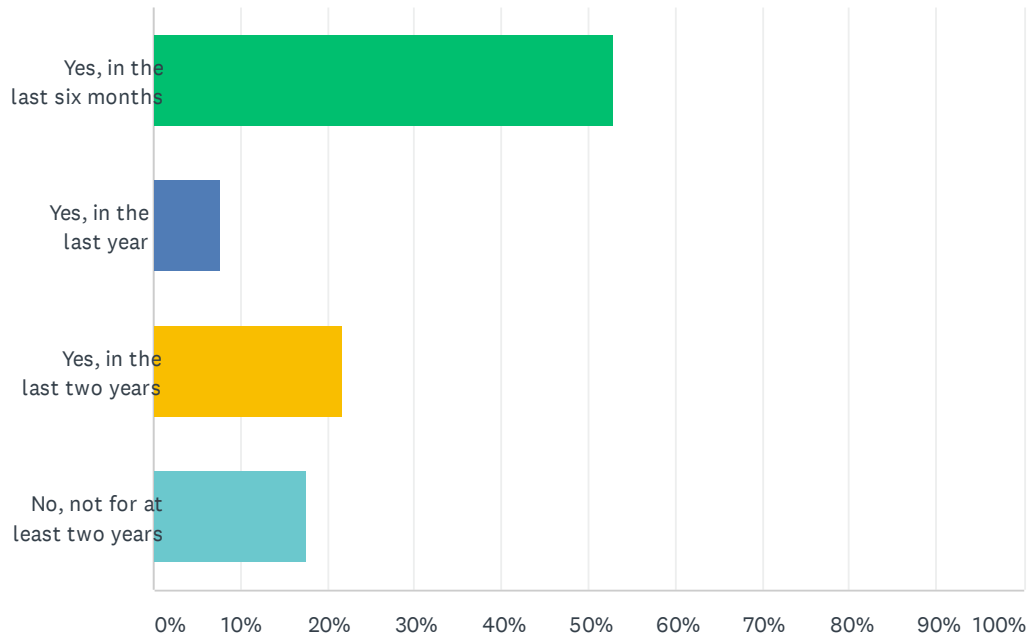


Q1 Have you or any members of your family used any of Reading's library facilities, either in person, via the home delivery service, mobile service or online? (Please tick one box)

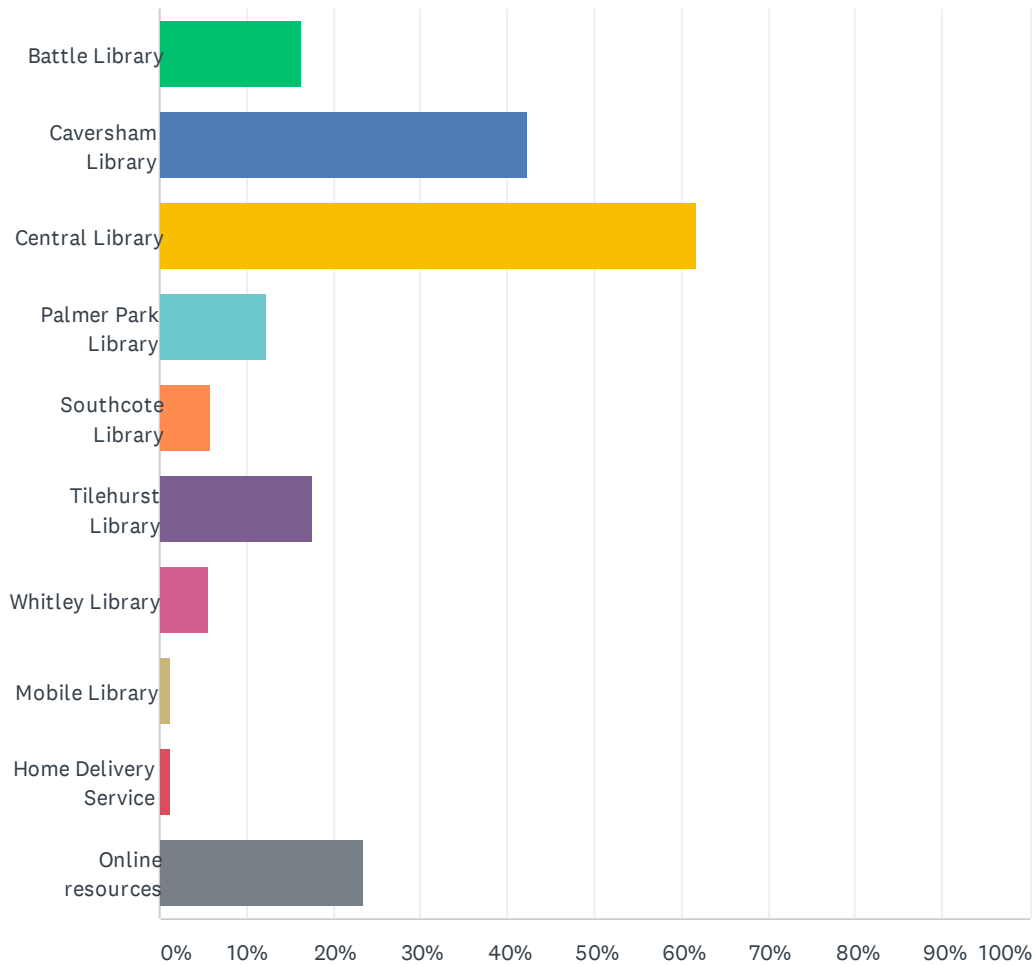
Answered: 1,287 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, in the last six months	52.99%	682
Yes, in the last year	7.77%	100
Yes, in the last two years	21.68%	279
No, not for at least two years	17.56%	226
TOTAL		1,287

Q2 Which of the following library buildings or facilities have you used in the last two years? (Please tick all that apply)

Answered: 969 Skipped: 318

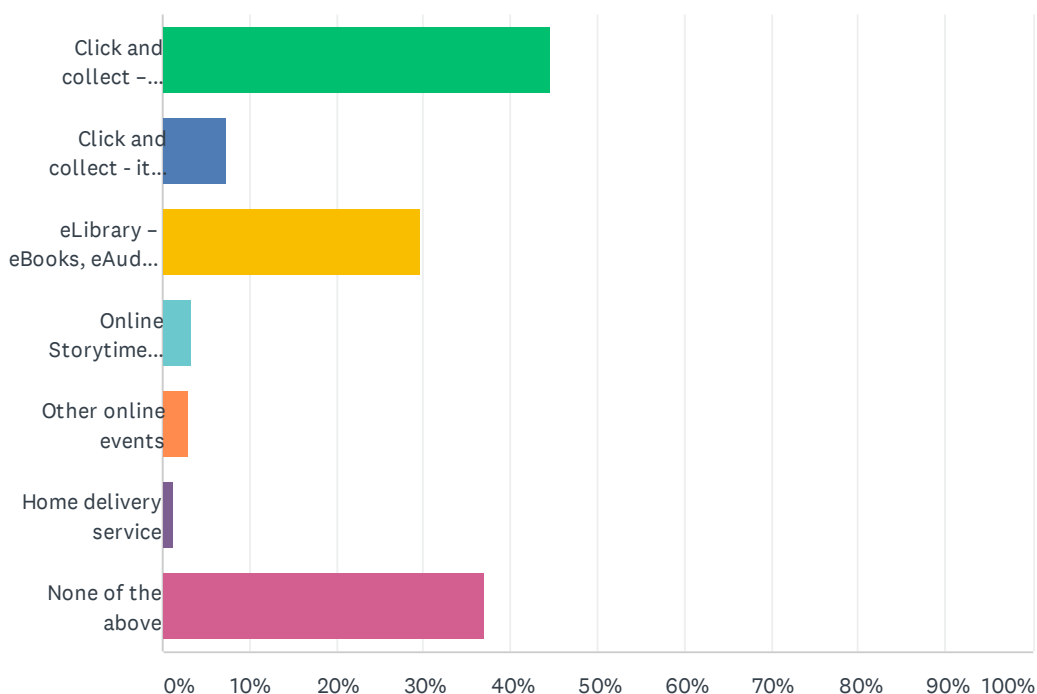


Reading Libraries Consultation questionnaire

ANSWER CHOICES	RESPONSES	
Battle Library	16.41%	159
Caversham Library	42.31%	410
Central Library	61.71%	598
Palmer Park Library	12.38%	120
Southcote Library	5.78%	56
Tilehurst Library	17.54%	170
Whitley Library	5.68%	55
Mobile Library	1.24%	12
Home Delivery Service	1.34%	13
Online resources	23.43%	227
Total Respondents: 969		

Q3 Which of the following services did you use during the lockdown periods? (Please tick all that apply)

Answered: 969 Skipped: 318



ANSWER CHOICES	RESPONSES	
Click and collect – specific items chosen by you	44.48%	431
Click and collect - items selected by library staff	7.22%	70
eLibrary – eBooks, eAudio & eMagazines	29.62%	287
Online Storytime sessions	3.30%	32
Other online events	2.99%	29
Home delivery service	1.34%	13
None of the above	37.05%	359
Total Respondents: 969		

Q4 Would you be interested in using any of the above services now that libraries have reopened? Please state which service(s) and a brief explanation in the box below

Answered: 609 Skipped: 678

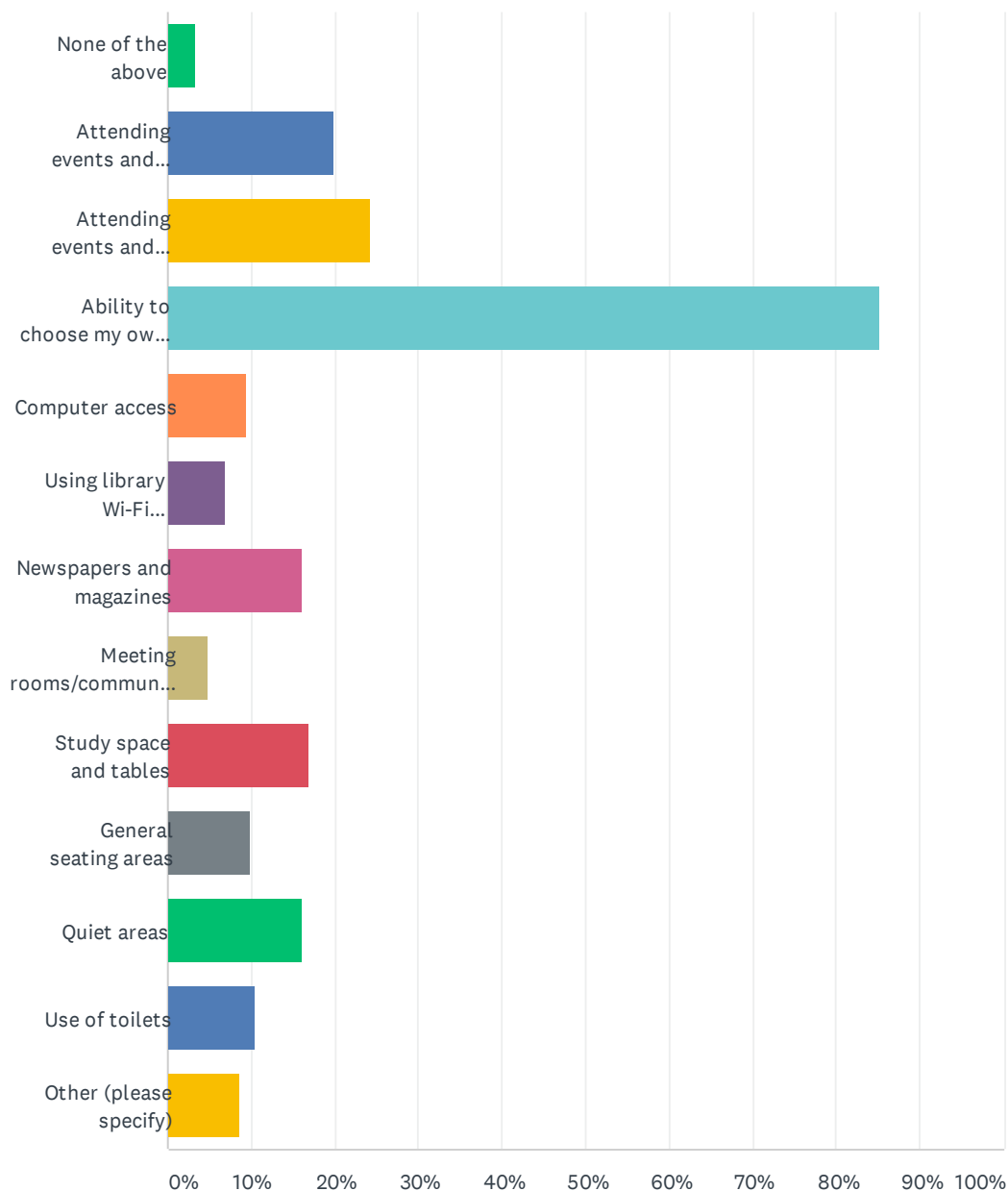
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Q5 Which of the following services did you miss the most during lockdown? (Please select up to 5 choices)

Answered: 969 Skipped: 318

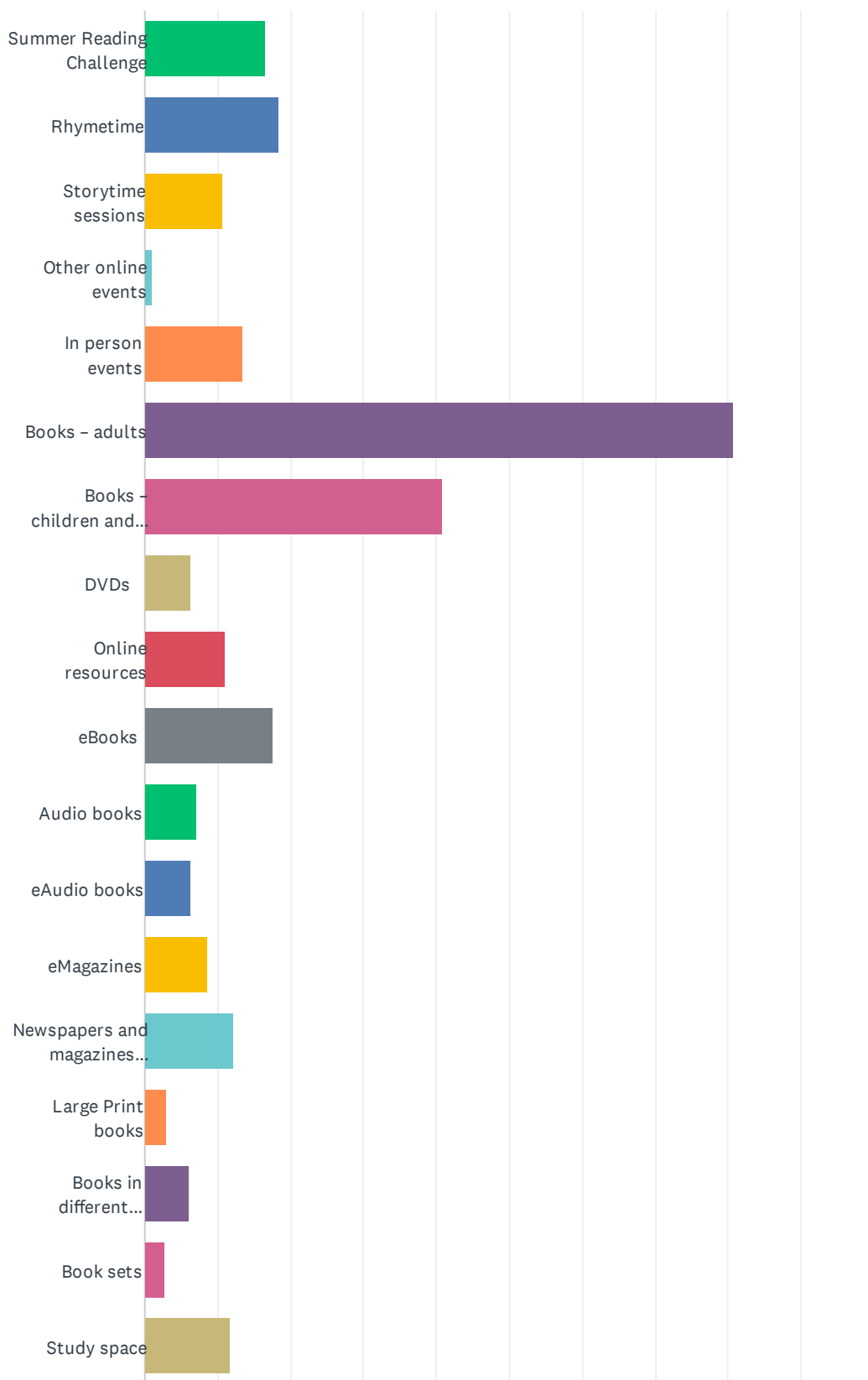


Reading Libraries Consultation questionnaire

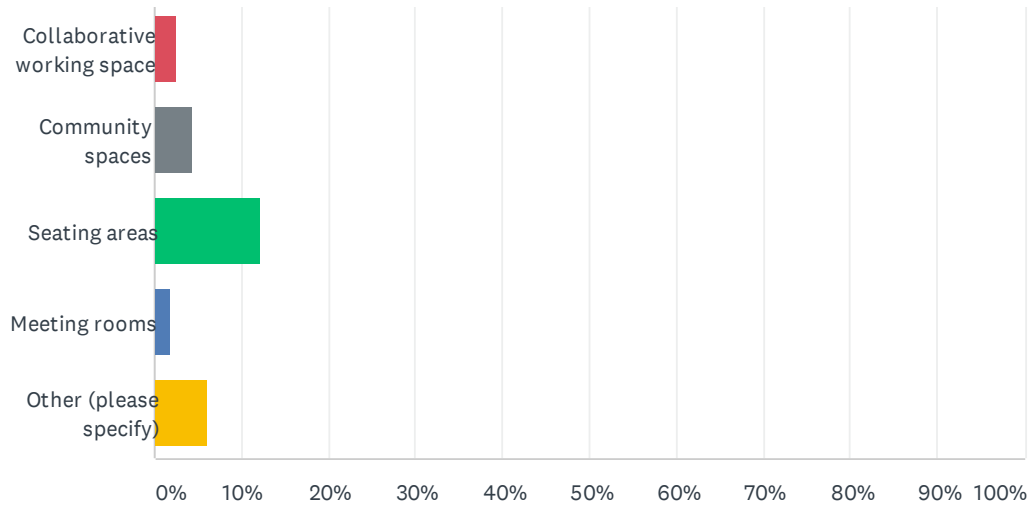
ANSWER CHOICES	RESPONSES	
None of the above	3.41%	33
Attending events and activities for all ages e.g. reading groups	19.92%	193
Attending events and activities for children and young people e.g. Rhymetime	24.36%	236
Ability to choose my own books and other items	85.14%	825
Computer access	9.49%	92
Using library Wi-Fi facilities	6.91%	67
Newspapers and magazines	16.20%	157
Meeting rooms/community rooms	4.85%	47
Study space and tables	16.92%	164
General seating areas	9.80%	95
Quiet areas	16.10%	156
Use of toilets	10.42%	101
Other (please specify)	8.57%	83
Total Respondents: 969		

Q6 Which of the following services provided by the library service do you generally use the most. (Please select up to 5 choices)

Answered: 969 Skipped: 318



Reading Libraries Consultation questionnaire

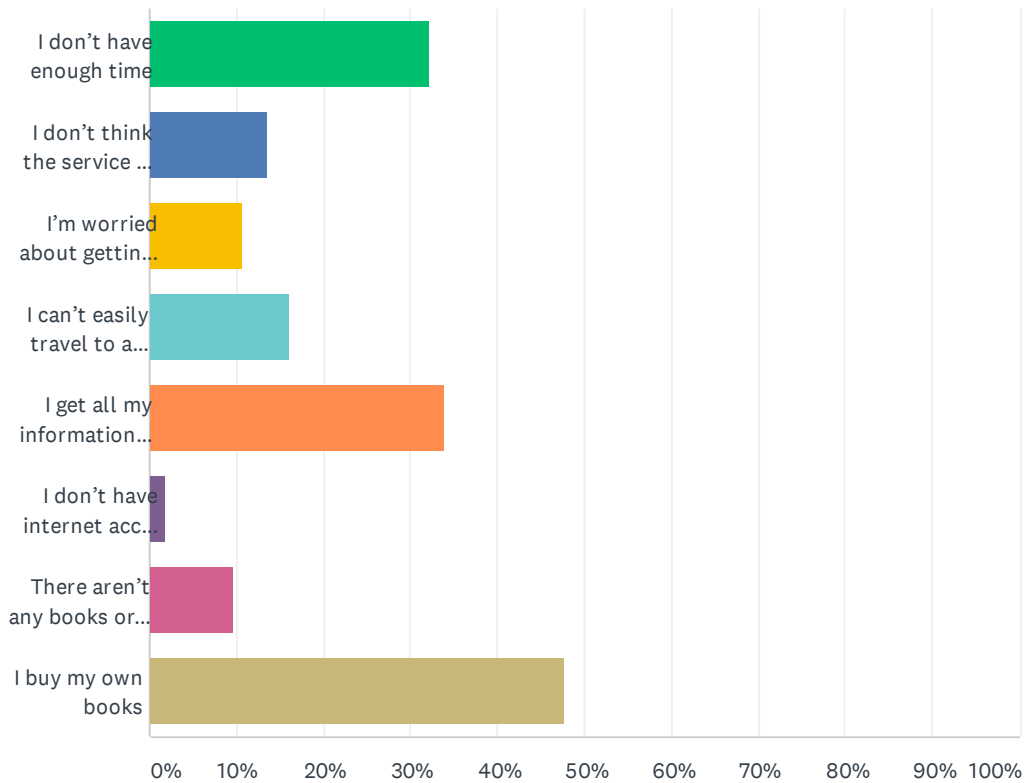


Reading Libraries Consultation questionnaire

ANSWER CHOICES	RESPONSES	
Summer Reading Challenge	16.62%	161
Rhymetime	18.47%	179
Storytime sessions	10.73%	104
Other online events	1.14%	11
In person events	13.42%	130
Books – adults	80.80%	783
Books – children and young people	40.76%	395
DVDs	6.19%	60
Online resources	11.15%	108
eBooks	17.65%	171
Audio books	7.02%	68
eAudio books	6.19%	60
eMagazines	8.57%	83
Newspapers and magazines (paper copies)	12.18%	118
Large Print books	2.89%	28
Books in different languages	5.99%	58
Book sets	2.68%	26
Study space	11.66%	113
Collaborative working space	2.48%	24
Community spaces	4.33%	42
Seating areas	12.07%	117
Meeting rooms	1.96%	19
Other (please specify)	6.09%	59
Total Respondents: 969		

Q7 What are the main reasons you don't use the library service? (Please select up to 3 choices)

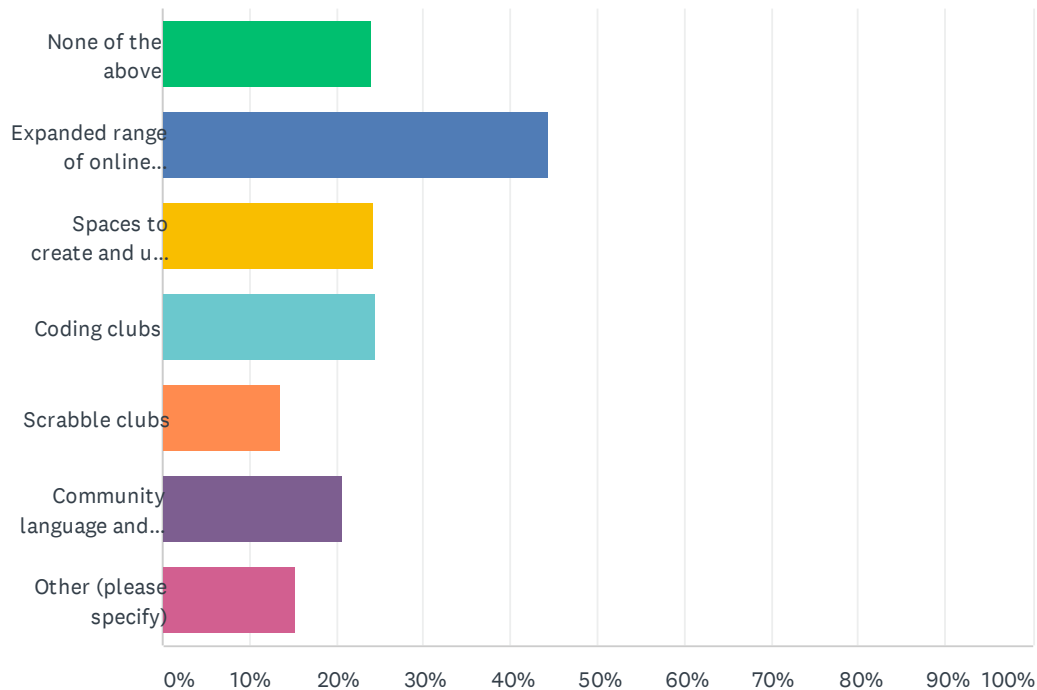
Answered: 168 Skipped: 1,119



ANSWER CHOICES	RESPONSES	
I don't have enough time	32.14%	54
I don't think the service is relevant to me	13.69%	23
I'm worried about getting overdue fines	10.71%	18
I can't easily travel to a library building	16.07%	27
I get all my information online	33.93%	57
I don't have internet access to library services	1.79%	3
There aren't any books or content I'm interested in.	9.52%	16
I buy my own books	47.62%	80
Total Respondents: 168		

Q8 Which of the following services would you be interested in using in future?

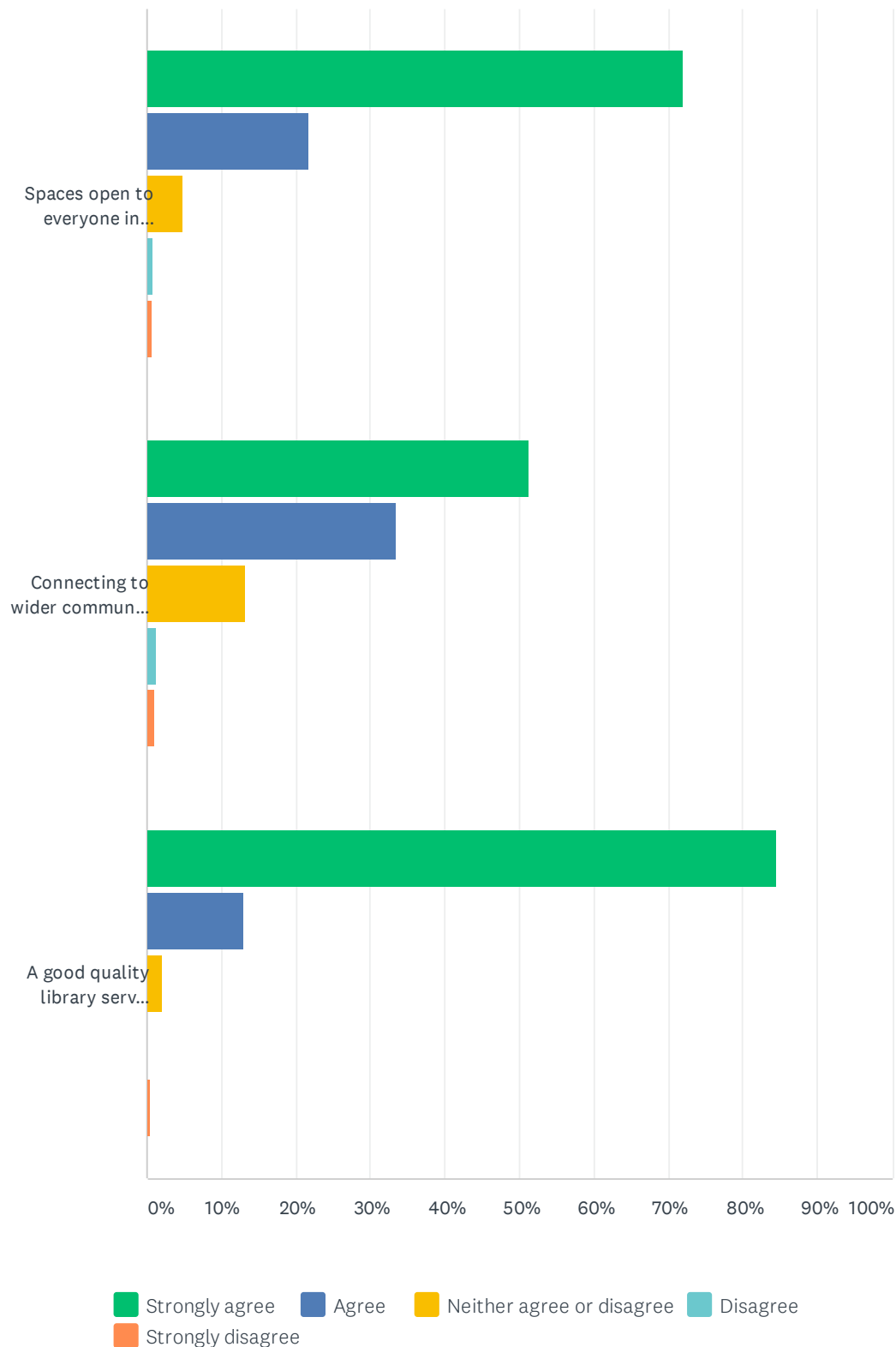
Answered: 1,160 Skipped: 127



ANSWER CHOICES	RESPONSES	
None of the above	24.14%	280
Expanded range of online resources	44.40%	515
Spaces to create and use new technologies	24.31%	282
Coding clubs	24.57%	285
Scrabble clubs	13.62%	158
Community language and culture collections	20.69%	240
Other (please specify)	15.34%	178
Total Respondents: 1,160		

Q9 Focus area 1: Supporting our communities as we recover from the pandemic:

Answered: 1,109 Skipped: 178

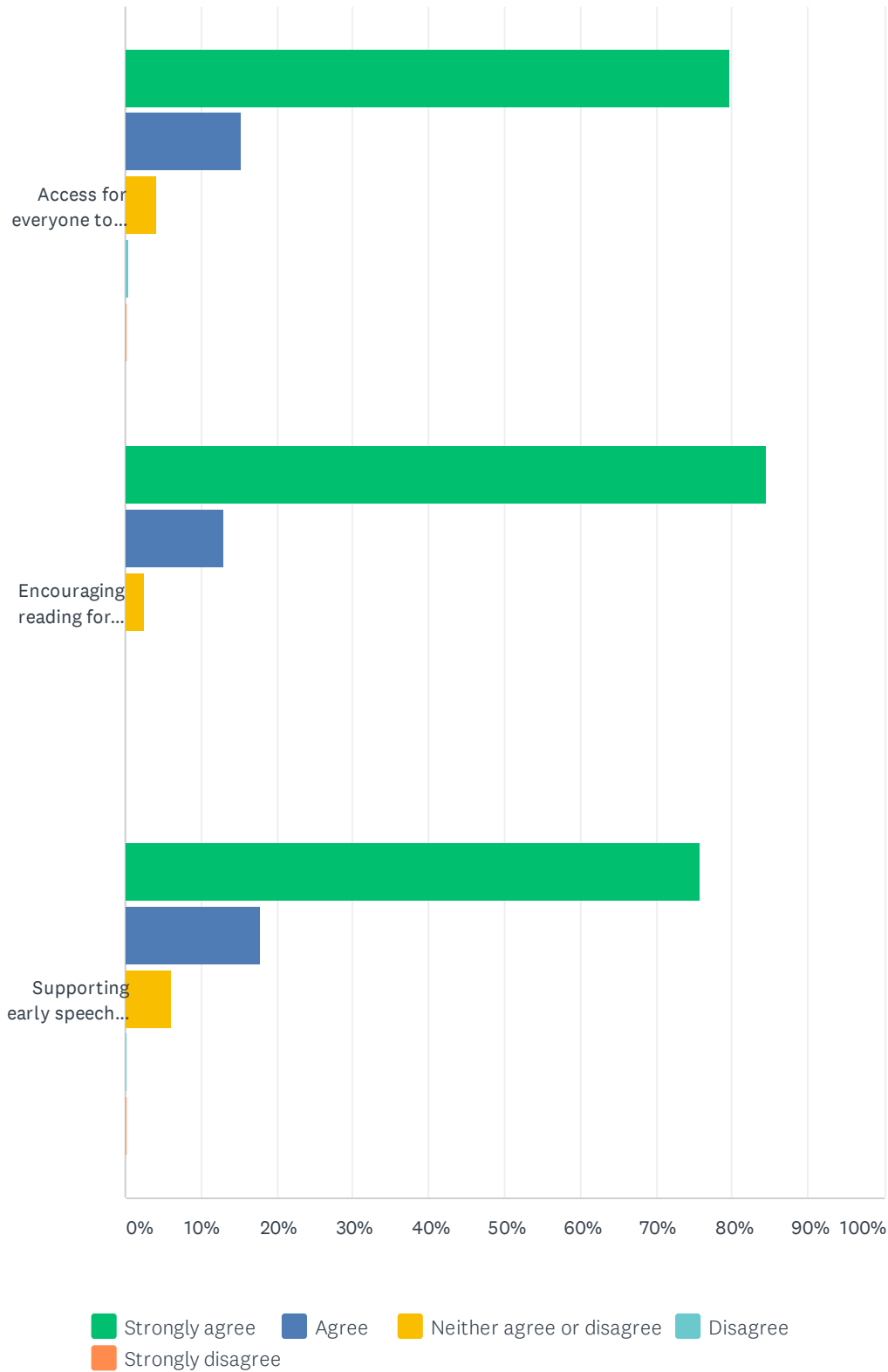


Reading Libraries Consultation questionnaire

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Spaces open to everyone in local communities	72.03% 793	21.71% 239	4.90% 54	0.82% 9	0.54% 6	1,101
Connecting to wider community projects to support residents	51.15% 555	33.55% 364	13.09% 142	1.20% 13	1.01% 11	1,085
A good quality library service when people need it	84.62% 935	12.94% 143	1.99% 22	0.09% 1	0.36% 4	1,105

Q10 Focus area 2: Helping Children and Young People

Answered: 1,109 Skipped: 178

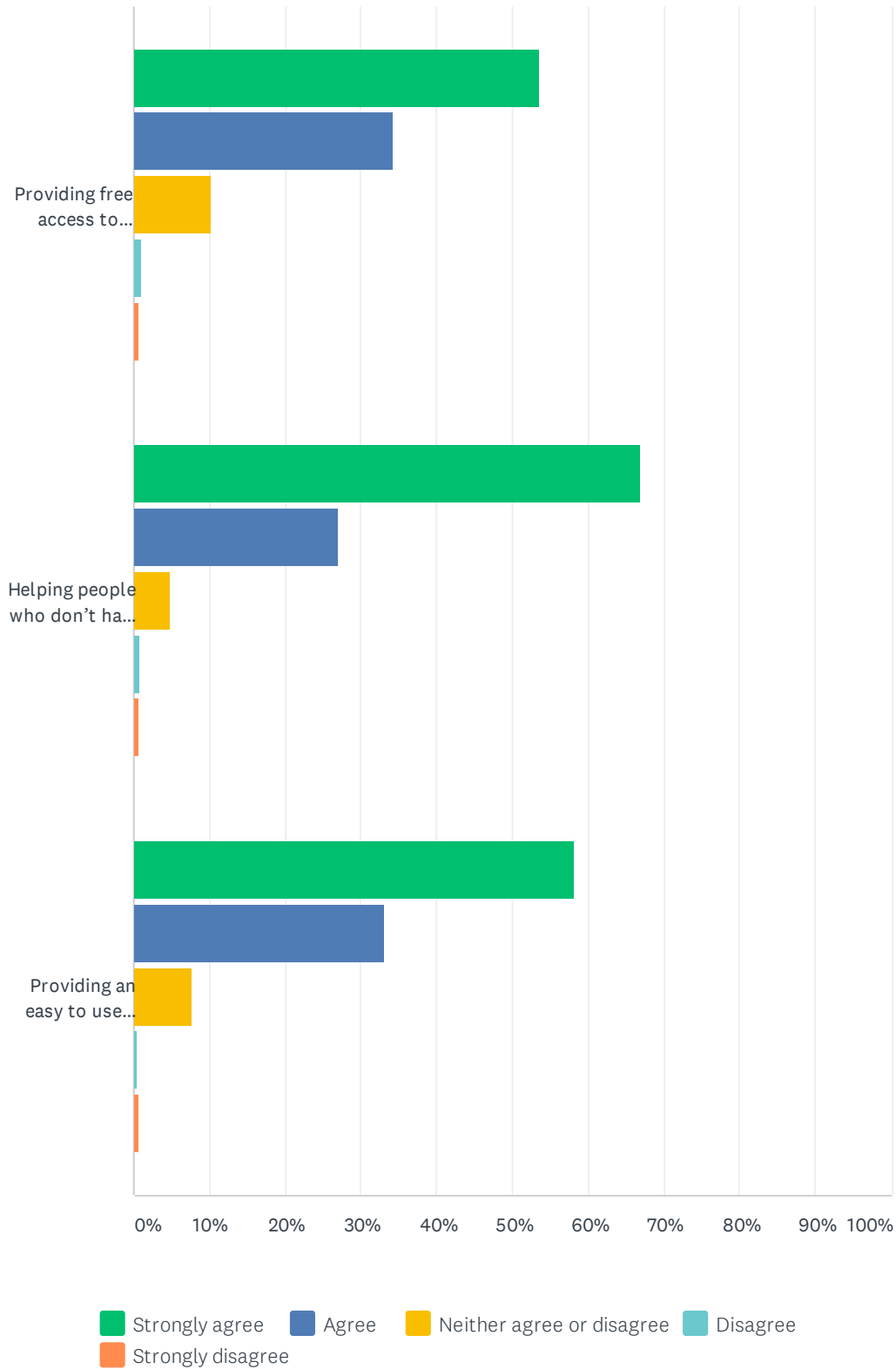


Reading Libraries Consultation questionnaire

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Access for everyone to inspiring spaces, books, online content, and activities	79.75% 882	15.28% 169	4.25% 47	0.45% 5	0.27% 3	1,106
Encouraging reading for pleasure	84.50% 921	12.94% 141	2.48% 27	0.00% 0	0.09% 1	1,090
Supporting early speech and language	75.75% 834	17.80% 196	5.99% 66	0.27% 3	0.18% 2	1,101

Q11 Focus area 3: Improving access to online services

Answered: 1,109 Skipped: 178

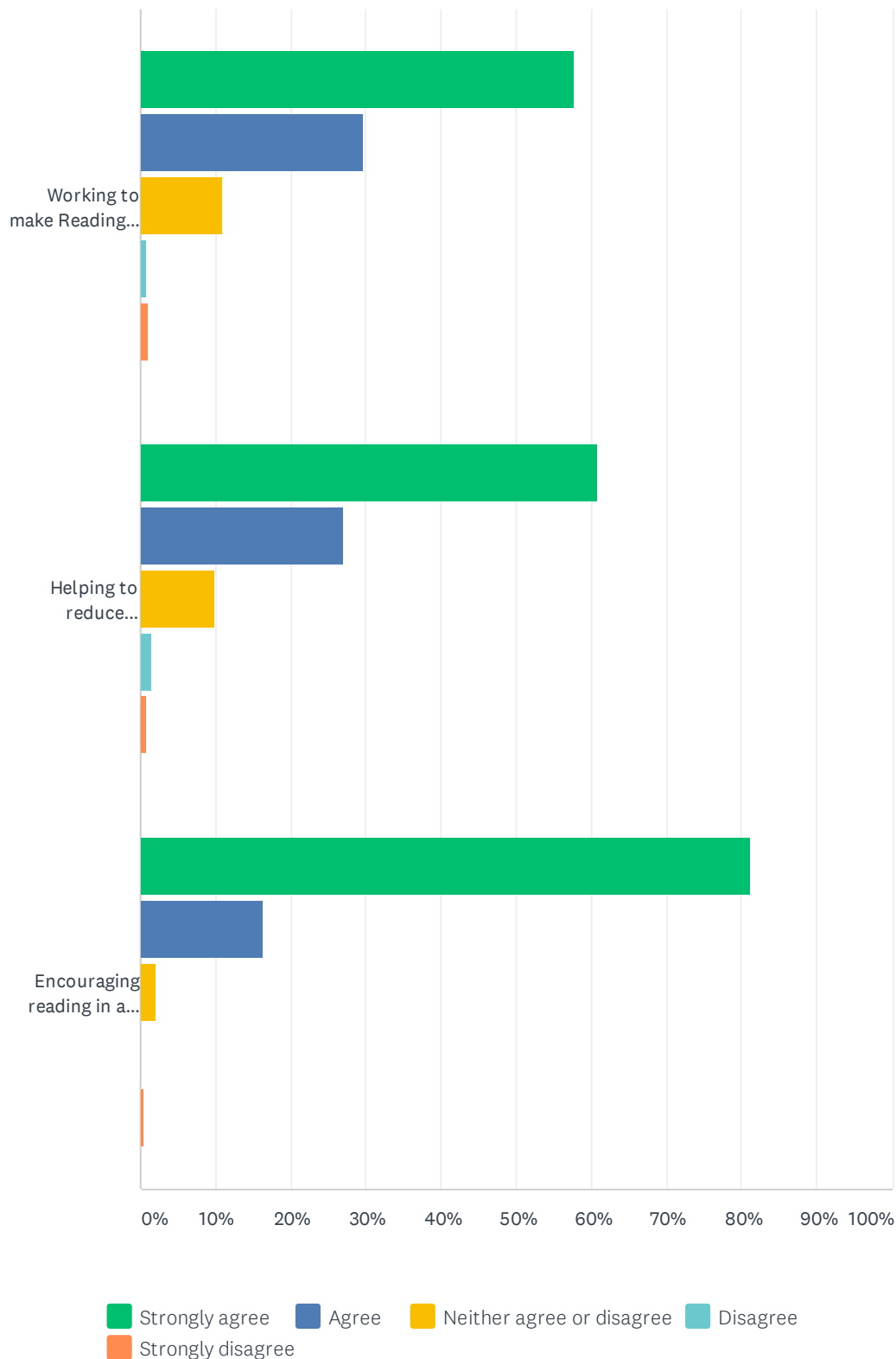


Reading Libraries Consultation questionnaire

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Providing free access to computers and Wi-Fi for all	53.57% 592	34.39% 380	10.32% 114	1.09% 12	0.63% 7	1,105
Helping people who don't have a computer or can't use one	66.91% 734	26.89% 295	4.74% 52	0.82% 9	0.64% 7	1,097
Providing an easy to use online service	58.23% 640	33.12% 364	7.64% 84	0.36% 4	0.64% 7	1,099

Q12 Focus area 4: Supporting improvements in Health, Wellbeing and Literacy

Answered: 1,109 Skipped: 178

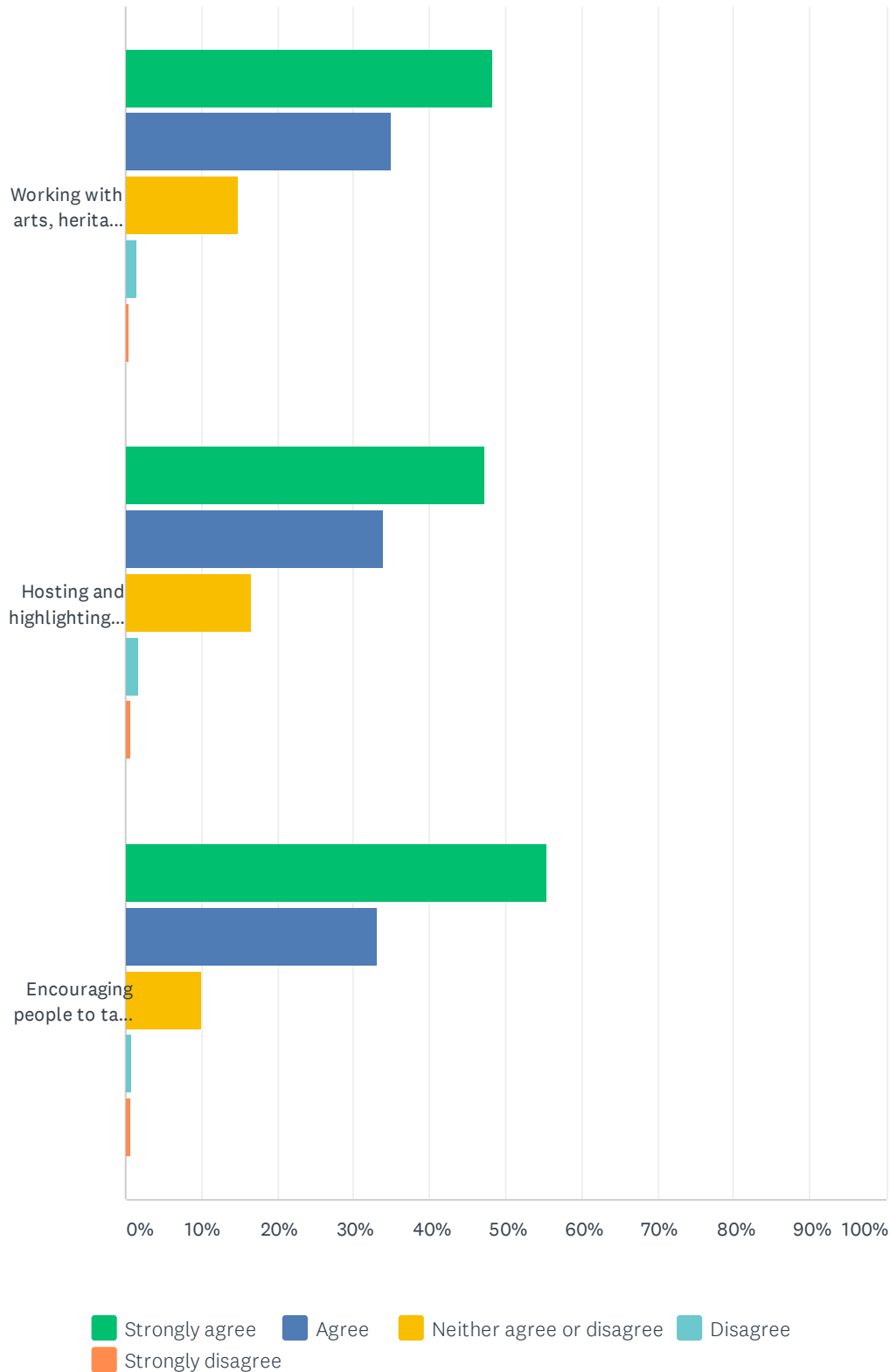


Reading Libraries Consultation questionnaire

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Working to make Reading a great place to live, work, and study	57.69% 638	29.66% 328	10.85% 120	0.81% 9	0.99% 11	1,106
Helping to reduce inequality and improve mental and physical health	60.86% 664	27.04% 295	9.81% 107	1.47% 16	0.82% 9	1,091
Encouraging reading in all forms at all ages	81.23% 896	16.23% 179	1.99% 22	0.09% 1	0.45% 5	1,103

Q13 Focus area 5: Bringing arts, culture and heritage to library spaces

Answered: 1,109 Skipped: 178



Reading Libraries Consultation questionnaire

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Working with arts, heritage and cultural organisations locally and regionally	48.33% 535	34.87% 386	14.81% 164	1.54% 17	0.45% 5	1,107
Hosting and highlighting art, heritage and culture from local communities	47.32% 521	33.88% 373	16.53% 182	1.73% 19	0.54% 6	1,101
Encouraging people to take part by offering free or affordable activities	55.38% 612	33.12% 366	9.95% 110	0.90% 10	0.63% 7	1,105

Q14 Please use the space below to suggest any other areas of focus

Answered: 261 Skipped: 1,026

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Q15 Please use the space below for any additional comments on the proposed areas of focus

Answered: 166 Skipped: 1,121

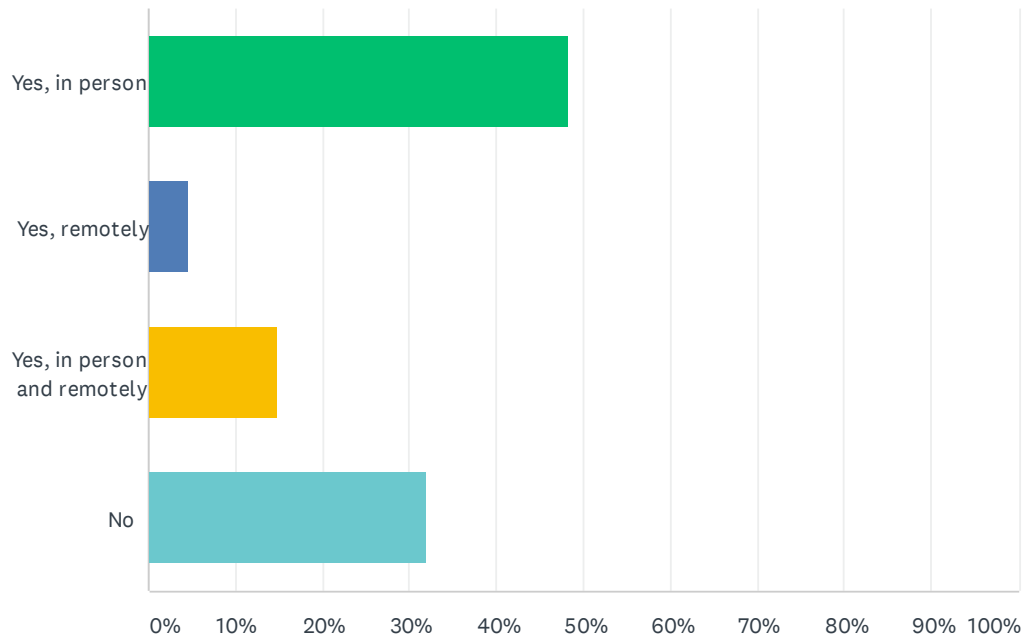
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Q16 Have you used any services at Reading Central Library in the last two years?

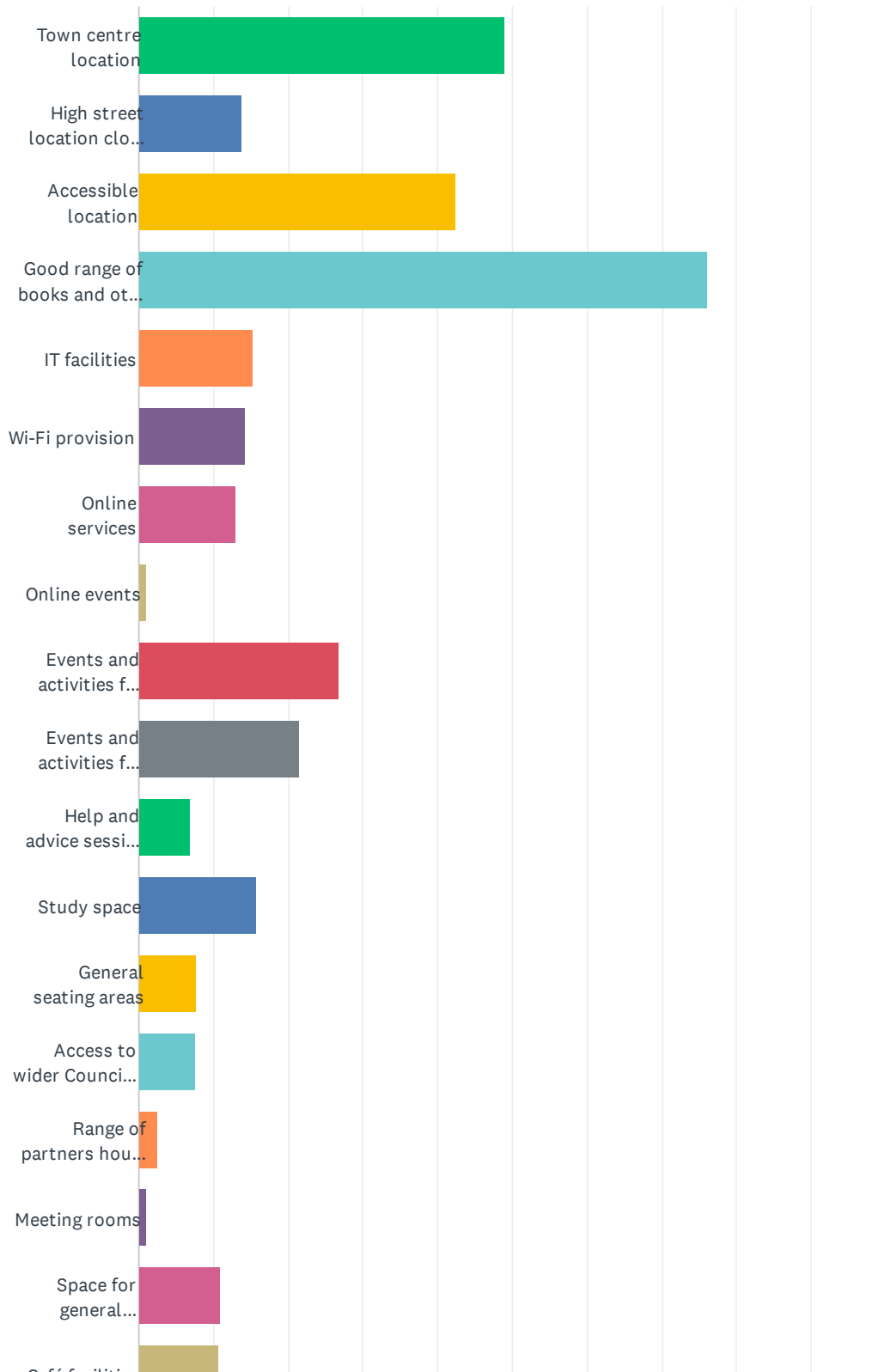
Answered: 1,087 Skipped: 200



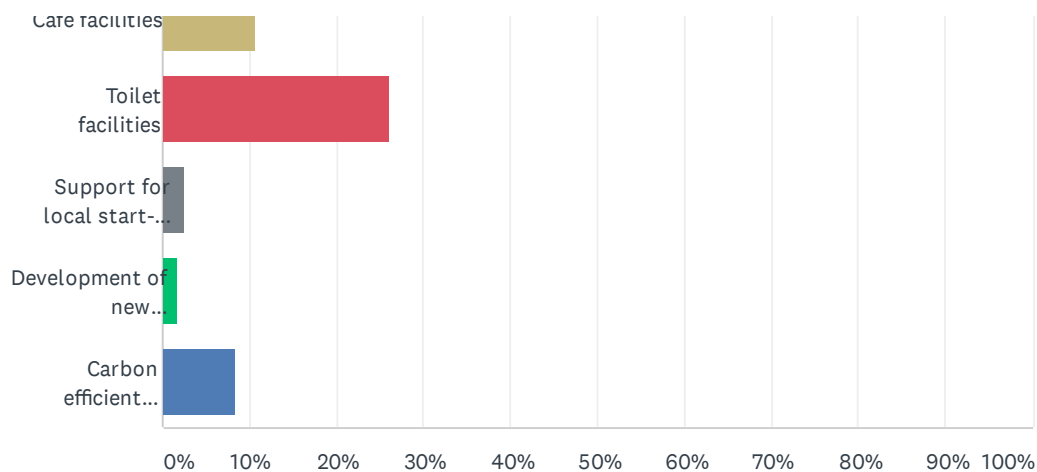
ANSWER CHOICES	RESPONSES	
Yes, in person	48.39%	526
Yes, remotely	4.60%	50
Yes, in person and remotely	14.90%	162
No	32.11%	349
TOTAL		1,087

Q17 Which of the following elements of a successful central library service are most important to you? (Choose the four options that are most important to you)

Answered: 1,087 Skipped: 200



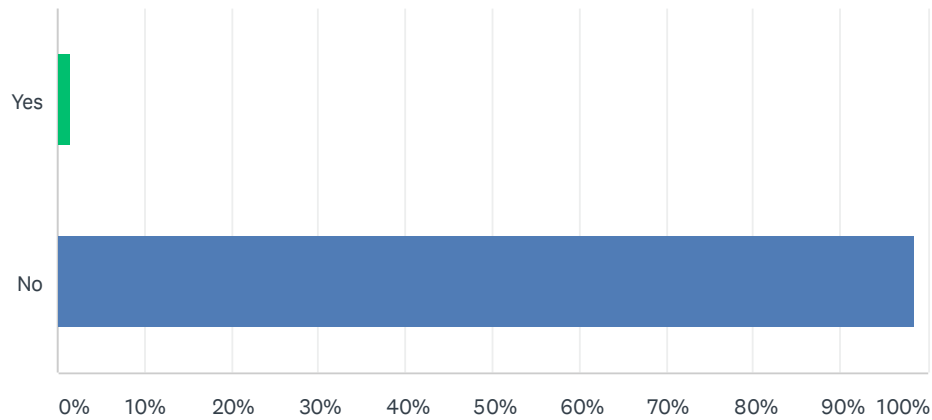
Reading Libraries Consultation questionnaire



ANSWER CHOICES	RESPONSES	
Town centre location	48.94%	532
High street location close to shops	13.80%	150
Accessible location	42.50%	462
Good range of books and other materials	76.08%	827
IT facilities	15.27%	166
Wi-Fi provision	14.26%	155
Online services	13.06%	142
Online events	1.01%	11
Events and activities for all ages	26.77%	291
Events and activities for children and young people	21.53%	234
Help and advice sessions	6.99%	76
Study space	15.73%	171
General seating areas	7.73%	84
Access to wider Council services under one roof	7.64%	83
Range of partners housed in the same building	2.58%	28
Meeting rooms	1.10%	12
Space for general community use	10.95%	119
Café facilities	10.76%	117
Toilet facilities	26.13%	284
Support for local start-up businesses	2.58%	28
Development of new technologies	1.75%	19
Carbon efficient building	8.37%	91
Total Respondents: 1,087		

Q18 Have you received a visit from the home library service in the last two years?

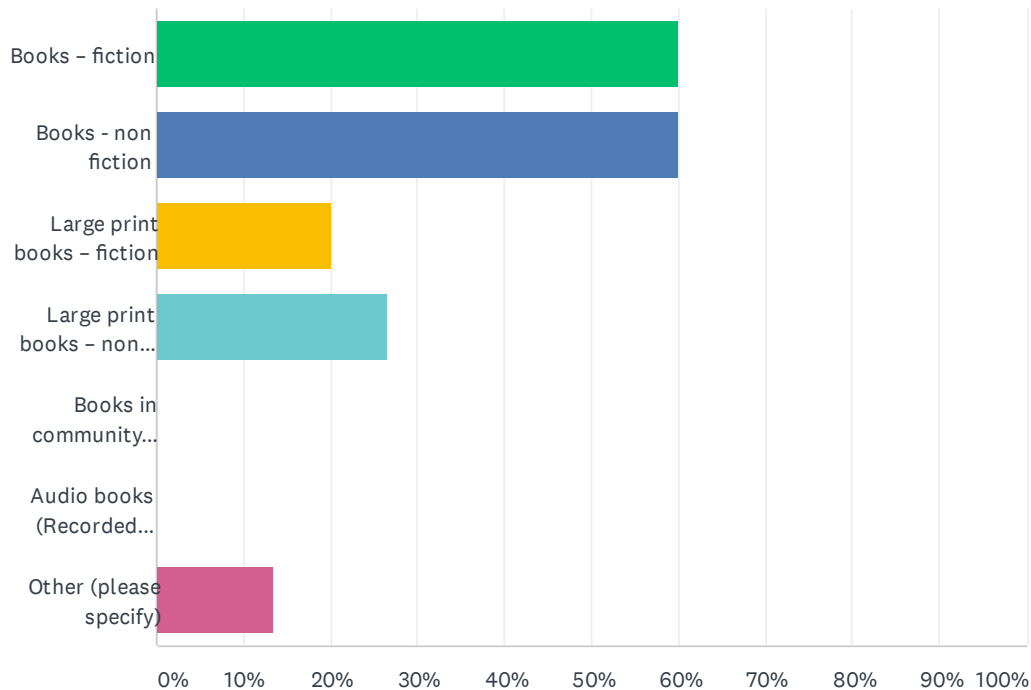
Answered: 1,087 Skipped: 200



ANSWER CHOICES	RESPONSES	
Yes	1.38%	15
No	98.62%	1,072
TOTAL		1,087

Q19 What materials did you borrow or use through the home library service?

Answered: 15 Skipped: 1,272



ANSWER CHOICES	RESPONSES	
Books – fiction	60.00%	9
Books - non fiction	60.00%	9
Large print books – fiction	20.00%	3
Large print books – non fiction	26.67%	4
Books in community languages	0.00%	0
Audio books (Recorded Books)	0.00%	0
Other (please specify)	13.33%	2
Total Respondents: 15		

Q20 What other services would you like to receive through the home library service?

Answered: 4 Skipped: 1,283

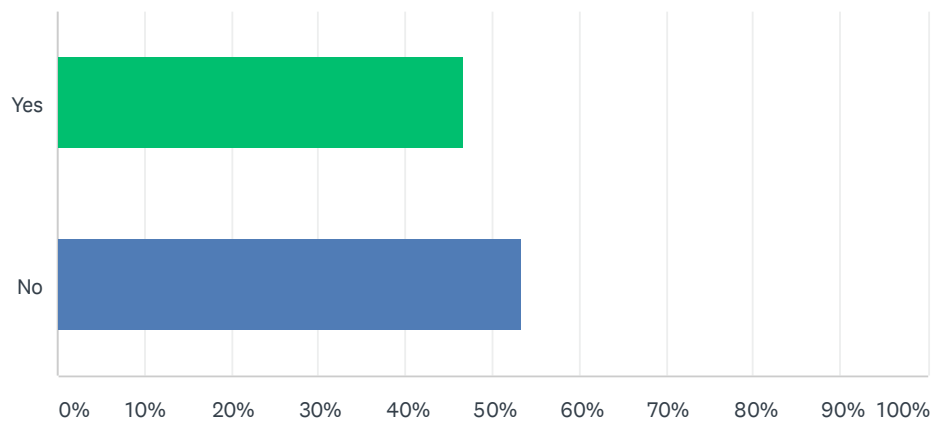
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Q21 Do you use any online library services at home?

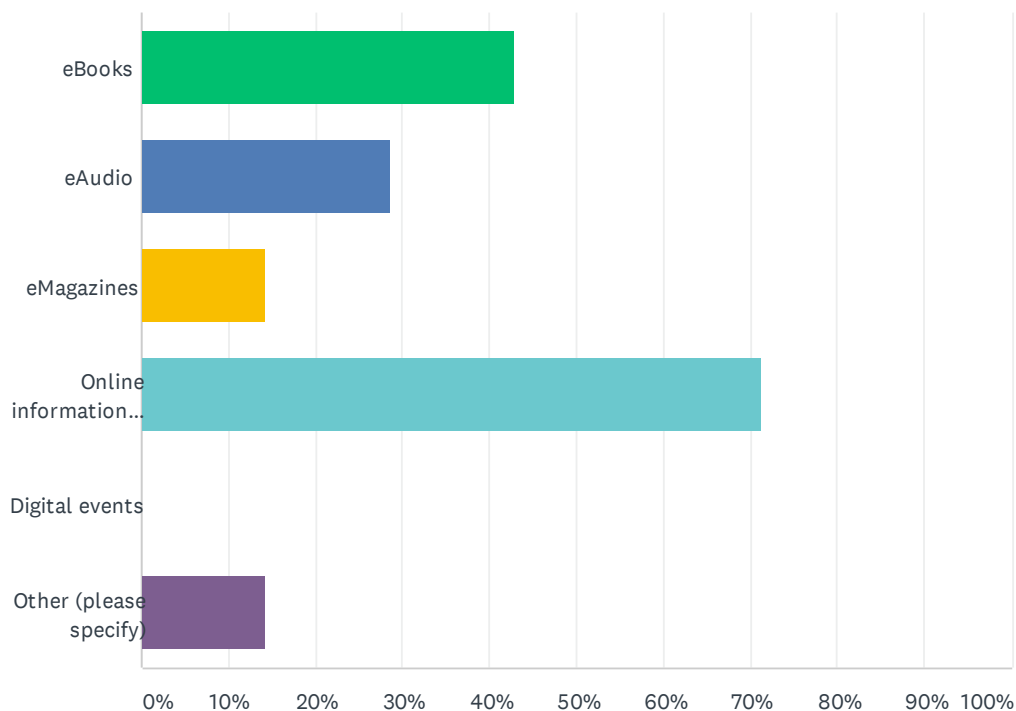
Answered: 15 Skipped: 1,272



ANSWER CHOICES	RESPONSES	
Yes	46.67%	7
No	53.33%	8
TOTAL		15

Q22 What online library services do you use at home? (Please tick all that apply)

Answered: 7 Skipped: 1,280



ANSWER CHOICES	RESPONSES	
eBooks	42.86%	3
eAudio	28.57%	2
eMagazines	14.29%	1
Online information resources	71.43%	5
Digital events	0.00%	0
Other (please specify)	14.29%	1
Total Respondents: 7		

Q23 Please tell us the reason(s) why you don't tend to use these online services

Answered: 7 Skipped: 1,280

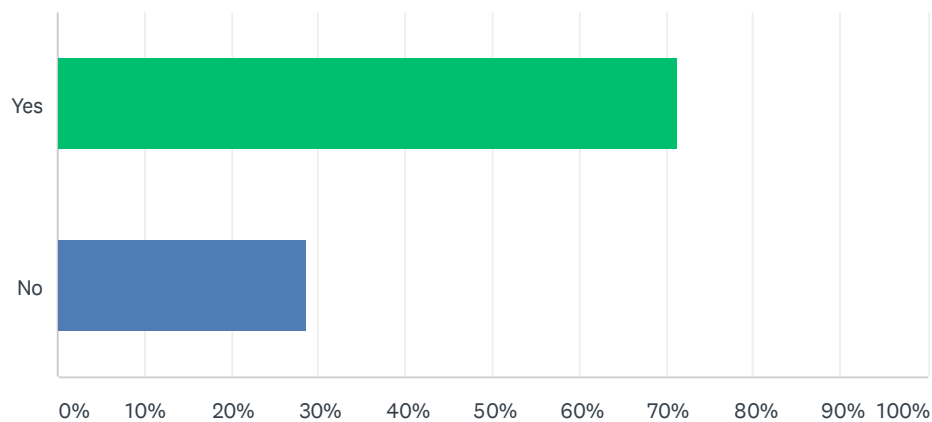
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Q24 Have you requested specific items e.g. books by a specific author or a new bestselling book?

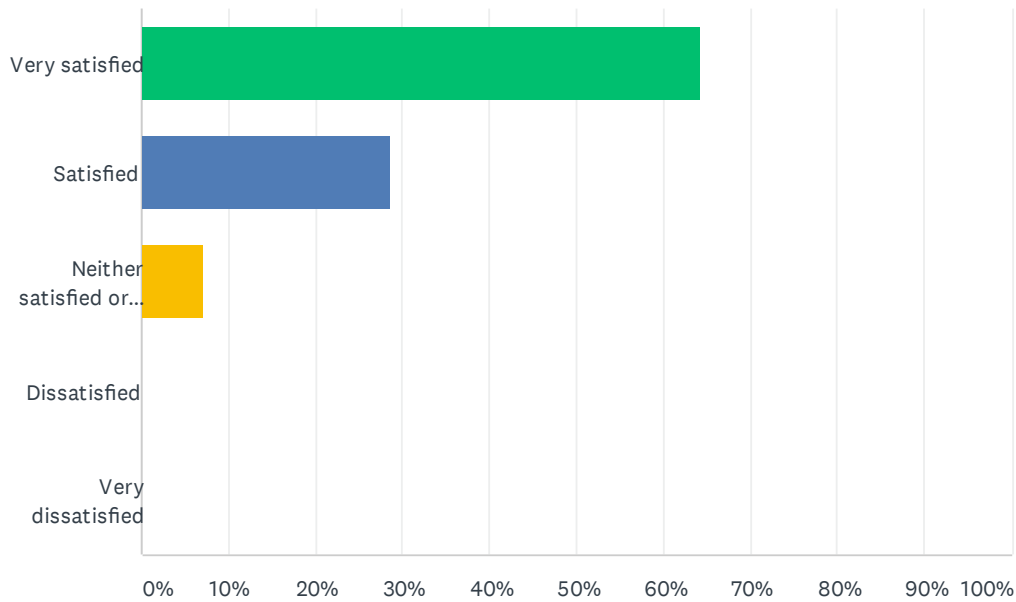
Answered: 14 Skipped: 1,273



ANSWER CHOICES	RESPONSES	
Yes	71.43%	10
No	28.57%	4
TOTAL		14

Q25 How satisfied have you been with the home library service provided to you?

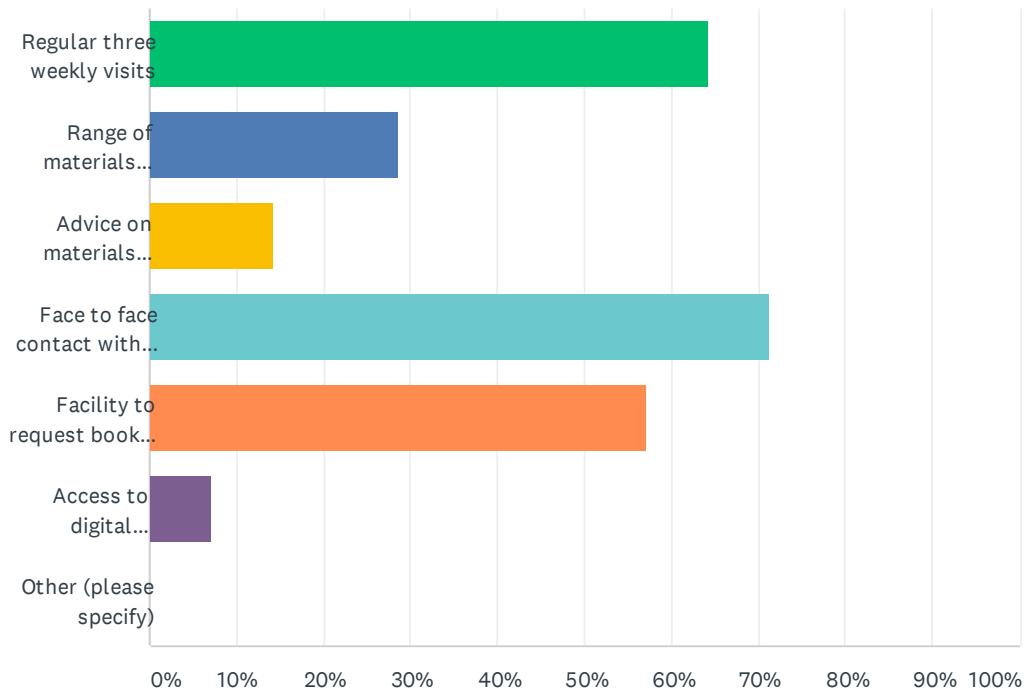
Answered: 14 Skipped: 1,273



ANSWER CHOICES	RESPONSES	
Very satisfied	64.29%	9
Satisfied	28.57%	4
Neither satisfied or dissatisfied	7.14%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		14

Q26 Which of the following aspects of the home library service are the most important to you? (Choose up to 3)

Answered: 14 Skipped: 1,273



ANSWER CHOICES	RESPONSES	
Regular three weekly visits	64.29%	9
Range of materials available on the day	28.57%	4
Advice on materials available from home visit staff and volunteers	14.29%	2
Face to face contact with home visit staff and volunteers	71.43%	10
Facility to request books and other materials to be supplied on future visits	57.14%	8
Access to digital resources in addition to home visits	7.14%	1
Other (please specify)	0.00%	0
Total Respondents: 14		

Q27 Please add any additional comments in the box below

Answered: 6 Skipped: 1,281

The full survey results for all quantitative questions are supplied in this appendix.

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Q28 Please provide your postcode in the box below

Answered: 1,019 Skipped: 268

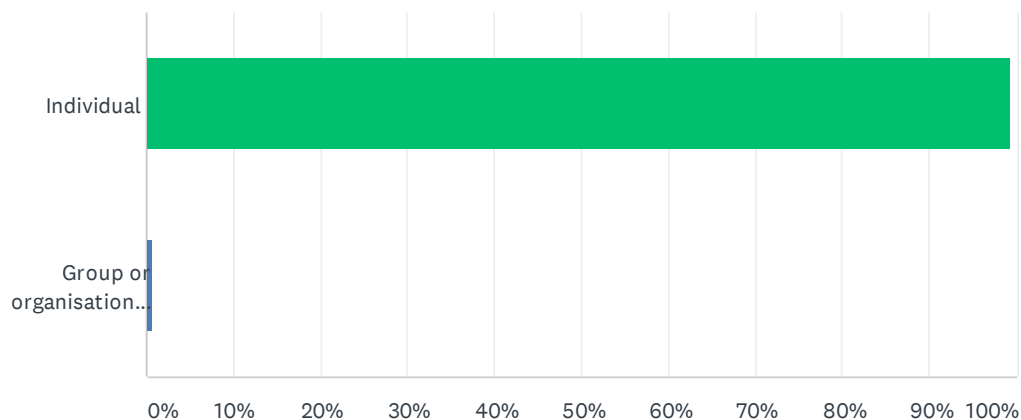
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Q29 Are you replying as an individual or on behalf of a group or organisation?

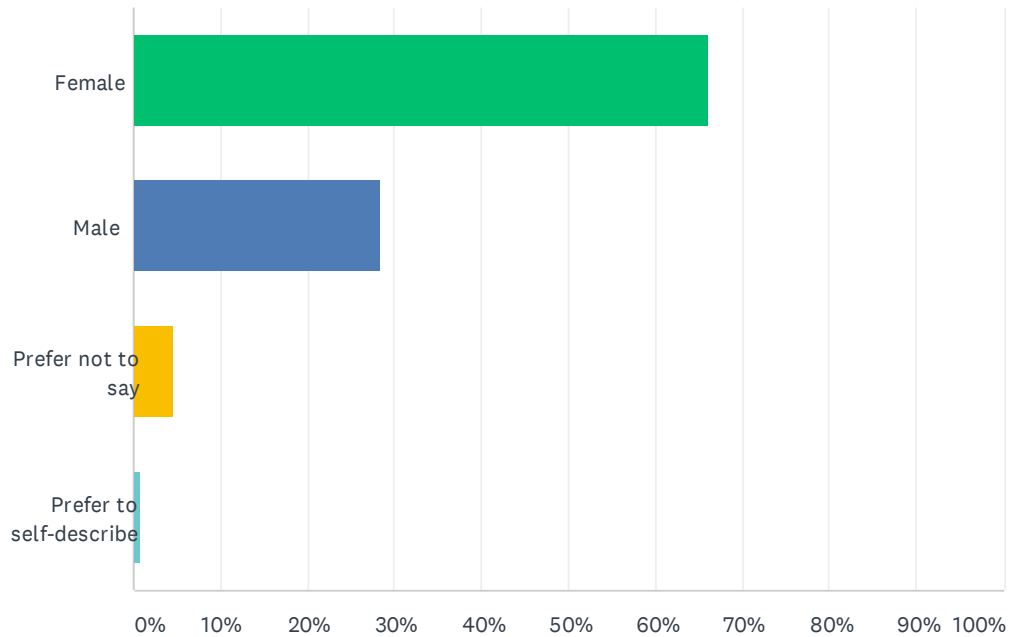
Answered: 1,066 Skipped: 221



ANSWER CHOICES	RESPONSES	
Individual	99.34%	1,059
Group or organisation – please insert name in box	0.66%	7
TOTAL		1,066

Q30 Are you:

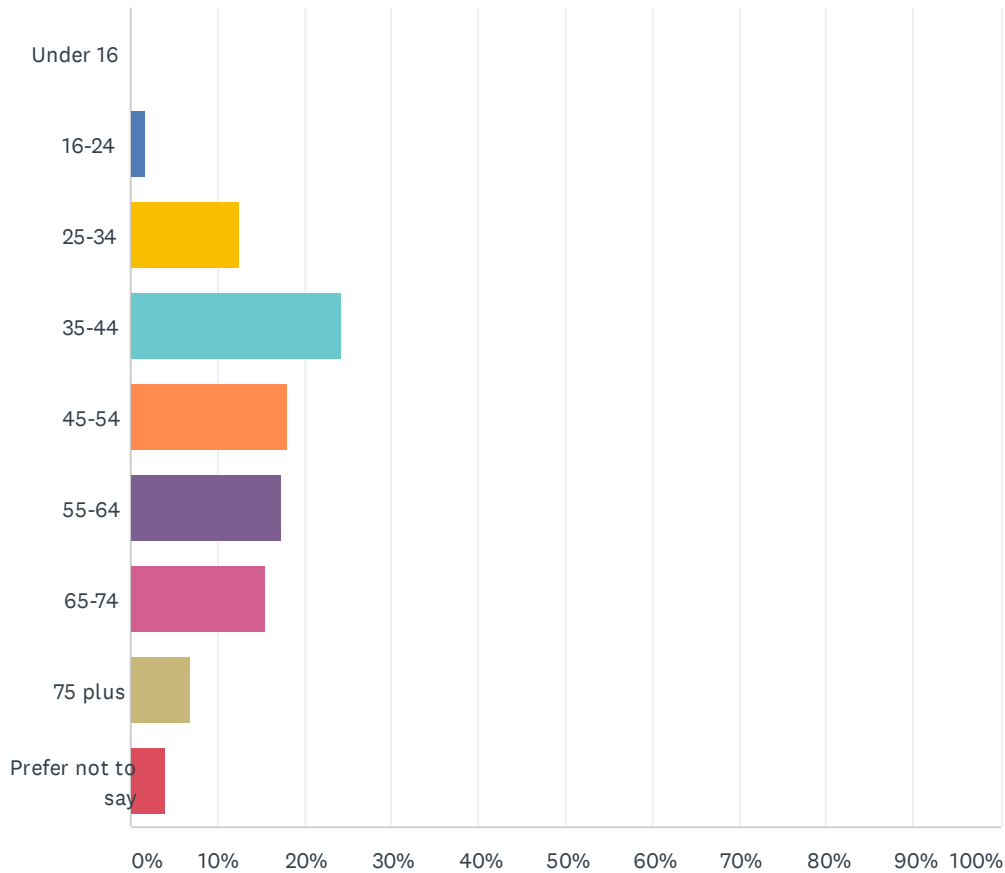
Answered: 1,063 Skipped: 224



ANSWER CHOICES	RESPONSES	
Female	66.13%	703
Male	28.41%	302
Prefer not to say	4.52%	48
Prefer to self-describe	0.94%	10
TOTAL		1,063

Q31 Which age group do you belong to?

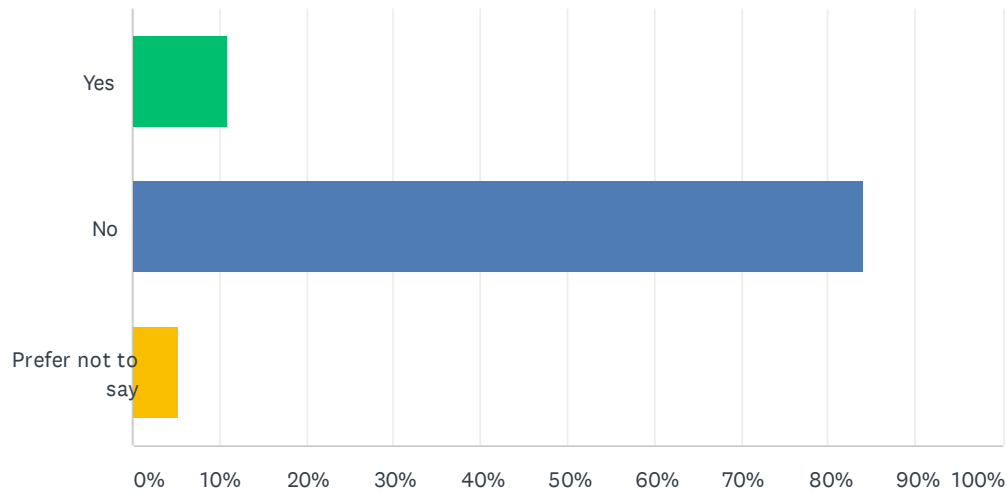
Answered: 1,072 Skipped: 215



ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16-24	1.59%	17
25-34	12.59%	135
35-44	24.25%	260
45-54	18.00%	193
55-64	17.35%	186
65-74	15.39%	165
75 plus	6.90%	74
Prefer not to say	3.92%	42
TOTAL		1,072

Q32 Do you have a disability, long-term illness or health problem (12 months or more) which limits your daily activities or the work you can do?

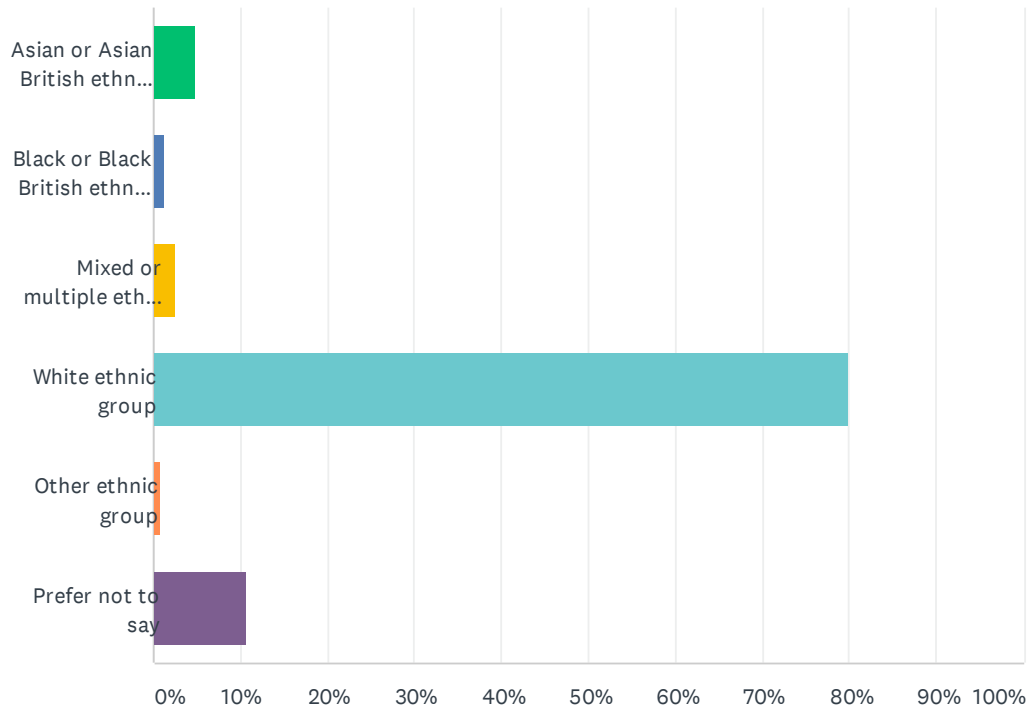
Answered: 1,065 Skipped: 222



ANSWER CHOICES		RESPONSES	
Yes		10.80%	115
No		84.04%	895
Prefer not to say		5.16%	55
TOTAL			1,065

Q33 What is your ethnic group?

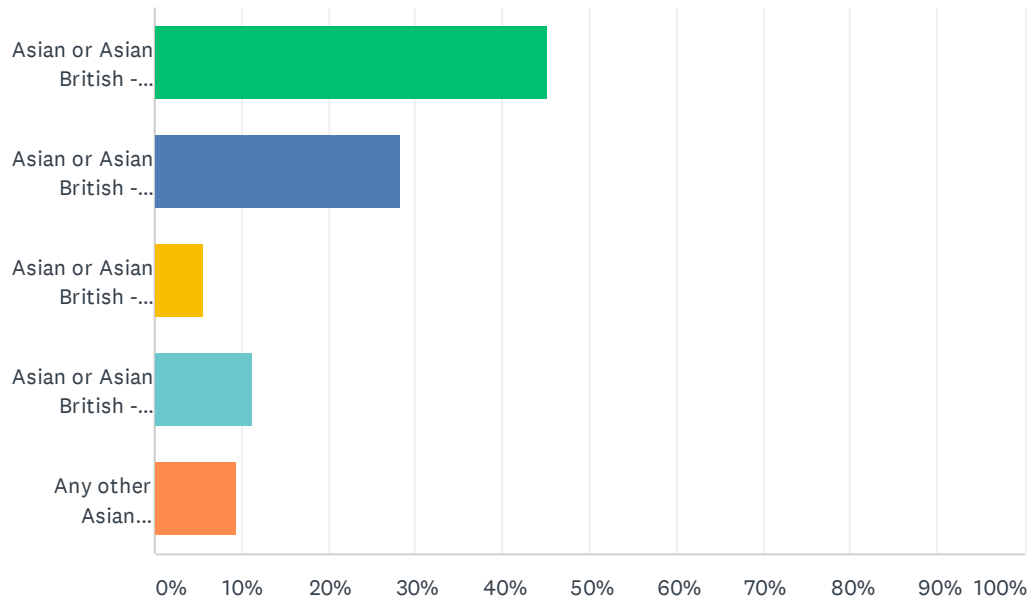
Answered: 1,059 Skipped: 228



ANSWER CHOICES	RESPONSES	
Asian or Asian British ethnic group	4.91%	52
Black or Black British ethnic group	1.23%	13
Mixed or multiple ethnic group	2.46%	26
White ethnic group	79.89%	846
Other ethnic group	0.76%	8
Prefer not to say	10.76%	114
TOTAL		1,059

Q34 What is your ethnic group?

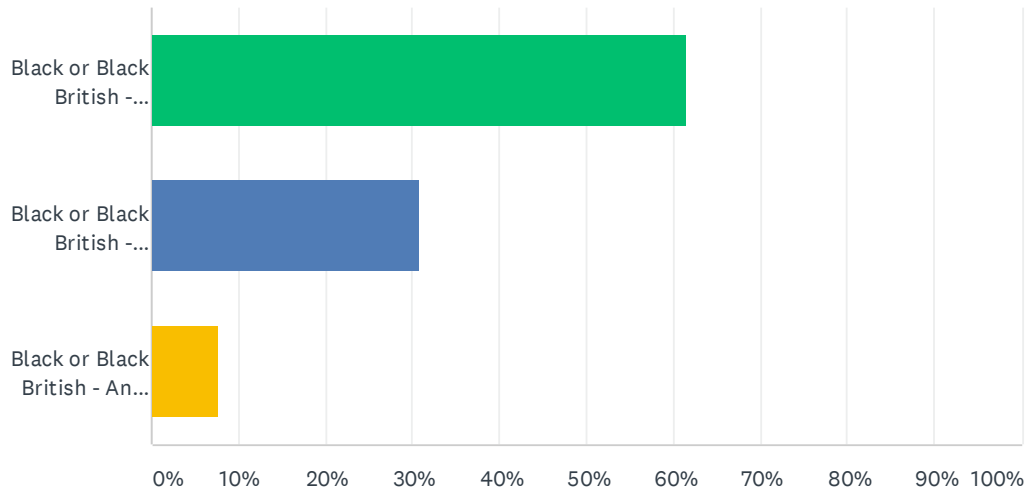
Answered: 53 Skipped: 1,234



ANSWER CHOICES	RESPONSES	
Asian or Asian British - Indian	45.28%	24
Asian or Asian British - Pakistani	28.30%	15
Asian or Asian British - Bangladeshi	5.66%	3
Asian or Asian British - Chinese	11.32%	6
Any other Asian background (Please specify below)	9.43%	5
TOTAL		53

Q35 What is your ethnic group?

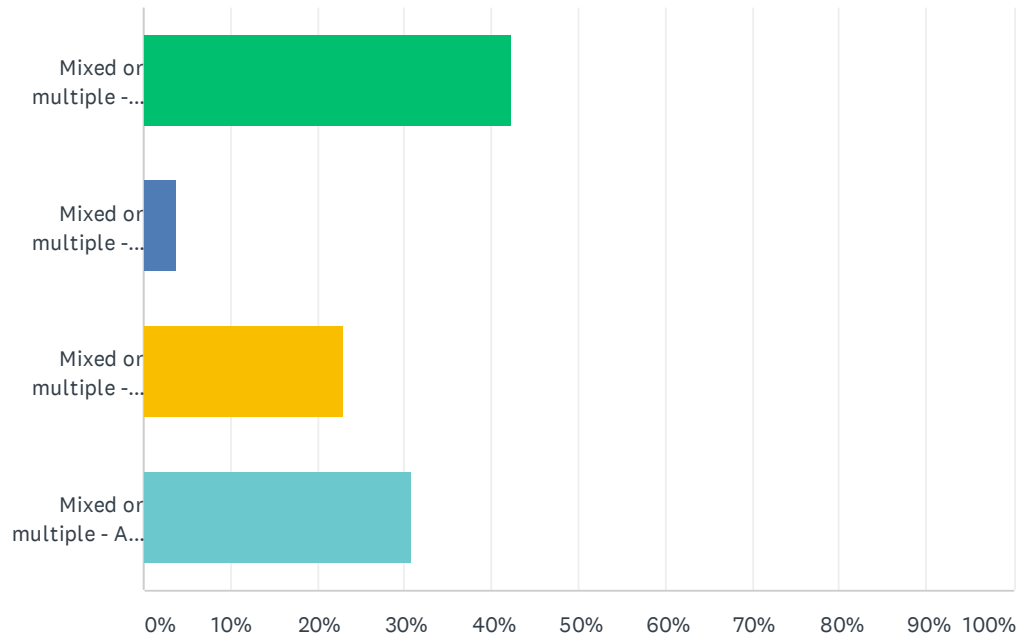
Answered: 13 Skipped: 1,274



ANSWER CHOICES	RESPONSES	
Black or Black British - African	61.54%	8
Black or Black British - Caribbean	30.77%	4
Black or Black British - Any other black background (Please specify below)	7.69%	1
TOTAL		13

Q36 What is your ethnic group?

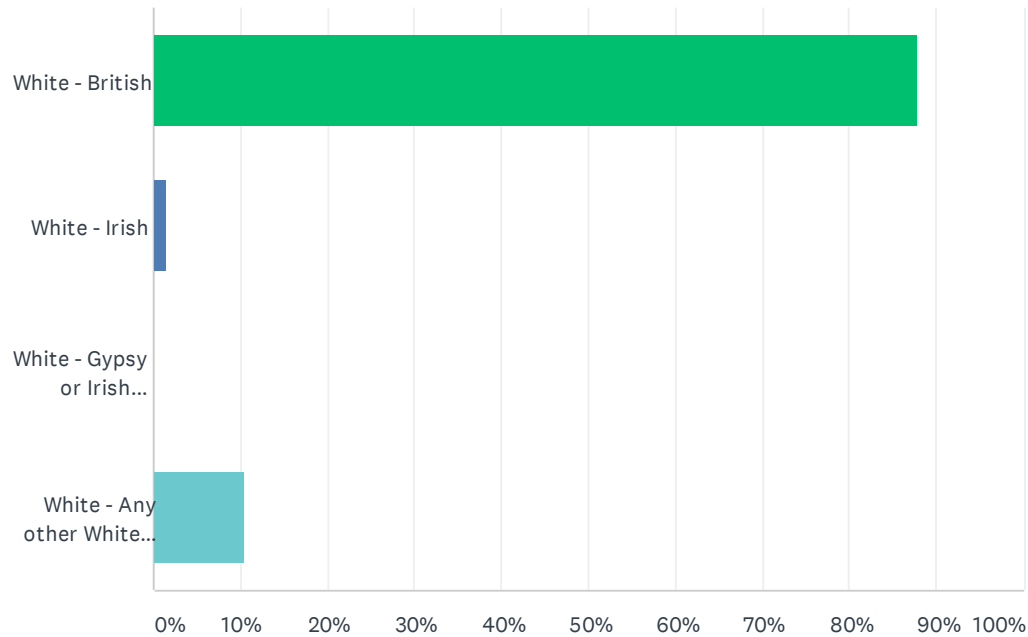
Answered: 26 Skipped: 1,261



ANSWER CHOICES	RESPONSES	
Mixed or multiple - White & Asian	42.31%	11
Mixed or multiple - White & Black African	3.85%	1
Mixed or multiple - White and Black Caribbean	23.08%	6
Mixed or multiple - Any other Mixed background (Please specify below)	30.77%	8
TOTAL		26

Q37 What is your ethnic group?

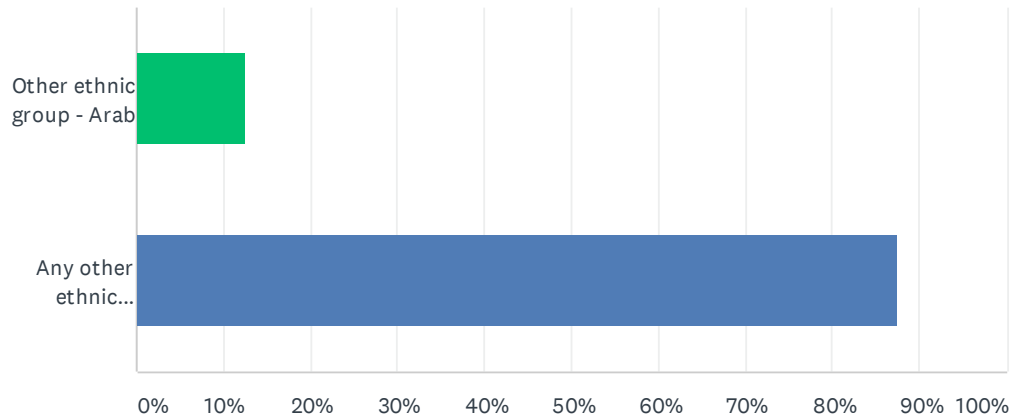
Answered: 855 Skipped: 432



ANSWER CHOICES	RESPONSES	
White - British	87.95%	752
White - Irish	1.52%	13
White - Gypsy or Irish Traveller	0.00%	0
White - Any other White background (Please specify below)	10.53%	90
TOTAL		855

Q38 What is your ethnic group?

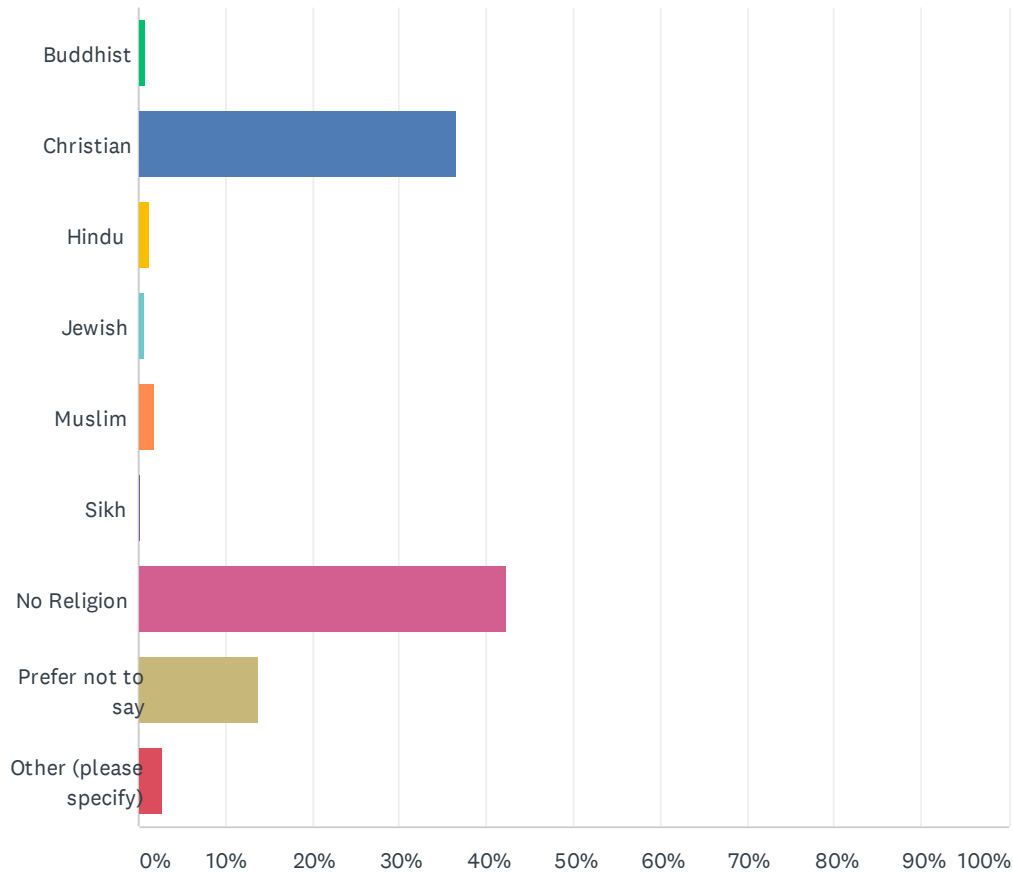
Answered: 8 Skipped: 1,279



ANSWER CHOICES	RESPONSES	
Other ethnic group - Arab	12.50%	1
Any other ethnic background (Please specify below)	87.50%	7
TOTAL		8

Q39 What is your religion or belief?

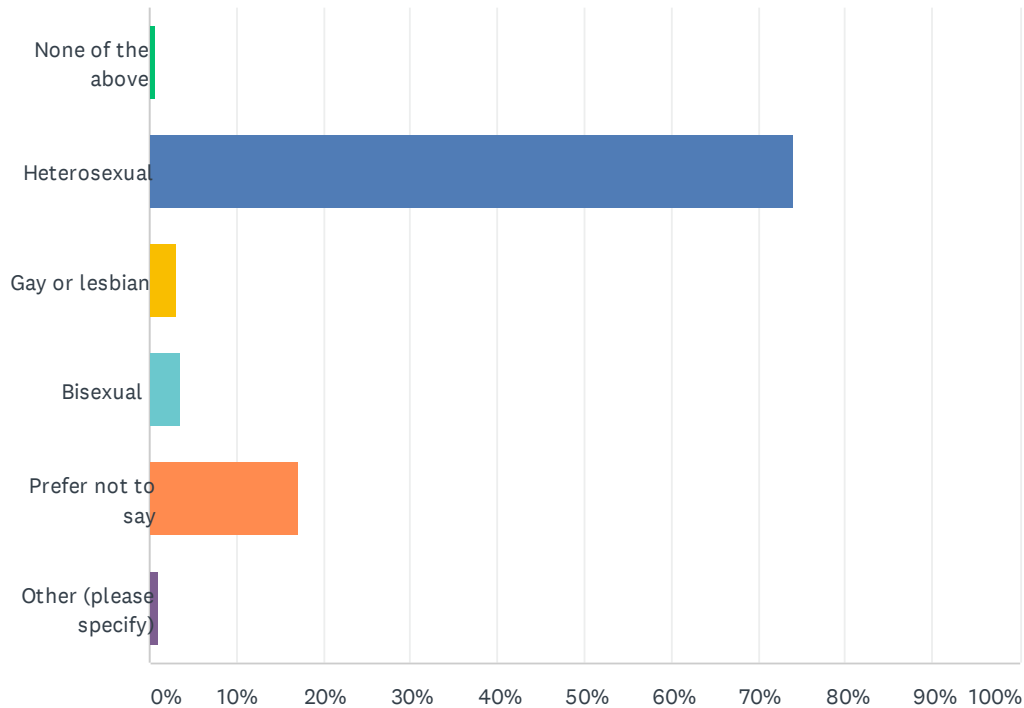
Answered: 1,060 Skipped: 227



ANSWER CHOICES	RESPONSES	
Buddhist	0.85%	9
Christian	36.51%	387
Hindu	1.32%	14
Jewish	0.57%	6
Muslim	1.89%	20
Sikh	0.19%	2
No Religion	42.26%	448
Prefer not to say	13.77%	146
Other (please specify)	2.64%	28
TOTAL		1,060

Q40 Which of the following best describes your sexual orientation?

Answered: 1,056 Skipped: 231



ANSWER CHOICES	RESPONSES	
None of the above	0.66%	7
Heterosexual	74.15%	783
Gay or lesbian	3.22%	34
Bisexual	3.60%	38
Prefer not to say	17.23%	182
Other (please specify)	1.14%	12
TOTAL		1,056