



Our survey about using libraries

Tell us what you think



About our survey



We are Bournemouth Christchurch and Poole Council. We are called **BCP** for short.



One of our jobs is to run **libraries** in the local community.

Libraries are places where you go to do things like borrow books and use a computer.



You can also use libraries online. You can look at the library website to find information and read things.



We want to keep giving the best service to people who use our local libraries.



To help us do this, we want to know more about:

- how people use our libraries



- things that stop some people from using a library



- what changes people want us to make to libraries



We have some questions for you to answer.

When you have answered the questions, take this survey back to any library in Bournemouth Christchurch and Poole.



You must get your answers back to us by **Tuesday 18th June 2024.**

Looking after the information you tell us



If you would like to understand how we look after the information you give us, please read our privacy policy.

It tells you how we will use the information you tell us on this form.



You can find our privacy policy on our website:

www.bcpccouncil.gov.uk/Privacy/Notices/Research-and-Consultation-team-privacy-notice.aspx

Questions about using our libraries



Question 1: Have you used any libraries in Bournemouth, Christchurch or Poole? This can be in person or online.

Please tick 1 box



Yes, in the last 6 months



Yes, in the last year



Yes, in the last 2 years



No, not in the last 2 years



Yes

If you ticked yes, please go to question 2.



No

If you ticked no please tell us why you have not used a library.



Question 2: How do you use the library?

Please tick 1 box



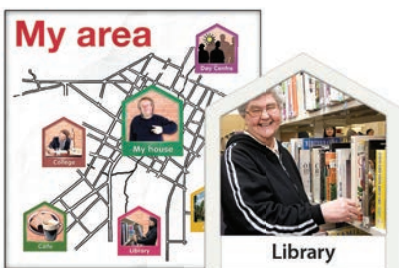
I go to the library



I use the library website online



I go to the library **and** use the website online



Question 3: Please tell us which libraries you use in Bournemouth, Christchurch and Poole:



Question 4: Thinking about the library you use the most. How happy are you with what happens when you go to the library?



Very happy



Quite happy



Not very happy



I don't know



Question 5: How often do you go to the library? **Please tick 1 box.**

Every day

Every 2 or 3 months

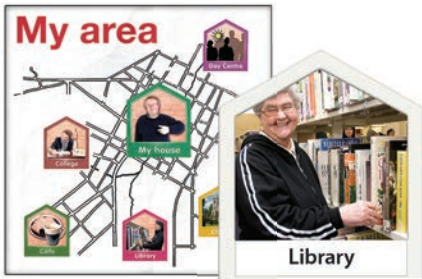
Once a week

Once a year

Once every 2 weeks

Less than once a year

Once a month



Question 6: Thinking about the library you use the most. Why do you use this library the most?

Please tick 1 box.



It is close to my home



It is close to my work



It is close to where my children go to school



It is close to my school or college



It is close to where I go shopping



It is open at times that are best for me



It is in the town centre that I use most often



Other. Please tell us



Question 7: How do you get to the library? **Please tick 1 box.**



Walk



Bus



Bike



Train



Another way, please tell us here:



Question 8: Do you visit the library with any of these people?

You can tick more than 1 box



A child or young person



A person who does not speak English as their main language



An adult who has a disability



An older adult who needs support because of their age



None of these people



Question 9: What are the main things you go to the library to do? Please tell us:



Question 10: Is there anything you are unhappy about at the library you go to? Please tell us:



Question 11: Please tell us what things have you borrowed from a library in the past 12 months.

Things like books, DVDs and toys.



Question 12: If you use the library online, what have you borrowed from the library in the last 12 months?

You can tick more than 1 box



- Books
- Audio books
- Newsletters and magazines
- None of these things
- Something else



Question 13: When reading a book, what do you like best? **Please tick 1 box**

A book to hold and read

A book to read online

Both of these things

I don't know



Question 14: Have you used the computers in the library in the past 12 months?



Yes



No



I don't know



Yes

If you ticked yes, what did you use them for?



Question 15: Please tell us how important the library is to your life:

Empty response box for Question 15.



Open

Question 16: What things would help you use the library more in the future?

Things like having a café or better opening hours.

Empty response box for Question 16.



Question 17: What things should the library do more in the future?

Things like supporting people with reading and writing or having other services there too. Services like the banks or charities.



Please tell us:

A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question.