

Thank you to everyone who took the time to complete the first survey in our Library Review. We asked you to say whether or not you agreed with 6 principles for the future development of the library service. We received 3,537 responses; here is a summary of those responses:

**PRINCIPLE 1** To provide a Library Service across the borough which provides all residents and those working or studying in the borough with access to libraries and to electronic services sufficient in number, range and quality to support reading for pleasure, lifelong learning, the development of new skills and the effective use of information.

Strongly agree	86.65%
Agree	11.49%
Neither agree nor disagree	1.26%
Disagree	0.29%
Strongly disagree	0.31%

**PRINCIPLE 2** To ensure that the needs of more vulnerable residents and groups protected by Equalities legislation are taken fully into account in the review process.

Strongly agree	70.32%
Agree	23.18%
Neither agree nor disagree	5.13%
Disagree	0.83%
Strongly disagree	0.54%

**PRINCIPLE 3** To ensure that the resources committed to the Library Service are used as efficiently as possible by exploring options to reduce running and maintenance costs and to share premises with Council and other services.

Strongly agree	35.36%
Agree	37.52%
Neither agree nor disagree	13.43%
Disagree	9.58%
Strongly disagree	4.11%

**PRINCIPLE 4** To explore options for investing in technology to improve access to the Library Service, for example by extending opening hours, increasing our digital offer and enhancing provision for those with sensory impairments.

Strongly agree 55.24%  
Agree 33.65%  
Neither agree nor disagree 7.71%  
Disagree 2.48%  
Strongly disagree 0.92%

**PRINCIPLE 5** To welcome the contribution that members of the community can make to the Library Service as volunteers, supporting both traditional and digital services.

Strongly agree 34.26%  
Agree 35.45%  
Neither agree nor disagree 14.87%  
Disagree 9.81%  
Strongly disagree 5.61%

**PRINCIPLE 6** To meet local aspirations for a network of community spaces across the borough in which the Council and local communities can work together as partners in meeting local needs.

Strongly agree 40.21%  
Agree 41.18%  
Neither agree nor disagree 14.64%  
Disagree 2.78%  
Strongly disagree 1.19%

**QUESTION 7** Asked if you felt that there were any other key principles that should be taken into account during the review; 38.46% of people who responded to this questions said yes and 61.54% said no.

In **QUESTION 8** we asked you to list any principles you wanted to add. 1,163 people responded to this question. To make analysis easier we divided responses into categories (topics), here is a list of those categories with the number of comments. Please note that some responses covered several categories

Access (including support for people with special needs) 192

Bury Library 81

Cafes (introduction) 13

Children (services for) 165

Community (use by and provision of space) 267

Council (responsibility for Libraries and other services) 89

Hours (opening and access) 38

IT (computers and other services) 98

Learning 124

Prestwich 21

Radcliffe 35

Ramsbottom 14

Reading and books 284

Sculpture Centre 54

Services (various) 52

Staff (level, qualifications, ability etc) 111

Tottington 9

Volunteers (role and place) 99

Whitefield 9

Uncategorized 226

**QUESTION 9** asked whether or not you were a library user. 93.76% of respondents said they used Bury Libraries and 6.24% did not use our services.

**QUESTION 10** looked at how often respondents visited the library

More than once a week 17.83%  
About once a week 24.83%  
Two or three times per month 25.85%  
At least once a month 21.68%  
At least twice a year 7.68%  
Once a year or less 2.13%

In **QUESTION 11** we asked how you usually travelled to the library

Car as a driver 39.38%  
Car as a passenger 5.53%  
Bus 7.93%  
Tram 1.81%  
Walk 39.66%  
Taxi 0.28%  
Cycle 0.83%  
Other means 4.58%

**QUESTION 12** asked those people who did not use the library the reason why (please note multiple responses were allowed for this question, the results add up to more than 100%)

Don't know what is available 10.29%  
Not interested 7.84%  
No need 39.22%  
Live too far away 11.27%  
Opening hours not suitable 16.67%  
Dont know where it is 0.49%  
Too difficult to get to 4.90%

Travel costs 0.49%

Other reasons 37.75%

**QUESTION 13** gave some options for extending or changing opening hours to see if this would make it easier for you to visit the library. 2,707 people gave some preferences (please note multiple responses were allowed for this question, the results add up to more than 100%)

Before 9am 8.86%

Lunchtimes 21.97%

5pm- 10pm 57.72%

Saturdays 45.24%

Sundays 31.68%

In **QUESTION 14** we asked if improving digital services would make you more or less likely to use the library. We mentioned things like WiFi, downloadable newspapers and magazines, remote access and specialist resources for things like family history.

Much more likely 18.05%

More 29.65%

Make no difference 52.30%

In **QUESTION 15** we said that the council would like the Library Service to take advantage of new technologies and asked if you agreed that the service should develop in this way

Strongly agree 38.98%

Agree 43.51%

Neither agree nor disagree 13.25%

Disagree 3.32%

Strongly disagree 0.94%

The Library Service has been working with volunteers for many years, **QUESTION 16** asked if you would consider volunteering to support the Library Service. 36.30% of people said yes and 63.70% said no.

**QUESTION 17** asked if you had any other comments about Bury's Library Service Review. 1,060 people made a response; we used the same categories as in question 8 (with the addition of 'Outreach') and again some responses contained several categories.

Access (including support for people with special needs) 15

Bury Library 63

Cafes (introduction) 14

Children (services for) 64

Community (use by and provision of space) 148

Council (responsibility for Libraries and other services) 45

Hours (opening and access) 30

IT (computers and other services) 97

Learning 54

Outreach (smaller libraries) 21

Prestwich 26

Radcliffe 37

Ramsbottom 48

Reading and books 181

Sculpture Centre 27

Services (various) 8

Staff (level, qualifications, ability etc) 227

Tottington 10

Volunteers (role and place) 180

Whitefield 29

Uncategorized 258