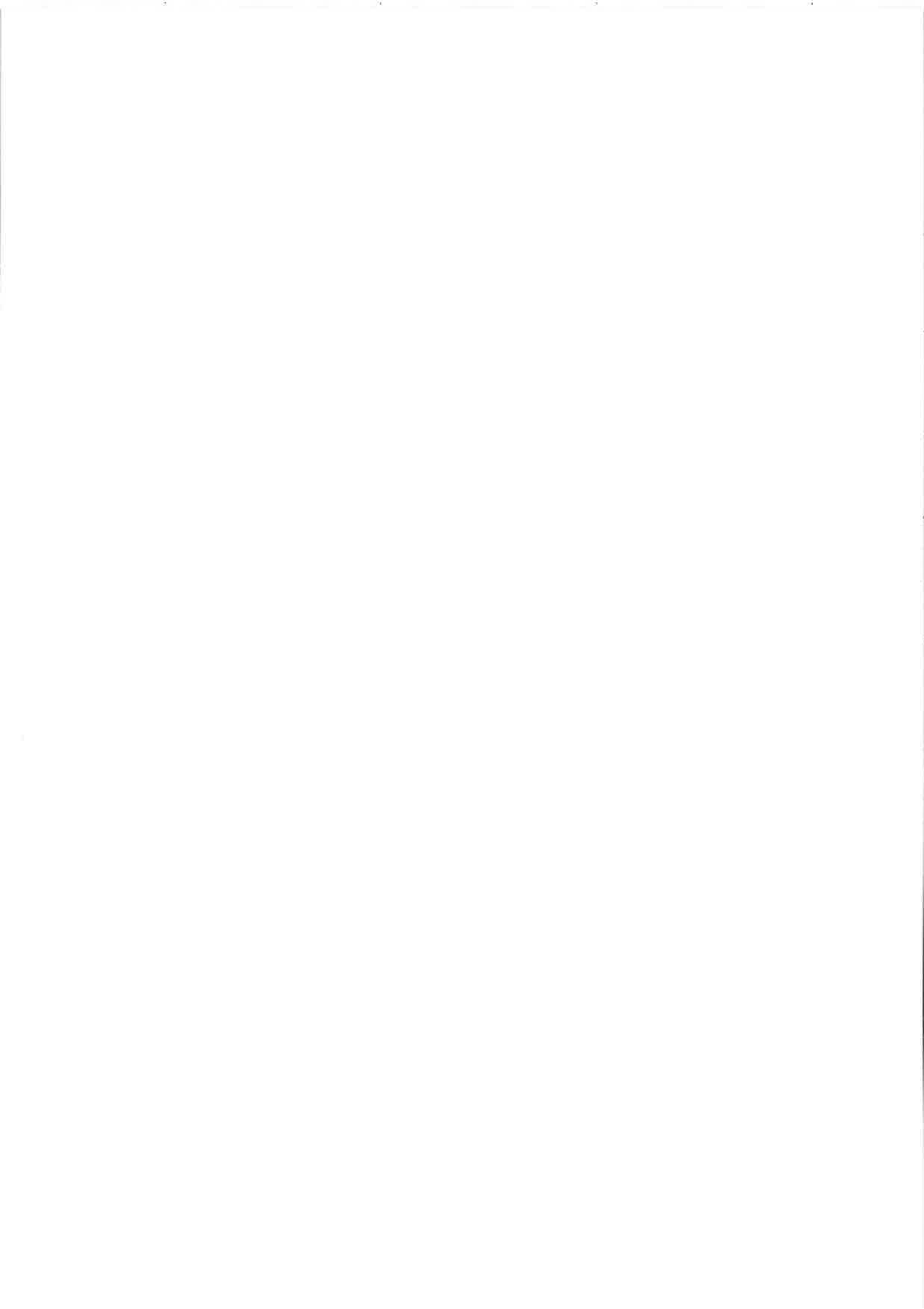


Darlington Library Service Survey 2016

17 February to 3 April 2016

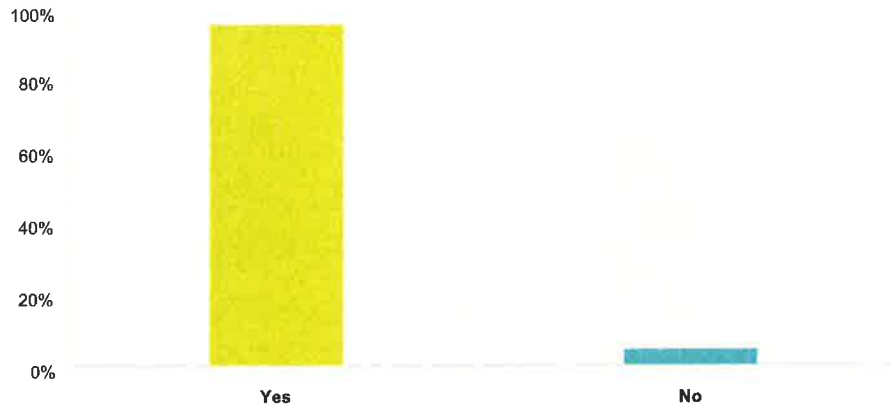
RESULTS



Library Service

Q1 Do you use Darlington's library service?

Answered: 3,258 Skipped: 7

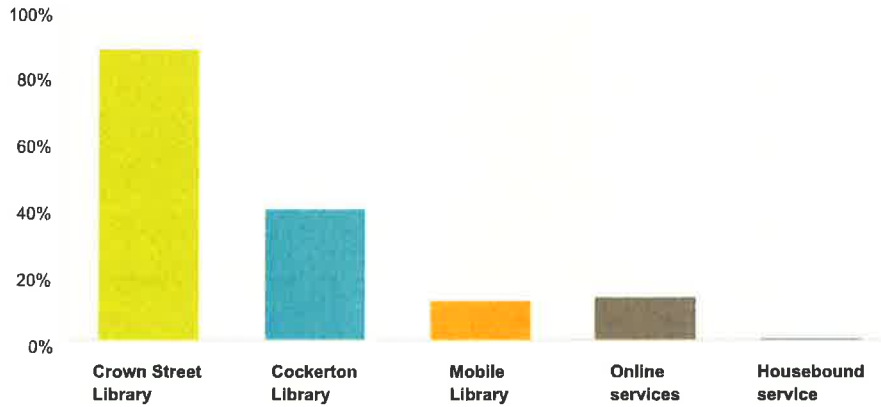


Answer Choices	Responses	
Yes	95.46%	3,110
No	4.54%	148
Total		3,258

Library Service

Q2 Which of the following Darlington library services do you use? (Please mark all that apply).

Answered: 3,079 Skipped: 186

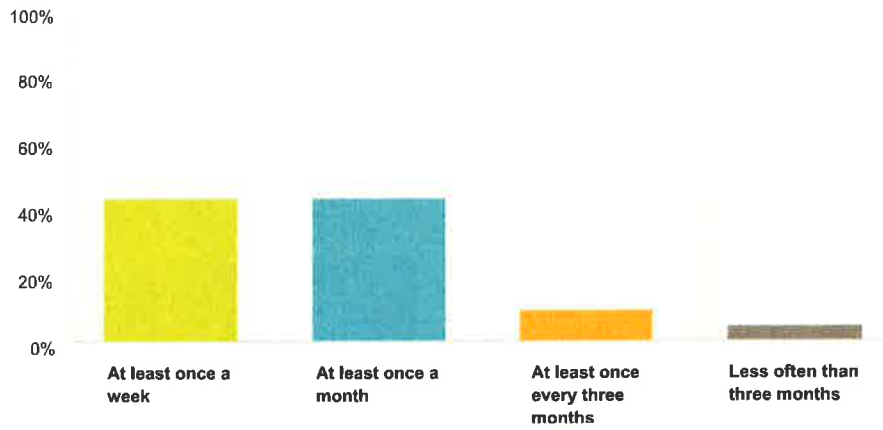


Answer Choices	Responses	Count
Crown Street Library	87.53%	2,695
Cockerton Library	39.33%	1,211
Mobile Library	11.89%	366
Online services	13.15%	405
Housebound service	0.71%	22
Total Respondents: 3,079		

Library Service

Q3 How often do you use the Darlington library services that you marked?

Answered: 3,054 Skipped: 211

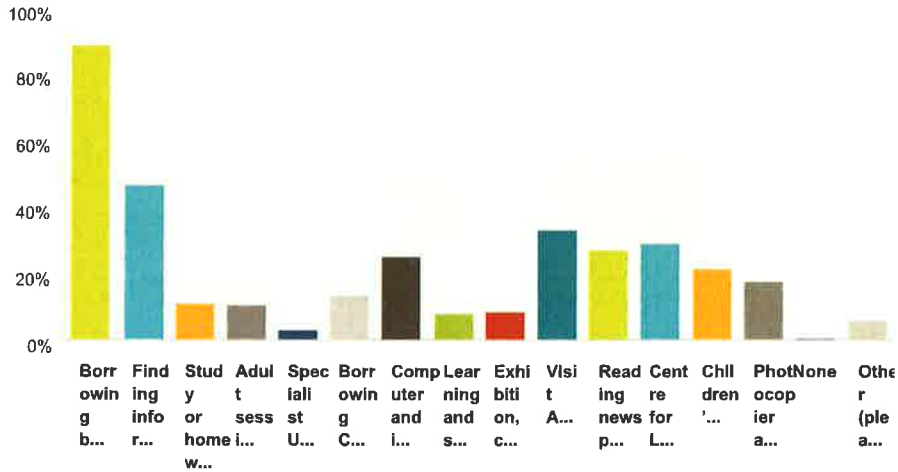


Answer Choices	Responses	
At least once a week	43.09%	1,316
At least once a month	43.12%	1,317
At least once every three months	9.53%	291
Less often than three months	4.26%	130
Total		3,054

Library Service

Q4 Which of the following library services do you use when you visit a Darlington library? (Please mark all that apply).

Answered: 3,005 Skipped: 260

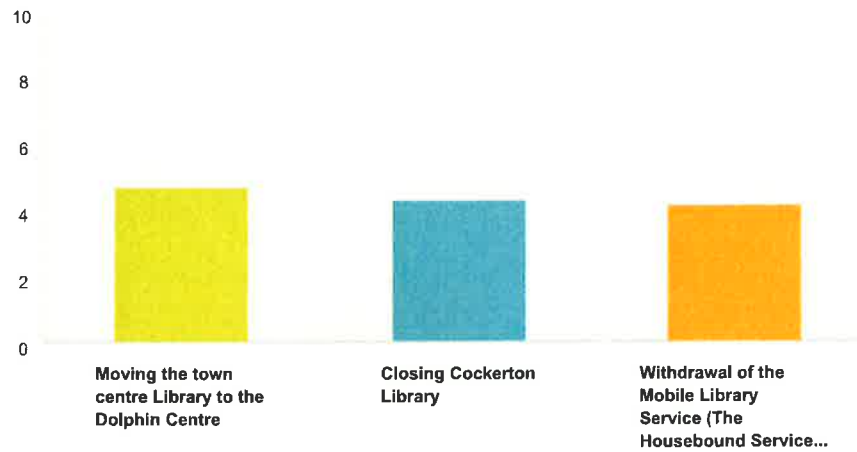


Answer Choices	Responses
Borrowing books / CD books	88.45% 2,658
Finding information using reference books, encyclopaedias, directories etc	46.42% 1,395
Study or homework facilities	11.18% 336
Adult sessions and events	10.62% 319
Specialist User Groups	3.19% 96
Borrowing CDs and DVDs	13.41% 403
Computer and internet facilities, finding information online (online encyclopaedias, directories etc)	24.79% 745
Learning and skills courses	7.82% 235
Exhibition, community meeting or ward surgery	8.69% 261
Visit Art Gallery	33.08% 994
Reading newspapers or magazines	27.02% 812
Centre for Local Studies, local and family history, and local history exhibitions	28.75% 864
Children's sessions and events	21.50% 646
Photocopier and fax	17.74% 533
None	0.70% 21
Other (please specify)	5.86% 176
Total Respondents: 3,005	

Library Service

Q5 Please indicate if you agree or disagree with the following proposals:

Answered: 2,975 Skipped: 290

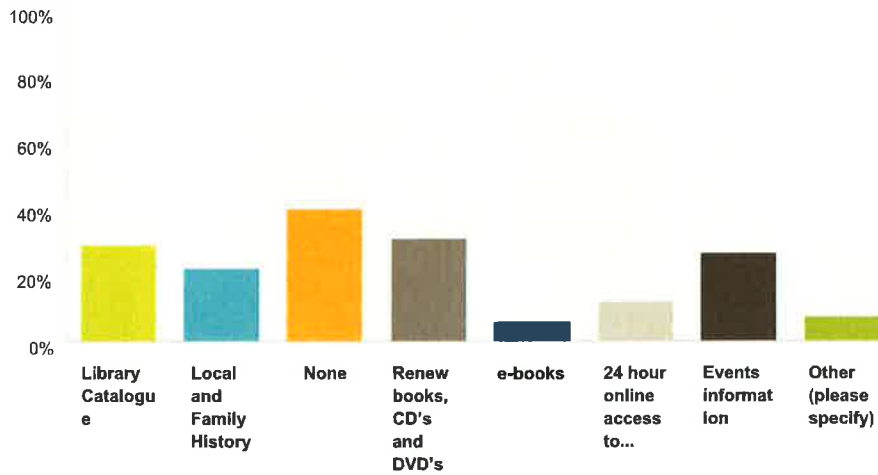


	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	Weighted Average
Moving the town centre Library to the Dolphin Centre	1.42% 42	2.06% 61	5.39% 160	14.16% 420	76.97% 2,283	2,966	4.63
Closing Cockerton Library	2.59% 76	4.06% 119	16.18% 474	19.04% 558	58.12% 1,703	2,930	4.26
Withdrawal of the Mobile Library Service (The Housebound Service would be extended to include those residents who for health reasons can't travel to the town centre).	2.78% 81	5.79% 169	21.69% 633	20.15% 588	49.59% 1,447	2,918	4.08

Library Service

Q9 Which of the following online services do you use via the Darlington Libraries website (www2.darlington.gov.uk)? (Please mark all that apply).

Answered: 2,603 Skipped: 662

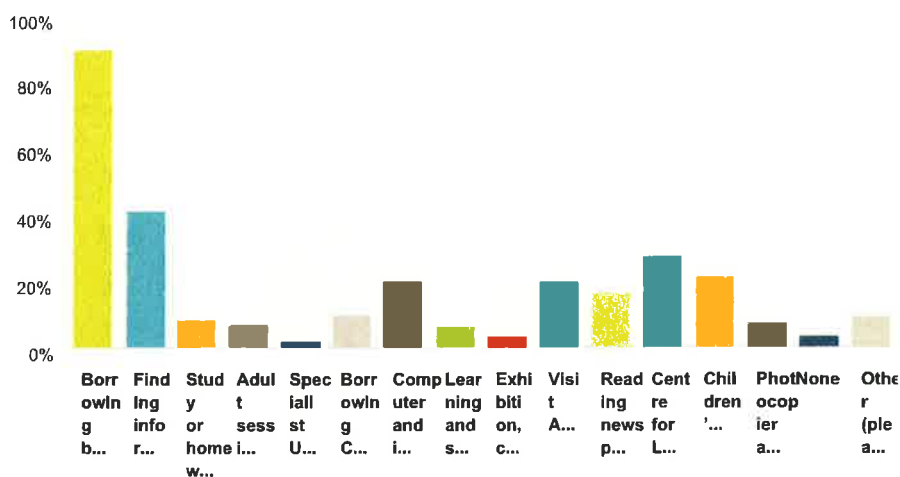


Answer Choices	Responses	Count
Library Catalogue	29.20%	760
Local and Family History	21.90%	570
None	39.84%	1,037
Renew books, CD's and DVD's	31.16%	811
e-books	5.88%	153
24 hour online access to reference resources	11.91%	310
Events information	26.28%	684
Other (please specify)	7.45%	194
Total Respondents: 2,603		

Library Service

Q10 Please choose three of the following Darlington library services that are most valuable to you.

Answered: 2,757 Skipped: 508

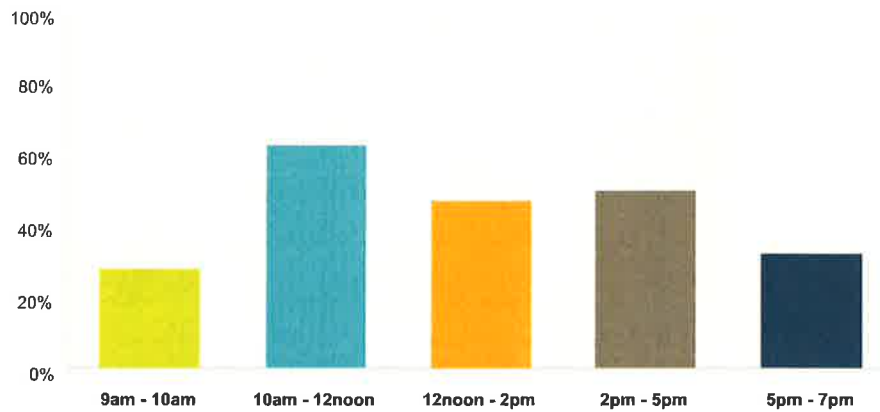


Answer Choices	Responses
Borrowing books / CD books	89.52% 2,468
Finding information using reference books, encyclopaedias, directories etc	41.06% 1,132
Study or homework facilities	8.38% 231
Adult sessions and events	6.78% 187
Specialist User Groups	1.89% 52
Borrowing CDs and DVDs	9.76% 269
Computer and internet facilities, finding information online (online encyclopaedias, directories etc)	19.84% 547
Learning and skills courses	6.38% 176
Exhibition, community meeting or ward surgery	3.34% 92
Visit Art Gallery	19.77% 545
Reading newspapers or magazines	16.47% 454
Centre for Local Studies, local and family history, and local history exhibitions	27.71% 764
Children's sessions and events	21.73% 599
Photocopier and fax	7.69% 212
None	3.74% 103
Other (please specify)	9.36% 258
Total Respondents: 2,757	

Library Service

Q11 If the proposal to relocate the town centre Library were to go ahead, which would be the best times for you to visit on a week day? (Please mark all that apply).

Answered: 2,338 Skipped: 927

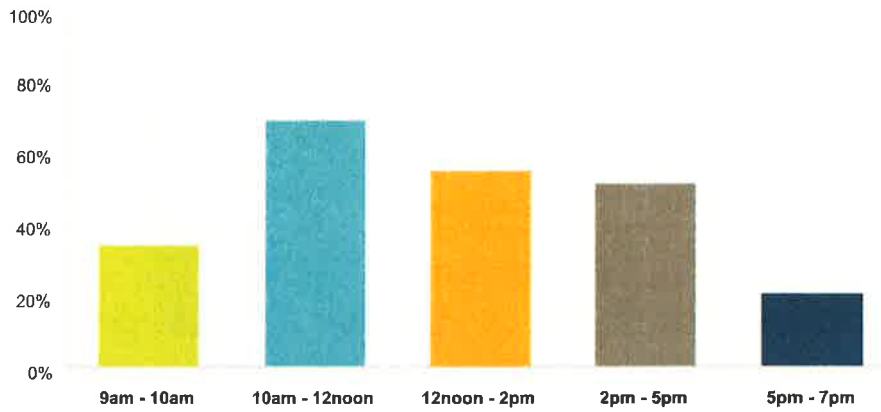


Answer Choices	Responses	Count
9am - 10am	28.02%	655
10am - 12noon	62.53%	1,462
12noon - 2pm	47.18%	1,103
2pm - 5pm	49.62%	1,160
5pm - 7pm	32.04%	749
Total Respondents: 2,338		

Library Service

Q12 If the proposal to relocate the town centre Library were to go ahead, which would be the best times for you to visit on a Saturday? (Please mark all that apply).

Answered: 1,947 Skipped: 1,318

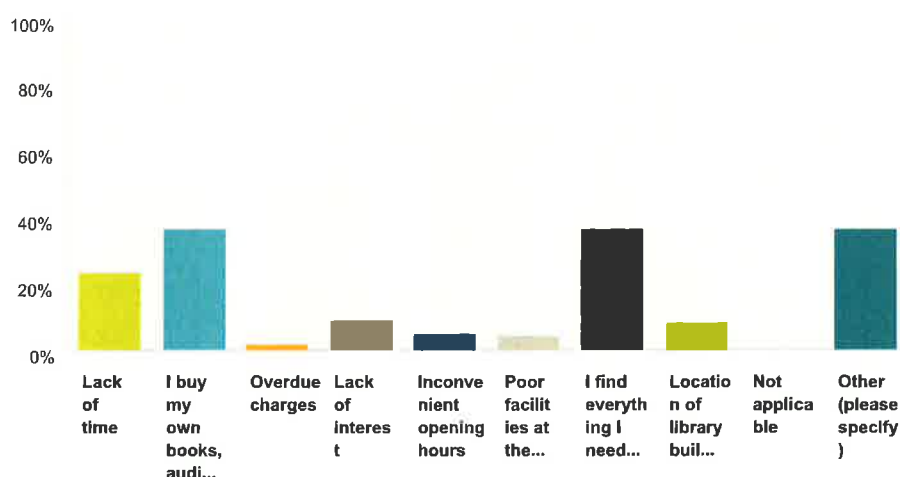


Answer Choices	Responses	Count
9am - 10am	34.10%	664
10am - 12noon	68.98%	1,343
12noon - 2pm	54.90%	1,069
2pm - 5pm	51.36%	1,000
5pm - 7pm	20.39%	397
Total Respondents: 1,947		

Library Service

Q13 If you do not currently use the library service, are any of the following the reasons why you do not? (Please mark all that apply).

Answered: 154 Skipped: 3,111

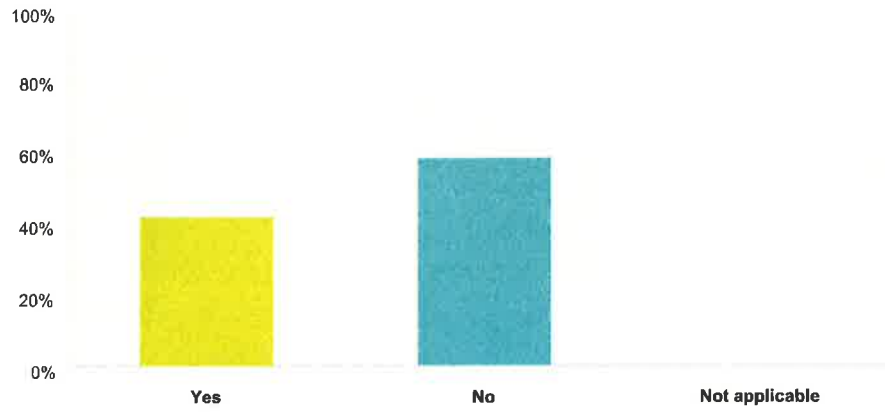


Answer Choices	Responses	
Lack of time	23.38%	36
I buy my own books, audio books, music CD's and DVDs	36.36%	56
Overdue charges	1.95%	3
Lack of interest	9.09%	14
Inconvenient opening hours	5.19%	8
Poor facilities at the library	4.55%	7
I find everything I need online or from other sources	36.36%	56
Location of library buildings	8.44%	13
Not applicable	0.00%	0
Other (please specify)	36.36%	56
Total Respondents: 154		

Library Service

Q14 If you do not use the library service, is there anything that would encourage you to do so?

Answered: 105 Skipped: 3,160

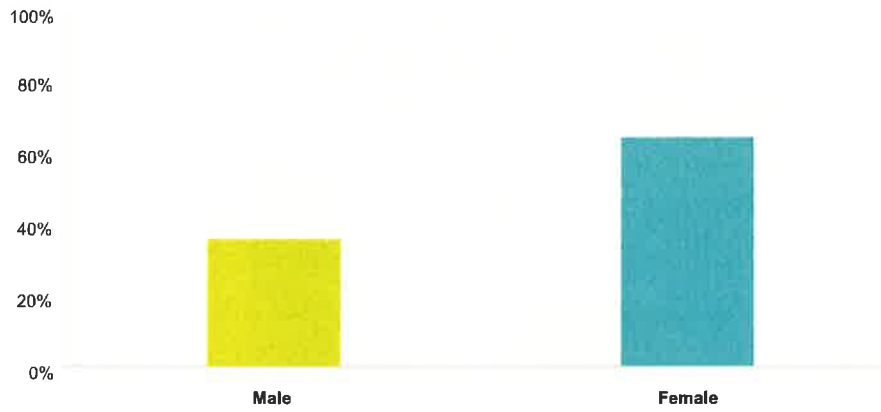


Answer Choices	Responses	
Yes	41.90%	44
No	58.10%	61
Not applicable	0.00%	0
Total		105

Library Service

Q16 Gender?

Answered: 2,758 Skipped: 507

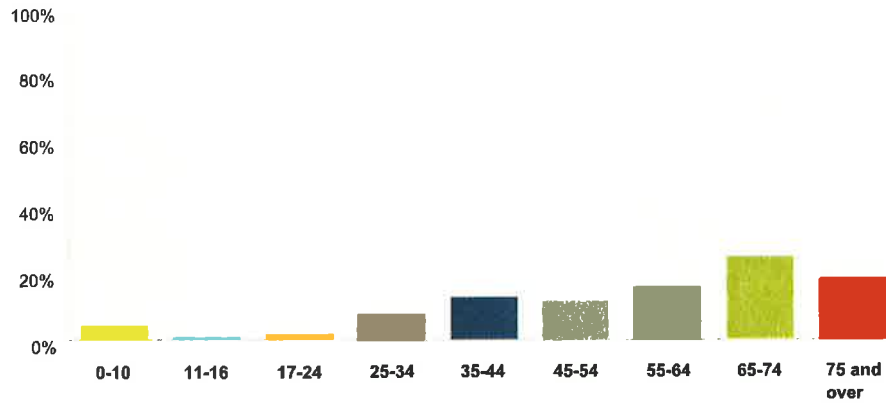


Answer Choices	Responses	
Male	35.68%	984
Female	64.32%	1,774
Total		2,758

Library Service

Q17 Age?

Answered: 2,769 Skipped: 496

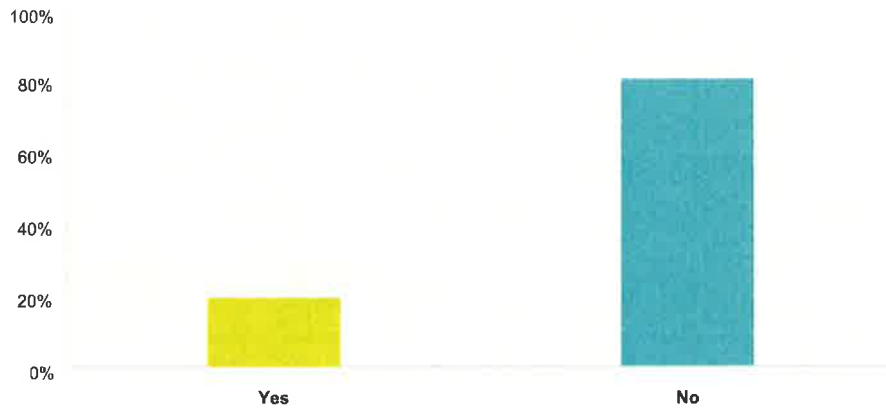


Answer Choices	Responses	
0-10	4.30%	119
11-16	1.08%	30
17-24	2.17%	60
25-34	8.13%	225
35-44	12.86%	356
45-54	12.10%	335
55-64	15.85%	439
65-74	25.17%	697
75 and over	18.35%	508
Total		2,769

Library Service

Q18 Do you consider yourself to have a disability or long term illness?

Answered: 2,614 Skipped: 651

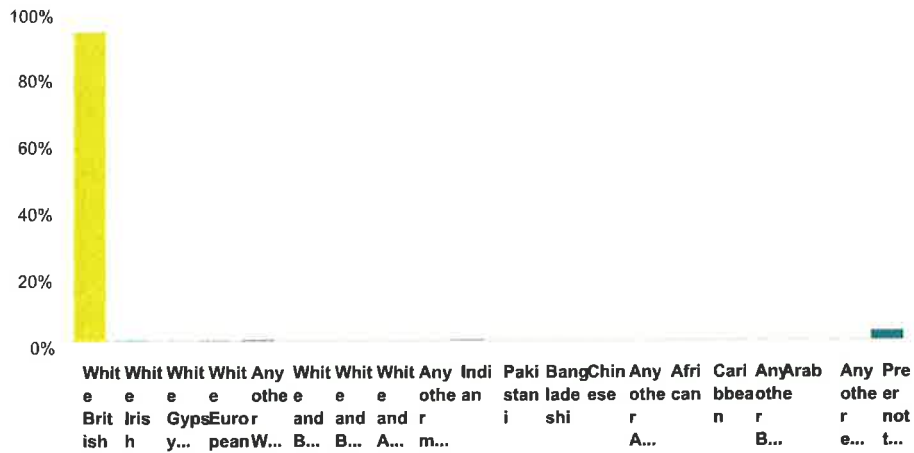


Answer Choices	Responses	
Yes	19.40%	507
No	80.60%	2,107
Total		2,614

Library Service

Q19 To which of these ethnic groups do you consider yourself to belong?

Answered: 2,749 Skipped: 516



Answer Choices	Responses	
White British	92.83%	2,552
White Irish	0.73%	20
White Gypsy or Irish Traveller	0.11%	3
White European	0.58%	16
Any other White background	0.40%	11
White and Black Caribbean	0.18%	5
White and Black African	0.11%	3
White and Asian	0.11%	3
Any other mixed background	0.15%	4
Indian	0.55%	15
Pakistani	0.11%	3
Bangladeshi	0.11%	3
Chinese	0.18%	5
Any other Asian background	0.04%	1
African	0.11%	3
Caribbean	0.15%	4
Any other Black / African / Caribbean background	0.15%	4
Arab	0.00%	0
Any other ethnic group	0.18%	5
Prefer not to say	3.24%	89

Library Service

Total

2,749