

survey

Survey

This report was generated on 20/12/19. Overall 751 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Are you responding as:



(Please state which organisation)

- Libraries
- Luton Borough council - Adult day care
- Flying start
- Luton literature group
- Lib BK group - momthly literary groups - oct - march 2020
- Luton literature group meets weekly at central library
- Workpay

Are you a parent/guardian/carer?



If you are a parent/guardian/carer, what age group(s) are your dependents? Please tick all that apply



Are you a young person (up to 25 years old)?



Do you visit libraries in Luton?



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(If no, please tell us why)

I used to walk to the Wigmore Library until you closed it - now I find the time it takes to visit, find parking and afford transport costs not really worth it either at Stosley or in central Luton.

Physically disabled now following a stroke.... able to walk short distances with two sticks ..live alone now as a widower ... family reside abroad

My local library in Sundon Park closed down. I do occasionally visit Leagrave and Luton but not as often as I would like as I don't have nearby.

Both Sundon Park and Leagrave branches closed down and the nearest one is in town where I rarely go.

Books can be bought cheaply and opening times of my local library are not convenient

Because of their locations - we tended to use the Wigmore one because there was parking outside and it had a nice airy feel inside.

Because you closed Wigmore library and the parking at stopsley library is very poor

Parking is a problem in the town centre but that's the only place that hold the local genealogy assets, in the reference section.

Opening hours.

I don't need to

I'm not really aware of the services they offer

To use the facilities and to attend events. Not for books. I do use the university library, but that it not LBC...

because you closed down the one i could walk to, and parking at others is expensive or non-existent

download books and information online

Not in the past 20 years. Outdated services which do not meet my needs.

I haven't visited a library in some time as I usually purchase the books I like to read and have internet access at home.

I visit the library to loan a book and also to attend the Reading Group held on the 3rd Wednesday morning of each month at Stopsley library.

Don't read many books. I occasionally read the odd graphic novel if it is based on a super hero I like

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kids events and studying

Borrow fiction, travel guides...health info, hobbies etc. Consult magazines (e.g. Which) Use computers to access email, info and also to print documents and boarding passes etc

borrow books (and occasionally use computers).

No need these days with the Internet

I use the library online.

nothing in there

Our local library was closed down

Not any near enough, the one that was you closed

(If no, please tell us why)

Local lobar was closed.

Have agoraphobia and CFS/ME and CVS (Cyclic vomiting syndrome). Would like there to be a delivery service

Because you closed my local Wigmore Lane library

They are not open in the evening and I avoid the town at weekends.

I used to visit regularly until the library was closed down.

There's only one in Stopsley with little to no parking

not any more I used to

Now that the Library has been placed within Lea Manor High School it has become difficult to access. As a user with limited mobility parking/access is difficult. I know several older users who no longer use the service as they feel intimidated by the students in the area.

Luton council closed our library at Wigmore

Lack of parking

I live in Wigmore and can only afford one car which my husband takes to work every day. The bus fare is now too expensive, as an unpaid stay at home mother. It is a shame as a professionally trained teacher I truly value books! We need a library in Wigmore, even if just one day a week. Please!

none near to where I live

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I don't know where are located in Luton, there is no advertising for them

Luton library in George square

because I am rarely able to get there when they are open

read newspapers

to borrow books to use internet

I hope do so in the future with my kids.

Our local library is in the town and the thought of visiting there is a little frightening to be honest. I could walk but god knows who you'd come across, so I'd drive. This means paying to park. Lots of undesirables hang out in the square and we've seen all sorts of criminal activity at all times of day. Just not worth it for my toddler and me.

Haven't had time with the twins but planning to join now as they turned one.

I don't have any activity to do in the library at the moment

Can't guarantee that I will be able to order a book and receive it within a decent time frame

I don't enjoy reading. My son has many books at home. Unaware of other activities available

Because I have too young children

My daughter is at school and I haven't got my time

Have you visited a library in Luton in the last 12 months?



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(If yes, what was the reason for your visit?)

story and rhyme time tues, thurs and sundays

using the online resources. read books

to borrow books, cds, cassettes, etc order cassettes from the home library, also playaways

homework for my children (help) books for research

studying

Scan documents and print some documents. borrow some books.

Reading

Revision

Studying

Children's books

revision

kids

read papers

homework

books

borrow books

Reading New Papers

to use the computer facilities and reading

internet, reading magazines, general study

Sing song on Tuesdays and Thursdays

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Rhyme time

I visited a library to borrow books for myself and children, and also I use from computer which was very helpful.

Borrowing/Returning books, printing, scanning, rhyme time

Homework research, Reading challenge - summer

Audio books + ref material

Borrowing books!

Books Newspapers

Books

Activities for my granddaughter and to borrow books

Frequently - to photocopy, use computers and borrow books

I am a regular visitor. As a full time carer for my husband I find I have lots of time to read, I love reading.

Books - take 9 return, volunteer, knitting

Borrowing books, rhyme time

Rhymetime

Storytime

Storytime and to take out books

Stay and play, kids lego club, printing and photocopying

Very busy work

Pick up new books + come for a chat

To use the computer for homework and to collect and read books
Printing and have fun with the books together with my little one

To find reading books for my son

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Borrow books

To collect reserved books

Books

Use of computer and printing facilities

To get a book and use the computer

To borrow books To use the internet

to take out a book to read

To pick up 2 books and return 1

Books I use the online resources I meet family and friends

To borrow books

borrow books and use computer

Collect books I had ordered online

To borrow books

Internet Reading books for toddler

Borrow books

Borrow books

Printing and books

Books

Book lending and computer/print/scan

To borrow books and read local newspapers

Take out and return books

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A day out

Children's activity - Lego club

To borrow books and come to Rhyme Time

To borrow books

To choose/collect/return books

Borrow books Use computer/scanner/print

Obtain new books Attend book club

Borrow books/ return books/printing

For information To use online services Books Childrens books/Educational

Introduce my 4 year old son to the library. He loves being able to read to and has just started school - I want to support his reading at home

To borrow books

Read newspaper - look at books

Children's books

To read the newspaper

Daughter uses the printer for her school work

Reading and using the library on a regular basis

Borrow books

Internet access/scanning on PCs

To take out books IN. Most weeks. Would be lost without this library

Books

Return/borrow books Use computers

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use computers

borrow books

Excitement

College work

Needed to use the computer also to join library

Meet client

Family history research

To have a quiet place to sit and study in

1. Consult a reference book 2. Consult (possibly borrow) a book, by using the catalogue but the catalogue was not working so no good most books hidden 3. Use internet for information we used them in ref. library but can't now most books hidden

Various reasons for visits, such as printing, scanning but mainly finding books to read and to use the internet

PC, books, info, printers

Books, internet

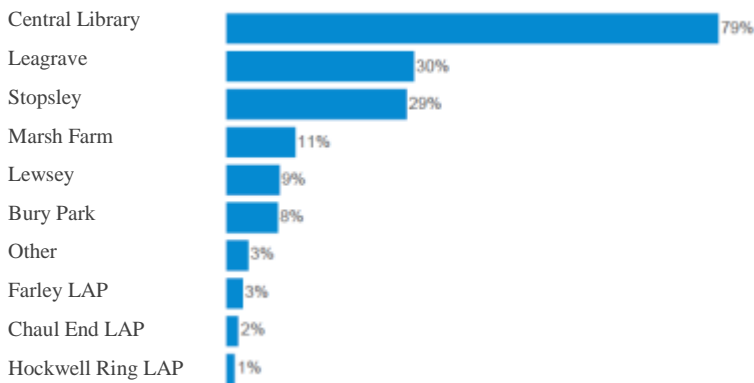
Read newspapers, magazines, books

reading. research. use computer

social activity

Books

Which libraries do you visit?



(Which other libraries do you also use?)

Marcus Garvey Library Tottenham, London

Harpenden

Hertfordshire Libraries

Bedford Library

It would be nice if wigmore library still existed it was far better than stopsley

British Library

St Albans library

bedford library

when i lived in london i visited wood green library often

Barton -le-clay

Central beds Houghton regis Dunstable Leighton Buzzard

dunstable/houghton regis

Sometimes British library in London

Toddington, Hatfield, London Westminster occassionally

The others but rarely

Barton Le Clay library

It would be nice if Wigmore library still existed it was far better than Stopsley

Bedford

Via Luton library London libraries

Flitwick, Barton, Dunstable

Dunstable

Bedford, St Neots

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If you don't visit libraries what services or activities would encourage you to visit more?

a local library which is run in conjunction with local schools.

I am in the fortunate position to be able to buy books but this was not always the case and if I found myself unable to afford books again I would very much value the library. I have also heard that the town centre library is not as nice as it used to be. This is only hearsay but it might be putting people off.

If I visited a Luton Library it would cost me at least £10-00 return in taxi fares each time

I would prefer a library I can visit near where I live in Sundon Park

I would like a mobile service for the outskirts of the town

Revision techniques for my eldest son's upcoming GCSEs. Sessions such as mindfulness and wellbeing - reading is often part of relaxation so would fall in same category. Talks from popular authors.

Internet access, Development workshops

Perhaps if you moved the genealogy assets to a library with free and easy parking, for example Leagrave

Longer opening hours.

Variety of services

More activities of interest to me

The last time I visited the library was purely to use a scanner, so I'm not sure what would bring me back. Maybe some kind of class, to learn new skills

Not used library service and is a good place for meetings

having one I can walk to, like when the Wigmore one was open

Free or reduced fee education courses for adults. Talks on local history.

nothing in particular - not currently working on family tree and read more on kindle

its not that I need any extra services it just every time I think to go I end up with having to do something for the home or family.

Cant think of any.

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Probably nothing as get books and information on line. And local info is normally available on line as well.

I have no real reason as to why I don't visit libraries. However, I am about to start studying therefore will need to access research and reading material so will start to visit libraries more

I can't think of any. As I don't work in Luton, if I visited a library, it's more likely to be one in Hertfordshire. That has nothing to do with the services offered.

Some sort of quiz activities that has rewards which will encourage people to visit the library more

events, creative, better books

Easy access, good parking, later or weekend opening hours as these days people work weekends as well

A library or mobile library that was easily accessible

If library was local & within easy walking distance.

I have not visited in past months but I am aware of the services on offer. I use the internet and find it more convenient to access this from home-this reduces the need to wait for availability of equipment. Local library would benefit from advice service so that a journey to town to CAB office is not the only choice.

Have a more local library again please

I have just been too busy

A nice selection of big books with lots of colour pictures, that I could peruse without having to ask someone to go and dig them out of a store, where I could park for free nearby so that I didn't have to carry them so far. (Big books are heavy).

open the libraries that were closed

better parking and ease to get to. I also haven't seen the mobile library for years

Having our library back!!!

Nothing

Easier parking

Cheaper but fares for the stay at home mothers who live in Wigmore and must raise a family on one salary

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nearer to my home, more up to date books

Not shutting local libraries would help!

Sorry to say the internet has taken the need away to use libraries as a place of reference and reading books

Libraries having the books I want to borrow

Regular Art exhibitions would be a good reason for me to library. I know, there are some exhibitions in other places in Luton, but when I be ready for my personal exhibition, I would like to exhibit in the library. I just like that atmosphere.

better options of opening hours either a very late evening or at weekends

More events

Theatre productions

Making Luton safer

I don't

co-working spaces, coffee shops.

I don't have time to visit libraries

Visit sometimes Books have to be ordered

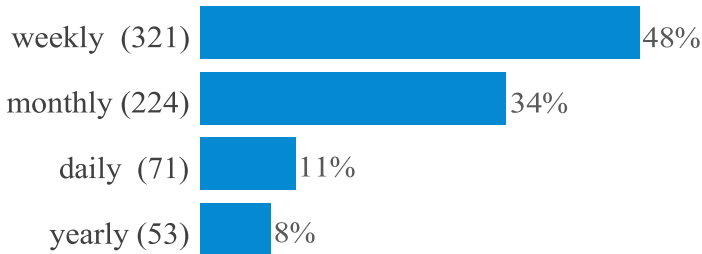
Toddler based groups

Play groups. Theatrical things. Dance groups for children.

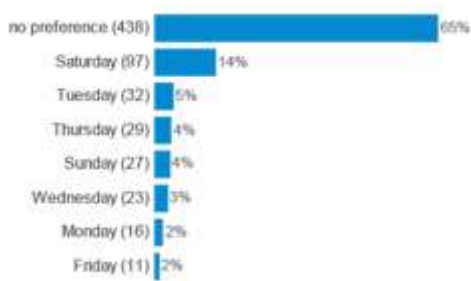
I will be going

I am deaf and my daughter has hearing. I need to have access to BSL interpreter for me to come. If the library could provide BSL so I could come with my daughter this would help me to visit.

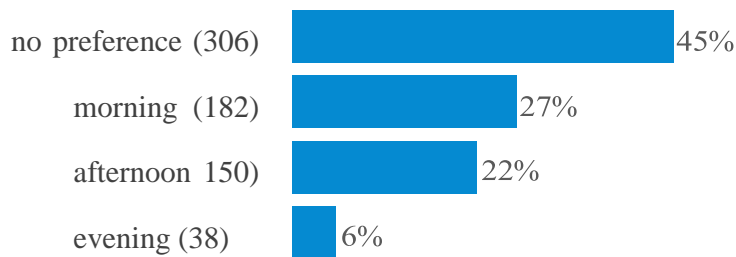
How often do you use library services?



Which day of the week is your preferred day to visit the library?



When in the day do you prefer to visit the library?



Are the current opening times convenient for you?



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(If no, please tell why not)

Yes, mostly, but I can't remember which is the late-opening morning or the times on holidays.

Have to plan my visit around my busy day

The library does not open till 11am on Mondays, which is quite late.

Marsh farm library only open part of 1 morning during the weekdays. I'd prefer to go during Tuesday morning

Close too early, not a chance if I work office hours

Monday morning not opening until 11am is quite late in the day

8am start would be better

I work full time and wish the library was open during the evening and on Sundays

I no longer use the library in person. The only service I use is the online magazine facility

I'd like to be able to visit other libraries on Sunday or in the evening but only the Central library has that provision.

They interfere with school, and sometimes the library isn't open for long.

Could close later for revision. Maybe 9pm or 10pm would be better for Uni students only if not most would go to the Uni Library as it is open 24hrs however most do not have the card to access it.

I would prefer a 9.00am opening on a Saturday

Sunday could do with a later close

Some libraries have really odd opening hours and I never know when they are open

Mostly the opening times are good as they fit around school pick ups. A bit annoying in the holidays having to remember which day they open late

Would like it open later in the evening on the weekends

It would be nice for Lewsey Farm to be open every day and for longer hours like Luton Central.

I work full time and the library closes most evenings at 5pm

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On Tuesday they do not open till late and sometimes shut early.

would love to see stopsley library's opening hours be extended

The central library opens at 11am on Mondays and I am in town earlier so don't return books on Mondays

1400-1800. Prefer mornings

need the library to be open until 7pm on friday.

i wish it was open on sundays, though i know it would be inconvenient for the staff.

It must be open on Friday

Monday Morning late opening has stopped me visiting.

Should be open from 9 am until 9 pm

Tuesday 11 a.m. opening is out of sync with other days

The library closes at 5pm

Marsh Farm library opens at 2.00 pm. The library is not in use in the morning, so it should be open to the public to use. I have to travel to another library which is not convenient for me.

Sunday should open early so kids can go to the library before shops are open for shopping.

Sunday other than Central Library

more evenings would be great

Sunday opening allows more options to visit and later evening times allows after school visits

I think the thing is that sometimes occasionally it would be nice to have one evening, say a Monday when the library is opened beyond 7 pm so I'm able to go after work. I understand the financial constraints of LCC in doing this so tend to work with what's available. But often due to shutting at 5pm I don't make it in, and also if it clashes with football being on I tend to avoid the town centre.

they could be open a bit longer on a Saturday - maybe 7pm. Since the library is closed on a Sunday.

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Lewsey library is now closed on Fridays. Friday afternoon used to be my best, favourite time to collect books, have a browse, chat with the ladies working there. Calling in on other days means I only have time to dash in, collect my reserved books, and dash off again.

Working full time is difficult to go to the library on weekdays

Later opening for luton central library

They are cutting it back

It is good that the Luton Central is open every day, however, I miss the longer opening hours of the branch libraries - having them closed on Sundays and some are not open everyday during the week can be problematic. It also means the Central Library is busier (especially Sundays) as it is the only one open

would like to have the same opening hours all week long (9am-7pm) rather than some late opening and some late closing

Earlier than 9 am, 8 am is okay

At times opening earlier would be helpful but not essential

Could do with an additional late opening day

I like to attend in the morning afternoon and evening - depends on the day, how busy it is/work arrangements

my preferred days are Mondays and Thursdays

I visit when I have time

I can only go to the Library on the weekend due to work

Library should close by 6

Stopsley Library is often not open until later in the morning, I would like to be able to visit after dropping the children to school. Also, during the holidays it is frustrating to have to remember which days it is open.

it is not always clear when local libraries are open- pot luck

i work full time so its difficult to access my local library at Stopsley

mostly, but later openings would be helpful

Leagrave library closed on sundays

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Monday & sundays timings are very late should be 10am

In the evening i can use often the facilities if it will be opened

early closures on friday/saturday often catches me out! (my own fault)

Bury park library needs longer opneing hours for convenience

after school hours could be better

Stopsley needs longer opening hours

Should be extened and longer hours

only open weekdays between 2 and 6

on weekdays we use the library from 5-6pm weekends mornings and afternoons

It would be easier for mmme if the library opened in the morning so i can drop off the books after dropping my kids to school

in the weekend, i have more time but it closes sooner, so limits the amount of work i can do

saturday needs to

yes - the longer libraries are open the better

bury park library is some time not open in the morning and close in the weekends

Bury Park library sometimes no-one here to open very short oon staff it happens a lot

open until slightly later would be even better e.g. quiet study after work.

bury park library opening times should be changed

Stopsley Library => better if open on a Sunday

No its not convenient to me the library should be open 24 hours a day mon, to, sun 7days a week

Only open 1 evening at Stopsley and Luton is too difficult to get to and park

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As I work, if I can't get to the library on a Saturday, the only other option is Tuesday which can be a problem if I am working late

Until 5:30 would be more convenient than 5:00

My main library, 'MF', is not open all the time. It needs to be open all day at least 6 days a week

I would like it to be open AM and PM, especially during school hols

My child will be starting nursery. If library was open more often in the morning it would be easier for me to bring the books back after I drop my child off instead of waiting after 2PM

At times opening earlier would be helpful but not essential

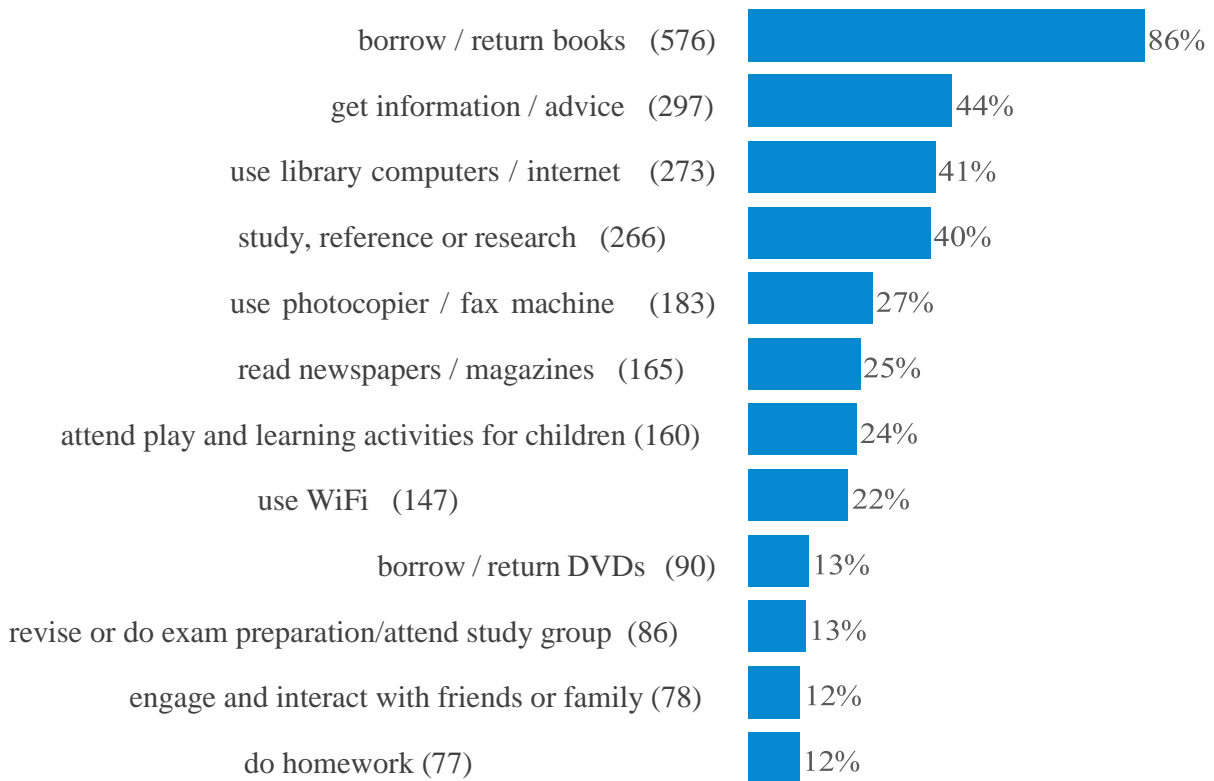
I wish it was 24/7 esp cause I'm a uni student and I can't travel all the time

Mondays open much later than what I'm used to

Closes too early on Friday and Saturday

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A place to ... please select 5 most important to you



From the options in the previous question (including other) which reason(s) do you feel are the most important to you and why? (If other, please tell)

order books from other libraries

Borrow books from other libraries via inter-library loans

Ebooks and audio online via Overdrive

Get recycling bags

snooze during lunch hour from work

Our local Library has been my lifeline as a single parent who is socially isolated and strapped for cash. The staff make us feel so welcome and always go above and beyond to help my boys with homework or obtain books for their hobbies.. We would be lost with out them.. The library at Stopsley is a huge and valued part of our community.

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The library is not in a convenient location for me and I no longer use the facilities which is a great shame. Wigmore library was an excellent facility that I used weekly. Your pride in library services is not extended to the people of wigmore sadly

Place for peace and quiet

Lego club, would love to see more clubs for children and would gladly come daily

used the space to do some work whilst waiting for a meeting

Use multi-faith room

The comedy show at the library theatre and buying tickets for such events

I sometimes like to just come and sit in the peace and quiet. Being surrounded by books (sometimes without reading) I find actually good for myself mentally. It's quite therapeutic.

"Online Databases" - what does this mean?

read books onsite but not take them away.

From the options in the previous question (including other) which reason(s) do you feel are the most important to you and why? (If other, please tell)

Watch performances

Opportunity to de-stress and quiet my mind doing the public jigsaw puzzle before I start work

Printing facilities

attend theatre shows

Relax in a quite space, helps my mental health and is refreshing.

knowledgeable and friendly staff, you need this to be able to access all areas of the library, computers I like the atmosphere of and a safe place to read

Family history. Meet old colleagues from my time working at the library .(worked there for 9 years)

All of the above

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Encourage children to do independent research using local physical material (requires different skills to doing web based research). Also teaches important life skills

I am self employed and often use the library as a place to work.

voluntary work

Find out community information

I make a lot of use of the digital services the library provides, especially the ebooks, magazines and encyclopedia Britannica subscription.

To access a printer

Just to read

Sometimes need a quiet place to self study

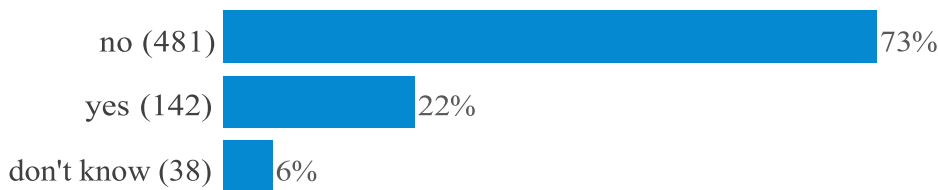
to research universities

conducive environment...

Read Newspapers

Use printer and scanner

Do you visit the library to get support or advice?



(If yes, what types of support or advice do you receive?)

About books

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Homework Hobbies Signposting Info on local activities and cultural events Info on local clubs
10.mins respite in a stressful weekend home alone with board kids

Community events. Information about authors, new releases

New stock ideas, help with school visits.

Learning a new language

Children's events, homework research and to pick up guides of what's on in area.

Book recommendations Local offer recommendations - ie What's on

Use notice boards

To find out more about local events/news

Advice on courses

Yes in terms of the books and leaflets on health, dementia etc

Information on local services, accurate information from library staff

Information on caring and help for the elderly and disabled

Advice from gardening magazines that the Leagrave library holds

Information on luton borough council services and to pick up waste sacks

What support do they offer? I dont even know.

usually getting access to books that are not on the shelf

use the computers

Bus time tables Which author to choose next IT help Renew my books and request books

health information

where to find information

Council representative attendance for advice and to receive assistance with council services

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Staff are knowledgeable about web sites and where to go for information, how to access and print off flight tickets. They understand their stock and where to find out if new books by favourite authors are available. Experienced staff are essential to the running of a professional library.

Not sure what advice is available there

Advice on health

Health Issues

Refernces to books and notes papers

Advice regarding the Electoral Roll

often get help when using the facility such as photocopying as i am not manually dexterous,library staff are always so helpful.

Have visited exhibitions that are in such as safe at home to get advice on safety on the home for kids along with info from fire service on fire safety in the home.

from librarian about books for study

Sometimes need help locating items or using the computer

Local information

Rhymetime

For my younger person I care for as a social worker

To get voluntary job

Enquire about place in community

only very occasionally library staff are very helpful and resourceful when needed

Activities that are happening around luton and the events the library are holding

book knowledge

About children, homework, books

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Advice on reading materials

Computer and books

How to borrow books online

Homework help and request books for the reading list given by the school

volunteering colicitor advice

research

ask for reasons why certain things, ie cassette books are no longer stocked at central library. find out how i can order them from the home library

computer

Friday evenings

ask librarians for help and information about services available

In the past - on writing CV

Help to know what books would be best for certin types of homework.

Reassurance when filling in forms. Sometimes just to talk to someone. Friendly staff

Various

I am a carer for an elderly relative to get info and support guidance

Local council items

Find books Use online resources

sometimes

Council services

Which books I may like

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On which books to order

Through information leaflets, self-help books and health books. Books about mental health are very good

Local information

Normally IT related

Councillor meetings

Local information Computers usage

Mental health

to books and notes papers

not yet but will do like careers

I mostly visit the library for educational courses or local programmes related to job searching

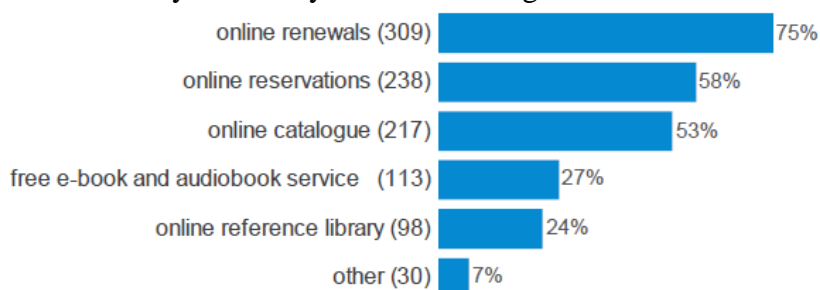
Needed to use the computer

for information from library

Job search Courses online

technical advice

Please tell us if you use any of the following online resources?



(If other, please tell)

Pressreader and audiobooks

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online renewals, online reservations, online catalogue: it should be possible to tick more than one of these; online requests for books not in library.

All of the first three - but your mistaken setup only allows me to choose one.

All of the above

Online magazines

None of these

Family history

eLearning courses, eMagazines, Family History research (Find My Past)

No

Online papers.

Don't have a computer at home so need the library computers

digital magazines

no

n/a

none of the above for question 16 - good chairs to nap in

None

Pressreader

I do not use any online resoruces from library

Online learning

I am interested in free ebook and audio book service but don't know how to set it up

None

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To learn how to read and write english language

i like to speak to someone

magazines

but now-a-days, it is very difficult to access the account on-line

theory test

see above - order cassettes from home library

Internet/Printing

Internet magazines

Use of computer and scanners

Are the following services important to you? Please select 5 most important to you



Overall, how satisfied are you with the library service?

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Would you be interested in volunteering to help people in your community access a variety of library services in the future?



Please tell us if you have any further comments or suggestions you would like to make regarding the library service:

I love the Stopsley library, excellent staff always providing an excellent service!

Stopsley library staff are super helpful, the library has been an important place for me with small children, providing a place to go to get out of the house and speak with other adults. Also borrowing books online allows me to read frequently and not worry about overdue fees.

It would be helpful if the toilet at Stopsley library was more available. Sometimes it is available to use, but it does seem to depend on the staff member.

I am incredibly grateful for the very rich selection of e-audio books. As a parent of a young child with erratic sleeping patterns I was finding it difficult to read. I. The last 12 months I have listened to more books than I would normally have read in that time from a variety of authors. I have fallen in love with some classics and discovered new genres and authors too. Thank you.

Thank you for all the hard work from everyone in the library service. You provide an invaluable service for my family and we are very grateful for it.

More activities for under 5s please to help them engage with books e.g.. themed activities based on books

the only thing id mention is the quiet area can get groups of people talking , it should be monitored more closely

Due to the numbers of people using the building as café , talking, drinking and eating and sleeping . I tend not to go and source materials online.

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The librarys feel stuffy and old fashioned. Perhaps refurbishments and maybe even extensions would help

I have always found staff very helpful and friendly. Thank you for making the libraries such a warm and welcoming place.

More staff needed, the library could potentially be a great space for groups and services but there are not enough staff to run things

Impressed with welcoming helpful staff, of which there seems to be fewer. Also appears to be fewer books available with increase in other services. Where are the courses at the library advertised, needs better publicity. Move of services from Town Hall to library will be detrimental to chore services of library. The library is an excellent asset in Luton.

Online ordering system is excellent especially with the shared resources of London etc.

I am not sure all the staff are very knowledgeable and there seems to be an inability to deal with more than one customer at a time i.e. break off briefly from the first to address the second when it may a quick answer can be found. I also recall watching from the balcony last year one member addressing a customer, being aware of a second waiting while her colleague had her back to the desk and was playing with her phone. Good new books and nice displays are fine but perhaps the library needs to get itself promoted on local radio, perhaps talking about the latest novels, etc, something which is easy to do of course for the BBC with its large budget. Increased activities for all the various communities might improve integration, organised by those communities themselves at minimal cost to them I would think. Author and poet readings might get people in but only if promoted better than the Council is capable of currently. There needs to be an outreach marketing policy whereby staff visit communities to inform of services (incidentally I see the new Hat Factory is still fairly empty with few customers or events and I believe for the same reason: there is no point just having leaflets sitting in the library and this venue). Within the building there were always several rooms upstairs unused or relatively unused which could have been utilised for such activities. Sorry I cannot be specific here but the library seems underused with many comprising students and a significant number of males who have nowhere else to go. This perhaps has always been the case but in these days of restricted budgets it is more important to consider best use of the library which should consider its role of being more of a community centre and include agencies such as those in Community House. The recent inclusion of other Council services housed in the building may become a deterrence for Library users and one assumes many of the rooms I quote have now been lost for council purposes. There seem to be far fewer events than before, again possibly due to cuts, whereas the library needs more not less. I am unsure as to how success is measured by the library service presumably footfall and numbers of books borrowed but increased attendances at more events as I mentioned above might justify better resources.

Rhymetime is great in stopsely library. A session for 3 -5 year olds would be great focussing in stories, early years education and songs on a monday would be brilliant.

Already aware some services from the Town Hall are being transferred there. Not aware of any children's services/activities but plan on looking into it, and borrowing books.

Get rid of the nasty plastic chairs Coffee machine is too expensive the same cost £1.30 from the White house. And it tastes better because its Nestcafe

survey

The library is not a library anymore not the selection of books on offer which i require

I really do appreciate the kind of service that provided in this library

This is a vital service. Do not diminish it

I have often used the library's services in the past, but now in my eighties i find it easier to obtain my books, second hand, from amazon who deliver them direct to my home

It is very important have a good selection of books. There are books that need to be updated . Old versions and editions

very good

i think the staff at luton are just brilliant

Quiet study aea needs enforcing too much use of phone and joint use of computer

sad to see benefits/townhall matters invading the ground and first floor

More activities in the summer holiday for children more baby sessions such as arts & crafts

Libraries could support communal sharing of resoruces e.g. tools, toys as part of things that can be loaned. This would impact the environmental crisis by both reducing consumption and increasing accesss to resources

tea coffee facillities Toilets in central library dirty

Improve wifi in central library

More asian people live in luton. They need other language book and papers and magazines in library

Don't take away our libraries, they and the people who work there provide a valuable service. There's nothing like a good book and a quiet place to read it

Increased and efficient security system

Ability to order books from london libraries

Mobile library/book bus or home delivery for the house bound

Extended opening hours

survey

No - I am very satisfied with the services offered - the library service covers all my needs. Thank you all

Internet access should be extended to 2 hours. Loans period could be made to 4 weeks. Books should be updated often and restocked regularly

Please leave the libraris that are important to our community etc! Luton has lost a lot of services over the years and money being spent in the wrong areas!

Please if the Lewsey Library can open at 9am on Monday and also if they can open on Fridays

marsh farm library is a welcoming place that has a variety of books and a nice clean environment with helpful staff.

earlier opening times could be better

having a good library within walking distance is a real bonus for someone who is retired. i enjoy looking at the books on display near the entrance at Marsh Farm library - it helps me to sometimes choose a book that is a little bit different and thought provoking.

Marsh farm library is a welcoming place that has a variety of books and a nice clean environment with helpful staff

more books on finance, education and sports (athletics)

the online service is really poor, not able to access the account online, example online renewal

i have a comment (not about service particularly) that there have been numerous occasions where i wouldnt be able to find a seat. especially on weekends, its predictable to be full and i usually waste half an hour to find a space. please get more room - special thanks

Excellent. More books on social work

more seating

youve spent millions on museums (Wardown) and millions on arts (hat factory) when are you going to spend millions on libraries? can you at the very least ensure that the roofs don't leak

seating

i believe we need a section dealing with scientific drawings to project monographs and scientific papers photography and photoshop facilities.

survey

good service

Get rid of the nasty plastic chairs, coffee is to expensive its only £1.30 from the white house it tastes better because its Nescafé

No

books not in order less staff library was nice before Luton access

papers better organised

more comfortable seats

service needs to continue as helps my children with homework

have a teacher on a Saturday to help children with their homework is a great idea

Disorganised library catalogue is out of date no sound from PCs

Please ensure library continues to be available as a resource to the community

keep doing book adventures/certificates for children as it is very fun

The current facilities of computers need upgrading with a modern face lift, computers are old and slow, this would bring it up to date as programs change at a rapid pace.

The staff are helpful and supportive

it is a great library with excellent staff members

In the future I will be going to the library

Good library helpful staff :-)

Excellent service

To have more mandarin language children books

For the library to be open 24 hours a week

The library should have more staff working

survey

They should have some area reserved for creative people to exhibit one piece of art from local artist. And if sold 20% of sale should go to library fund.

Appreciate it if you stay linked with London libraries as I like to reserve books from London libraries

I am so delighted we have a library in Stopsley, especially as Wigmore was closed

Libraries play an important role in education as they provide free access to free learning resources

The library is part of the community and is as important as any other services like the NHS

I like receiving reminders via email that books need to be returned or reviewed. I enjoy not having to pay to reserve/take out books on loan

Parking in Stopsley is not always easy and limits how often I use the library. I used Wigmore more as I could walk to it

Libraries are an important part of the community. Access for all, they are important to help with literacy and loneliness in the community and shouldn't be undervalued. Staff are integral to the library service

Thanks so much to the friendly and helpful staff at Stopsley

Page print outs are costly

Very satisfied

Excellent local library (Stopsley) Very helpful and friendly staff

That we will always have libraries and good friendly helpful staff! And don't cut the hours they are open

The staff at Stopsley library, which I use regularly, are always polite and friendly, and also very helpful in any matter or problem I have ever raised with them

The library staff are so friendly and helpful. We both enjoy coming to the library

Library huge boon to town essential service provides free access to stimulation for children, addresses loneliness for elderly pleasant helpful staff make visits a pleasure not everyone has a computer printer/internet

My local Stopsley library provides an excellent service. The staff are very nice and knowledgeable

Only joined Stopsley Library 6 weeks ago, very impressed!

Make sure all activities are advertised online even the free ones

survey

The reopening of the buffet

Be nice to have a cafe again Toilets need upgrading. Door on disabled loo doesn't lock

(1) A book drop when library is closed (2) A free board for activities in Luton -> for family based, community activities, picture of local councillors, MPs and MEPs with contact details

Family history services have been moved - computer is working but no printing service - this has been missing for about 6 months - any chance of getting it fixed?

Vital resource for everyone especially job seekers, online courses, travel bookings, visa forums, other e.g. universal credit, housing, benefits applications not available elsewhere

I had a pair of spectacles in a case which (being too small) was open (suspected stolen) while using internet terminal (2nd floor central library) but NO video recording. Also one man who uses library to sleep noisily and stinking offered violence to security guard - his warning can't be enforced. No facerecognition video - it is badly needed!

Ensure that the quiet areas are quiet and maybe use of phone is not allowed.

Please do not reduce the space given to books any further (that is to say in the adult section)

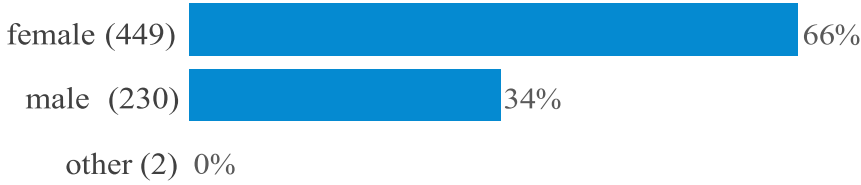
Loss of library services would be a great loss for so many people

Please provide your postcode

lu1	LU1 5HP	LU3 2QD	LU2 8HJ	LU2 7UF	LU2 7UY	LU3 2AD
lu12ep	LU1 3QY	LU4 9DP	LU2 9SQ	LU2 7TX	LU2 7RZ	LU4 9AN
lu3 ILT	LU1 3EJ	LU3 1PB	LU2	LU2 7LW	LU2 7TX	LU3 1EA
lu3 1ef	LU1 3DX	LU4 8EX	LU2 9SQ	LU2 7US	LU2	LU5 4HJ
lu4 8be	LU2 7NL	LU2 0FS	LU2 8HJ	LU2 9LH	LU2 7RZ	LU2 0AX
lu1	LU2 8DD	LU3	LU2 7DW	LU3 3JZ	LU2 0PS	LU4 9EH
lu2 osj	LU2 9HG	MK45 4LR	LU2	LU3 3SJ	LU1 2HN	LU3 1BB
lu6 zea	LU4 8NG	MK45 4LR	LU2 7XB	LU3 3	LU3	LU1
lu2 7je	LU1 1UB	LU2 8EE	LU2	LU3 3	LU1 3RR	LU1 1JD
lu3 1bg	LU3	LU2 9ES	LU2 7LF	LU3 3QN	LU4 9SP	LU6 1DA
lu2 ohx	LU4 9LP	LU2 8ER	LU2 9LL	LU3 2RA	LU2 8SN	LU2
LU1 5AH	LU4 9EZ	LU3 1NV	LU2 9SG	LU2 7LT	LU2 9TW	MK41 9NA
LU1 3QH	LU2 8BA	LU2 0RR	LU2 0JJ	LU2 8EP	LU2 7JJ	LU2 2DW
LU1 3ES	LU3 2LG	LU2 8QP	LU4 8QX	LU2 8JF	LU1	L113 1HQ
LU1 3DR	LU4 8BJ					

survey

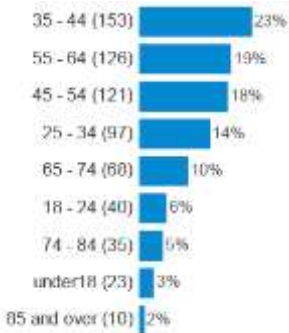
Are you



Which one of the following best describes your sexuality? please tick one response only (Which one of the following best describes your sexuality?..)



Which age group do you belong to? (Which age group do you belong to? Please one box)



Do you have /or are you classed as having a disability?



Does this apply to you (Please tell if this does apply to you and/or to your dependent(s)?)

Myself

Me

survey

Myself

Applies to me

Yes

Me

My son has a disability

Me and dependents

Apply to me

Only "disability" is being hard of hearing, I wear two hearing aids and am classified as "disabled" so far as a Railcard is concerned.

Me

But my wife is classified as disabled

Me

Me

My daughter aged 2 has a disability.

myself

Me and my wife

Spouse has Alzheimer's; I am a bit deaf and slightly depressed sometimes.

both Physical & Mental....

none

myself

Personally

To me

this applies to me

survey

Mobility

JUST ME

Yes i have a disability

Dependents

Me

Me - dementia

no

Me

Myself

to me

applies to myself

To me

To me

i have no arms or legs

to me

Myself

Does this apply to you (Please tell if this does apply to you and/or to your dependent(s)?)

mental issue

myself

Myself

Both

Applies to me

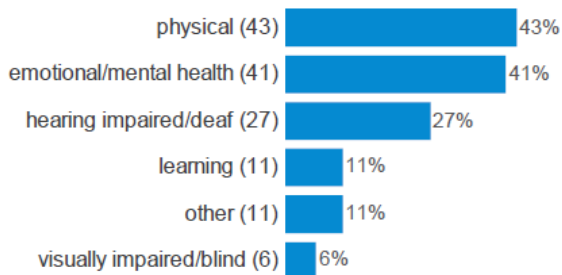
survey

Me

Dementia

Me

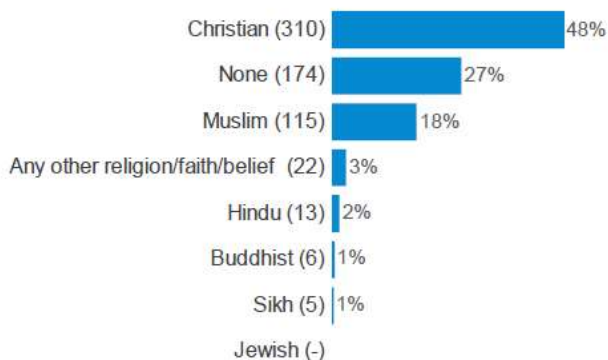
If yes, please state which of the following best describes your disability. Please tick all that apply (If yes, please state which of the following besat describ...)



(If other, please specify)

- Autism
- Fibromyalgia
- Asthmatic
- Vibrating colitis
- n/a
- n/a
- mental health but not emotional
- N/A
- Asthma
- Bipolar
- stuttering
- Asthmatic and use reading glasses

Please indicate your religion/faith/belief? please tick one response only



survey

(If other, please specify)

- Atheist
- Church of england
- Prefer not to say
- Christian-based
- Wiccan
- Hoodoo
- Irrelevant to survey Athiest
- NOT APPLICABLE and proud of it
- Roman Catholic
- Wiccan
- Nihicigist
- Humanist
- Spiritual peace
- Humanist
- Catholic Roman
- Catholic
- pantheism
- Catholic
- Catholic

Which of the following groups best describes you? Please tick one response only
(Which one of these groups best describes you? Please tic...)

