

# APPENDIX D

## Library Services Consultation January 2020

### Background

Library services in Luton are provided by the Culture Trust Luton, with statutory library services under contractual agreement with Luton Council and discretionary library service provision funded through a donation from London Luton Airport Limited (LLAL).

Library services are provided in a range of locations, some standalone and some combined with other provision such as community centres. The estate is in need of modernisation. Library service usage has been falling and the service model has not been reviewed since the contract was awarded.

As part of the development of a strategy for the provision of modern library services to meet the needs of the population of Luton, residents were invited to give their views on purpose and quality of current library provision.

### Purpose

To understand the views of Luton residents (library user and non-user) on usage of and satisfaction with current provision and to understand preferences and priority areas for future library service provision.

### Methods

Data was collected via a questionnaire available through the Luton Council consultation portal. Hard copies were made available through libraries. The consultation was run for eight weeks in Autumn 2019. The questionnaires asked for quantitative data through fixed response questions, supported by qualitative feedback through free text boxes. A copy of the questionnaire is in Appendix 1.

One survey was spoiled and subsequently was excluded, all remaining questionnaire responses have been included in the analysis, regardless of degree of completion or compliance with response limitations (e.g. respondents were able to select more than the prescribed number of options).

The results were analysed through descriptive analysis of quantitative findings and thematic analysis of qualitative responses. To complete the thematic analysis, the free text comments were initially coded into recurring responses types, which were then grouped into high level themes (see appendix 2). Where possible, data is compared to known library

or borough-wide baselines, to give an indication of variation or bias. Analysis was completed by Officers not directly involved in library service provision.

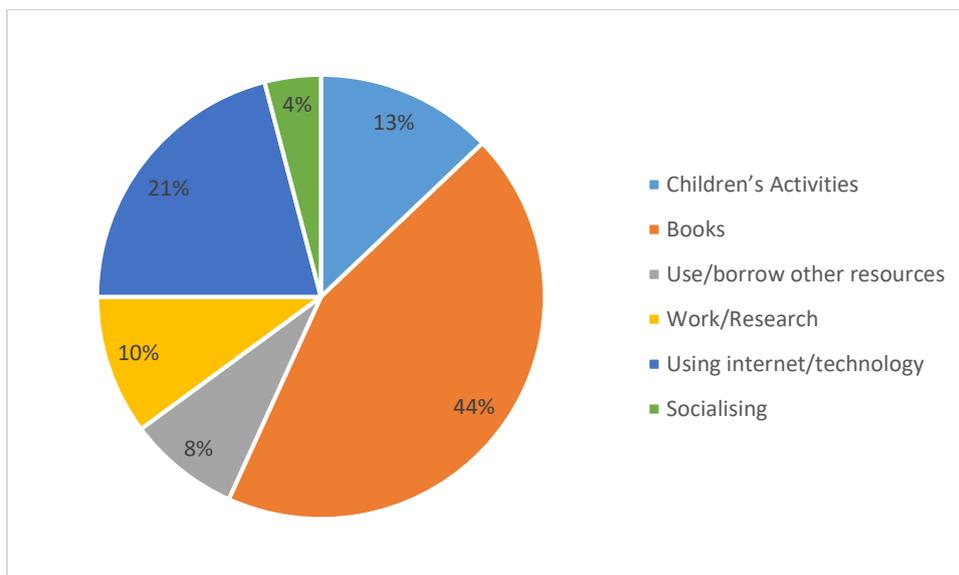
## Main Findings

In total, 751 surveys were submitted, either electronically through the Luton Council consultation portal or in paper format. The results have been analysed on all respondents, regardless of completeness, so denominators will be stated, where relevant. A full count of responses and all the free text responses are contained in appendix 3.

The majority of respondents were library users 92% (n=686/745). Very high levels of satisfaction were reported, with 83% (n=609/734) and low levels of dissatisfaction (4%, n=30/734). The majority of responses were from individuals (99%, n=736/744). The organisational responses were largely from library-associated activity, mainly literature groups (n=3/8).

Books were the most cited reason for visiting a library (45%, n=65/148) (see figure 3). The second highest theme was the digital offer (21%, n=31/148), with respondents using libraries to access IT (including printers/scanners) and the internet.

**Figure 1.** Reasons for using the library

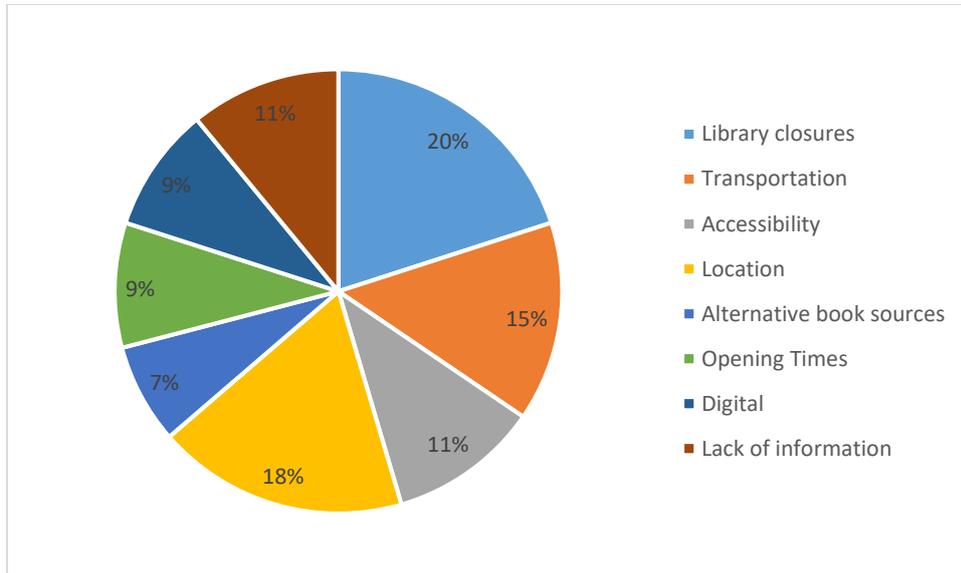


The reasons for non-use included closure of local library, transportation (particularly bus fares and parking). Location was cited by 18% (n=10/55) with distance and fear/intimidation being amongst the reasons (see figure 2 and quote below), with 90% of respondents having visited a library in the last 12 months.

*"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*

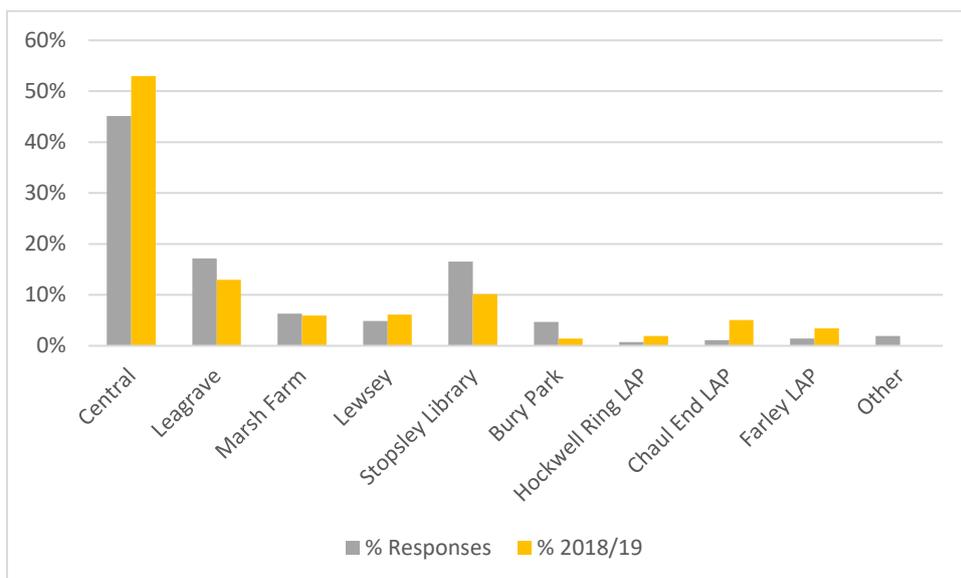
*to park. Lots of undesirables hang out in the square and we've seen all sorts of criminal activity at all times of day. Just not worth it for my toddler and me."*

**Figure 2.** Reasons for non-use of library services



The majority of respondents used Luton Central Library (45%, n=536/1187), followed by Leagrave (17%, n=204/1187) and Stopsley (17%, n=196/1187), as shown in Figure 3. Stopsley was comparatively over-represented when compared to footfall recorded by the library provider (17% compared to 10%). For library use outside of Luton, Bedfordshire was the most used alternative (n=17/28), as shown in table 1.

**Figure 3.** Respondents by library (%), compared with footfall 2018/19



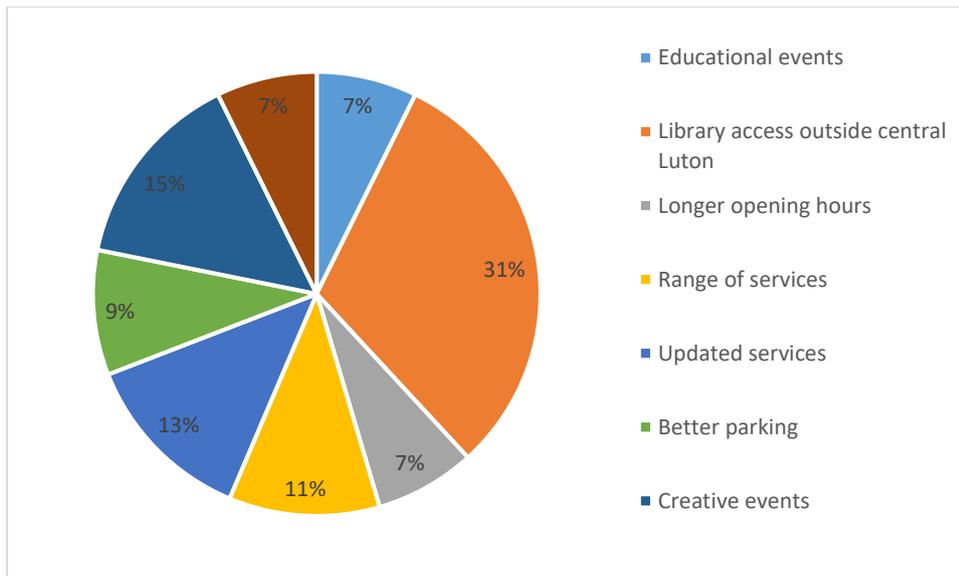
Source: Culture Trust Luton

**Table 1.** Alternative libraries used

County/Region	Count	Library	Count
London	6	Tottenham Library	1
		Wood Green Library	1
		British Library	2
		London Westminster Library	2
Hertfordshire	4	Hertfordshire libraries	1
		Harpenden	1
		St Albans library	1
		Hatfield library	1
Bedfordshire	17	Bedford library	4
		Central Bedfordshire Library	1
		Flitwick library	1
		Houghton Regis Library	2
		Leighton Buzzard library	1
		Dunstable library	4
		Barton-Le-Clay	3
		Toddington library	1
Cambridgeshire	1	St Neots library	1

Nearly a third of respondents (31%, n=17/55) said that improved access to libraries other than Central library would encourage greater use of library services. Creative events (15%, 8/55), such as art exhibitions or theatre productions were seen as important. Updating services in the libraries (13%, n=7/55) were the third highest reason, citing improved book selection and better facilities.

**Figure 4.** Reasons to encourage library use

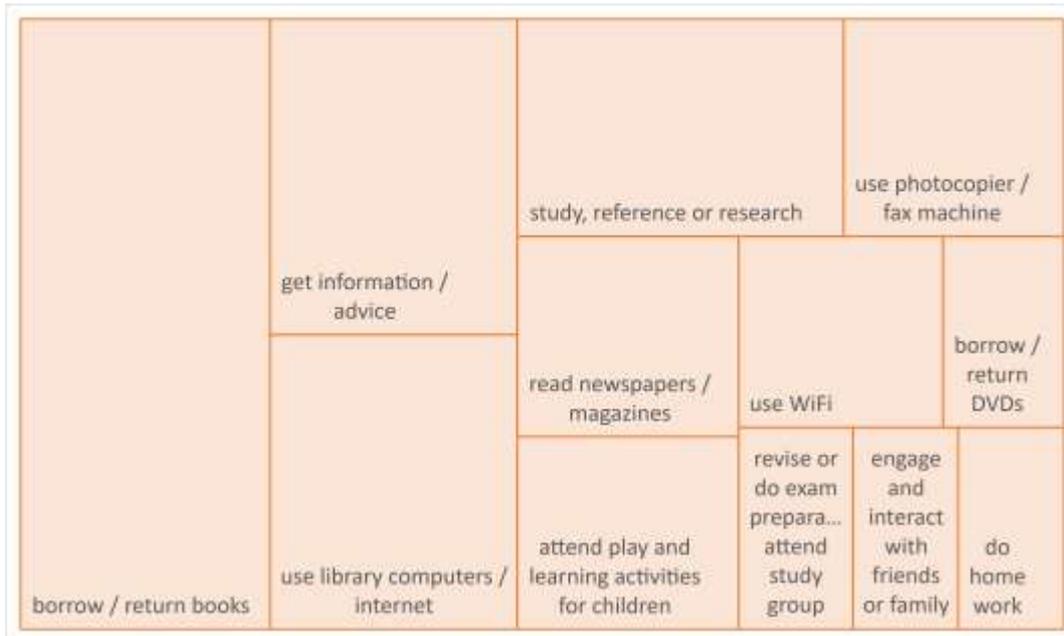


The highest frequency of respondents used the library weekly (48%, n=321/669), and there was significantly no preference for day of the week to attend. There was also no significant time of day for visiting expressed and most respondents expressed satisfaction with the current opening hours (83%, n=563/675). Respondents who expressed dissatisfaction with the current opening times requested longer opening (43%, n=46/107) and weekend opening (23%, n=25/107). The longer opening hours seemed to be related a wish to use library services outside of school or work hours.

*“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”*

As indicated by the reasons for visiting a library above, the responses for what is important in library provision included ‘borrow/return books’ (86%, n=576/670), ‘get information/advice’ (44%, n=297/675) and ‘use library computes/internet’ (41%, n=273/675) were the top 3 reasons (see figure 5).

Figure 5. **Important functions of the library**



When the areas of priority are compared to the reasons provided to using the library service (see figure 6), 'borrow/return books' are both ranked first. Although 'get information/advice' is seen as the second highest priority for library services, this wasn't given as a reason for attendance by respondents. However, using the digital resources of the service and a place to study or research aligned. It is interesting to note that there is a noticeable disparity between the high ranking use of children's activities against a relatively low priority ranking.

Not many reasons were provided to support respondent's choice of priority. Comments received included:

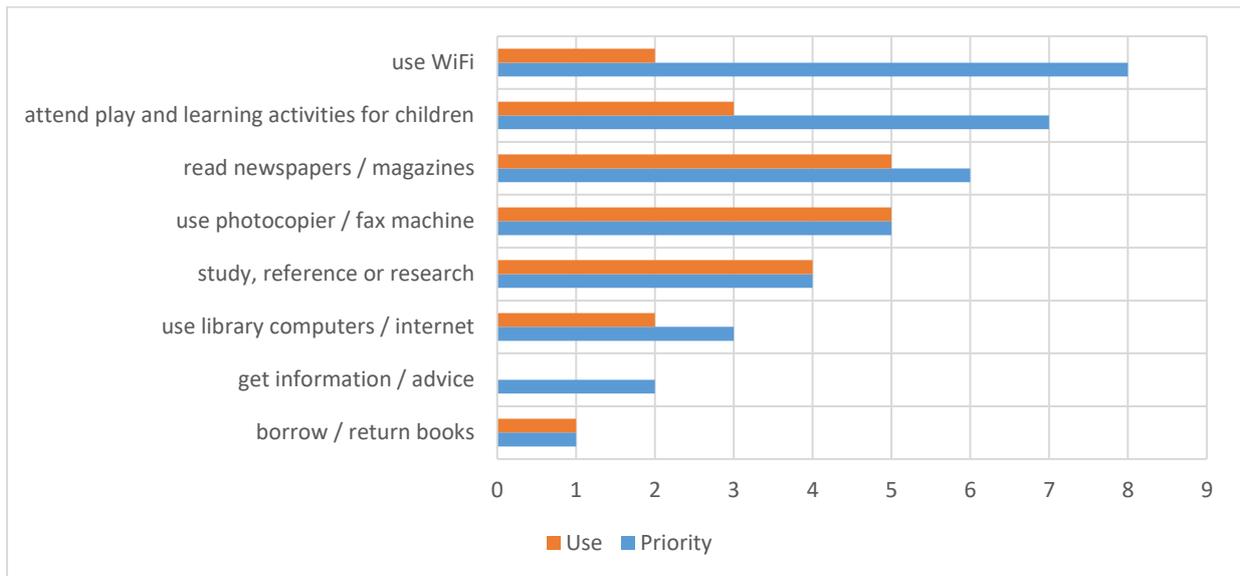
*"Our local Library has been my lifeline as a single parent who is socially isolated and strapped for cash. The staff make us feel so welcome and always go above and beyond to help my boys with homework or obtain books for their hobbies.. We would be lost without them. The library at Stopsley is a huge and valued part of our community."*

*"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."*

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

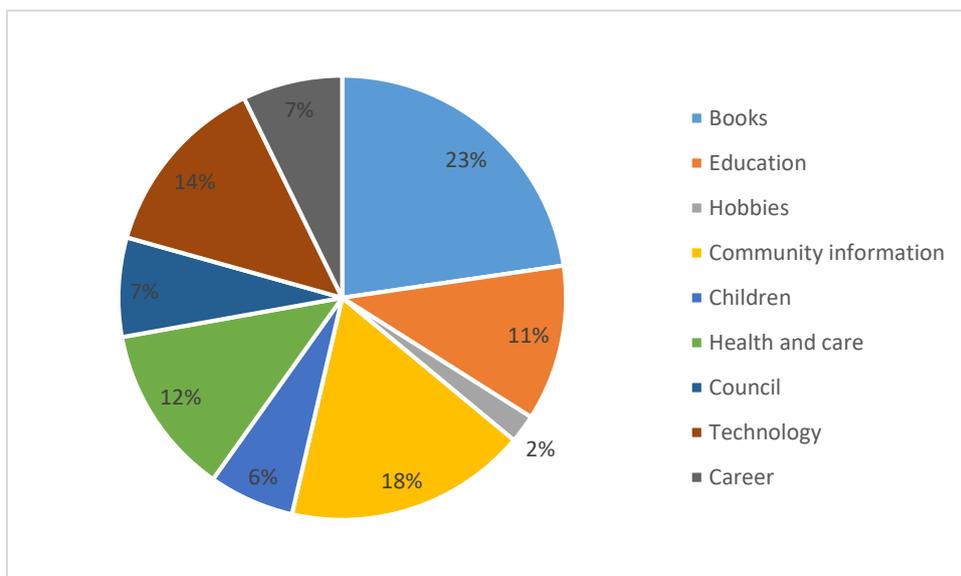
*"Place for peace and quiet"*

**Figure 6.** Expressed priorities for services compared to reasons for library use



22% (n=142/661) of respondents said that they came to the library for support or advice. The primary reason provided was books (21% of the 142?) and were focused on book recommendations to access. The next reason was to receive community information (18%), such as information on local activities/clubs and cultural events, bus timetables to use notice boards. Support with digital resources (14%) was the next category, primarily focused with support to use the library facilities.

**Figure 7.** Reasons for seeking advice and guidance.



The most used online resource was online renewals (75%, n=309/410), followed by online reservations (58%, n=238/410) and the online catalogue (53%, n=217/410). A few

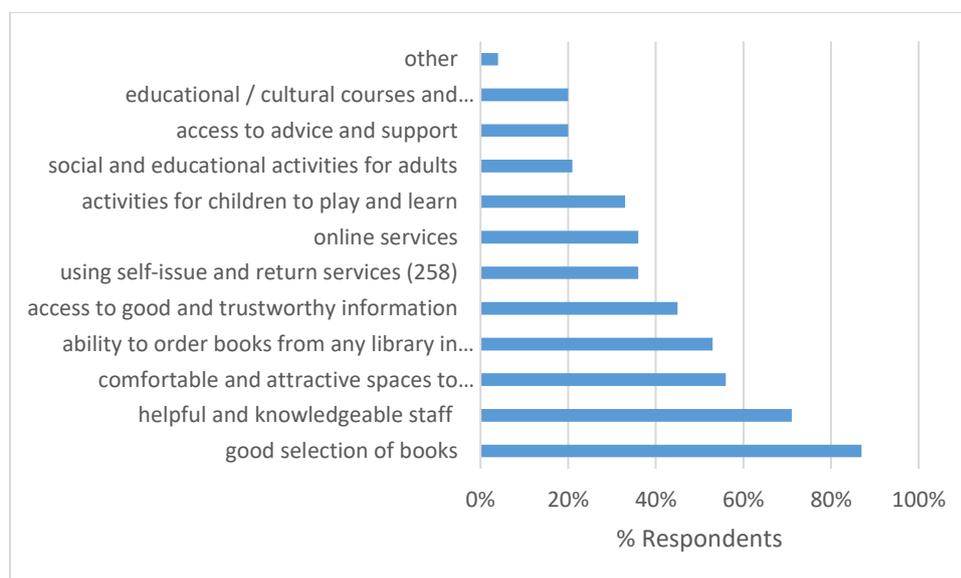
respondents raised difficulties with accessing online resources, due to capability or system difficulties.

*“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.”*

*“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.”*

In line with other findings, books were considered to be the most important library service (75%, n=628/722) (see figure 8), closely followed by ‘helpful and knowledgeable staff’ (71%, n=509/717).

**Figure 8.** Which library services were seen as important



*“The libraries 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.”*

Respondents were asked for any other comments or suggestions that they wished to make and these have been grouped into 'supportive' (see figure 9) and 'areas for improvement' (see figure 10). Respondents showed a clear commitment to libraries and strongly valued the staff and local proximity. Areas for improvement included noise levels, quality of building maintenance/facilities and book offer.

**Figure 9.** General comments and suggestions – 'supportive' theme

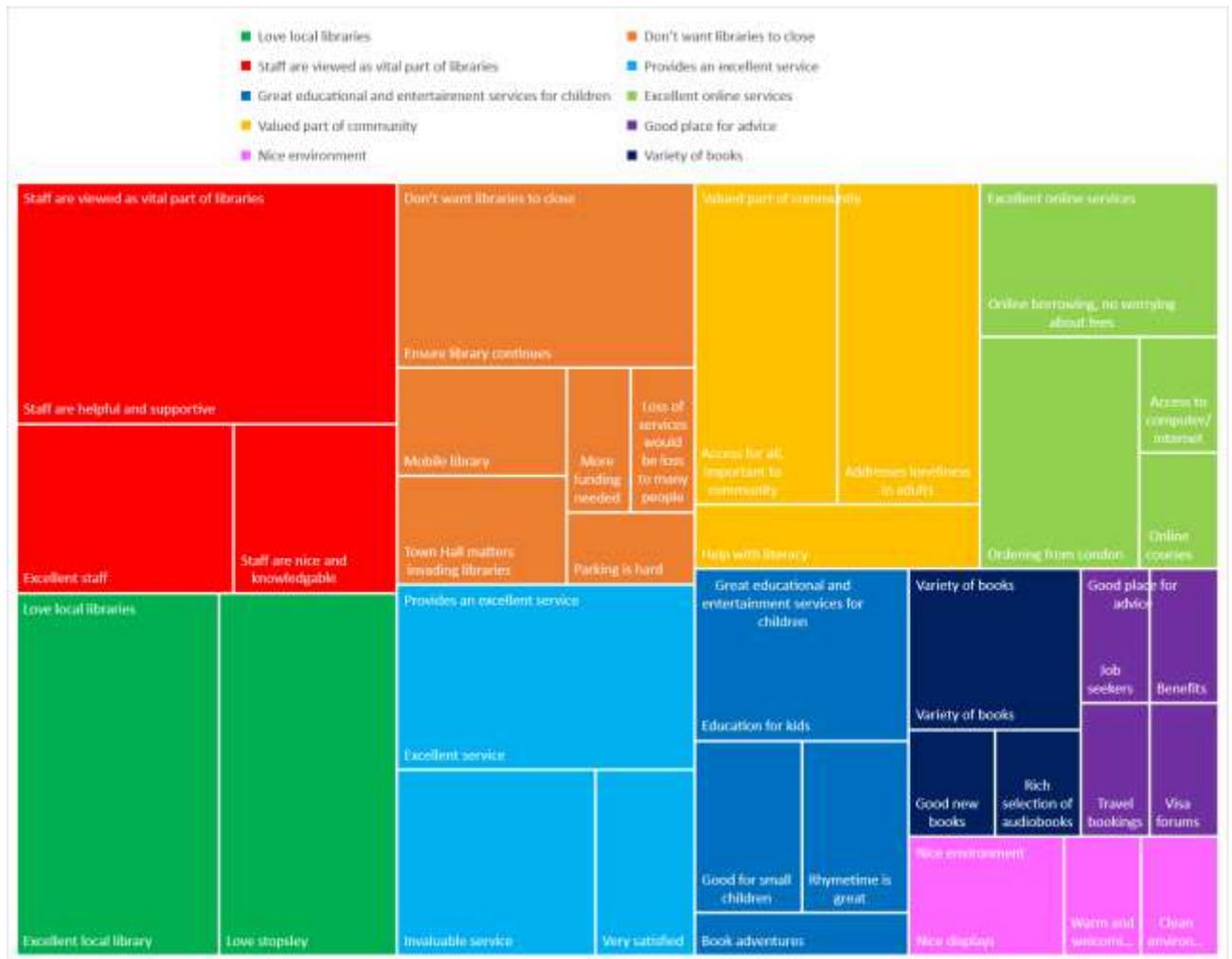


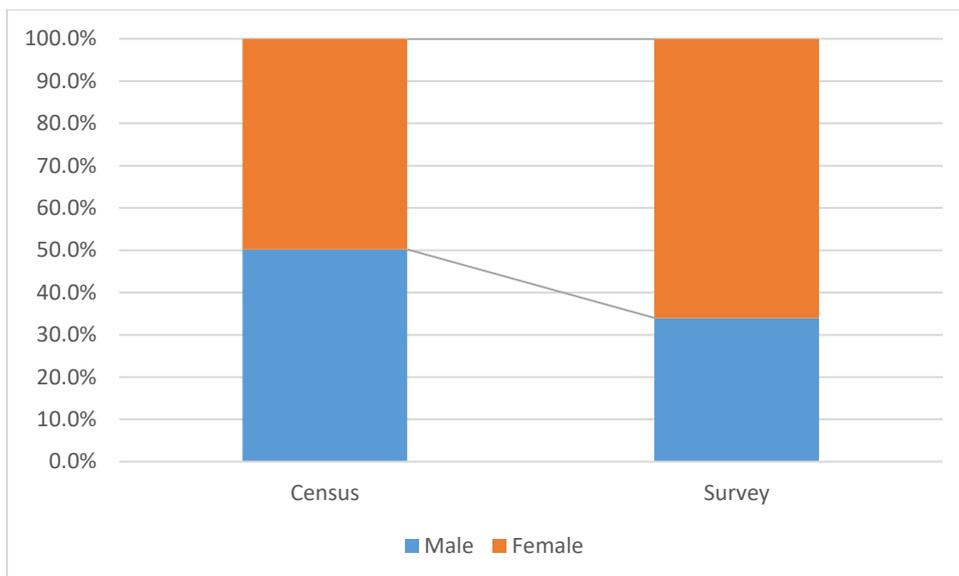
Figure 10. General comments and suggestions – ‘areas for improvement’ theme



## Demographics

The majority of respondents were female (66%, n=449/681), which is higher than the Luton proportion of 49.8% (see figure 11), with two respondents selecting 'other' for gender. Of those respondents that chose to declare sexuality, 93% (n=580/623) were heterosexual.

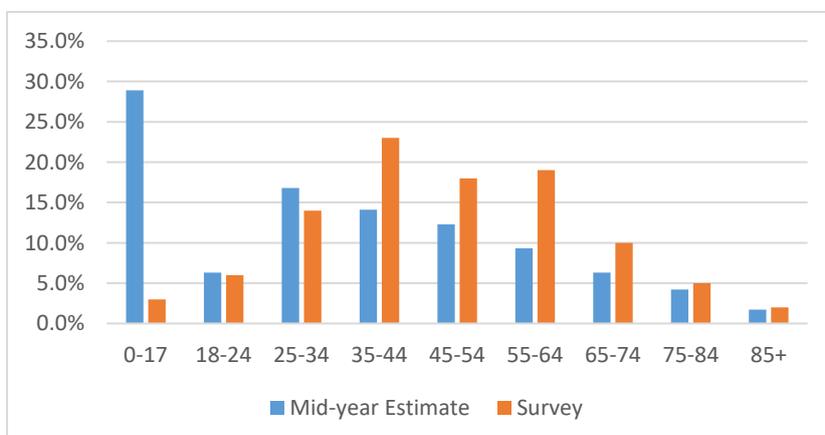
**Figure 11.** Gender profile



Source: Luton 2011 Census

When compared to the population profile of Luton, respondents were over-represented in the age groups 35-44, 45-54 and 55-64 and responses from young people were under-represented.

**Figure 12.** Consultation age profile compared to Luton population

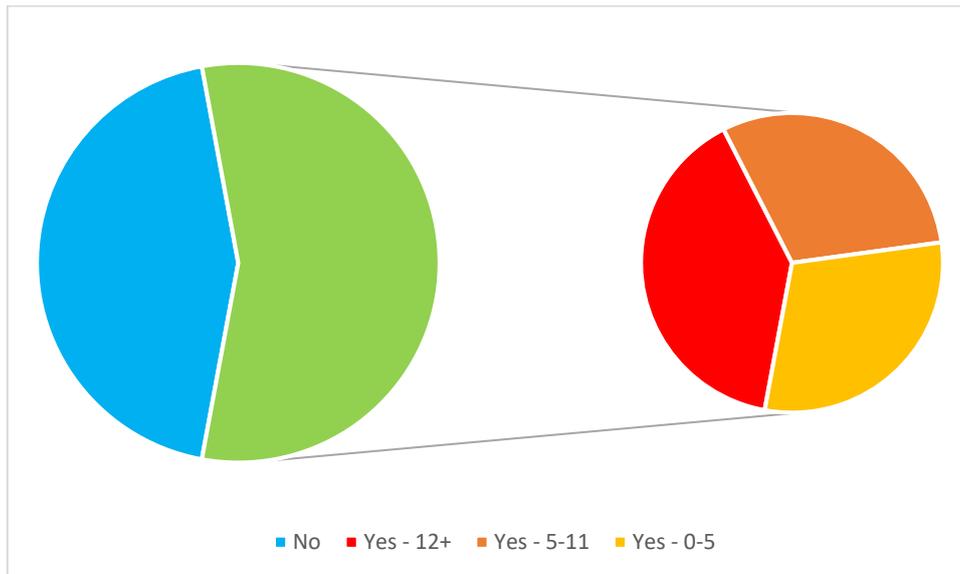


Source: Luton 2017 Mid-year estimates

Parents/guardians/carers comprised 50% (n=372/738) of respondents, with majority caring for children under the age of 12 (see figure 11). Only 12% of respondents (n=86/731) were young people, under the age of 25 years.

*"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."*

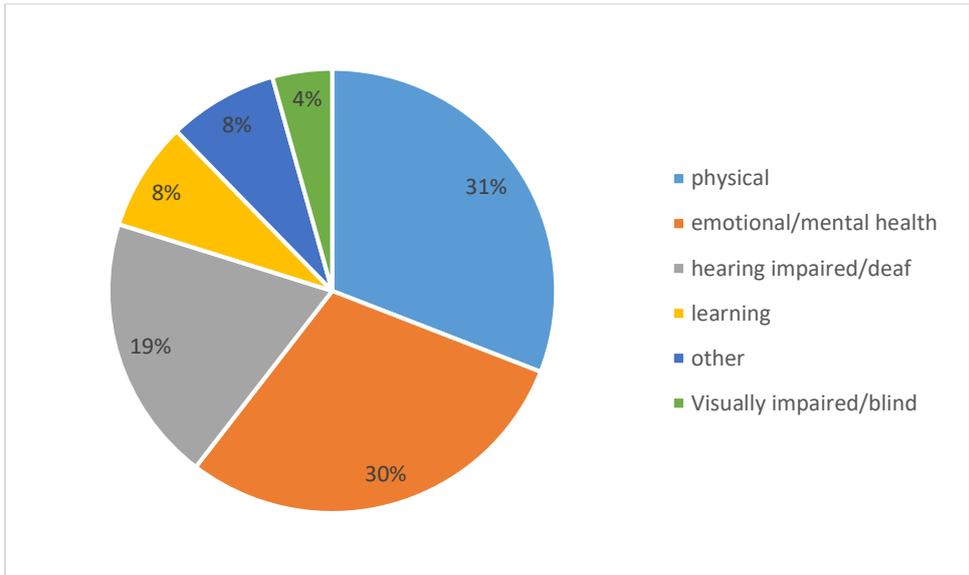
**Figure 13. Parent/Guardian/Carer responsibilities**



NB: figures may add to more than 100% due to caring for multiple dependents

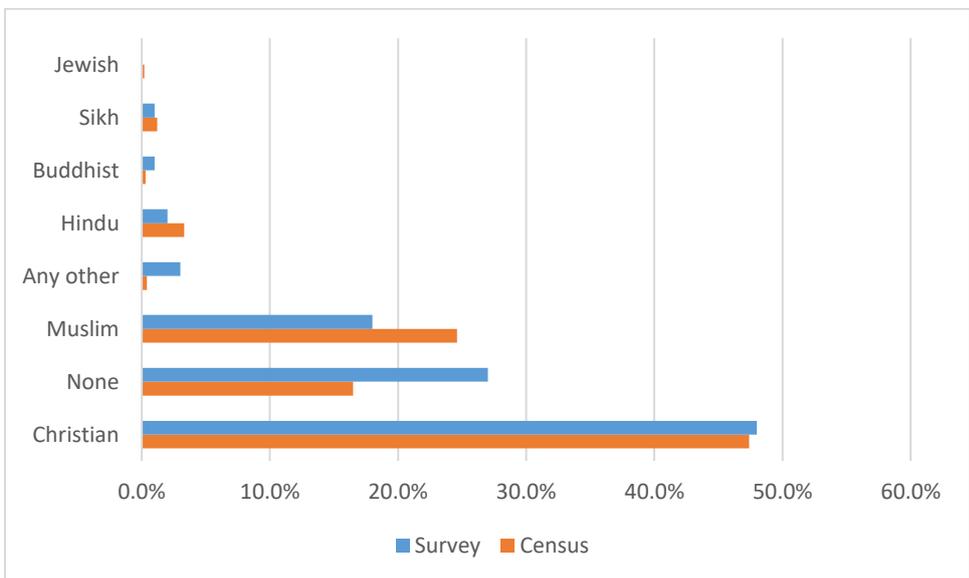
14% of respondents reported that they or a dependent had a disability, with 83% reporting they were personally disabled. The majority of disabilities reported were physical (31%) or mental/emotional health (30%) (see figure 14).

**Figure 14. Reported types of disability**



The respondents who chose to share their religious belief were largely in line with the population profile of Luton, with slightly lower proportion of Muslims of 18% (n=115/645) compared to 24.6%.

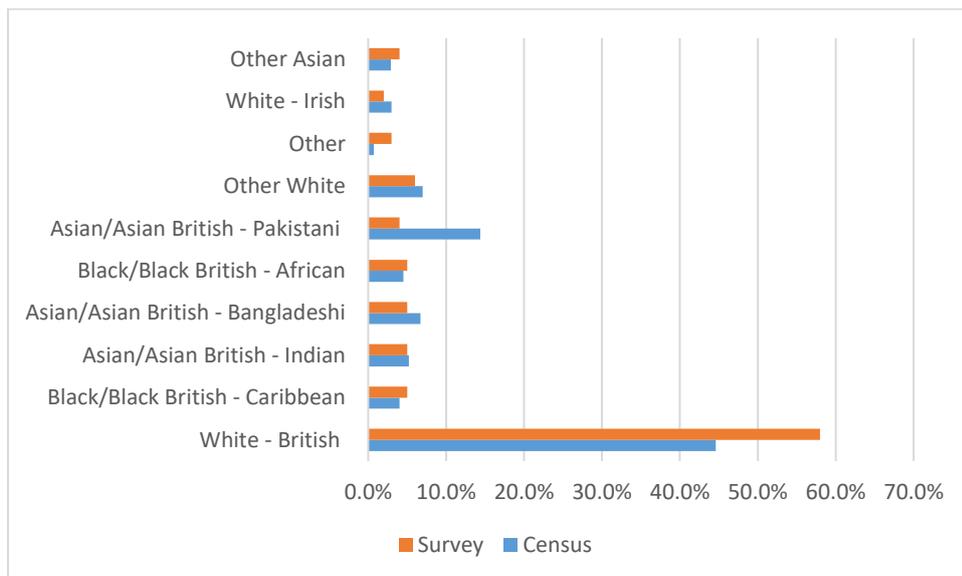
**Figure 15.** Declared religious belief



Source: Luton 2011 Census

For respondents who chose to share their ethnic group (see figure 16), there is a slight over-representation of 'White- British' at 58% (n=384/640) compared to 44.6% for Luton and an under-representation of 'Asian/Asian British – Pakistani' at 4% (n=26/640) compared to 14.4%; however, the small numbers concerned should be considered.

**Figure 16.** Reported ethnic group



Source: Luton 2011 Census

### Limitations

- Completion of the questionnaire was by self-selection. This leads to inherent bias as the sample population may not fully represent the population of Luton. For example, the voice of young people was under-represented and there were significant references to library closures (two library has been closed since 2014, Wigmore and Sundon Park);
- The questionnaire didn't allow distinction between parent and carer (of another adult) roles; and
- The questionnaire was only available in written English.

### Discussion

As would be expected, the importance of a good choice of books to borrow was viewed as important across every measure. Therefore, any future library strategy should ensure that access to physical books is retained. The importance of the digital offer is also a key theme that runs through both how people use library services and what is considered to be a priority for library provision. What is clear from the free text comments is that a full digital offer includes not only online resources, such as renewals or ordering and audiobooks but also hardware, including computers (and wifi), printers and scanners. A number of comments relate to difficulties with using the systems (i.e. outdated, unavailable, complex). Therefore, when developing the digital offer it is important to ensure that it is accessible for the local population.

*"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. 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."*

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

School/college study was a large contributing reason for the work/research theme. When matched with children's activities this suggests that libraries are an important resource for children and young people. The library service needs to ensure that is able to offer suitable space and supported activities for these groups. Given the low level of responses from these age groups, consideration should be given to how to engage with the views of children and young people when developing the strategy.

*"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"*

Good access to libraries services was frequently referred to, including:

- Opening hours: were generally considered to be acceptable. Evening opening would be valued but it was stressed that reduced hours would be of concern. Some comments referred to were unclear on opening hours and changes from published times.
- Location: being able to walk to the local library or have access to mobile library services was highly valued. Parking costs or bus fares were repeatedly mentioned as limiting factors
- Facilities: references were made to poor quality buildings, including leaking roofs and outdated facilities such as non-functional IT provision.

Having access to support and advice, on both library and non-library related matters was viewed as important. Knowledgeable staff were seen as important and valued.

In summary, library services are highly valued by those who use them. Local provision, with long opening hours and access to quality digital solutions were important. The use of libraries to study or research was important, as well as the link to other services or activities. Knowledgeable staff were valued.

## Libraries Needs Survey

We are proud of our Library Service in Luton and are committed to unlocking the huge potential that libraries have to impact positively on individuals' lives while at the same time, delivering against local and national priorities.

The Luton Library Needs Survey will provide us with information on different aspects of the Library Service, helping us to understand the needs of the communities they serve.

The purpose of this survey is to collect the views of library service users and anyone who wants to have a say about the current Library Service. Your responses will help inform decisions about the future Library Service offer.

Your feedback is important to us. All responses must be received by 22 October 2019.

Anonymity will be protected at all times. The retention period for the returned submissions is six months post end of survey, when they will be deleted.

- Q1 Are you responding as  
 an individual  
 on behalf of an organisation  
Please state which organisation
- Q2 Are you responding as  
 Yes  
 No
- Q3 If you are a parent/guardian/carer, what age group(s) are your dependents?  
Please tick all that apply  
 under 5's  
 5 – 11  
 12 upwards
- Q4 Are you a young person (up to 25 years old)?  
 Yes  
 No
- Q5 Do you visit libraries in Luton?  
 Yes  
 No  
 Don't know  
If no, please tell us why

- Q6 Have you visited a library in Luton in the last 12 months?  
 Yes  
 No  
 Don't know  
If yes, what was the reason for your visit?
- Q7 Which libraries do you visit?  
 Luton Central Library, St. George's Square, LUTON, LU1 2NG  
 Leagrave Library, Marsh Road, LUTON, LU3 2NL  
 Marsh Farm Library, Lea Manor High School, Northwell Drive, LUTON, LU3 3TL  
 Lewsey Library, Landrace Road, Luton, LU4 0SW  
 Stopsley Library, Hitchin Road, Luton, LU2 7UG  
 Bury Park Library, Bury Park Community Centre, 161 Dunstable Road, Luton, LU1 1BW  
 Hockwell Ring Community Centre - library access point  
 Chaul End Community Centre - library access point  
 Farley Community Centre - library access point  
 Other  
Which other libraries do you also use?
- Q8 If you don't visit libraries what services or activities would encourage you to visit more?
- Q9 How often do you use library services?  
 daily  
 weekly  
 monthly  
 yearly
- Q10 Which day of the week is your preferred day to visit the library?  
 no preference  
 Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday  
 Sunday
- Q11 When in the day do you prefer to visit the library?  
 no preference  
 morning  
 afternoon  
 evening
- Q12 Are the current opening times convenient for you?  
 Yes  
 No  
 Don't know  
If no, please tell why not

Q13 What does a library provide for you? Please select 5 most important to you  
A place to:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> borrow / return books                            | <input type="checkbox"/> attend social and educational activities for adults | <input type="checkbox"/> use meeting rooms / attend meetings     |
| <input type="checkbox"/> get information / advice                         | <input type="checkbox"/> borrow / return DVDs                                | <input type="checkbox"/> attend courses / workshops              |
| <input type="checkbox"/> study, reference or research                     | <input type="checkbox"/> read newspapers / magazines                         | <input type="checkbox"/> borrow / return audiobooks              |
| <input type="checkbox"/> revise or do exam preparation/attend study group | <input type="checkbox"/> use library computers / internet                    | <input type="checkbox"/> use WiFi                                |
| <input type="checkbox"/> engage and interact with friends or family       | <input type="checkbox"/> use photocopier / fax machine                       | <input type="checkbox"/> help using computers / attend IT course |
| <input type="checkbox"/> socialise/social gathering/social club           | <input type="checkbox"/> access local / family history resources             | <input type="checkbox"/> use online databases                    |
| <input type="checkbox"/> meet new people                                  | <input type="checkbox"/> borrow / return music CDs                           | <input type="checkbox"/> look for jobs / use Jobsearch           |
| <input type="checkbox"/> attend play and learning activities for children | <input type="checkbox"/> do homework   | <input type="checkbox"/> other                                   |

If other, please tell

Q14 Do you visit the library to get support or advice?

- Yes
- No
- Don't know

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

Q15 Please tell us if you use any of the following online resources?

- |  |  |
|--|--|
| <input type="checkbox"/> online renewals     | <input type="checkbox"/> online reference library          |
| <input type="checkbox"/> online reservations | <input type="checkbox"/> free e-book and audiobook service |
| <input type="checkbox"/> online catalogue    | <input type="checkbox"/> other                             |

If other, please tell

Q16 Are the following services important to you? Please select 5 most important to you

- |   |   |
|---|---|
| <input type="checkbox"/> good selection of books                      | <input type="checkbox"/> access to advice and support                     |
| <input type="checkbox"/> comfortable and attractive spaces to engage  | <input type="checkbox"/> ability to order books from any library in Luton |
| <input type="checkbox"/> access to good and trustworthy information   | <input type="checkbox"/> using self-issue and return services             |
| <input type="checkbox"/> social and educational activities for adults | <input type="checkbox"/> online services                                  |
| <input type="checkbox"/> activities for children to play and learn    | <input type="checkbox"/> educational / cultural courses and workshops     |
| <input type="checkbox"/> helpful and knowledgeable staff              | <input type="checkbox"/> other  |

If other, please tell

Q17 Overall, how satisfied are you with the library service?

- very satisfied
- satisfied
- neither satisfied or dissatisfied
- dissatisfied
- very dissatisfied
- don't know

Q18 Would you be interested in volunteering to help people in your community access a variety of library services in the future?

Yes

No

If yes, please provide your email address

Please note that Luton Council will pass on information to Luton Culture who manage the Library services on behalf of the council.

Q19 Please tell us if you have any further comments or suggestions you would like to make regarding the library service:

## Demographics - optional

It's useful for us to understand who has taken part in the survey, so please can you provide some information about yourself. The following questions are optional but will help in the analysis of the feedback.

Q20 Please provide your postcode

Q21 Are you

Male

Female

Other

Q22 Which one of the following best describes your sexuality? please tick one response only

heterosexual

bi-sexual

lesbian

other

gay man

Q23 Which age group do you belong to?

under18

55 - 64

18 - 24

65 - 74

25 - 34

75 - 84

35 - 44

85 and over

45 - 54

Q24 Do you have /or are you classed as having a disability?

Yes

No

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

Q25 If yes, please state which of the following best describes your disability. Please tick all that apply

hearing impaired/deaf

emotional/mental health

visually impaired/blind

learning

physical

other

If other, please specify

Q26 Please indicate your religion/faith/belief? please tick one response only

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim                          |
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Sikh                            |
| <input type="checkbox"/> Hindu     | <input type="checkbox"/> None                            |
| <input type="checkbox"/> Jewish    | <input type="checkbox"/> Any other religion/faith/belief |

If other, please specify

Q27 Which of the following groups best describes you? Please tick one response only

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> White - British                     | <input type="checkbox"/> Mixed - White and Asian           | <input type="checkbox"/> Other Asian                     |
| <input type="checkbox"/> White - Irish                       | <input type="checkbox"/> Other Mixed                       | <input type="checkbox"/> Black/Black British - Caribbean |
| <input type="checkbox"/> White - East European               | <input type="checkbox"/> Asian/Asian British - Indian      | <input type="checkbox"/> Black/Black British – African   |
| <input type="checkbox"/> Other White                         | <input type="checkbox"/> Asian/Asian British - Kashmiri    | <input type="checkbox"/> Black Other                     |
| <input type="checkbox"/> Mixed - White and Black - Caribbean | <input type="checkbox"/> Asian/Asian British - Pakistani   | <input type="checkbox"/> Chinese                         |
| <input type="checkbox"/> Mixed - White and Black - African   | <input type="checkbox"/> Asian/Asian British - Bangladeshi | <input type="checkbox"/> Other                           |

**Thank you**

We're committed to protecting your privacy when you use our services. We'll make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. If you want to know more about how the council keeps your data safe please see our main privacy statement at [www.luton.gov.uk/privacy](http://www.luton.gov.uk/privacy)

**Thematic Analysis**

Do you visit Libraries in Luton?

No

<b>Codes/Initial Thoughts</b>	<b>Themes</b>
Library closed down	Library closures (11)
Lack of parking High bus prices	Transportation (8)
Disabled Mobility Chronic illness Young children Difficult to access	Accessibility (6)
Distance/location None nearby Don't know where Scared of journey Intimidated by students and locals	Location (10)
Books cheap to buy Books at home Don't read books Don't enjoy reading	Alternative book sources (4)
Opening times Unable to get to one when open	Opening Times (5)
Download books/info online Online libraries Internet at home Outdated services Wait times too long	Digital offer (5)
No advertising Unaware of activities Unaware of services	Lack of information (6)

Yes

Codes/Initial Thoughts	
Story/rhyme time Children's books Summer reading challenge Sing songs Activities for children Storytime Kids Lego club Stay and play Support child in reading at home	Children's Activities (19)
Read books Borrow books Returning books Collect reserved books	Books (65)
Borrow cds, cassettes etc. Audio books Magazines Read papers	Use/borrow other resources (12)
Help with homework Revision Studying Homework research Research Homework Find books for child College work Family history research Reference material Meet client	Work/Research (15)
Using online resources Internet Using scanner Using printer Use computers	Using internet/technology (31)
Chat Meet family and friends Day out Attend book club Social activity Volunteer Knitting	Socialising (6)

Which other libraries do you use?

Initial thoughts	Themes
Tottenham Library (LDN) Wood Green Library (LDN) British Library (LDN) London Westminster library	London (6)
Hertfordshire libraries Harpenden St Albans library Hatfield library	Hertfordshire (4)
Bedford library Central Bedfordshire Library St Neots library Flitwick library Houghton Regis Library Leighton Buzzard library Dunstable library Barton-Le-Clay Toddington library	Bedfordshire (10)

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

Initial Thoughts	Themes
Library run in conjunction with local schools Free or reduced fee adult education courses Revision techniques for exams Classes to learn new skills Mindfulness and wellbeing sessions	Educational events (4)
Library nearby (Sundon Park) One I can walk to Local library would be nice Taxis too expensive Cheaper bus fares for stay-at-home parents Open closed libraries Mobile service for outskirts of town	Library access outside central Luton (17)
Longer opening hours Later or weekend opening hours	Longer opening hours (4)
Variety of services Provide BSL interpreter Advice service Genealogy assets with easy parking Coffee shops Co-working spaces	Range of services (6)
Better books Nicer libraries More up to date books	Updated services (7)
Easy access Better parking Nearby parking	Better parking (5)
Art exhibitions Creative Theatre productions Events Talks on local history Talks from authors	Creative events (8)
Toddler based groups Play groups Dance groups for children Quiz activities with rewards	Activities for children (4)

Are the current opening times convenient for you?

No (please tell why not)

Initial thoughts	Themes
Open in evenings and Sundays Prefer 9am opening Saturdays Later close on Sundays Open on Sundays	Not open at weekends (25)
Does not open until 11am Mondays 8am would be better Only open part of the morning during week Prefer mornings	Not open all morning (17)
Interfere with school Could close later for revision Later times better for uni students Easier to drop books off after school drop off Conflicts with office hours	Conflicts with school/work (11)
Odd opening hours Never know when open Not clear when local libraries are open Can't remember opening times during holidays	Need consistent/clear opening times (5)
Extend opening hours Library not open for long 9-9 Open everyday Open on Fridays Should be open 24/7 Close too early	Longer opening hours (46)
Busy town centre makes visiting difficult Luton central busy Have to plan visits around busy days	Busy town makes getting to library difficult (3)

Which reason(s) do you feel are most important to you and why?

Initial Thoughts	Themes
Reading books Read newspapers Family history Printing	Paper resources (11)
Friendly, hardworking staff Finding community information Order books from other libraries Voluntary work Get recycling bags	Support from staff (4)
Help with homework To research universities Using the space for work waiting for meetings	Space to work (4)
Peace and quiet Conducive environment De-stress /mindfulness The multi-faith room	Calm environment (9)
Comedy show at library theatre Watch performances	Events (3)
Online databases E and audio books	Online resources (7)
Encourage children to do independent research Lego club	Children's activities (3)

Do you visit the library to get support or advice?

Yes

<b>Initial Thoughts</b>	<b>Themes</b>
About books Book recommendations Getting books that aren't on shelves How to borrow books online	Books (22)
Homework Advice on courses References to books and note papers About books for studying Educational courses Learning a new language	Education (11)
Hobbies Gardening magazines	Hobbies (2)
Info on local activities and cultural events Info on local clubs Community events Use notice boards Bus timetables	Community information (17)
Children's events School visits	Children (6)
Info on caring for disabled and elderly Books and leaflets on health Books about mental health About children	Health and care (12)
Info on council services Advice regarding electoral role Info about representative attendance Councillor meetings To pick up waste sacks	Council (7)
Photocopying IT help	Technology (13)
To get voluntary job Writing CV Careers Local job search programmes Reassurance filling in forms	Career (7)

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

Other

Initial Thoughts	Themes
Pressreader Online magazines Online papers	Online reading materials (14)
To learn to read and write English Elearning courses Theory test Family history	Online educational tools (5)
Internet/printing Computers Scanners	Technology (4)

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

Initial Thoughts	Themes
Love stopsley 7 Excellent local library 8	Love local libraries
More funding needed for libraries 1 Ensure library continues 6 Loss of services would be loss to many people 1 Mobile library/home delivery for housebound 2 Parking is not always easy, limits use of library 1 Sad to see town hall matters invading ground and first floor 2	Don't want libraries to close
Excellent staff 4 Staff are nice and knowledgeable 3 Staff are helpful and supportive 10	Staff are viewed as vital part of libraries
Excellent service 6 Invaluable service 4 Very satisfied with services 2	Provides an excellent service
Good for small children 2 Rhymetime is great 2 Child education 4 Keep doing book adventures/certificates for children 1	Great educational and entertainment services for children
Online borrowing allows frequent reading without worrying about fees 4 Ability to order books from London libraries 4	Excellent online services

Not everyone has computer/internet 1 Online courses 1	
Access for all, important to community 5 Help with literacy 2 Addresses loneliness for adults 5	Valued part of community
Vital for job seekers 1 Benefits programmes 1 Travel bookings 1 Visa forums 1	Good place for advice
Warm and welcoming place 1 Clean environment 1 Nice displays 2	Nice environment
Good new books 1 Variety of books 3 Rich selection of audiobooks 1	Variety of books
Toilets in central library dirty 1 Toilet dependent on staff 1 Toilets need upgrading, disabled loo wont lock 2	Toilets need upgrading
Quiet area should be closely monitored 1 People use library for talking, drinking etc. 2 Ensure quiet areas are quiet 3 Limit use of phones 2	Quiet areas need enforcing
Feel stuffy and old fashioned 1 Refurbishments and extensions would help 1 Library nicer before Luton access 1 Library catalogue is out of date 2 Libraries could support communal sharing of resources 1	Needs updating
More staff needed 2 Fewer staff available 2 Not sure staff are that knowledgeable 1 Inability to deal with multiple customers at once 1	More staff needed
Fewer books available 2 Not a library anymore, not the selection of books I require 1 Books should be updated and restocked often 2 More books on fincance, sport, education 3 Do not reduce space given to adult books 2	Fewer books available

Need scientific drawing to project monographs and scientific papers 1	
Disorganised 1 Books not in order 1 Papers need to be organised better 1	Disorganised
Library courses need better publicity 1 Needs promoting on local radio 1 Outreach marketing where staff visit to inform of services 1 Make sure all activities are advertised online 1	Needs better publicity
Author and poet readings would be nice 1 Increase activities for various communities to increase integration 1 Need area for local art exhibits, 20% sale goes to library 1	More events needed
More activities for under 5s 1 More activities in the summer for children 1 More baby sessions such as arts & crafts 1 Sessions focussing on early education 3-5 would be great 2 Sessions in stories 3-5 1 Sessions with songs 3-5 1 Need more children mandarin books 1	More activities for young children needed
Get rid of the nasty plastic chairs 2 More seating 4 More comfortable seats 1	Better seating needed
Coffee machine is too expensive, cheaper at the White House 2 Tea coffee facilities 2 Be nice to see the buffet reopen 1	Drink facilities desired
Improve wifi in central library 2 Poor online services 1 Need photography and photoshop facilities 1 Computers need upgrading, old and slow 1 No sound from PCs 1 Computer works but no printing service 1 Page print outs are costly 1	Improvements to internet and technology services
Increased and efficient security system 1 Better security needed 1	Security improvements needed
Extended opening hours 2 Open Lewsley Fridays and 9am Mondays 1	Not open long enough

Library open 24/7 1	
Pictures of local councillors, MPs and MEPs with contact details 1 Free board for activities in Luton, family based, community activities 1 Book drop when library is closed 1 Family history services have been moved 1	Expand range of services

Does this apply to you and/or to your dependent(s)?

Initial Thoughts	Themes
Me x 33	Me x 33
Me and my dependents x 3	Me and my dependents x 3
My spouse x 1	My spouse x 1
My child x 2	My child x 2

Which of the following best describes your disability?

Initial Thoughts	Themes
Autism	
Fibromyalgia	
Asthma	
Vibrating colitis	
Mental health	
Bipolar	
Stuttering	
Reading glasses	

Please indicate your religion/faith/belief

Initial Thoughts	Themes
Atheist Atheist Nihilist	No religious beliefs
Church of England Christian-based Roman Catholic Roman Catholic Catholic Catholic Catholic	Christianity
Wiccan Wiccan	Wicca
Hoodoo	Hoodoo
Humanist Humanist	Humanism
Pantheism	Pantheism

**Absolute numbers and free text responses**



20 Dec Libraries  
consulation Summary