Library Services

Needs Assessment 2016

Torbay Council – Library Services

Assessment of local need, performance and customer opinion October 2016

1.   Background and context

Torbay Council has a statutory duty to provide a Library and Information Service:

> **"It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof".**
> *(Public Libraries & Museums Act 1964, section 7)*

Like all councils, however, Torbay needs to examine all areas of spending following the major and ongoing reduction in funding received from central government. The purpose of this document is to set out what factors the Council has taken into account while conducting the libraries review and to help decision makers to provide a comprehensive service which is affordable in current financial circumstances.

Torbay's libraries have become increasingly efficient in recent years whilst at the same time maintaining a valued and respected service. Efficiencies have been achieved through:

- Different ways of working (self service technology, stock selection practices)
- Increased use of volunteers to complement existing service delivery (Summer Reading Challenge, ICT buddies, housebound service in response to the withdrawal of the mobile library service)
- Increased e-provision (e-books and e-audio service, online information resources)
- Reduction in opening hours
- Reduction in management and support posts

The following table shows the extent of staffing reductions in recent years:

Department	FTE 2009/10	FTE 2014/15	FTE as of August 2016
Management Group	4	2	1
Reference & Information Services	0.76	0	0
Young People's Services	1.5	1.23	0.4
Inclusion Services Unit	1.18	1.02	0
Service Support	1	1	0.8
Volunteer Officer	1	1	0.6
Bibliographical Services	6.5	3.28	3.11
Torquay Library	13.86	9.3	9.17
Paignton Library	7.86	7.03	6.45
Brixham Library	3.84	3.18	3.12
Churston Library	3.47	2.78	2.87
Mobile Library	1	0	0
Caretakers	1.7	1.22	0

This needs assessment will examine need, usage, cost and performance of our Library Service set against the demographics of our communities.
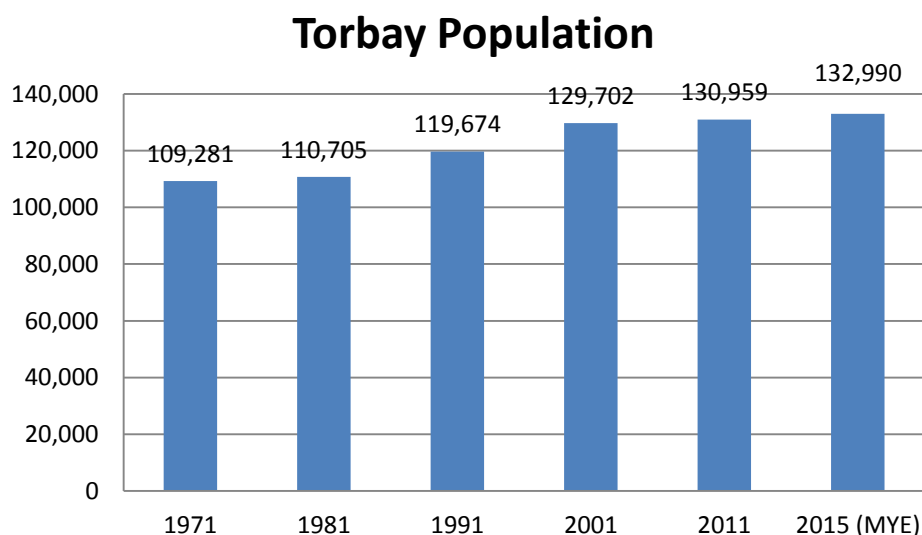
2. Torbay characteristics

This data helps us to understand the needs and profiles of the different communities within Torbay. Information has been taken from ONS 2011 Census and Mid Year Estimates 2015. Other sources are quoted as appropriate.

2.1 Population

Torbay has a geographical area of around 24 square miles. The total population is 132,990 resulting in a population density which is high compared with national and regional figures. The population increases significantly for the peak summer weeks due to Torbay's role as a popular holiday resort. There is a large transient population.

The estimated resident population of England in 2015 was 54,786,327, an increase of 5.3% since the last census in 2011. The South West saw a population increase of just over 3.5%. Conversely, Torbay only saw an increase of 2.1% in the same period. The following shows the increase in the last 40 years.

Torbay Population

Year	Population
1971	109,281
1981	110,705
1991	119,674
2001	129,702
2011	130,959
2015 (MYE)	132,990

The population of the three Torbay towns is:

Torquay – 66,345 (49.9%)
Paignton – 49,845* (37.5%)
Brixham – 16,800 (12.6%)

*Included in this figure is population of Churston with Galmpton ward (6,675) which may be used as a figure for the population in the catchment area of Churston library. In terms of patterns of use, however, given the small geographical area of Torbay, usage of libraries is not always dictated by catchment area.

In terms of service provision, it is not surprising that Torbay has relatively small number of libraries per 100,000 population.

Torquay Library is located within the most densely populated area of the four libraries as shown by the map below.

Ward Population - 2011 Census

Ward Population
- 11,500 and over (3)
- 10,000 to 11,500 (2)
- 8,000 to 10,000 (4)
- 7,600 to 8,000 (3)
- Up to 7,600 (3)

Torquay Library

Paignton Library

Brixham Library

Churston Library

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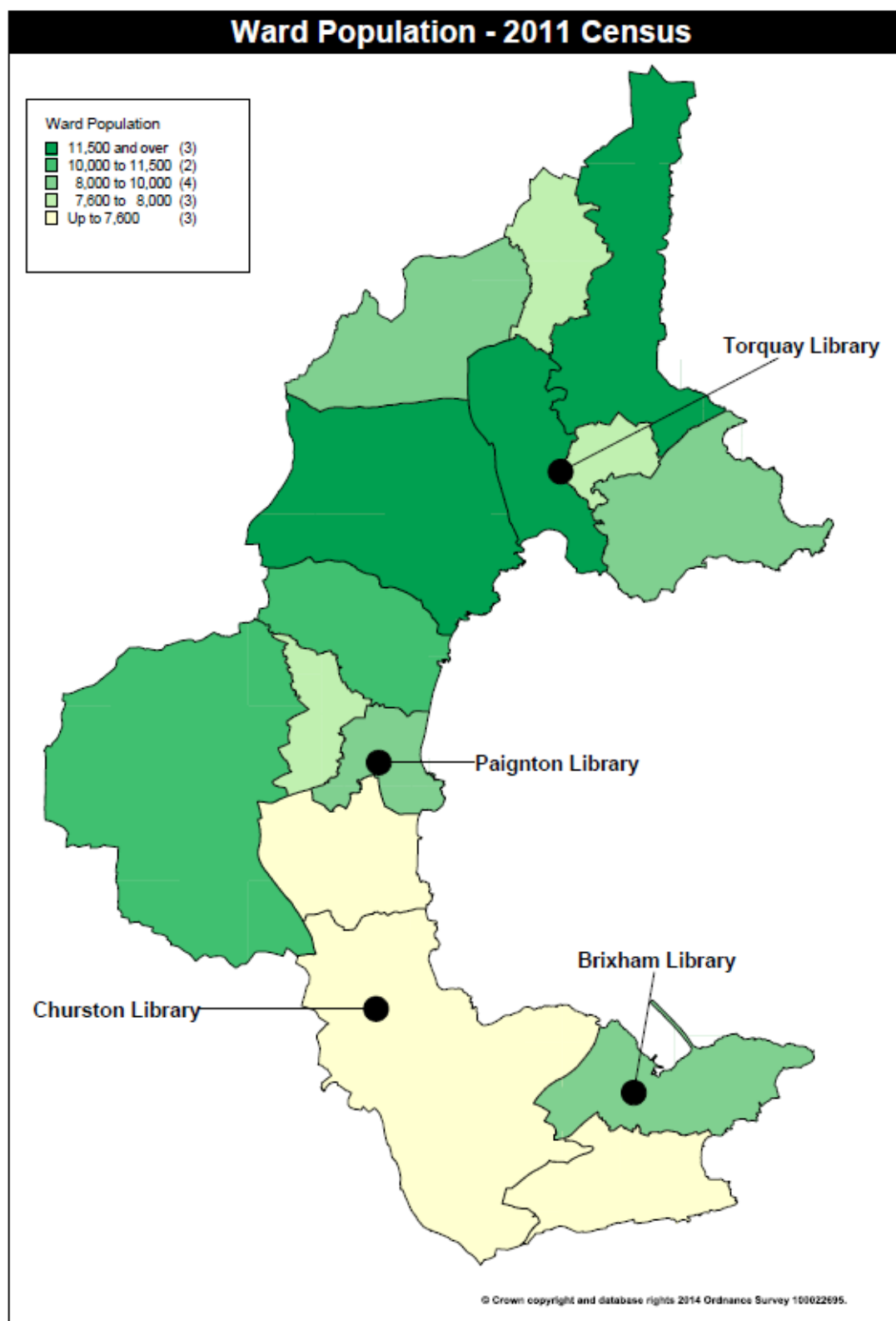
2.2   Age

Torbay has a higher proportion in most age groups from 45-90+, for both males and females, than the national population. This higher proportion is expected to increase over the coming years. However, Torbay has a lower proportion in all age groups from 0-39 than nationally. The median age in Torbay is 47.6 years. This is higher than the national figure of 40, reflecting an older population.

Life expectancy at 65 is generally higher for residents in Torbay than compared to England. Males are estimated to live for a further 18.9 years and females 21.4 years. This compares to 17.7 years and 20.3 years respectively for males and females in England.

Torbay's population structure is shown below with the solid bars and compared to the England structure (line). Torbay's population structure is very much dominated by the higher proportion of older people and the noticeably lower proportion of younger adults aged 20 to 39.
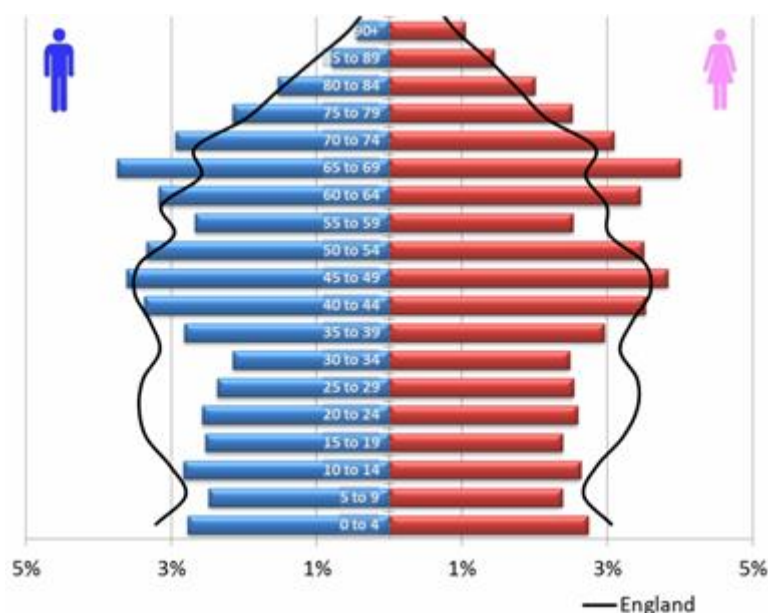
The table in section 3.5 shows the breakdown by age of the membership of each library and reflects the bias towards an older population.

What libraries do

Libraries offer a wide range of services for all ages including:

- Safe, welcoming and neutral spaces
- Quality book stock in a range of formats for the youngest to the oldest reader
- Activities to encourage reading and cultural enjoyment (e.g. Music, Rhythm and Rhyme for parents and toddlers; Summer Reading Challenge for youngsters; Poetry for Pleasure and Local History groups). Libraries are one of the first council services children may use on their own.
- Reference, information and local studies, including access to free online resources
- PC access, including WiFi at all libraries
- Computer skills training
- Photocopying and FAX services

- Provision of library materials to residential homes
- Simple membership procedures
- Concessions including no overdue fines for children's items, free reservations for children and for customers registered as disabled or chronically sick.
- Signposting to other services – the first port of call for support and advice

2.3   Housing

In Torbay 127,908 (98%) residents live in 59,010 households and 3,051 (2%) residents live in 456 communal establishments.

There are 5,360 (8.3%) household spaces with no usual residents, nearly double the national percentage (4.3%). Torbay also has higher than the national percentage of flats, maisonettes or apartments, especially converted or shared houses/bed-sits, 11.2% (4.3%).

36.4% of households are owned outright (South West 35.4%, England 30.6%). Private rented tenure through a private landlord or letting agency is 21.4% in Torbay compared to around 15% for South West and England.

Of the 3,051 communal establishment residents in Torbay, 17.9% of Torbay residents reside in Care homes with nursing (South West 15.7%, England 14.8%), and 45.3% in care homes without nursing (South West 22.9%, England 21.6%).
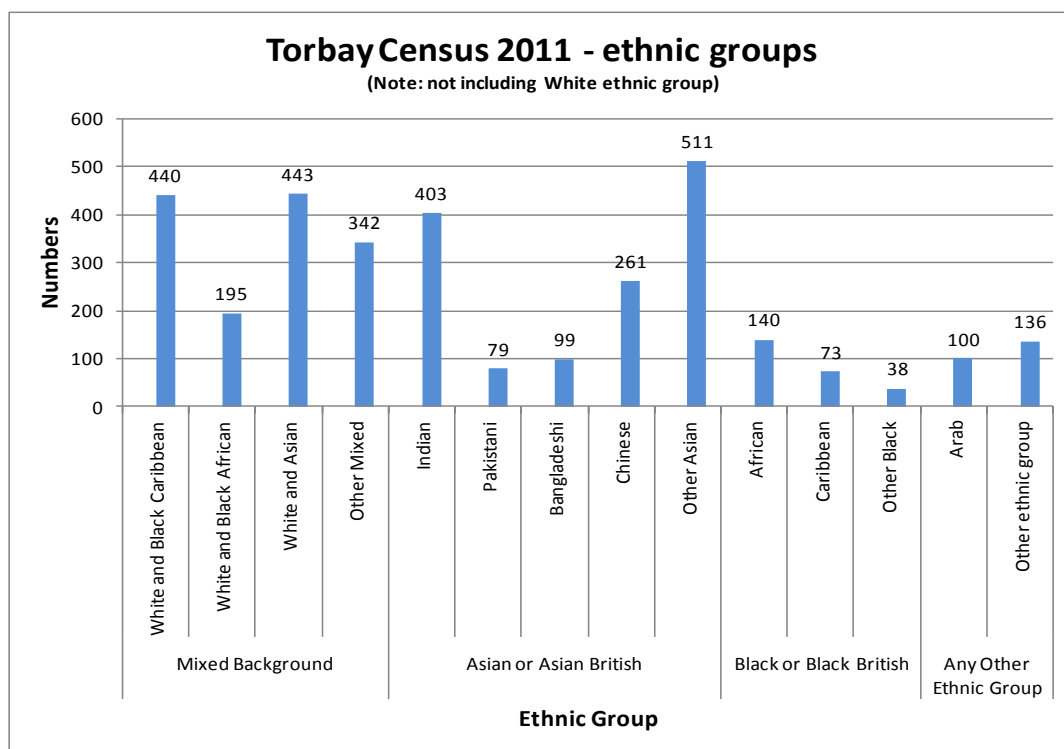
What libraries do

Libraries offer a residential home service to around 41 communal establishments, applying a nominal charge, providing books, audio books and music CDs based on residents' profiles.

A service for housebound customers is being managed by libraries. Books are chosen and delivered by volunteers from Rotary and Brixham Does Care.

2.4   Ethnic Groups

Torbay has a resident ethnic minority population (excluding white ethnic groups) of 3,260 (2.5%). Of these, 1,420 residents (1.1%) are **Mixed/Multiple** ethnic background, 1,353 (1%) **Asian/Asian British**, 251 (0.2%) **Black British** and 236 (0.2%) **Other ethnic Group**.

Torbay Census 2011 - ethnic groups
(Note: not including White ethnic group)

Ethnic Group	Numbers
White and Black Caribbean	440
White and Black African	195
White and Asian	443
Other Mixed	342
Indian	403
Pakistani	79
Bangladeshi	99
Chinese	261
Other Asian	511
African	140
Caribbean	73
Other Black	38
Arab	100
Other ethnic group	136

Mixed Background: White and Black Caribbean, White and Black African, White and Asian, Other Mixed
Asian or Asian British: Indian, Pakistani, Bangladeshi, Chinese, Other Asian
Black or Black British: African, Caribbean, Other Black
Any Other Ethnic Group: Arab, Other ethnic group

97.2% of households have English as the main language.

What libraries do

Libraries offer a range of books in foreign languages, including Chinese and Polish.

As part of the Book Start initiative, dual language reading materials for early readers in 27 other languages are also available for children identified by partners through outreach work with hard to reach groups.

Libraries also stock a wide range of dual language picture and board books (text in English plus additional language) and are purchased specially to meet identified language needs.

2.5   Religion and belief

Torbay has a higher proportion of residents recorded as **Christian** (63.3%) and **No Religion** (27.5%) than England and the South West. Those where religion is not stated is 7.7%.

Numbers for each of the other main categories are below 750 persons (0.5%) each and range from 0.03% **Sikh** to 0.5% **Other Religion**.

In the table below, within **Other Religion** the highest categories are Pagan (177 people), and Spiritualist (246 people).

Torbay Census 2011 - Religion, number of persons
(excluding categories: Christian, No Religion, Religion not stated)

389
702
128
109
41
521

- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion
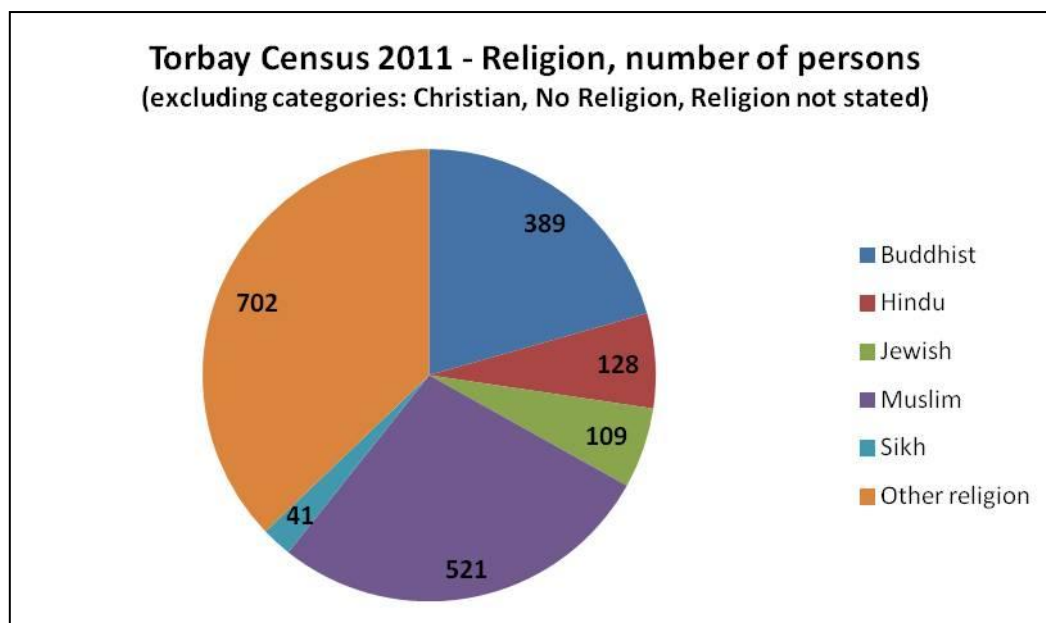
What libraries do

We provide a range of stock covering all religions and beliefs.

A major inter-faith festival was held at Paignton Library in November 2014.

Activities for families and children include aspects of other faiths where appropriate to extend understanding and a positive view of a range of faiths.

2.6 Health

Torbay is ranked low for **Very good health** (41.7%) but relatively high for **Fair health** (16.3%). Both **Bad health** (5.8%) and **Very bad health** (1.7%) have higher percentages in Torbay than in England (England 4.2%, 1.2% respectively). This equates to 9,892 people over both categories.

In Torbay 4,684 residents (3.6%) provide over 50 hours of unpaid care a week compared to 2.4% for the South West and England. Torbay is ranked 15th highest nationally.

What libraries do

Libraries have worked closely with the South Devon Health Care Trust in providing events for carers and offering IT tuition led by library staff. Paignton Carers Centre is now based at Paignton Library and Information Centre.

Libraries offer a concessionary membership for customers who consider they have a disability or chronic illness. This entitles them to free hire of music and extended loan periods and reduced overdue charges. 329 (1.6% of active borrowers) customers have this type of membership.

Over 41 homes receive the residential homes service which provides reading materials for those who otherwise would be unable to access a library. Libraries also currently run a housebound library service using volunteers to deliver books to housebound customers in their own homes.

The Bookstart programme includes resources for children with additional needs – free Bookshine packs for hearing impaired or deaf children, and Booktouch packs for blind or partially sighted children. Bookstart Star packs were also gifted to children with additional communication and fine motor skills needs. The programme is run in partnership with the Health Visiting Team.

Libraries also provide access to Clear vision Braille / print books for children as well as large print books and spoken word resources. They also stock multi-sensory Bag Book packs for children and adults with additional needs. Family sessions are fully inclusive and activities are often designed around the additional needs of those participating. Libraries support the Special Needs Playscheme over the summer holidays and provide them with the resources to run the annual Summer Reading Challenge. In 2016 libraries supplied resources for up to 50 children (including resources for visually impaired children).

As well as offering a range of materials on health matters, libraries participate in the Reading Well Books on Prescription Scheme which aims to bring reading's healing benefits to people with anxiety, depression and other mild to moderate mental health illnesses

Free meeting room space has been made available for groups dealing with domestic abuse, with Depressions and Anxiety and with learning and communication difficulties. Libraries are considered as safe and neutral spaces for vulnerable groups.

2.7   Economic Activity

Around 78.2% of those aged between 16 and 64 are classed as economically active.

15.7% of the population are part-time employees and 31.4% Full-time. For part-time employees this is 2% above the national figure and for full-time 7% below. Torbay shows a spike in the number for retired residents with 19.6% compared to 13.7% nationally.
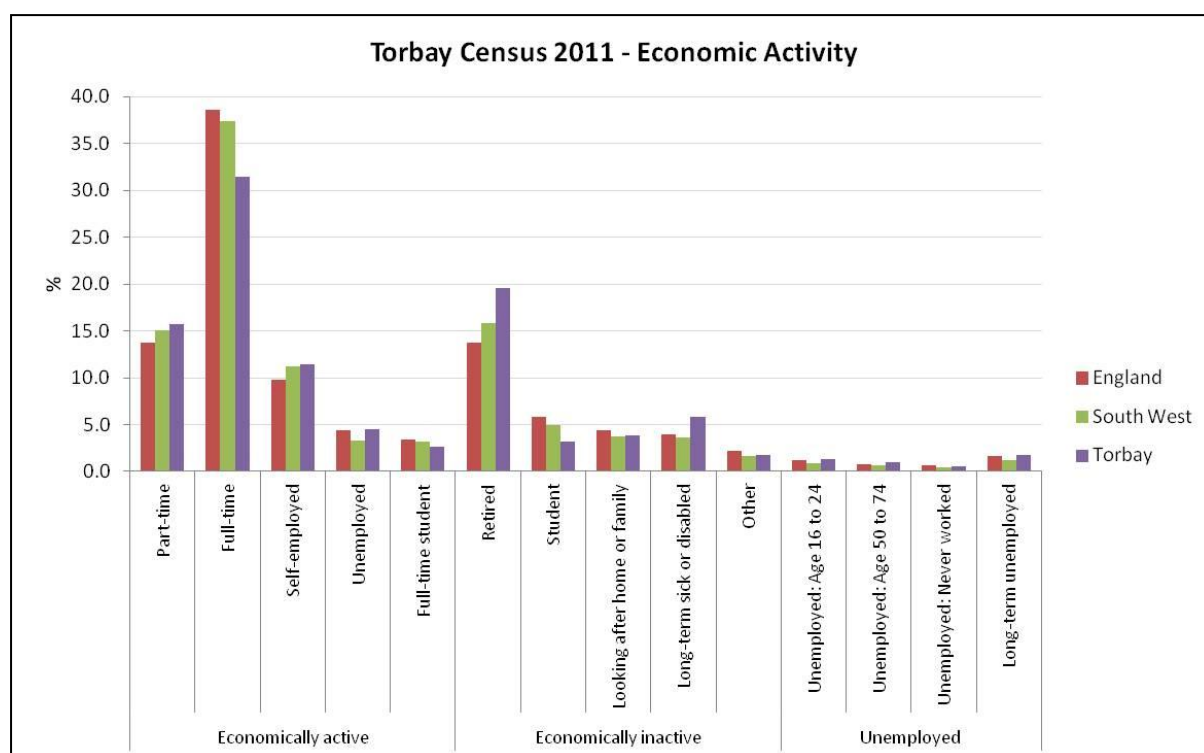
Of the part-time employees in Torbay 10% work 15 hours or less and 24% work 16 to 30 hours. Of those working full-time, 54% work 31-48 hours and 12% 49+ hours.

Status of Working Age Population (Jul 2015 – Jun 2016)
ONS annual population survey

Working status	Torbay	South West	United Kingdom
Working	74.2%	77.3%	73.8%
Unemployed	5.2%	4.0%	5.1%
Economically Inactive	21.8%	19.4%	22.1%

In terms of unemployment by ward, Torquay and Paignton Libraries are situated within the areas with the highest rate of the working age population (16-64) claiming Jobseeker's Allowance. The map below highlights this rate by ward in relation to the location of each library.

Ward Unemployment Rates

Jobseeker's Allowance claimant rate
% of working age population (16-64), Feb 2014

5% and over	(3)
4% to 5%	(0)
3% to 4%	(3)
2% to 3%	(6)
Up to 2%	(3)
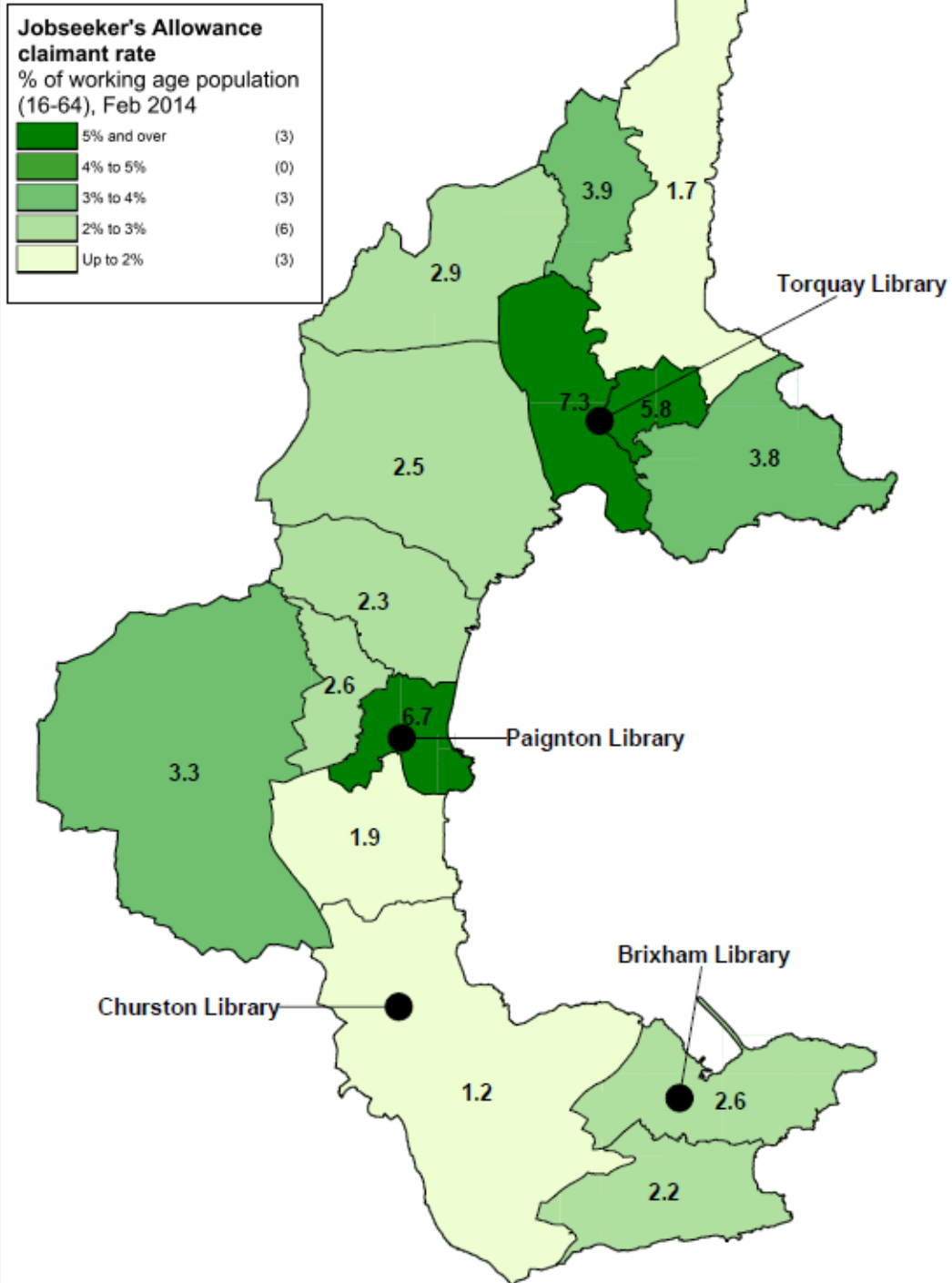
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What libraries do

Libraries are free to join and membership procedures have been made as simple as possible to encourage participation. There are no overdue fines for children's items, and reservations are free for children and for customers registered as disabled or chronically sick.

Libraries offer a range of free services in friendly and neutral spaces. The first hour of PC access is free and computers are available in all libraries with staff and volunteers trained to support customers in their use.

2.8 Education and skills

Within Torbay 25.8% of residents age 16+ have no qualifications. This is above the national percentage of 22.5% and South West 20.7%.

Torbay is above the national and South West figure for the **Highest Level of Qualification** being **Level 1, Level 2 or Apprenticeships** but below the national and South West figures for **Highest Level of Qualification** being **Level 3, Level 4 or Other.**

Level 1 is GCSE D-G equivalent, Level 2 GCSE A*-C equivalent, Level 3 A levels and equivalent, Level 4 Professional Diploma and equivalent.

What libraries do

Libraries play a key role in supporting learning for individuals of all ages. Encouraging a love of reading from an early age is proven to lead to improved life chances and academic achievement. Our young people's services team works hard to develop a range of quality resources, activities and outreach programmes for hard to reach groups in order to build this platform. Each library offers Music, Rhythm and Rhyme sessions for under 3s, the Bookstart Bear Club and Book Quest reading schemes, and the Summer Reading Challenge which encourages reading and participation during the summer months.

 In addition to this libraries provide a wide range of free, fully inclusive activities for families, children and young people, many of which promote positive parenting (e.g. Bookstart programme, holiday activities, Saturday story based sessions, Film Club, Torbay Libraries Poetry Prize).

Libraries offer support and resources for early year's settings, schools and learning at home (e.g. visits to every primary school during the year, class visits, author visits, targeted work with children out of school and home educated children with Home School Club, outreach visits to early years settings and schools, home learning packs).

Libraries have a programme of targeted outreach work in the community to promote the benefits of sharing books and reading to families (e.g. Children's Centres, families in supported housing and other vulnerable families).

Libraries stock a range of reading materials at all levels, and provides access to the world of information and learning through its Public Network computers, as well as access to 24/7 online information resources. Wi-Fi is available at Torquay and Paignton libraries.

The inter-library loan service allows customers to borrow books, journal articles and other materials from library services around the country in order to meet their needs.

2.9 Deprivation

Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds. The English Indices of Deprivation attempt to measure the concept of multiple deprivation organised across seven distinct domains of deprivation to calculate the Index of Multiple Deprivation 2015 (IMD 2015).

Levels of deprivation have increased in Torbay.

Torbay is amongst the top 15% most deprived district local authorities in England (46th out of 326).

Torbay is the most deprived district local authority in the South West region.

There has been a 75% increase in Torbay residents living in areas amongst the top 20% most deprived in England (16 LSOAs in 2010 to 28 LSOAs in 2015).

Almost 1 in 3 (31.5% - 42,037) residents live in areas amongst the 20% most deprived in England.

Map of Torbay Wards
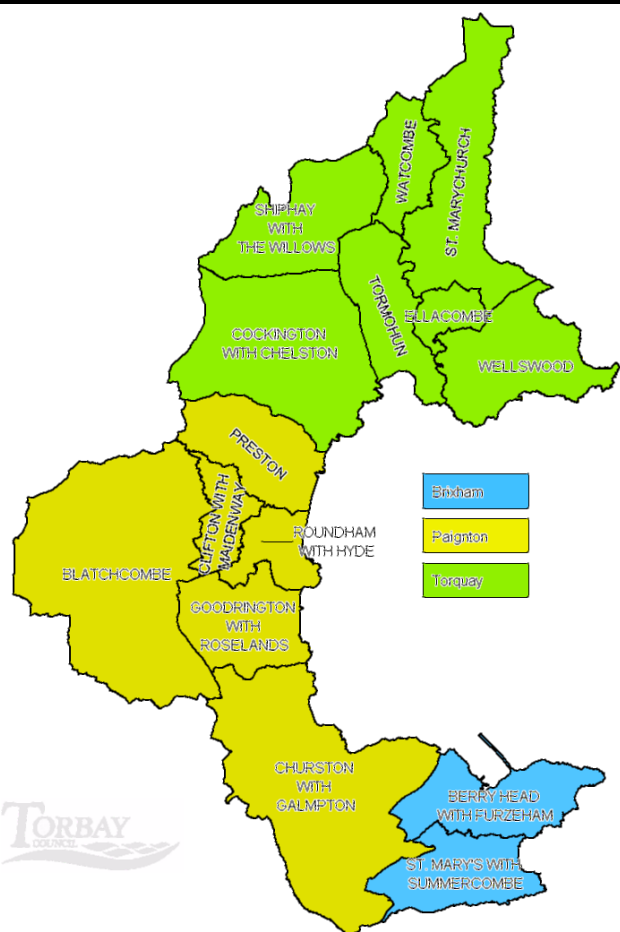
Map of IMD in Torbay showing location of Libraries
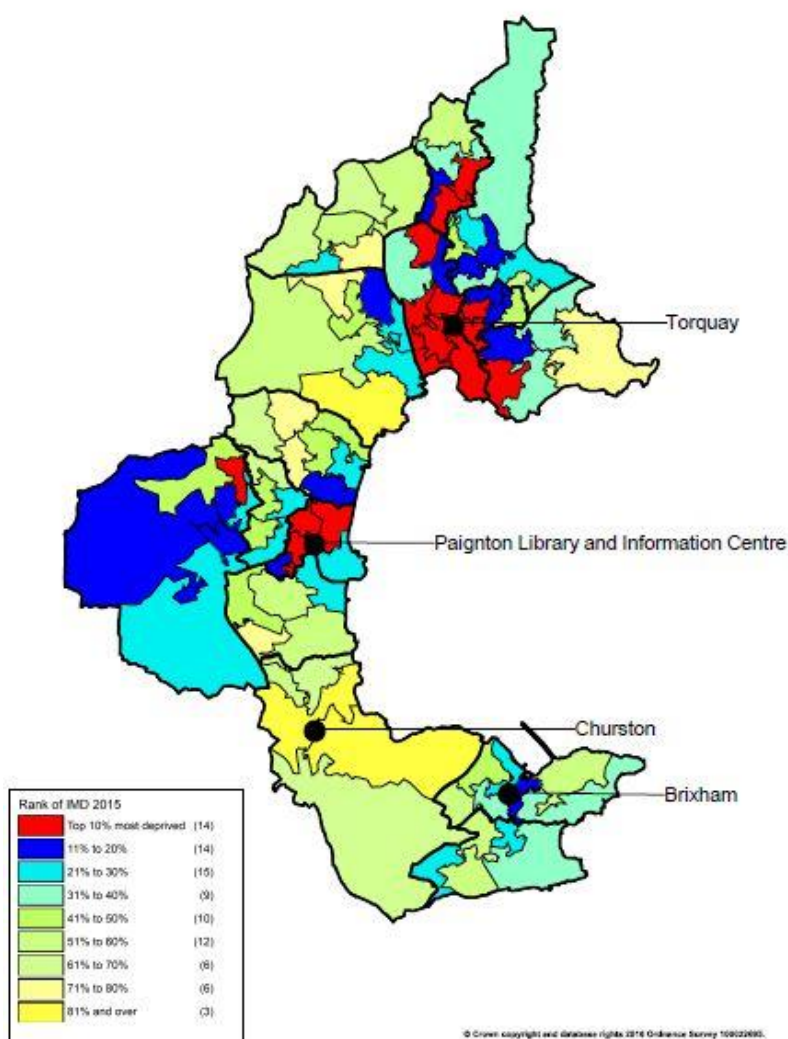
What libraries do

Paignton, Torquay and Brixham libraries are located close to areas of deprivation which rank in the 30% most deprived nationally.

The majority of services libraries offer are free and membership procedures are designed to encourage immediate use of services.

Libraries offer cheap meeting room space for organisations linked with employability and job searching skills i.e. Working Minds.

ICT buddies are available in each library to offer training in computer skills by appointment or on a drop in basis.

Library staff co-ordinate the national Bookstart scheme in Torbay ensuring that young children receive free book packs from the earliest age. Our Bookstart Coordinator works closely with hard to reach groups and families (e.g. ethnic minorities, Women's Refuge, teenage parents) to foster the reading habit, and parent-child relationship in order to improve life chances.

Concessions in respect of overdue charges and reservations have been referred to earlier.

3. Torbay Libraries – Current service and performance

There are four static libraries in Torbay, each offering the same core services. In addition, a service to residential homes is co-ordinated by the Inclusion Services section based at Torquay library.

A range of virtual resources are also available, including a variety of information resources and an e-book/e-audio book service available 24/7.

Paignton Library and Information Centre opened in 2010 and is a multiagency hub offering library services, Torbay Council Connections and Registrar services, South Devon College Adult and Community Learning, South Devon Health Care Trust Carers service, HealthWatch, Devon and Cornwall Police, and cafe.

Torquay library is the 'headquarters' for the service and offers the main local studies collections for Torbay. Torbay Council's Registrar service operates from the library on a limited basis.

The registrar service also operates from Brixham library on a limited basis.

Torbay Council's Connections Service currently operates from Torquay and Brixham libraries via free internal customer enquiry telephones.

Churston library is unique in having its own car park

Each library has its own friends group.

Opening hours

Library Opening Hours August 2016

Torquay	Monday	9.30 – 18.00	8.5
	Tuesday	9.30 – 13.00	3.5
	Wednesday	9.30 – 18.00	8.5
	Thursday	9.30 – 13.00	3.5
	Friday	9.30 – 18.00	8.5
	Saturday	9.30 – 16.00	6.5
		Total	39
Paignton	Monday	9.30 – 17.00	7.5
	Tuesday	9.30 – 18.00	8.5
	Wednesday	9.30 – 13.00	3.5
	Thursday	9.30 – 18.00	8.5
	Friday	9.30 – 17.00	7.5
	Saturday	9.30 – 16.00	6.5
		Total	42
Churston	Monday	9.30 – 17.00	7.5
	Tuesday	9.30 – 13.00	3.5
	Wednesday	9.30 – 13.00	3.5
	Thursday	9.30 – 18.00	8.5
	Friday	9.30 – 17.00	7.5
	Saturday	9.30 – 13.00	3.5
		Total	34
Brixham	Monday	9.30 – 17.00	7.5
	Tuesday	9.30 – 18.00	7.5
	Wednesday	9.30 – 13.00	3.5
	Thursday	9.30 – 17.00	7.5
	Friday	9.30 – 13.00	3.5
	Saturday	9.30 – 13.00	3.5
		Total	34

3.1 Benchmarking

A range of comparisons are made with all CIPFA members (138 in to total) and Torbay, as compiled by CIPFA using the most recently available data from 2015.

Area	Best's Fig	Worst's Fig	Average	Torbay Fig	Torbay Rank
Active borrowers per 1,000 population	312	62	141	139	61
Revenue expenditure per 1,000 population	£8,672	£40,558	£15,046	£14,794	57
Visits per 1,000 population	8,982	2,175	4,325	4,538	47
Book issues per 1,000 population	6,341	1,240	3,449	3,674	60
Music issues per 1,000 population	265	0	23	36	20
Video and DVD issues per 1,000 population	416	0	76	149	15
Book stock per 1,000 population	2,670	600	1,231	1,324	39
Service points per 100,000 population	13	2	6	3	131
Visits to website per 1,000 population	27,228	26	1,760	2,595	20
Hours computer use per 1,000 population	1,588	5	512	379	94
Average cost per acquisition (books)	£4	£14	£7	£7	71
Cost per visitor	£1	£7	£4	£3	83
Employee costs as % revenue expenditure	32%	80%	47%	52%	108
Material costs as % revenue expenditure	1%	17%	9%	7%	121
Support costs as % revenue expenditure	0%	43%	15%	33%	15
Staff per 100,000 population	63	13	28	25	86
Professional staff per 100,000 population	32	0	4	6	33
ebook issues per 1,000 population	138	0	35	61	28
Enquiries per 1,000 population	3,446	23	675	979	22

3.2 Individual library statistics and performance

Torquay Library

	Issues	Visits	Enquiries	Active borrowers*	Computer use (%) **
2015 - 2016	164,860	169,378	68,706	6,335	47.91
2014 - 2015	170,082	183613	60378	6,901	47.69
2013 - 2014	183,701	196,850	52,278	7,900	53.20
2012 - 2013	198,282	197,119	50,481	8,339	57.18
2011 - 2012	238,724	237,039	68,653	9,927	61.78

Paignton Library and Information Centre

	Issues	Visits	Enquiries	Active borrowers*	Computer use (%) **
2015 - 2016	161,473	240,147	41,530	6,277	60.68
2014 - 2015	173,999	27,735	38,285	6,928	62.95
2013 – 2014	194,549	293,896	41,327	7,587	59.96
2012 - 2013	224,976	295,920	41,780	8,197	62.55
2011 - 2012	269,518	308,522	42,051	9,641	65.51

Churston Library

	Issues	Visits	Enquiries	Active borrowers*	Computer use (%) **
2015 - 2016	75,205	45,984	8,000	1,568	31.31
2014 - 2015	77,420	50,807	9,305	1,771	29.5
2013 – 2014	85,934	55,370	10,945	1,976	28.85
2012 - 2013	90,394	55,771	11,680	2,116	28.11
2011 - 2012	101,007	61,728	13,525	2,342	30.74

Brixham library

	Issues	Visits	Enquiries	Active borrowers*	Computer use (%) **
2015 - 2016	57,018	77,493	19,765	2,309	35.29
2014 - 2015	59,648	98,407	22,258	2,646	40.92
2013 – 2014	69,450	100,434	21,959	2,877	39.64
2012 - 2013	74,201	99,581	22,654	3,131	34.19
2011 - 2012	86,336	102,039	23,527	3,494	39.56

*An active borrower is defined as having borrowed 1 item or more in the course of the preceding year.

** Computer use is the number of hours used by customers as a percentage of the **maximum** hours that could have been used in the year. Paignton, Brixham and Churston libraries had a smaller **maximum** available in 2013/14 than previous years. Torquay library had a higher **maximum** in 2013/14 than previous years.

It is clear that traditional book loans are declining, in line with the national trend. In addition to physical loans from libraries customers are able to borrow ebooks by downloading titles to their own devices from the online library catalogue. The service is relatively new, but shows an increasing popularity.

	E book Issues
2015 - 2016	12348
2014 - 2015	10203
2013 – 2014	9,373
2012 - 2013	4,962
2011 - 2012	3,868

This trend is expected to continue as reading habits change.

3.4 Staff costs per library visit

The graph below divides the projected staffing costs for 2015/16 for each library against the total number of visits to that library for 2015/16 to provide an indicative cost per visit. This is useful in understanding the delivery of an efficient library service as outlined in the Public Libraries & Museums Act 1964.

As of October 2016 the Library Service is under review which is likely to mean the cost per library visit will go down.

Staff Costs Per Library Visit

Library	Cost per visit
Torquay	£1.11
Paignton	£0.70
Churston	£1.37
Brixham	£0.88
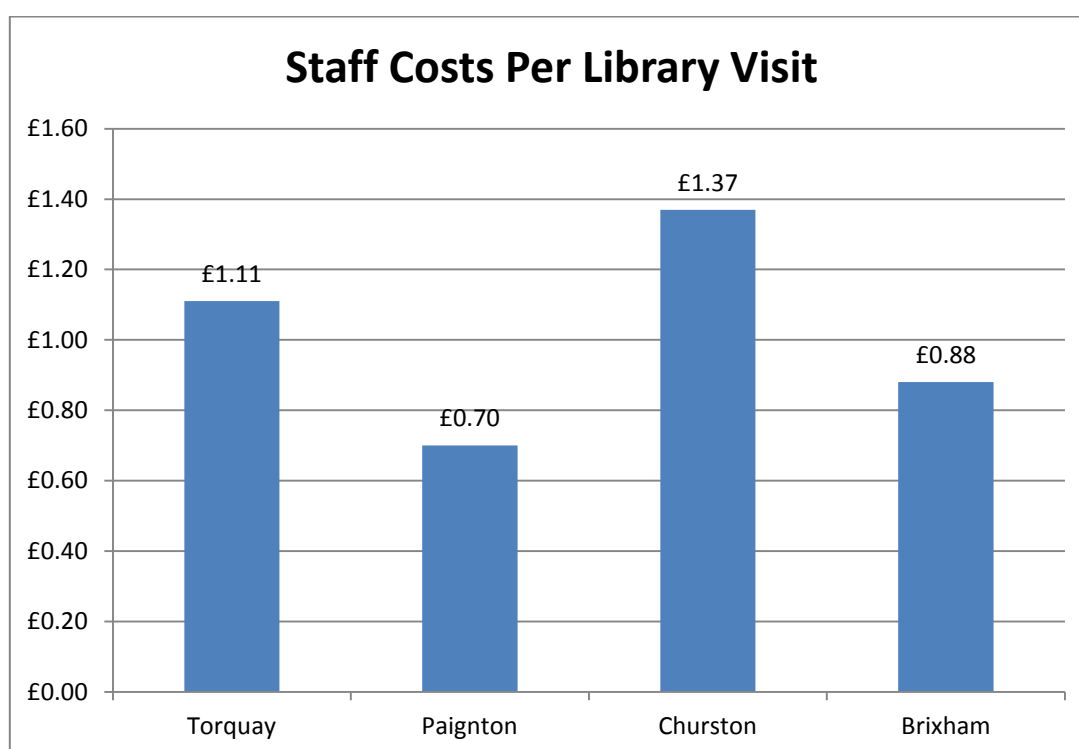
3.5 Age profile by library

The following shows the percentage of active borrowers per library broken down by age.

Age range	Torquay	Paignton	Churston	Brixham
0 - 15	27.3%	27.6%	22.4%	21.7%
16 - 25	6.9%	5.4%	2.5%	3.5%
26 - 35	7.2%	6.4%	3.3%	4.2%
36 - 45	12.3%	10.1%	8.7%	7.7%
46 - 55	10.9%	9.8%	9.0%	8.2%
56 - 65	11.6%	12.1%	14.3%	15.8%
66 - 75	14.7%	16.8%	23.8%	23.8%
76+	9.2%	11.8%	16.2%	15.1%

(From local data: all Torbay active borrowers by age as at October 2016).

3.6 Active borrowers by library.

The map below shows the location of libraries in relation to the rank of IMD (Indices of Multiple Deprivation) across Torbay. The table shows the number and percentage of all active borrowers at each library that live in the Top 30% of SOAs (super output areas) in the IMD.

Map of IMD in Torbay showing location of Libraries
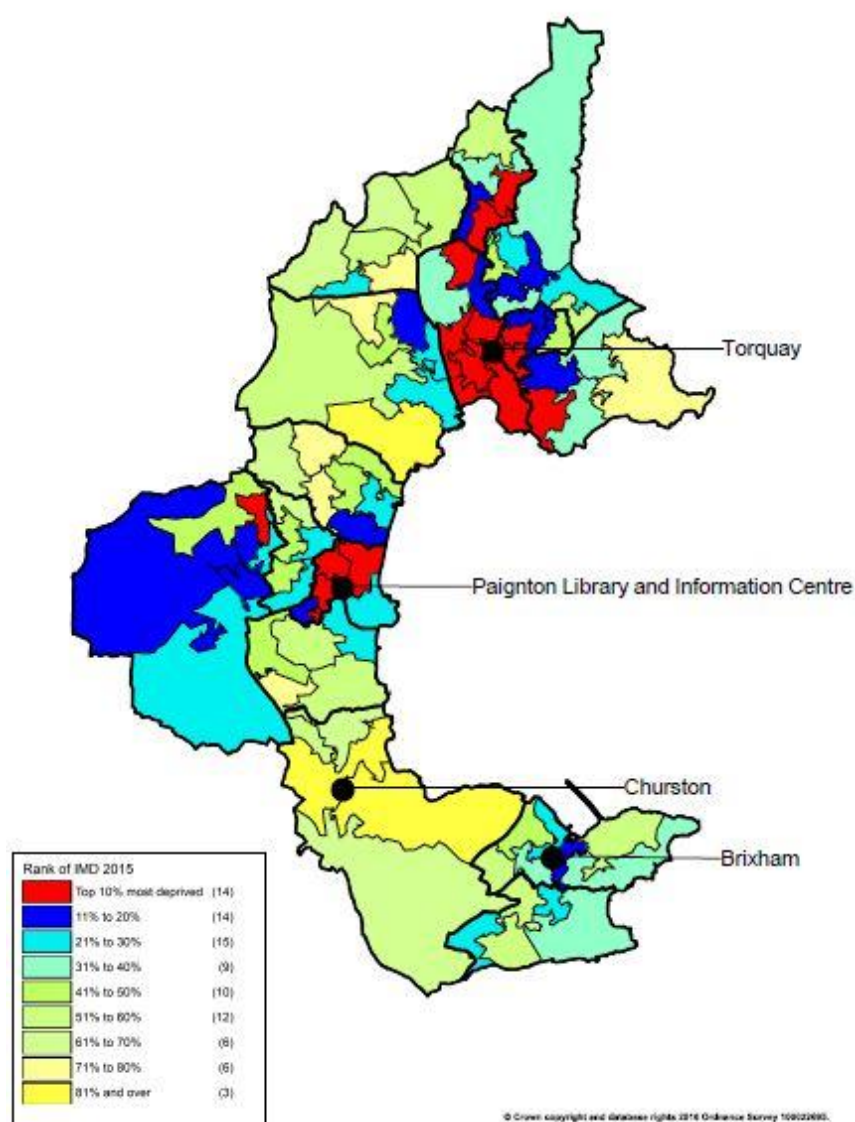
Deprived Area	Torbay Active Borrowers from Deprived Areas							
	Torquay Library		Paignton Library		Churston Library		Brixham Library	
	No.	%	No.	%	No.	%	No.	%
Top 10%	1,618	8.7%	1,121	6.1%	73	0.4%	62	0.3%
Top 20%	1,074	5.8%	950	5.1%	96	0.5%	565	3.1%
Top 30%	773	4.2%	1,513	8.2%	275	1.5%	529	2.9%

(% is from local data total of all Torbay active borrowers as at October 2016).

As stated earlier, given Torbay's small geographical area, usage of an individual library is not limited to customers from the immediate catchment area. This is also borne out from the consultation survey undertaken in order to determine need as per the table below.

Q3) Which other library(ies) do you also use?

Also use:	Library use the most:							
	Brixham		**Churston**		**Paignton**		**Torquay**	
	No.	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**
Brixham			90	32.7%	40	12.3%	10	2.9%
Churston	116	24.5%			48	14.8%	13	3.8%
Paignton	144	30.4%	138	50.2%			112	32.6%
Torquay	59	12.5%	30	10.9%	111	34.3%		

Transport Links

There are nearly 67,000 cars or vans in Torbay. 26% of households do not own a car or van. 45% own 1, 22% own 2 and 7% have 3 or more.

Torquay Library is situated in Lymington Road behind the Town Hall. There are two bus stops opposite where service numbers 12, 12a, X46, 31, 66, and 149 stop. Nearby Union Street also has route stops for service numbers 34 and 32. The nearest car park is Town Hall CP which is a shot level walk from the library. There are two other car parks within half a kilometre. The nearest train station is approximately 1.4km away.

Paignton Library and Information Centre is situated in Great Western Road opposite Paignton Bus Station where most bus services with routes in the area stop including the No. 12. Paignton Train Station is also situated on Great Western Road approximately 100 meters from the library along a level pavement. There are also two car parks within 50 meters.

Churston Library is on the main Dartmouth Road near Windy Corner. The number 12 bus stops almost outside the library and a local circular route Country Bus stops nearby. Churston has its own small car park which is free to use.

Brixham Library is behind the Town Hall. The No. 12 bus stops in the Town Square, 100 metres from the Library, whilst local bus services stop in Bank Lane, diagonally opposite. The nearest car park is Brixham Central CP approximately 100 meters away.

What libraries do

A range of reading materials and information is available online 24/7, together with a range of remote functions such as online reservations and renewals.

The service operates a return anywhere policy whereby books and other items borrowed from one Torbay library may be returned to any other in the Bay.

Services to residential homes and registered blind customers, and the planned housebound service, have been referred to earlier.

Bus passes, for those who are eligible, may be obtained from any library.

The community 'mini libraries' in all Children's Centres and outreach programme to the wider community has also been outlined earlier.

4. Customer and stakeholder views

Libraries are a popular service. The following table show satisfaction rates in recent years.

Year	Customers satisfied with libraries	Source
2010/11	75%	Viewpoint Panel
2011/12	76%	Viewpoint Panel
2012/13	82%	Viewpoint Panel
2013/14	92%	Needs Assessment

Libraries were the subject of two consultations in 2014. A degree of commonality has been identified across these surveys.

Question	Consultation 1	Consultation 2
Most used library	Paignton	Paignton
Highest frequency of use	Weekly	Weekly
Main reasons for visit	Borrow/return books	Borrow/return books
	For reference purposes	Information/advice
	Newspapers/magazines	For reference purposes
	DVDs	DVDs
	Computers	Newspapers/magazines
	Information/advice	Computers
Support for local library	Loss of local library – very little support	Loss of local library – very little support

Although issue figures are dropping, as shown in the library statistics earlier, the traditional library functions remain important to many customers. Nonetheless, the shift towards increasing use of technology will continue to challenge delivery models in the immediate future. This already being witnessed in the rise of e-book issues and the decline of traditional reference and information provision, the use of self service technology and provision of 24/7 services accessible without having to visit the library.

4.1 Library Services Needs Assessment Survey
(Please see annex one for a copy of the full consultation report).

In order to support this needs assessment by helping to identify what local people need from the library service and understand how we can delivery our statutory duty of a 'comprehensive and efficient library service' a survey was designed to capture the views of both users and non-users.

The survey was open from Friday 14 March to Monday 12 May 2014.

1,443 users and 107 non users of the library service completed the survey.

Among users, 59% of respondents said that they used the library weekly. The next highest response was monthly as cited by 25% of respondents.

Nearly half of users, 49%, had no preferred day to visit the library. The next most popular responses were Saturday (10%) and Thursday (8%). Younger people preferred Saturdays with 44% of 0-15 year olds giving that response.

An equal proportion of users (40%) had either no preference for when in the day they visited the library or a preferred to visit in the morning. The lower proportion of 18% who prefer the afternoons probably reflects the fact that every library is open each day in the morning but shut on various afternoons. Age was a differentiator on this question as 61% of 0-15 year olds, and 25% of 16-24 year olds, preferred afternoons.

84% of users feel that the opening times are convenient for them.

49% of users prefer to walk to their library. The next most popular response was 'car' (29%). This trend was the same for all libraries with the exception of Churston where most users (55%) prefer to travel by car – this library is the only one of the four to provide dedicated free parking.

Among users, the most popular reason for visiting the library was to 'borrow / return books' as cited by 89% of users. Other popular reasons were 'information / advice' (39%), 'study, reference or research' (37%), 'borrow / return DVDs' (30%) and 'read newspapers / magazines' (30%).

Online resources are not widely used by library users with less than 20% answering that they use them.

When asked which services are important to them, 95% of users agreed that 'a good selection of books' were. 'Comfortable and attractive spaces' (86%), 'access to good and trustworthy information' (85%) and 'helpful and knowledgeable staff' (84%) scored highly.

Among non-users, the most frequent reason for not using the service was that they 'buy their own books, music or film' (71%). The next most common response was 'I use the internet instead' (51%).

In terms of likelihood of having an interest in using the service in the future, 31% of non-users said that it was 'very unlikely' and 25% 'fairly unlikely'. 6% felt that it was 'very likely', whilst 22% answered 'fairly likely'.

Non-users were asked if there was anything that might encourage them to visit the libraries in the future. The majority, 56%, answered 'no' with popular reasons being using the internet instead, preferring to buy books and not having any need. 29% of non-users said they might be encouraged, citing more information about the services available being the most frequent response.

91% of all respondents (users and non-users) said they think it is very important for there to be a library in their neighbourhood.

76% of all respondents answered that it would have a major effect on their household if the library was withdrawn from their neighbourhood. The most popular reasons being; a loss of access to books / audiobooks / magazines (23%), it would be difficult or inconvenient to have to travel to another library (14%), and a loss of access to children's books and activities (12%).

In terms of alternative provision should the library be withdrawn from respondent's neighbourhoods, 45% said they would use another library in Torbay and 33% would stop using libraries altogether. At a local level, the following table confirms this opinion:

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Use another library in Torbay	194	41.0%	160	58.2%	163	50.3%	148	43.0%
Stop using libraries altogether	184	38.9%	84	30.5%	106	32.7%	112	32.6%
Other	63	13.3%	30	10.9%	39	12.0%	47	13.7%
Borrow e-books and/or e-audiobooks from the library online	39	8.2%	14	5.1%	27	8.3%	45	13.1%
Use another library outside of Torbay	18	3.8%	9	3.3%	23	7.1%	27	7.8%
N/A as I don't use the libraries	6	1.3%	1	0.4%	5	1.5%	6	1.7%

76% of respondents said they are very satisfied with the library service.

13% of respondents would be interested in volunteering to help people in the community access a variety of library services in the future.

As part of this consultation the Council's **"Consultation Caravan"** visited the four library towns to raise awareness of the needs assessment, listen to public opinion and answer any questions about the process.

4.2 Schools Survey
(Please see annex three for a copy of the full consultation report).

Schools data:

A total of 8 schools completed the survey, 75% of whom make use of the free services at their local library.

50% of them used Torquay Library. Paignton, Churston and Brixham Libraries were each used by one school apiece.

The reasons for not visiting Torbay libraries included the cost, lack of time and not having a need to.

63% of the schools provided their own library service at their school. 25% make their library provision available before school, 63% at lunchtime and 25% after school.

75% of the schools provide a facility for pupils to go online and the average number of PCs available for this was 25.

In terms of the level of effect on their pupils if the local library service was withdrawn 75% of schools stated it would have a major effect.

Primary school children data:

216 primary school children took part in the consultation. 71% of the primary school children (who completed the survey) visit the library.

Reasons for visiting the library included borrowing books or DVDs, using computers and to read.

When asked what they liked about the library the children stated books / reading, having somewhere quite to read, using the computers and the activities.

Suggestions for improving the library service included more books, more DVDs, a play area, an area to relax, tablets and more toys.

19% of the primary school children take part in the holiday story and craft activities.

24% take part in Book Quest and the Reading Journey.

The pupils stated that they would not be able to get books, would feel sad or angry, and it would be boring if they couldn't use their library as much or if they couldn't use it at all.

65% feel that the library is very important to them.

5. Conclusion

The review process, of which this needs assessment forms part, has arisen because Torbay Council is unable to sustain current levels of provision given the resources that are available to it. The Council will therefore be unable to maintain an efficient and comprehensive library service in future years unless a different, more affordable, service is adopted but which continues to reflect the needs of residents. From the assessment it is clear that:

- Satisfaction with libraries is high
- A range of services are available which do meet a wide and changing set of customer needs
- Traditional services remain popular
- Digital technology and services are playing an increasingly important role in service take up
- Marketing and promotion of services needs to be improved in order to maximise usage.

Library closure is not desirable but, in the current climate, alternative delivery models, increased efficiencies in management and support functions, effective responses to the decline in traditional library use, and reduction in opening hours may have to be considered in order to maintain a local presence at an acceptable cost. Proposals for libraries budget reductions will be formulated with these factors in mind and will be consulted upon before final decisions are made.

Policy, Performance and Review Team

Library Services – Needs Assessment

Consultation Report (Main Survey – including data tables by library)

May 2014

Method	Number of questionnaires returned	Percent of questionnaires returned
Paper	1,331	85.9%
Online	219	14.1%
Total	**1,550**	**100%**

This survey was open between 14 March and 12 May 2014

TORBAY COUNCIL

1.   Introduction

In setting a budget for 2014/15 and beyond, Torbay Council continues to face an unprecedented challenge and like all local authorities will have to make difficult decisions about its services. The library service has been asked to find £297,500 worth of savings from its budget for 2015/16.

In view of this, Torbay Council undertook a needs assessment of its library service to help identify what local people need from this service and understand how we can deliver our statutory duty of a 'comprehensive and efficient library service'.

As part of this process a survey was designed to capture the views of both users and non-users of the library service.

2.   Methodology

The survey was open from Friday 14 March to Monday 12 May.

Paper copies were made available in the four libraries at Brixham, Churston, Paignton and Torquay; and were also available in the Connections Offices at Brixham, Paignton and Torquay.

An online survey was on the Torbay Council website for this period.

The needs assessment, and survey, were marketed via press release, Facebook and Twitter.

Posters were used to promote the survey these were displayed in the libraries and connections offices and also sent to community centres and doctors surgeries across Torbay.

The consultation caravan was used to host four consultation events in Brixham, Churston, Paignton and Torquay where officers from the library service and business services were available to talk to members of the public regarding the needs assessment and help them to complete the survey. The Friends of Brixham Library group were very active in Brixham on the day the caravan visited their town, generating extra interest and distributing copies of the survey.

3.   Quality Assurance

To ensure the quality of data provided, all information received through both the online and paper surveys were verified and moderated. This provides assurance that the results presented overleaf are an accurate representation of respondent's views.

4. Summary of results

1,443 users and 107 non users of the library service completed the survey.

Among users, 59% of respondents said that they used the library weekly. The next highest response was monthly as cited by 25% of respondents.

Nearly half of users, 49%, had no preferred day to visit the library. The next most popular responses were Saturday (10%) and Thursday (8%). Younger people preferred Saturdays with 44% of 0-15 year olds giving that response.

An equal proportion of users (40%) had either no preference for when in the day they visited the library or a preferred to visit in the morning. The lower proportion of 18% who prefer the afternoons probably reflects the fact that every library is open each day in the morning but shut on various afternoons. Age was a differentiator on this question as 61% of 0-15 year olds, and 25% of 16-24 year olds, preferred afternoons.

84% of users feel that the opening times are convenient for them.

49% of users prefer to walk to their library. The next most popular response was 'car' (29%). This trend was the same for all libraries with the exception of Churston where most users (55%) prefer to travel by car – this library is the only one of the four to provide dedicated free parking.

Among users, the most popular reason for visiting the library was to 'borrow / return books' as cited by 89% of users. Other popular reasons were 'information / advice' (39%), 'study, reference or research' (37%), 'borrow / return DVDs' (30%) and 'read newspapers / magazines' (30%).

Online resources are not widely used by library users with less than 20% answering that they use them.

When asked which services are important to them, 95% of users agreed that 'a good selection of books' were. 'Comfortable and attractive spaces' (86%), 'access to good and trustworthy information' (85%) and 'helpful and knowledgeable staff' (84%).

Among non-users, the most frequent reason for not using the service was that they 'buy their own books, music or film' (71%). The next most common response was 'I use the internet instead' (51%).

In terms of likelihood of having an interest in using the service in the future, 31% of non-users said that it was 'very unlikely' and 25% 'fairly unlikely'. 6% felt that it was 'very likely', whilst 22% answered 'fairly likely'.

Non-users were asked if there was anything that might encourage them to visit the libraries in the future. The majority, 56%, answered 'no' with popular reasons being using the internet instead, preferring to buy books and not having any need. 29% of non-users said they might be encouraged, citing more information about the services available being the most frequent response.

91% of all respondents (users and non-users) said they think it is very important for there to be a library in their neighbourhood.

76% of all respondents answered that it would have a major effect on their household if the library was withdrawn from their neighbourhood. The most popular reasons being; a loss of access to books / audiobooks / magazines (23%), it would be difficult or inconvenient to have to travel to another library (14%), and a loss of access to children's books and activities (12%).

In terms of alternative provisions should the library be withdrawn from respondent's neighbourhoods, 45% said they would use another library in Torbay and 33% would stop using libraries altogether.

76% of respondents said they are very satisfied with the library service.

13% of respondents would be interested in volunteering to help people in the community access a variety of library services in the future.

5. Results

Q1)   Do you use any of the libraries in Torbay?

	Number	Percent
Yes	1,443	93.1%
No	107	6.9%
Total	**1,550**	**100%**

Respondents were then directed to a series of specific questions depending on whether they were a user or non-user of the library service. This was to help understand the needs and opinions of both groups.

Questions for users of the library service.

NB – percentages are shown as a proportion of library users in this section (not total respondents).

Q2)   Which library do you use the most?

	Number	Percent
Brixham	473	32.8%
Torquay	344	23.8%
Paignton	324	22.5%
Churston	275	19.1%
No answer	27	1.9%
Total	**1,443**	**100%**

Q3)   Which other library(ies) do you also use?

	Number	Percent
Paignton	418	29.0%
Torquay	218	15.1%
Churston	201	13.9%
Brixham	152	10.5%

Also use:	Library use the most:							
	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Brixham			90	32.7%	40	12.3%	10	2.9%
Churston	116	24.5%			48	14.8%	13	3.8%
Paignton	144	30.4%	138	50.2%			112	32.6%
Torquay	59	12.5%	30	10.9%	111	34.3%		

Q4)   How often do you use the library?

	Number	Percent
Daily	157	10.9%
Weekly	847	58.7%
Monthly	361	25.0%
Yearly	62	4.3%
No answer	16	1.1%
Total	**1,443**	**100%**

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Daily	63	13.3%	12	4.4%	46	14.2%	31	9.0%
Weekly	293	61.9%	185	67.3%	174	53.7%	177	51.5%
Monthly	98	20.7%	71	25.8%	83	25.6%	105	30.5%
Yearly	12	2.5%	6	2.2%	20	6.2%	24	7.0%
No answer	7	1.5%	1	0.4%	1	0.3%	7	2.0%
Total	**473**	**100%**	**275**	**100%**	**324**	**100%**	**344**	**100%**

Q5)   Which day of the week is your preferred day to visit the library?

	Number	Percent
No preference	711	49.3%
Saturday	144	10.0%
Thursday	114	7.9%
Monday	110	7.6%
Tuesday	93	6.4%
Wednesday	92	6.4%
Friday	87	6.0%
No answer	92	6.4%
Total	**1,443**	**100%**

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Monday	21	4.4%	23	8.4%	39	12.0%	25	7.3%
Tuesday	51	10.8%	16	5.8%	14	4.3%	11	3.2%
Wednesday	23	4.9%	16	5.8%	15	4.6%	38	11.0%
Thursday	30	6.3%	41	14.9%	29	9.0%	14	4.1%
Friday	38	8.0%	10	3.6%	14	4.3%	25	7.3%
Saturday	31	6.6%	16	5.8%	42	13.0%	52	15.1%
No preference	257	54.3%	139	50.5%	155	47.8%	147	42.7%
No answer	22	4.7%	14	5.1%	16	4.9%	32	9.3%
Total	473	100%	275	100%	324	100%	344	100%

Q6) When in the day do you prefer to visit the library?

	Number	Percent
No preference	580	40.2%
Morning	577	40.0%
Afternoon	260	18.0%
No answer	26	1.8%
Total	1,443	100%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Morning	202	42.7%	93	33.8%	143	44.1%	128	37.2%
Afternoon	80	16.9%	55	20.0%	51	15.7%	71	20.6%
No preference	186	39.3%	122	44.4%	124	38.3%	137	39.8%
No answer	5	1.1%	5	1.8%	6	1.9%	8	2.3%
Total	473	100%	275	100%	324	100%	344	100%

Q7) Are the opening times convenient for you?

	Number	Percent
Yes	1,212	84.0%
No	190	13.2%
No answer	41	2.8%
Total	1,443	100%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Yes	378	79.9%	228	82.9%	292	90.1%	293	85.2%
No	79	16.7%	39	14.2%	29	9.0%	38	11.0%
No answer	16	3.4%	8	2.9%	3	0.9%	13	3.8%
Total	473	100%	275	100%	324	100%	344	100%

Those library users who answered that the opening times were not convenient for them were asked to explain why. The most popular reasons are summarised below:

Category	Comments made by respondents
Part day openings (78 respondents)	*"It would be more convenient if the library did not close at 1 o'clock on Mondays and Thursday."* *"Sometimes I would like to go after school to prepare some of my school projects or to borrow books and it is closed."*
Evening / later opening (54)	*"Libraries need to be open longer in the evenings so that I can come after work."* *"Later opening times are better. Used to be good when you were open until 7pm because i could come after work."*
More weekend hours (26)	*"I work full time during week, so weekends are only time available but shuts early meaning have to rush about."* *"I believe our libraries should be open all day for at least six days a week."*
Longer hours (13)	*"Open more often - old times."* *"Could do with longer opening - can't always get computer."*

Q8) How do you prefer to get to your library?

	Number	Percent
Walk	702	48.6%
Car	421	29.2%
Bus	245	17.0%
Cycle	16	1.1%
Other	12	0.8%
No answer	47	3.3%
Total	1,443	100%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Walk	317	67.0%	91	33.1%	139	42.9%	150	43.6%
Car	87	18.4%	151	54.9%	102	31.5%	113	32.8%
Bus	48	10.1%	20	7.3%	71	21.9%	61	17.7%
Cycle	8	1.7%	2	0.7%	2	0.6%	4	1.2%
Other	3	0.6%	2	0.7%	2	0.6%	3	0.9%
No answer	10	2.1%	9	3.3%	8	2.5%	13	3.8%
Total	**473**	**100%**	**275**	**100%**	**324**	**100%**	**344**	**100%**

Q9) What is the main reason(s) you visit the library?

Respondents were able to choose as many reasons as they liked.

	Number	Percent
Borrow / return books	1,288	89.3%
Information / advice	563	39.0%
Study, reference or research	532	36.9%
Borrow / return DVDs	438	30.4%
Read newspapers / magazines	436	30.2%
Use library computers / internet	391	27.1%
Use photocopier / fax machine	367	25.4%
Attend children's / adult activities	289	20.0%
Access local / family history resources	211	14.6%
Borrow / return music CDs	206	14.3%
Use meeting rooms / attend meetings	169	11.7%
To attend courses / workshops	157	10.9%
Borrow / return audiobooks	151	10.5%
Use WiFi	127	8.8%
Other	119	8.2%
Help using computers / attend IT course	103	7.1%
Use online databases	98	6.8%
Look for jobs / use Jobsearch	79	5.5%
To do homework	50	3.5%

Other reasons given for visiting the library included:
- for the social aspect (64)
- the cafe (36)
- to relax (29)
- the friends group and friends events (27)
- children's books / book quest (19)

- to book theatre tickets (15).

For the breakdown of the main reasons respondents visit the library by the main library they use please see appendix one.

Q10) From the options in question 9 (including other) which reason(s) do you feel are the most important to you and why?

Category	Comments made by respondents
Books (570)	*"Ability to borrow and return books plays an important part in my life."* *"Range and variety of books and DVDs available which would be far beyond my budget."*
Computers / Internet (109)	*"Internet access as I do not have internet access at home."* *"The use of computers."*
Study, research and reference (108)	*"A hopefully quite haven to learn, research, study, think without disturbance."* *"Essential for research."*
Information / Advice (98)	*"Advice - knowledgeable staff point you in the right direction for information."* *"Being someone relatively new to the area it is good to be able to access information and advice all in the one place."*
Children's Activities (85)	*"Activities for children - my younger son benefitted from the library in many ways. He loved the activities in the holidays & it helped him have an interest in books (reading awards etc)."* *"Children's activities - music, rhythm and rhyme group is excellent for my little ones."*
Children's books (70)	*"Every 3 weeks I get books out for my 3 children. They all love reading/having stories and looking at the pictures. I can't afford to buy books all the time so the library is the perfect way to introduce them to new stories on a regular basis."* *"I attend with my 20 month old daughter and we borrow and return books every two/three weeks."*
DVDs (59)	*"The DVD's are also good entertainment for when it is difficult to get out."* *"Selection of books and DVD's."*
Newspapers & Magazines (42)	*"Read newspapers - I can't afford my own but want to keep up with news beyond TV and radio and I don't have a computer at home to*

Category	Comments made by respondents
	get news." *"Read newspapers - I can't afford a daily paper but want to keep up with the news."*
All reasons (34)	*"Not possible to state one particular reason. All of them are of equal importance given the specific need at any specific time."* *"They are all of equal importance."*
Library staff (34)	*"Staff friendly and helpful."* *"Good information from staff. Always helpful with my selection of books and DVDs".*

Other frequent responses included:

- for the social aspect (31)
- local and family history (31)
- use of the photocopier and fax machine (23)
- to attend meetings (22)
- the atmosphere (22)
- to attend courses (21)
- audiobooks (19)
- CDs (18)
- Community Hub (15)
- convenience (15)
- job search (13)
- adult activities (13)
- Cafe (11).

Q11) Please tell us if you use any of the following online resources?

	Number	Percent
Online renewals	276	19.1%
Online reservations	241	16.7%
Online catalogue	209	14.5%
Online reference library	186	12.9%
Free e-book and audiobook service	100	6.9%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Online renewals	72	15.2%	60	21.8%	62	19.1%	78	22.7%
Online reservations	81	17.1%	48	17.5%	57	17.6%	52	15.1%
Online catalogue	56	11.8%	40	14.5%	52	16.0%	57	16.6%
Online reference library	55	11.6%	26	9.5%	43	13.3%	56	16.3%
Free e-book and audiobook service	37	7.8%	14	5.1%	16	4.9%	30	8.7%

Q12) Are the following services important to you?

	Yes	Percent	No	Percent
Good selection of books	1,366	94.7%	15	1.0%
Comfortable and attractive spaces	1,240	85.9%	56	3.9%
Access to good and trustworthy information	1,225	84.9%	31	2.1%
Helpful and knowledgeable staff	1,214	84.1%	26	1.8%
Ability to order books from any library in Torbay	1,111	77.0%	111	7.7%
Internet and PC provision	617	42.8%	288	20.0%
Activities for adults	536	37.1%	334	23.1%
Online services	520	36.0%	253	17.5%
Educational / cultural courses and workshops	518	35.9%	293	20.3%
Activities for children	515	35.7%	330	22.9%
Access to WiFi	414	28.7%	355	24.6%

Library users were asked if there were any other services that are important to them. The most frequent responses were:

- a cafe (14)
- notice board for local events and information (9)
- booking theatre tickets (8)
- meeting place (7)
- inter-library loans from outside of Torbay (7).

For the breakdown of the main reasons respondents visit the library, by the main library they use, please see appendix two.

Questions for non-users of the library service.

NB – percentages are shown as a proportion of non-users in this section (not total respondents).

Q13) What are your reason(s) for not using the library service?

	Number	Percent
I buy my own books, music or film	76	71.0%
I use the internet instead	55	51.4%
Other	14	13.1%
I don't know what's on offer	12	11.2%
Not relevant for me	9	8.4%
The opening hours are not convenient	7	6.5%

Other reasons included:

- having used the library in the past but no longer having a need to (7)
- having their own books (3).

Q14) How likely is it that you would have an interest in using the library service in the future?

	Number	Percent
Very likely	6	5.6%
Fairly likely	23	21.5%
Fairly unlikely	27	25.2%
Very unlikely	33	30.8%
Don't know	13	12.1%
No answer	5	4.7%
Total	**107**	**100%**

Q15) If you answered 'very likely' or 'fairly likely' to question 14 which services would you be interested in using?

	Number	Percent
Borrow / return books	20	18.7%
Access local / family history resources	9	8.4%
Help using computers / attend IT course	7	6.5%
Study, reference or research	6	5.6%
Information / advice	6	5.6%
Borrow / return DVDs	5	4.7%
Borrow / return music CDs	5	4.7%
Read newspapers / magazines	5	4.7%
Use photocopier / fax machine	5	4.7%
Borrow / return audiobooks	4	3.7%
Look for jobs / use Jobsearch	4	3.7%
Attend children's / adult activities	3	2.8%
To attend courses / workshops	3	2.8%
Use library computers / internet	2	1.9%
Use WiFi	2	1.9%
Use online databases	2	1.9%
Use meeting rooms / attend meetings	1	0.9%
Other	1	0.9%
To do homework	0	0.0%

Q16) Is there anything that might encourage you to visit the libraries in the future?

	Number	Percent
No	60	56.1%
Yes	31	29.0%
No answer	16	15.0%
Total	**107**	**100%**

Respondents were then asked to explain their answer.

No:

Category	Comments made by respondents
Use the internet (10)	*"Can't think of a reason to go in, find all info online."* *"The Internet today provides a valuable resource which in the past Libraries were needed."*
Prefer to buy books / e-books (8)	*"I own a kindle which I use for reading. If I require a reference book I can search the internet for it."* *"I love reading but i buy books from second hand shops. I like to help charities and the books are very cheap."*
No need (6)	*"I have no need but when I did use the library it was to take my children there for books."* *"At present I have no need, and I cannot see that changing in the near future."*
No time (3)	*"I don't have much time for reading etc so have no requirements for the library."*

Yes:

Category	Comments made by respondents
Information about the services (7)	*"To know and understand what is on offer. Are the services on offer advised on a website if so advertise it to the community."* *"Publicise all the services that Libraries can offer and their opening hours. I wasn't aware from reading the list in question 3 that a library can and does provide all those services."*

Category	Comments made by respondents
A need for books (3)	*"The need to refer to a book that was very expensive and / or that I could not get access to anywhere else."* *"When I have read the collection of my own books I would then use the libraries."*
Opening hours (3)	*"Extension to the opening hours in the evening."* *"Opening hours when I'm not at work i.e. - not 9-6."*

The following questions were asked to all respondents.

Q17) **How important do you think it is for there to be a library in your neighbourhood?**

All respondents:

	Number	Percent
Very important	1,404	90.6%
Fairly important	75	4.8%
Neither important or unimportant	21	1.4%
Fairly unimportant	13	0.8%
Very unimportant	11	0.7%
No answer	26	1.7%
Total	**1,550**	**100%**

Users:

	Number	Percent
Very important	1,351	93.6%
Fairly important	49	3.4%
Neither important or unimportant	9	0.6%
Fairly unimportant	3	0.2%
Very unimportant	6	0.4%
No answer	25	1.7%
Total	**1,443**	**100%**

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Very important	453	95.8%	264	96.0%	294	90.7%	316	91.9%
Fairly important	7	1.5%	7	2.5%	14	4.3%	19	5.5%
Neither important or unimportant	3	0.6%	0	0.0%	3	0.9%	3	0.9%
Fairly unimportant	1	0.2%	0	0.0%	2	0.6%	0	0.0%
Very unimportant	2	0.4%	1	0.4%	3	0.9%	0	0.0%
No answer	7	1.5%	3	1.1%	8	2.5%	6	1.7%
Total	473	100%	275	100%	324	100%	344	100%

Non-users:

	Number	Percent
Very important	53	49.5%
Fairly important	26	24.3%
Neither important or unimportant	12	11.2%
Fairly unimportant	10	9.3%
Very unimportant	5	4.7%
No answer	1	0.9%
Total	107	100%

Q18) If the library was withdrawn from your neighbourhood, how much of an effect would this have on your household?

All respondents:

	Number	Percent
A major effect	1,178	76.0%
A minor effect	210	13.5%
No effect	91	5.9%
Don't know	33	2.1%
No answer	38	2.5%
Total	1,550	100%

Users:

	Number	Percent
A major effect	1,169	81.0%
A minor effect	186	12.9%
No effect	23	1.6%
Don't know	28	1.9%
No answer	37	2.6%
Total	**1,443**	**100%**

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
A major effect	398	84.1%	231	84.0%	257	79.3%	260	75.6%
A minor effect	49	10.4%	32	11.6%	50	15.4%	53	15.4%
No effect	5	1.1%	0	0.0%	8	2.5%	10	2.9%
Don't know	7	1.5%	6	2.2%	3	0.9%	12	3.5%
No answer	14	3.0%	6	2.2%	6	1.9%	9	2.6%
Total	**473**	**100.0%**	**275**	**100.0%**	**324**	**100.0%**	**344**	**100.0%**

Non-users:

	Number	Percent
A major effect	9	8.4%
A minor effect	24	22.4%
No effect	68	63.6%
Don't know	5	4.7%
No answer	1	0.9%
Total	**107**	**100%**

If you answered that the withdrawal of the library service from your neighbourhood would have a 'major' or 'minor' effect, please tell us how:

Category	Comments made by respondents
Loss of access to books, audio book, magazines. (358)	*"Would not have access to relevant and up to date books, magazines and other publications essential to my work and interests."* *"We would miss coming here and accessing all the books and audiobooks."*

Category	Comments made by respondents
Difficult to get to another Library / Inconvenience (220)	*"The nearest library would be a bus journey away. This would impact on when and how many books I could borrow or research I could do."* *"Inconvenience of not having such a valuable resource within such a accessible distance."*
Loss of access to children's books / activities (179)	*"We use Torquay library mainly for children's books. If this service was withdrawn it would have a major impact on my child's access to books. At present we are able to easily access a range of both fiction and non-fiction titles, which we couldn't afford to purchase."* *"I wouldn't be able to take my child to the music, rhythm and rhyme and other activities which would have an effect on him. We would lose access to a huge amount of books and again reading is vital."*
Loss of reference / research / information (163)	*"I would have significant problems in accessing local history resources."* *"Loss of a focal point for information and education."*
Loss of community facility / hub (152)	*"A library is an important community resource that offers a range of services for all. We would especially miss reading much."* *"There is no other hub that gives access to all the services I use - it would be a pity to lose such a vibrant community building and its resources."*
Isolation / Loss of social interaction (112)	*"For those living alone it encourages one to get out daily and meet people, old age can otherwise mean isolation."* *"I live on my own and reading is a great pastime. Visiting the library is bringing me into contact with friendly people and i would be very lonely without this contact."*
Can't afford to buy books, audiobooks, magazines. (99)	*"I read on average 2-3 books a week, and if the service was to be taken away I would not be able to afford buying books."* *"Need to buy magazines and newspapers I cannot afford."*
Loss of access to internet, computers, printing. (94)	*"I would not have access to a PC the internet access to books without having to take public transport elsewhere in Torbay."* *"Access to computers very useful as do not have one at home, also printing information off, typing letters etc."*
Stop using Libraries (55)	*"Would not be very likely to travel to borrow/return books. Probably buy from charity shops."* *"I would cease to use library facilities - a great loss."*
Would have to pay to visit/travel to	*"I would use the library much less often. Free parking onsite at Churston means I can drop in quickly. I resent strongly having to go to a fee paying car park in Brixham and Paignton in order to use the*

Category	Comments made by respondents
another Library (46)	*library.”* *“Travel expense to reach similar facility.”*

Other responses included:

- the loss of access to activities and courses (41)
- would access library facilities elsewhere (35)
- would use the libraries but less often (19)
- would source books from elsewhere (18)
- would struggle to look for jobs (12)
- would access the internet at home (7).

Q19) If the library was withdrawn from your neighbourhood, what alternative provision(s) would be an option for you?

	Number	Percent
Use another library in Torbay	698	45.0%
Stop using libraries altogether	507	32.7%
Other	182	11.7%
Borrow e-books and/or e-audiobooks from the library online	117	7.5%
Use another library outside of Torbay	104	6.7%
N/A as I don't use the libraries	75	4.8%

Other alternatives included:

- Stop using libraries due to transport / travel (43)
- Buy my own books, audiobooks etc (32)
- Would use another library but it would be inconvenient (32)
- There is no alternative for me (30)
- Use another library but less regularly (25)
- It would make me sad, depressed or angry (18)
- Stop using libraries due to cost (12)
- Stop using libraries due to mobility (11)
- Would use the internet instead (8)
- Don't know (6).

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Use another library in Torbay	194	41.0%	160	58.2%	163	50.3%	148	43.0%
Stop using libraries altogether	184	38.9%	84	30.5%	106	32.7%	112	32.6%
Other	63	13.3%	30	10.9%	39	12.0%	47	13.7%
Borrow e-books and/or e-audiobooks from the library online	39	8.2%	14	5.1%	27	8.3%	45	13.1%
Use another library outside of Torbay	18	3.8%	9	3.3%	23	7.1%	27	7.8%
N/A as I don't use the libraries	6	1.3%	1	0.4%	5	1.5%	6	1.7%

Q20) Overall, how satisfied are you with the library service?

	Number	Percent
Very satisfied	1,178	76.0%
Satisfied	249	16.1%
Neither satisfied or dissatisfied	80	5.2%
Dissatisfied	9	0.6%
Very dissatisfied	6	0.4%
No answer	28	1.8%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
Very satisfied	396	83.7%	239	86.9%	251	77.5%	252	73.3%
Satisfied	64	13.5%	31	11.3%	59	18.2%	76	22.1%
Neither satisfied or dissatisfied	3	0.6%	4	1.5%	5	1.5%	8	2.3%
Dissatisfied	1	0.2%	0	0.0%	2	0.6%	1	0.3%
Very dissatisfied	3	0.6%	0	0.0%	2	0.6%	0	0.0%
No answer	6	1.3%	1	0.4%	5	1.5%	7	2.0%
Total	473	100%	275	100%	324	100%	344	100%

Q21) Would you be interested in volunteering to help people in your community access a variety of library services in the future?

	Number	Percent
No	1,143	73.7%
Yes	198	12.8%
No answer	209	13.5%
Total	1,550	100%

	Brixham		Churston		Paignton		Torquay	
	No.	%	No.	%	No.	%	No.	%
No	324	68.5%	205	74.5%	252	77.8%	249	72.4%
Yes	59	12.5%	35	12.7%	38	11.7%	55	16.0%
No answer	90	19.0%	35	12.7%	34	10.5%	40	11.6%
Total	473	100%	275	100%	324	100%	344	100%

Q22) Those respondents who were interested in volunteering were asked to fill out their contact details so that library staff could contact them should the opportunity arise. These details have been passed on to officers in the library service.

Q23) If you have any further comments or suggestions you would like to make regarding the library service please tell us:

Category	Comments made by respondents
Keep libraries open / no cuts (126)	*"Please keep the library open and continue doing the children's activities."* *"Please do not consider closing such a vital community asset."*
Excellent / important service (73)	*"It is an essential service to promote literacy. Many people can't afford to buy books, so without a library service they would simply stop reading."* *"Our library is part of our community and importance especially to my older family who use it extensively."*
Staff (42)	*"I think the staff are brilliant, friendly, always willing to help you."* *"Due to the friendly efficient and extremely helpful staff every visit to the library is a pleasure."*
Money saving suggestions (40)	• *Reduce hours / days open* • *Close Churston library* • *Stop providing free newspapers and magazines – available free online* • *Reduce salaries of top earners / Councillors* • *Turn the heating down* • *Utilise volunteers* • *Reduce number of services offered* • *Print double sided*
Community Hub (39)	*"The library is the hub of the community which many people rely on socially, for reference etc."* *"A library is not just a store house for books. Our library provides a*

Category	Comments made by respondents
	focus for our community.”
Keep paid staff (37)	*“Please, no volunteers to run the library. Qualified staff only.”* *“It needs to be run and staffed by professionals, with professional standards and values.”*
Income generation suggestions (34)	• *Charge for use of computers* • *Increase Council Tax* • *Charge for activities / ask for donation – e.g. music, rhythm and rhyme* • *Charge to borrow books* • *Lease out sessions to schools, community groups etc.* • *Membership fee* • *Charge for bus pass processing* • *Increase room hire charges* • *Sponsorship* • *Cafe / drinks machine* • *Sell Torquay Library and redevelop site use some of receipts to move Torquay Library to a smaller new library.* • *Charge publicists* • *Increase number of chargeable activities* • *Sell Churston site for building*
Opening times (25)	*“Open the library more in the evenings so full time workers can use it more often.”* *“Would like to see the library accessible more often.”*
Children (25)	*“I think it is very important we keep our library for children and also the group/activities are great, and good to meet other mums/children. We enjoy our music group the most - R&R!!”* *“Although I do not use the library or any of their services i still think it is an important part of the Torbay community for families with children. I used the library many times when my children were younger.”*
Older people (19)	*“Brixham library is so important for the town. There are many elderly and disabled people who would be left in difficulties.”* *“A boon for older people, especially if not computer literate. A wide range of other things available.”*
Mobile Library (19)	*“We have already lost the mobile library, a great loss to a housebound friend; please do not take our local library away as well.”* *“I was sad to hear the mobile library service was axed! Not everyone in the community can access the library or has a computer, or phone which can access library services.”*

6. Respondent Profile

Q24) Gender

	Number	Percent
Female	949	61.2%
Male	548	35.4%
No answer	53	3.4%
Total	**1,550**	**100%**

Q25) Age

	Number	Percent
0 – 15	18	1.2%
16 – 24	20	1.3%
25 – 34	87	5.6%
35 – 44	170	11.0%
45 – 54	171	11.0%
55 – 64	304	19.6%
65 – 74	446	28.8%
75+	307	19.8%
No answer	27	1.7%
Total	**1,550**	**100%**

Q26) Postcode

	Number	Percent
TQ5 (Brixham)	560	36.1%
TQ4 (Paignton)	253	16.3%
TQ2 (Torquay)	205	13.2%
TQ3 (Preston/Paignton)	205	13.2%
TQ1 (Torquay)	169	10.9%
TQ9 (Totnes)	5	0.3%
TQ6 (Dartmouth)	4	0.3%
TQ7 (Kingsbridge)	2	0.1%
TQ8 (Salcombe)	1	0.1%
EX7 (Dawlish)	1	0.1%
NG2 (Nottingham)	1	0.1%
SE1 (London)	1	0.1%
TA6 (Bridgwater)	1	0.1%
TR5 (St Agnes)	1	0.1%
No answer	140	9.0%
Total	**1,550**	**100%**

Q27) Disability – Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	329	21.2%
No	1,146	73.9%
No answer	75	4.8%
Total	**1,550**	**100%**

If yes, please tell us how it affects you:
(respondents could tick more than one box)

	Number	Percent
Mobility	256	16.5%
Hearing	71	4.6%
Vision	51	3.3%
Other	43	2.8%

Q28) How would you describe your ethnic origin?

	Number	Percent
White	1,413	91.2%
Other	15	1.0%
Mixed race	7	0.5%
Asian or Asian British	6	0.4%
Black or Black British	3	0.2%
Chinese	1	0.1%
Prefer not to say	53	3.4%
No answer	52	3.4%
Total	**1,550**	**100%**

7. Consultation events and written representations.

The **consultation caravan** was used to host four consultation events in Brixham, Churston, Paignton and Torquay where officers from the library service and business services were available to talk to members of the public regarding the needs assessment and help them to complete the survey.

The events were held on the following dates:

- Monday 7 April – Victoria Street, Paignton
- Thursday 17 April – Union Street, Torquay
- Friday 25 April – Fore Street, Brixham
- Monday 28 April – Library Car Park, Churston

The Friends of Brixham Library group were very active in Brixham on the day the caravan visited their town, generating extra interest and distributing copies of the survey.

Comments forms were made available on the caravan for anyone who didn't want to complete a questionnaire but did want to have their say.

Written representations were also invited by letter or email for the duration of the needs assessment.

Selected of extracts are shown below:

- *"I use a kindle as I'm a little older and have a busy social life, but I do think it is very important for young people to carry on using libraries for educational purposes."*
- *"Would regret very much the closure of the library in Brixham."*
- *"Good to have computers available it's a myth that everyone has one."*
- *"Mobile library should be in service for the elderly."*
- *"Move (Torquay) library to the pavilion and redevelop existing library as offices."*
- *"More music resources in Paignton please – there is a big selection in Torquay."*
- *"Keep the service – they do a great job."*
- *"Children's library at Brixham is too close to main reception – prams and children in the way."*

8. Appendices

Appendix 1 – Q9 What is the main reason(s) you visit the library? By library.

Brixham:

	Number	Percent
Borrow / return books	430	90.9%
Information / advice	217	45.9%
Study, reference or research	202	42.7%
Borrow / return DVDs	173	36.6%
Use photocopier / fax machine	154	32.6%
Read newspapers / magazines	149	31.5%
Use library computers / internet	145	30.7%
Attend children's / adult activities	86	18.2%
Borrow / return music CDs	84	17.8%
To attend courses / workshops	83	17.5%
Access local / family history resources	74	15.6%
Borrow / return audiobooks	56	11.8%
Use meeting rooms / attend meetings	50	10.6%
Help using computers / attend IT course	47	9.9%
Other	42	8.9%
Use WiFi	41	8.7%
Look for jobs / use Jobsearch	27	5.7%
Use online databases	25	5.3%
To do homework	18	3.8%

Churston:

	Number	Percent
Borrow / return books	262	95.3%
Information / advice	123	44.7%
Borrow / return DVDs	103	37.5%
Read newspapers / magazines	99	36.0%
Study, reference or research	79	28.7%
Use library computers / internet	75	27.3%
Use photocopier / fax machine	74	26.9%
Borrow / return music CDs	49	17.8%
Attend children's / adult activities	39	14.2%
Access local / family history resources	38	13.8%
Borrow / return audiobooks	30	10.9%

	Number	Percent
Use online databases	23	8.4%
Other	20	7.3%
Use meeting rooms / attend meetings	19	6.9%
Help using computers / attend IT course	18	6.5%
Use WiFi	16	5.8%
To attend courses / workshops	14	5.1%
Look for jobs / use Jobsearch	8	2.9%
To do homework	4	1.5%

Paignton:

	Number	Percent
Borrow / return books	278	85.8%
Study, reference or research	110	34.0%
Information / advice	103	31.8%
Read newspapers / magazines	84	25.9%
Use library computers / internet	79	24.4%
Attend children's / adult activities	74	22.8%
Use meeting rooms / attend meetings	66	20.4%
Borrow / return DVDs	64	19.8%
Use photocopier / fax machine	52	16.0%
To attend courses / workshops	37	11.4%
Access local / family history resources	36	11.1%
Other	31	9.6%
Borrow / return audiobooks	29	9.0%
Use WiFi	29	9.0%
Borrow / return music CDs	28	8.6%
Use online databases	27	8.3%
Look for jobs / use Jobsearch	24	7.4%
Help using computers / attend IT course	17	5.2%
To do homework	8	2.5%

Torquay:

	Number	Percent
Borrow / return books	295	85.8%
Study, reference or research	132	38.4%
Information / advice	106	30.8%
Read newspapers / magazines	93	27.0%

	Number	Percent
Attend children's / adult activities	88	25.6%
Borrow / return DVDs	85	24.7%
Use library computers / internet	83	24.1%
Use photocopier / fax machine	81	23.5%
Access local / family history resources	58	16.9%
Borrow / return music CDs	37	10.8%
Use WiFi	35	10.2%
Borrow / return audiobooks	31	9.0%
Use meeting rooms / attend meetings	29	8.4%
Use online databases	22	6.4%
Other	21	6.1%
To attend courses / workshops	20	5.8%
Help using computers / attend IT course	19	5.5%
To do homework	18	5.2%
Look for jobs / use Jobsearch	17	4.9%

Appendix 2 – Q12 Are the following services important to you? By library:

Brixham:

	Yes	Percent	No	Percent
Good selection of books	452	95.6%	2	0.4%
Access to good and trustworthy information	415	87.7%	5	1.1%
Helpful and knowledgeable staff	404	85.4%	6	1.3%
Comfortable and attractive spaces	401	84.8%	21	4.4%
Ability to order books from any library in Torbay	380	80.3%	27	5.7%
Internet and PC provision	212	44.8%	78	16.5%
Activities for adults	194	41.0%	90	19.0%
Educational / cultural courses and workshops	184	38.9%	78	16.5%
Online services	155	32.8%	75	15.9%
Activities for children	152	32.1%	107	22.6%
Access to WiFi	126	26.6%	99	20.9%

Churston:

	Yes	Percent	No	Percent
Good selection of books	267	97.1%	3	1.1%
Helpful and knowledgeable staff	239	86.9%	2	0.7%
Comfortable and attractive spaces	235	85.5%	6	2.2%

	Yes	Percent	No	Percent
Access to good and trustworthy information	232	84.4%	7	2.5%
Ability to order books from any library in Torbay	224	81.5%	14	5.1%
Internet and PC provision	105	38.2%	50	18.2%
Activities for adults	99	36.0%	56	20.4%
Online services	92	33.5%	40	14.5%
Activities for children	72	26.2%	65	23.6%
Educational / cultural courses and workshops	62	22.5%	59	21.5%
Access to WiFi	53	19.3%	71	25.8%

Paignton:

	Yes	Percent	No	Percent
Good selection of books	302	93.2%	3	0.9%
Comfortable and attractive spaces	286	88.3%	12	3.7%
Access to good and trustworthy information	270	83.3%	7	2.2%
Helpful and knowledgeable staff	266	82.1%	7	2.2%
Ability to order books from any library in Torbay	235	72.5%	32	9.9%
Internet and PC provision	129	39.8%	73	22.5%
Educational / cultural courses and workshops	128	39.5%	67	20.7%
Activities for adults	122	37.7%	75	23.1%
Activities for children	121	37.3%	79	24.4%
Online services	118	36.4%	67	20.7%
Access to WiFi	100	30.9%	87	26.9%

Torquay:

	Yes	Percent	No	Percent
Good selection of books	320	93.0%	7	2.0%
Comfortable and attractive spaces	294	85.5%	17	4.9%
Helpful and knowledgeable staff	290	84.3%	9	2.6%
Access to good and trustworthy information	287	83.4%	12	3.5%
Ability to order books from any library in Torbay	250	72.7%	37	10.8%
Activities for children	163	47.4%	74	21.5%
Internet and PC provision	158	45.9%	84	24.4%
Online services	144	41.9%	69	20.1%
Educational / cultural courses and workshops	134	39.0%	84	24.4%
Access to WiFi	124	36.0%	95	27.6%
Activities for adults	112	32.6%	108	31.4%

Policy, Performance and Review Team

Library Services – Needs Assessment

Consultation Report

(Schools survey)

May 2014

TORBAY COUNCIL

1.   Introduction

In setting a budget for 2014/15 and beyond, Torbay Council continues to face an unprecedented challenge and like all local authorities will have to make difficult decisions about its services. The library service has been asked to find £297,500 worth of savings from its budget for 2015/16.

In view of this, Torbay Council undertook a needs assessment of its library service to help identify what local people need from this service and understand how we can deliver our statutory duty of a 'comprehensive and efficient library service'. As part of this process a two surveys were designed specifically for schools.

The fist looked to capture the views of schools as organisations in order to help understand what they provide and the needs of their pupils.

The second survey was designed in partnership with the Young People's Service Librarian for primary school children to take part in via teacher led class discussions.

2.   Methodology

The surveys were open from Wednesday 19 March to Wednesday 14 May 2014.

The school survey was available online and a link was sent to every primary school, secondary school, special school and academy across Torbay inviting them to take part.

The survey aimed at primary school children was emailed to all primary schools and primary academies as an attachment to be printed and completed in class.

Please note the link to the general survey was emailed to all types of secondary schools and academies with a request to circulate to pupils to complete. The views of those young people are included within the main survey results.

3.   Quality Assurance

To ensure the quality of data provided, all information received through both the online and paper surveys were verified and moderated. This provides assurance that the results presented overleaf are an accurate representation of respondent's views.

4.   Summary of results

School survey:

A total of 8 schools completed the survey, 75% of whom make use of the free services at their local library.

50% of them used Torquay Library and Paignton, Churston and Brixham Libraries were each used by one school apiece.

The most popular day of the week for schools to visit the library was Tuesday (50%).

50% of the schools used the library for class visits.

The reasons for not visiting Torbay libraries included the cost, lack of time and not having a need.

63% of the schools provided their own library service at their school. 25% make their library provision available before school, 63% at lunchtime and 25% after school.

Of the schools that have a library service all of them permit the students to borrow between one and five books at a time.

The average number of fiction books stocked was 3,240.

The average number of non-fiction books stocked was 3,110.

75% of the schools provide a facility for pupils to go online and the average number of PCs available for this was 25.

In terms of the level of effect on their pupils if the local library service was withdrawn 75% of schools stated it would have a major effect.

Primary school children survey:

216 primary school children took part in the consultation.

71% of primary school children (who completed the survey) visit the library.

Reasons for visiting the library included borrowing books or DVDs, using computers and to read.

When asked what they liked about the library the children stated books / reading, having somewhere quite to read, using the computers and the activities.

Suggestions for improving the library service included more books, more DVDs, a play area, an area to relax, tablets and more toys.

19% of the primary school children take part in the holiday story and craft activities.

24% take part in Book Quest and the Reading Journey.

20% take part in the summer reading challenge.

11% take part in other events such as storytelling and workshops.

The pupils stated that they would not be able to get books, would feel sad or angry, and it would be boring if they couldn't use their library as much or if they couldn't use it at all.

65% feel that the library is very important to them.

5. Results

School survey:

Q1a) Does your school make use of the free services at your library?

	Number	Percent
Yes	6	75.0%
No	2	25.0%
Total	8	100%

Q1b) If you answered no, please explain why:

- **"***We have no need to use the public library.***"**
- *"Not sure we know what is on offer to schools who don't buy into the service."*
- *"Time to get to the library."*

Q1c) If you answered yes, which library(s) do you use?

	Number	Percent
Torquay	4	50.0%
Paignton	1	12.5%
Churston	1	12.5%
Brixham	1	12.5%

Q1d) What day(s) of the week do you use the library to make use of these services?

	Number	Percent
Monday	1	12.5%
Tuesday	4	50.0%
Wednesday	1	12.5%
Thursday	2	25.0%
Friday	1	12.5%

Q1e) How do you use the library?

	Number	Percent
Class visits	4	50.0%
Class tickets	1	12.5%
Other	4	50.0%

Other ways of using the library included:
- *"the library van visits the school playground,"*
- *"story telling visits to school,"*
- *"we promote it by recommending students to use it if we do not have a copy of a book they need,"*
- *"our reading council children visit, as do our school librarians."*

Q2) Do you provide a library service at your school?

	Number	Percent
Yes	5	62.5%
No	3	37.5%
Total	**8**	**100%**

Q3a) Is your school library service available before school?

	Number	Percent
Yes	2	25.0%
No	2	25.0%
No library	3	37.5%
No answer	1	12.5%
Total	**8**	**100%**

Q3b) Is your school library service available at lunchtime?

	Number	Percent
Yes	5	62.5%
No	0	0%
No library	3	37.5%
No answer	0	0%
Total	**8**	**100%**

Q3c) Is your school library service available after school?

	Number	Percent
Yes	2	25.0%
No	2	25.0%
No library	3	37.5%
No answer	1	12.5%
Total	**8**	**100%**

Q4)   How many books can a pupil borrow at a time?

	Number	Percent
1-5	5	62.5%
6-10	0	0%
No library	3	37.5%
Total	**8**	**100%**

Q5)   Roughly what is the number of fiction books you stock?

The average number stated was 3,240.

Q6)   Roughly what is the number of non-fiction books you stock?

The average number stated was 3,110.

Q7)   Do you offer any of the following alternative provisions?

	Number	Percent
Audio books	3	37.5%
Music CDs	1	12.5%
DVDs	1	12.5%
Magazines	1	12.5%
Total	**8**	**100%**

Q8)   Is there provision for your pupils to go online?

	Number	Percent
Yes	6	75.0%
No	2	25.0%
Total	**8**	**100%**

The average number of PCs available for pupils to use is 25.

Q9a) Do you undertake visits to any of the Torbay libraries?

	Number	Percent
Yes	4	50.0%
No	4	50.0%
Total	**8**	**100%**

Q9b) If no, please explain why?

- *"Transport and supervision costs / implications."*
- *"Not enough time."*
- *"We don't need to."*
- *"Time."*

Q9b) If yes, which libraries do you visit?

	Number	Percent
Torquay	3	37.5%
Paignton	1	12.5%

Q9c) If yes, what do you value most about the services you use?

- *"Experienced librarians, choice of books and modelling the importance of reading."*
- *"Our visits are tailor made to our requirements."*
- *"Pupils have the opportunity to use cataloguing systems we are unable to provide at school. Pupils have the opportunity to access a wider choice of books and see reading for pleasure within the community."*
- *"The class visits are always an enjoyable occasion. It gives the opportunity to look at and use resources that the school does not have."*

Q10a) If your local library service was withdrawn, how much of an effect would this have on your pupils?

	Number	Percent
A major effect	6	75.0%
A minor effect	1	12.5%
Don't know	1	12.5%
Total	**8**	**100%**

Q10b) If you answered that this would have either a major or minor effect please explain why:

- *"Library van is part of our drive to promote reading for pleasure and of getting children access."*
- *"We are in an area of high deprivation with poor literacy skills. Library service is vital for school."*
- *"Would limit provision of extra resources and reading for pleasure."*
- *"Our pupils do not always have wealth of books in their homes, so the library is a constant source."*
- *"The library service provides our pupils with opportunities which are unavailable elsewhere."*

- *"Many of our pupils use the local library service with their families."*
- *"Being able to draw on resources that the school does not have."*

Primary school children survey:

Q1) How many of you visit the library?

	Number	Percent
Yes	153	70.8%
No	63	29.2%
Total	**216**	**100%**

Q2) What do you do at the library?

Popular responses included:

- Borrow books or DVDs
- Use computers
- Read
- Take part in activities
- Do homework
- Meeting friends / social
- Somewhere to go
- Hide and seek
- Reading challenge
- Printing

Q3) What do you especially like about the library?

Themes included:

- The books / reading
- Quiet / nice place to read
- Using computers
- Activities
- The decor, bean bags etc
- Staff
- DVDs
- Children's section
- Social aspect
- Art days
- Reading challenge
- It's free
- Going with grown-ups
- Competitions

Q4) Can you suggest any ideas for improving the current library service?

Suggestions included:

- More books
- More DVDs
- A play area
- Area to relax
- Tablets
- More toys
- More pillows & beanbags
- Computers with games
- More poetry
- More scanners
- A cat
- Racing cars
- Art and craft
- Book themed dress up day
- Make it bigger
- Games
- More annuals
- Items for sale
- Soothing music
- Show films
- Not having to sign up to use computers
- More self issue machines
- Story writing
- More decorations
- More staff
- Reading buddy scheme
- A cafe like Paignton

Q5) Do you take part in any of the following activities?

	Yes	Percent	No	Percent
Holiday story and craft activities	15	18.5%	66	81.5%
Book Quest and Reading Journey	19	23.5%	62	76.5%
Summer reading challenge	16	19.8%	65	80.2%
Other events e.g. storytelling, workshops, author visits	9	11.1%	72	88.9%

Percentages are calculated using the number of pupils who answered that question and not the total number of pupils who took part in the survey.

Q6) What would it be like for you if you couldn't use your library as much of if you couldn't use it all?

Themes included:

- I would not be able to get books
- Sad or angry
- Boring
- I wouldn't read as much
- Rubbish / not cool
- There would be nowhere quiet to read
- Couldn't use the computers
- I wouldn't learn as much

- I would just play on my Xbox.

Q7) How important is the library to you?

	Number	Percent
Very important	149	64.5%
Quite important	45	19.5%
Neither important or unimportant	23	10.0%
Not very important	8	3.5%
Not important at all	6	2.6%
Total	**231**	**100%**

For further information please contact the Policy Performance and Review team on 01803 207227 or email consultation@torbay.gov.uk

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.