are you male or female?**

|  | Number | Percent |
|---|---|---|
| Female | 1,418 | 58.7% |
| Male | 817 | 33.8% |
| Blank/No Answer | 181 | 7.5% |
| **Total** | **2,416** | **100%** |

**12. Which of the following age groups apply to you?**

|  | Number | Percent |
|---|---|---|
| 0 - 15 | 57 | 2.4% |
| 16 - 24 | 68 | 2.8% |
| 25 - 34 | 128 | 5.3% |
| 35 - 44 | 257 | 10.6% |
| 45 - 54 | 292 | 12.1% |
| 55 - 64 | 499 | 20.7% |
| 65 - 74 | 615 | 25.5% |
| 75+ | 416 | 17.2% |
| Blank/No Answer | 84 | 3.5% |
| **Total** | **2,416** | **100%** |

**13. Working Status**

|  | Number | Percent |
|---|---|---|
| Retired | 1,191 | 49.3% |
| Working part-time | 362 | 15.0% |
| Working full-time | 349 | 14.4% |
| Looking after the home | 121 | 5.0% |
| Blank/No Answer | 116 | 4.8% |
| Training / Education | 96 | 4.0% |
| Unemployed | 67 | 2.8% |
| Permanently sick or disabled | 63 | 2.6% |
| Doing something else | 51 | 2.1% |
| **Total** | **2,416** | **100%** |

**14. Do you consider yourself to be disabled in any way?**

|  | Number | Percent |
|---|---|---|
| No | 1,626 | 67.3% |
| Yes | 351 | 14.5% |
| Blank/No Answer | 439 | 18.2% |
| **Total** | **2,416** | **100%** |

# Section 3: Respondent Profile

**Type of disability**

|  | Number | Percent |
|---|---|---|
| It affects my mobility | 209 | 8.7% |
| It affects my hearing | 172 | 7.1% |
| It affects my vision | 88 | 3.6% |
| It affects me in another way | 65 | 2.7% |

**Respondents prefer to visit the library during:**

**Main Library is Brixham          314**

| | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
| | Number | Percent | Number | Percent | Number | Percent |
| Monday | 173 | 55.1% | 110 | 35.0% | 23 | 7.3% |
| Tuesday | 176 | 56.1% | 102 | 32.5% | 35 | 11.1% |
| Wednesday | 155 | 49.4% | 82 | 26.1% | 22 | 7.0% |
| Thursday | 162 | 51.6% | 109 | 34.7% | 30 | 9.6% |
| Friday | 178 | 56.7% | 112 | 35.7% | 41 | 13.1% |
| Saturday | 165 | 52.5% | 62 | 19.7% | | |

**Main Library is Churston          738**

| | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
| | Number | Percent | Number | Percent | Number | Percent |
| Monday | 354 | 48.0% | 291 | 39.4% | 117 | 15.9% |
| Tuesday | 316 | 42.8% | 289 | 39.2% | 68 | 9.2% |
| Wednesday | 328 | 44.4% | 214 | 29.0% | 65 | 8.8% |
| Thursday | 315 | 42.7% | 299 | 40.5% | 127 | 17.2% |
| Friday | 327 | 44.3% | 298 | 40.4% | 72 | 9.8% |
| Saturday | 340 | 46.1% | 153 | 20.7% | | |

**Main Library is Mobile Library   26**

| | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
| | Number | Percent | Number | Percent | Number | Percent |
| Monday | 8 | 30.8% | 7 | 26.9% | | |
| Tuesday | 12 | 46.2% | 4 | 15.4% | | |
| Wednesday | 10 | 38.5% | 6 | 23.1% | | |
| Thursday | 10 | 38.5% | 7 | 26.9% | | |
| Friday | 8 | 30.8% | 5 | 19.2% | | |
| Saturday | 5 | 19.2% | 4 | 15.4% | | |

**Main Library is Paignton**          **366**

|  | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
|  | Number | Percent | Number | Percent | Number | Percent |
| Monday | 154 | 42.1% | 148 | 40.4% | 41 | 11.2% |
| Tuesday | 148 | 40.4% | 138 | 37.7% | 59 | 16.1% |
| Wednesday | 137 | 37.4% | 160 | 43.7% | 39 | 10.7% |
| Thursday | 151 | 41.3% | 140 | 38.3% | 70 | 19.1% |
| Friday | 147 | 40.2% | 143 | 39.1% | 39 | 10.7% |
| Saturday | 163 | 44.5% | 136 | 37.2% |  |  |

**Main Library is Torquay**          **749**

|  | Morning (9:30 - 13:00) | | Afternoon (13:00 - 17:00) | | Evening (17:00 - 19:00) | |
|---|---|---|---|---|---|---|
|  | Number | Percent | Number | Percent | Number | Percent |
| Monday | 316 | 42.2% | 232 | 31.0% | 112 | 15.0% |
| Tuesday | 296 | 39.5% | 207 | 27.6% | 81 | 10.8% |
| Wednesday | 309 | 41.3% | 227 | 30.3% | 120 | 16.0% |
| Thursday | 290 | 38.7% | 166 | 22.2% | 88 | 11.7% |
| Friday | 304 | 40.6% | 230 | 30.7% | 118 | 15.8% |
| Saturday | 297 | 39.7% | 230 | 30.7% |  |  |

**Respondents are least likely to visit the library:**

**Main Library is Brixham**　　　　314

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 114 | 36.3% |
| 10am to 11am | 48 | 15.3% |
| 11am to 12noon | 29 | 9.2% |
| 12noon to 1pm | 39 | 12.4% |
| 1pm to 2pm | 46 | 14.6% |
| 2pm to 3pm | 44 | 14.0% |
| 3pm to 4pm | 68 | 21.7% |
| 4pm to 5pm | 102 | 32.5% |
| 5pm to 6pm | 170 | 54.1% |
| 6pm to 7pm | 198 | 63.1% |

**Main Library is Churston**　　　　738

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 289 | 39.2% |
| 10am to 11am | 113 | 15.3% |
| 11am to 12noon | 84 | 11.4% |
| 12noon to 1pm | 112 | 15.2% |
| 1pm to 2pm | 135 | 18.3% |
| 2pm to 3pm | 98 | 13.3% |
| 3pm to 4pm | 100 | 13.6% |
| 4pm to 5pm | 139 | 18.8% |
| 5pm to 6pm | 313 | 42.4% |
| 6pm to 7pm | 408 | 55.3% |

**Main Library is Mobile Library**　　　　26

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 5 | 19.2% |
| 10am to 11am | 5 | 19.2% |
| 11am to 12noon | 3 | 11.5% |
| 12noon to 1pm | 4 | 15.4% |
| 1pm to 2pm | 6 | 23.1% |
| 2pm to 3pm | 3 | 11.5% |
| 3pm to 4pm | 8 | 30.8% |
| 4pm to 5pm | 8 | 30.8% |
| 5pm to 6pm | 11 | 42.3% |
| 6pm to 7pm | 17 | 65.4% |

**Main Library is Paignton** 366

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 169 | 46.2% |
| 10am to 11am | 75 | 20.5% |
| 11am to 12noon | 56 | 15.3% |
| 12noon to 1pm | 60 | 16.4% |
| 1pm to 2pm | 68 | 18.6% |
| 2pm to 3pm | 47 | 12.8% |
| 3pm to 4pm | 63 | 17.2% |
| 4pm to 5pm | 85 | 23.2% |
| 5pm to 6pm | 145 | 39.6% |
| 6pm to 7pm | 200 | 54.6% |

**Main Library is Torquay** 749

|  | Number | Percent |
|---|---|---|
| 9am to 10am | 300 | 40.1% |
| 10am to 11am | 130 | 17.4% |
| 11am to 12noon | 84 | 11.2% |
| 12noon to 1pm | 130 | 17.4% |
| 1pm to 2pm | 130 | 17.4% |
| 2pm to 3pm | 101 | 13.5% |
| 3pm to 4pm | 132 | 17.6% |
| 4pm to 5pm | 208 | 27.8% |
| 5pm to 6pm | 291 | 38.9% |
| 6pm to 7pm | 402 | 53.7% |

## Ward and Postcode of Respondents who named Churston as their main Library

**By Ward**

| | |
|---|---|
| Berry Head with Furzeham | 58 |
| Blatchcombe | 10 |
| Churston with Galmpton | 360 |
| Clifton with Maidenway | 2 |
| Cockington with Chelston | 3 |
| Goodrington with Roselands | 58 |
| Preston | 11 |
| Roundham with Hyde | 11 |
| Shiphay with the Willows | 1 |
| St Marychurch | 3 |
| St Marys with Summercombe | 49 |
| Wellswood | 8 |

**By Postcode**

| | |
|---|---|
| TQ1 | 8 |
| TQ2 | 4 |
| TQ3 | 25 |
| TQ4 | 370 |
| TQ5 | 227 |
| TQ6 | 9 |
| TQ7 | 1 |
| TQ9 | 10 |
| TQ12 | 1 |
| TQ13 | 1 |

**88 respondents provided no post code**