



Our
LIBRARIES

Library Service Review

Public Engagement Report

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Public Engagement - Library Services Review

Introduction

On 19th July 2021, Hackney Council launched Our Libraries, a review of Hackney library services to facilitate an extensive Libraries conversation with residents and stakeholders to measure the satisfaction levels of the current service provision and identify the local needs and aspirations for the future of the Libraries service.

This report presents feedback from Our Libraries public engagement with residents, library users and non-users, partners, organisations and schools. The public engagement sought to better understand the way Hackney libraries are currently being used, what these groups value from the service, what is missing from the service, and to gain a localised understanding of how residents use libraries closest to them and what they want from their library in the future.

The report includes the results from three public surveys, one private survey and 12 focus groups. Insight from schools, children and young people was gathered through the borough-wide schools competition, theatre workshops and Young Hackney events. Feedback from Hackney Young Future Commission's borough-wide consultation in 2019 was also cross-analysed for this research.

Project Background

In April 2021, Hackney Council launched its Libraries Service Review to provide a long-term strategy that will put libraries at the forefront of the Council's relationship with residents and the cultural life of the borough.

The Council provides eight libraries, situated so that almost all residents live less than one mile from their nearest branch. Hackney user data gathered by public policy organisation Shared Intelligence shows that visitor attendance to Hackney's libraries is above the London average with population numbers per library branch higher than average. Each one of the eight libraries serves a different audience with a variety of needs.

The Council recognises that libraries are one of Hackney's greatest assets in our community and that libraries do more than stock books - they can provide safe spaces for the whole community to read, learn, rest and play across the borough. Each library plays an important role in supporting the individual needs of Hackney's diverse communities, through the provision of books, magazines, newspapers, computers, internet access and a rich programme of activities delivered both online and in person.

The information gathered through the engagement process will inform the recommendations of the review and the priorities for the Council's new Libraries strategy, which will set the direction of the library service for 2022-26. This is an information gathering exercise, which complements the research into the service and user needs of Hackney's libraries to build an evidence-based profile of the library service.

There has not been a formal review for some time and so the Council is undertaking a comprehensive study of this service as part of the review. This is the first stage of engagement, designed to form an open conversation with residents, businesses, users and non-users of our libraries and did not include formal proposals or changes to the service.

Communications & Engagement Approach

Hackney's libraries service review focuses on an evidence based framework to ensure that the analysis of all qualitative and quantitative data can respond to the following three research questions:

- **How do you use libraries currently?** (Public surveys, Focus Groups and Hackney Usage report)
- **How can we make our libraries better for current users and more inviting for non-users?** (Focus groups explore in more depth patterns or gaps that are revealed by quantitative data and feed into corporate priorities)
- **How can libraries have more impact (on the wider scale)?** (Policy & Strategy mapping, where does the library service have the potential to have the big areas of impact on corporate priorities and resident need)

The primary way of hearing from Hackney residents and library users has been through responses to surveys hosted on Commonplace and Citizen Space.

Two Our Libraries public surveys were hosted via the Council's interactive online engagement platform Commonplace and ran from 16th July 2021 to 11th October 2021. Respondents were invited to share their views and experiences with Hackney Libraries with one survey for Library Users and a second survey for Library Non-Users. Paper copies of the survey were made available and promoted at Hackney Libraries. All libraries displayed promotional material about the Our Libraries campaign. All library computers displayed a screensaver with branding where residents were encouraged and supported to complete the survey online in their local library. Residents were also able to write to ourlibraries.consultations@hackney.gov.uk.

Face-to-face activities took place at community events and through on-street interviews in line with Covid guidelines. The majority preference for respondents was to use the online activities for the focus groups and the survey.

Questions relating to Hackney libraries and library service use were included in the Tenants and Leaseholders STAR survey which was independently run by Kwest Research Ltd from 28th June 2021 to 30th September 2021.

A private survey for businesses, local organisations, schools, institutions and community groups was hosted on the online engagement platform Citizen Space from 8th September 2021 to 25th October 2021. Feedback from the cultural and creative industries was also gathered in interviews with two cultural organisations who have recently worked in partnership with the library service.

This engagement has been supplemented by 7 focus groups and 5 interviews to gather feedback on the needs of Hackney residents and to ensure that we heard from all parts of the community and seldom heard voices. The focus groups were developed following gap analysis of survey data. Respondents were recruited through partnership with community organisations, survey respondents and Hackney Matters:

- Ageing Well/Age UK focus groups
- Connect Hackney focus group
- Access and Disability Network focus group
- Our Libraries Focus Group (with library users and non-users)
- African Writer's Group focus group
- Council Tenants focus group
- LGBTQ interview
- Orthodox Jewish community interview
- Cultural sector interviews
- Workshops with school children conducted by Immediate Theatre and the librarians at Clapton Girls Academy
- Interviews with young people

The engagement was promoted by:

- Promotion of the surveys in Hackney Libraries and as part of National Libraries Week.
- Articles in Hackney Today and Hackney Life.
- Street promotion through the Hello Again, Hackney campaign
- Posters, flyers, banners and screensavers in libraries and around the local area
- Promotion via Council social media channels and relevant e-newsletters, including through targeted, area-based social media ads.
- Circulation of surveys through the Hackney Business Network.
- Promotion to the Hackney Matters panel, Hackney CVS and other VCS networks
- Resident engagement and survey promotion at the Well Street Common Neighbourhood Community fun day, October 2021.

Data & Methodology

The primary method of collecting data was through the on-line platforms, Commonplace and Citizen Space.

Our Libraries Library Users & Non-Users survey

The Our Libraries survey for library users and non-users was hosted on Commonplace. (<https://ourlibrarieshackney.commonplace.is/>). Completed paper surveys were collected at Hackney libraries and inputted by a member of the Consultation & Engagement team.

In the analysis of responses, postcodes from outside of the borough were removed from the dataset.

A full list of survey questions is included in the appendix at the end of the report.

Library Partner's survey

The private Libraries Partners survey for Businesses, Community Groups & Institutions was hosted on Citizen Space (<https://consultation.hackney.gov.uk/libraries-leisure-and-green-spaces/2b2830c9>). The survey was shared with businesses, local organisations, schools, institutions and community groups via the Hackney Business Network.

A full list of survey questions is included in the appendix at the end of the report.

Coding themes

The Our Libraries Library Users and Non-Users surveys and the Partner's survey asked qualitative and quantitative questions. Qualitative responses for each question were initially reviewed and a broad set of themes were identified. These themes were then refined and the remaining responses were coded. Each question was coded separately because of the broad range of responses received. Due to the depth of comments provided, responses could be coded into multiple themes. Where applicable, positive, negative and neutral responses were identified within themes. This is explained in further detail within the Overview of Results as part of the evaluation of the relevant questions.

Tenants & Leaseholders STAR survey

Hackney Council Housing Services has a longstanding commitment to the consultation of its customers and to monitoring the quality of its services.

As part of this, from July 2021 to October 2021, Kwest Research carried out an independent and full-scale tenant and leaseholder survey on behalf of the Council's Housing Services. This project is the fourth of its kind, following on from a census in 2019, a sample survey in 2017 and a full census survey of all customers in 2016.

The survey collected responses from four housing tenure categories: Tenant Management Organisation (TMO) tenants, Tenant Management Organisation leaseholders, Neighbourhood Housing Office (NHO) tenants and Neighbourhood Housing Office leaseholders.

These definitions refer to the way a building is managed. For the purposes of this report, TMO tenants and NHO tenants have been grouped together and will be referred to as Council tenants. TMO leaseholders and NHO leaseholders have been grouped together and will be referred to as Council leaseholders.

The majority of respondents (4,734) were Council tenants (NHO Tenants and TMO Tenants combined). The highest proportion of responses were from Neighbourhood Housing Office (NHO) Tenants, at 3984 responses. This is followed by NHO Leaseholders (1132), Tenant Management Organisation (TMO) Tenants (750), and TMO Leaseholders (202).

A full list of survey questions is included in the appendix at the end of the report.

Focus Groups

Following gap analysis of survey responses, we organised 7 focus groups with resident groups. Focus group participants were recruited through membership of partner organisations, survey respondents, and Hackney Matters.

A broad focus group script was developed and refined for each focus group. For each session, one member of the Library Service Review team facilitated the session with note-taking provided by another team member.

The Ageing Well, Connect Hackney, the focus group with disabled residents and African Writers Group focus groups were organised and delivered in partnership with community organisations and stakeholder groups. Participants were recruited through these channels.

The Our Libraries, library user and non-user focus group was recruited through Hackney Matters and Commonplace. Survey respondents who confirmed that they wanted to be kept informed of the review were invited to attend via email.

Interviews

One-to-one interviews were conducted with 9 residents and local representatives from the cultural sector, LGBTQI+ groups, young people and the Orthodox Jewish Community.

Schools, children and young people insight

Immediate Theatre was commissioned to deliver a series of workshops in primary schools to reach out to children and their teachers across Hackney schools. The workshops were launched in October as part of National Libraries Week. Immediate Theatre ran 17 workshops across 7 Hackney Schools reaching approximately 1,018 children. The schools competition had a total of 283 entries from 8 primary schools and included entries from schools that had not taken part in the Immediate Theatre workshops.

Further insight on the value of libraries for young residents from Hackney Young Future Commission's 2019 consultation has been included. The commission spoke to 2,500 residents aged 10 to 25 to hear their views about living in Hackney.

The secondary insight provided by Immediate Theatre and Hackney Young Futures is included in the appendix at the end of the report. There is also a commitment to keep Hackney Youth Parliament informed and engaged in the review.

Respondents

A total of 638 respondents took part in the Library Users survey.

A total of 82 respondents took part in the Library Non-users survey.

A total of 6457 respondents took part in the Tenants and Leaseholder survey.

A total of 31 respondents took part in the Library Partner's survey.

A total of 31 participants took part in focus group discussions.

Our Libraries - Library User Survey

Executive summary

Main questions

- **If any, which libraries in Hackney do you visit? (Base: 1328)**
 - The highest percentage of respondents (23.42%) stated that they visit Hackney Central (311).
- **Which library in Hackney do you visit most? (Base: 543)**
 - The highest percentage of respondents (20.99%) stated that they visit Dalston CLR James the most (114).
- **Please tell us how you travel to the library: (Base: 511):**
 - The majority of respondents (74.17%) stated that they walk to the library (379).
- **How satisfied or dissatisfied are you with the availability and range of books, DVDs, CDs audiobooks and eBooks? (Base: 526)**
 - The majority of respondents (66.92%) were satisfied with the available range of stock (352).
- **How satisfied or dissatisfied are you with the ease of access into the building and within the building? (Base: 528)**
 - The majority of respondents (86.55%) were satisfied with ease of access into and within the building (457).
- **How satisfied or dissatisfied are you with the knowledge of staff? (Base: 522)**
 - The majority of respondents (78.74%) were satisfied with the knowledge of staff (411).
- **How satisfied or dissatisfied are you with the friendliness and behaviour of staff? (Base: 524)**
 - The majority of respondents (82.06%) were satisfied with the friendliness and behaviour of staff (430).
- **How satisfied or dissatisfied are you with the opening times? (Base: 527)**
 - The majority of respondents (73.24%) were satisfied with the opening times (386).
- **Which of the following items have you borrowed from our libraries in the last three years? (Base: 995)**
 - The majority of respondents (53.97%) had borrowed "Books (paper)" in the last three years (537).
- **How often have you borrowed these items? (Base: 571)**
 - The highest percentage of respondents (44.31%) stated that they borrowed these items "A few times a month" (253).
- **Do you access computers, printers, scanners or tablets in your local library? (Base: 571)**
 - The majority of respondents (59.37%) stated "No" (339).
- **If yes, how often do you access computers, printers, scanners or tablets in your local library? (Base: 429)**
 - The highest percentage of respondents (48.02%) stated "Never" (206).

- **If any, which of the following activities do you do in our libraries using the internet? (Base: 521)**
 - The highest percentage of respondents (24.95%) stated that they used the internet in libraries for “General browsing for information” (130).
- **Is the purpose of your visit to the library to access free wifi? (Base: 541)**
 - The majority of respondents (84.66%) stated “No” (458).
- **How often do you attend events at your local library? (e.g. children events, author talks) (Base: 553)**
 - The highest percentage of respondents (59.67%) stated they “Never” attend events at their local library (330).
- **If you attend events at your library, what events do you attend? (Base: 351)**
 - The highest percentage of respondents (37.32%) stated that they would like to attend “Children and young people’s events such as clubs and summer reading challenges” (131).
- **Other than to borrow an item or use the internet, do you use the library for any other reasons? (Base: 1211)**
 - The highest percentage of respondents (18.08%) stated that they use the library for “Studying and quiet space” (219).
- **What would encourage you to go to your library in the future? (Base: 2429)**
 - The highest percentage of respondents (16.06%) stated that “A wider range of books (paper), newspaper, DVDs, CDs, audio books” would encourage them to go to the library in the future (390).
- **If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? (Base: 1215)**
 - The highest percentage of respondents (28.97%) stated that they would be most likely to visit the library during “Daytime, 9am - 5pm” (352).

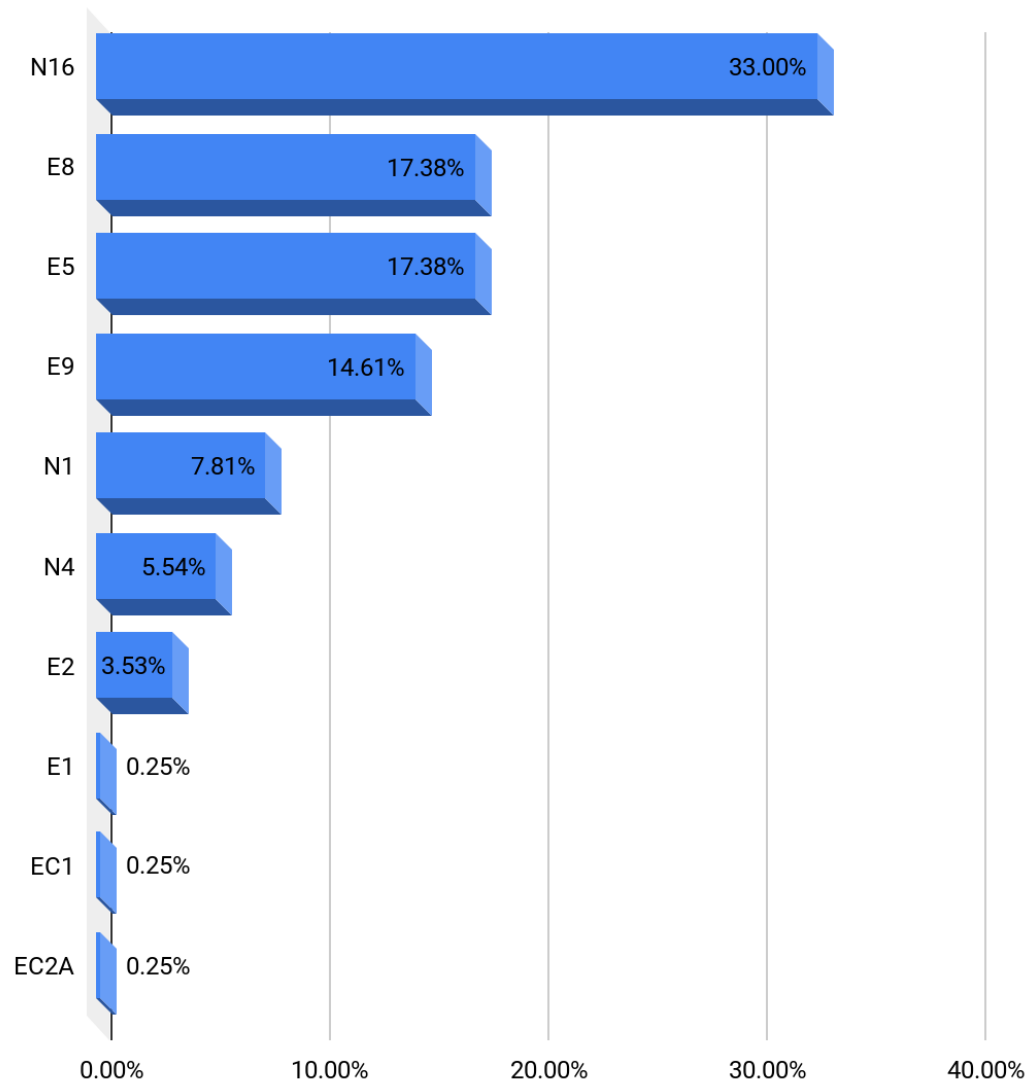
Demographics

- **Are you a: (Base 667 responses)**
 - The majority of respondents (86.66%) stated that they are a Hackney resident (578).
- **What is your connection to Hackney? (Base: 571)**
 - The majority of respondents (87.39%) stated that they live in Hackney (499).
- **If you are a Hackney resident, please tell us how long you have lived here? (Base: 354)**
 - The highest percentage of respondents (51.41%) stated that they had lived in Hackney for “20+ years” (182).
- **Housing tenure: If you're a Hackney resident, which of the following best describes your home occupancy? (Base: 550)**
 - The highest percentage of respondents (29.27%) stated that they “Owned outright” (161).
- **What is your gender? (Base: 413)**
 - The majority of respondents (74.58%), at almost three-quarters, were “Female” (308).
- **What is your age group? (Base: 419)**
 - The highest percentage of respondents (25.78%) were aged “35-44” (108).
- **Are you a member of a community organisation? (Base: 351)**

- The majority of respondents (72.08%) stated that they were not a member of a community organisation (253).

Postcode Analysis

The postcode question was optional as a part of the demographics section of the survey. This allows us to monitor where respondents live and what relationships exist between experiences using Hackney libraries and those who live in postcode areas. A total of 405 respondents provided a postcode.



The chart above represents the breakdown of postcode areas, showing the top 10 postcodes. Postcodes from outside of the borough were excluded from the dataset.

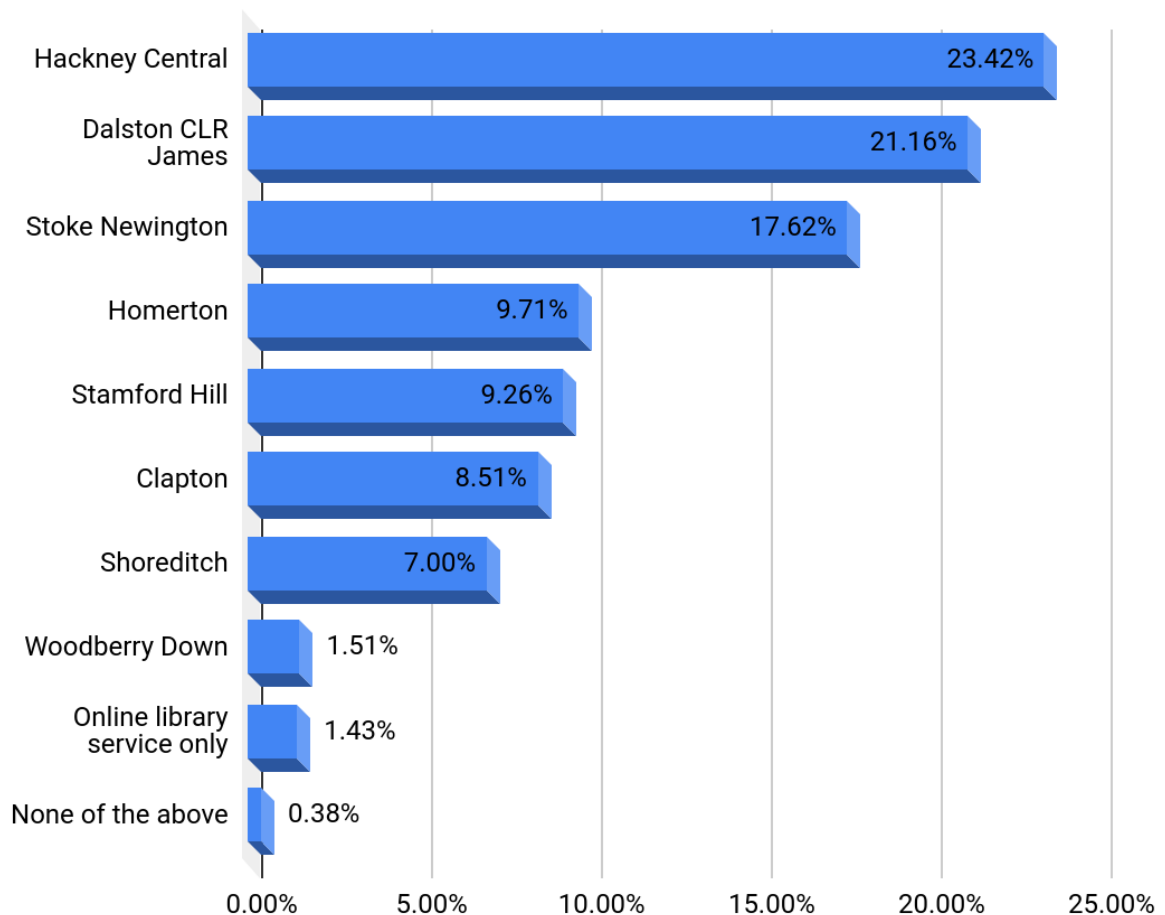
“N16” accounts for the highest percentage of respondents which includes Stoke Newington Central, Clissold, Lordship and Cazenove wards (33% - 131). This is followed by “E8” which includes Queensbridge, Dalston and Hackney Central wards and “E5” which includes Hackney Downs, Leabridge and Springfield wards (both 17.38% - 69), and “E9” which includes the Chatham, Victoria and Hackney Wick wards (14.61% - 58).

499 respondents stated “I live here” to the question of “What is your connection to Hackney?” which asked whether the respondent lived, worked, did the school run, commuted through, owned a business, or studied within the borough.

Overview of Results

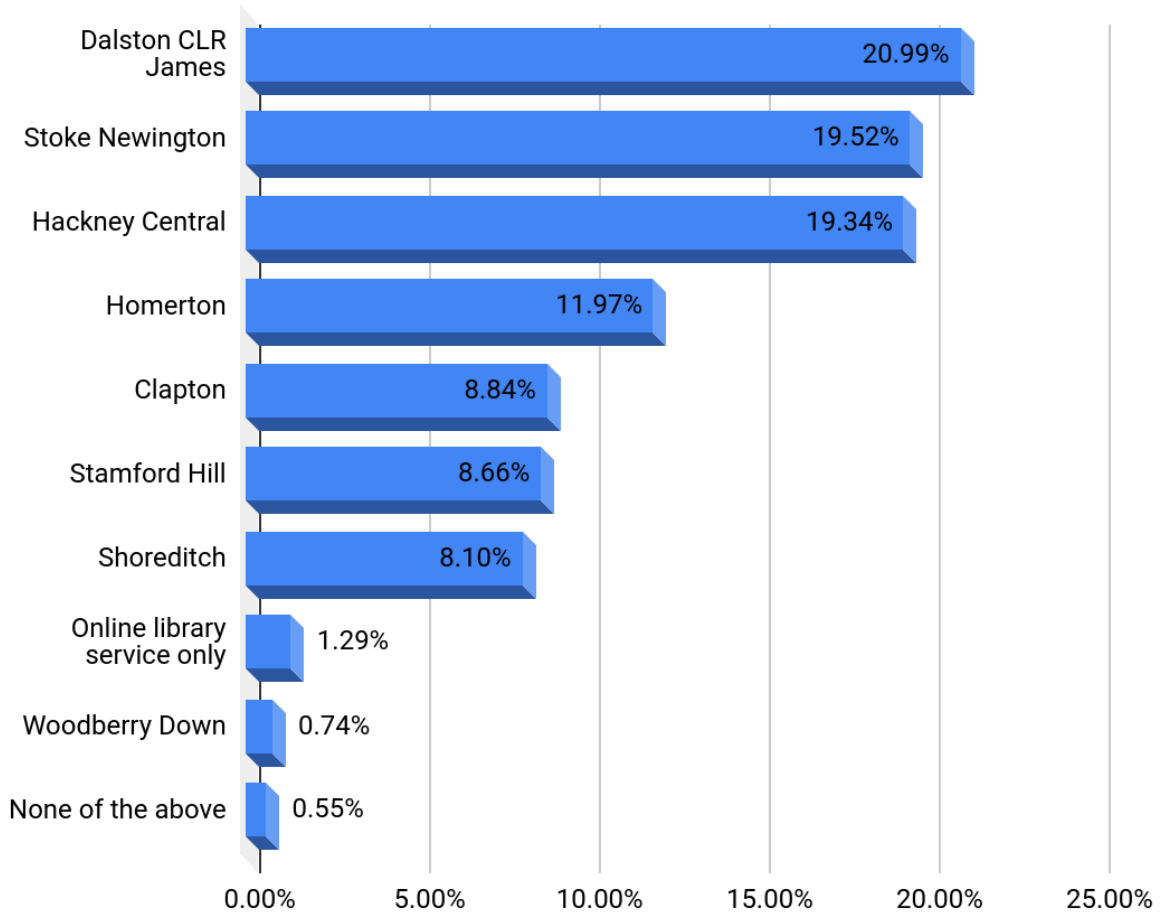
About you and your local library

If any, which libraries in Hackney do you visit? (select all that apply): (Base: 1328)



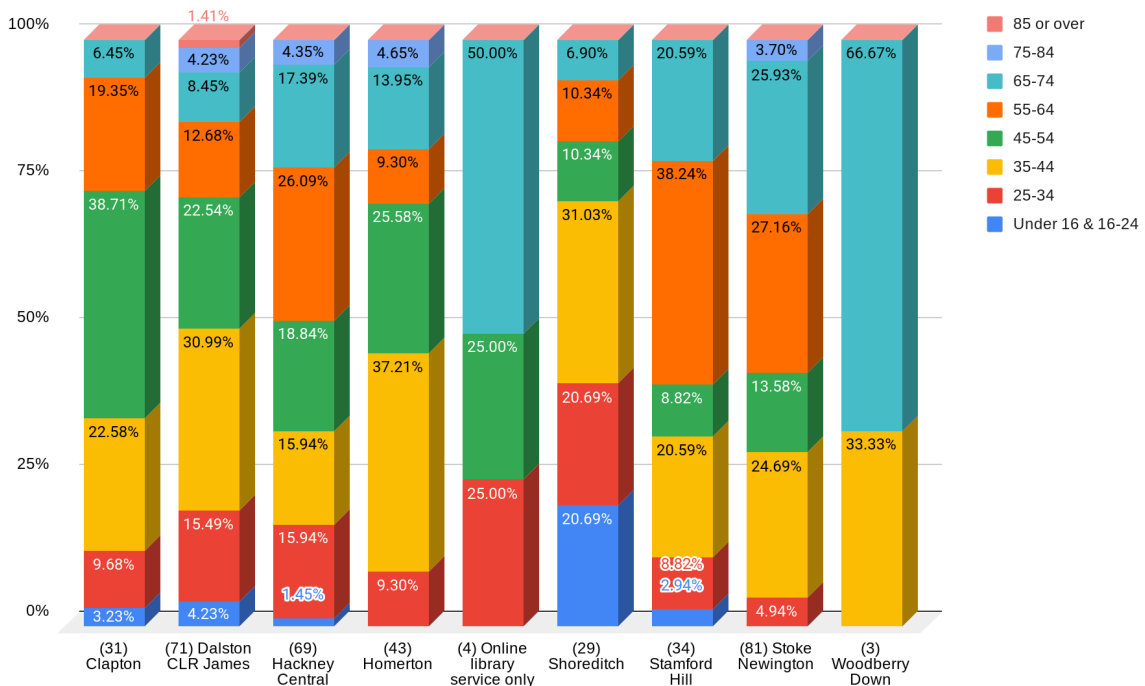
Respondents were able to select all the responses that applied to them. The highest percentage of respondents (23.42%) stated that they visit Hackney Central (311). This is followed by Dalston CLR James (21.16% - 281) and Stoke Newington (17.62% - 234). The libraries used by the fewest respondents were Woodberry Down (1.51% - 20) and the Online Library Service (1.43% - 19). The lowest percentage of respondents stated “None of the above” (0.38% - 5).

Which library in Hackney do you visit most? (Base: 543)



The highest percentage of respondents stated that Dalston CLR James was the library they visited the most (20.99% - 114). This is followed by Stoke Newington (19.52% - 106) and Hackney Central (19.34% - 105). The lowest percentage of respondents stated that they used the Online Library Service (1.29% - 7) and visited Woodberry Down (0.74% - 4).

Cross-analysis - "Which library in Hackney do you visit most?" vs Age Group



The chart above shows the responses to the question "which library in Hackney do you visit most" by age group. The age groups "under 16", "16-17" and "18-24" were combined as "under 16 & 16-24" due to the low number of respondents (12) within these age groups.

Dalston CLR James was most visited by respondents aged "35-44" (30.99% - 22).

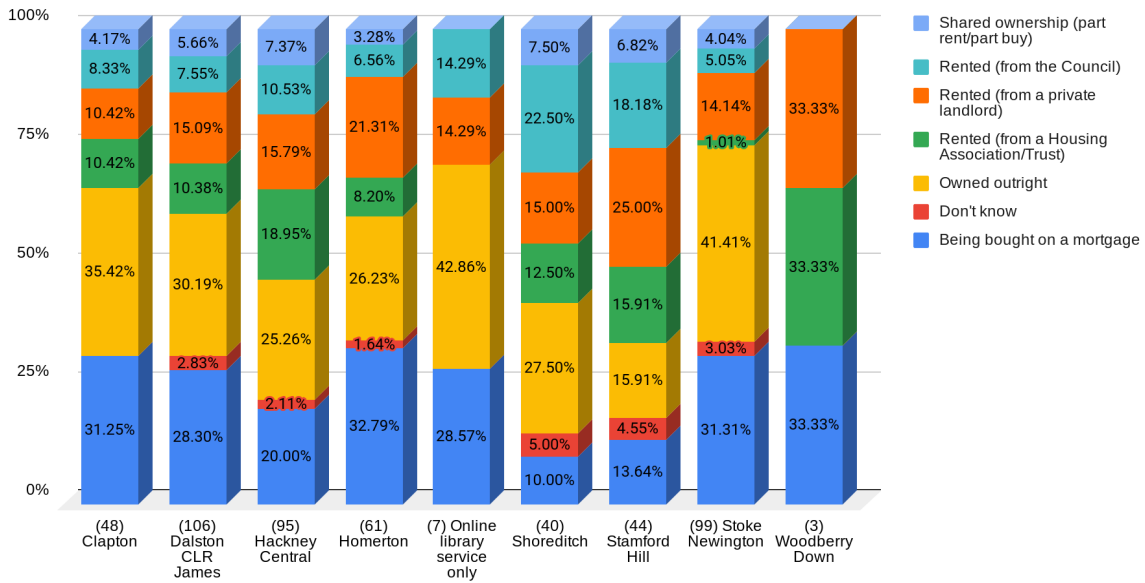
Respondents aged "55-64" were most likely to visit Stoke Newington (27.16% - 22), Hackney Central (26.09% - 18) and Stamford Hill (38.24% - 13).

Clapton was most visited by respondents aged "45-54" (38.71% - 12).

Homerton was most visited by respondents aged "35-44" (37.21% - 16).

Shoreditch was most visited by respondents aged "35-44" (31.03% - 9) and the highest percentage of respondents aged "under 16 & 16-24" (20.69% - 6).

Cross-analysis - “Which library in Hackney do you visit most?” vs Housing Tenure



The chart above shows responses to the question “Which library in Hackney do you visit most” by housing tenure.

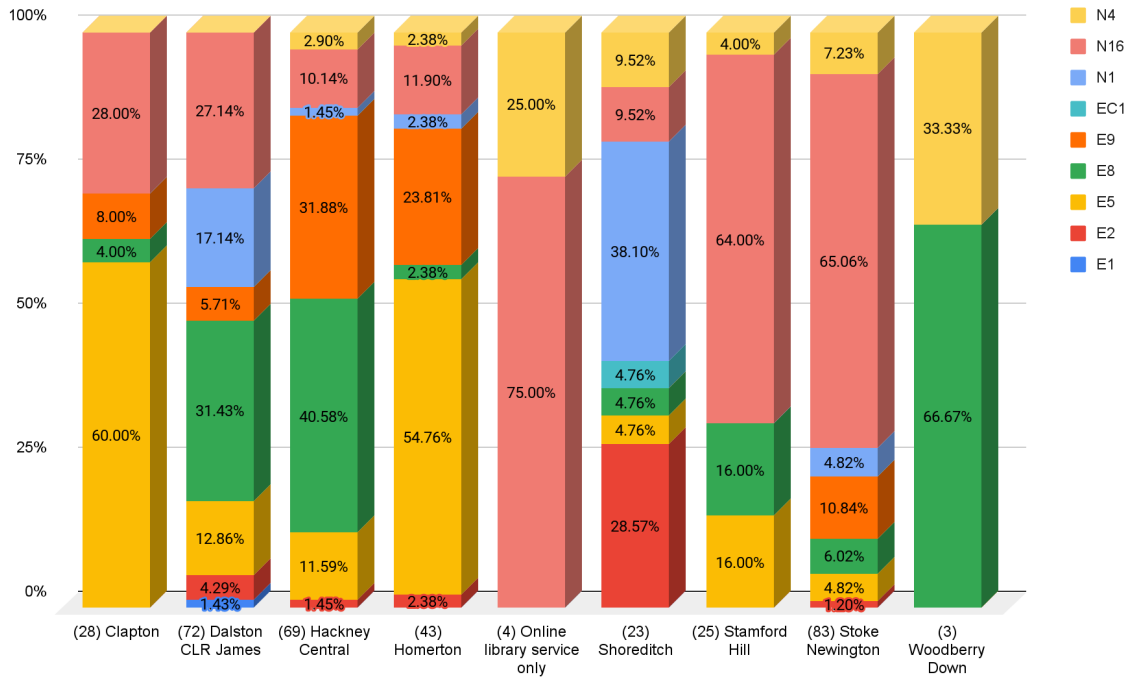
Respondents who owned their home outright accounted for the highest percentage of respondents who visited Clapton (35.42% - 17), Dalston CLR James (30.19% - 32), Hackney Central (25.26% - 24), the online library service (42.86% - 3), Shoreditch (27.50% - 11), and Stoke Newington libraries (41.41% - 41).

Respondents whose house was “Being bought on a mortgage” accounted for the highest percentage of respondents who visited Homerton library (32.79% - 20).

The highest percentage of respondents who visited Stamford Hill the most “rented (from a private landlord) (25% - 11).

The highest number of respondents who “rented (from the council)” visited Hackney Central (10 respondents). While the percentage of respondents is higher for Shoreditch library, the base number of respondents who visited Hackney Central was higher.

Cross-analysis - "Which library in Hackney do you visit most?" vs Postcode



The chart above shows the responses to the question "which library in Hackney do you visit most" by postcode. Postcodes from outside of the borough were removed from the dataset.

Clapton, Dalston CLR James, Hackney Central, Shoreditch, Stamford Hill and Stoke Newington libraries were visited most by respondents who lived within the same postcode area as the library.

Respondents who lived near Clapton library were most likely to visit that library. The highest percentage of respondents who visited Clapton library the most lived in E5 (60% - 15).

The highest percentage of respondents who visited Dalston CLR James lived in E8, near to the library (31.43% - 22).

The highest percentage of respondents who visited Hackney Central library lived in E8, near to the library (40.7% - 28).

The majority of respondents who were most likely to visit Homerton Library did not live in the surrounding area. The majority lived in E5, which includes the Hackney Downs, Leabridge and Springfield wards (53.49% - 23). Homerton Library is in E9.

The highest percentage of respondents who visited Shoreditch library lived near to the library in N1 (38.1% - 8).

The majority of respondents who visited Stamford Hill library the most lived near to the library, in N16 (64% - 16).

Similarly, the majority of respondents who visited Stoke Newington also lived near to the library, in N16 (65.06% - 54).

Only three respondents who provided their postcode visited Woodberry Down.

Why do you visit this library? (Base: 521)

Of the 543 respondents who stated which library they visited most, 521 respondents answered the following qualitative question “why do you visit this library?”

Key theme	Meaning	Count
Location & accessibility	The library is easy or convenient to get to, accessible by preferred method of transport, close to home, work, or another location in Hackney. Alternatively, respondents expressed that they had limited access to their preferred library.	241
Books & browsing	The library has a good range of physical books to borrow books or the option to collect books reserved online. Library browsing and consultation of reference items, librarian recommendations, archives, consultation and display information.	222
Children's books & activities	Borrowing and browsing children's and toddler's books. The library is a good space for children and children's activities.	65
Study or work space	Space for working, studying, research or reading.	63
Library space	The library building and space itself is pleasant, quiet, relaxing, clean, welcoming space.	54
Computers, internet and printing	Access to computers, wifi, printing and other technology.	52
Staffing	Friendly and helpful library staff.	42
Other loan items	Including DVDs and CDs, audiobooks, newspapers & magazines	39
Events & clubs	Events, meetings, clubs, groups at the library.	21
Community space	The library as a social space, a community space, a space for respite, and volunteering opportunities.	20
Criticism of library service and updates	Criticism of library services and updates.	8
Opening hours	Library opening hours and weekend access, including comments on whether the libraries were open during the pandemic.	7
Facilities & services	Including comments on toilet facilities, recycling bags, and battery collection.	8
Digital access	Use of the library to access digital subscriptions, online access to the library, and ebooks.	5

Location & accessibility

Respondents commented on the location and ease of accessing the library as a primary reason for visiting their preferred Hackney library.

Hackney Central: "It is closest and it looks new and fresh, easy to access with a pushchair."

Stamford Hill: "It is easily accessible by public transport."

Stoke Newington: "It is closest to me, I like the building and the space, I can walk there, and I pass it on the way to the British Library if I am taking the bus."

Some respondents expressed that they visited a particular library because they had limited access to their preferred library:

Dalston CLR James: "It's convenient. Hackney Central is closer, but has not been available for browsing during the pandemic."

Stamford Hill: "It is the nearest library to me. Woodberry down library is temporarily closed."

Books & browsing

Respondents commented on the range of physical books available. Many responses stated that they visited the library "to borrow books." Other respondents commented on the book selection:

Stamford Hill: "Strong poetry and literature sections and, when our 3 children were at primary school locally we used the library all the time. I am impressed with the Jewish literature section which turns up some pleasant surprises."

Dalston CLR James: "Because they have really good modern and vintage books and they also have authentic books that speak to my taste in books."

In addition to visiting the library to borrow books, respondents commented that they visited to browse, research, and consult reference and archival materials.

Stoke Newington: "Browse/borrow books, research the history of our house..."

Dalston CLR James: "For the Library and the Archives in one building."

Homerton: "I love to browse the books, I hate using the website as I don't usually know which books I want. Browsing the shelves produces such great surprises."

One user of the Online Library Service reflected on sustainability of online services:

Online Library Service: "It saves on paper to borrow, rather than buy books and saves money. I love libraries. Practical, useful and they connect me to my deep childhood. I got into

using an e-reader when I lived overseas in a country without books, so even though I'm now back in London, that's how I mainly access the library these days..."

Some respondents included criticism of the book service such as the reservation fee:

Dalston CLR James: "To pick up books I've requested (though the fee to reserve a book is really off putting!)"

Children's books & activities

Respondents commented on both the selection of children's books and the activities available for toddlers to teenagers:

Woodberry Down: "Books and activities for young children."

Homerton: "It's close to where I live. I've been going to the library since my children were tiny (they're now 17 and 14 and still library users). The children's section was always very welcoming and full of great books as were the young adult and adult sections! The staff are lovely, always ready to help and they run the Summer [sic] Reading Challenge brilliantly - we did every one until the children got too old. We also used to borrow children's audio books, to play on long journeys. It's a well organised, well laid out library and we all, teenagers and me, once the Covid situation improves, will be back for a browse and a borrow."

Some responses also indicated that taking children to the library encouraged parents and caregivers to use library services themselves, such as borrowing books:

Dalston CLR James: "I really enjoy taking my children (now aged 6 & 3) we read books there, choose books to take home, play, use the computers, do colouring, take part in organised activities (Lego/art & craft workshops) watch films. I also use it to take out books for myself."

Clapton: "I visit with my children (7 and 12) to borrow books. I occasionally borrow books myself."

Study or work space

Respondents commented that they use the library as a space for working, studying, research or reading:

Stamford Hill: "...I mostly use the study area which I like as the desks are spacious and it's always quiet."

Clapton: "Quiet place to work."

Homerton "...there are quiet places to sit and read..."

Stoke Newington: "I go there to study as I am preparing for a certification."

Library space

Respondents commented on the library building and space itself as a pleasant, quiet, relaxing, clean, welcoming place to be.

Multiple respondents expressed emotional attachment to the library they visited most:

Hackney Central: "It is well stocked and it is a nice open, clean and comfortable environment to study, or just to read and relax. I also have been visiting this library since I was a kid when it was newly opened, so I have an emotional attachment to it as well."

Stoke Newington: "I live in Stoke Newington and have lived here nearly 40 years. Stoke Newington Library is close to home. I love the architecture in the old building, the entrance especially is very periodic. The service is always great. You feel welcomed. I used the library as a student 20 years ago. Now I use it mainly for children's books. I have three boys under 16 years old and I find the library caters to them all."

Hackney Central: "Because I love to read actual paper books and having learnt to read in the original building as a child, it has always been one of my favourite places to spend time. Also it is only 5 minutes up the road. Also great air conditioning on a hot day."

Other respondents commented on the library building and space:

Dalston CLR James: "...I enjoy the space and light in the building."

Stoke Newington: "It's close to my house and I love the building."

Computers, internet and printing

Respondents stated that they visited the library to access computers, wifi, printing, photocopying and other technology services:

Stamford Hill: "To computer, jobsearch and print."

Dalston CLR James: "Mainly to use the computers and printer."

Homerton: "...I also use the computers for printing tickets, letters, etc."

Shoreditch: "To use the PCs."

Staffing

Some respondents visited their chosen library because of the friendly, welcoming and helpful staff:

Stamford Hill: "Because the staff is helpful and friendly. Welcoming."

"Homerton, Hackney Central, Dalston CLR James. The staff are polite and helpful at all

times.”

Homerton library received the highest number of positive comments about staffing:

Homerton: “... I visit this library as the staff are delightful- they are friendly and informative and make one feel part of the community and the human race.”

Homerton: “Small but very helpful library with amazingly helpful friendly staff.” [sic]

Homerton: “It is the closest and most importantly, it has the best staff. The staff engage with you and it feels welcoming. Hackney central has better stock, but the staff/atmosphere is off-putting.”

Other loan items

In addition to borrowing books, respondents also stated that they visited the library to borrow items such as DVDs, CDs, audiobooks, newspapers, and magazines.

Dalston CLR James: “newspapers, books, dvds.”

Hackney Central: “computers, printing, magazines, books CDS.”

Stamford Hill: “Borrowing CDs/Films.”

Unspecified library: “for information / books / music / dvds”

Events & clubs

Respondents stated that they visited the library to attend a range of events, meetings, clubs, and groups. Some respondents also expressed a desire to return to in-person events following the pandemic:

Stamford Hill: “I visit the library to meet people who I support with employment support - helping them with CVs job searching and interview prep. Since Covid-19 I have not been back to a Hackney Library but hope this will be possible again in the future.”

Dalston CLR James: “I’m a member of the library book club, which is sadly online at the moment. It’s a really enjoyable experience when in person, but even online the librarians have done their best. I also go there to collect information leaflets, look at consultations, etc. I also just like being there and browsing - last week I even got a free poetry book!”

Community space

Respondents used the library as a social space, a community space, and space for respite:

Stoke Newington: “I live alone and it gives me another window on the world. It is convenient as I can walk to it from where I live. It is near my other activities and places I use etc eg local cafes, shops and park. It has most of the things I need and can usually get in book etc that

are not held in stock.”

Dalston CLR James: “Because I am able to step out for a moment and have a private space where I can take a break.”

Shoreditch: “Research and also to have contact with my community.”

Criticism of library service and updates

A smaller number of respondents used this question to express concern or criticism of their local library. Some expressed that they chose to visit certain libraries over others:

Dalston CLR James: “Currently I visit Dalston CLR James more. Previously Hackney Central was the place where I went as its nearer, but now with Covid regulations, the wait to collect books have been quite long the 3 times or so I have been and Dalston Library is generally quicker.”

Hackney Central: “Rubbish! I am a resident in one of the hostels in Hackney that has no access to the internet and I am trying to finish my degree and I have to be struggling doing my essays and assisting my meetings on the times I come to the library to assist on of my meetings as my phone internet wasn't working and i have been denied to enter the library premises to use the wifi and attend my meeting.”

Homerton: “The study space on the first floor is a great place to work, and with some investment in refurbishing the building could be even more special.”

Opening hours

Respondents commented on the convenience of opening hours, in addition to the impact of closed libraries:

Dalston CLR James: “Convenient and open at the weekend.”

Stamford Hill: “Closest to my home. Also it is open on Sundays.”

Facilities & services

Respondents commented on visiting the library to access toilet facilities, pick up recycling bags, to drop off batteries:

Homerton: “Have occasionally needed a quiet space to work, and to drop off used batteries.”

Stoke Newington: “access internet, read newspapers, use loo, get out of rain.”

Stamford Hill: “computer, study space, borrow books, recycling bags”

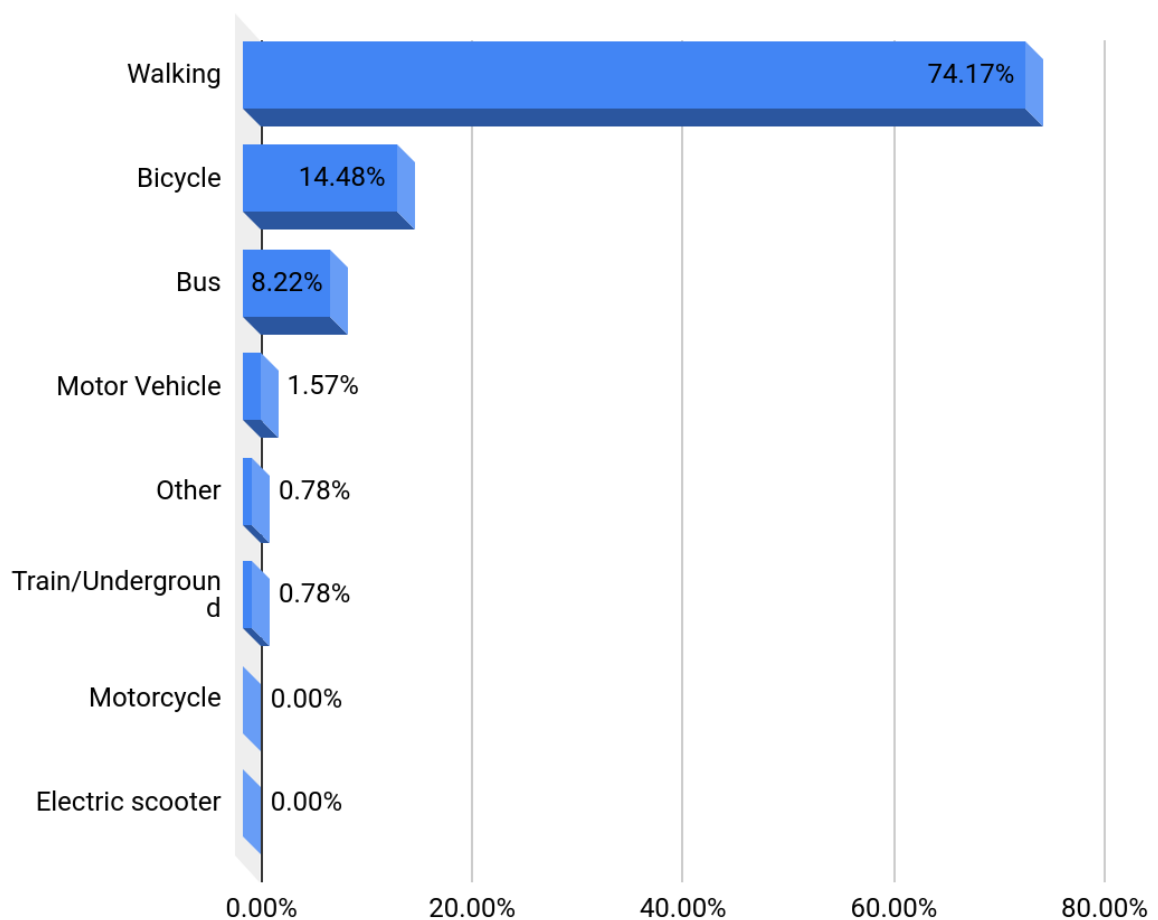
Digital access

Respondents stated that they specifically access the library’s digital subscriptions and commented on digital resources:

Online Library Service: “I use the Libby app most days. It’s a fantastic resource which I’m quite evangelical about. It’s a great alternative to amazon/Audible.”

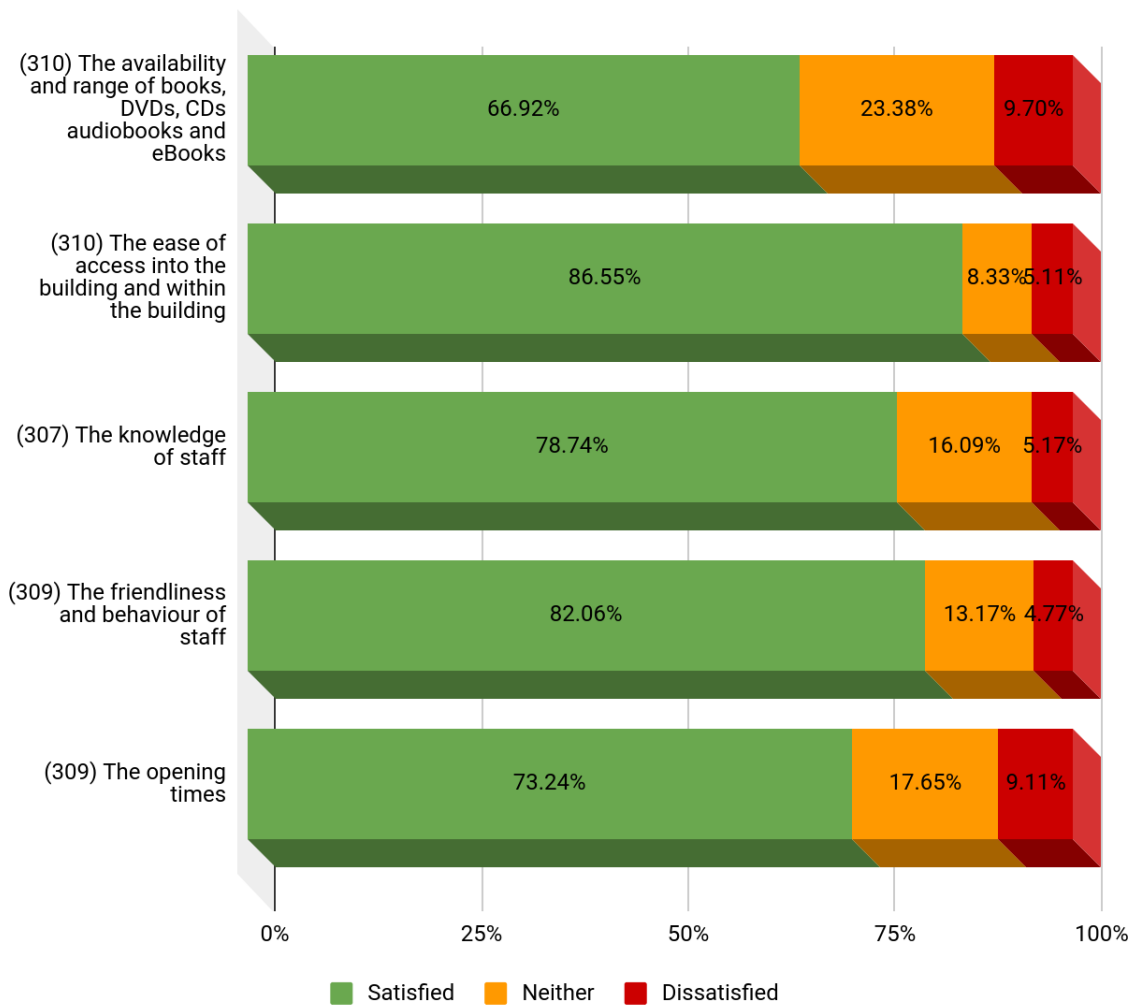
Online Library Service: “I use the online App Libby because I like listening to audiobooks, using Pressreader, and the occasional ebook. I have enjoyed online services for years but the lockdown increased my use 100 percent.”

Please tell us how you travel to the library? (Base: 511)



The majority of respondents stated that they walk to the library (74.17% - 379).

How satisfied or dissatisfied are you with...



The majority of respondents were satisfied in response to all five questions. Of the five questions, the lowest percentage of respondents were satisfied with “the availability and range of books, DVDs, CDs, audiobooks and eBooks” (66.92% - 352). This question also had the highest percentage of dissatisfied respondents (9.7% - 51).

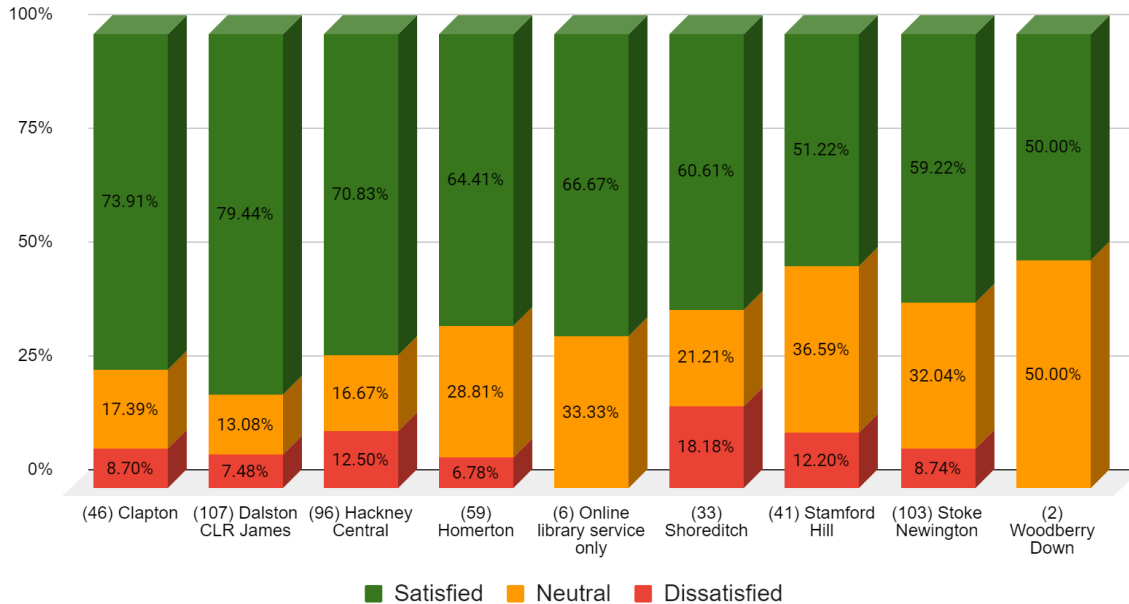
The highest percentage of respondents were satisfied with “the ease of access into the building and within the building” (86.55% - 457). This question also had the lowest percentage of dissatisfied respondents (5.11% - 27).

How satisfied or dissatisfied are you with the availability and range of books, DVDs, CDs, audiobooks and eBooks? (Base: 526)

The majority of respondents were satisfied with “the availability and range of books, DVDs, CDs, audiobooks and eBooks” (66.92% - 352). 23.38% of respondents (123) were neither satisfied nor dissatisfied with stock and 9.7% of respondents (51) were dissatisfied with stock.

Cross-analysis - “How satisfied or dissatisfied are you with the availability and range of books, DVDs, CDs, audiobooks and eBooks?” vs Which library in Hackney do you visit the most?”

"How satisfied or dissatisfied are you with the availability and range of books, DVDs, CDs audiobooks and eBooks?" vs "Which library in Hackney do you visit the most?" (Base 493)



The chart above shows the respondents' satisfaction with stock by library visited most.

Respondents who mostly visited Dalston CLR James were highly satisfied with stock (79.44% - 85).

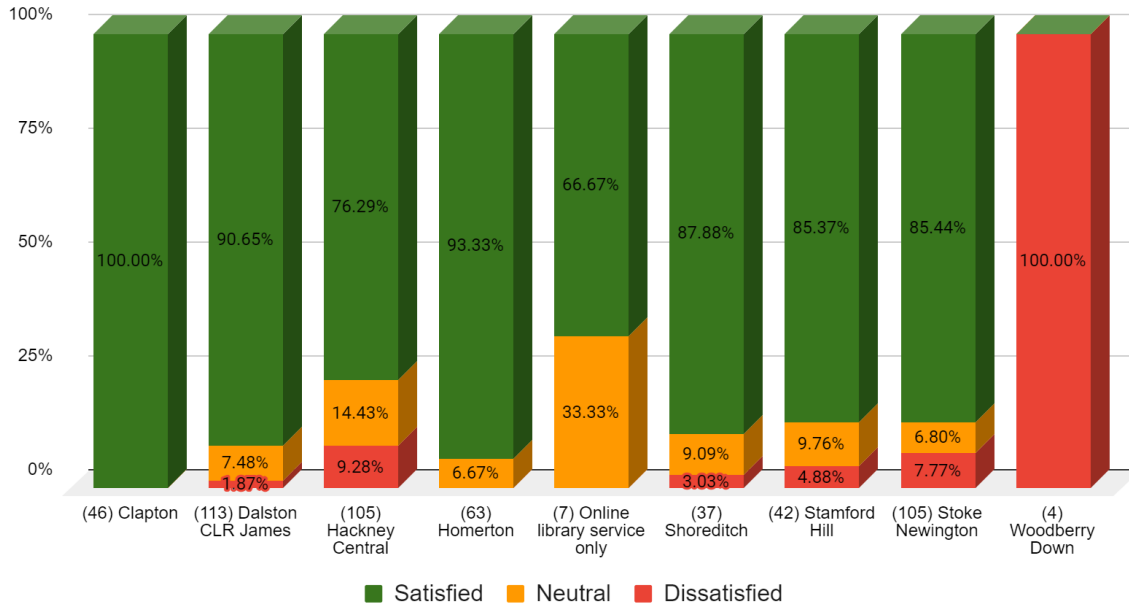
Respondents who visited Hackney Central were most disappointed with stock (12.5% - 12 responses). Even though Shoreditch shows a higher percentage of respondents who were dissatisfied (18.18% - 6 responses), Hackney Central has a higher base of responses (base: 96) than Shoreditch (base: 33).

How satisfied or dissatisfied are you with the ease of access into the building and within the building? (Base: 528)

The majority of respondents were satisfied with “the ease of access into the building and within the building” (86.55% - 457). 8.33% of respondents (44) were neither satisfied nor dissatisfied with ease of access. 5.11% of respondents (27) were dissatisfied with ease of access.

Cross-analysis - “How satisfied or dissatisfied are you with the ease of access into the building and within the building?” vs “which library in Hackney do you visit the most?”

"How satisfied or dissatisfied are you with the ease of access into the building and within the building?" vs "Which library in Hackney do you visit the most?" (Base 496)



The chart above shows the respondents’ satisfaction with ease of access into the building by the library most visited.

Respondents who visited Clapton most were completely satisfied with the ease of access into and within the library (100% - 46). All respondents who visited Woodberry Down most were dissatisfied with the access into and within the building (100% - 4). For all other libraries, the majority of respondents were satisfied with the ease of access.

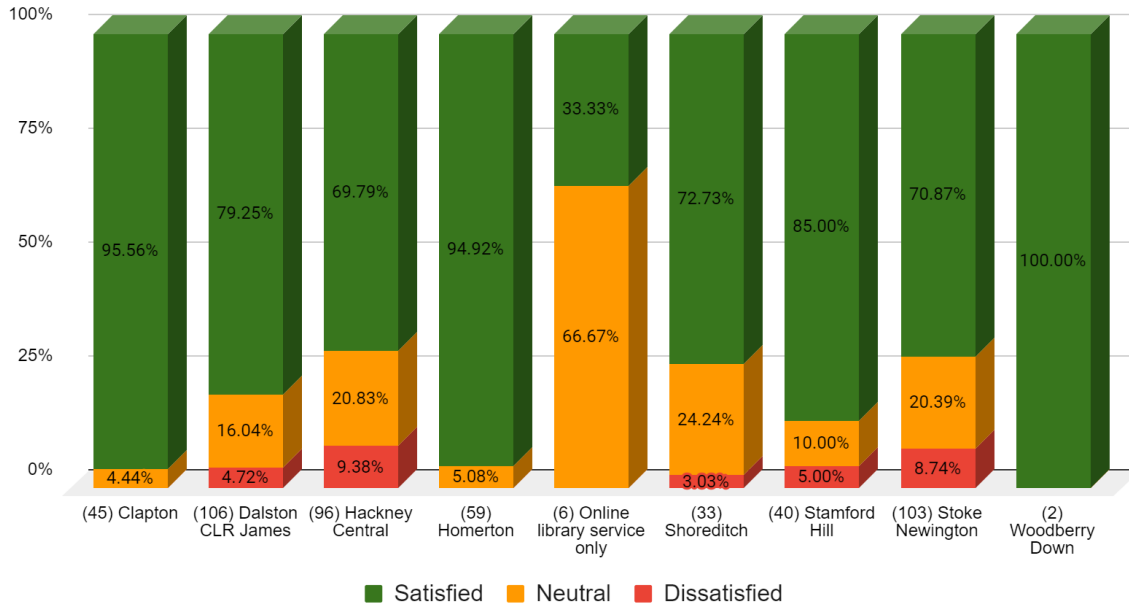
Respondents who used the online library service the most had the highest percentage of neutral respondents and lowest percentage of satisfied respondents. This is because ease of access into or within a building is not applicable to the online service.

How satisfied or dissatisfied are you with the knowledge of staff? (Base: 522)

The majority of respondents were satisfied with “the knowledge of staff” (78.74% - 411). 16.09% of respondents (84) were neither satisfied nor dissatisfied. 5.17% were dissatisfied (27).

Cross-analysis - “How satisfied or dissatisfied are you with the knowledge of staff?” vs “which library in Hackney do you visit the most?”

"How satisfied or dissatisfied are you with the knowledge of staff?" vs "Which library in Hackney do you visit the most?" (Base 490)



The chart above shows the respondents' satisfaction with the knowledge of staff by the library most visited.

Dalston CLR James was the library with the highest number of respondents who were satisfied with the knowledge of staff (84 respondents).

Across libraries, very few respondents were dissatisfied with the knowledge of staff. Hackney Central and Stoke Newington had the highest number of dissatisfied respondents (9 at each library).

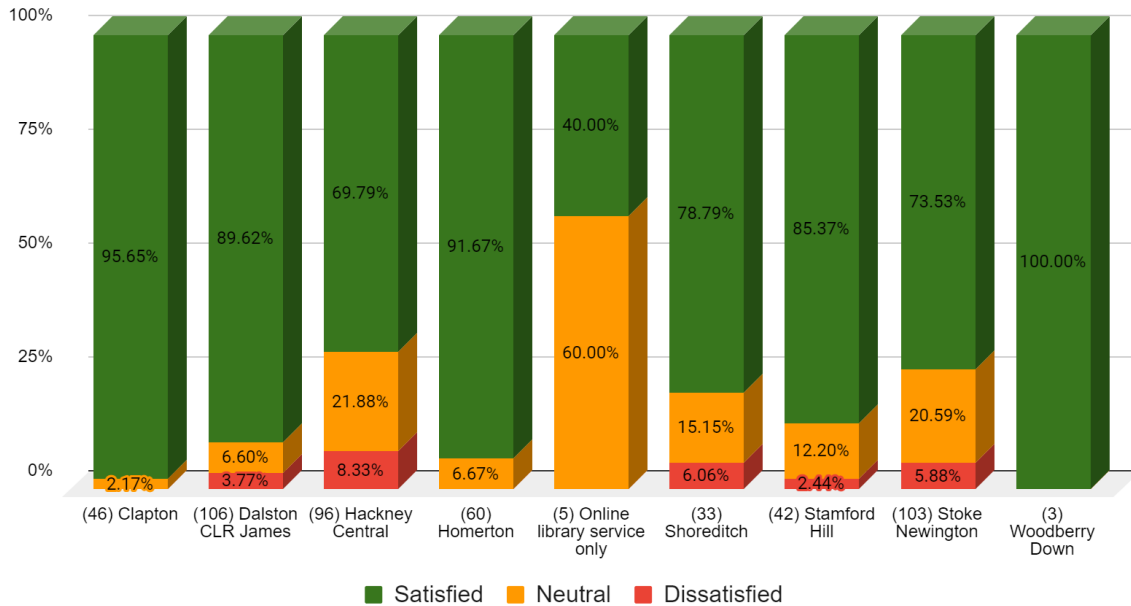
Respondents who used the online library service the most had the highest percentage of neutral respondents and lowest percentage of satisfied respondents. As before, this is because online library service users do not interact with staff.

How satisfied or dissatisfied are you with the friendliness and behaviour of staff?
(Base: 524)

The majority of respondents were satisfied with “the friendliness and behaviour of staff” (82.06% - 430). 13.17% of respondents (69) were neither satisfied nor dissatisfied. 4.77% of respondents (25) were dissatisfied.

Cross-analysis - “How satisfied or dissatisfied are you with the friendliness and behaviour of staff?” vs “which library in Hackney do you visit the most?”

"How satisfied or dissatisfied are you with the friendliness and behaviour of staff?" vs "Which library in Hackney do you visit the most?" (Base 492)



The chart above shows the respondents’ satisfaction with the friendliness and behaviour of staff by the library visited the most.

The Online Library Service had the lowest percentage of satisfied responses (40%) and the highest percentage of neutral responses (60%), again due to Online Library Service users not interacting with staff.

Similar to the cross-analysis of “How satisfied or dissatisfied are you with the knowledge of staff?” and “which library in Hackney do you visit the most,” Dalston CLR had the highest number of respondents who were satisfied with the friendliness and behaviour of staff (95 respondents). Hackney Central had the highest number of dissatisfied respondents (8 respondents).

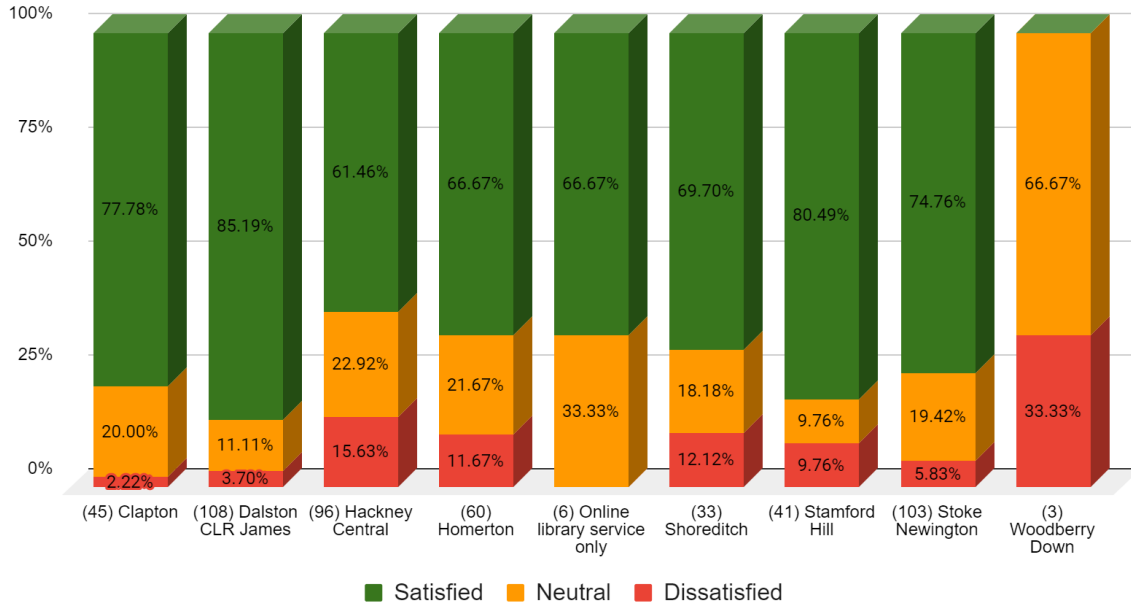
Respondents who used the online library service the most had the highest percentage of neutral respondents and lowest percentage of satisfied respondents. As before, this is because online library service users do not interact with staff.

How satisfied or dissatisfied are you with the opening times? (Base: 527)

The majority of respondents were satisfied with “the opening times” (73.24% - 386). 17.65% of respondents (93) were neither satisfied nor dissatisfied. 9.11% of respondents (48) were dissatisfied.

Cross-analysis - "How satisfied or dissatisfied are you with the opening times?" vs "which library in Hackney do you visit the most?"

"How satisfied or dissatisfied are you with the opening times?" vs "Which library in Hackney do you visit the most?" (Base 495)



The chart above shows the respondents' satisfaction with the friendliness and behaviour of staff by the library visited the most.

Dalston CLR James had the highest number of respondents who were satisfied with opening times (92 respondents).

Hackney Central had the highest number of respondents who were dissatisfied with library opening times (15 respondents).

No respondents were dissatisfied with the Online Library Service, although this service is not constrained by opening hours.

No respondents were satisfied with the opening times at Woodberry Down. However, it should be noted that Woodberry Down is a volunteer-run library and was closed during the survey period. Respondent's dissatisfaction with opening times reflects the closure of the library at the time.

Thinking about your responses to the previous questions, please use this space to expand on your answers: (Base: 323)

Key theme	Meaning	Count
Availability of books	Availability of books and ebooks, in addition to comments on book reservation charges, interlibrary loan services, the London Consortium.	103
		Negative - 70
		Neutral - 11
		Positive - 22
Opening hours	More convenient and longer opening hours, in addition to information about opening hours.	99
		Negative - 56
		Neutral - 29
		Positive - 14
Staffing & Volunteers	Positive & negative comments on staffing and volunteers	99
		Negative - 22
		Neutral - 28
		Positive - 48
Impact of Covid-19 restrictions	Comments on the limited access to libraries, library closures, and respondents who stopped using the library.	57
Praise for a specific library	Respondents expressed support or praise for a specific library or Hackney libraries in general.	37
Accessibility and location of building and spaces	Comments on the physical accessibility of library buildings, in addition to comments on the ease of travelling to the library and location of the libraries.	35
		Negative - 14
		Neutral - 3
		Positive - 18
Facilities and cleanliness, building condition and appearance	Criticism and negative comments on issues with library facilities such as toilets or the cleanliness or condition of library buildings.	22
		Negative - 20
		Neutral - 0
		Positive - 2
Digital library services and information	Use of the library digital services, subscriptions, and information about these services.	19
		Negative - 11
		Neutral - 3
		Positive - 5
Computers, Internet and Printing	Comments on technology facilities and access to computers, wifi, printing and other technology.	19
		Negative - 8
		Neutral - 6
		Positive - 5

Study, work or meeting space	Comments on the available study, work, and meeting spaces.	17
		Negative - 13
		Neutral - 2
		Positive - 2
Support for residents	The library as an inclusive community space with support for residents of all ages.	11
		Negative - 0
		Neutral - 5
		Positive - 6
Other loan items	Including physical audiobooks, newspapers, research papers, CDs and DVDs	11
		Negative - 6
		Neutral - 1
		Positive - 4
Events, clubs & exhibitions	Events, exhibitions, displays, cultural events, groups, and clubs for children and adults.	10
		Negative - 4
		Neutral - 4
		Positive - 2
Wider range of services	Suggestions for the expansion of library services such as space for companies and shops, and a home delivery service.	5
Other responses	Miscellaneous comments.	3

Responses were coded by theme and as either “positive,” “neutral” or “negative.” Responses were coded “positive” if the overall comment praised a theme. Responses were coded “neutral” if the comment included positive and negative comments on the theme. Responses were coded “negative” if the comment focused on criticism of the theme.

Availability of books

Of the 102 responses, 70 were critical or suggested improvements to book stock and services. 11 responses were neutral. 22 responses were positive or complimentary about book services.

Respondents commented on the availability of a series of books:

Homerton: “On many occasions I’ve been reading books that are part of a series, but there will be some from the series not owned by the library service - so I can’t even order a copy to be transferred from another library. It’s not just that it’s not been bought yet - it may be one in the middle of a series. It means I miss chunks of the overall story arc.”

Respondents also commented on the range of books available, including asking for more diversity in book authors and subject, improvements to the range of fiction and non-fiction titles, and requests for more new or popular titles:

Clapton: "I wish there were more LGBTQI+ books available, and also more books of local interest (about Hackney). Above all I wish there were more recently published books!"

Unspecified library: "I am disappointed that there is no longer a section for Black authors in Shoreditch library, and CLR James library. The Black authors section allowed me to discover books by Black authors that I would not have found if integrated into the shelves with all books. Black authors are marginalised, and though no one wants to be labelled a "Black author", it is useful to have sections dedicated to them for ease of finding them and also for discover. This should be reinstated."

Stamford Hill: "many books are outdated, lack of up to date literature, esp. when it comes to technical knowledge (software, coding...)"

Stamford Hill: "Provide books that are popular or recommended from social media e.g. from Instagram or TikTok."

Respondents also commented on the selection of children's books:

Stoke Newington: "The selection of kids' books is hit and miss. Plenty of great books but also gaps and some books that just aren't great"

Homerton: "I don't borrow music or DVDs, but they always have a good range of books for me and for my child, the children's section in particular is very good."

Other respondents complained about the introduction of reservation charges:

Dalston CLR James: "I'm happy with the service provided, just wish there was not a charge to reserve books."

Hackney Central: "As for the availability of stock, I was not happy when charges were brought in to reserve books. I can understand if books are sent from other boroughs, but to me the fundamental reason for a library is to lend it's local citizens items for free. These charges have definitely reduced the frequency of my visits to the library and the use of its services.."

Some respondents made positive comments about book stock:

Hackney Central: "It has been wonderful to have access to so many books. The fact that I can find books online and ask for them to be held for me to pick up at hackney central is brilliant. The staff are sometimes brilliant but sometimes not friendly or engaging and that is a shame."

Dalston CLR James: "... Great selection of books."

Stoke Newington: "I am generally very happy with the book selection and having access to the consortium of libraries is great as it helps expand the selection so that if a book isn't available locally it can be requested in. I have also recently been accessing audiobooks which I have been enjoying. I have read a couple of ebooks but the HTML format is

off-putting as the only way I can access them is on my laptop, which I don't really like to use for reading."

Respondents also commented on ebooks and online library service stock:

Online Library Service: "There are a lot of e-books not available via Overdrive which is frustrating and tends to restrict my reading choices somewhat. I really don't want to buy books but sometimes have to."

Hackney Central: "would like to see a greater selection of digital titles, especially when it comes to different languages spoken in the borough as well as children. Saying that, my child absolutely loves to browse through printed titles and I do think this is important, to keep a balance of both!"

Opening hours

Most responses were coded as "negative" (55) meaning that respondents criticised opening times or called for extended opening times. 29 responses were neutral and expressed some satisfaction with opening times but also proposed changes. 14 responses were positive and respondents were happy with opening times.

Negative responses also commented on the impact of the pandemic on opening hours:

Homerton: "Don't understand why it took so long for libraries to reopen after the pandemic. Don't understand why there are still so many restrictions. Don't understand why the opening hours are so short. I love the library"

Homerton: "I would like to visit more but it is difficult after work or on the weekend as opening times are only on weekdays."

Some respondents asked for more information about opening hours at libraries:

Homerton: "I am never quite sure when the library is open."

Neutral responses suggested changes to opening times:

Dalston CLR James: ""Would be great if Stoke Newington was open on a Sunday but not a big deal - frankly I'm really happy with the service."

Homerton: "Opening times are satisfactory, although it is worth asking why some libraries are completely closed on some days? I think a few have a selected day when they're shut for the whole day which seems a bit unreasonable especially if the public need their services. I think rather, an early finishing time for these days (maybe till 1pm or 2pm) would make more sense and be a better compromise."

Other respondents were happy with opening hours provided:

Stamford Hill: "I am happy with all aspects of the library. I also like the fact it closes at 8 on

most days which allows for more flexibility. If possible I would have it open until even later but that is not a concern of mine."

Dalston CLR James: "...The opening times are good, I can go during the week once I've finished working, or at weekends. I think it's really important that school and college students can access the library during the evening and at weekends as it is such an important place of study."

Staffing & Volunteers

Respondents included positive and negative comments on staffing. 47 comments were positive, 28 comments were neutral or contained both positive and negative comments, and 21 comments were negative.

Positive comments described library staff as helpful and informed:

Dalston CLR James: "The staff are very helpful and ensure our queries are always dealt with promptly."

Hackney Central: "The staff at my library are very helpful."

Stoke Newington: "the staff are patient and helpful and well informed."

Respondents who gave neutral responses stated that they had mixed experiences with library staff:

Stoke Newington: "Staff are generally knowledgeable but sometimes can be a bit grumpy and expect you to know things about library processes which aren't obvious if you don't use the library regularly."

Clapton: "Most of the staff are very friendly and helpful but regrettably, there are others who are not."

Hackney Central: "Some Hackney Central Staff are absolutely brilliant, and go out of their way to help you; others can be a bit passive or reserved. You can't generalise. In any job, there's human error. I make mistakes at work but I guess I'd like the staff to acknowledge when something goes wrong. Many do but some don't really seem to "get" customer service. Maybe some think that because libraries provide free services, it doesn't really matter if they mess up. I love the staff themed-displays, new books displays and recommended reading displays. Keep these coming please!"

Respondents who gave negative comments criticised the abilities and demeanor of library staff:

Stoke Newington: "With one or two notable and noticeable exceptions, staff often seem disengaged, disinterest and dismissive, if not uninformed." [sic]

Hackney Central: "The staff have always been the biggest failing at Hackney Central. They

are so grumpy! They also seem to have little to no interest in books - I have only once had a conversation with a librarian about the book I was borrowing."

Dalston CLR James: "The staff are not all qualified librarians and are not well- informed about what is current in the book world."

Other respondents specifically commented on security staff employed during the Covid-19 pandemic:

Homerton: "Library staff are very helpful, knowledgeable and professional. It's a shame that a security guard is used to 'greet' people at the entrance at the moment. I assume this is because the library has only just reopened since it was used as a COVID testing centre. The security guard's manner is a bit gruff and can seem rather unwelcoming."

Shoreditch: "Library staff are always super helpful, although sometimes the additional security employed during pandemics have been unnecessarily cut."

Impact of Covid-19 restrictions

Respondents commented on the impact of Covid-19 on their ability to use the library.

Responses included comments on respondents' ability to access libraries and criticism of continued Covid-19 related service restrictions:

Clapton: "Covid restrictions make the library much less welcoming. It should be like a bookshop where people feel like wandering off the street. Not having to go past a guard, someone who decides whether you can have 15 mins. I realise Covid restrictions are made with good intentions but you need to recognise they are off putting."

Hackney Central: "During the pandemic and up to now, the way I can use the library has changed drastically- no casual use, no book group etc."

Dalston CLR James: "In covid-19 I can go to a busy pub and pay to sit and read a book, but I cannot go and sit for free in a library where no one even sits near each other. It is so silly before covid I would have given 4/5 as there needs to be more comfy chairs in the nooks of the library so you can sit and read on your own in peace."

Praise for a specific library

Some respondents used the opportunity to expand on how satisfied they were with library services to offer praise to libraries and library services:

Stamford Hill: "Thank you all of you, you all do a great job. Libraries are fantastic and all you people who run them are the best. Thanks a million."

Stoke Newington: "My children have loved the kids area for many many years, we couldn't do without it."

Dalston CLR James: "It's a brilliant community service that I use and love frequently."

Clapton: "Sunday opening would be amazing. I can't speak more positively about the Clapton library staff. They are exceptional, showing genuine care and consideration to children, vulnerable people, everyone. It's a social care service essentially. It's also the most diverse public institution with all ethnicities etc. Please maintain existing library provision."

Accessibility of building and spaces

Comments included 18 positive responses, 3 neutral responses and 14 negative responses. Respondents commented on the physical accessibility of the libraries, the location and ease of traveling to and using libraries.

Respondents commented on the accessibility of upstairs library spaces for people with disabilities and issues with lift access:

Stamford Hill: ""Access to the main library is easy however I believe the upstairs study space and access to the community group room - where the playgroups were previously held - is via stairs only."

Stamford Hill: "Clapton library reorganisation of space and book sorting is wonderful. If space between shelves is too narrow, it is hard for wheelchair users to access. Some libraries have sections which are inaccessible to wheelchairs."

Woodberry Down: "EASE OF ACCESS - STAMFORD HILL MEETING ROOM ISN'T EQUALITY ACT COMPLIANT RE EASE OF ACCESS."

Other respondents commented positively on the accessibility of library spaces, including for people with pushchairs:

Stoke Newington: "This is a really valuable library in an accessible building, easy to reach by public transport and on foot and there is a blue badge parking space outside (which should stay!). The staff are really helpful and books can be ordered via the inter-library loan service."

Dalston CLR James: "The building is really well designed for pushchairs."

Facilities and cleanliness, building condition and appearance

The majority of responses (20 responses) were critical of library facilities and cleanliness. Two responses were positive, none were neutral. Most respondents commented on issues with library facilities such as toilets or the cleanliness or condition of library buildings:

Stoke Newington: "Lovey building (once) and great location but so run down and in desperate need of repair and redecoration, particularly given its prominent location next to the Town Hall." [sic]

Multiple respondents commented on toilet facilities:

Stamford Hill: "It is disappointing that there is no disabled access to upstairs rooms. The large room we use upstairs is not very clean (carpet) and ventilation is very poor. It makes for uncomfortable exercise classes in summer. The toilet is unpleasant."

Hackney Central: "The toilets were an issue - pre covid, the disabled toilet upstairs (which I had to use when I took my son in with his pram) was often full of empty alcohol bottles or needles. Staff claimed they couldn't stop people from drinking there, which I don't believe."

Hackney Central: "Please open the toilets!!!! It's impossible to study with no access to toilets."

Digital library services and information

The majority of responses were critical (11). 3 responses were neutral and 5 were positive. Respondents commented on their use of the library digital services, subscriptions, and information about these services.

Some respondents explained that they started to use the digital library service during the Covid-19 pandemic. Neutral responses commented on this in comparison to physical collections:

Stoke Newington: "During the pandemic I have been using the eLibrary more but I really like the ability to take out physical books."

Responses included criticism of the online reservation service charges for books during the Covid-19 pandemic:

Hackney Central: "I have been reserving books online and I have received a charge when I reserve a book. This is ridiculous because we are unable to use the library by using computers and browse books and DVDS."

Other respondents commented on finding it difficult to access online resources:

Clapton: "I find the website impossible to navigate so I usually just pop in to ask any questions."

Positive responses included praise for the digital service and access to information provided throughout the pandemic:

Stoke Newington: "Opening times is a bit unfair given libraries couldn't open for most of this year. However, I thought Hackney provided an excellent service allowing people to call or email to borrow a book and then pick it up when libraries were closed. I will use this a lot in 2021..."

Homerton: "I LOVE ALL OF HACKNEY LIBRARIES. It is such a lovely asset for the community. I love getting the newspapers through PressReader and using the Libby app"

also. The library is great for books & they have been nice and found me books that I would like to order.”

Computers, Internet and Printing

There were more negative comments (8) on computers, internet and printing services than neutral comments (6) and positive comments (4). Neutral responses for this question have been coded as neutral when the respondent stated that they would like computer or printing services but did not comment on the lack of these services at the library they visit.

Positive responses commented on the impact and provision of technology:

Hackney Central: “Hackney Libraries are a great place to study. Books and technology have been very useful to me, and the fact that Hackney was able to get books for me from outside Hackney to accommodate studies was fabulous. When I was unemployed, it was helpful to be able to use computers, printers and scanners to apply for work. It helps all regardless of socioeconomic status.”

Dalston CLR James: “Great stock, lots of computers, great stock in Children's libraries. Lots of great stock. Friendly staff.”

Neutral comments included suggestions for service improvement:

Hackney Central: “...I think there could be more investment in books and other information media, especially technology for people who use the library.”

Homerton: “I would like to have access to printing + photocopying facilities.”

Negative comments ranged from criticism of the removal and inaccessibility of printing and computer services to criticism of the number of computers in libraries, to criticism of slow internet speeds and the need for quiet computer spaces:

Dalston CLR James: “... The access to IT on the one occasion I needed it was a bit hit and miss: not enough computers and incredibly slow. Otherwise, I have no complaints.”

Hackney Central: “To remove toilets and photocopiers makes little sense for local people. I do not have printing facilities @ home. I am not alone because of the lack of equipment. I have used this library since it was built. It has served me well. I don't know if other libraries are doing the same. Covid has complicated our lives in many ways.”

Study, work or meeting space

There were more negative responses (13) than neutral (2) or positive (2). Responses for this question have been coded as neutral when the respondent offers suggestions for future service improvements, rather than a criticism of current services.

Negative responses commented on the availability of study spaces and were closely related to comments on opening hours. Responses also included complaints about specific experiences.

Homerton: "I would like to have longer to be in the study space - at the moment it is limited to 1.45 hours and it would be great if it was open all day."

Stoke Newington: "The study space is very limited at most Of the libraries and even require pre-booking. It doesn't feel accessible. After doing online classes or working it's nice to go to the library to go to a new space for focus. Wider opening times would permit access for those of us trying to work and study full time."

Neutral responses included reflection on the value of study spaces in libraries:

Homerton: "Now that we are moving to more agile working styles I would like to see our libraries offer personal workspaces that people can book/reserve for a half day or full day for work or research purposes. It would be nice if there were options to hook up to wide monitors for analysis. I also think we need to expand on the youth and adolescent sections - they need safe spaces and places outside of school to stimulate their knowledge."

The positive responses reflected on the value of study and work spaces:

Clapton: "...I always notice that there are a lot of people that use the library as a quiet place to study. I see this as very valuable." [sic]

Support for residents

Most responses commenting on libraries as a space where residents receive support were positive (6) or neutral (4). No responses were negative. Respondents commented on libraries as community spaces that offer support for residents of all ages:

Clapton: "Sunday opening would be amazing. I can't speak more positively about the Clapton library staff. They are exceptional, showing genuine care and consideration to children, vulnerable people, everyone. It's a social care service essentially. It's also the most diverse public institution with all ethnicities etc. Please maintain existing library provision."

Responses coded as "neutral" offered suggestions for making Hackney libraries more inclusive to the community:

Dalston CLR James: "I think it would be a good idea to open a big community centre for the vulnerable people 16-35."

Other loan items

Respondents commented on their satisfaction with other loan items, such as audiobooks, newspapers, research papers, CDs and DVDs. More responses were positive (4) than negative (3) and neutral (1).

Respondents commented positively on the range and availability of non-book loan items:

Homerton: "Good range of films, books + computer facilities."

Stoke Newington: "... I have also recently been accessing audiobooks which I have been enjoying..."

Negative responses criticised the quality and quantity of non-book stock:

Shoreditch: "Not enough modern facilities and reading material available like daily newspapers, periodicals and research papers."

Dalston CLR James: "The audiobook selection could include more new literary releases."

Events, clubs & exhibitions

There was an equal number of negative and neutral responses (4), and a smaller number of positive responses (2). Respondents commented on the events, exhibitions and displays, groups and clubs available for children and adults.

Negative responses included comments on the lack of events and clubs during the pandemic and distractions caused by exhibition space:

Hackney Central: "During the pandemic and up to now, the way I can use the library has changed drastically- no casual use, no book group etc."

Shoreditch: "having the exhibition in the downstairs study area was slightly distracting, as people were coming in and out of the rooms."

Neutral responses included comments on services libraries previously provided and events respondents have attended:

Stoke Newington: "There used to be regular exhibitions by local artists in the hall at the back of the library and it would be great if this could happen again along with a programme of events. This kind of project could be organised by local volunteers. Libraries should also be social spaces."

Homerton: "I only use the library for the under -five sessions so don't really know about the range of books etc."

The positive responses expressed satisfaction with events and displays at the respondents' libraries:

Homerton: "I took my daughter as a baby to the stay and read sessions run by Merna. She developed a love for books and reading and by the time she started school she was reading above average for children her age. She is now 9 years old and has taken part in the summer reading challenge every year for the last 4 years."

Wider range of services

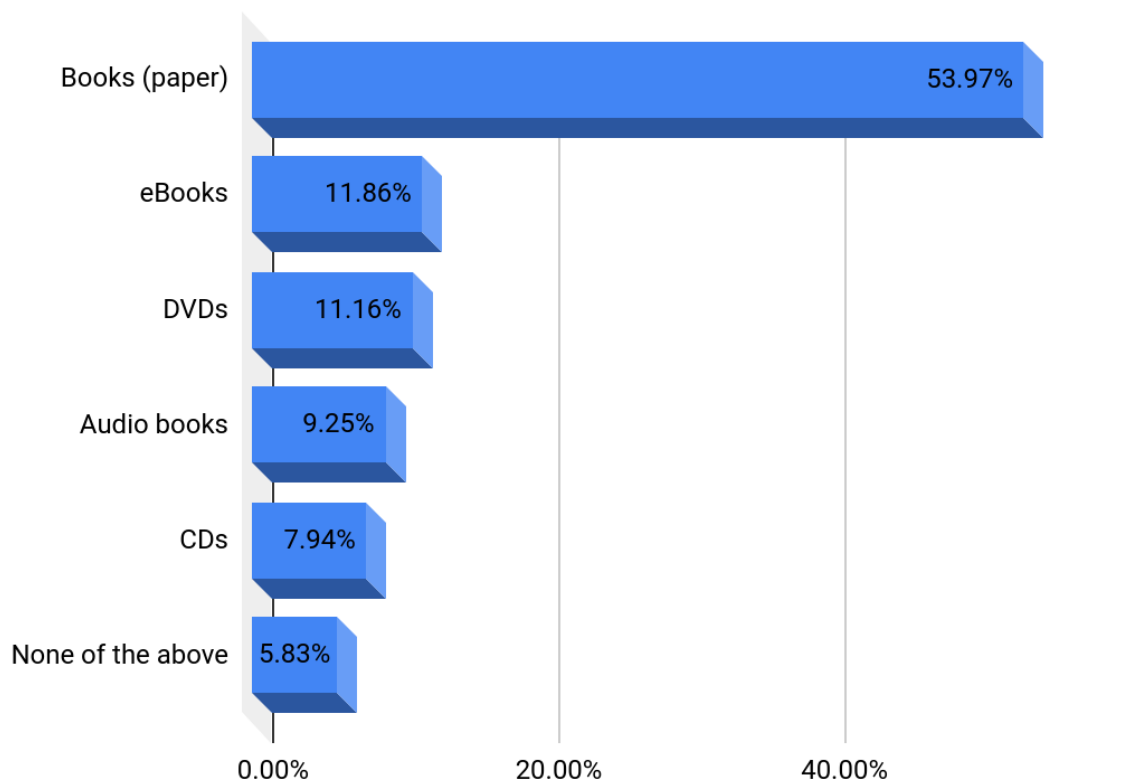
The respondents asked for a wider range of services, including coffee shops, a home delivery service, and wanted to make libraries community centres or hubs:

Hackney Central: "The libraries are dull. Have coffee shops, bring more children in have a quite area for talking, classes."

Dalston CLR James: "...Please expand your range of books, materials, make the library a hub in the community by including job and CV training, offer spaces to companies and have a small shop outlet."

How do you use Hackney libraries?

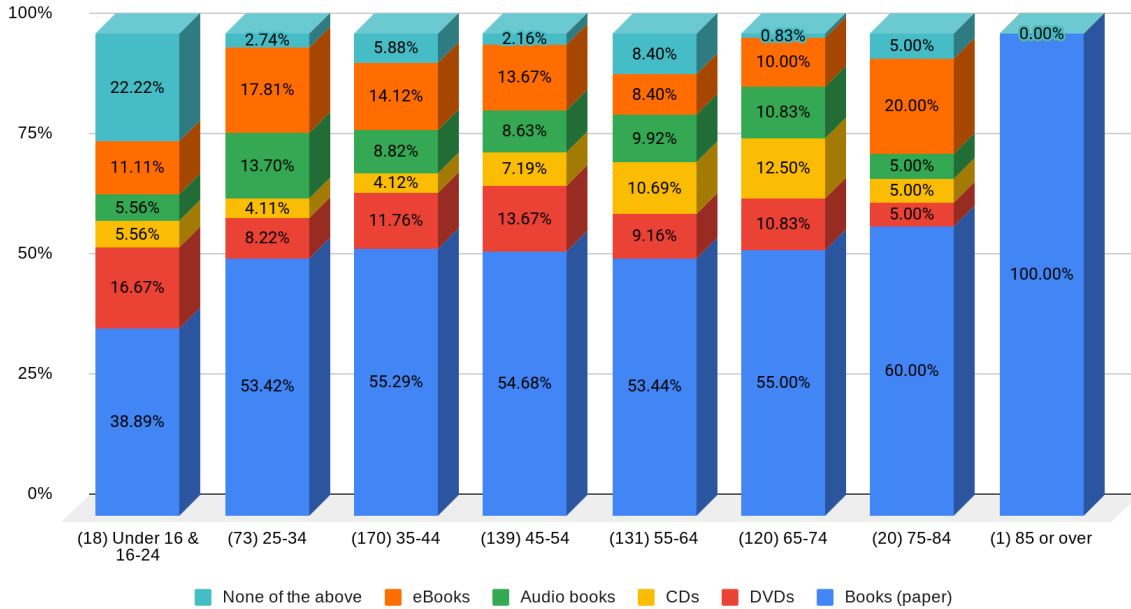
Which of the following items have you borrowed from our libraries in the last three years? (Base: 995)



The majority of respondents had borrowed books (paper) in the last three years (53.97% - 537). This is followed by ebooks (11.86% - 118), DVDs (11.16% - 111), audiobooks (9.25% - 92), CDs (7.94% - 79). 5.83% of respondents (58) had not borrowed any of these items.

Cross-analysis - “Which of the following items have you borrowed from our libraries in the last three years?” vs Age Group

“Which of the following items have you borrowed from our libraries in the last three years?” vs Age Group (Base 672)



The chart above shows responses to “Which of the following items have you borrowed from our libraries in the last three years?” by age group.

Books were the most borrowed item across age categories. Respondents aged “85 or over” only borrowed books.

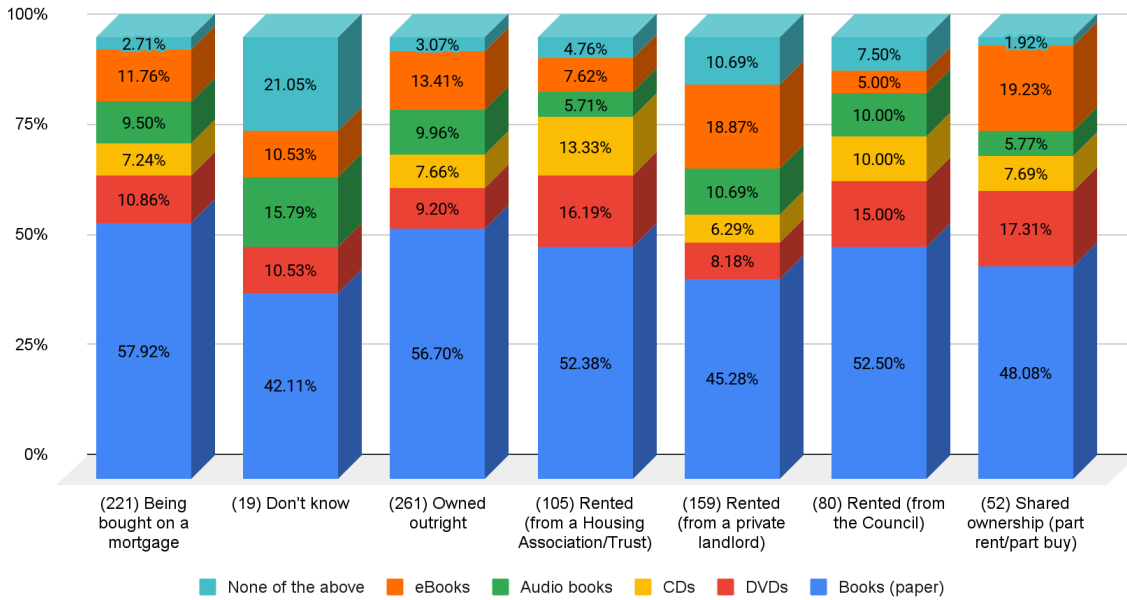
After books, young people, aged “under 16 & 16-24” were most likely to not borrow any loan items (22.22% - 4).

Ebooks were the second most borrowed item for respondents aged “25-34” (17.81% - 13), “35-44” (14.12% - 24), “45-55” (13.67% - 19), and “75-84” (20% - 4).

CDs were the second most borrowed item among respondents aged “55-64” (10.69% - 14).

Cross-analysis - “Which of the following items have you borrowed from our libraries in the last three years?” vs Housing Tenure

"Which of the following items have you borrowed from our libraries in the last three years?" vs Housing Tenure
(Base 897 responses)



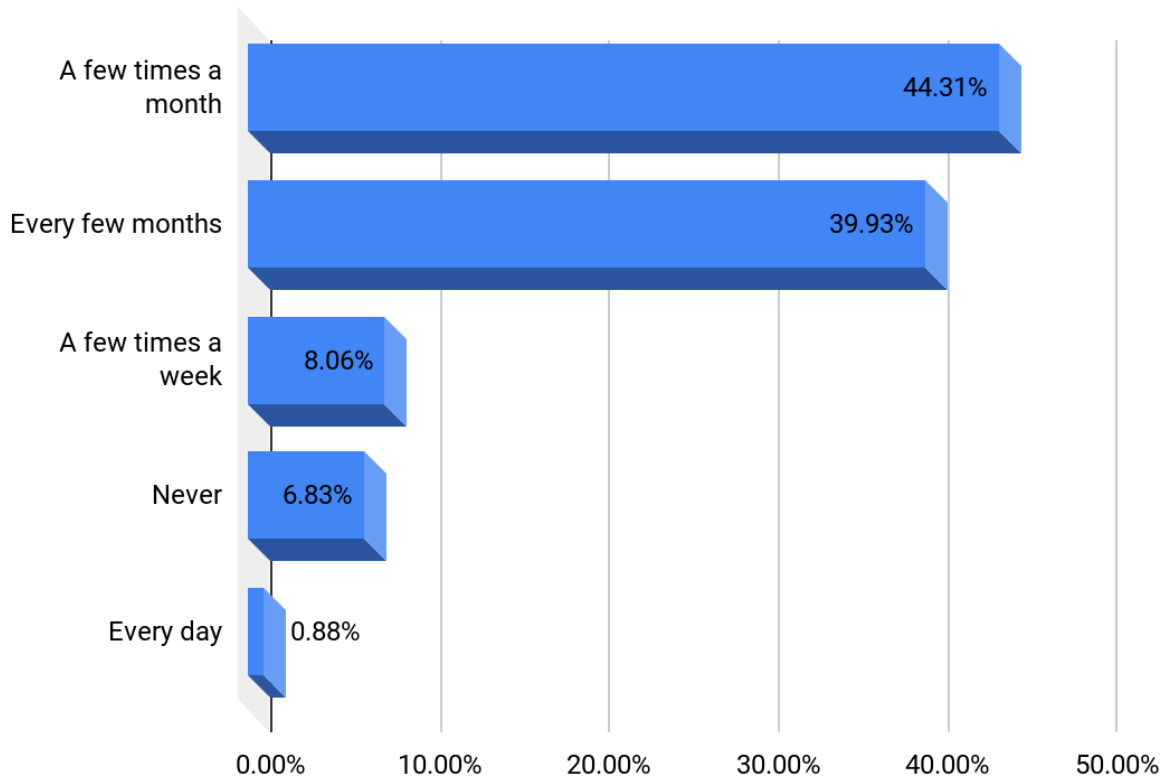
The chart above shows responses to the question “Which of the following items have you borrowed from our libraries in the last three years” by housing tenure.

The highest percentage of respondents in all housing categories borrowed “books (paper)” the most.

DVDs were the second most common item borrowed by respondents who rented from the Council (15% - 12) and rented from a Housing Association/Trust (16.19% - 17).

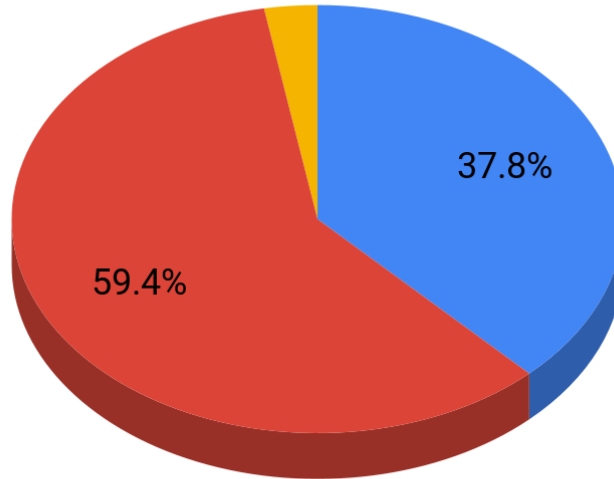
Ebooks were the second most borrowed item by respondents who had “shared ownership (part rent/part buy)” (19.23% - 10), respondents who rented from a private landlord (18.87% - 30) and by respondents who owned their home outright (13.41% - 35) or were buying on a mortgage (11.76% - 26).

How often have you borrowed these items? (Base: 571)



The highest percentage of respondents borrowed items “a few times a month” (44.31% - 253), followed by “every few months” (39.93% - 228). Fewer respondents borrowed items “a few times a week” (8.06% - 46), “never” (6.83% - 39) and “every day” (0.88% - 5).

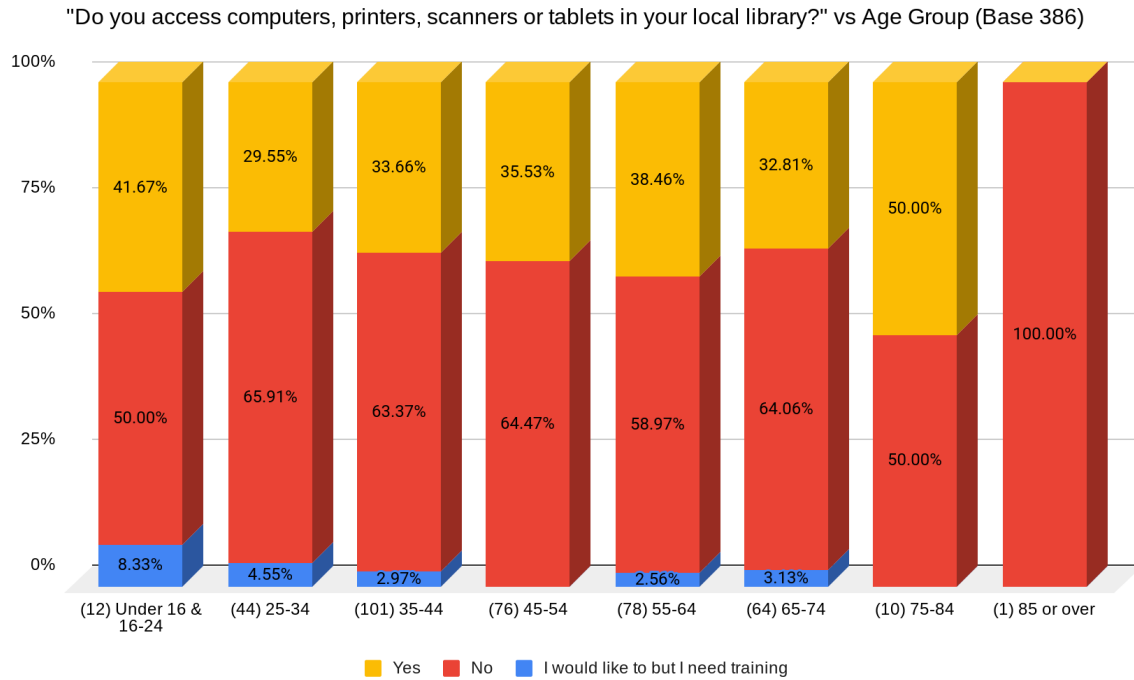
Do you access computers, printers, scanners or tablets in your local library? (Base: 571)



● Yes ● No ● I would like to but I need training

The majority of respondents stated that they did not access computers, printers, scanners or tablets at their local library (59.37% - 339). 37.83% of respondents (216) used computers, printers, scanners or tablets in their local library. 2.80% of respondents (16) stated "I would like to but I need training."

Cross-analysis - “Do you access computers, printers, scanners or tablets in your local library?” vs Age Group

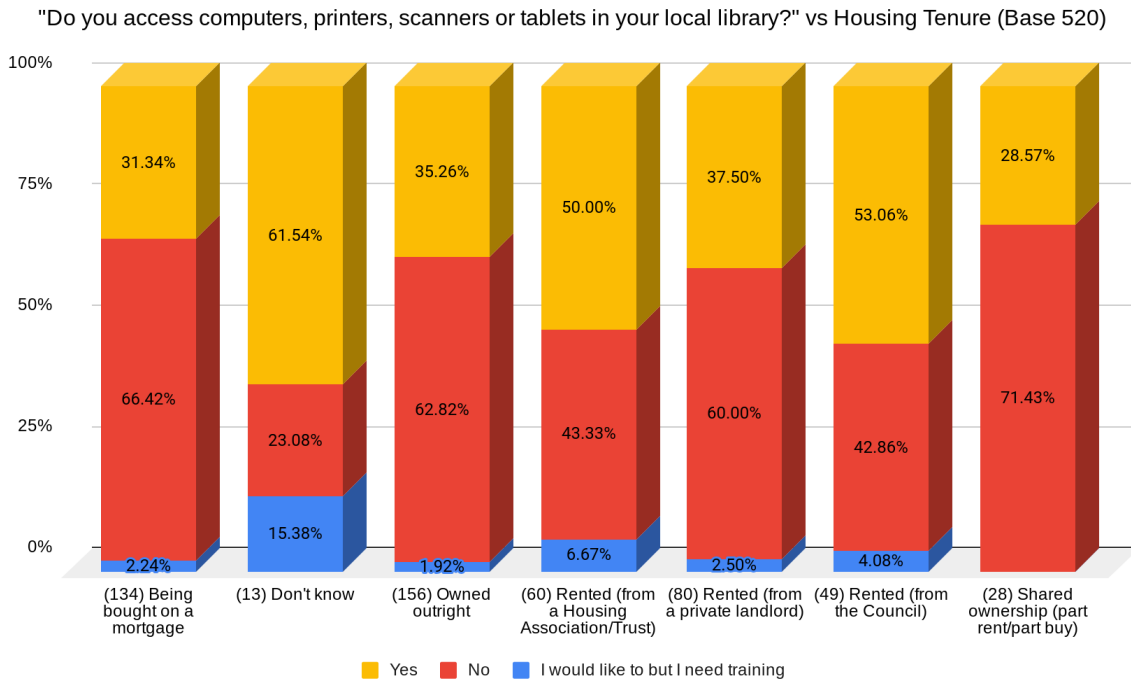


The chart above shows responses to the question “Do you access computers, printers, scanners or tablets in your local library?” by age group.

No respondents aged “45-54,” “75-84” and “85 or over” wanted training to access computers.

The highest number of respondents who used computers were aged “35-44” (34). This age category had the highest base number of respondents (101).

Cross-analysis - “Do you access computers, printers, scanners or tablets in your local library?” by Housing Tenure

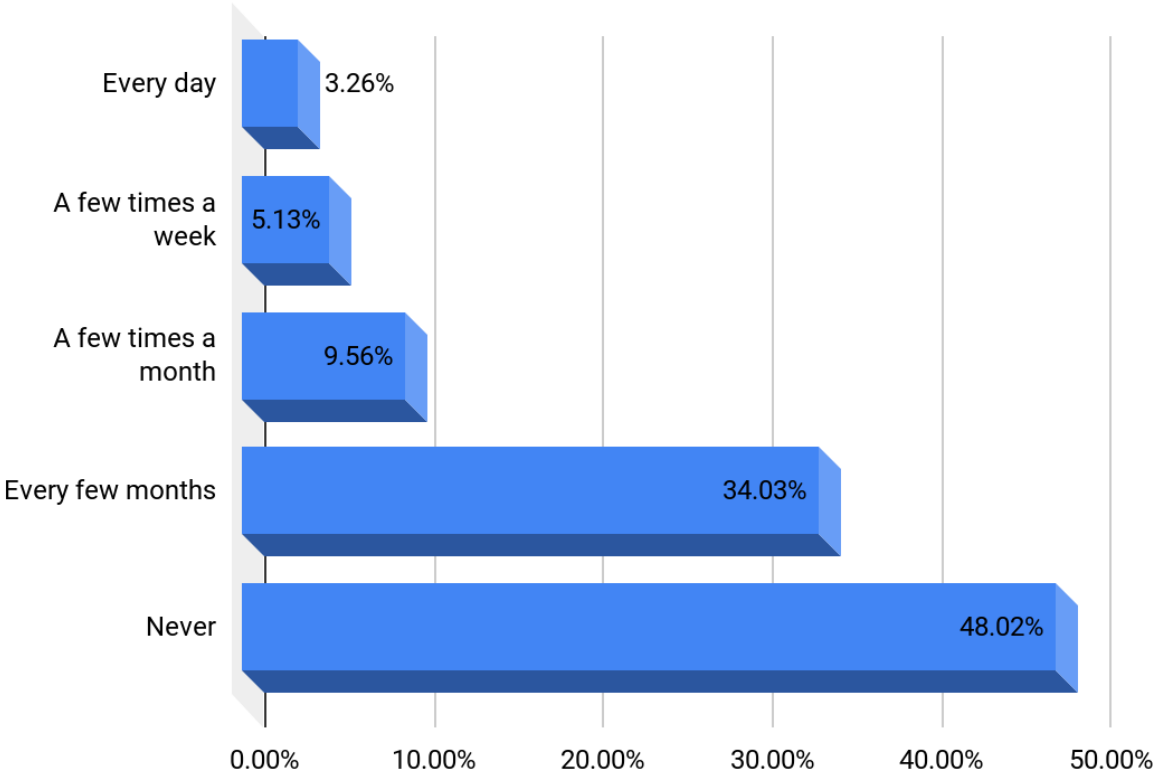


The chart above shows responses to the question “do you access computers, printers, scanners or tablets in your local library” by housing tenure.

The highest number of respondents who stated that they accessed computers, printers, scanners or tablets in their local libraries owned their house outright (55 respondents). This housing category had the highest base number of respondents.

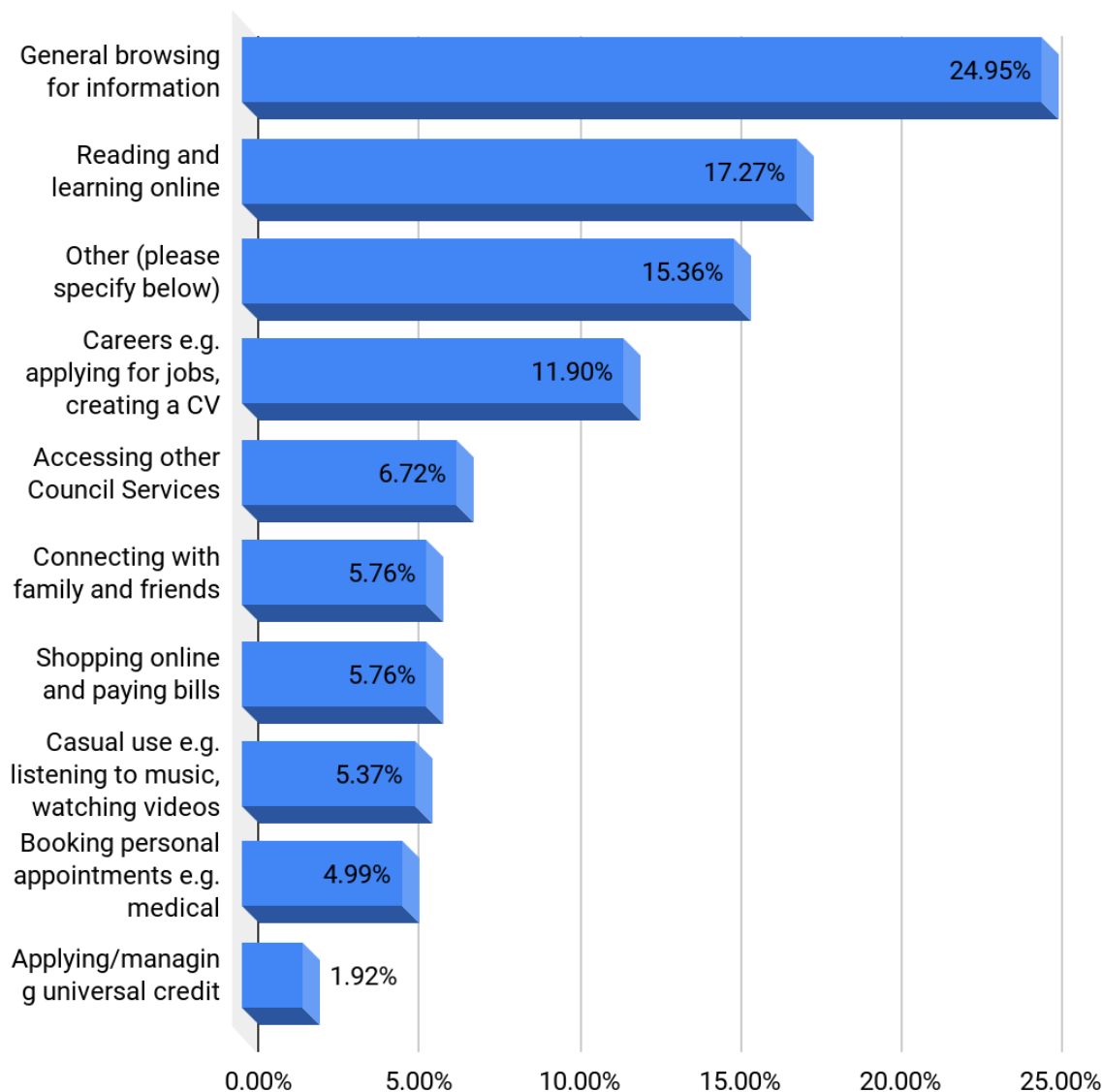
Respondents who rented from a Housing Association or Trust had the highest number of respondents who stated “I would like to but I need training” (4 respondents.) While those who didn’t know their housing tenure had a higher percentage of respondents state “I would like to but I need training,” Rented (from a Housing Association/Trust had a higher base of respondents (60).

If yes, how often do you access computers, printers, scanners or tablets in your local library? (Base: 429)



The highest percentage of respondents stated they “never” use computers, printers, scanners or tablets at their local library (48.02% - 206). This is followed by “every few months” (34.03% - 146), “a few times a month” (9.56% - 41), “a few times a week” (5.13% - 22). The lowest percentage of respondents stated that they use these items “every day” (3.26% - 14).

If any, which of the following activities do you do in our libraries using the internet?
(Base: 521)



The highest percentage of respondents use the internet in libraries for “general browsing for information” (24.95% - 130). This is followed by “reading and learning online” (17.27% - 90), “Other (please specify below)” (15.36% - 80), “careers e.g. applying for jobs, creating a CV” (11.90% - 62), “accessing other council services” (6.72% - 35), “connecting with family and friends” and “shopping online and paying bills” (5.76% - 30), “casual use e.g. listening to music, watching videos” (5.37% - 28), “booking personal appointments e.g. medical” (4.99% - 26), “applying/managing universal credit” (1.92% - 10).

Respondents were given the option to comment “Other” and specify other activities or use of the internet. While 76 respondents selected “Other (please specify below),” 124 respondents wrote a qualitative response. The following key themes were identified:

Key theme	Meaning	Count
Printing	To print or scan documents.	43

Don't use library computers	Respondents did not use library internet.	22
Work, studying & meetings	For work, studying, or attending online meetings.	22
Library subscriptions, archives & research	To access library subscriptions such as Ancestry and Which, to access archives and for research.	18
Emails	To access emails.	8
Wifi on own device	To access wifi on the respondent's own device.	6
Browsing	For browsing.	4
Paying bills	To pay bills online.	4
Library catalogue	To access the library catalogue.	3
Children's games	To play children's games.	2
Job applications	To apply for jobs.	1
Miscellaneous	The Respondent helped others access the internet.	1

Printer/scanner

Respondents commented that they used the internet to access documents to print or scan:

"I use the scanner and printer at the library as I don't have one."

"Printing."

"When we need to complete and print forms we turn to the library."

Don't use library computers

Respondents used the "Other" category to state that they do not use the internet or computers at the library:

"I don't use the internet in the library."

"Just to borrow and browse books."

Work, studying & meetings

Respondents stated that they use the internet at the library for work, studying, or attending online meetings:

"Using it as an office - as an alternative to home office (which is a cramped corner of the living room in a flat with two adults and two children)"

"For my studies and research."

Library subscriptions, archives & research

To access library subscriptions such as Ancestry and Which, to access archives and for research.

“Accessing Which? magazine (Council subscription).”

“Research i.e. science, technology, current affairs, history etc.”

“Accessing Ancestry.com.”

Emails

Respondents stated that they used the internet to access their emails:

“Emails.”

“Accessing my emails.”

Wifi using own device

Respondents stated that they accessed library internet using their own devices:

“Have gone to the library when our wifi at home was down.” [sic]

“I sometimes use wifi in the library with my own laptop. I do both work and general admin/research.”

Browsing

Respondents commented that they used the internet for general browsing activities, including reading the newspaper:

“having a browse.”

Paying bills

Respondents stated that they used library internet to pay bills:

“Paying bills.”

Library catalogue

Respondents stated that they used the internet to access the library catalogue:

“Library catalogue”

Children's games

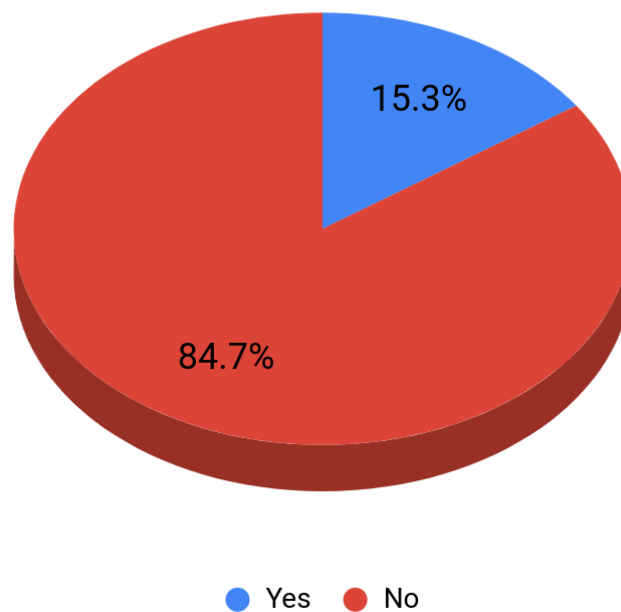
Respondents stated that they or their children played games on the internet:

“My daughter used to play games on the computer.”

Job applications

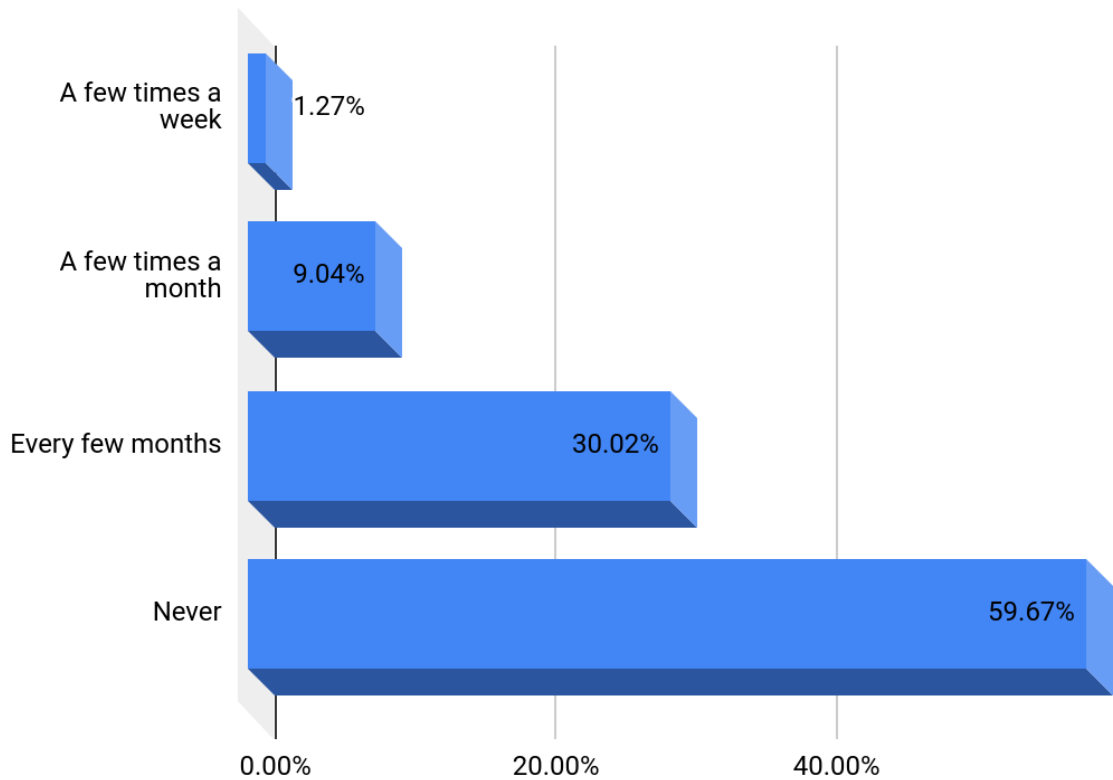
The respondents stated that they used the internet to upload CVs, in addition to other activities.

Is the purpose of your visit to the library to access free wifi? (Base: 541)



The majority of respondents stated “no,” the purpose of their visit to the library was not to access free wifi (84.66% - 458). 15.34% did visit the library to access free wifi (83).

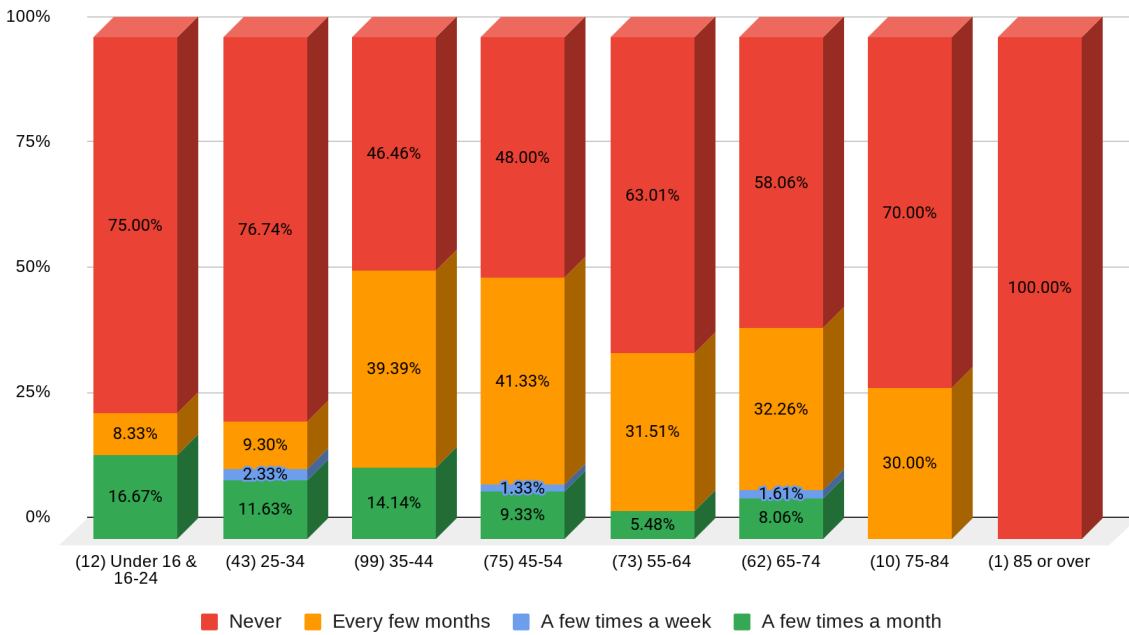
How often do you attend events at your local library? (e.g. children events, author talks) (Base: 553)



The majority of respondents stated that they never attend events at their local library (59.67% - 330). This is followed by respondents who stated that they attend events at their local library “every few months” (30.02% - 166) and “a few times a month” (9.04% - 40). The lowest percentage of respondents attended events “a few times a week” (1.27% - 7).

Cross-analysis - “How often do you attend events at your local library? (e.g. children events, author talks)” vs Age Group

“How often do you attend events at your local library? (e.g. children events, author talks)” vs Age Group (Base 375)



The chart above shows the responses to the question “How often do you attend events at your local library” by age group.

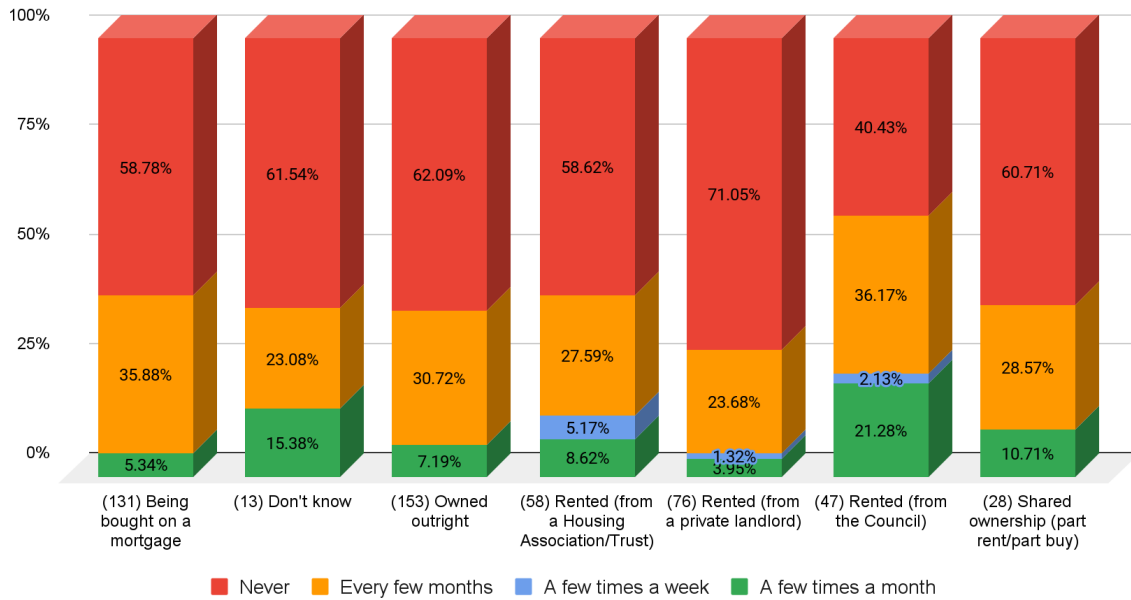
The majority of respondents aged “35-44” and “45-54” attended events at their local library. Respondents in both categories attended events “every few months” or “a few times a month.”

In all other age groups, the majority of respondents stated that they “never” attend events at their local library.

Respondents aged “under 16 & 16-24” were most likely to “never” attend events at the library.

Cross-analysis - “How often do you attend events at your local library? (e.g. children events, author talks)” vs Housing Tenure

“How often do you attend events at your local library? (e.g. children events, author talks)” vs Housing Tenure (Base 506)

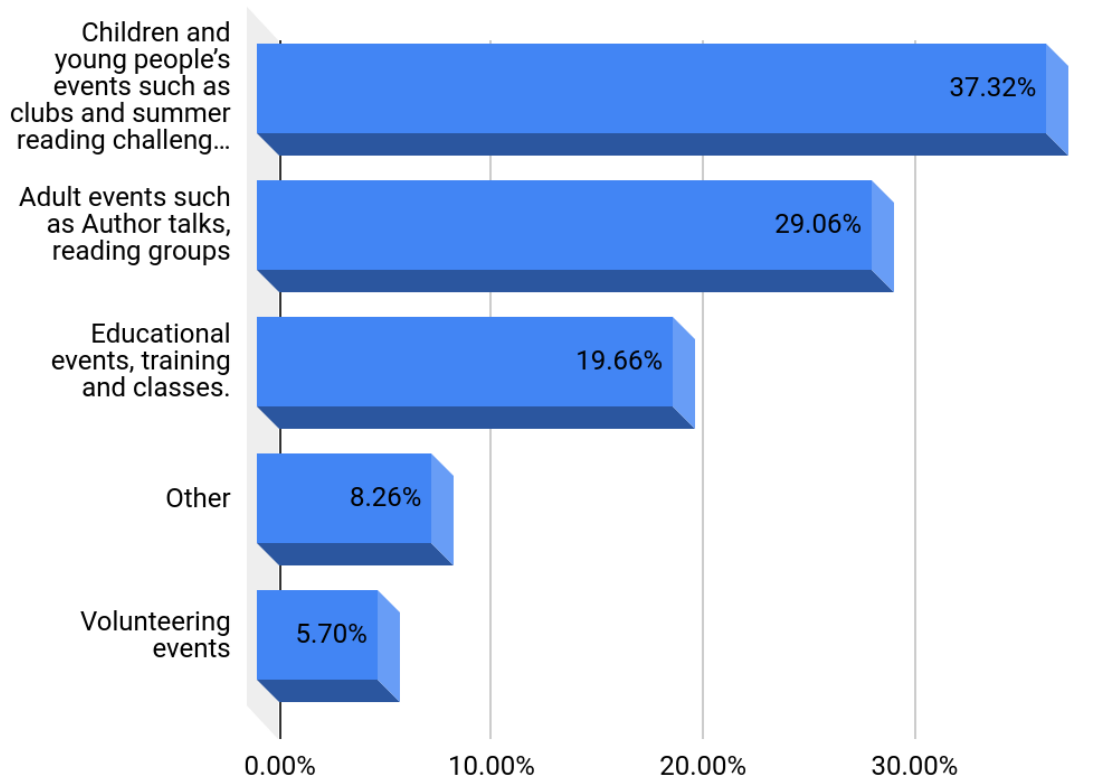


The chart above shows the responses to the question “How often do you attend events at your local library” by housing tenure.

The majority of respondents who rented from the Council attended library events. 36.17% (17) attended events every few months, 21.28% (10) attended events a few times a month, and 2.13% (1) every few weeks.

“Every few months” was the second most common response for respondents whose home was “rented (from the Council),” “Shared ownership (part rent/part buy)” and “owned outright,” An equal number of respondents whose home was “being bought on a mortgage.”

If you attend events at your library, what events do you attend? (Base: 351)



The highest percentage of respondents stated that they attended ‘Children and young people’s events such as clubs and summer reading challenges’ (37.32% - 131). This is followed by “adult events such as author talks, reading groups” (29.06% - 102), “educational events, training and classes” (19.66% - 69), “other” (8.26% - 29), and “volunteering events” (5.70% - 20.)

Where 29 respondents selected “Other,” 57 respondents commented in the “Other” box.

Key theme	Meaning	Count
Literary events	Literary festival events, poetry events, and reading groups.	11
Has not attended	Respondents have not attended events, including those who are interested in attending in the future.	10
Children's event	Children's clubs or events.	9
Older people's clubs	Attended events and clubs for older people, including University of the Third Age.	7
Wants more information	Respondents requested more information about events.	4
Exhibitions	Respondents visited exhibitions.	4
Skills based clubs	Respondents attended skills-based classes such	3

	as first aid or knitting.	
Films & music	Film screenings and music-based events.	2
Black history events	Respondents attended Black history events.	2
Miscellaneous	Miscellaneous responses.	2
Library user group	The respondent attended a library user group.	1
LGBTQI+ events	The respondent attended LGBTQI+ events	1
Support groups	The respondent attended a cancer support group.	1
Youth groups	The respondent had attended a youth group.	1

Literary events

Respondents commented that they attended literary festival events, poetry events, and reading groups:

“Lockdown poetry with Jack.”

“A writing group I came to once hosted by Spread the Word.”

“I visit exhibitions and attend the Stoke Newington Literary Festival.”

Has not attended

Respondents stated that they had not attended events:

“I have never attended such events.”

Others stated that they were unaware of events:

“I don't think there are any events?”

Children's event

Respondents attended children's clubs or events including toy libraries and toddler groups. Other respondents stated that they would like to attend children's events, but had not recently:

“Toy library, story time.”

“I would have liked for there to be more events for kids, but if there has been I have been unaware of them (despite living around the corner)”

Older people's clubs

The majority of respondents within this theme commented that they attended groups for retired people:

“Older peoples drop in”

Wants more information

Respondents stated that they wanted more information about events or have not seen information about library events and groups:

“I would like to but they seem mainly to be either advertised in the library (so depends on going in) or on twitter / SM. There does not appear to be an easy way to look on the Hackney Libraries site for programming about what is happening in Hackney Libraries.”

“I used to attend events in the past but over the past few years haven't seen many advertised to me.”

Exhibitions

Respondents stated that they visited exhibitions:

“Exhibitions.”

Another respondent requested more events and exhibitions:

“You need to have more events/exhibitions.”

Skills based clubs

Respondents stated that they attended skills-based classes:

“Knitting classes.”

“Did a first aid course.”

Films & music

One respondent attended film screenings and music-based events:

“I once attended a music performance, and another time a film screening and discussion.”

The remaining responses referenced specific events they attended:

Black history events

“Black history events”

Library user group

“the library user group, when it was running”

LGBTQ events

“gay events”

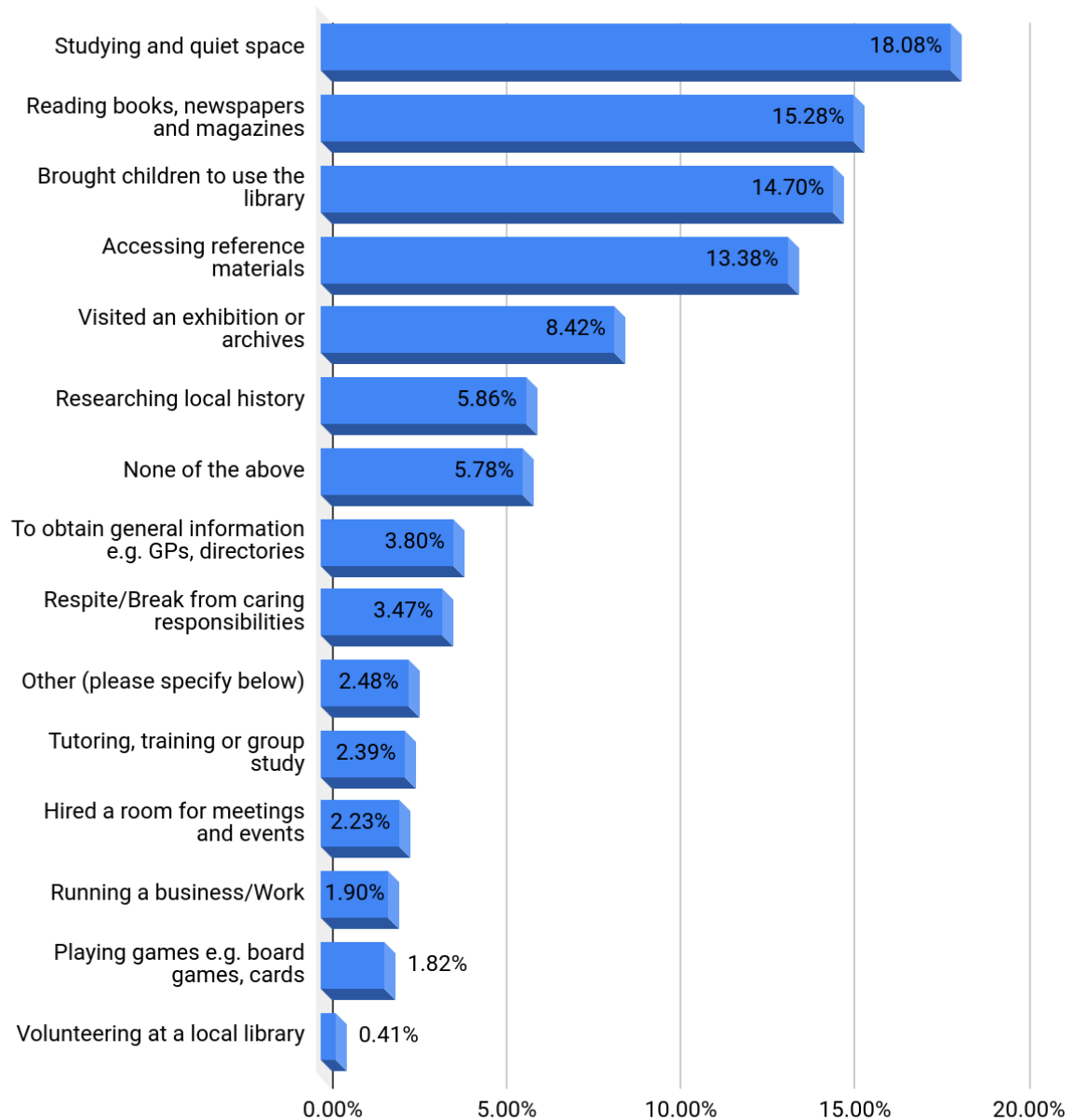
Support groups

“Cancer social prescribing”

Youth groups

“Youth groups. History of Hackney”

Other than to borrow an item or use the internet, do you use the library for any other reasons? (Base: 1211)



The highest percentage of respondents stated that they used libraries for “studying and quiet space” (18.08% - 219) followed by “reading books, newspapers and magazines” (15.28% - 185), “brought children to use the library” (14.70% - 178) and “accessing reference materials” (13.38% - 162). Respondents were least likely to use visit the library for “volunteering at a local library” (0.41% - 5).

Respondents were given the option to comment if they used the library for other reasons. 39 respondents added additional comments:

Key theme	Meaning	Count
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Events, meetings & clubs	Visiting the library for events, meetings, and clubs.	9
Facilities & services	Using library facilities and services.	6
Accessing information	Accessing information at libraries.	5
Printers, computers & wifi	Using library technology.	5
Social space	Libraries as a social space.	4
Children's activities	Used libraries for children's activities.	4
Not applicable		4
Work & study	Libraries as a study or work space.	3
Volunteering	Respondent volunteers at the library.	3
Digital services	Using library digital services.	2
Suggestion for service	Offered suggestions for library services.	1

Events, meetings & clubs

Respondents stated that they visit the library to attend meetings, events and councillor surgeries:

“Councillor surgery, local meeting”

“Used to go to the Film Club at CLR James Library”

Facilities & services

Respondents use the library to access facilities for example toilets and to get recycling bags:

“Having toilet facilities available has on occasion been greatly appreciated, which then usually turns into a browse of the books and the local information boards in the foyer.”

“To pick up recycling bags sometimes.”

Accessing information

Respondents stated that they use the libraries to access local information:

“I pick up local leaflets, if anything is relevant.”

“Learn about local issues and council with newspapers, notices etc. Study family and local history.”

Printers, computers & wifi

Respondents stated that they use the library to access printers, computers, wifi, and photocopiers:

"Using the printer and scanner"

"Printing"

Social space

Respondents stated that they use the library as a social space and visit for pleasure:

"Sheer pleasure. Visiting a library was a childhood joy and I still feel that way at 71 years old."

"To see the staff and have a chat"

Children's activities

Respondents stated that they visit the library for children's activities:

"Nappy group, toy library, story time"

"under - five story time"

Work & study

Libraries as a study or work space. Respondents visited the library for work and study purposes:

"Writing, for quiet space"

"I would also like to occasionally work from there"

Not applicable

Respondents answered "N/A" stating that this question was not applicable to them.

Volunteering

Respondents stated that they volunteer at the library:

"I work and volunteer with homeless people. It's sometimes a good place to find them during the day as libraries are pretty much the only public space you can access without the expectation that you'll spend money."

"Helping asylum seekers join the library and access computers"

Suggestion for service

One respondent offered suggestions for library service improvements:

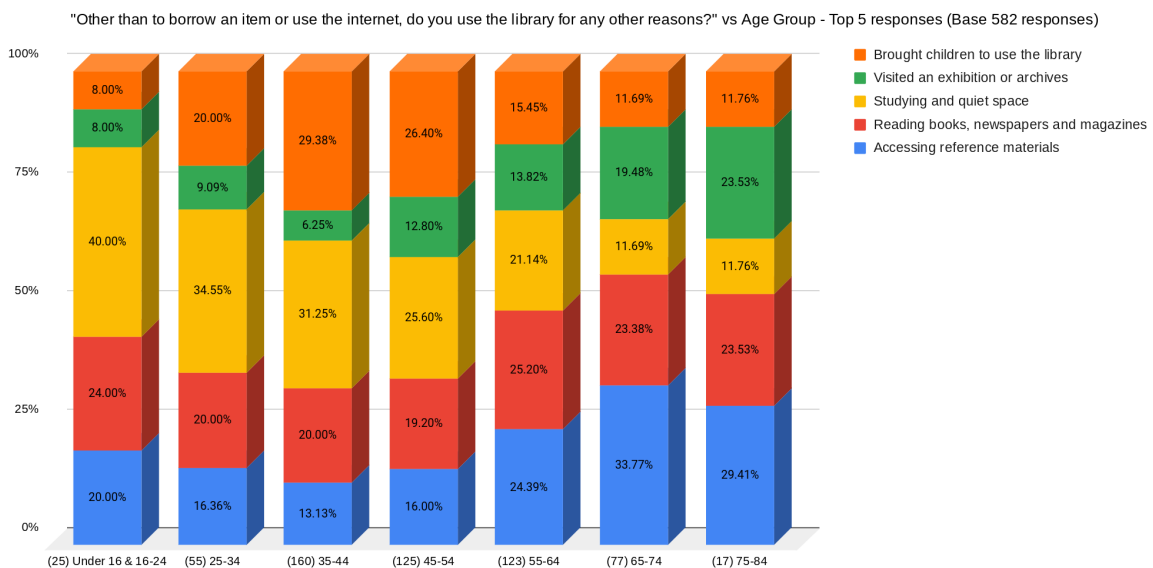
“i used to work from the room upstairs when freelance as i could access free wifi and it was warm during winter - as did lots of other people, the library could do more to support people who use the upstairs room, like lockers for possessions maybe which would be useful if working for the day there but popping out to get lunch.”

Digital services

One respondent stated that they use library digital services:

“News via pressreader and children access Libby.”

Cross-analysis - “Other than to borrow an item or use the internet, do you use the library for any other reasons?” vs Age Group



The chart above shows the response to the question “Other than to borrow an item or use the internet, do you use the library for any other reasons?” by age group.

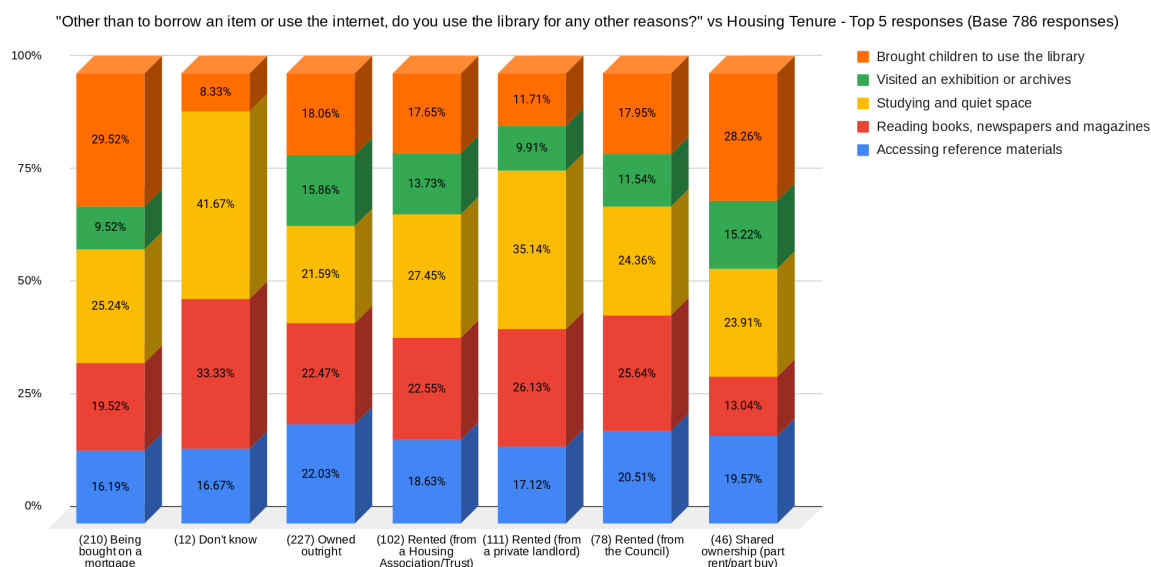
“Studying and quiet space” was alternative reason to use the library with the highest percentage of responses for respondents aged “under 16 & 16-24” (40% - 10), “24-34” (34.55% - 19) and “35-44” (31.25% - 50).

“Brought children to use the library” had the highest percentage of responses for respondents aged “45-55” who used the library (26.4% - 33).

“Reading books, newspapers and magazines” had the highest percentage of responses for those aged “55-64” (25.20% - 31).

“Accessing reference materials” had the highest percentage of responses for respondents aged “65-75” (33.77% - 26) and “75-85” (29.41% -5).

Cross-analysis - “Other than to borrow an item or use the internet, do you use the library for any other reasons?” vs Housing Tenure



The chart above shows responses to the question “Other than to borrow an item or use the internet, do you use the library for any other reasons” by housing tenure. Only the top five responses to the question were included.

The highest percentage of respondents who “Rented (from the Council)” visited the library for “reading books, newspapers and magazines” (25.64% - 20), closely followed by “studying and quiet space” (24.36% - 19).

For respondents who “Rented (from a Housing Association/Trust)” the highest percentage used the library for “studying and quiet space” (27.45% - 28).

The highest percentage of respondents with “Shared ownership (part rent/part buy)” had “brought children to use the library” (28.26% - 13). Similarly, the highest percentage of respondents whose home was “being bought on a mortgage” had “brought children to use the library” (29.52% - 62).

The highest percentage of respondents who “owned outright” used the library to “read books, newspapers and magazines” (22.47% - 51).

The highest percentage of respondents who “rented (from a private landlord)” had used the library for “studying and quiet space” (35.14% - 39).

Has the Covid pandemic changed the way you use or plan to use Hackney's Library Service in the future? If so, please explain: (Base: 390)

Key theme	Meaning	Count
No change	Respondent did not want changes to the library service, or does not currently use Hackney libraries. Alternatively, respondents preferred libraries post-pandemic.	99
Return to pre-pandemic library use	Wants to return to pre-pandemic library use (when safe) or has already done so, or plans to use libraries more. Including return to attending events, clubs and meetings in person.	90
Pandemic restricted library access	Impact of the Covid-19 pandemic on respondents' ability to access libraries.	91
Stopped using libraries	Stopped visiting the libraries or gets books elsewhere.	67
Online services	Positive, neutral and negative comments relating to online library service, including ebooks, online reservations and digital communication.	60
		Negative - 9
		Neutral - 26
		Positive - 25
Preference for physical access to libraries	Respondents expressed preference for physical access to libraries (over digital access.)	36
Covid-19 response	Critical of library service Covid-19 measures.	23
More services	Respondents asked for more services.	15
Quiet space	The library as a quiet space to work away from home.	15
Community space	Libraries as a space welcome to everyone and the importance of libraries to community and personally.	14
More reluctant to use libraries	Respondents are more reluctant to visit the library as a consequence of Covid-19.	14
Appreciative of Hackney library services	Respondents expressed praise or appreciation for Hackney libraries. Including appreciation for Covid-19 measures.	19
Staffing (negative)	Criticism of library staff.	8

No change

Respondents commented that they did not want changes to library services or that they did not currently use Hackney libraries:

"No change."

"No, I can't wait to go back."

Return to pre-pandemic library use

Respondents commented that they wanted to return to pre-pandemic library use or had already done so:

"It was closed! Now it is open I plan to use it more again."

"I want to use it more!"

"I am happy that we now can use the library to study and use computers."

"I will continue to use face masks (PPR) to enter/visit the library and when working with staff. Aside from this, I plan to continue using the service offered as I did before. This applies also to visiting the library with my 5 year old son."

Pandemic restricted library access

Respondents stated that the Covid-19 pandemic impacted their ability to access libraries:

"Due to restrictions in the library I have found it more challenging to access books for loan. It has also been impossible to have tutoring or group study. Therefore, I have borrowed books less frequently as I often appreciate browsing. During the pandemic I have found it difficult to access information about the Hackney libraries. I would also appreciate printing services however in the future I will go elsewhere."

"We used to come every Saturday before/after gymnastics class but when the pandemic started we never came as we never had gymnastics."

"It has changed in that it is no longer open access and hopeless for people with no internet access as click and collect is not possible."

"As the building has not been open for 18 months to us the library users it has changed the way I use the library at present. I like to read actual paper books as screen reading on a tablet is not good for my eye condition. So have greatly missed out reading this year and the one of joys of going to a library is to browse, pick up a book, read the synopsis, find new authors or revisit past stories that have been enjoyed. So your service of staff picking books for members whilst being a good stop gap and must have helped many, for myself it was no help as I do not believe in reading a book for the sake of it. The story must speak to me. As for the future, the day that you can walk into the library with no strings attached then I will be back browsing away. I hope that day comes soon and that I as a human being would be welcomed in, as I could not even take my books back to be returned. Being mask exempt I was made to feel unwelcome and so my friend returned them for me when she took hers back. It would be a sad day when the library was no longer welcome to all. "

Stopped using libraries

Respondents stopped visiting the libraries or explained that they now get books elsewhere:

"Yes, no longer borrowed books. No kids events."

“Due to Covid, my family has not been able to use the library and our reading content has reduced drastically. As children had online learning, I did not prefer them using the computer to read an online book as they used to spend the whole day in front of the computer anyway.”

“Yes, now I have more expenses to buy new books for my child, because you are closed all this time!”

“I haven’t visited while Covid has been happening.”

Online services

Responses were coded by theme and as either “positive,” “neutral” or “negative.” Responses were coded “positive” if the overall comment expressed praise for or a positive reaction towards online services. Responses were coded “neutral” if the comment simply stated that the respondent used online services or included positive and negative comments on the theme. Responses were coded “negative” if the comment criticised online services.

Respondents who gave positive responses commented on using the online library service during the pandemic including taking out ebooks, and making online reservations:

“I haven't been visiting libraries since the pandemic started, but instead using the online e-library. I am planning to get back to going to the real library once it feels safe to me to do so. Having the e-library services has been a wonderful boon during the pandemic, and I will continue to read ebooks as well as printed books, because I can enlarge the type if needed, whereas some printed books are too hard to read.”

“it has actually made it easier for me to get the books I want because I go online and can browse the entire catalogue instead of just my local library's shelves. I know the service existed before, but the fact that it was the only option during cover made me much more familiar with it and therefore I and my daughter have been using it a lot.”

Neutral responses related to use of online services, including reservations:

“Restricted access to physical libraries during lockdowns made me use the online borrowing services for eBooks and audio books.”

“Have accessed some of the remote features, for example, Ancestry as well as ebooks, various newspapers and magazines on my tablet through the PressReader app.”

Other respondents commented on the need for assistance accessing online services:

“I have not entered the library since Covid pandemic. I would like to use the online system but I do not know how.”

Negative responses expressed negative experiences with the online library services including criticism of reservation charges and digital communication:

"We have stopped using it as I don't feel confident accessing e books and feel unable to progress with this without help, it's very disappointing." [sic]

"My use has decreased. I would find the online book ordering service extremely useful, but the availability of books is erratic and the delivery time typically very slow."

Preference for physical access to libraries

Respondents expressed preference for physical access to libraries over digital access:

"I want the library service to go back to normal and be able to physically access items and drop into the library whenever I need to rather than having to pre book. I have accessed ebooks but it's not the same as a real physical book."

"No. I am so pleased to be able to visit the library and browse and choose a physical book I may not have thought of reading. I shall now be able to rejoin the book club when it is face to face as 'zoom' is dreadful."

"I look forward to browsing the shelves again - I enjoy popping in and seeing what might catch my eye."

"I've found it challenging not to be able to sit and work as easily in the library, and having limits on browsing time. Pre booking is tricky and I wish I could just drop in."

Covid-19 response

Some respondents were critical of the library service's Covid-19 measures:

"The environment in the library has become very hostile - it used to be a friendly place you could just walk into and be welcome, just to browse for books or read a magazine. Now I get challenged and interrogated at the door, need to show my library card to even enter and in general get told off for some minor breach (like... entering the building) every single time I come - just can't keep up with all the rules! So I definitely try to visit as little as possible and borrow ebooks instead. I really, really don't feel welcome any more, and I feel Covid is just pretext (I can visit all the shops, museums and even British Library without any hassle, so how come the local library needs so strict rules?) and someone is trying to keep the visitor numbers down and then close the library because nobody visits."

"I'd like to be able to use it properly, without the over restrictive and unnecessary restrictions that you are still needlessly insisting on. I'd also like to be able to use a toilet in the library!"

"I want to go back to using the library, so sad that covid is being used as an excuse to mean poorer people can't access books. Books and reading are really important things to do, why are poor people with no internet access being denied this? I did download an e book myself but I wasn't able to browse and pick a random book and I only got a few pages in and I gave up - hate reading on a screen. also you have to pay for electricity the data on the device, the device itself - when you go to a library it is a free book that loads of different people can read"

and it's all for free - and you're in a warm comfy place rather than at home where it is very cold because heating costs loads."

More services

Respondents ask for more services or for the reopening of pre-pandemic services:

"not personally, as we have space and facilities at home, but I can imagine more kids using space for studying or people trying to use it for home working. Coffee shops are only useful if you can afford the coffee... i can see how useful it would be to have wellbeing centres, advice on giving up smoking, a place to sign up for discussion groups, find a counsellor etc etc. a wellbeing hub where the crossover of culture and wellness overlap" [sic]

"No! Please get back to normal service as soon as it's safe for your staff, especially for cross-library and cross-borough reservations of paper books! Please buy new releases by "literary" authors and new, ground-breaking writers and serve the diversity in the borough."

"It's impossible to say so far. I've gotten very out of the habit of reserving books online so I hope I can get back into the habit. A lot will depend on whether your opening hours return to normal - I'd love to bring my toddler in to start borrowing books, but I would need to bring him in at the weekend when the opening hours seem to be very restricted at the moment."

Quiet space

Respondents commented on the impact of the pandemic on their ability to use the library as a quiet space to work or study away from home:

"I'm not as certain as when or how I am allowed to use the library since I don't know much about how their policies have changed since the pandemic. I hope to use it to study next year during term time so I need to find out if that is possible."

"The pandemic has increased the value of the library as a quiet place to work for me as a freelancer - my home is more crowded than ever with other family members working or studying."

"I've found it challenging not to be able to sit and work as easily in the library, and having limits on browsing time. Pre booking is tricky and I wish I could just drop in."

Community space

Respondents commented on libraries as a welcoming space for everyone and the importance of libraries to community and personally:

"We need libraries even more so now, with people losing jobs and suffering with mental health these facilities are vital."

"It hasn't changed the way I will use the library, but it's made me realise how vital the library is (physically open) both as a place to switch off in stressful times, but also as a quiet comfortable place to work and think."

"I have used it less, but I am lucky to have good resources at home. Our Libraries enable all Hackney residents to access resources."

More reluctant to use libraries

Respondents expressed reluctance to visit the library because of the ongoing Covid-19 pandemic:

"I used to use several libraries for their activities run by outside groups, including book groups. Pandemic has prevented me from visiting any library for 18 months. If libraries are COVID-proof, maintain hygiene, masks and some social distancing, I hope to start again."

"Yes. As explained above, I have not been able to go into the library since the first lockdown, except to return a book borrowed before the pandemic, as I don't feel the indoor space is safe yet, with cases increasing, even though I have had the booster vaccine, as I could still contract the virus and possibly pass on to my husband who is very elderly."

"Yes. Fewer visits because of worries over catching the virus again."

Appreciative of Hackney library services

Respondents expressed praise or appreciation for Hackney libraries:

"Made me realise how valuable this service actually is."

"It feels cleaner and more hygienic because it's less crowded, and sanitizers and wipes are provided. I feel safer using it than before."

"We have appreciated the library more than ever after the long periods of closure!"

"I am an elderly person and have medical issues with my lungs. I feel it is risky to travel on buses since the pandemic. It is an absolute godsend to me to have Clapton Library within walking distance."

Staffing (negative)

Respondents were critical of library staff in response to the pandemic:

"I have used the library much less during the pandemic as it's been closed. I think Hackney was very slow to reopen the libraries compared to other London boroughs. Also when the library was reopened the booking system used to get access to the building was clunky and frankly off-putting. The staff weren't welcoming and this resident felt that they were considered a nuisance in wanting to browse."

“The environment in the library has become very hostile - it used to be a friendly place you could just walk into and be welcome, just to browse for books or read a magazine. Now I get challenged and interrogated at the door, need to show my library card to even enter and in general get told off for some minor breach (like... entering the building) every single time I come - just can't keep up with all the rules! So I definitely try to visit as little as possible and borrow ebooks instead. I really, really don't feel welcome any more, and I feel Covid is just pretext (I can visit all the shops, museums and even British Library without any hassle, so how come the local library needs so strict rules?) and someone is trying to keep the visitor numbers down and then close the library because nobody visits.”

Hybrid physical and digital library access

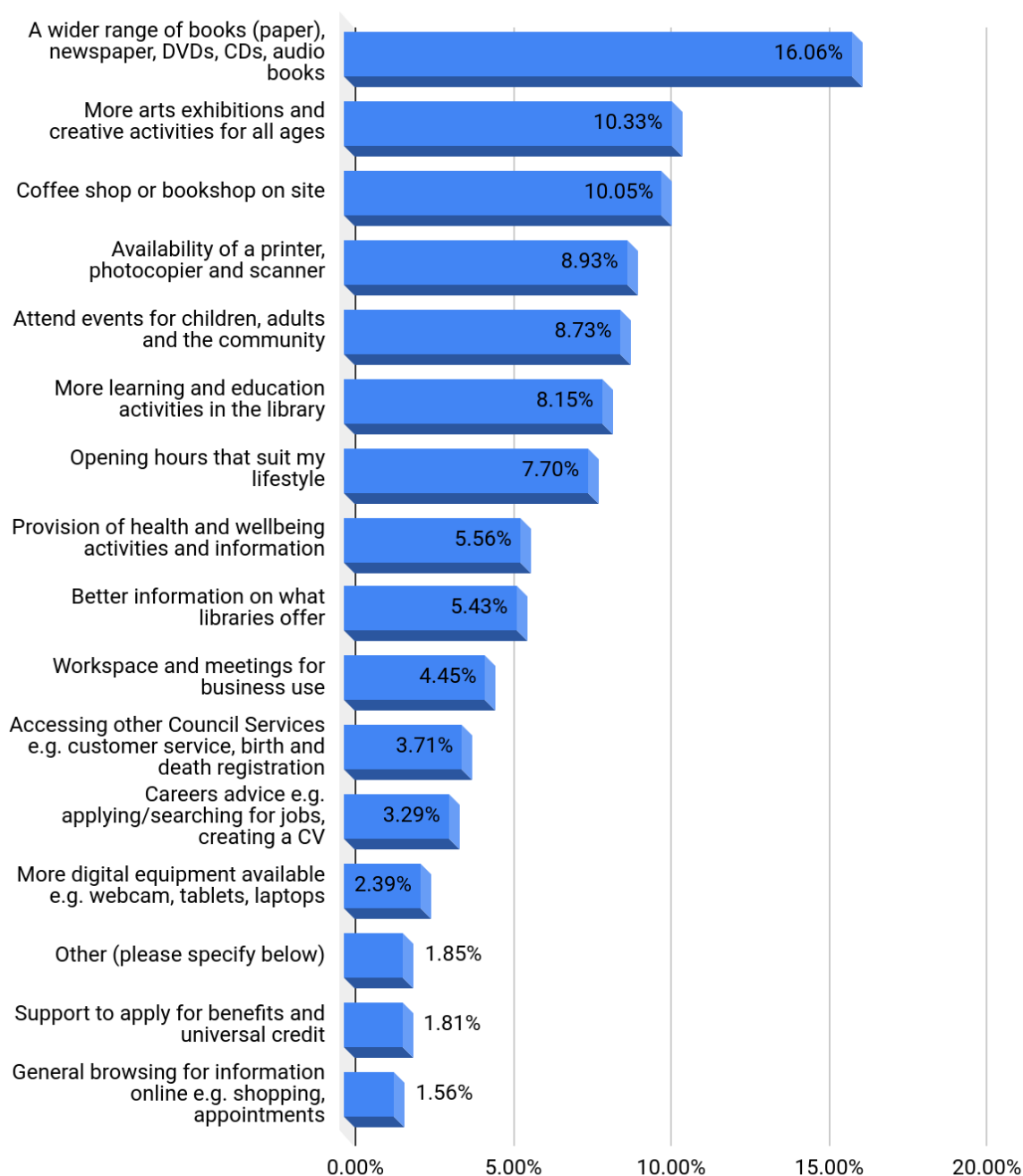
Respondents commented that they enjoy or prefer a hybrid of physical and digital library access:

“I haven't been visiting libraries since the pandemic started, but instead using the online e-library. I am planning to get back to going to the real library once it feels safe to me to do so. Having the e-library services has been a wonderful boon during the pandemic, and I will continue to read ebooks as well as printed books, because I can enlarge the type if needed, whereas some printed books are too hard to read.”

“Yes I will make more use of ebooks but I am so happy the library has reopened.”

Our libraries in the future

What would encourage you to go to your library in the future? (Base: 2345)



The highest percentage of respondents stated that “a wider range of books (paper), newspaper, DVDs, CDs, audio books” would encourage them to go to the library in the future (16.06% - 390). This is followed by “More arts exhibitions and creative activities for all ages” (10.33% - 251) and “coffee shop or bookshop on site” (10.05% - 244).

The lowest number of respondents would be encouraged to visit the library by “support to apply for benefits and universal credit” (1.81% - 44) and “general browsing for information online e.g. shopping, appointments (1.56% - 38).

While 45 respondents selected “Other (please specify below),” 89 respondents gave further detail in the comment section.

Key theme	Meaning	Count
Events & education	More events, exhibitions, and educational sessions.	17
Books	A greater selection of books, easier ways to reserve and search for books.	14
Service suggestions	Responses related to additional service suggestions including comments for and against coffee shops.	13
End to Covid-19 protocols	Respondents wanted an end to Covid-19 related protocols, a return to pre-pandemic library services and for libraries to fully reopen.	11
Study, work & meeting spaces	Improvements to study spaces, work spaces, and meeting rooms, in addition to quiet zones.	10
Hackney Council services & community hub	Provision of council services in libraries. Library as a community hub.	6
Facilities and building improvements	Improvements to library facilities such as air conditioning, and library buildings.	5
More information	Respondents asked for more information from libraries.	5
Children's activities	Children's, babies and toddler's activities	3
Archives & other loan items	Greater access to archives, subscriptions, and newspapers.	3
Digital improvements	Including a better website and greater digital support.	2
Printing, computers & wifi	Access to printers and wifi.	2
Volunteering	Respondents offered volunteering services.	2
Staff	Staffing improvements	1
Miscellaneous		1

Events & education

Respondents asked for more events and exhibitions, in addition to more educational sessions:

“Public events such as talks. Many years ago I completed an online ECDL computer course at the library, this was really helpful in familiarising myself with all Microsoft's IT packages.”

“Education that is actually relevant to the modern workforce. You have so many young professionals working in the tech, design and marketing sectors in Hackney and could be running modern courses like those offered by General Assembly.”

“Performance events - music, theatre, live art.”

Books

Respondents asked for a greater selection of books and easier ways to reserve and search for books, and more:

“For older people accessing print can be better with “Large Print” books. Soon my husband will only be able to read from these.”

“Better able to search and reserve items”

“All I want is books, books and more books and Shoreditch Library has a wonderful selection.”

End to Covid-19 protocols

Respondents stated that they wanted an end to Covid-19 related protocols or a return to pre-pandemic library services and for libraries to fully reopen:

“In the future I would like the library to be fully open”

“a return to what they were like before the pandemic”

“A permission to just walk in and visit, without needing to register at the door, book a browsing slot or show my library card if I'm not borrowing a book this time. Less security, less being shouted at. A friendly smile every now and then would be a bonus!”

Service suggestions

Respondents made comments relating to additional service suggestions, including suggestions for coffee facilities, book shops or selling old stock and working with local businesses:

“An onsite bookshop (for old library books?) would be amazing!”

“space within or whole libraries where I can bring my dog”

“Coffee machine rather than a shop which will cost loads and people might think they need to buy a coffee to sit there. Also you can't bring your own coffee in your own cup as it is not allowed which is really silly.”

This included two comments that were critical of the idea of coffee shops or bookshops in libraries:

"I just want to add a comment, which is, I'm a bit wary of adding book shops and cafes, just because I would always want to make sure that libraries are a space where people can spend time without spending money; they're one of the only spaces left where people are allowed to be without spending money to be there."

"Libraries should remain about books. They should NOT become employment centres. Credit degrees. Coffee shops or any other nonsense."

Study, work & meeting spaces

Respondents asked for improvements to study spaces, work spaces, and meeting rooms, in addition to quiet zones:

"Quiet spaces, for example computer rooms or rooms with tables that are in a glass enclosure that is strictly for silent study."

"Areas available for group study"

"More community meeting rooms."

Hackney Council services & community hub

Respondents asked for provision of council services in libraries and discussed the idea of libraries as community hubs:

"As Hackney has moved increasingly online and there aren't face offices open for people to get information about services, the libraries should provide that service for the section of the community that aren't online or don't wish to do so. They should be the friendly face of the Council, providing basic information and signposting residents. There are examples in London and elsewhere where libraries have tried to do this such as the Ideas Stores in Tower Hamlets. but currently, in Stoke Newington it can't even do the basics, of providing a safe environment where residents of all ages can browse in comfort to take out books and return them!" [sic]

"Access to Hackney housing would be helpful, as the customer service office is far away and the system is difficult to navigate."

"More help please with finding jobs in the borough"

However, as with the service suggestions theme, one respondent was critical of this suggestion:

"Libraries should remain about books. They should NOT become employment centres. Credit degrees. Coffee shops or any other nonsense."

Facilities and building improvements

Improvements to library facilities such as air conditioning, and library buildings.

“Better hot-desk set-up; lockers to store things while working; water fountain to refill water bottle.”

“air conditioning”

“Toilets, open Saturdays”

More information

Respondents asked for more information from libraries:

“Libraries should be an information hub and staff should see their role as friendly accessible providers of that information and where they can’t help refer people to some of the many organisations active in Hackney that can.”

“I know it has been very tricky, but I’ve not always found the information on opening times has been correct on the website, I also have found that determining the best phone number to use has not always been straightforward!”

Children's activities

Respondents stated that they wanted children's, babies and toddler's activities and spaces within libraries:

“Storytelling session for children and more dedicated quiet study spaces away from the children’s area 😊”

“Baby and toddler activities”

Archives & other loan items

Respondents asked for greater access to archives, subscriptions, and newspapers:

“To get access to Find my Past which library service could subscribe to for residents use. Also better access to borrowing books from other boroughs and even county libraries through inter library loan” [sic]

“further archives to search”

Digital improvements

Respondents asked for website improvements and greater digital support:

“a better website might be useful.”

“Assistance accessing ebooks”

Printing, computers & wifi

Respondents requested access to printers and wifi:

“It is shocking that Hackney has not provided any printing service in the libraries since they reopened. This is outrageous. Access to printing is one of the main reasons I use libraries and I would expect to be able to come here and print out and photocopy documents I need hard copies of, and to make reading and organisation easier to manage. For example Drs notes, boarding passes, copies of utility bills, proofs of address as well as research papers etc” [sic]

Volunteering

Respondents offered volunteering services and asked for information on volunteering opportunities in Hackney:

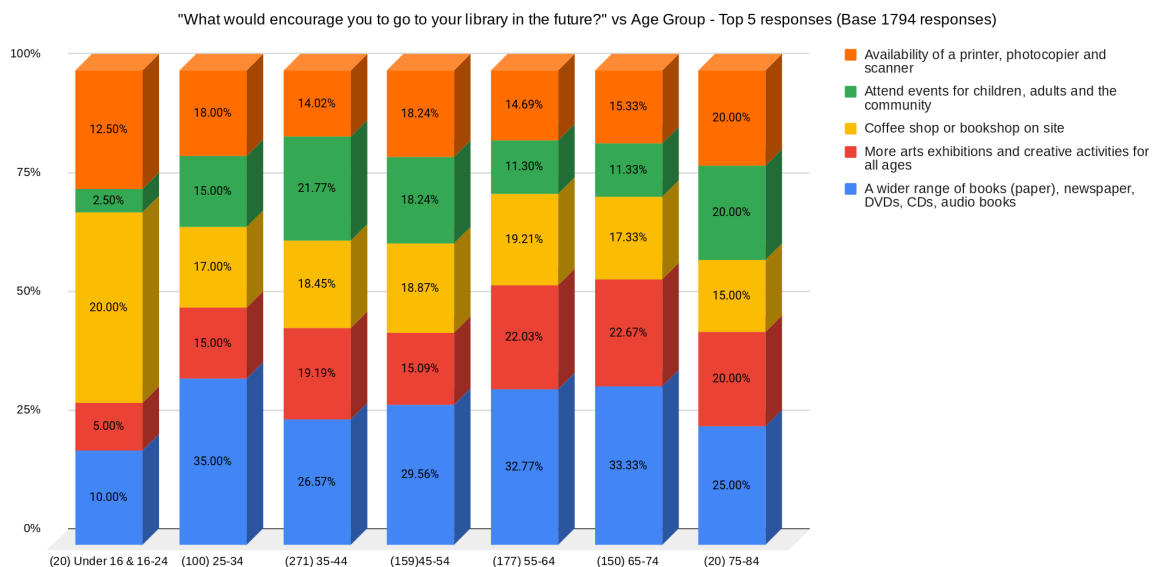
“I am a career coach for women wanting to move into project management and would be happy to offer a career service at one of your libraries, or even a talk to educate residents about project management as a career choice.”

Staff

One respondent commented on staffing and staff training:

“More well-trained staff. I often have to advise staff, alert them to issues and wait long times for simple tasks. I feel staff are not trained adequately.”

Cross-analysis - “What would encourage you to go to your library in the future?” vs Age Group

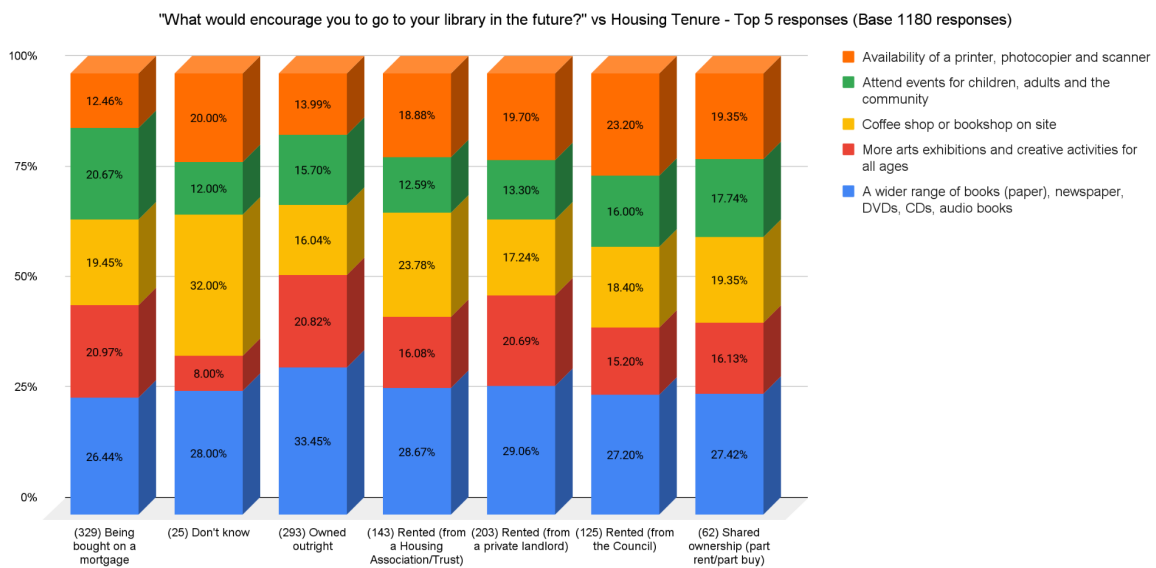


The chart above shows the responses to “What would encourage you to go to your library in the future?” by age group.

“Coffee shop or bookshop on site” would encourage the highest percentage of respondents “under 16 & 16-24” to go to the library in the future (20% - 8).

“A wider range of books (paper), newspapers, DVDs, CDs, audio books” would encourage the highest percentage of respondents in all other age categories. “25-34” (35.00% - 35), “35-44” (26.57% - 72), “45-54” (29.56% - 47), “55-64” (32.77% - 58), “65-74” (33.33% - 50) and “75-84” (25% - 5).

Cross-analysis - “What would encourage you to go to your library in the future?” vs Housing Tenure



The chart above shows the five most common responses to the question “What would encourage you to go to your library in the future” by housing tenure.

“A wider range of books (paper), newspapers, DVDs, CDs, audiobooks” would encourage the highest percentage of respondents who owned their home (outright or with a mortgage), rented from the Council, a Housing Association or Trust, and from a private landlord, and those with shared ownership.

“Coffee shop or bookshop on site” would encourage the highest percentage of respondents who “don’t know” to the housing tenure question (32% - 7).

“Coffee shop or bookshop on site” was the response with the second highest percentage for respondents who rented from a Housing Association or Trust (23.78% - 34)

“Availability of a printer, photocopier and scanner” was the response with the second highest percentage for respondents who “Rented (from the Council)” (23.20% - 29).

Thinking about what you want in the future, how could we improve libraries? (319)

Key theme	Meaning	Count
Books	Improvements to book stock.	64
Events	Events such as talks by authors, music performances, clubs and community involvement and groups. Including activities for teenagers.	63
Suggestions for service improvement	Improvement to services offered by libraries, such as coffee shops and creating more comfortable spaces.	62
Better communication	Improvements to library service communication with library users including digital communication, opening hours, advertisement of services, and staff recommendations.	41
Staffing	Comments relating to staffing.	38
		Negative - 27
		Neutral - 7
		Positive - 4
Study spaces, work spaces & meeting rooms	Improvements to meeting rooms, room & desk hire, online booking systems, group study areas.	36
Opening hours	Changes to opening hours, including fully opening libraries.	34
Children, babies and toddler services	Comments relating to children's, babies, and toddlers services.	27
Improving library buildings and spaces	Suggestions for improvements to library buildings and spaces.	28
Support services	Suggestions for improvements to library support services including incorporating council services into libraries.	27
Digital resources	Comments relating to ebooks and digital resources.	23
Computers, printers & WiFi	Improvements to technology such as computers, printers, and wifi.	23
Criticism of reservation and loan fees	Criticism of 50p reservation fee and inter-library loan charges.	14
Better facilities	Improvements to facilities such as toilets, lifts, digital technologies, refill water stations.	15

Other stock	Responses relating to audiobooks, CDs, DVDS.	14
		Negative - 2
		Neutral - 10
		Positive - 2
No changes needed	Happy with existing service.	13
Against library closure	Comments against library closure.	13
Better accessibility	Improvements to accessibility including for disabled people.	5
Other	Miscellaneous responses.	2

Books

Respondents suggested improvements to book stock from buying a greater number of books, to providing more popular titles, stocking books in more languages, and prioritising book lending as the primary library service:

“There’s a huge book community on social media for example Instagram and TikTok. It would be really nice for books that are very popular on social media available to borrow from the library.”

“A large stock of books. I would not like the book-lending role of the library to be reduced to make space for other activities.”

“Books in different languages for children, preferably in Spanish.”

“Keep the lending of books and the encouragement of reading at the heart of all the other excellent activities proposed. Be a bastion of communal reading sustainability in a world of cheap book-buying.”

“More literary and classic fiction, more non-fiction in areas like popular science and the arts.”

Events

Respondents called for improvements to events, clubs and groups, such as talks by authors, music performances, clubs and community involvement:

“...Every library should have an exhibition area where you could see work by local artists and community projects and run a programme of events and activities.”

“I think the libraries are already great but there could be more events for adults.”

“Paid for events would be useful so that there can be a better quality of events for people to attend. Weekly training courses that lead to a qualification, such as Excel, Project Management, etc.”

“Craft activities for adults as all the fun stuff seems to be just for kids!”

“...ALSO, but secondly, it would be excellent if the Libraries were vibrant hubs of community activities-- story hours for children, literacy classes, reading groups, writing groups. I would very much like to join a library-based writing group. These activities would also get people into the Library, and raise the numbers of users.”

Respondents also specifically asked for more activities for young people and teenagers:

“Offer more interactive events and workshops for young people”

Suggestions for service improvement

Respondents offered suggestions for improvements to services offered by libraries, such as coffee shops and creating more comfortable spaces, and making libraries community hubs:

“Maybe a light refreshment machine for members of the public.”

“Some of the things you list above would certainly help. A larger programme of literacy related activities and support services would be worthwhile. Encouraging greater use of libraries as social and learning spaces (including adult) and the opportunity to buy refreshments.”

“They are very good. Dalston planned a library of things. What about a library of musical instruments for such a musical borough?”

“The space always seems a little underused at Homerton. There's a large foyer that could be a coffee shop/cafe which would make it even more welcoming than it already is. A little more seating space in the adult book section would be great. In this day and age, with so much downloadable content available, I'm not sure you need so many cd's and dvd's - more space for books?!”

Better communication

Respondents suggested improvements to communication with library users including digital communication about opening hours, advertisement of services, and staff recommendations:

“Better communication fits for the 21st century on what they offer and more widely communicated. I sometimes see great things I would like to attend but at the last minute.”
[sic]

“...Improving the communication strategy to reach the wider community. It's difficult to access information on what activities and services the libraries offer.”

“More events for children and young people or better advertised. Or tell us where you advertise them.”

“The advantages of libraries should be advertised more to the wider community, stressing how libraries are a good source of information about the area and facilities but also a safe space for all.”

Staffing

There were more negative (27) responses than neutral (6) or positive (4). Responses coded as “negative” included comments on the need for staffing improvements including more training and more funding:

“Ensure they are well staffed and that staff are well trained”

“The staff could be better trained and a bit more friendly.” [sic]

“More funding for books and resources and staff”

Within the responses coded as negative, one respondent criticised security guards while another requested more security:

“Friendly and welcoming library staff at the entrance to the library building rather than using security guards...”

“To have more security in the library a security person should be in the library at all times...”

Neutral responses offered both positive comments on staffing while recommending areas for improvement:

“In an ideal world, libraries should be better funded so they can be open for longer, have more staff around to help people out, and have a greater range of resources on offer. Libraries, librarians, and everybody who works at the library do a fantastic job and offer an essential public service - thank you.”

“Invest in staffing, your librarians are fantastic and I think ensuring that trained librarians are available to develop your collections and support public users is the key to future success.”

Positive responses commented on the service provided by staff:

“...The staff have always been great whenever I've had a question. I appreciate their friendliness and knowledge. They're such an asset to the service”

“I like the fact that you can get local information and directions from helpful library staff.”

Study spaces, work spaces & meeting rooms

Improvements to meeting rooms, room & desk hire, online booking systems, group study areas.

“More available study space”

“Prioritising the provision of silent spaces where adults and children can read and do homework. Many live in overcrowded homes and the library is the only place to go. Silence is also important for children and adults with learning disabilities or concentration issues to do with health problems...”

“quieter study spaces and designated areas for group study”

Other respondents wanted more time to study and changes to Covid-19 related restrictions:

“Study space slots should be far longer than 1hr 45, particularly given the fact that this is practically the only remaining COVID restriction.”

Opening hours

Respondents requested changes to opening hours, including fully opening libraries:

“Open them again”

“Be more flexible about opening for longer on weekends.”

“Evening opening”

“Later opening times would be grand”

Children, babies and toddler services

Respondents commented on children's, babies, and toddlers services:

“More children's activities, teenager's activities, online training for customers.”

“I would love to have more activities to encourage children to love books”

“A wider variety of children's activities throughout the week and the year that aren't just focused on the larger libraries or the more affluent parts of Hackney.”

Improving library buildings and spaces

Respondents offered suggestions for improvements to library buildings and spaces:

“Smarten up the building please!”

“Redevelop the car park behind Homerton library for housing and use the revenue generated to renovate and improve the library building, celebrating its architecture and improving facilities”

“Find a budget to renovate the more down at heel libraries and hold regular 'conversations with local authors' evenings”

Multiple respondents specifically commented on Stoke Newington library:

"Brighter decor - certainly in Stoke Newington..."

"...Here in Stoke Newington there are a number of usable spaces (eg a reading room) which were designed into the library in the 1930's but which (somehow) we are assumed not to need. I doubt that Mr Carnegie believed that they were for limited-term usage."

Support services

Respondents emphasised the services libraries provide to the local community and offered suggestions for improvements to library support services including incorporating council services into libraries:

"Ensure it is a space that meets the varied needs of the community. For parents with young people, for adults searching for work and for help dealing with financial issues or job search, a space for children after school where they can do homework, and a place where homeless people can have a warm environment."

"Improve community engagement. Library visits to neighbouring nurseries and primary schools. Establish relations with secondary school librarians to discuss and develop curriculum support. Links with local independent bookshops to discuss and develop strategies for author events, etc. Recruitment of deeply engaged staff, committed to developing services rather than merely (often seemingly grudgingly) delivering them."

"a focus on free, inclusive provision - and understanding that the library is a place, a public space, as much as what it offers - warm and covered and not based on financial exchange - this is CRUCIAL"

Digital resources

Respondents asked for more digital resources such as ebooks, improvements to the library website, and more library subscriptions:

"Improve the range of ebooks to include books for kids who have just started reading and board book equivalents. Update the libby app to improve the ability to search and filter, and to save searches."

"Improve the website to make it clearer and more user friendly. Particularly when ordering items, notifications by email etc."

"Widen the Hackney Libraries membership of academic and archival material libraries to enable home use via personal computers using Hackney Library membership to sign in."

Computers, printers & WiFi

Respondents asked for improvements to technology such as computers and wifi, in addition to access to printers:

“More digital equipment and access to more global information that reflects the diversity of our community.”

“...Computers desperately need updating - the desktop models feel outdated and so does the software; maybe look into downloading Windows 10? The current software looks a bit older and I think even still uses the old internet explorer which doesn't exist on most modern laptops...”

“Provide printing again.”

Respondents also asked for support using computers and technology:

“more help for older people to use computers, scanners, and printing.”

Criticism of reservation and loan fees

Respondents criticised the 50p reservation charge for books and inter-library loan charges:

“The reserve charge is very high. I understand that it encourages responsible usage, but I think this could be accomplished with a nominal 10p charge. 50p a book is quite steep, and since I don't want to pay for it, I do not have access to many materials, which seems a shame.”

“I think borrowing service could be made easier and more affordable by allowing free transfers of titles from other libraries being brought to your library so that it could be accessed easily.”

“It takes a long time to order a book. If this could be speeded up it would mean I'd use the library more often. When a single book is out on loan it can take many weeks until I get it.”

Better facilities

Respondents requested improvements to facilities such as toilets, lifts, digital technologies, refill water stations:

“Basic facilities like a toilet and a water fountain / machine - Stamford Hill toilet is out of use.”

“To ensure all equipment functions well.”

“A coffee shop would be nice, and comfortable seating. Not everyone has a nice home in which to sit and read. We also need better toilet facilities.”

Other stock

Responses relating to audiobooks, CDs, DVDS. Responses were coded as positive (2), neutral (10) and negative (2).

Neutral responses asked for more loan items:

"More of everything - books, space, CDs, staff."

"By ensuring we have all daily newspapers each day. By building up a DVD/Blu-ray library"

Negative responses criticised the number of DVDs, CDs and audiobooks compared to book stock:

"...Reducing the space given and budget spent on DVDs, CDs and audio books on CD as their relevance declines. Only spending money on online resources and ebooks where there is a clear evidence base to justify it - is the current ebook provision, for example, which is both chaotic in terms of the multiple platforms yet still very limited in terms of titles available, a good use of money?..." [sic]

No changes needed

Respondents stated that they did not want changes or were happy with the existing service:

"Keep up the good work. Keep libraries a priority."

"Am happy with what's on offer at the moment, meets our family needs perfectly. Thank you."

"Very happy with the library service. Was so missed when it was closed during lockdowns."

Against library closure

Respondents warned against library closures:

"Don't get rid of libraries."

"don't diminish or reduce the service. Keep it as it's been - it's a great service"

"Keep them open! Connect with community groups to ensure libraries are used by the community, also for people who do not read much or do not have English as a first language."

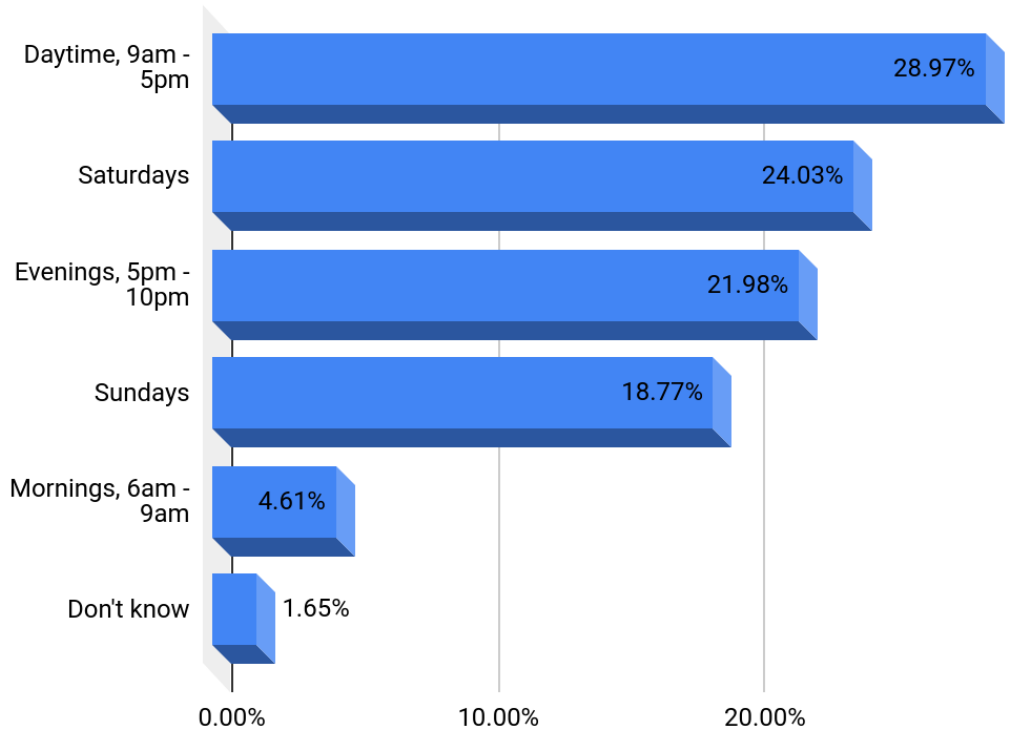
Better accessibility

Respondents asked for improvements to accessibility including for disabled people and community engagement, in addition to digital accessibility:

"accessibility, I was asked to use my phone to access library services today!!!! not everyone has access to laptops and data or is able to do things online, everything should be accessible with paper/hardcopy as well as digital for disabled/elderly/those who cannot afford their own tech" [sic]

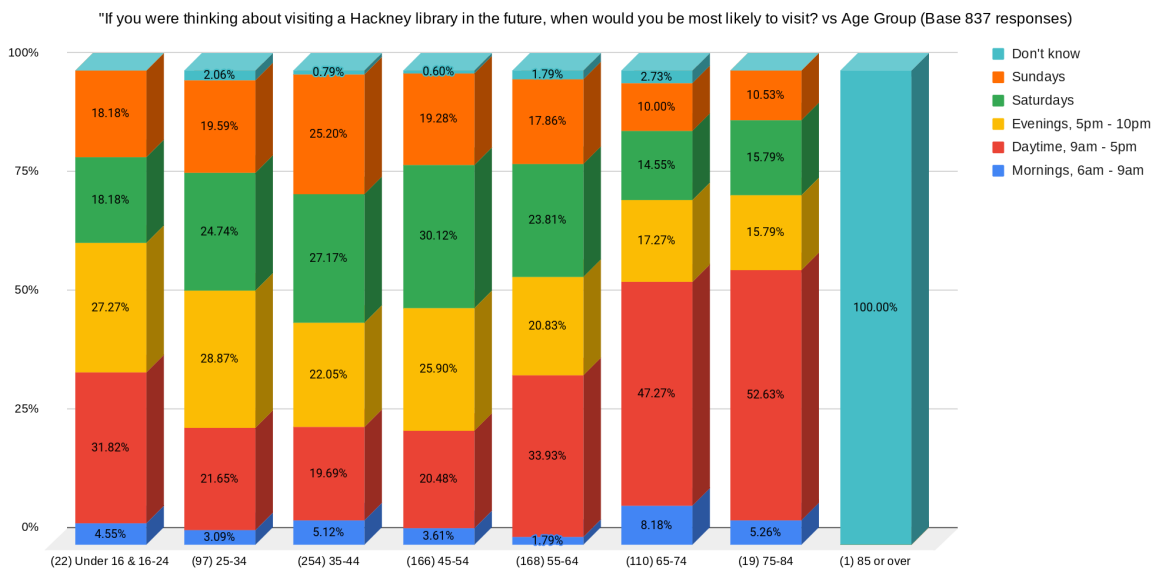
*“BETTER ACCESS FOR MOBILITY SCOOTERS USER , NO CHARGING TO ORDER
BOOKS FROM OTHER LIBRARIES . BETTER RANGE , BETTER SERVICE” [sic]*

If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? (Base: 1215)



The highest percentage of respondents stated that they would be most likely to visit a Hackney library in the “Daytime, 9am-5pm” (28.97% - 352). The lowest percentage of respondents stated that they “Don’t know” (1.65% - 20).

Cross-analysis - “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? vs Age Group



The chart above shows the responses to the question “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” by age group.

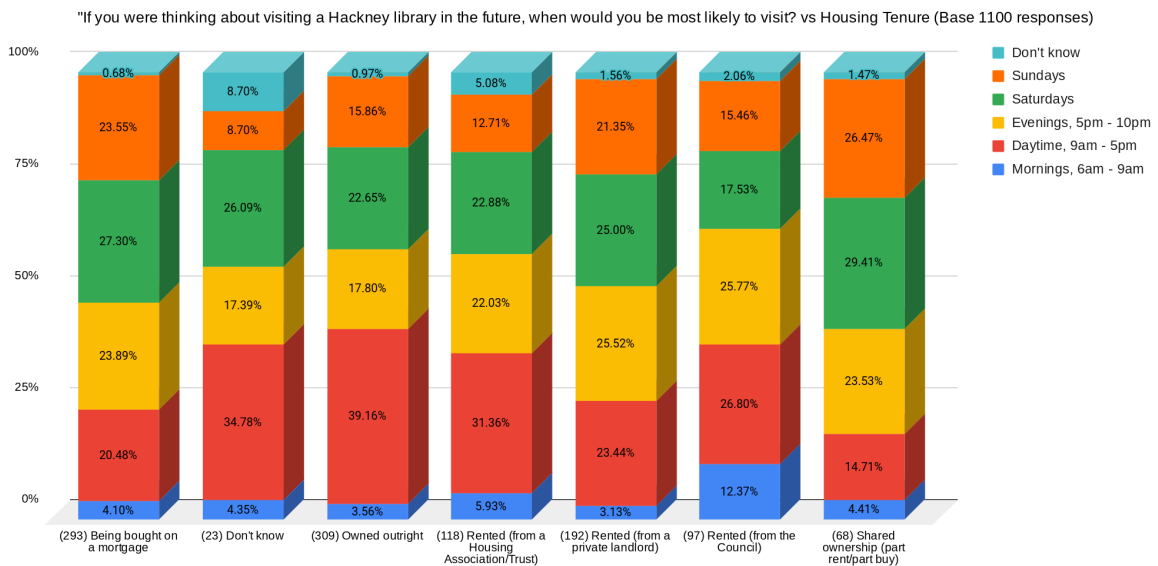
The highest percentage of respondents stated that they would visit libraries in the “daytime, 9am - 5pm”

“Daytime, 9am - 5pm” had the highest percentage of responses for respondents “under 16 & 16-24” (31.82% - 7), “55-64” (33.93% - 57), “65-74” (47.27% - 52) and “75-84” (52.63% - 10).

“Evenings, 5pm - 10pm” had the highest percentage of responses for respondents aged “25-32” (28.87% - 28).

Saturdays had the highest percentage of responses for those aged “35-44” (27.17% - 69).

Cross-analysis - “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” vs Housing Tenure



The chart above shows responses to the question “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” by housing tenure.

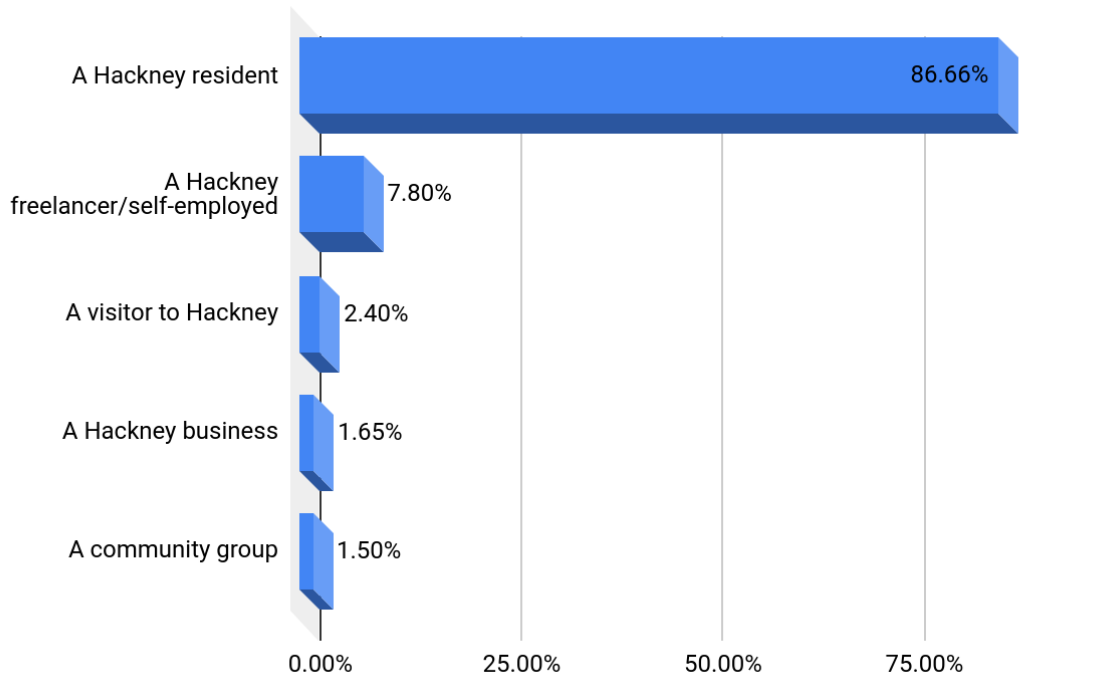
“Daytime, 9am - 5pm” had the highest percentage of responses for respondents who “owned outright” (39.16% - 121), “Rented (from a Housing Association/Trust)” (31.36% - 37), “Rented (from the Council)” (26.80% - 26) and respondents who did not know their housing tenure category (34.78% - 8).

“Saturdays” had the highest percentage of responses for respondents whose home was “being bought on a mortgage” (27.30% - 80) and “shared ownership (part rent/part buy)” (29.41% - 20).

“Evenings, 5pm - 9pm” had the highest percentage of responses for those who “Rented (from a private landlord)” (25.52% - 49).

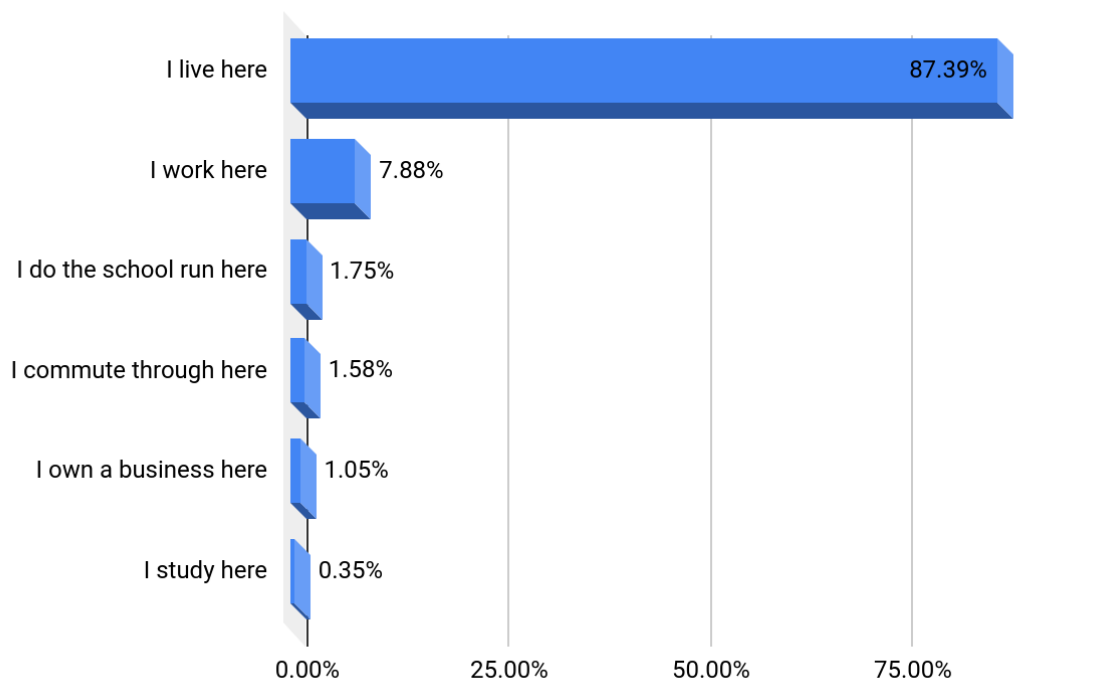
About You

Are you a: (Base: 648)



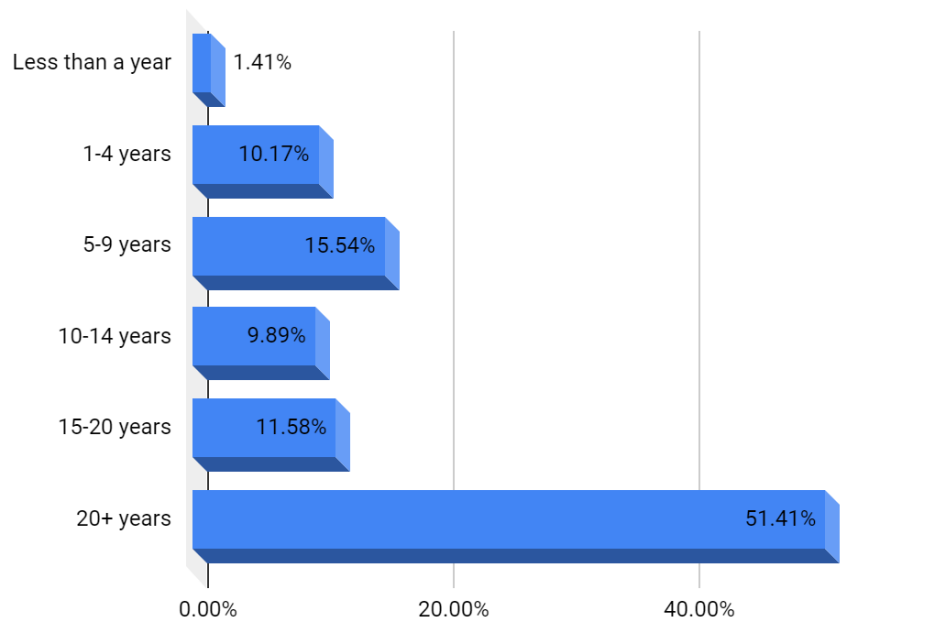
The majority of respondents stated that they are “A Hackney resident” (86.66% - 578). Respondents were directed to select all categories that applied to them.

What is your connection to Hackney? (Base: 571)



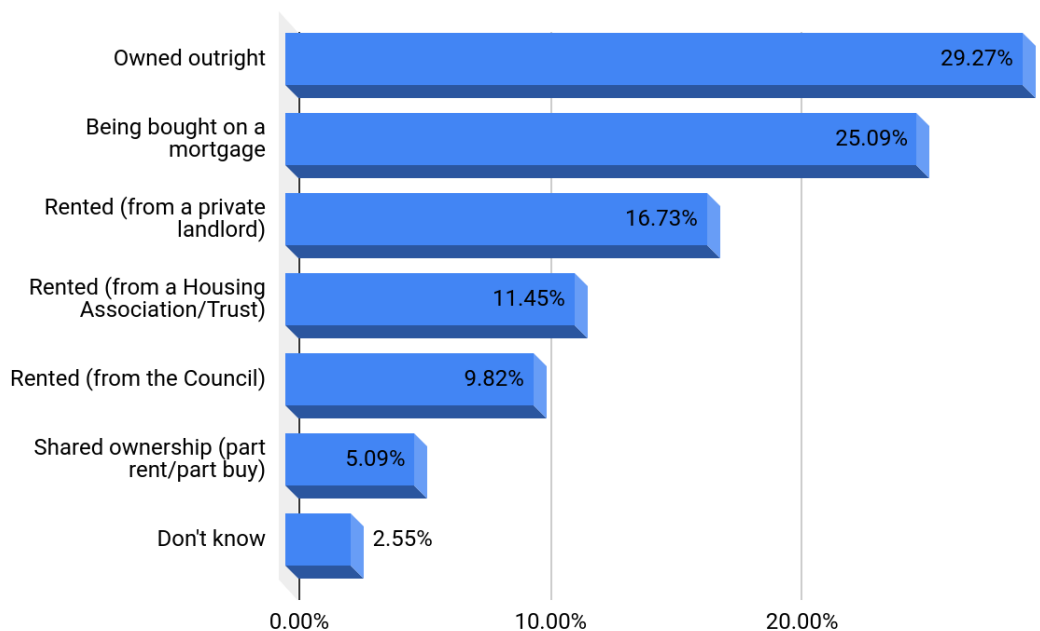
The majority of respondents stated “I live here” (87.39% - 499).

If you are a Hackney resident, please tell us how long you have lived here: (Base: 354)



The majority of respondents stated that they have lived in Hackney for “20+ years” (51.41% - 182), followed by “5-9 years” (15.54% - 55), “15-20 years” (11.58% - 41), “1-4 years” (10.17% - 36), “10-14 years” (9.89% - 35) and “Less than a year” (1.41% - 5).

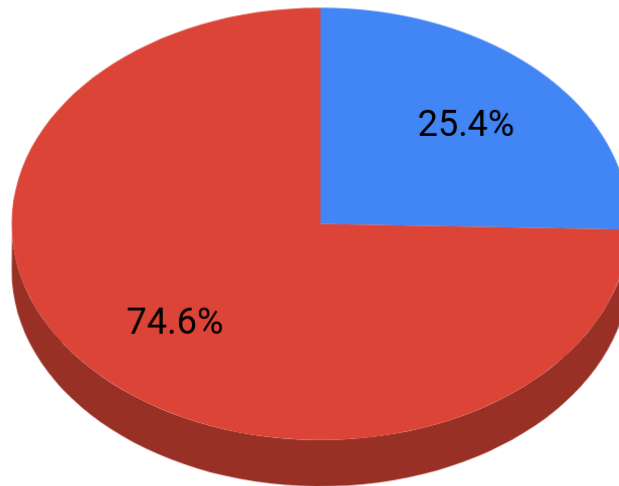
Housing tenure: If you're a Hackney resident, which of the following best describes your home occupancy? (Base: 550)



The highest percentage of respondents stated that they “Owned outright” (29.27% - 161). This is followed by “Being bought on a mortgage” (25.09% - 138), “Rented (from a private

landlord)" (16.73% - 92), "Rented from a Housing Association/Trust" (11.45% - 63), "Rented (from the council)" (9.82% - 54), "Shared ownership (part rent/part buy)" (5.09% - 28), and "Don't know" (2.55% - 14).

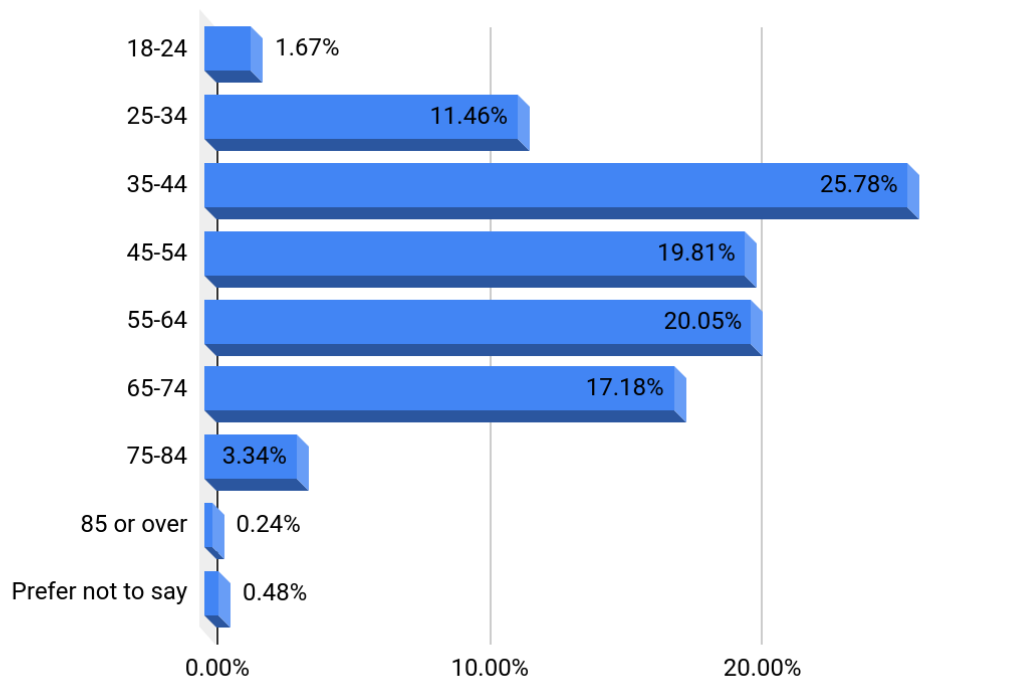
What is your gender? (Base: 413)



● Male ● Female

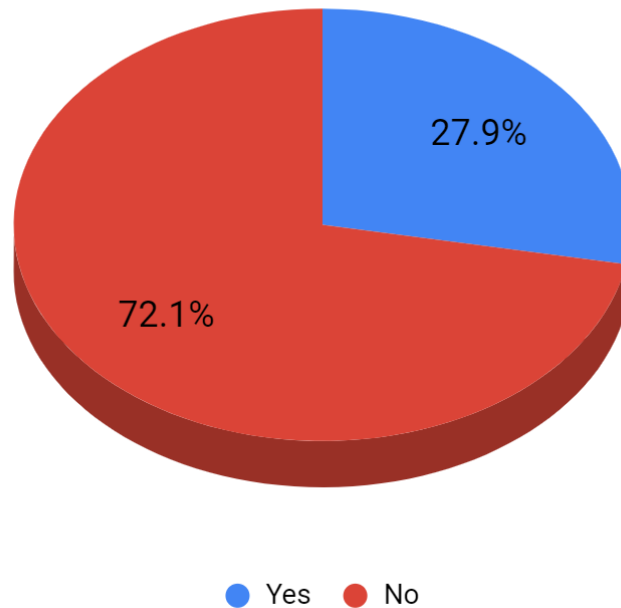
The majority of respondents were female (74.58% - 308).

What is your age group? (Base: 419)



The highest percentage of respondents were aged “35-44” (25.78% - 108), followed by “45-54” (19.81% - 83), “55-64” (20.05% - 84), “65-74” (17.18% - 72), “25-34” (11.46% - 48), “18-25” (1.67% - 7), “Prefer not to say” (0.48% - 2). Only one respondent was aged “85 or over” (0.24%).

Are you a member of a community organisation? (Base: 351)



The majority of respondents stated that they are not part of a community organisation (72.08% - 253) compared to respondents who stated “Yes” (27.92% - 98).

Our Libraries - Library Non-User Survey

Executive summary

Main questions

- **Thinking about Hackney Libraries, which of the following services do you think they provide? (Base: 738)**
 - The highest percentage of respondents (9.76%) stated that they thought libraries offer “Books, audiobooks, DVDs, CDs and eBooks to borrow” (72).
- **Please select any of the following libraries that you are aware of: (Base: 255)**
 - The highest percentage of respondents (17.65%) stated that they were aware of Dalston CLR James (45).
- **If you have not accessed a Hackney library service in the last 3 years, please tell us why? (Base: 135)**
 - The highest percentage of respondents (21.48%) stated that they have not accessed a Hackney library in the last three years because “I have access to a computer, tablet or phone at home/work” (29).
- **What would encourage you to go to your library in the future? (Base: 239)**
 - The highest percentage of respondents (10.46%) stated that “More arts exhibitions and creative activities for all ages” and a “Coffee shop or bookshop on site” would encourage them to go to the library in the future (25).
- **If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? (Base: 128)**
 - The highest percentage of respondents (25%) stated that they would be most likely to visit the library during “daytime, 9am - 5pm” (32).

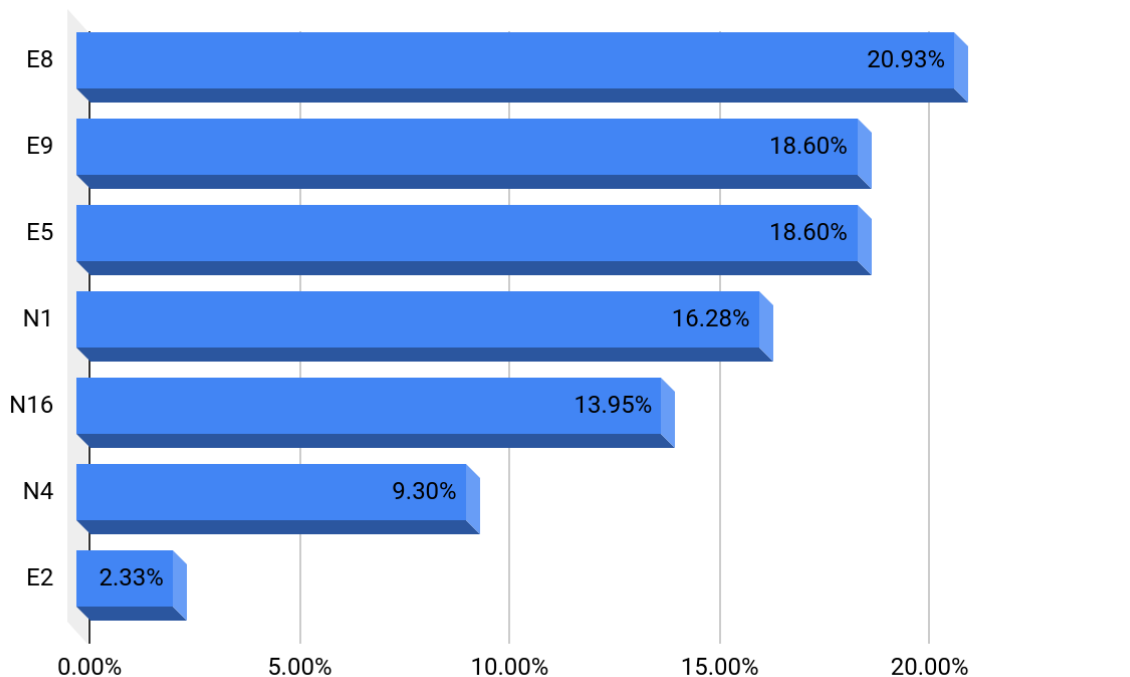
Demographics

- **Are you a: (Base 91 responses)**
 - The majority of respondents (84.62%) stated that they are a Hackney resident (77).
- **Housing tenure: If you're a Hackney resident, which of the following best describes your home occupancy? (Base: 72)**
 - The highest percentage of respondents (25%) stated that their home was “being bought on a mortgage” (18).
- **What is your connection to Hackney? (Base: 52)**
 - The majority of respondents (92.31%) stated that they live in Hackney (48).
- **If you are a Hackney resident, please tell us how long you have lived here? (Base: 52)**
 - The highest percentage of respondents (40.38%) stated that they had lived in Hackney for “20+ years” (21).
- **What is your gender? (Base: 52)**
 - The majority of respondents (67.31%) were “Female” (35).
- **What is your age group? (Base: 50)**
 - The highest percentage of respondents (26%) were aged “35-44” (13).
- **Are you a member of a community organisation? (Base: 49)**

- The majority of respondents (85.71%) stated that they were not a member of a community organisation (42).

Postcode Analysis

The postcode question was optional as a part of the demographics section of the survey. This allows us to monitor where respondents live and what relationships exist between respondent's experiences of libraries and those who live in postcode areas. A total of 43 respondents provided a postcode.



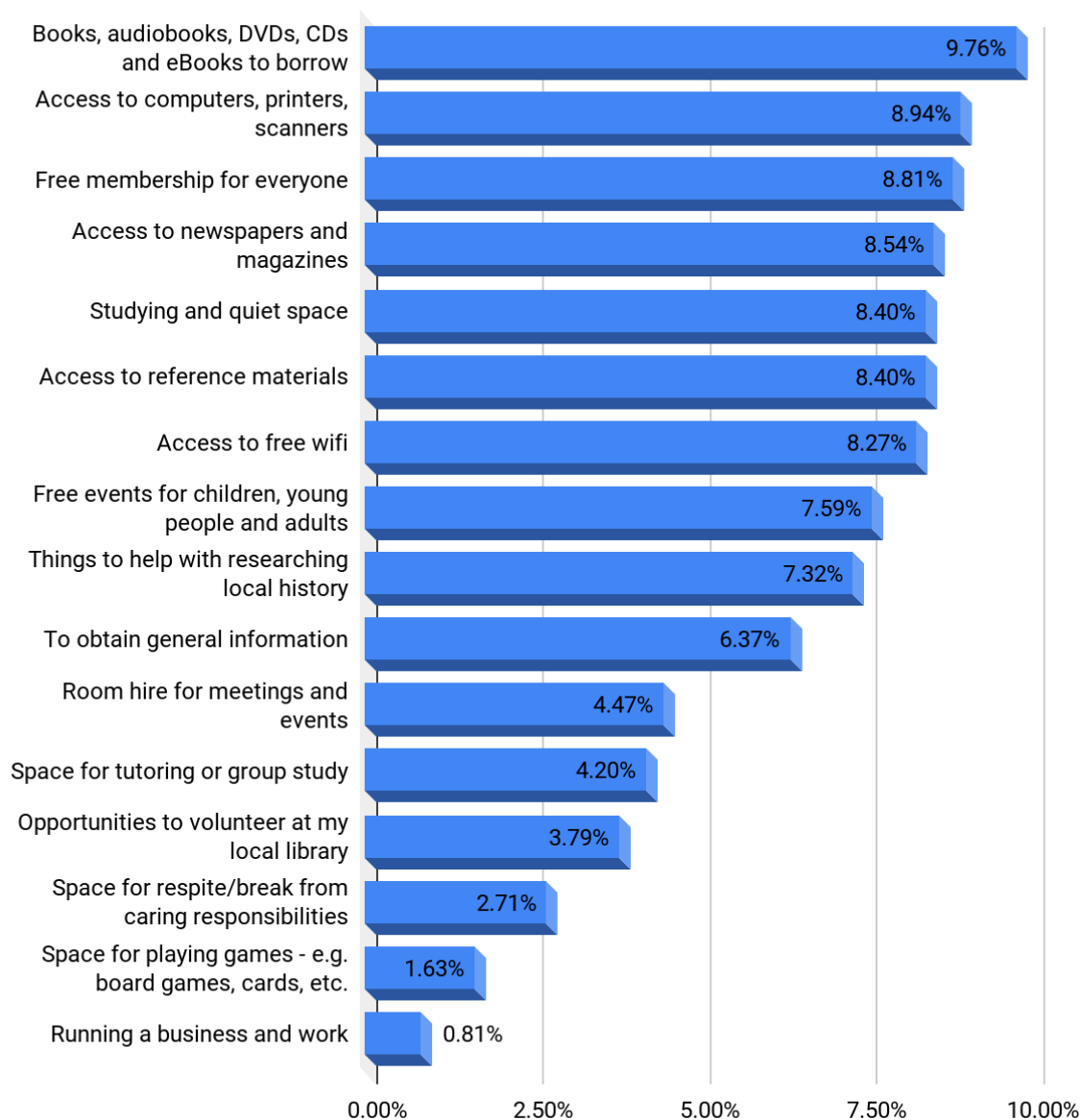
The chart above represents the breakdown of postcode areas, showing the top 7 postcodes. Postcodes from outside of the borough were excluded from the dataset.

“E8” accounts for the highest percentage of respondents which includes the Queensbridge, Dalston and Hackney Central wards. This is followed by “E9” which is the Chatham, Victoria and Hackney Wick wards and “E5” (which includes the Hackney Downs, Leabridge and Springfield wards in Hackney).

9 respondents (20.93% of 43) stated that their postcode was “E8”. 8 respondents (18.60%) stated that their postcode was E9. 8 respondents (18.60%) stated that their postcode was E5.

Overview of Results

Thinking about Hackney Libraries, which of the following services do you think they provide? (Base: 738)

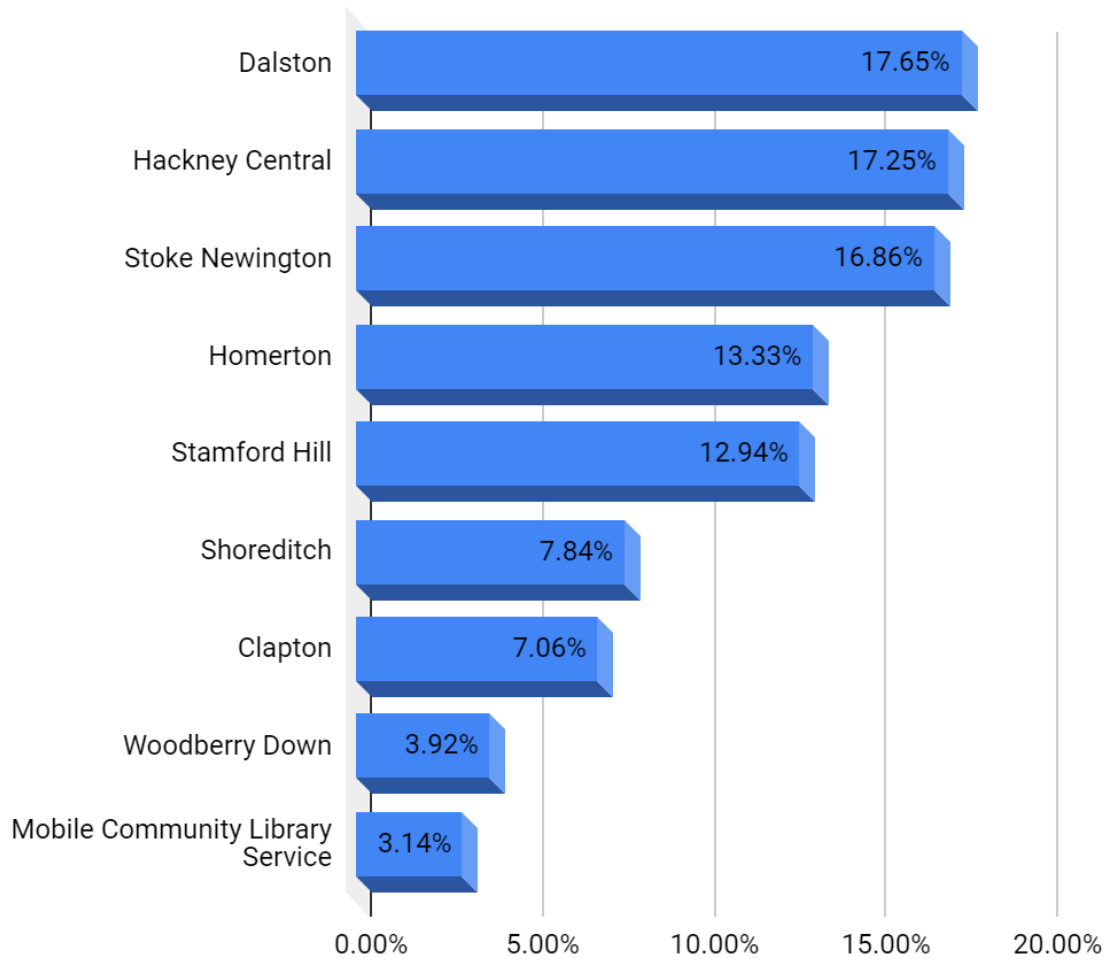


Respondents were able to select all the responses that applied to them. The highest percentage of respondents stated that they thought libraries provided “Books, audiobooks, DVDs, CDs and eBooks to borrow” (9.76% - 72). This is followed by “Access to computers, printers, scanners” (8.94% - 66), “Free membership for everyone” (8.81% - 653), “Access to newspapers and magazines” (8.54% - 63), “Studying and quiet space” and “Access to reference materials” (8.40% - 62), and “Access to free wifi” (8.27% - 61).

Respondents were also given the opportunity to select “other” and add additional comments. Three respondents selected “other”. Two respondents commented that libraries offer cultural

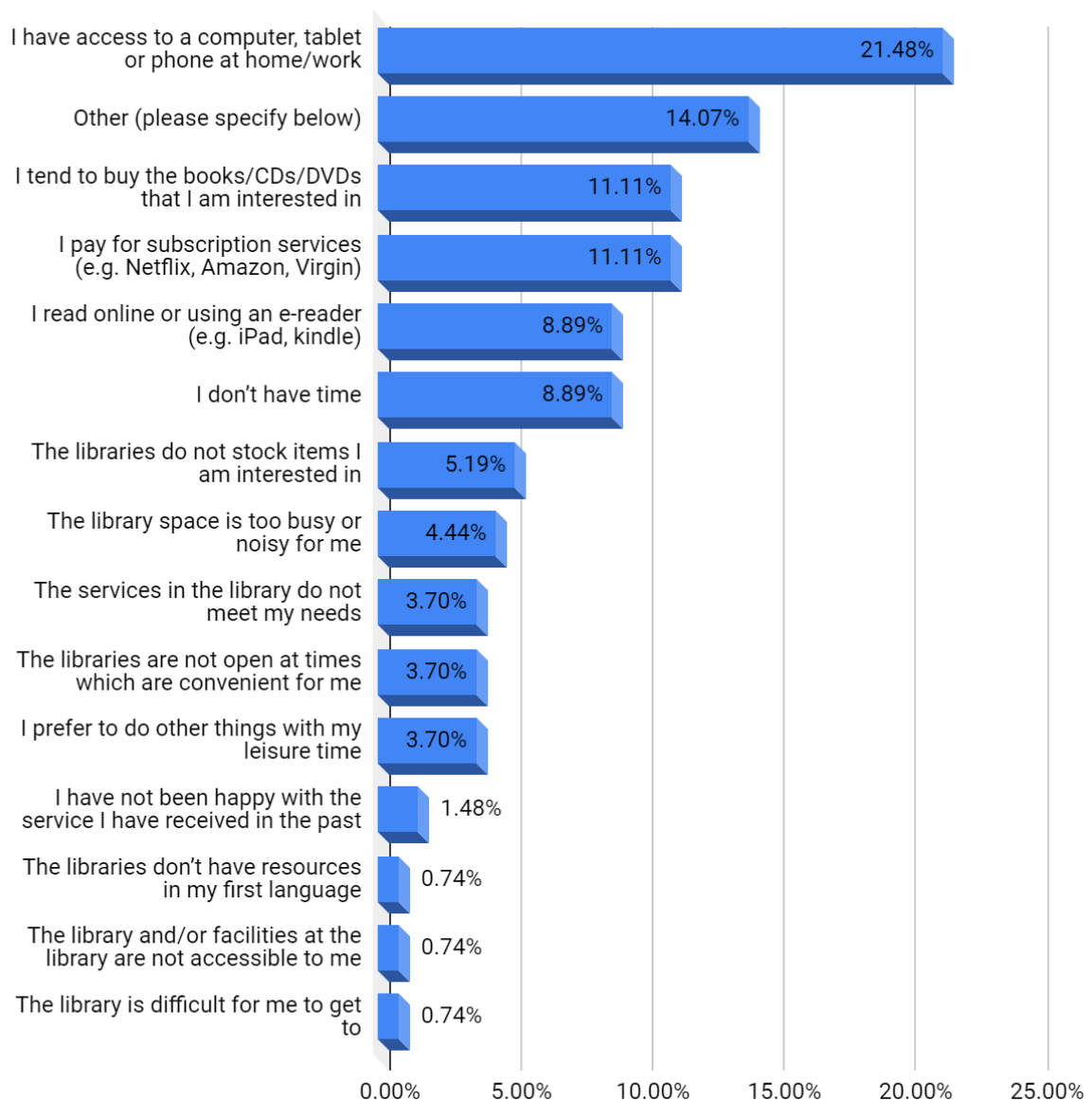
events and community activities. One respondent took the opportunity to offer criticism of their local library.

Please select any of the following libraries that you are aware of: (Base: 255)



Respondents had the option to select all that applied. The highest percentage of respondents stated that they were aware of Dalston CLR James (17.65% - 45). This is followed by Hackney Central (17.25% - 44), Stoke Newington (16.86% - 43), Homerton (13.33% - 34), Stamford Hill (12.94% - 33), Shoreditch (7.84% - 20), Clapton (7.06% - 18), Woodberry Down (3.92% - 10), and the Mobile Community Library Service (3.21% - 8).

If you have not accessed a Hackney library service in the last 3 years, please tell us why? (Base: 135)



The highest percentage of respondents stated that they had not accessed a Hackney library in the last 3 years because “I have access to a computer, tablet or phone at home/work” (21.48% - 29). This is followed by “Other (please specify below)” (14.07% - 19), “I tend to buy the books/CDs/DVDs that I am interested in” and “I pay for subscription services (e.g. Netflix, Amazon, Virgin)” (11.11% - 15).

The 19 respondents selected “other,” however 26 respondents offered additional comments explaining the reasons why they did not access a library in the last three years. These responses were coded as below:

Key theme	Meaning	Count
Impact of Covid-19 & library closure	Respondents commented on Covid-19 and library closures.	6
Books	Comments related to book services.	5
Personal decision to not access libraries	Respondents commented that they moved away or made other personal decisions to stop accessing the library.	5
Accessibility	Comments included access to library buildings for people with disabilities and spaces for prayer and religious practice.	2
Children's services	Library services for children and toddlers.	2
Location	Comments relating to location.	2
Information	Respondents required more information about libraries.	1
Events and activities	Comments relating to events and activities.	1
Facilities	Suggestions for improvements to facilities.	1
Not applicable	Respondents had used the library in the last three years.	1

Impact of Covid-19

Respondents commented on the impact of the pandemic, stating that they had intended to start visiting the library before the libraries closed. Other respondents used the opportunity to complain about the closure of Woodberry Down library:

“I was going to join but then a lockdown happened”

“its partly because of covid that I've got out of the way of using the library and of course it was closed for a time.”

Books

Respondents commented on the loan time for books, fines, and the availability of reference materials and specialised books:

“Loan periods are often not long enough.”

“I tend to want quite specialised books which I get from specialised libraries.”

Personal decision to not access libraries

Comments included reasons why the respondent chose not to visit the library. This included having moved away from the area, getting books elsewhere, and believing that library services should be prioritised by other residents:

“I’m trying to get through my To Be Read pile”

“I feel like if I have access to work space and resources at home etc then I should leave the access to free, council-provided stuff to people who need it more than me.”

Children’s Books

Two respondents commented on children’s and toddler’s books. One stated that they wanted to start using the library to access children’s books and the other stated that there were not enough young children’s options:

“Not enough services for babies and children under 5”

Location

Two respondents explained that they had not used Hackney library services in the last three years because they were not local to the borough:

“I use Islington library as it is closer to where I live.”

Information

One respondent had not accessed library services because they were unsure how to use libraries:

“I’m not sure how they work any more.”

Events and activities

One respondent stated that they could not use library services for events because of restrictive paper work and costs:

“We have tried to host mutual support groups at the libraries but are held back by daft bureaucracy, expensive dbs checks, insurance, deposits etc. We don’t have these issues with other councils.”

Facilities

One respondent commented on eating and drinking policies in libraries:

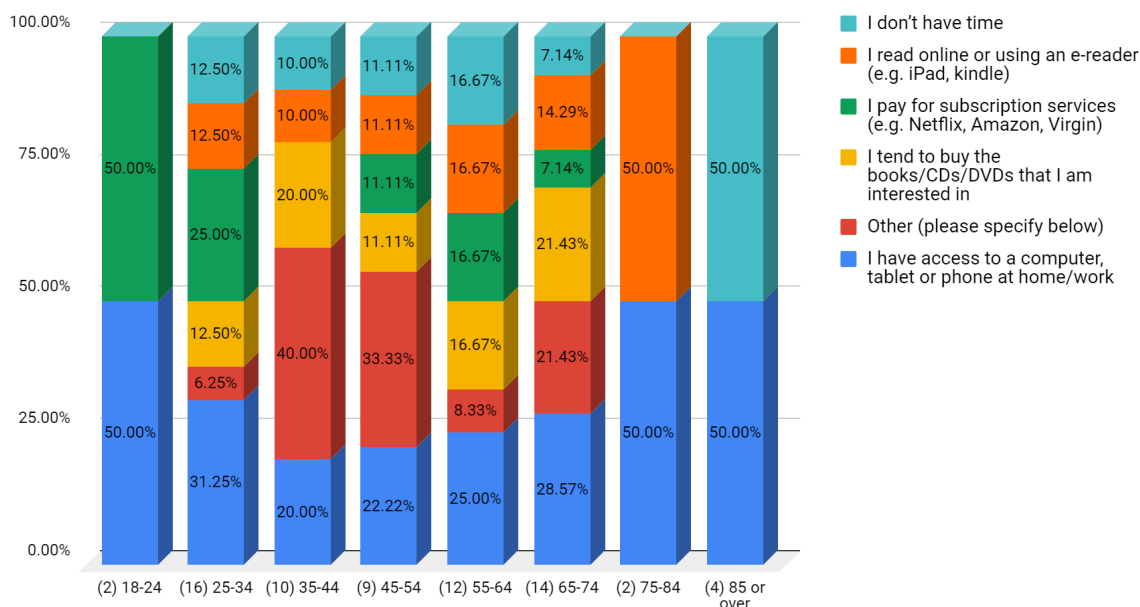
"I find I want to be able to drink tea/coffee while I work and I'm not sure if the libraries allow that"

Not applicable

One respondent stated that they had used library services in the last three years.

Cross-analysis - "If you have not accessed a Hackney library service in the last 3 years, please tell us why?" vs Age Group

"If you have not accessed a Hackney library service in the last 3 years, please tell us why?" vs Age Group (Top 6) (Base 69 responses)



The chart above shows the top six responses to the question "If you have not accessed a Hackney library service in the last 3 years, please tell us why?" by age group.

Respondents aged "18-24" (base: 2) had not accessed a Hackney library service in the last 3 years because they stated "I have access to a computer, tablet or phone at home/work" and "I pay for subscription services (e.g. Netflix, Amazon, Virgin)" (50% - 1).

Respondents aged "25-34" were most likely to not use Hackney libraries because "I have access to a computer, tablet or phone at home/work" (31.25% - 5), followed by "I pay for subscription services (e.g. Netflix, Amazon, Virgin)" (25% - 4).

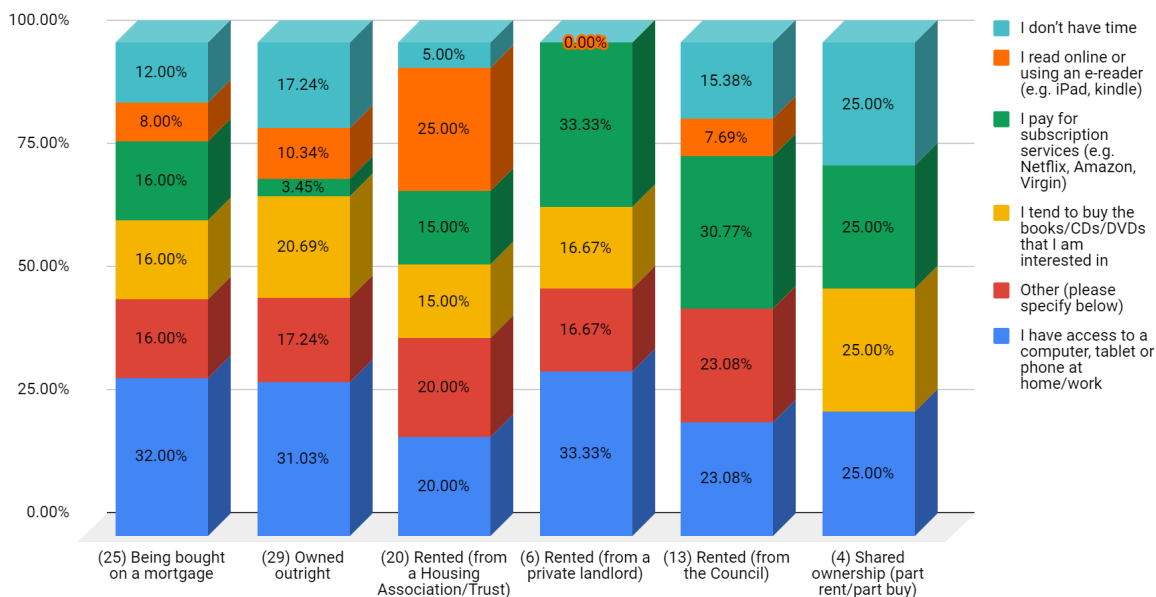
The highest percentage of respondents aged "55-64" (25% - 3) and "65-74" (28.57% - 4) did not use Hackney libraries because they had access to a computer, tablet or phone at home/work.

Respondents aged “75-84” (2) stated “I have access to a computer, tablet or phone at home/work” and “I read online or using an e-reader (e.g. iPad, kindle)” (50% - 1).

Respondents aged “85 or over” (4) stated “I have access to a computer, tablet or phone at home/work” and “I don’t have time” (50% - 2).

Cross-analysis - “If you have not accessed a Hackney library service in the last 3 years, please tell us why?” vs housing tenure

“If you have not accessed a Hackney library service in the last 3 years, please tell us why?” vs Housing Tenure (Top 6) (Base 97 responses)



The chart above shows the top six responses to the question ““If you have not accessed a Hackney library service in the last 3 years, please tell us why?” by housing tenure.

13 respondents rented from the Council. The highest percentage of these respondents stated that they did not use the library in the last 3 years because “I pay for subscription services (e.g. Netflix, Amazon, Virgin)” (30.77% - 4).

Each of the four respondents who described their housing tenure as “Shared ownership (part rent/part buy)” gave a different reason why they had not accessed the library in the last 3 years: “I have access to a computer, tablet or phone at home/work” (25% - 1), “I tend to buy the books/CDs/DVDs that I am interested in” (25% - 1), “I pay for subscription services (e.g. Netflix, Amazon, Virgin)” (25% - 1) and “I don’t have time” (25% - 1).

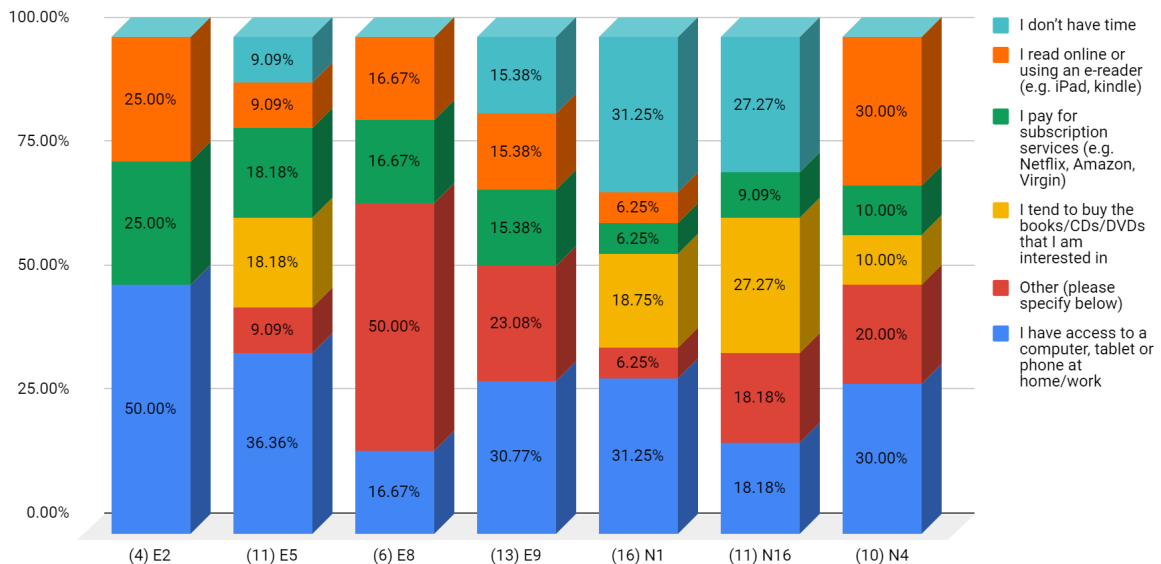
The highest percentage of respondents who “Rented (from a Housing Association/Trust)” stated “I read online or using an e-reader (e.g. iPad, Kindle)” (25% - 5).

Respondents who owned their home or were in the process of buying their home were most likely to state that they had not used a Hackney library service in the last 3 years because “I

have access to a computer, tablet or phone at home/work.” (“Being bought on a mortgage.” 32% - 8. “Owned outright:” - 31.03% - 9).

Cross-analysis - “If you have not accessed a Hackney library service in the last 3 years, please tell us why?” vs postcode

“If you have not accessed a Hackney library service in the last 3 years, please tell us why?” vs Postcode (Top 6) (Base 71 responses)



The chart above shows the top six responses to the question “If you have not accessed a Hackney library service in the last 3 years, please tell us why?” by postcode. Postcodes from outside of the borough were removed from the dataset.

The largest number of respondents lived in N1 (16 respondents) which includes the De Beauvoir and Hoxton wards in the south west of the borough. The highest number of respondents in this area stated that they had not accessed a Hackney Service in the last three years because “I have access to a computer, tablet or phone at home/work” and “I don’t have time” (both 31.25% - 5 responses).

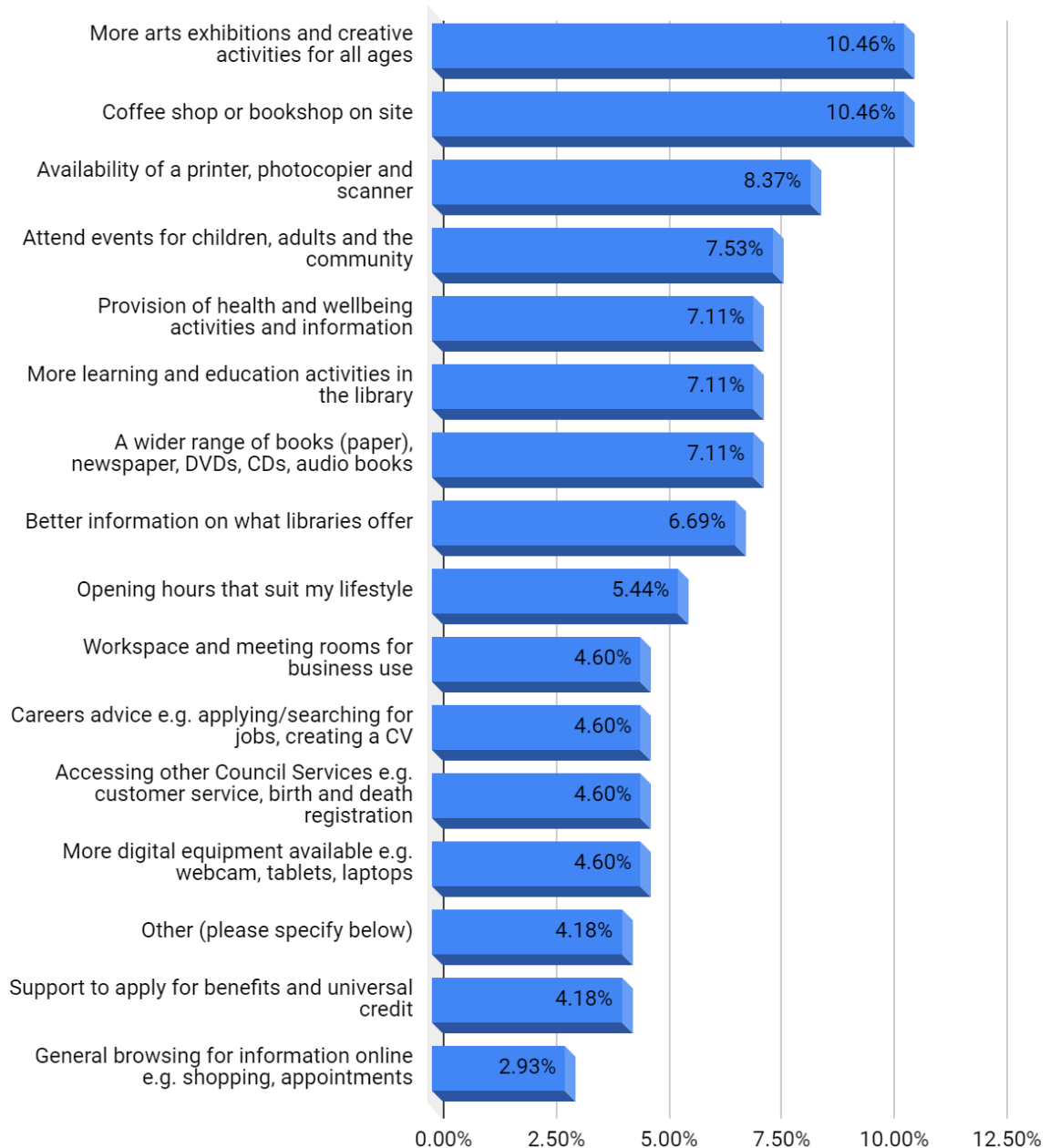
“I have access to a computer, tablet or phone at home/work” was also the most common response by respondents in E9, Chatham, Victoria and Hackney Wick wards (30.77% - 4), E5, Hackney Downs, Leabridge and Springfield wards (36.36% - 4), and E2, Haggerston ward (50% - 2).

For respondents living in N4, New River, Brownswood and Woodberry Down wards, “I have access to a computer, tablet or phone at home/work” and “I don’t have time” were the two most common responses (30% - 3)

For respondents who lived in E8 which includes the Queensbridge, Dalston and Hackney Central wards, the highest percentage of respondents stated “Other” (50% - 3 respondents).

The highest percentage of respondents who lived in N16, Stoke Newington Central, Clissold, Lordship and Cazenove wards, stated “I don’t have time” (27.27% - 3).

What would encourage you to go to your library in the future? (Base: 239)



The highest percentage of respondents stated that “More arts exhibitions and creative activities for all ages” and a “Coffee shop or bookshop on site” would encourage them to go to their library in the future (10.46% - 25). This is followed by “Availability of a printer, photocopier and scanner” (8.37% - 20), “Attend events for children, adults and the community” (7.53% - 18) and “Provision of health and wellbeing activities and information,”

“More learning and education activities in the library” and “A wider range of books (paper), newspaper, DVDs, CDs, audio books” (all 7.11% - 17).

While 10 respondents selected “other,” 16 provided additional comments on what would encourage them to use libraries in the future. Some respondents used the comment option to expand on their drop-down answer. These comments were coded as below:

Key theme	Meaning	Count
Books	Comments relating to book stock and reservation fees.	4
Events and activities	Respondents asked for events, cultural activities and skills-based classes.	3
Work and Quiet Space	Comments relating to work and quiet spaces.	3
Facilities	Respondents commented on available facilities.	2
Children's services	Comments related to children's books and events.	2
Criticism of services	Respondents criticised the existing service.	1
Information	Respondents requested more information from libraries.	1
Accessibility	Comments related to religious accessibility.	1
Not applicable	Respondents did not think any changes would encourage them to use the library in the future.	1
Opening hours	Comments on opening hours.	1

Books

Four respondents commented on books and newspapers, including asking for longer loan times, ending reservation charges, stocking more newspaper titles, and stocking more specialist books:

“No charges on ordering books online.”

“Loan periods longer than 3 weeks. Truly quiet space”

Events and activities

Respondents asked for more displays, computer training sessions and for more opportunities to engage with their community:

“I would like to meet more of my neighbours and interact with the community more - if the libraries had events/exhibitions that could help with that, or just space to hang out where it didn't feel like I was taking someone else's place, that would be great. Maybe like a library of things? Or of people? I have seen those sorts of events listed before, where you can go to a place and meet people from different professions, different life experiences”

Quiet and Work Space

Respondents stated that more quiet spaces and spaces to study would encourage them to use the library in the future:

“With both me and my partner now working from home it would be good to have a space I could book now and then to work out of the house, where I could bring my laptop and make video calls without disturbing other users”

Facilities

One respondent commented on lighting in the libraries. The other respondent commented that they had been unable to set up an initiative to provide free sanitary products:

“We tried to set up our Tricky Period initiative in Hackney libraries but sadly this has never come to fruition unlike in neighbouring Islington, Camden and Haringey”

Children's services

Respondents commented that more children's toys and storytime events would encourage them to use the library more:

“Reading and storytelling activities for young children”

Criticism of services

The respondent criticised various aspects of the library service, particularly focusing on the library as a space for homeless people.

Information

The respondent requested more research advice.

Accessibility

The respondent asked for a prayer space within the library:

“Inclusion of a prayer and meditation space”

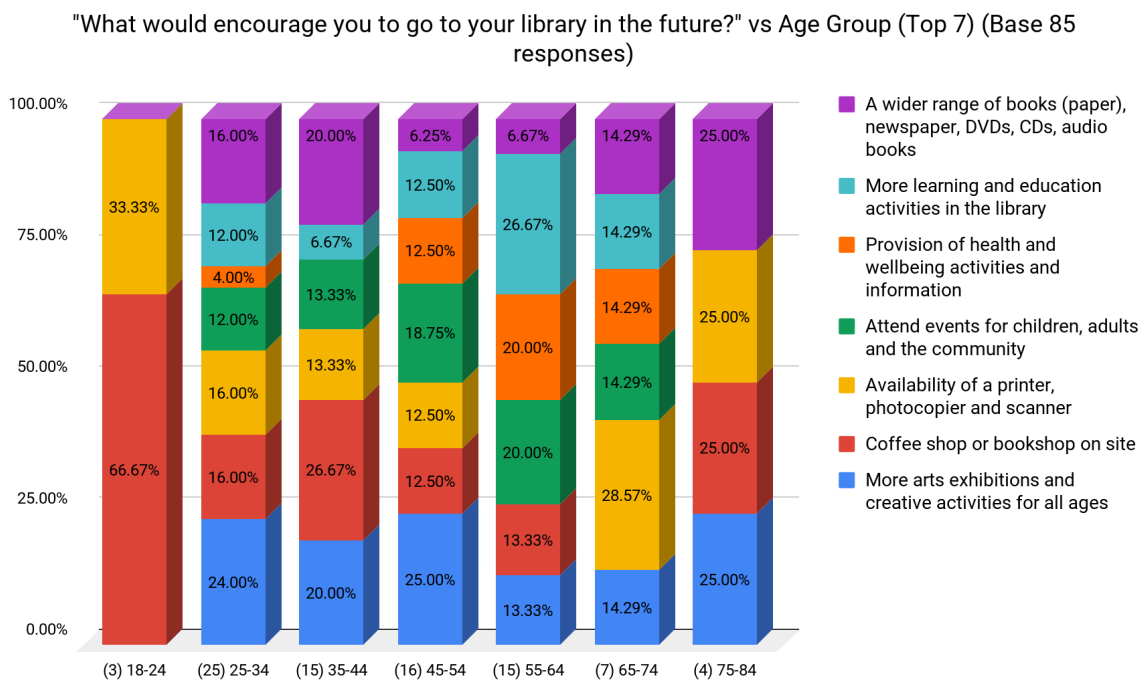
Not applicable

The respondent stated that none of the options offered by the questionnaire would encourage them to visit the library in the future.

Opening hours

The respondent commented that longer opening hours in the evening would encourage them to use the library more.

Cross-analysis - "What would encourage you to go to your library in the future?" vs Age Group



The chart above shows the top seven responses to the question "what would encourage you to go to your library in the future" by age group.

A "coffee shop or bookshop on site" would encourage respondents aged "18-24" (66.67% - 2) and "35-44" (26.67% - 4) to go to the library in the future.

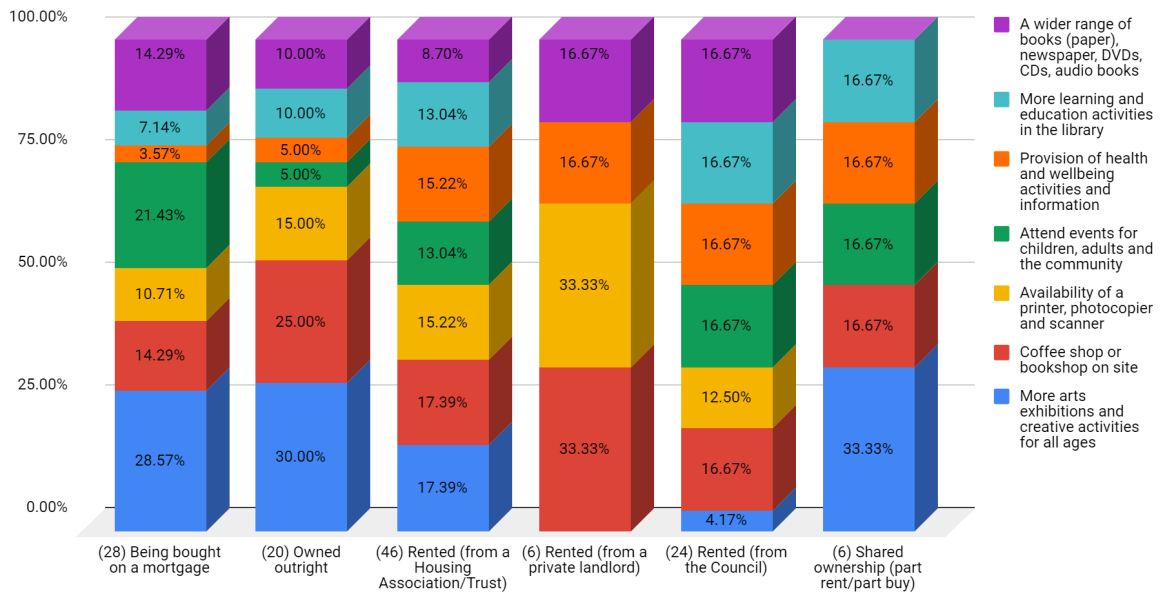
"More arts exhibitions and creative activities for all ages" was most likely to encourage respondents aged "25-34" (24.% - 6) and "45-54" (25% - 4).

The "Availability of a printer, photocopier and scanner," was most likely to encourage respondents aged "65-74" (28.57% - 2).

For respondents aged "75-85" "More arts exhibitions and creative activities for all ages," "coffee shop or bookshop on site," "Availability of a printer, photocopier and scanner" and "A wider range of books (paper), newspaper, DVDs, CDs, audio books" would have encouraged an equal number of respondents (25% - 1).

Cross-analysis - “What would encourage you to go to your library in the future?” vs Housing Tenure

“What would encourage you to go to your library in the future?” vs Housing Tenure (Top 7) (Base 130 responses)



The chart above shows the top 7 responses to the question “what would encourage you to go to your library in the future” by housing tenure.

Homeowners were more likely to be encouraged to attend the library by “More arts exhibitions and creative activities.” This category had the highest percentage for respondents whose homes were “being bought on a mortgage” (28.57% - 8), “Owned Outright” (30% - 6) and “Shared ownership” (33.33% - 2).

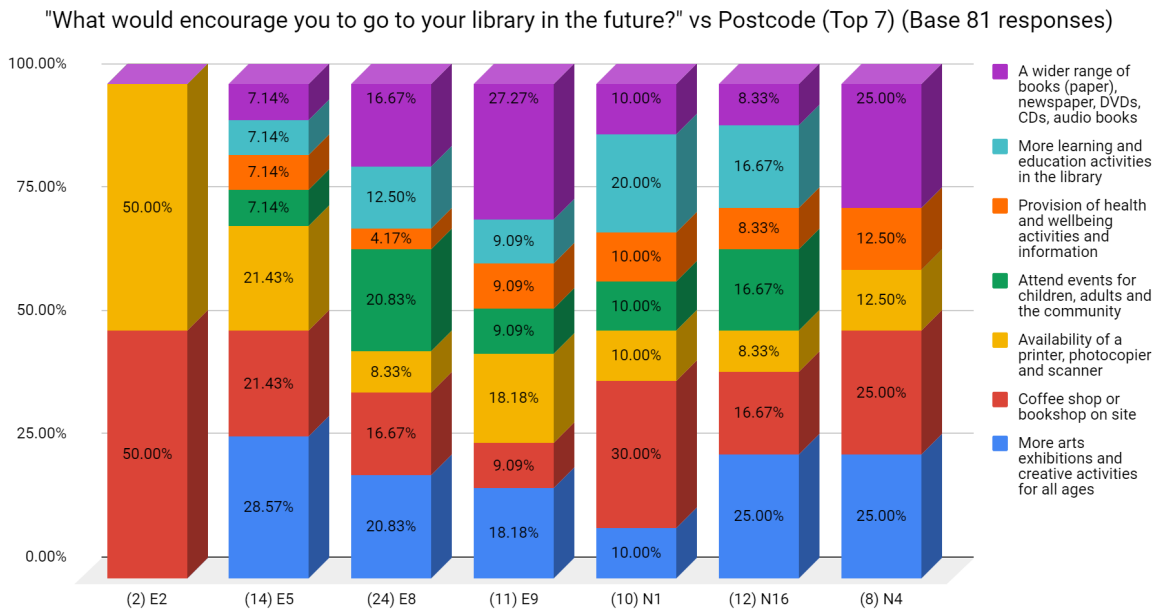
Renters were more likely to be encouraged to visit the library if there was a “Coffee shop or bookshop on site.”

Respondents who “Rented” (from a Housing Association or Trust” would be encouraged to go to the library in future by “More arts exhibitions and creative activities” and “Coffee shop or bookshop on site” (17.39% - 8).

Respondents who “Rented (from a private landlord)” were most likely to be encouraged to go to the library in the future by “Coffee shop or bookshop on site” and “Availability of a printer, photocopier and scanner” (33% - 2).

Respondents who “Rented (from the Council),” would be encouraged to go to the library in future to “Attend events for children, adults and the community,” “Coffee shop or bookshop on site” “Provision of health and wellbeing activities and information” and “More learning and education activities in the library” (16.67% - 4).

Cross-analysis - “What would encourage you to go to your library in the future?” vs Postcode



The chart above shows responses to the question “what would encourage you to go to your library in the future” by postcode. Postcodes from outside of the borough were removed from the dataset.

“More arts exhibitions and creative activities for all ages” and “attend events for children, adults, and the community” had the highest percentage of responses for respondents living in E8, Queensbridge, Dalston and Hackney Central wards (both 20.83% - 5).

“More arts exhibitions and creative activities for all ages” was also the most common response given by respondents who lived in E5, the Hackney Downs, Leabridge and Springfield wards (28.57% - 4) and N16, Stoke Newington Central, Clissold, Lordship and Cazenove wards (25% - 3).

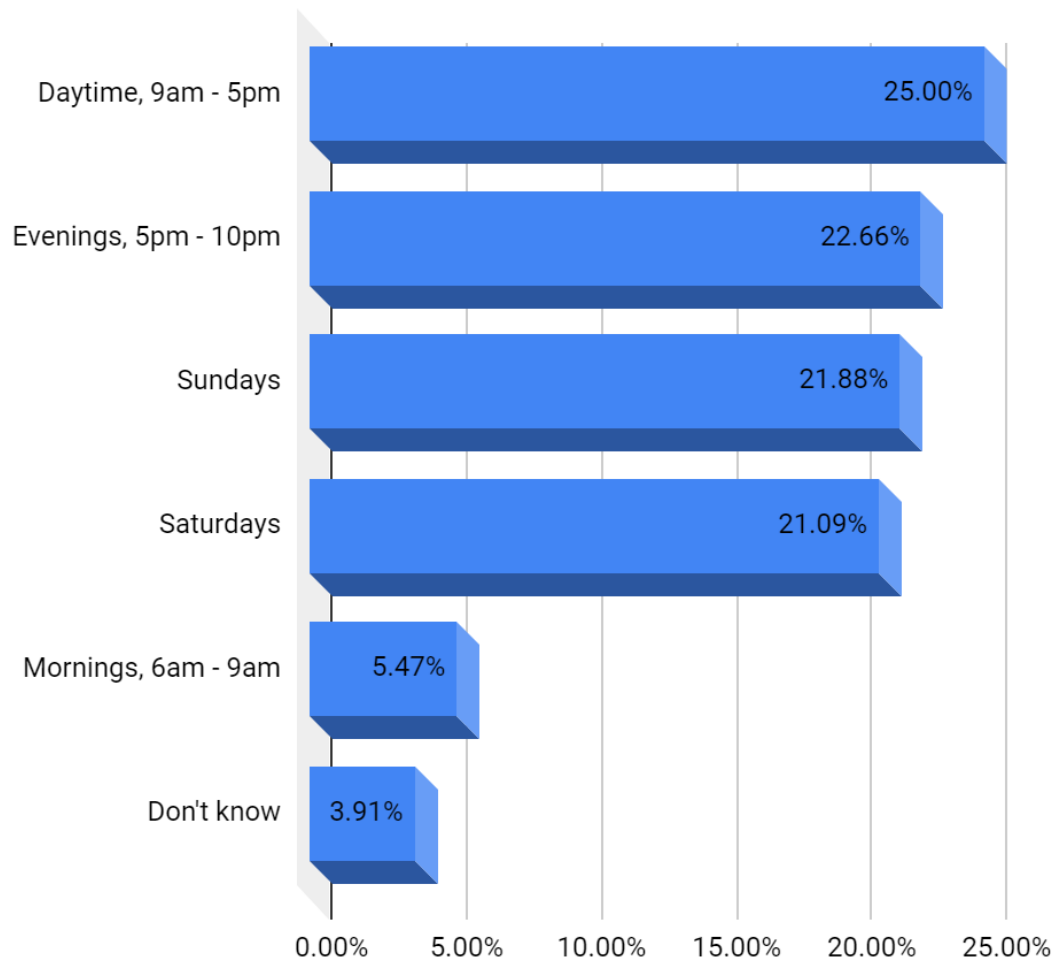
The highest percentage of respondents who lived in E9, Chatham, Victoria and Hackney Wick wards stated that “a wider range of books (paper), newspapers, DVDs, CDs, audiobooks” would encourage them to go to the library (27.27% - 3).

A “coffee shop or bookshop on site” would encourage the highest percentage of respondents living in N1, De Beauvoir and Hoxton wards (30% - 3).

Residents of N4, New River, Brownswood and Woodberry Down wards would be most encouraged to visit the library by “More arts exhibitions and creative activities for all ages,” “coffee shop or bookshop on site” and “a wider range of books (paper), newspapers, DVDs, CDs, audiobooks” (all 25% - 2).

Two respondents lived in E2, Haggerston ward, and each gave different responses: “coffee shop or bookshop on site” and “availability of a printer, photocopier and scanner” (both 50% - 1).

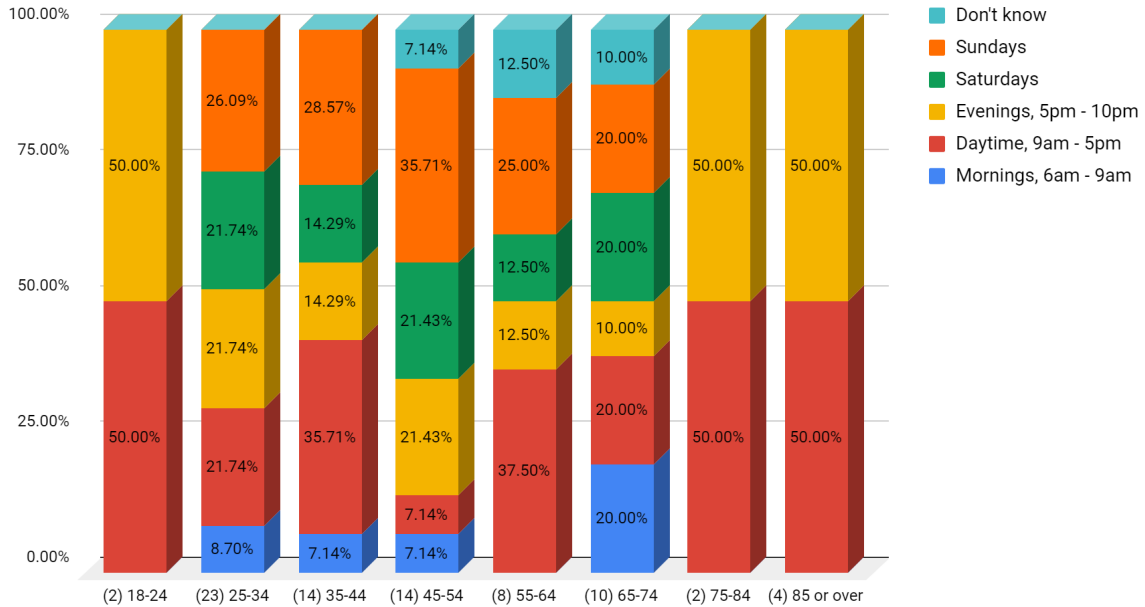
If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? (Base: 128)



The highest percentage of respondents stated that they would be most likely to visit the library in the “Daytime, 9am-5pm” (25% - 32). This is followed by “Evenings, 5pm - 10pm” (22.66% - 29), “Sundays” (21.88% - 28), “Saturdays” (21.09% - 27), “mornings, 6am - 9am” (5.47% - 7) and “don’t know” (3.91% - 5).

Cross-analysis - “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” vs Age Group

"If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?" vs Age Group (Base 77 responses)



The chart above shows responses to the question “if you were thinking about visiting a Hackney library in the future, when would you be most likely to visit” by age group.

All age categories stated that they would be likely to visit the library in the “daytime, 9am - 5pm” and “evenings, 5pm - 10pm.” Respondents in the age groups “18-24,” “75-84” and “85 or over” only selected these two options.

“Sundays” was the most common response for respondents aged “25-34” (26.09% - 6) and “45-54” (37.5% - 5).

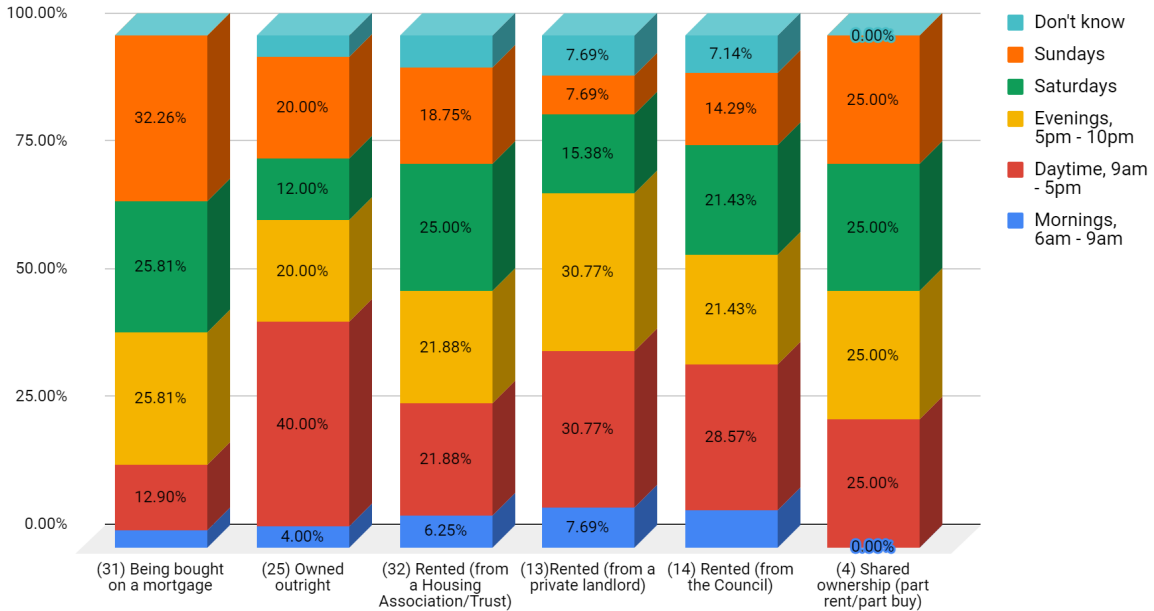
Respondents aged “35-44” were most likely to visit the library during the daytime (35.71% - 5).

The highest percentage of respondents aged “55-64” stated that they would visit the library during the “daytime, 9am - 5pm” (37.5% - 3)

An equal number of respondents aged “65-74” stated that they would visit the library in the “Mornings, 6am - 9am,” “daytime, 9am - 5pm,” “Saturdays” and “Sundays” (20% - 2).

Cross-analysis - “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” vs Housing Tenure

“If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?” vs Housing Tenure (Base 77 response)



The chart above shows responses to the question “If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit” by housing tenure.

Respondents who rented from the Council were most likely to visit the library during the “daytime, 9am - 5pm” (28.57% - 4).

The four respondents with “Shared ownership (part buy/rent)” each selected a different response: “daytime, 9am - 5pm,” “Evenings, 5pm - 10pm,” “Saturdays” and “Sundays” (25% - 1).

The highest percentage of respondents who rented from a housing association or trust were most likely to visit the library on Saturdays (25% - 8).

The “daytime, 9am - 5pm” was the most common response for respondents who “owned outright” (40% - 10). Respondents who were buying their house on a mortgage were most likely to want to visit the library on Sundays (32.26% - 10).

The highest percentage of respondents who rented from a private landlord stated that they would visit the library during “daytime, 9am - 5pm,” and “evenings, 5pm - 10pm” (30.77% - 3).

Has the Covid pandemic changed the way you plan to use Hackney's Library Service in the future? If so, please explain: (Base: 30)

Key theme	Meaning	Count
No change	Respondents did not want changes to the library service, or did not currently use Hackney libraries.	12
Return to pre-pandemic library use	Wants to return to pre-pandemic library use (when safe) or has already done so, or plans to use libraries more.	7
Pandemic restricted library access	Impact of the Covid-19 pandemic on respondents' ability to access libraries.	6
Work space	Respondents commented on work spaces at libraries.	4
More reluctant to use libraries	Respondents were more reluctant to visit the library as a consequence of Covid-19.	3
Social and community space	Respondents suggested additional services such as a coffee shop and see the library as an essential community space.	1
Stopped using libraries	Stopped visiting the libraries or getting books elsewhere.	1

No change

Respondents did not want changes to the library service:

"Not at all"

"Not really. I didn't use the library a lot before."

Return to pre-pandemic library use

Respondents stated that they want to visit the library following the pandemic to borrow books and to attend events:

"No – look forward to getting back into spaces like this more regularly."

"Yes with a 14 month old baby I will only go to the library if there is a planned activity for under 5s."

"Actually this survey has reminded me of the local library and as I am unemployed having lost work due to the pandemic, I may well start borrowing books etc again."

Pandemic restricted library access

Respondents commented on the impact of the Covid-19 pandemic on their ability to access libraries. Responses indicated that respondents previously used libraries in Hackney:

"I can no longer drop in and browse for books."

"I am very observant of the Covid Pandemic numbers which are still high in Hackney. Still following guidelines in terms of masks and hand Hygiene would like continued access to hand sanitiser. Would access the library during quieter periods."

"Having to book in to now use the services, instead of being able to freely walk around as it was before COVID."

Work space

Respondents commented that since working from home, they would appreciate being able to work at libraries:

"My officer job ended during the pandemic so I have no workplace to go back to. I'm working freelance now and it's going ok, but it's isolating. I live in Homerton and walk to Westfield quite a bit just to sit in the food court, not so much to work but to be out in the world and among people. I wonder if the library could offer a similar opportunity. I'm not a go-getter co-working laptop type of person so I'm not about to hire a desk in a one of these co-work spaces that have been springing up; I just a place to be where I feel like part of things and don't feel pressured to buy stuff or put on a performance of being productive/dynamic etc."

"I work from home a lot more now as a result of changed working practices and having an alternative quiet space nearby to work in (ideally with affordable tea/coffee facilities!) would be great."

More reluctant to use libraries

Respondents expressed concern about using libraries due to ventilation and sanitation concerns as a consequence of Covid-19:

"Concern about the effectiveness of sanitisation."

"I'm concerned about distancing, wearing masks. ventilation, numbers of people using the space."

Library services and community Space

Respondents see the library as an essential community space:

"I wouldn't seek out Hackney Libraries as a place for information, it's basically a playground."

Stopped using libraries

The respondent stopped visiting the libraries and got their books elsewhere:

“Yes . Have built up my own library stock.”

Thinking about what you want in the future, how could we improve libraries? (Base: 32)

Key theme	Meaning	Count
Better communication	Improvements to library service communication with library users including digital communication, opening hours, advertisement of services, and staff recommendations.	7
Better facilities & building improvement	Improvements to facilities and cleanliness	6
Children, babies & toddlers service	Comments relating to children's, babies, and toddlers services.	6
Books	Improvements to book services.	5
Study & work spaces	Improvements to work and study spaces, including quiet areas.	5
Suggestions for service improvement	Improvement to services offered by libraries, such as coffee shops and creating more comfortable spaces.	5
Support services	Suggestions for improvements to library support services including incorporating council services into libraries.	4
Events & exhibitions	Improvements to events and exhibitions at libraries.	3
Better accessibility	Improvements to accessibility of library spaces.	3
Staff	Comments related to staffing	3
Other	Interested in contributing views further	1
Against library closure	Respondents stated that they did not want libraries to close.	1
Opening hours	More convenient and longer opening hours, in addition to information about opening hours.	1

Better communication

Respondents suggested improvements to library service communication:

“Promoting more libraries because until I saw one Hello Hackney sign, I didn't know anything about them. Creating events and inviting different organisations to promote their events at the library might bring new people.”

“A reminder of services provided at libraries to encourage use, council can do promotion campaigns via newsletters and e-information to residents on a regular basis. Also occasional drop-in sessions providing advice and support services whether by council or a charity.”

Better facilities & building improvement

Respondents commented on improvements to facilities and cleanliness:

“Give them higher priority - In Woodberry Down, build a well-designed one in the new development's community space”

“I think they're good, just making sure running and maintaining them remains a priority for the Borough.”

Children, babies & toddlers service

Respondents suggested more children's books and activities:

“More activities for under 5s like Stay and play, music and movement sessions, story and rhyme time.”

“Even more child friendly activities”

Books

Respondents commented on book stock:

“A wide range of radical books. Adult education services integrated with the library (i.e. combined courses with available texts). More marketing and outreach to help people know the library is there for them.”

“if they had more cash so the book selection could be more up to date - there are massive gaps on shelves which make it look uncared for.”

Study & work spaces

Respondents made suggestions relating to work and study spaces, including quiet areas:

“Having some remote working spaces.”

Support services

Respondents gave suggestions for improvements to library support services including incorporating council services into libraries:

“The provision of activities and spaces that cater to health and wellbeing (particularly mental health) of users is so much more important. It could be a small corner divided by a simple room divider.”

Events & exhibitions

Respondents asked for improvements to events and exhibitions at libraries:

“More collaboration with local partners particularly in regards to artistic exhibitions, events and activities.”

Better accessibility

Improvements to accessibility of library spaces.

“make them a truly open and safe space for all in the community including those experiencing homelessness. The concern is that through and since the pandemic many people have been deprived of the essential things that libraries can and should be there for: books, internet, easing of isolation, warmth, toilet facilities, groups, info and advice. The fear is that this will continue despite most restrictions lifting.”

Staff

Respondents commented on staffing in Hackney libraries:

““When I moved to Hackney no-one in my apartment block knew where the nearest library was except for the old man at the far end who got deliveries. I therefore suggest you think about marketing & communication as I’ve never seen anything. I’ve been a library user in the past but not in Hackney. Not very professional as when I did go in I had no idea who the staff was, it was noisy and dull with no welcome. Never went again”

Suggestions for service improvement

Improvement to services offered by libraries, such as coffee shops and creating more comfortable spaces.

Other

The respondent was Interested in contributing their views further in an alternative way.

Against library closure

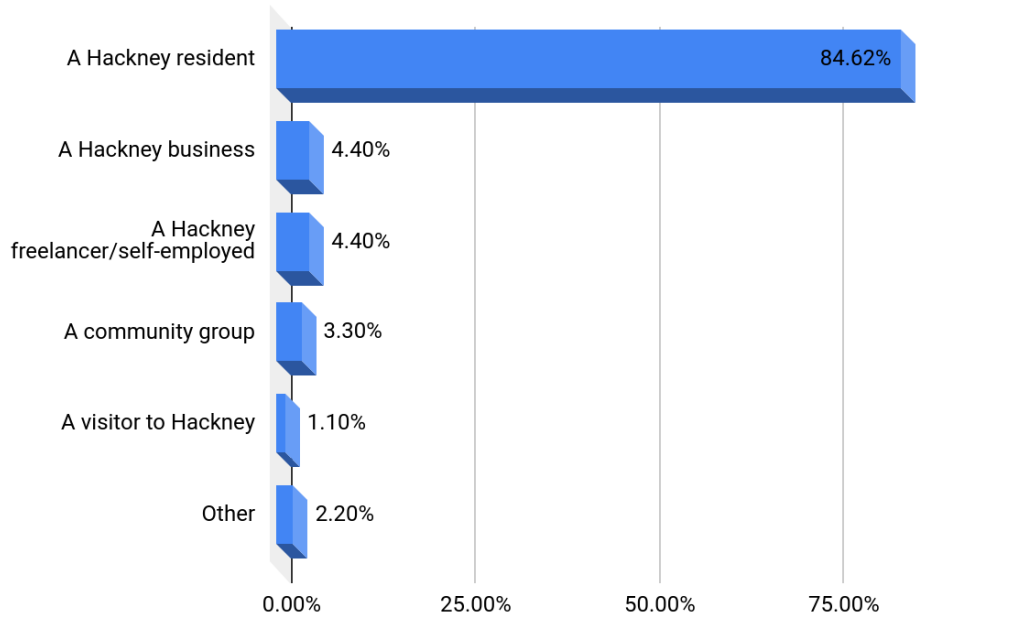
The respondent stated that they did not want libraries to close.

Opening hours

The respondents asked for more convenient and longer opening hours, in addition to information about opening hours.

About You

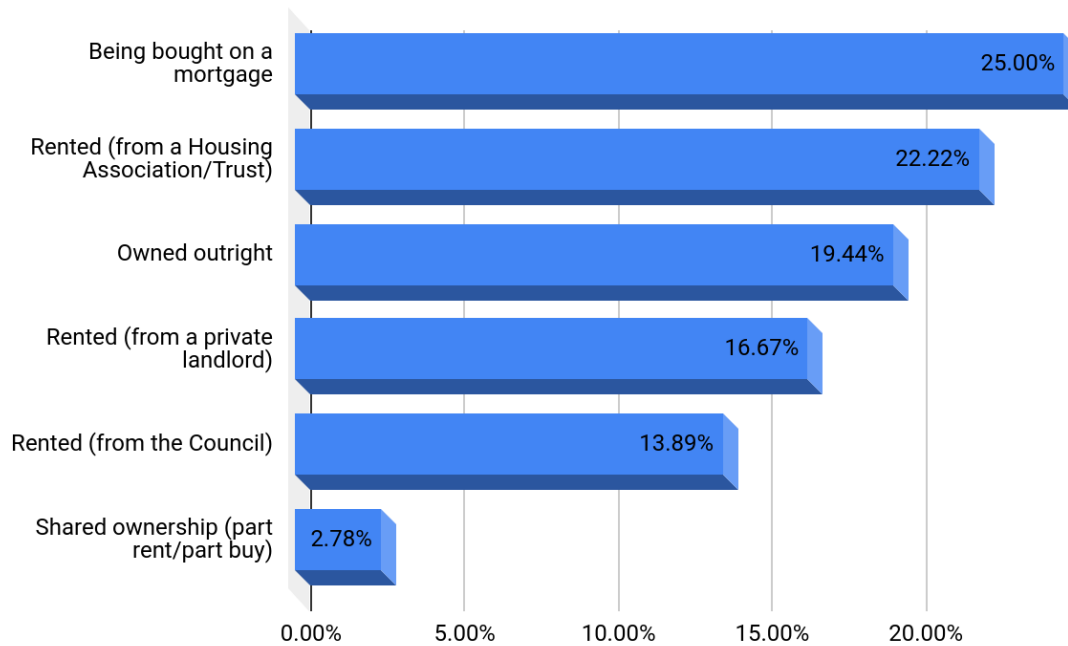
Are you a: (Base: 91)



The majority of respondents stated that they are “a Hackney resident” (84.62% - 77). A much smaller percentage of respondents selected the other categories.

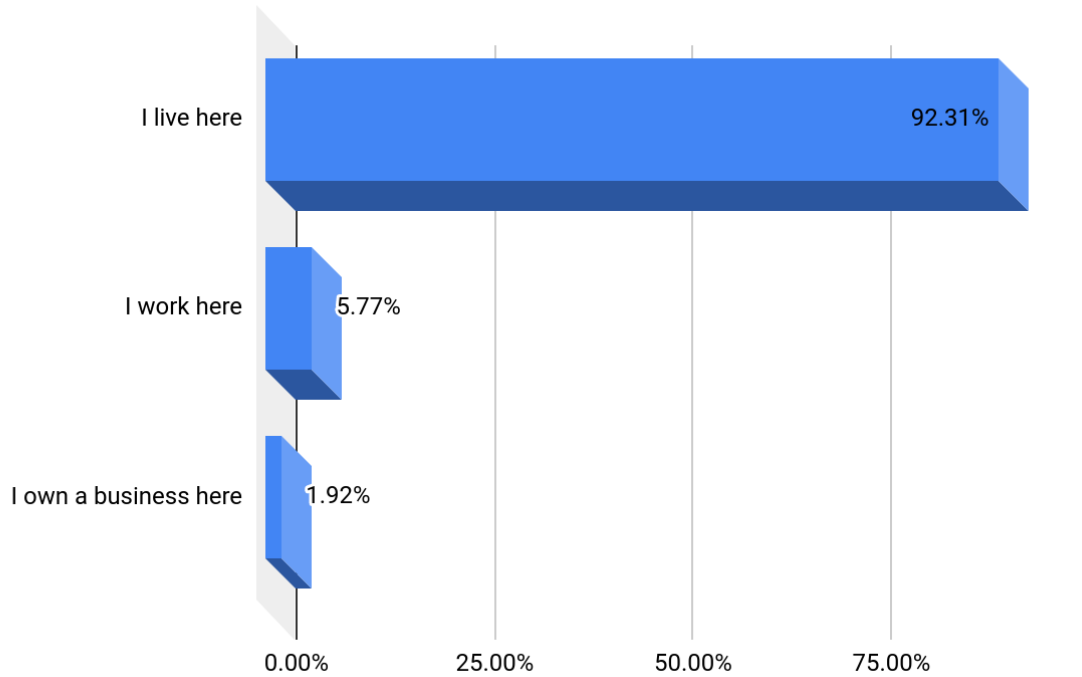
Respondents were given the option to select “other.” Two respondents selected this option. One described themselves as working at a local charitable organisation. The other described themselves as a “former staff member.”

Housing tenure: If you're a Hackney resident, which of the following best describes your home occupancy? (Base: 72)



The highest percentage of respondents stated that “being bought on a mortgage” best described their home occupancy (25% - 18). This is followed by “rented (from a Housing Association/Trust)” (22.22% - 16), “owned outright” (19.44% - 14), “rented (from a private landlord)” (16.67% - 12), “rented (from the council)” (13.89% - 10) and “shared ownership (part rent/part buy)” (2.78% - 2).

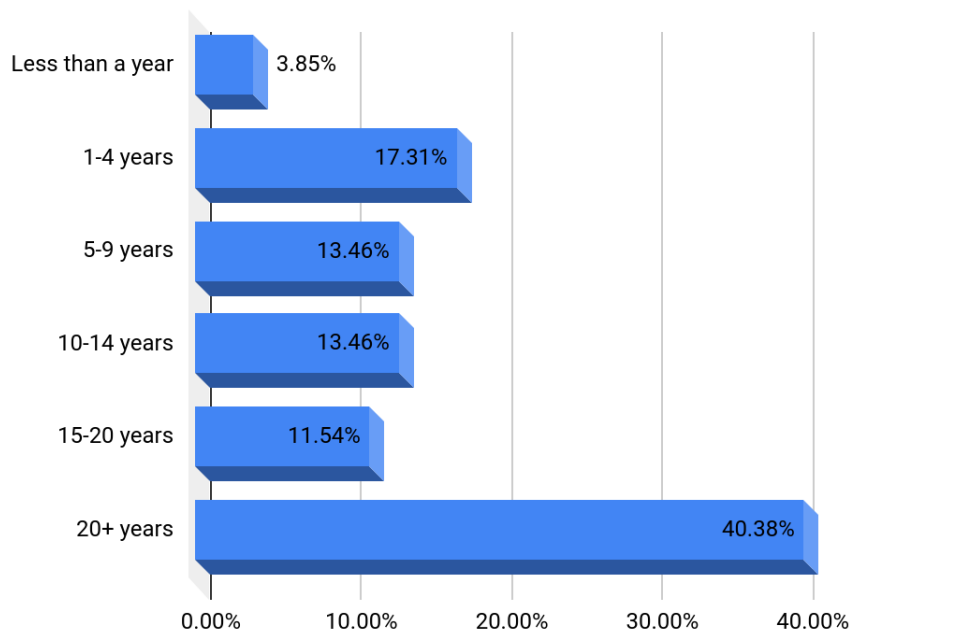
What is your connection to Hackney? (Base: 52)



The majority of respondents stated that they live in Hackney (92.31% - 48). A much smaller percentage of respondents stated that they work in Hackney (5.77% - 3), and that they own a business in Hackney (1.92% - 1).

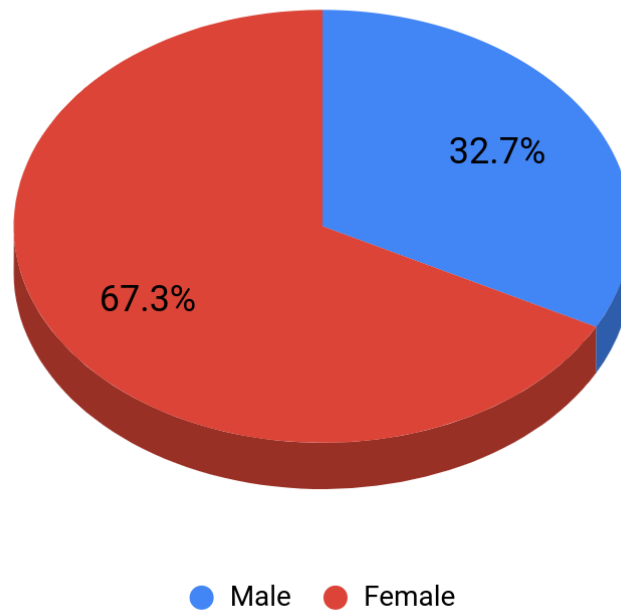
Respondents had the option to select “other” and specify their connection to Hackney. 26 respondents used this space to state “I live here.” One respondent stated “I work here.”

If you are a Hackney resident, please tell us how long you have lived here: (Base: 52)



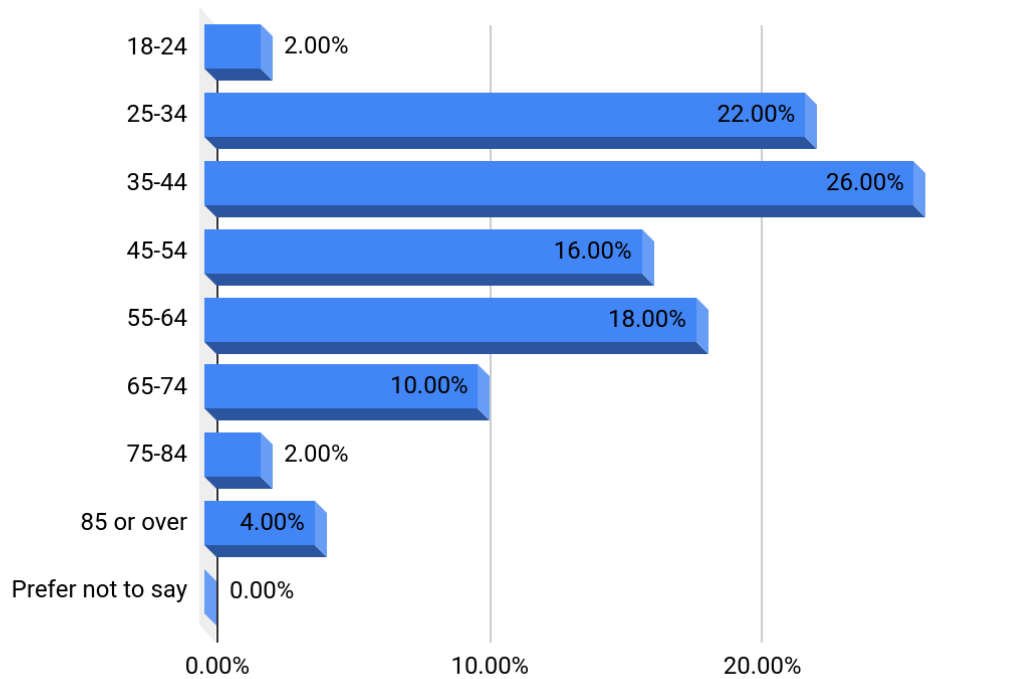
The highest percentage of respondents stated that they had lived in Hackney for “20+ years” (40.38% - 21). This is followed by “1-4 years” (17.31% - 9), “10-14 years” and “5-9 years” (13.46% - 7), “15-20 years” (11.54% - 6), and “less than a year” (3.5% - 2).

What is your gender? (Base: 52)



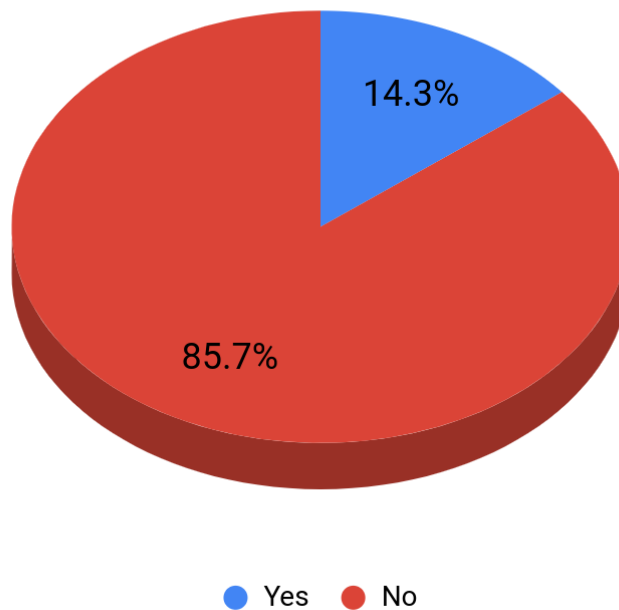
The majority of respondents, over two-thirds, were female (67.31% - 35). 32.69% of respondents were male (17).

What is your age group? (Base: 50)



The highest percentage of respondents stated that they were aged “35-44” (26% - 13). This is followed by “25-34” (22% - 11), “55-64” (18% - 9), “45-55” (16% - 8), “65-74” (10% - 5), “85 or over” (4% - 2), “18-24” and “75-84” (2% - 1).

Are you a member of a community organisation? (Base: 49)



The majority of respondents stated that they were not part of a community organisation (85.71% - 42). 14.3% of respondents were male (7).

Respondents stated that they were from the following community organisations:

- *“C&H OPPRG, Neighbourhoods Residents Involvement Group (NRIG)”*
- *“Better leisure centre (is that a community organisation? not sure)”*
- *“I run ARTBASH & be offering therapeutic art workshops to children, families and vulnerable adults.” [sic]*
- *“WDCO”*
- *“WDCO”*
- *“S.U.N Hackney, Mental Health”*
- *“Woodberry Down Community Organisation”*

Our Libraries - Partners Survey for Businesses, Community Groups & Institutions

Executive summary

Main questions

- **Have you used Hackney's local libraries for work-related purposes in the last three years? (Base: 31)**
 - The majority of respondents (51.61%) answered "yes" (16 respondents).
- **If yes, which libraries in Hackney have you used or worked with? (Base: 46)**
 - The highest percentage of respondents (21.74%) stated that they had used or worked with Dalston CLR James (10).
- **Overall, would you describe your experience of working with or using local libraries as: (Base: 30)**
 - The highest percentage of respondents (66.67%) rated their experience with local libraries as "good" (20).
- **What best describes your organisation or area of activity? (Base: 31)**
 - The highest percentage of respondents (29.03%) described their organisation or activity area as "other" (9), followed by "not for profit community group or similar" (22.58% - 7)
- **Commercial business - Are you a freelancer or a self-employed person? (Base: 4)**
 - The majority of respondents stated that they were not self-employed (3).
- **What are your current business or organisational premises? (Base: 29)**
 - The highest percentage of respondents (34.47%) stated that they "own premises, office, shop or studio" (10).
- **Which area of the borough is your business premises located? (Base: 27)**
 - The highest percentage of respondents (22.22%) stated "other" (6).
- **What size is your organisation or business? (Base: 28)**
 - The majority of respondents stated that their organisation or business was "micro: 1 to 9 employees" (15).
- **Would you be interested in working more closely with your local library in the future? (Base 29)**
 - The majority of respondents (55.17%) responded "yes" they would be interested in working more closely with the library in the future (16).
- **What are the things that you value most about our libraries? (76)**
 - The highest percentage of respondents (22.37%) selected "It's role as a non-judgemental community venue" (17).
- **Which of these national outcomes for people using libraries are the most important to you? (Base: 120)**
 - The national outcome with the highest percentage of respondents (18.33%) was "Outcome 2: Increased reading and literacy" (23).
- **Would you pay a value for money fee for a library membership that enables you to use the library meeting rooms and spaces for free or at low cost, provides incentives like free coffee and access to the library after hours for your business/organisation? (Base: 27)**

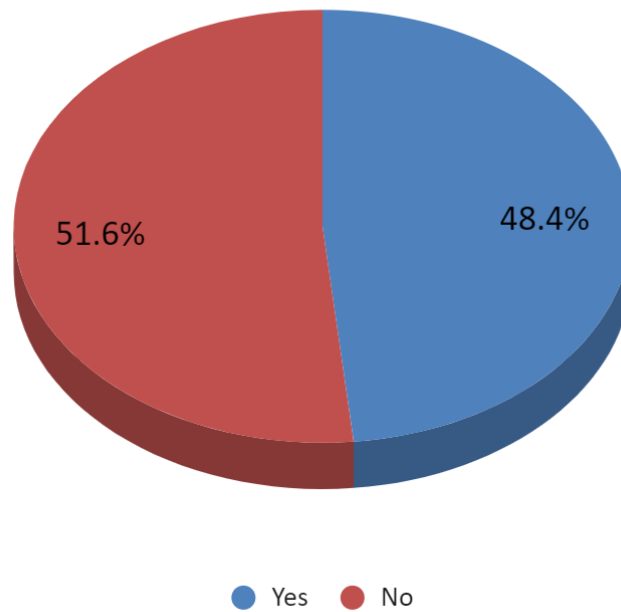
- The majority of respondents (66.67%) stated “yes” (18).
- **If libraries offered in person business support and advice, would you be interested in visiting a library to access this? (Base: 29)**
 - The majority of respondents (55.17%) stated “yes” (16).
- **If yes, would you be willing to pay a fee to access in person business support and advice in libraries? (Base: 23)**
 - The majority of respondents (65.22%) stated “no” (15).
- **Do you have services that you could offer in libraries for residents? (Base: 25)**
 - The majority of respondents (52%) stated “no” (13).
- **Has the Covid pandemic changed the way you use or plan to use Hackney’s libraries in the future? (Base: 27)**
 - The majority of respondents (77.78%) responded “no” (21).

Demographics

- **Gender: (Base: 29)**
 - The majority of respondents (68.97%) were female (20).
- **Gender: Is your gender identity different to the sex you were assumed to be at birth? (Base: 28)**
 - The majority of respondents (85.71%) responded “No it’s the same” (24).
- **Age: what is your age group? (Base: 29)**
 - The highest percentage of respondents (27.59%) were aged “35-44” (8).
- **Disability: Do you consider yourself to be disabled? (Base: 29)**
 - The majority of respondents (93.10%) stated that they did not have a disability (27).
- **Caring responsibilities: Do you regularly provide unpaid support caring for someone? (Base: 29)**
 - The majority of respondents (86.21%) stated “no” (25).
- **Ethnicity: (Base: 28)**
 - The majority of respondents (78.57%) described themselves as “White or White British” (22).
- **Religion or belief: (Base: 27)**
 - The majority of respondents (62.96%) described themselves as “Atheist/no religious belief” (17.)
- **Sexual orientation: (Base: 29)**
 - The majority of respondents (89.66%) described themselves as “heterosexual” (26).

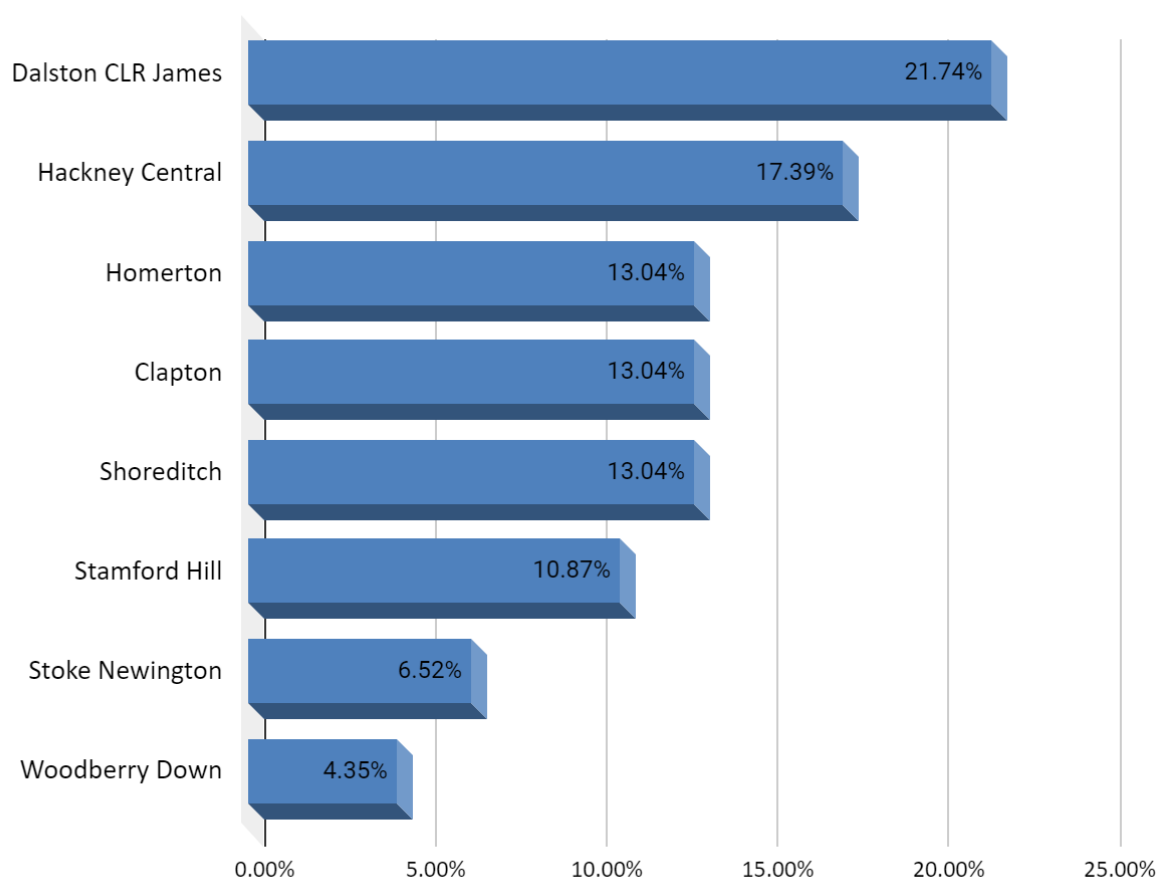
Overview of Results

Have you used Hackney's local libraries for work-related purposes in the last three years? (Base: 31)



Just over half of respondents had used a Hackney library for work-related purposes in the last three years. The majority of respondents answered “yes” (51.61% - 16 respondents). 48% had not used a Hackney library for this purpose (15).

If yes, which libraries in Hackney have you used or worked with? (Base: 46)



The highest percentage of respondents stated that they had used or worked with Dalston CLR James (21.74% - 10). This is followed by Hackney Central (17.39% - 8), Homerton, Clapton, Shoreditch (all 13.04% - 6), Stamford Hill (10.87% - 5), Stoke Newington (6.52% - 3).

What activities have you worked with or used local libraries for? (Base: 25)

Key theme	Meaning	Count
Quiet work space	Respondents used the library to work in a quiet space.	7
Computers, internet and printing	Respondents used library computers, printers, internet and other technology.	6
Meetings & events	Respondents used meeting spaces and attended events and exhibitions at the library.	5
Books & loan items	Respondents borrowed loan items from the library.	3
Activities & community groups	Respondents ran or attended community groups and activities.	3

Volunteering & support work	Respondents volunteered or ran work placements through the library.	2
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Quiet work space

Respondents used the library to work in a quiet space:

“quiet space, reading, study”

Computers, internet and printing

Respondents stated that they had used library computers, printers, photocopy, internet and wifi:

“photocopying and using the internet.”

Meetings & events

Respondents used meeting spaces and attended events and exhibitions at the library:

“Meeting room space in Stamford Hill”

“Events spaces, working in quiet area”

Books & loan items

Respondents borrowed loan items from the library:

“quiet space, browsing, photocopying, newspapers and magazines. reference books. computers.”

Activities & community groups

Respondents ran or attended community groups and activities:

“Delivering Board Games club activity.”

Volunteering & support work

Respondents volunteered or ran work placements through the library:

“We have used libraries as a place to promote our community activities for families, especially making use of community notice boards. We also worked with Hackney Libraries during the pandemic to help distribute Bookstart Packs to families - Hackney Libraries provided the Bookstart Packs and we delivered them to families, especially families living in temporary accommodation.”

Is there a reason why you don't work with or use local libraries? (Base: 14)

Key theme	Meaning	Count
Does not need work space	Respondents do not need a work space, the library does not meet their business needs, or the respondents use other spaces.	8
Library used for leisure only	Respondents commented that they only use or only want to use the library for leisure.	3
Location	Comments relating to library location.	2
Not a library member	The respondent does not have a library membership.	1
Interested in working with or using the library	The respondent expressed interest in working with or using the library in the future.	1

Does not need work space

Respondents commented that they did not need a work space, the library does not meet their business needs, or that they use other spaces:

"No need to use the space for work-related activities."

"doesn't meet business or organisational needs"

Library used for leisure only

Respondents commented that they only use or only want to use the library for leisure:

"I have a full time day job, but they are a great and socially equalising resource to be kept"

Location

Respondents Comments relating to library location:

"There isn't a branch close to my workplace and I don't live in the borough. I used to use library services regularly when I was a resident."

What do you value about our local libraries? (Base: 30)

Key theme	Meaning	Count
Resources & information	Respondents value the resources, loan items and information available at libraries.	11
Community	Respondents value the role of libraries within the community.	10
Children	Comments relating to children's activities and books.	7
Free	Respondents value libraries being free to use.	6
Quiet	Respondents value quiet spaces in libraries.	6
Location	Comments relating to the location and accessibility of libraries.	5
Staff	Comments relating to friendliness and helpfulness of library staff.	4
Learning & development	Comments relating to education, learning and development.	3
Facilities	Comments on facilities, including toilets.	2
Recommendation for service improvement	Respondent recommended improvements to library service.	1
Opening hours	Respondent commented on opening hours.	1
Internet & Computers	Respondent commented on the internet and computer facilities.	1

Resources & information

Respondents commented that they value the resources, loan items and information available at libraries:

“Well, libraries are storehouses of knowledge, information and culture and they can also be a place that engenders a sense of community and belonging.”

“...It is also a useful source of information. I have mainly used the archive.”

Community

Respondents value the role of libraries within the community.

“How they are welcoming civic spaces that welcome everybody no matter what cultural, ethnic, social or economical background. That the staff are very friendly and approachable. That they welcome a range of ages and abilities.”

“Libraries are essential community resources that are open to everyone....”

Children

Respondents made comments relating to children's activities and books:

“Good space to bring children and build a love of reading and access to a wide range of quality books.”

“...Reading and play are vital to a child's learning and development so having free access to books, and a welcoming space for young children to play and learn is hugely valuable.”

Free

Respondents stated that they value libraries being free to use:

“A free space, where you don't feel pressured to buy anything or be a consumer. You can just sit read, use the computer or look at the magazines.”

“Warm, friendly, free and inclusive giving everyone the ability to access all forms of data and services.”

Quiet

Respondents valued quiet spaces in libraries for working, studying and reading:

“The study space in Dalston CLR James was really valuable to me when I was studying. I was in a crowded flat share - so being able to go and work in that space was really important.”

“I don't think I have ever had need of Hackney Libraries, personally, but as mentioned family members have used the space as quiet study areas.”

Location

Respondents commented on the location and accessibility of libraries:

“It's local and accessible. A number of libraries in different areas of the borough.”

Staff

Respondents stated that they valued the friendliness and helpfulness of library staff:

“The friendly helpful staff”

What would encourage you to work with or use local libraries more for your business needs? (Base: 26)

Key theme	Meaning	Count
Quiet spaces & meeting rooms	Quiet spaces and private meeting rooms to work in, including easier to use booking systems.	10
Networking & partnership opportunities	Opportunities for networking, partnerships and collaboration with Hackney libraries and other businesses.	4
Information	Respondents asked for more information about libraries, events, activities, and opportunities to partner with libraries.	4
Cafe	Respondents wanted a cafe for refreshments and a place to meet and work in.	4
Events & activities	Events and talks would encourage the respondents to use libraries more.	3
Children's activities & school resources	Respondents commented on children's activities and resources for school children.	3
Internet and computers	Faster wifi and updated computer & printing services would encourage respondents to use libraries.	3
No changes	No changes would encourage the respondent to work with or use local libraries more.	2
Accessibility	The respondent asked for libraries to be more accessible and Equalities Act compliant.	1

Quiet spaces & meeting rooms

Respondents stated that quiet spaces, meeting rooms, including easier to use booking systems, and booths to take private calls would encourage them to use or work with local libraries more:

“If there were places I could have Zoom meetings without disturbing others ('phone booth' rooms). Hot desks with big screen would be amazing plus.”

“I often do my writing there as I am an author and like some quiet time when I wish to concentrate.”

Networking & partnership opportunities

Respondents stated that opportunities for networking, partnerships and collaboration with Hackney libraries and other businesses would encourage them to use or work with libraries more:

“Networking opportunities to meet with schools, organisations, local businesses who'd like to collaborate and improve community cohesion.”

“If there was more collaboration and exchange between staff members and different skills sets.”

Information

Respondents asked for more information about libraries, events, activities, and opportunities to partner with libraries:

“For us it would be really useful to be kept informed of activities and offers that are especially targeted to families with children under 5 so that we can easily signpost families. Having up-to-date information available in print and online formats would be useful. We would also love to work with library staff - especially those skilled in storytelling! - to come along to our sessions to promote reading and library use for families with children under 5.”

“True partnership relationship, working together to deliver community engagement projects.”

Cafe

Respondents stated that a cafe for refreshments and a place to meet and work in would encourage them to use or work in libraries:

“Better lighter fresher spaces with good cafes and nice places to sit and work”

“This might be a bit left field - but some kind of cafe provision alongside the libraries would also make it more likely that people would make use of libraries for meetings!”

Events & activities

Respondents stated that more events and talks would encourage the respondents to use libraries more:

“I think there could be more talks given by authors, also writing classes would encourage more reading”

Children's activities & school resources

Respondents asked for more activities for children and young people and opportunities to deliver programmes for school children:

“Ongoing opportunities to host work experience placements for young people throughout the year....Hosting workplace visits trips for students to meet staff and volunteers learning about the different roles within the library.”

Internet and computers

Faster wifi and updated computer & printing services would encourage respondents to use libraries.

“Faster Wifi.”

Do you have any suggestions for improvements or things you'd like us to offer in our libraries to better support local businesses and organisations?

Key theme	Meaning	Count
Meeting & quiet spaces	Improvements to meeting spaces and quiet spaces in libraries.	8
Not applicable	Respondents had no suggestions or did not think businesses should partner with libraries.	5
Children's facilities	Improvements to children's activities including education and homework support.	4
Internet improvements	Improvements to wifi.	4
Displays/information	More displays or exhibitions featuring information about opportunities and local businesses.	3
Community engagement	Respondents wanted more opportunities for community engagement.	3
Hours	Changes to library opening hours.	2
Service improvements	Suggestions such as a cafe and incentives for library members.	2

Meeting & quiet spaces

Respondents called for improvements to meeting spaces and quiet spaces in libraries:

“Provide easily bookable meeting space for individuals and small groups.”

“Free spaces for community organisations to meet and/or hold training sessions. Many small community organisations don't have spaces suitable for important and/or large meetings. Making library spaces available after hours for community organisations to meet for things like AGMs could also be useful.”

Not applicable

Respondents had no suggestions or did not think businesses should partner with libraries:

“I don't think business should be encouraged to use libraries. This is a public service for local people, not a business [sic]”

Children's facilities

Respondents suggested improvements to children's activities including education and homework support:

“Services for schools (primary), story times, reading/writing workshops and activities.”

“We'd love to see more free sessions for under 5s take place in libraries, and for there to be community outreach associated with the under 5s programme so that families who would especially benefit feel empowered to attend. We could help with that! There are a significant number of families in Hackney who live in temporary accommodation, where there is very very little space for children to play or do their homework. Libraries could offer a solution to this.”

Internet improvements

Respondents asked for improvements to wifi and the internet:

“Fast wifi.”

“Stoke Newington library needs a stronger wifi signal with boosters around the building”

Displays/information

Respondents asked for more displays or exhibitions featuring information about opportunities and local businesses:

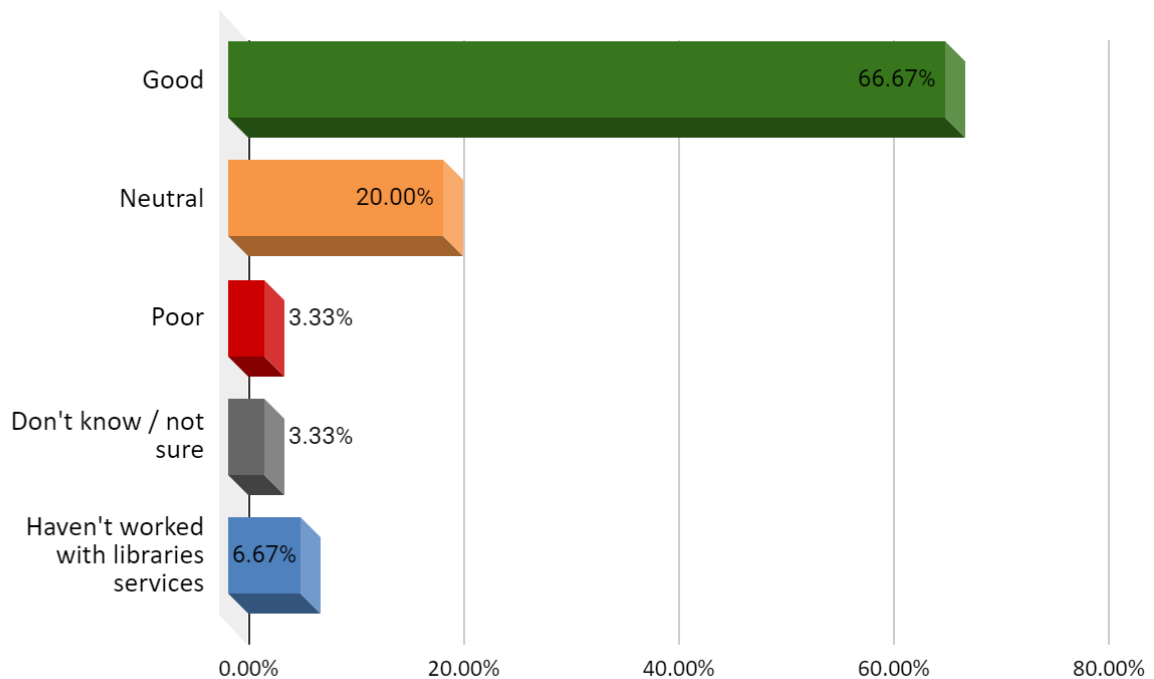
“I think using the libraries as exhibition spaces worked very well for us and could be developed. Looking at how the VCS & Libraries can work together to make the most out of the resources for the community.”

Community engagement

Respondents wanted more opportunities for community engagement:

“More opportunity for more engagement to give people of all ages from diverse backgrounds to come together, share and learn. Make the library more attractive to wider members of the community, because at the moment the perception of libraries appears to be a place for children, young people who have nowhere else to go and older people or those that have mental health issues. These alienate a large section of the community.”

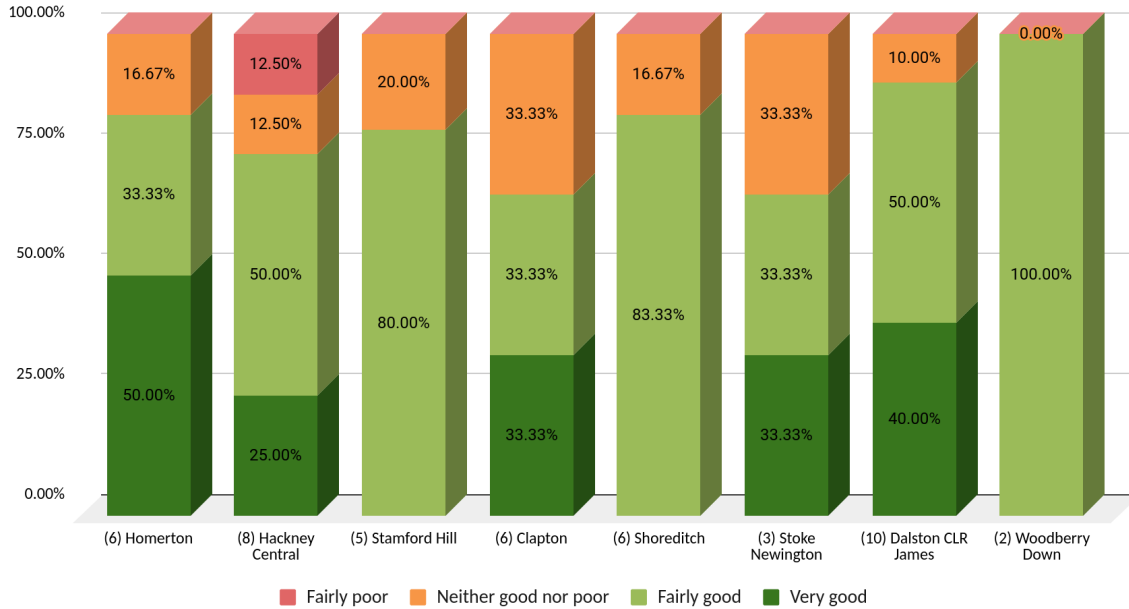
Overall, would you describe your experience of working with or using local libraries as: (Base: 30)



The highest percentage of respondents rated their experience with local libraries as good (66.67% - 20). 33.33% (10) of these respondents described their experience of working with or using local libraries as “very good” and 33.33% (10) described their experience as “fairly good.” This is followed by neutral where respondents described their experience as “neither good nor poor” (20% - 6). 6.67% of respondents stated that they “haven’t worked with Hackney library services.” 1 respondent (3.33%) rated their experience as “fairly poor” and 1 respondent (3.33%) stated “don’t know/not sure.”

Cross-analysis - “Overall, would you describe your experience of working with or using local libraries as” vs “Which libraries in Hackney have you used or worked with?” (Base: 46)

“Overall, would you describe your experience of working with or using local libraries as” vs “Which libraries in Hackney have you used or worked with?” (Base 46)



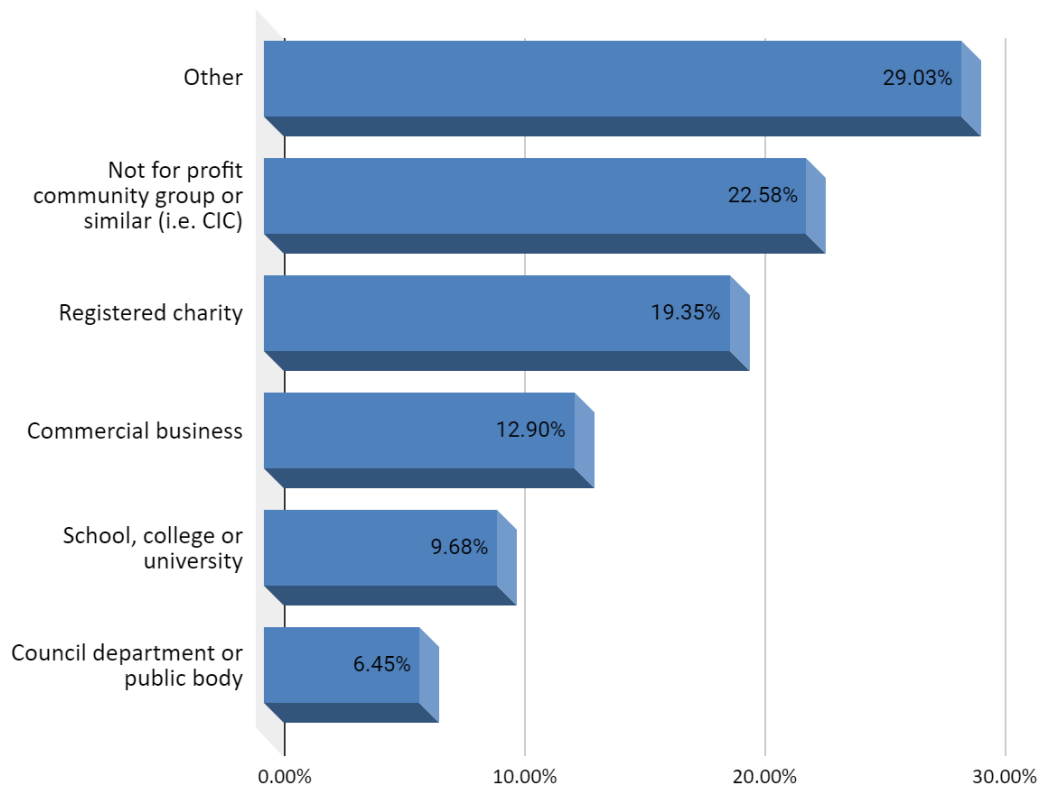
The chart above shows the responses to “Overall, would you describe your experience of working with or using local libraries as” by responses to “Which libraries in Hackney have you used or worked with?”

Dalston CLR James had the highest number of respondents rate their experience working with or using the library as “very good” (10 respondents.) While Homerton had a higher percentage of respondents (50% - 3 respondents), Dalston CLR James had a higher base (10) compared to Homerton (6).

The one respondent who rated their experience as “fairly poor” had worked with or visited Hackney Central library.

Clapton had the highest number of respondents whose experience of working with or visiting a Hackney library was “neither good nor poor” (2 respondents - 3.33%).

What best describes your organisation or area of activity? (Base: 31)



The highest percentage of respondents described their organisation or activity area as “other” (29.03% - 9). This is followed by “not for profit community group or similar” (22.58%, 7), “registered charity” (19.35% - 6), “commercial business” (12.90% - 4), “school, college or university” (9.68% - 3), “council department or public body” (6.45% - 2).

Respondents who selected “other” described their organisation or area of activity as:

- for personal use, food, media
- *“Private individual who loves to read,”*
- NHS
- Self-employed
- a voluntary worker
- a pensioner

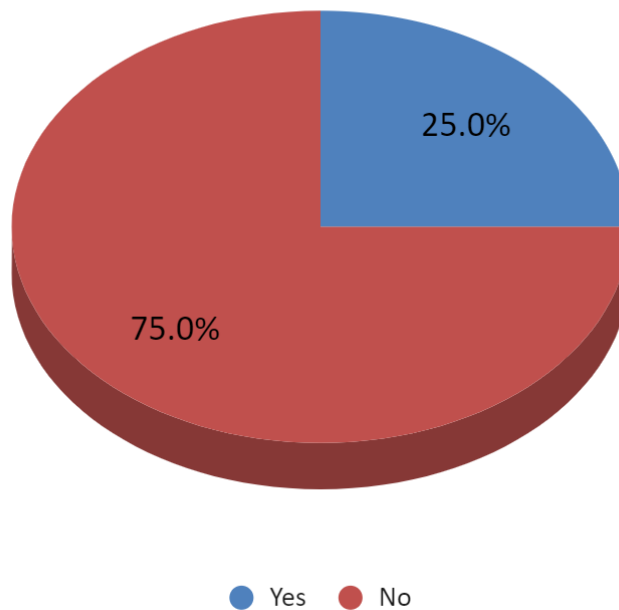
Commercial business - Please state what type of business e.g. estate agent, textile designer, florist etc: (Base: 3)

Respondents who selected “commercial business” in response to the question “What best describes your organisation or area of activity?” described their type of business as:

- *“sewing school/textile studio”*

- “Consultant Graphic and Product Designer for Marketing support, Branding and Copywriting”
- “Architect”

Commercial business - Are you a freelancer or a self-employed person? (Base: 4)



The majority of respondents (3) whose organisation was a commercial business stated that they were not self-employed.

Registered Charity - Please state the focus of your charity e.g. young people, arts, disability support etc: (Base: 4)

Respondents who selected “registered charity” in response to the question “What best describes your organisation or area of activity?” stated that the focus of their charity was:

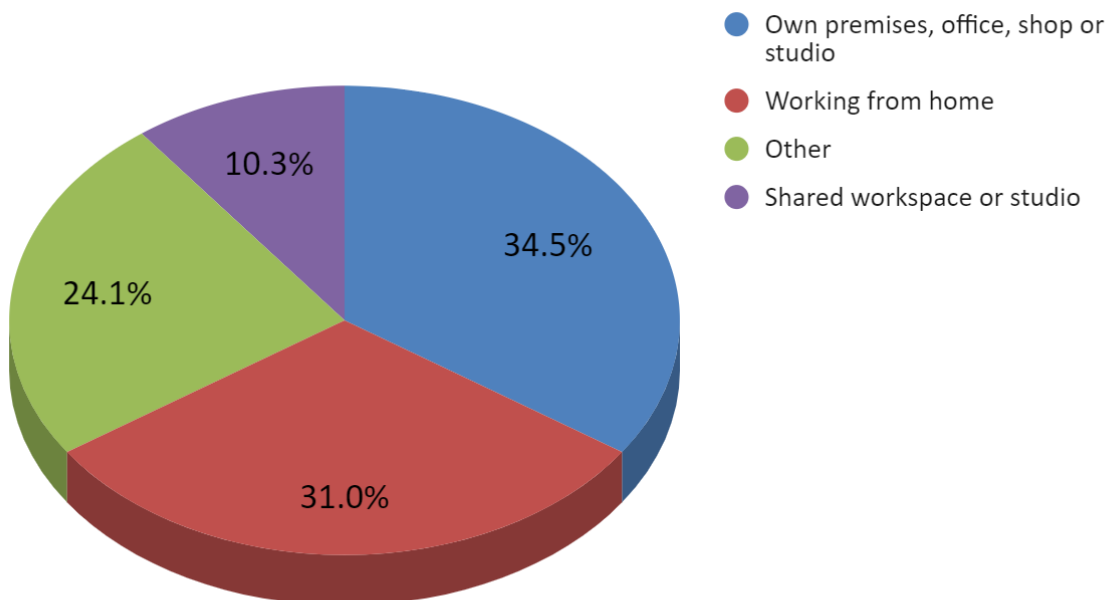
- “Community arts, all ages”
- “Working with diverse groups in the community using board games to bring people together, improve educational skills, social skills through play.”
- “Young people”
- “Arts”

Not for profit Community group or similar (i.e. CIC) - Please state the focus of your organisation or community group e.g. workspace, young people, arts, disability support etc: (Base: 6)

Respondents who selected “not for profit community group or similar (i.e. CIC)” in response to the question “What best describes your organisation or area of activity?” described the focus of their organisation or community group as the following:

- “media”
- “To encourage public engagement”
- A charity that supports families in Hackney who are marginalised and disadvantaged.
- An organisation providing physical, mental health and welfare activities for retired people.
- “Arts”
- Providing planning advice to Hackney Council

What are your current business or organisational premises? (Base: 29)



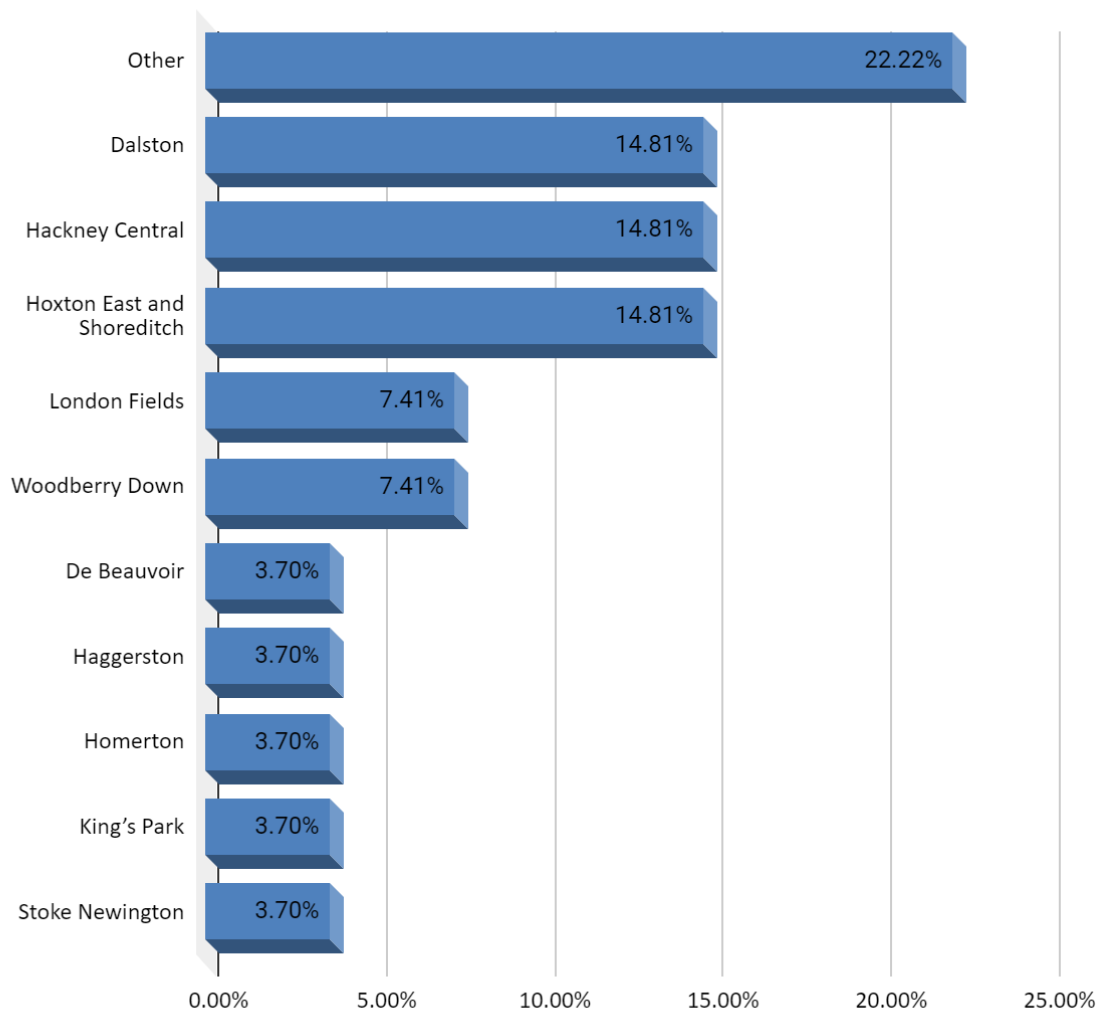
The highest percentage of respondents stated that their business or organisation operates from their “own premises, office, shop or studio” (34.47% - 10). This is followed by “working from home” (31.03% - 9), “other” (24.14% - 7) and “shared workspace or studio” (10.34% - 3).

Where seven respondents selected “other,” nine respondents used the comment box to describe their current business or organisational premises as:

- “Small shared office and home space”
- “Combination of a small office and working from home, as well as a depot space where we keep our [bus]”
- “we rent office space from HCVS and use a variety of community halls to deliver”
- “Mixture of library branch meeting spaces, local community halls (sometimes at discounted rates) and some private (members' homes) spaces.”

- *“Company office”*
- *“I am a retired volunteer”*
- *“I’m a councillor”*
- *“In an office”*
- *“School”*

Which area of the borough is your business premises located? (Base: 27)



The highest percentage of respondents selected “other” (22.22% - 6). This is followed by “Dalston,” “Hackney Central” and “Hoxton East and Shoreditch” (all 14.81% - 4), “London Fields” and “Woodberry Down” (7.41% - 2), “De Beauvoir,” “Haggerston,” “Homerton,” “King’s Park” and “Stoke Newington” (all 3.7% - 1).

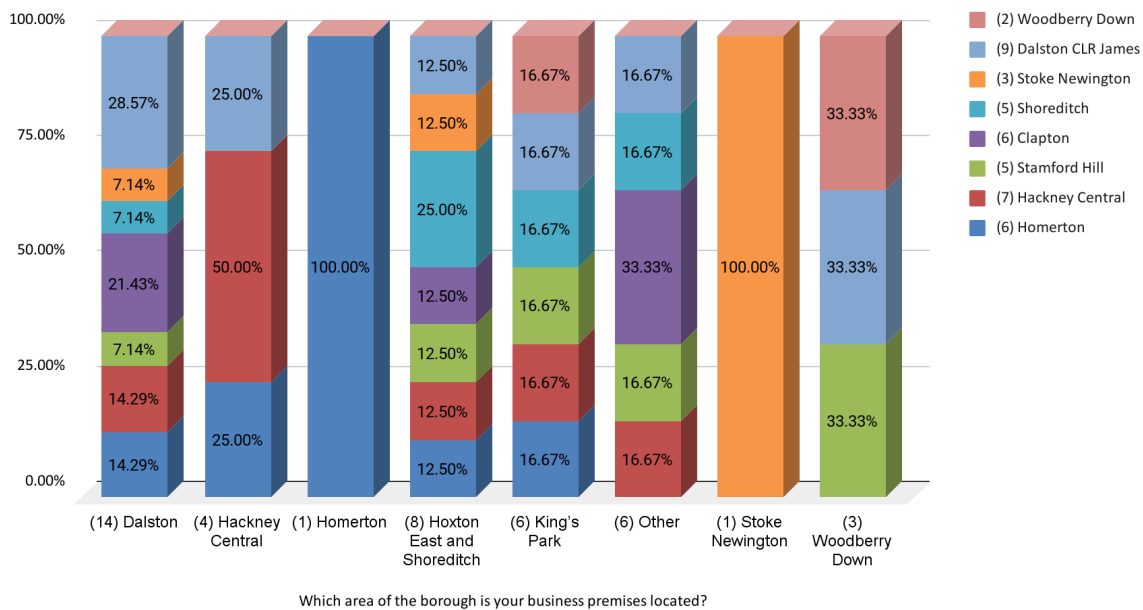
While 6 respondents selected “other,” 9 respondents added further comments:

- *“Our office is currently based in King’s Park, but we work all over the borough”*
- *“We work across the borough”*
- *“We work across the borough”*
- *“Activities are run in all areas of the Borough.”*
- *“I live in Hackney but work in Old Street”*
- *“Outside Hackney”*

- “No base”
- “elephant and castle”
- “kent”

Cross-analysis - “Which area of the borough is your business premises located?” vs “Which libraries in Hackney have you used or worked with?” (Base: 43)

“Which area of the borough is your business premises located?” vs “Which libraries in Hackney have you used or worked with?”
(Base 43)



The chart above shows responses to the question “Which area of the borough is your business premises located?” by responses to “Which libraries in Hackney have you used or worked with?”

Respondents whose business premises were located in Dalston, Hoxton East & Shoreditch, Kings Park and “other” visited a wide range of libraries across the borough. This may be due to the respondent’s type of business. For instance, two respondents who described the area of the borough they worked in as “other” explained that they worked across the borough. Respondents may have included libraries they have personally visited.

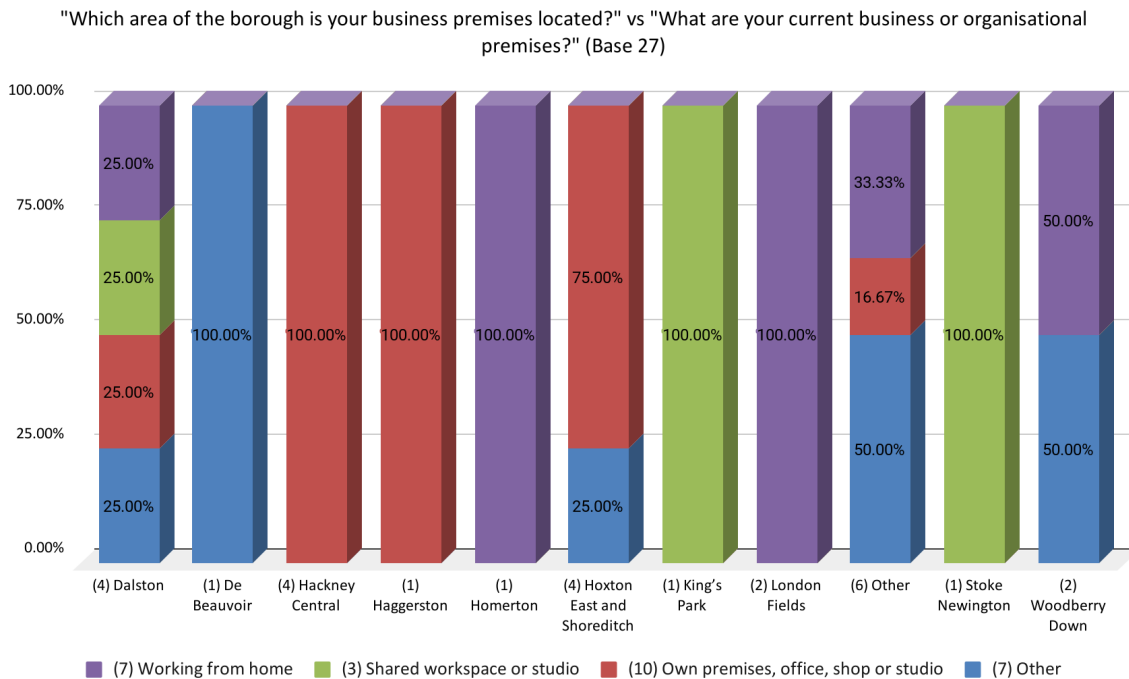
The highest percentage of respondents whose business premises were located in Dalston had used or worked with Dalston CLR James library (28.57% - 4 respondents).

The two respondents whose premises were in Homerton (1) and Stoke Newington (1) visited their local library.

Respondents who lived in Hackney Central visited Hackney Central library (50% - 2), Homerton (25% - 1) and Dalston CLR James (25% - 1).

Respondents who lived in Woodberry Down visited Woodberry Down, Stamford Hill and Dalston CLR James libraries (all 33.33% - 1).

Cross-analysis - “Which area of the borough is your business premises located?” vs “What are your current business or organisational premises?” (Base:27)



The chart above shows the responses to the question “Which area of the borough is your business premises located?” by responses to the question “What are your current business or organisational premises?”

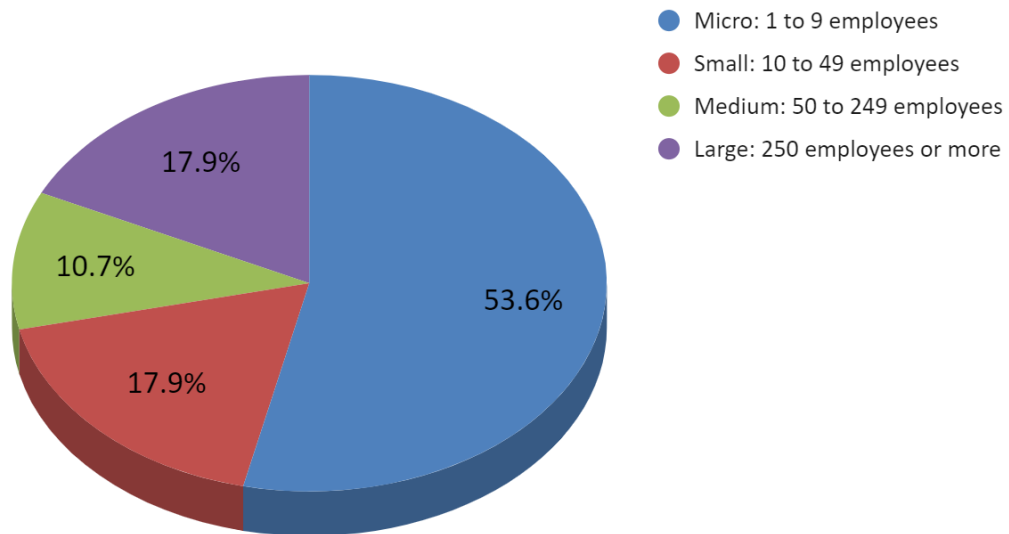
The highest number of respondents whose business operated from their “own premises, office, shop or studio” were based in Hackney Central (4 respondents). This is followed by Hoxton East and Shoreditch (3 respondents), Dalston, Haggerston and Other (all 1 respondent.)

The highest number of respondents who worked from home were based in King’s Park (2) and “Other” (2).

6 respondents described that the area their business or organisation was located in as “Other.” 1 respondent worked from their “own premises, office, shop or studio.” 2 respondents worked from home. Three respondents also described their premises as “other.”

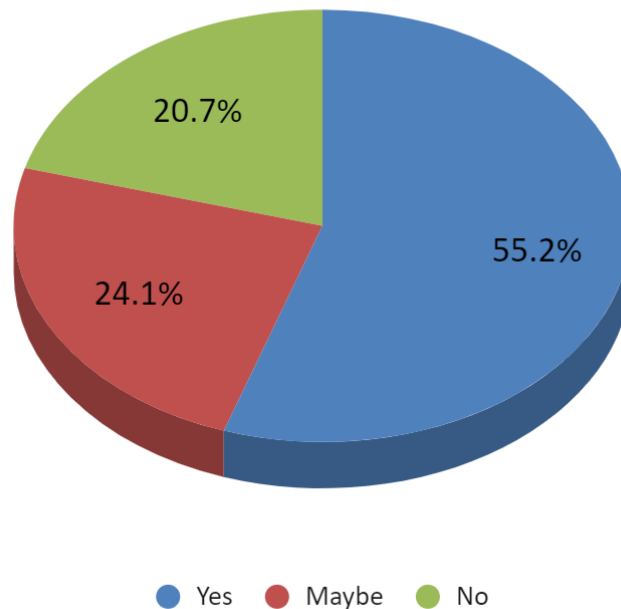
The 3 respondents who worked from a “shared workspace or studio” each worked from different areas of the borough: Dalston (1), London Fields (1) and Stoke Newington (1).

What size is your organisation or business? (Base: 28)



The majority of respondents stated that their organisation or business was “micro: 1 to 9 employees” (53.57% - 15). This is followed by “small: 10-49 employees” and “large: 250 employees or more” (both 17.86% - 5) and “medium: 50-249 employees” (10.71% - 3).

Would you be interested in working more closely with your local library in the future?
(Base 29)



The majority of respondents responded “yes,” they would be interested in working more closely with the library in the future (55.17% - 16). 24.14% of respondents answered “maybe” (7), followed by 20.69% of respondents who answered “no” (6).

What is your view on making financial contributions to hire space or co-locate services in libraries for your business/organisation to use? (Base: 21)

Key theme	Meaning	Count
Needs to be affordable	Respondents commented that rates for financial contributions would need to be affordable.	9
Hesitant	Respondents were hesitant about the proposal.	8
For proposal	Respondents were in favour of the proposal.	4
Not applicable	Respondent stated n/a or commented that libraries already provide these spaces for free.	3
Against proposal	Respondents were against the proposal.	3

Needs to be affordable

The highest number of respondents commented that if they were to make financial contributions to hire space or co-locate services in libraries, the cost would need to be low:

“This would be good to strengthen our community relationships, however as a charity, it would be good to have clarity on cost of hire so that this is reflected in our funding applications for programmes.”

“Yes this makes sense, but needs to be very affordable so small businesses and community groups can access it. Also no large deposit to hire a room that is cheap as it means you can’t hire the room!”

Hesitant

Respondents were hesitant about the proposal or stated a mixed opinion:

“I think it is sometimes appropriate to pay for space at libraries. However, if the organisation is providing a free community activity then it seems we are simply rotating money and creating work for administrators. More thought needs to go into what is in the best interest of the community and how we can make best use of resources.”

“People pay to hire coworking spaces, so this might be a direction libraries could go in, but the most important quality of libraries is that they are free to all.”

For proposal

Respondents would be willing to make a financial contribution to hire space or co-locate services in libraries:

“It is only fair that a financial contribution should be made to hire space”

“Certainly, if I needed to hire space for events or the use of meeting rooms, I would expect a cost, but would also expect some sort of support provision, such as an in-house franchise for Costa Coffee/Pret a Manger that could double as an attraction for visitors and make library visits more pleasant. It worked for Waterstones – and also for the large petrol station franchises.”

Not applicable

Respondents stated n/a or commented that libraries already provide these spaces for free.

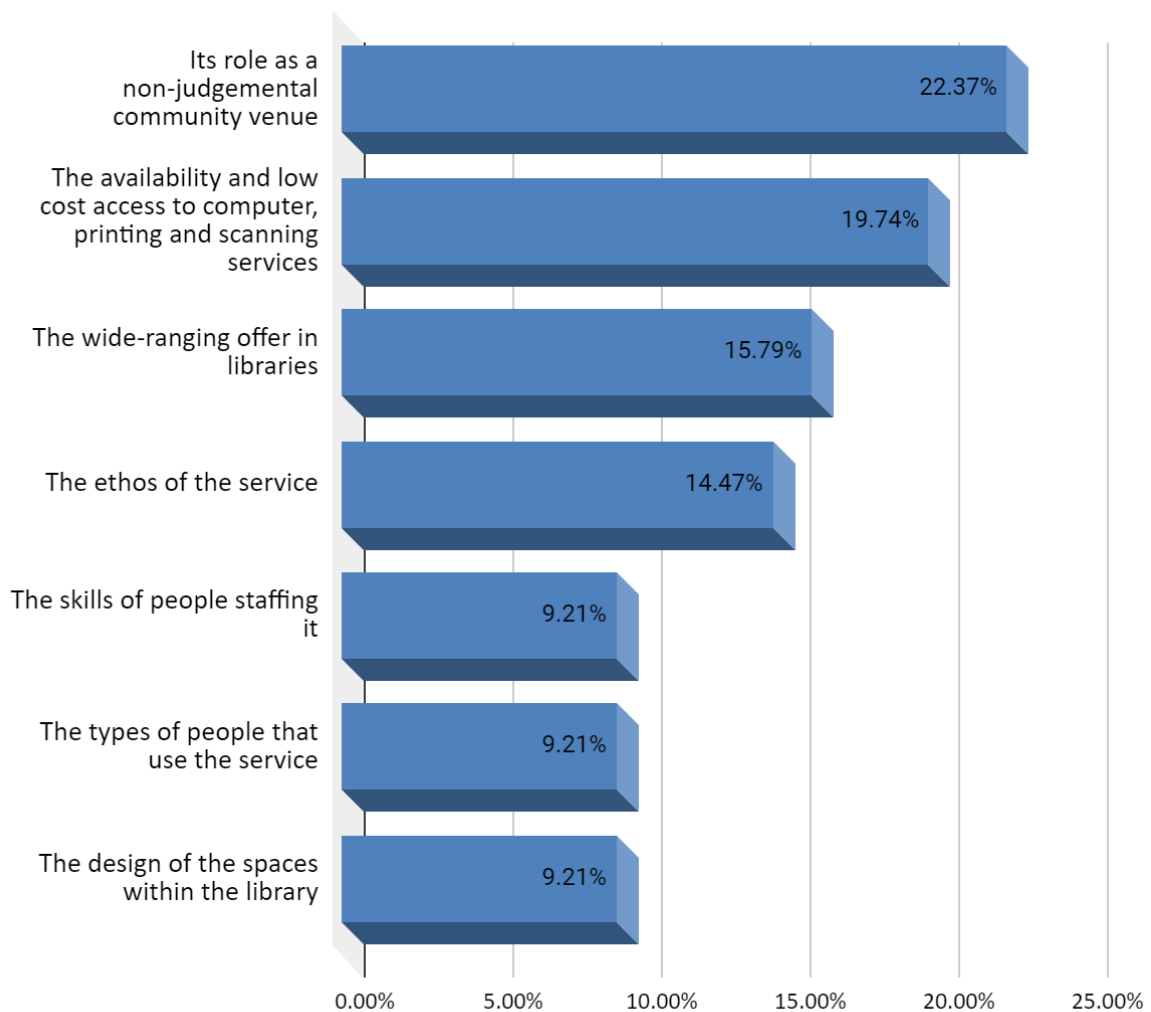
Against proposal

Three respondents were against the proposal:

“We are a not for profit organisation and fundraise for all of our activity, so it would be hard to make financial contributions. We have already engaged in a lot of fundraising to collaborate with our local library on projects and run local events, exhibitions and workshops that increase the library's offer to the local community and allow for crossovers in audiences.”

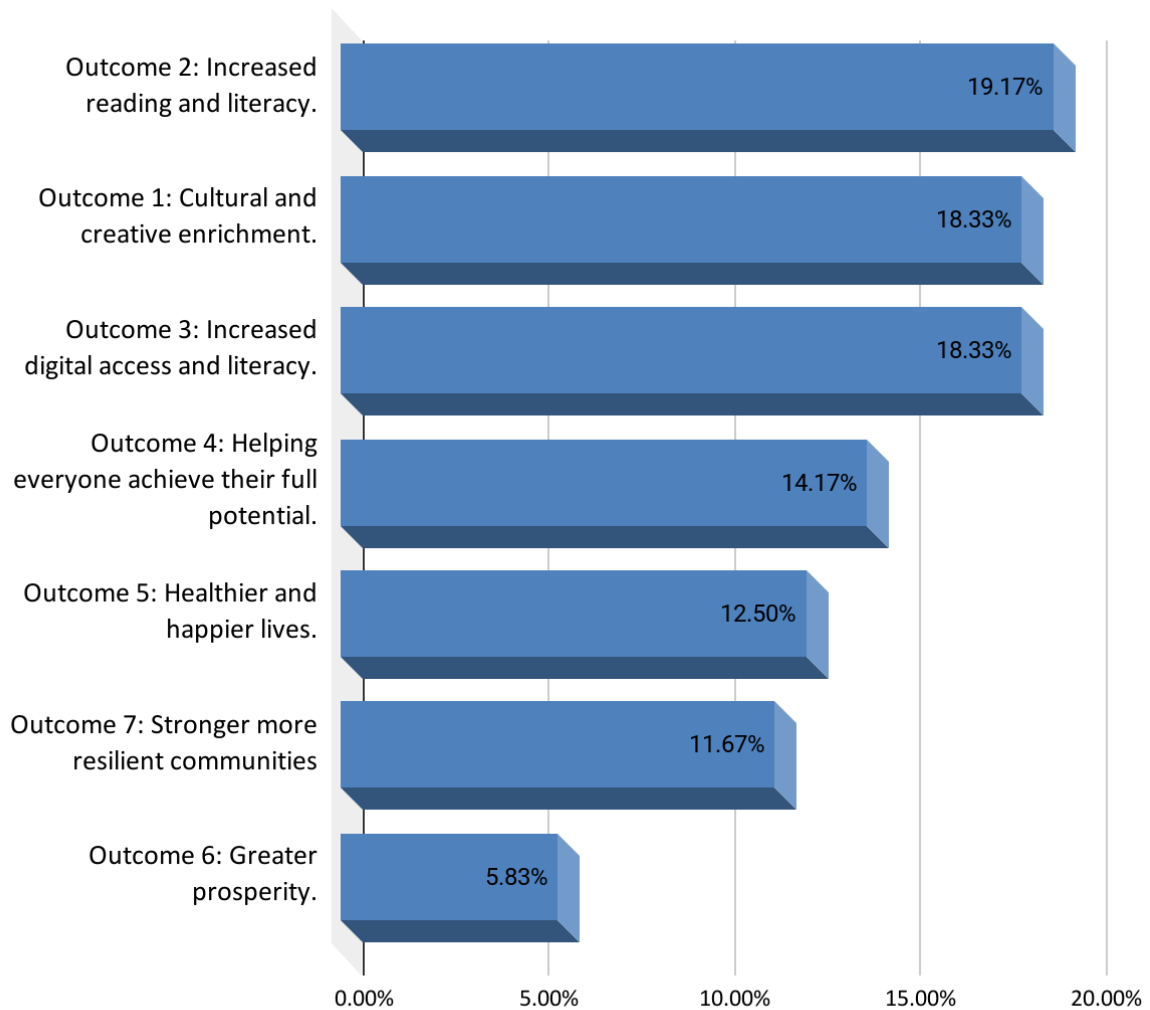
“Budget would not allow hiring of external spaces.”

What are the things that you value most about our libraries? (76)



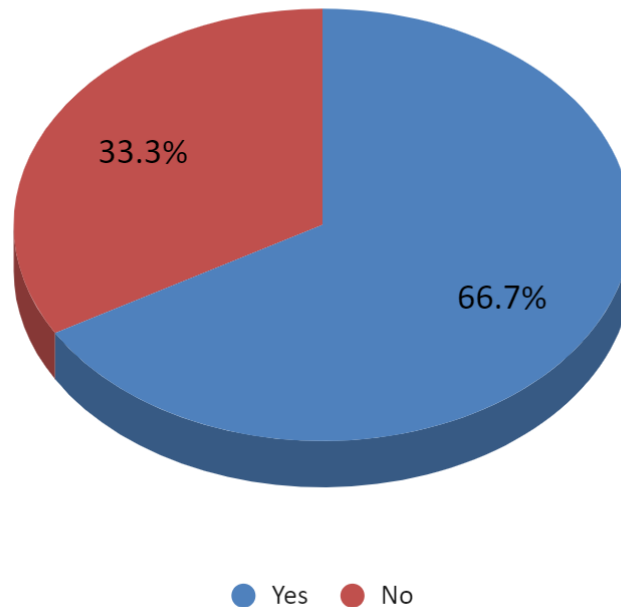
The highest percentage of respondents selected “It’s role as a non-judgemental community venue” (22.37% - 17). This is followed by “The availability and low cost access to computer, printing and scanning services” (19.74% - 15), “The wide-ranging offer in libraries” (15.79% - 12), “The ethos of the service” (14.47% - 11), “The skills of people staffing it,” “The types of people that use the service” and “The design of the spaces within the library” (all 9.21% - 7).

Which of these national outcomes for people using libraries are the most important to you? (Base: 120)



The national outcome with the highest percentage of respondents was “Outcome 2: Increased reading and literacy” (19.17% - 23). This is followed by “Outcome 1: Cultural and creative enrichment” and “Outcome 3: Increased digital access and literacy” (18.33% - 22), “Outcome 4: Helping everyone achieve their full potential” (14.17% - 17), “Outcome 5: Healthier and happier lives” (12.5% - 15), “Outcome 7: Stronger more resilient communities” (11.67% - 14), “Outcome 6: Greater prosperity” (5.83% - 7).

Would you pay a value for money fee for a library membership that enables you to use the library meeting rooms and spaces for free or at low cost, provides incentives like free coffee and access to the library after hours for your business/organisation?
(Base: 27)



The majority of respondents stated “yes,” they would pay a value for money fee for a library membership (66.67% - 18). 33.33% of respondents stated “no” (9).

Respondents were given the option to provide further comments. Comments by 14 respondents were coded as follows:

Key theme	Meaning	Count
Hesitant	Respondents were hesitant about the proposal.	7
No	Respondents would not be willing to pay a value for money fee for a library membership.	4
Yes	Respondents would be willing to pay a value for money fee for a library membership.	3

Hesitant

Some respondents were hesitant about the proposal; some were worried about the impact on free service users. Other respondents wanted more information about the proposal:

“Yes but this could be a slippery slope as the free users might get treated second class for use of the paid for spaces - would be better if it was kept really separate. The best thing

about libraries are that they are free communal spaces where people from all walks of life come together.”

“Not sure, we would need more information on what this offer looks like and whether it is something offered as a benefit for our staff. e.g. One of our [sic] staff members recently started a book club”

No

Respondents would not be willing to pay a value for money fee for a library membership:

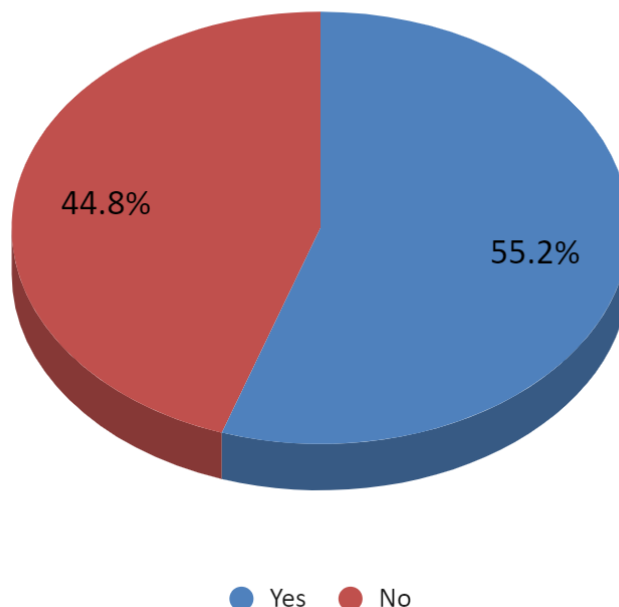
“It should be a community service this will only alienate small organisations and encourage the library as a commercial enterprise.”

Yes

Respondents would be willing to pay a value for money fee for a library membership:

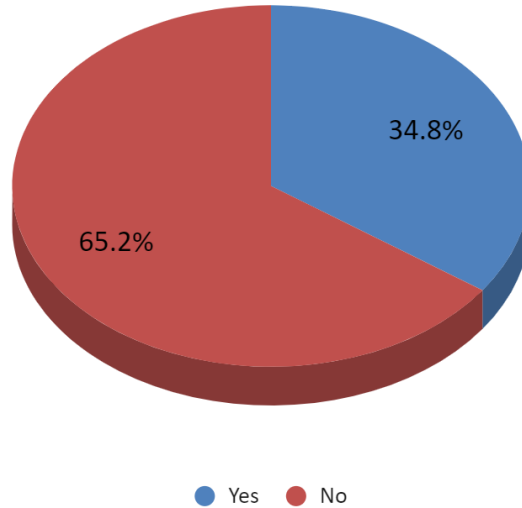
“It would depend - if it was very low cost, then possibly yes!”

If libraries offered in person business support and advice, would you be interested in visiting a library to access this? (Base: 29)



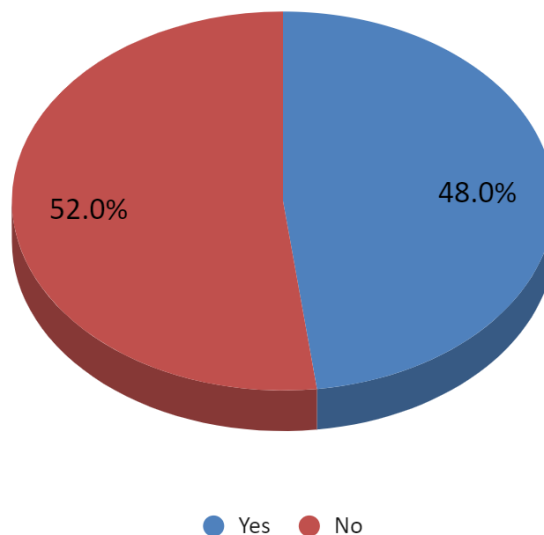
The majority of respondents stated “yes,” they would be interested in visiting libraries to access in person business support and advice (55.17% - 16). 44.83% of respondents stated “no” (13).

If yes, would you be willing to pay a fee to access in person business support and advice in libraries? (Base: 23)



The majority of respondents stated “no,” they would not be willing to pay a fee to access in person business support and advice in libraries (65.22% - 15). 34.78% of respondents stated “no” (8).

Do you have services that you could offer in libraries for residents? (Base: 25)



Just over half of respondents stated “no” (52% - 13). 48% of respondents (12) stated that they did have services they could offer in libraries to residents. These respondents were asked to expand on their response. Comments were coded into the following key themes:

Key theme	Count
Arts services	4
Adult outreach	3
Volunteering support	3
Children's outreach & school support	2
Professional or business surgeries	2
Games	1

Arts services

Respondents offered arts related services:

“We could consider libraries as venues for our free youth theatres, employment support and older people's activities. It would be great to have a space where our participants could learn about making podcasts and record material.”

Adult outreach

Respondents offered services for adults:

“We could consider libraries as venues for our free youth theatres, employment support and older people's activities. It would be great to have a space where our participants could learn about making podcasts and record material.”

Volunteering support

Respondents offered volunteering support services:

“Introduction to fundraising, community engagement, how to put on an event or workshop.”

Children's outreach & school support

Respondents offered to provide children's outreach and school-based sessions:

“Potential volunteering opportunities for local residents in supporting our work-related programmes we offer to schools/colleges.”

Professional or business surgeries

Respondents offered Councillor and Architectural surgeries:

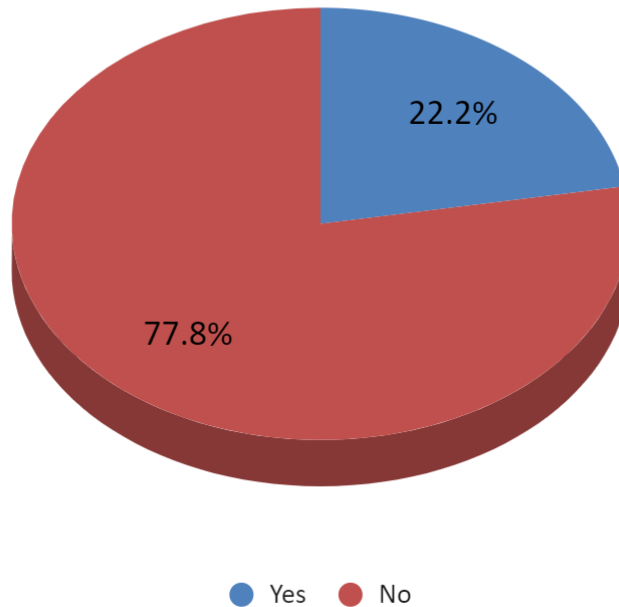
“Cllr advice surgeries”

Games

One respondent offered a board games club:

“Board Games clubs”

Has the Covid pandemic changed the way you use or plan to use Hackney’s libraries in the future? (Base: 27)



The majority of respondents responded “no,” the Covid-19 pandemic has not changed the way they use or plan to use Hackney’s libraries in the future (77.78% - 21). 22.22% of respondents stated “yes,” the pandemic has changed the way they use or plan to use libraries (6).

Respondents were asked to comment if they responded “yes.” Comments were coded into the following themes:

Key theme	Count
Greater interest in working with or at libraries	3
Not currently visiting the library	2
Critical of pandemic-related restrictions	1

Greater interest in working with libraries

Respondents wanted to work with or visit libraries more following the pandemic:

“Our partnership with Hackney Libraries during the pandemic has rekindled an interest in working more closely with libraries in general”

Not currently visiting the library

The respondents were not currently using the library:

"I am keeping away from the libraries at the moment as I am worried about getting a Covid-19 virus"

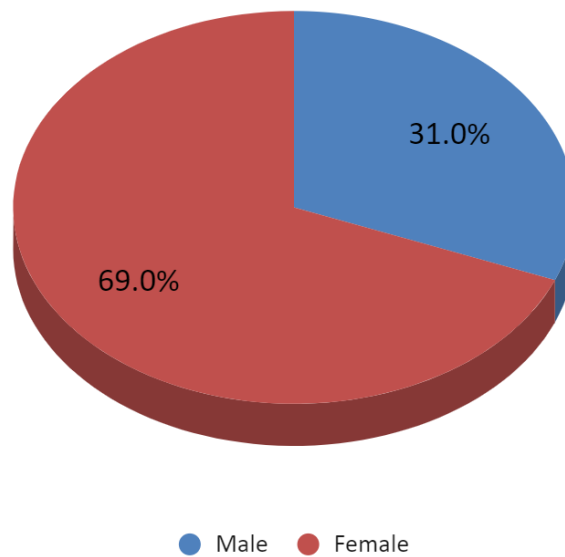
Critical of pandemic-related restrictions

One respondent was critical of pandemic-related restrictions to library services:

"I hate the fact that I still can't go and browse the library and read in there because of covid-19, but I can go buy a book and then sit in a pub, which is fine. It is a joke, and very anti-working class to keep the libraries shut when there is no legal reason to."

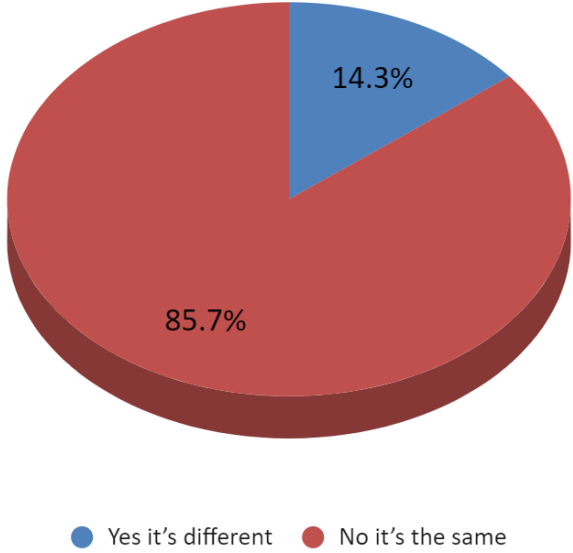
About You

Gender: Are you... (Base: 29)



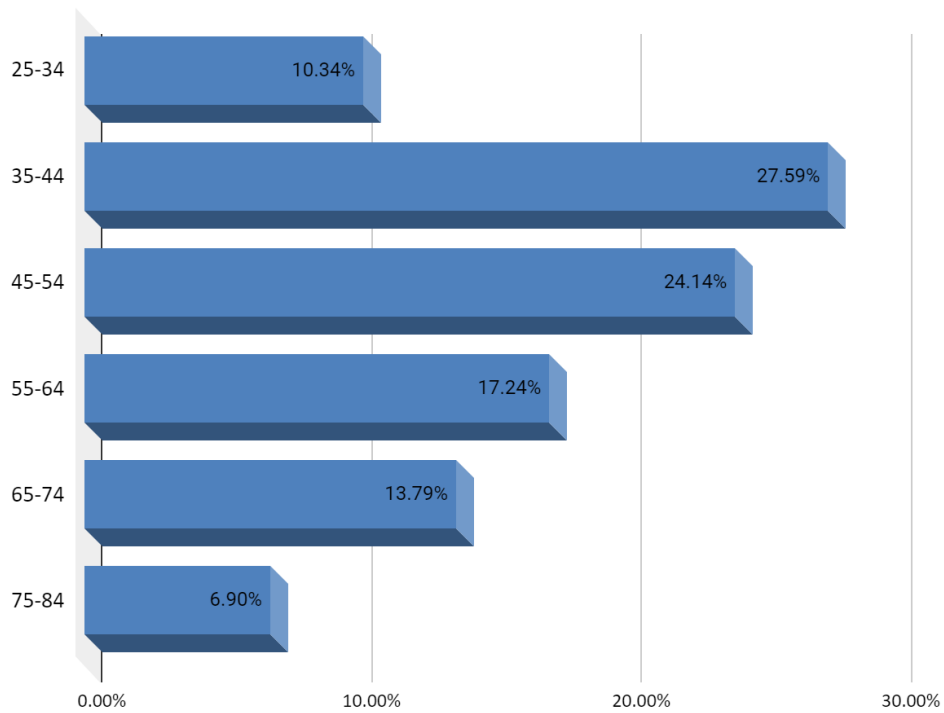
The majority of respondents (68.97%) were female (20). 31.03% of respondents were male (9)

Gender: Is your gender identity different to the sex you were assumed to be at birth?
(Base: 28)



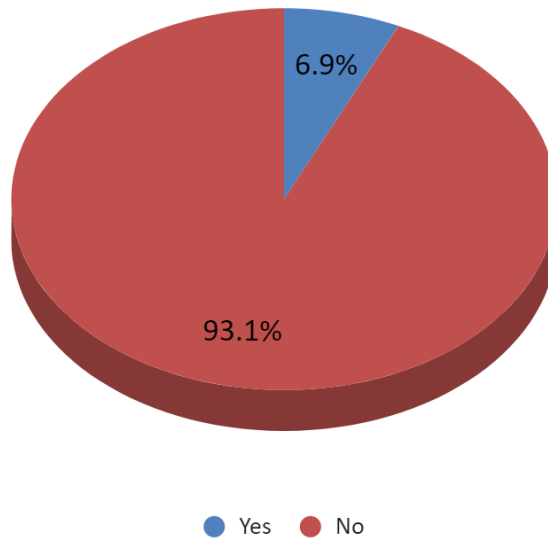
The majority of respondents (85.71%) stated that their gender identity was the same as the sex they were assumed to be at birth (24). 14.29% of respondents stated that their gender identity was different to the sex they were assigned at birth (4).

Age: what is your age group? (Base: 29)



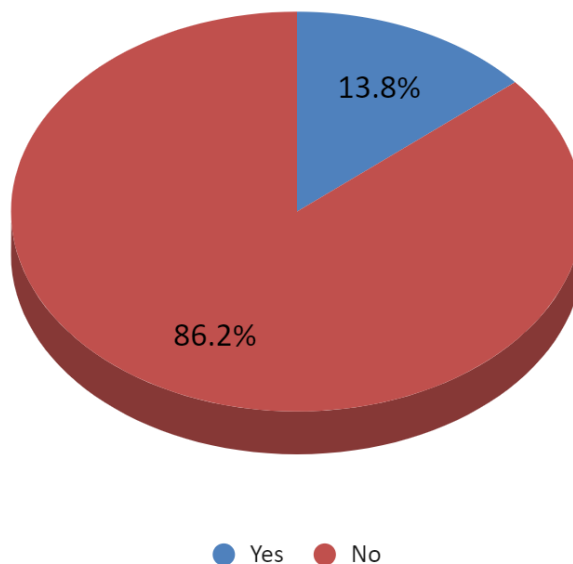
The highest percentage of respondents were aged “35-44” (27.59% - 8). This is followed by “45-54” (24.14% - 7), “55-64” (17.24%, 5), “65-74” (13.79% - 4), “25-34” (10.34% - 3), “75-84” (6.90% - 2).

Disability: Do you consider yourself to be disabled? (Base: 29)



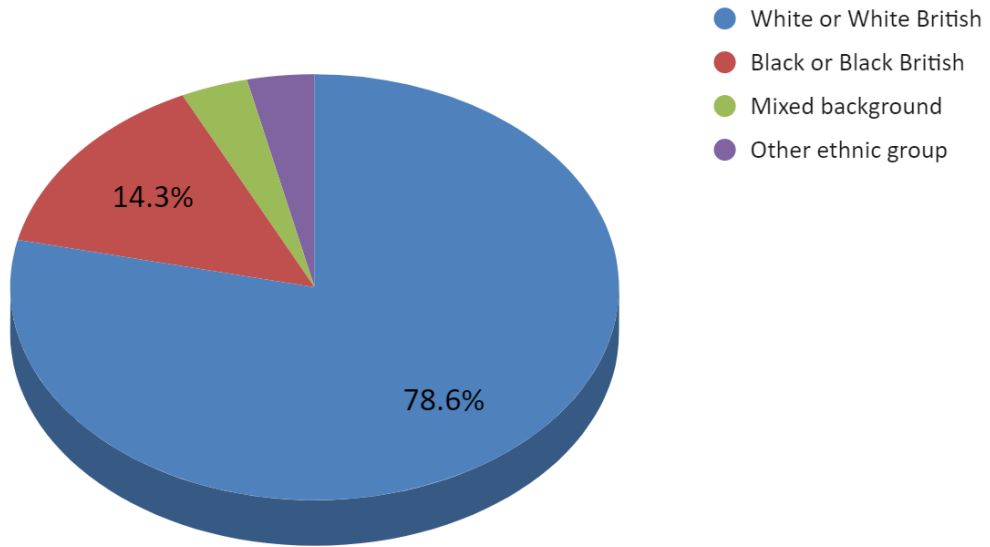
The majority of respondents stated that they did not have a disability (93.10% - 27). 6.9% (2) respondents considered themselves to be disabled.

Caring responsibilities: Do you regularly provide unpaid support caring for someone? (Base: 29)



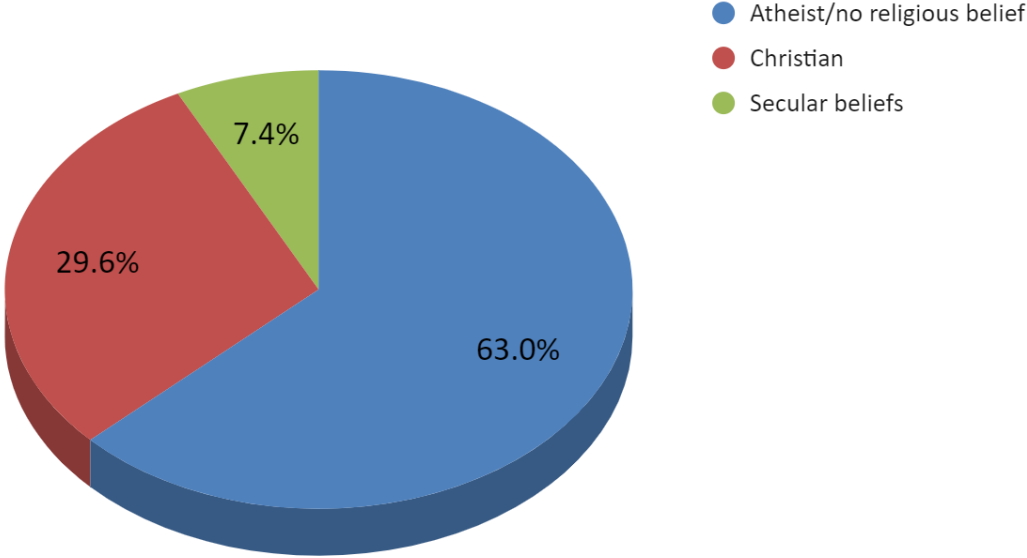
The majority of respondents stated that they did not regularly provide unpaid support caring for someone (86.21% - 25). 13.8% of respondents (4) did have caring responsibilities.

Ethnicity: (Base: 28)



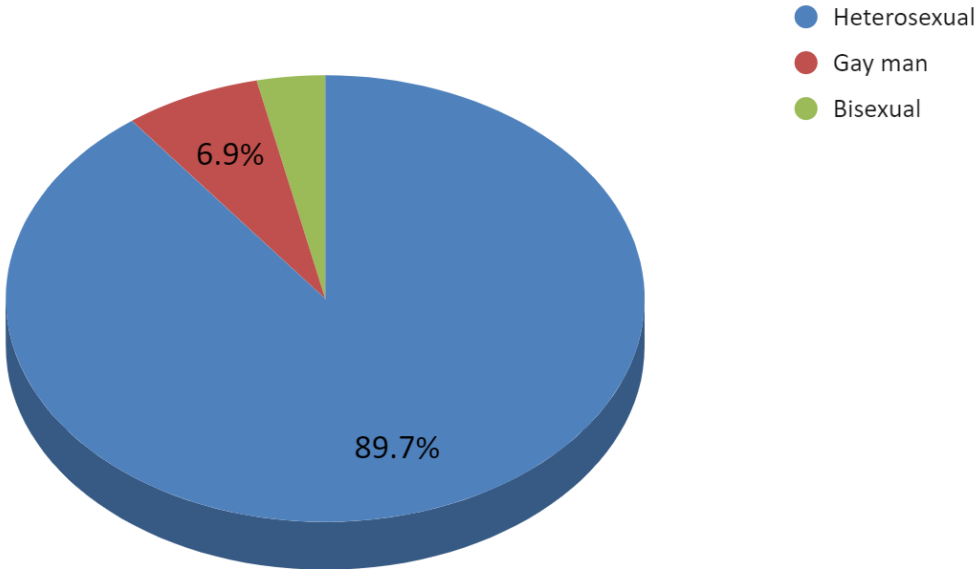
The majority of respondents described themselves as “White or White British” (78.57% - 22). This is followed by “Black or Black British” (14.29% - 4), “mixed background” and “other ethnic background” (both 3.57% - 1).

Religion or belief: (Base: 27)



The majority of respondents described themselves as “Atheist/no religious belief” (62.96% - 17.) This is followed by “Christian” (29.63% - 8) and “secular beliefs” (7.41% - 2).

Sexual orientation: (Base: 29)



The majority of respondents described themselves as “heterosexual” (89.66% - 26). This is followed by “gay man” (6.90% - 2) and “bisexual” (3.45% - 1).

Tenants & Leaseholders STAR Survey

Executive summary

Main questions

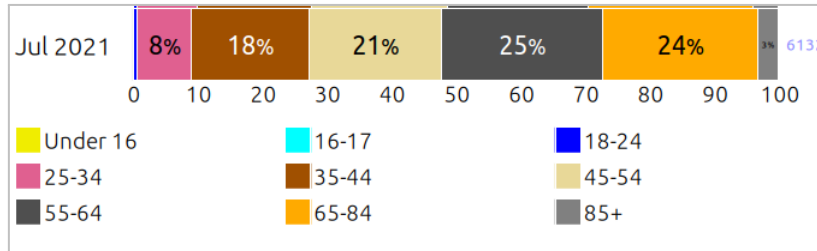
- **How Often Household Visits Libraries in Hackney (Base: 6071)**
 - The highest percentage of respondents (42%) stated that they “never” visit libraries in Hackney.
 - **How Often Household Visits Libraries in Hackney by Council Tenants (Base: 4736)**
 - The highest percentage of Council tenant respondents (40%) stated that their household “never” visits libraries in Hackney.
 - **How Often Household Visits Libraries in Hackney by Council Leaseholders (Base: 1336)**
 - The highest percentage of Council leaseholder respondents (45%) stated that their household “never” visited Hackney libraries.
- **Libraries Visited (Base: 6457)**
 - The highest percentage of respondents (21%) stated that they had visited Hackney Central Library.
 - **Libraries Visited by Council Tenants (Base: 5033)**
 - The highest percentage of tenants (22%) had visited Hackney Central library.
 - **Libraries Visited by Council Leaseholders (Base: 1425)**
 - The highest percentage of leaseholders (18%) had visited Hackney Central library.
- **Current Library Services Used in the Last 3 Years: Borrowing Items (Base: 6457)**
 - The highest percentage of respondents (38%) had borrowed “books” in the last three years.
 - **Current Library Services Used in Last 3 Years: Borrowing Items by Council Tenants (Base: 5033)**
 - The highest percentage of respondents (39%) had borrowed books in the last three years.
 - **Current Library Services Used in Last 3 Years: Borrowing Items by Council Leaseholders (Base: 1425)**
 - The highest percentage of respondents (35%) had borrowed books in the last 3 years.
- **Current Library Services Used in the Last 3 Years: Computers and Internet (Base: 6457)**
 - The highest percentage of respondents (15%) had used computers and the internet for “general browsing for information.”
 - **Current Library Services Used in the Last 3 Years: Computers and Internet By Council Tenants (Base: 5033)**

- The highest percentage of respondents (17%) stated that they had used library computers and the internet in the last three years for “general browsing for information.”
 - **Current Library Services Used in the Last 3 Years: Computers and Internet By Council Leaseholders (Base: 1425)**
 - The highest percentage of respondents (11%) had used library computers and the internet in the last three years for “general browsing for information.”
- **Current Library Services Used in the Last 3 Years: Using The Space (Base: 6457)**
 - The highest percentage of respondents (15%) used the space “to use printers, photocopiers or scanners” and for “studying.”
 - **Current Library Services Used in the Last 3 Years: Using The Space By Council Tenants (Base: 5033)**
 - The highest percentage of Council tenants (16%) had used the space in libraries “to use printers, photocopiers or scanners” and for “studying.”
 - **Current Library Services Used in the Last 3 Years: Using The Space By Council Leaseholders (Base: 1425)**
 - The highest percentage of Council leaseholders (12%) had used the space in libraries for “studying,” “to use printers, photocopiers or scanners” and had “brought children to use the library.”
- **Library User Would Like To Be Kept Up to Date on Review (Base: 1322)**
 - The majority of respondents (52%) did not want to be kept up to date on the review.

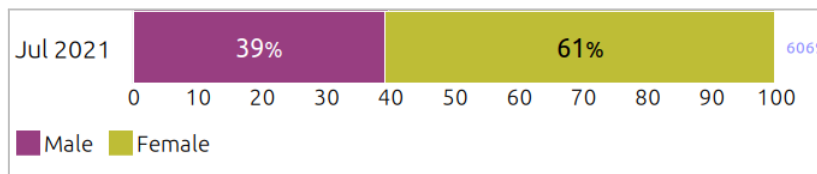
Demographic overview

The July 2021 to October 2021 Tenants & Leaseholders STAR survey was completed by 6,457 respondents. The demographic overview for all respondents to the entire STAR survey (all questions, including the library review questions) is as follows:

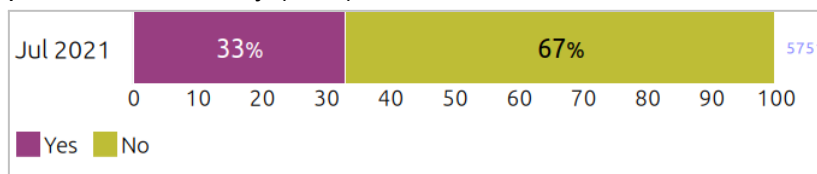
- Age by year of survey (July 2021)
 - The highest percentage of respondents were aged “55-64” (25%)



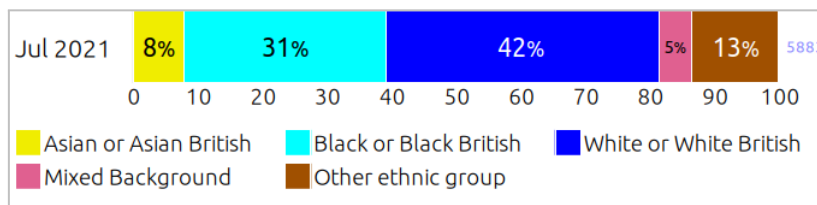
- Gender by year of survey (July 2021)
 - The majority of respondents were female (61%)



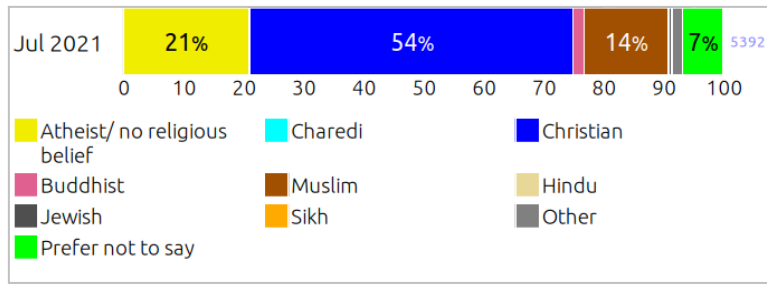
- Day to day activities limited by health problem or disability by year of survey (July 2021)
 - The majority of respondents’ day to day activities were not limited by a health problem or disability (67%)



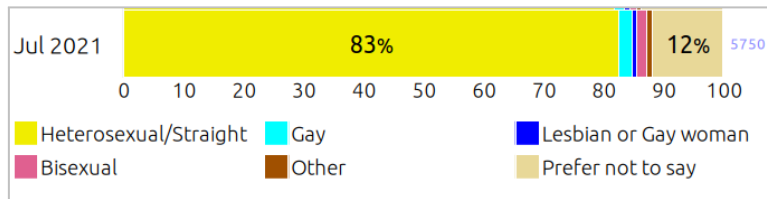
- Ethnicity by year of survey (July 2021)
 - The highest percentage of respondents were “White or White British” (42%)



- Religion by year of survey (July 2021)
 - The majority of respondents were “Christian” (54%)

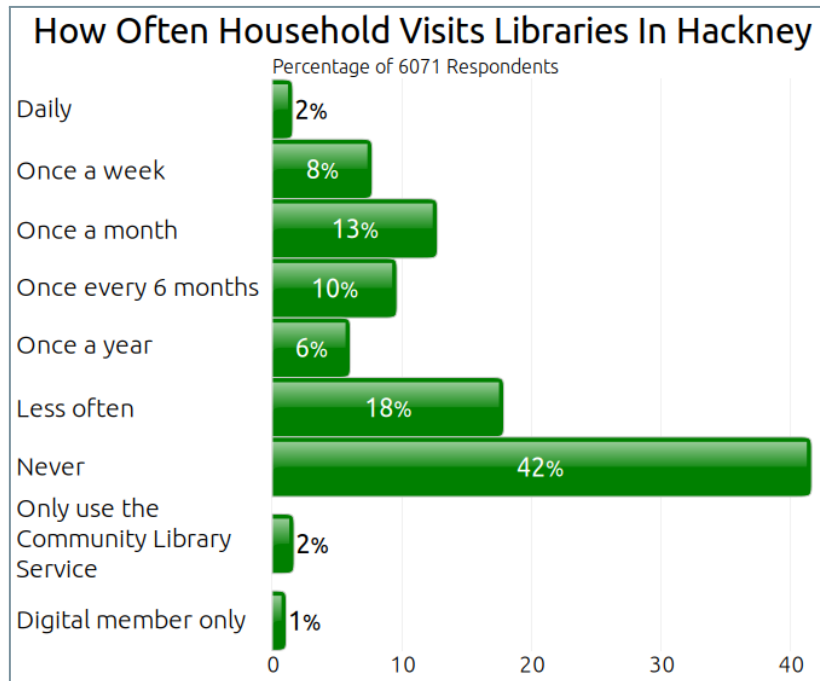


- Sexuality by year of survey (July 2021)
 - The majority of respondents were “heterosexual/straight” (83%)



Overview of Results

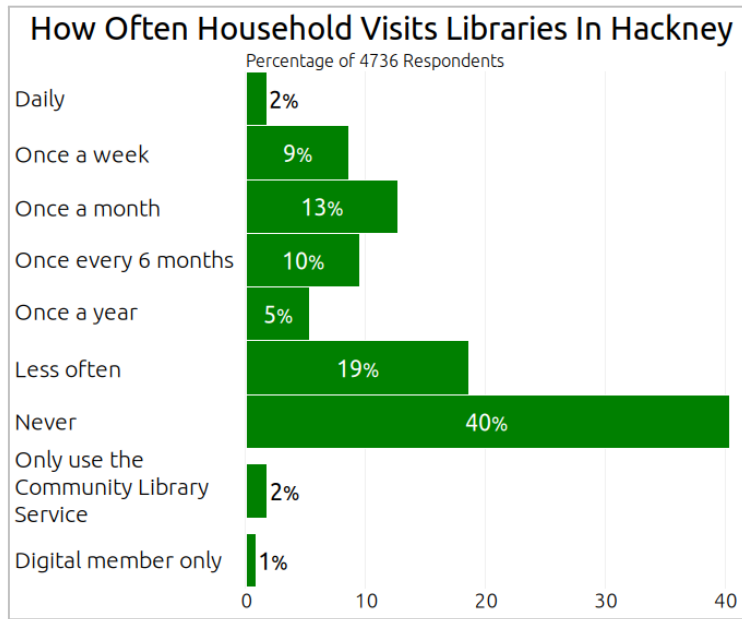
How Often Household Visits Libraries in Hackney (Base: 6071)



The highest percentage of respondents stated that their household “never” visits libraries in Hackney (42%). This is followed by “less often” (18%), “once a month” (13%), “once every 6 months” (10%), “once a week” (8%), “once a year” (6%), “daily” and “only use the Community Library Service” (2%), and “digital member only” (1%).

Therefore, 42% of respondents visit Hackney libraries at least once a year, or are a member of the digital library or use the Community Library Service.

How Often Household Visits Libraries in Hackney by Council Tenants (Base: 4736)

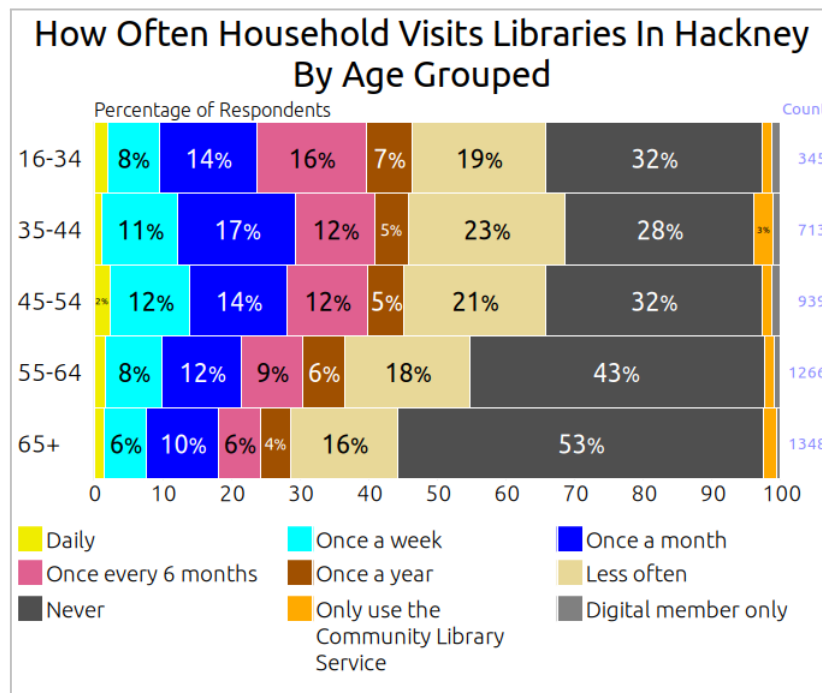


The chart above shows the responses to the question “How Often Household Visits Libraries in Hackney” by Council Tenants.

The highest percentage of Council tenant respondents stated that their household never visits libraries in Hackney (40%).

This is followed by “less often” (19%), “once a month” (13%), “once every 6 months” (10%), and “once a week” (9%).

Cross-analysis - “How Often Household Visits Libraries in Hackney by Council Tenants” vs Age Group (Base: 4611)

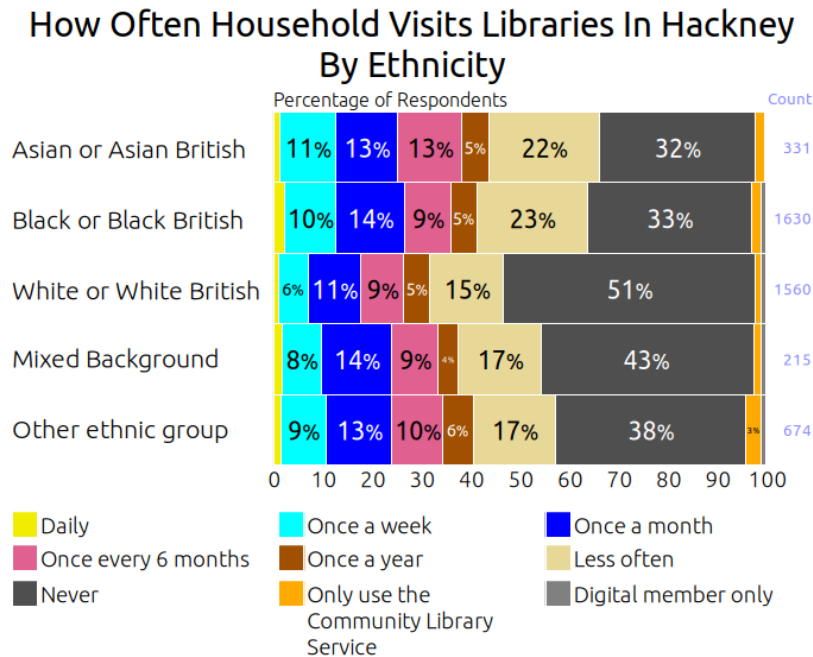


The chart above shows the responses of Council tenants to the question “How Often Household Visits Libraries in Hackney by Council Tenants” by age group.

Tenants aged “65+” were most likely to “never” visit libraries in Hackney. This age category had the highest base number of respondents. Never was the most common response among all age categories.

Tenants aged “55-64” were most likely to visit the library at least once a year, or were a Digital member or used the Community Library Service only (39% - 494 respondents.)

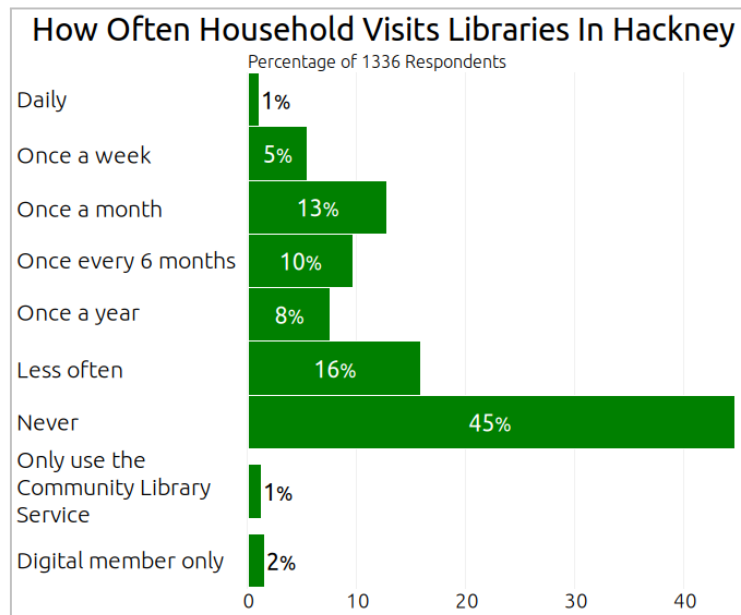
Cross-analysis - “How Often Household Visits Libraries in Hackney by Council Tenants” vs Ethnicity (Base: 4410)



The chart above shows the responses of Council tenants to the question “How Often Household Visits Libraries in Hackney by Council Tenants” by ethnicity.

A higher percentage of Global Majority households visited Hackney libraries than “White or White British” households. 32% of “Asian or Asian British” households, 33% of “Black or Black British” households, 38% of “other ethnic group” households and 43% of “mixed background” households never visit libraries in Hackney, compared to 51% of “White or White British” households.

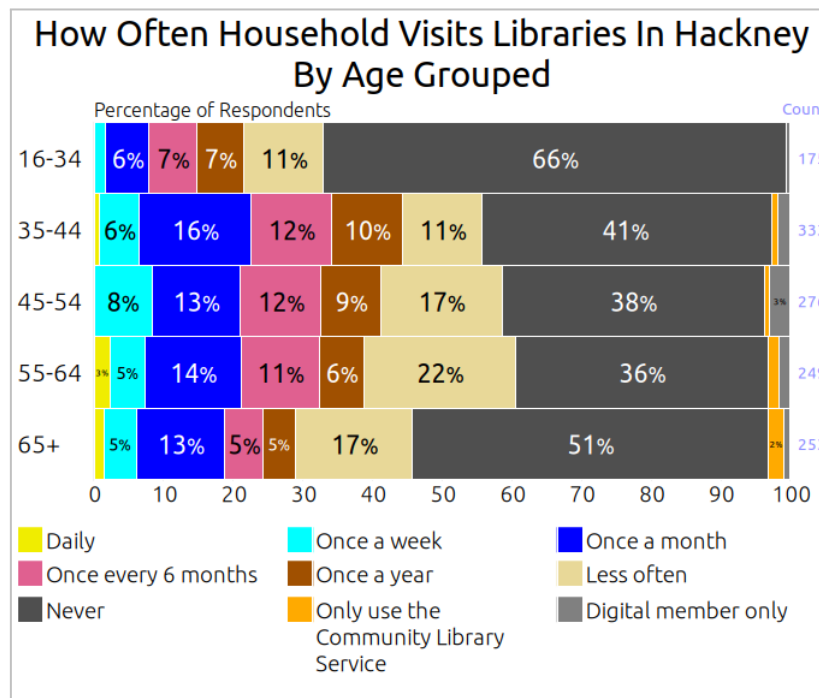
How Often Household Visits Libraries in Hackney by Council Leaseholders (Base: 1336)



The chart above shows the responses to the question “How Often Household Visits Libraries in Hackney” by Council leaseholders.

The highest percentage of Council leaseholders’ households never visited Hackney libraries (45%). This is followed by “less often” (16%), “once a month” (13%), “once every 6 months” (10%).

Cross-analysis - “How Often Household Visits Libraries in Hackney by Council Leaseholders” by Age Group



The chart above shows the responses of Council leaseholders to the question “How Often Household Visits Libraries in Hackney by Council Tenants” by age group.

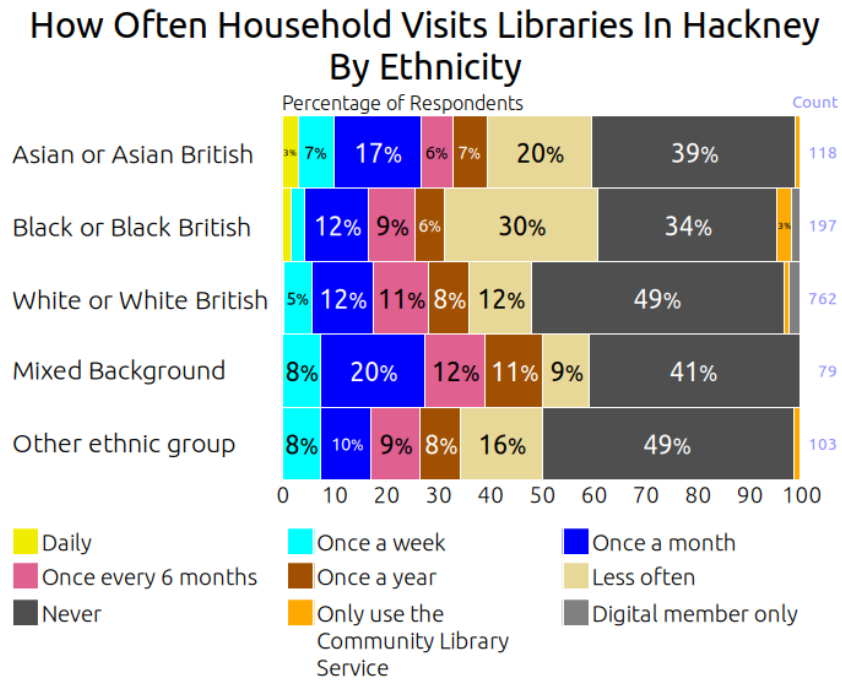
Leaseholders aged 65+ were most likely to “never” visit libraries in Hackney. This age category had the highest base number of respondents. Never was the most common response among all age categories.

The majority of respondents aged “16-34” never visit libraries in Hackney (66%). This is followed by “Less often” (11%), “Once every 6 months” and “Once a year” (7%), and “Once a month” (6%).

The second most common response among respondents aged “35-44” was “Once a month” (16%).

“Less often” was the second most common response among respondents aged “45-54” (17%), “55-64” (22%) and “65+” (17%).

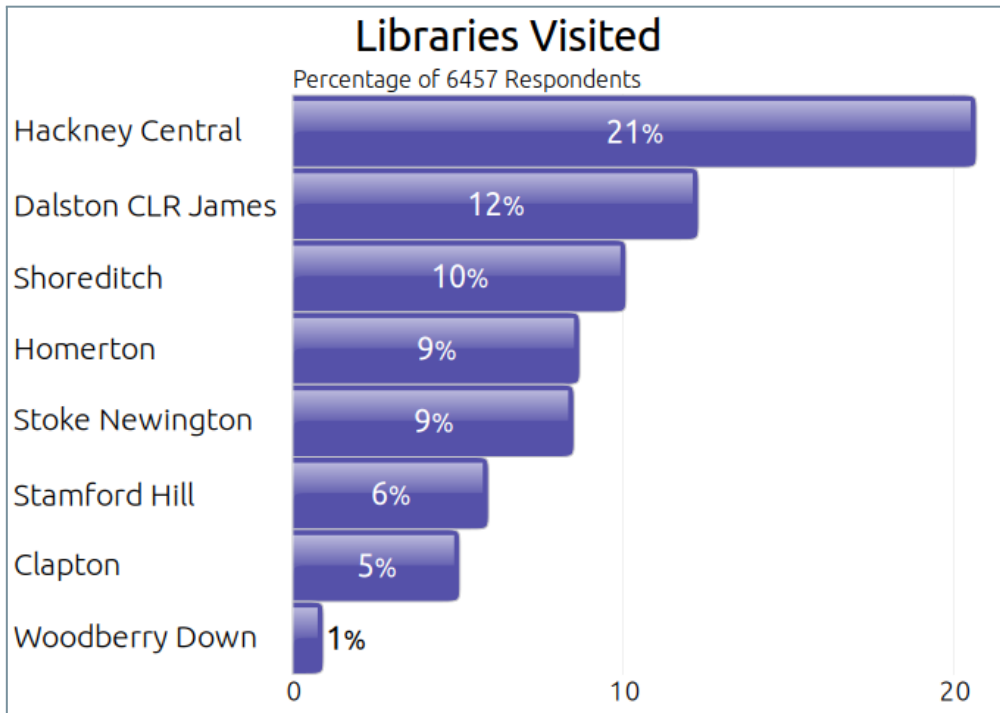
Cross-analysis - “How Often Household Visits Libraries in Hackney by Council Leaseholders” by Ethnicity (Base: 1259)



The chart above shows the responses of Council leaseholders to the question “How Often Household Visits Libraries in Hackney by Council Leaseholders” by ethnicity.

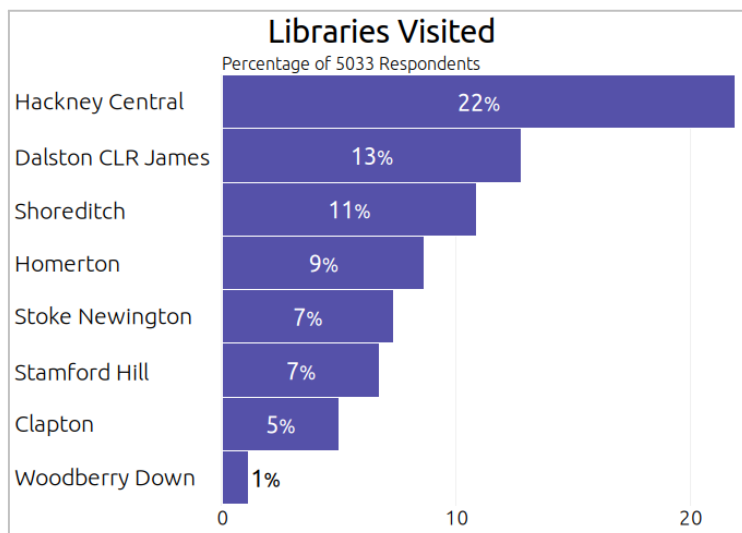
34% of “Black or Black British” households, 39% of “Asian or Asian British” households and 41% of “mixed background” households never visit libraries in Hackney, compared to 49% of “White or White British” and 49% of “other ethnic group” households.

Libraries Visited (Base: 6457)



The highest percentage of respondents (21%) stated that they visit Hackney Central. This is followed by Dalston CLR James (12%), Shoreditch (10%), Homerton (9%), Stoke Newington (9%), Stamford Hill (6%), Clapton (5%), and Woodberry Down (1%)

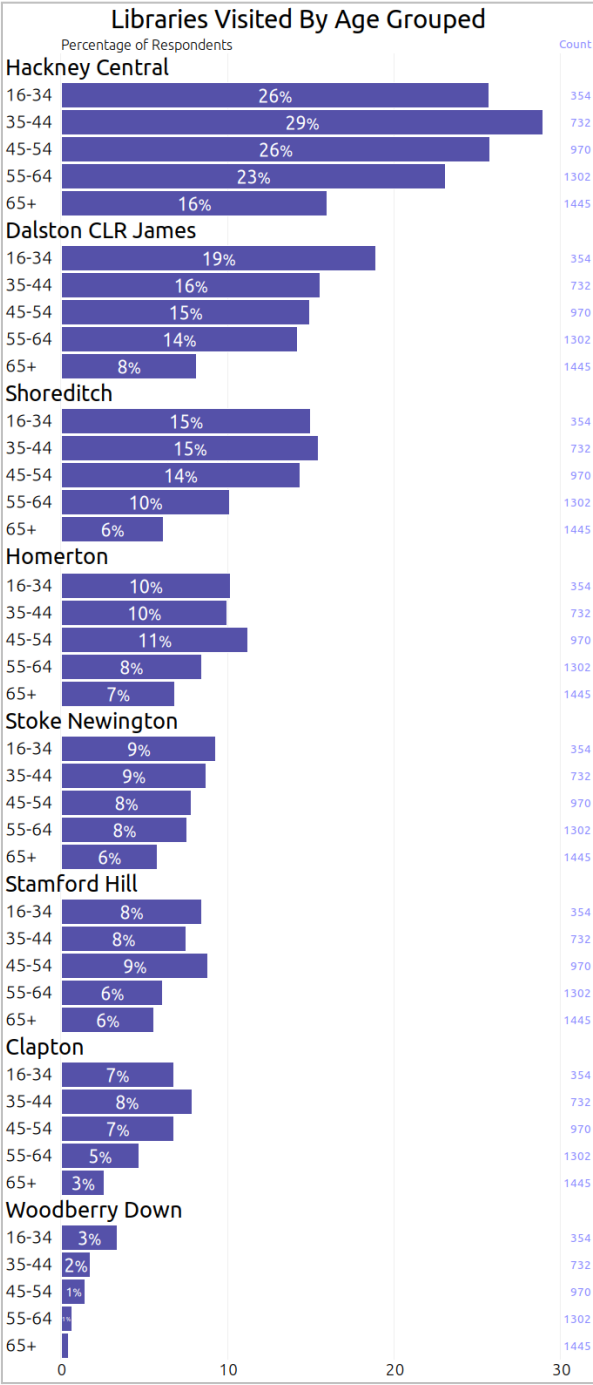
Libraries Visited by Council Tenants (Base: 5033)



The chart above shows the responses by Council tenants to the question of which libraries have respondents visited.

The highest percentage of tenants had visited Hackney Central library (22%). This is followed by Dalston CLR James (13%), Shoreditch (11%), Homerton (9%), Stoke Newington (7%), Stamford Hill (7%), Clapton (5%), Woodberry Down (1%)

Cross-analysis - “Libraries Visited by Council Tenants” vs Age Group



The chart above shows the responses to “Libraries Visited by Council Tenants” by age group.

The highest percentage of Council tenants from all age groups visited Hackney Central library.

Cross-analysis - “Libraries Visited by Council Tenants” vs Ward

Respondents from all wards visited Hackney Central and Dalston CLR James Libraries.

The highest percentage of respondents who visited Hackney Central were from Victoria ward (44%), followed by Hackney Central ward (43%).

For all other libraries, the highest percentage of respondents who visited the library lived within the same or in a neighbouring ward to the library.

The highest percentage of respondents who visited Dalston CLR James lived in Dalston ward (60%).

The highest percentage of respondents who visited Shoreditch library lived in Hoxton East & Shoreditch ward (52%).

The highest percentage of respondents who visited Homerton lived in Homerton ward (30%).

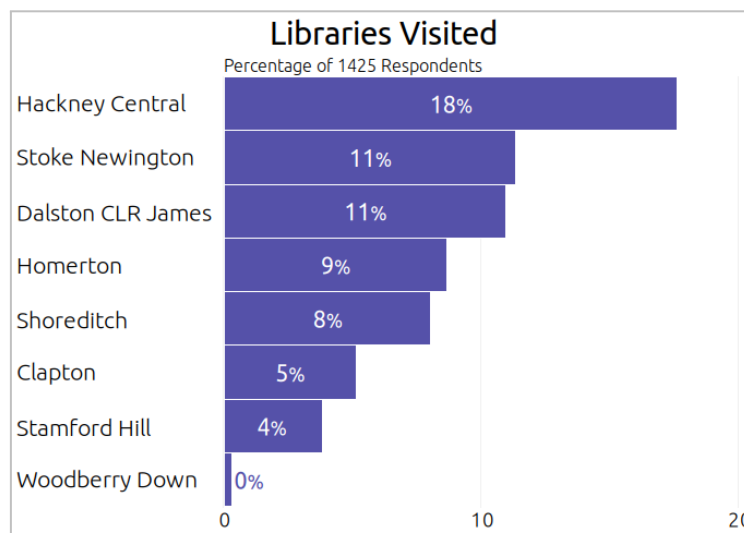
The highest percentage of respondents who visited Stoke Newington library lived in Clissold and Stoke Newington wards (both 40%).

The highest percentage of respondents who visited Stamford Hill library lived in Cazenove ward (32%).

The highest percentage of respondents who visited Clapton library lived in Leabridge ward (32%).

The highest percentage of respondents who visited Woodberry Down library lived in Woodberry Down ward (13%).

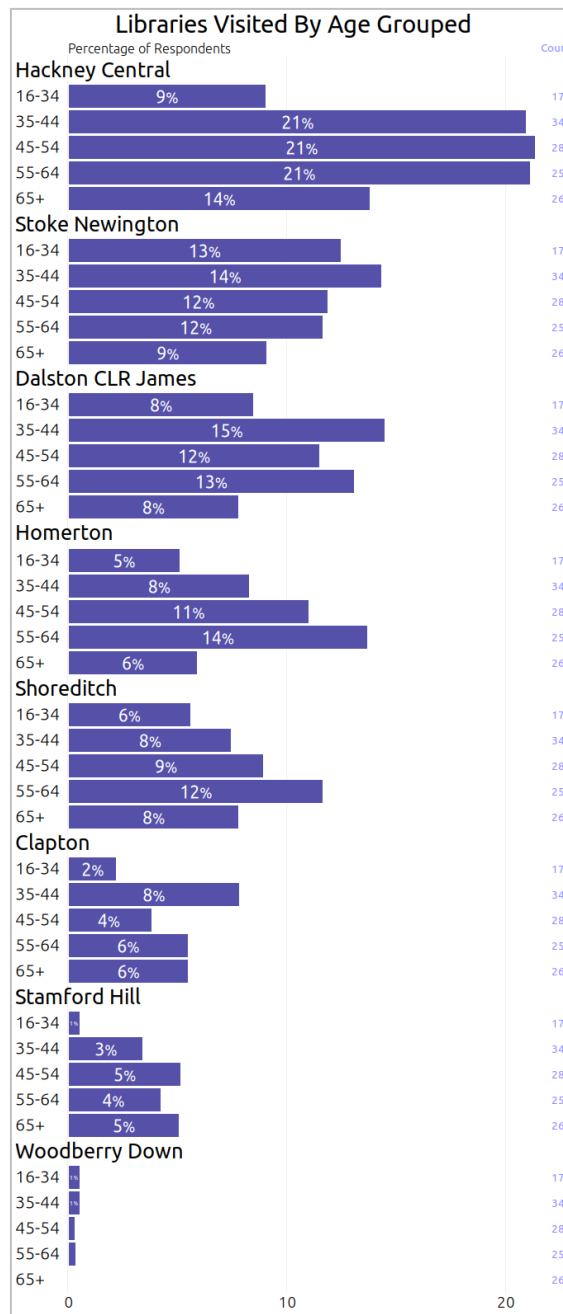
Libraries Visited by Council Leaseholders (Base: 1425)



The chart above shows the responses by Council leaseholders to the question of which libraries have respondents visited.

The highest percentage of leaseholders had visited Hackney Central library (18%). This is followed by Stoke Newington and Dalston CLR James (both 11%), Homerton (9%), Shoreditch (8%), Clapton (5%), Stamford Hill (4%). Less than 1% of leaseholders had visited Woodberry Down library.

Cross-analysis - “Libraries Visited by Council Leaseholders” vs Age Group



The chart above shows the responses to “Libraries Visited by Council Leaseholders” by age group.

The highest percentage of leaseholders aged “16-34” had visited Stoke Newington library (13%).

The highest percentage of leaseholders aged “35-44,” “45-54,” “55-64” and “65+” had visited Hackney Central library.

Cross-analysis - “Libraries Visited by Council Tenants” vs Ward

For all libraries, the highest percentage of respondents who visited the library lived within the same or in a neighbouring ward to the library.

The highest percentage of respondents who visited Hackney Central lived in London Fields (45%).

The highest percentage of respondents who visited Stoke Newington library lived in Clissold (52%).

The highest percentage of respondents who visited Dalston CLR James lived in Dalston (62%).

The highest percentage of respondents who visited Homerton library lived in Kings Park (41%).

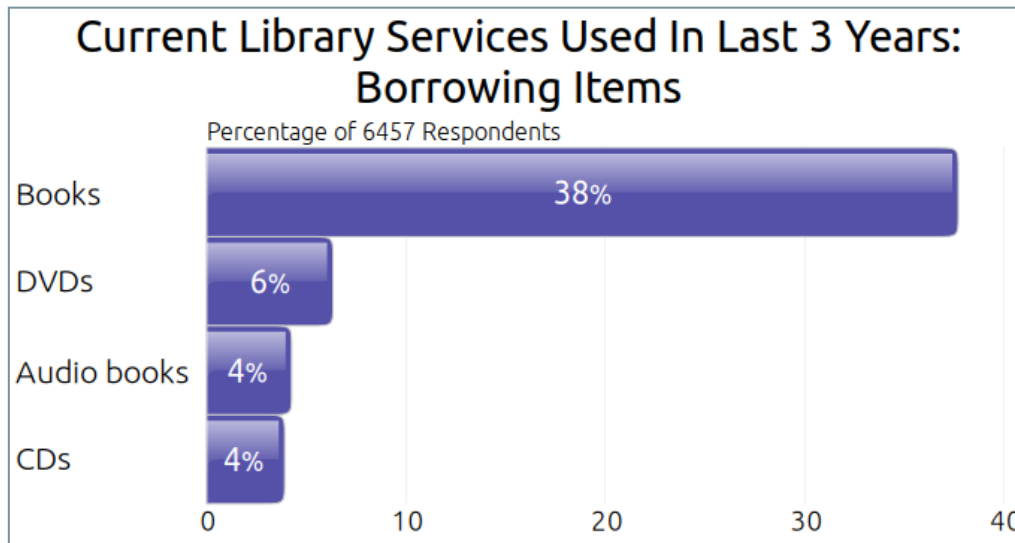
The highest percentage of respondents who visited Shoreditch library lived in Hoxton East & Shoreditch (34%).

The highest percentage of respondents who visited Clapton library lived in Leabridge ward (34%).

The highest percentage of respondents who visited Stamford Hill library lived in Stamford Hill West ward (36%).

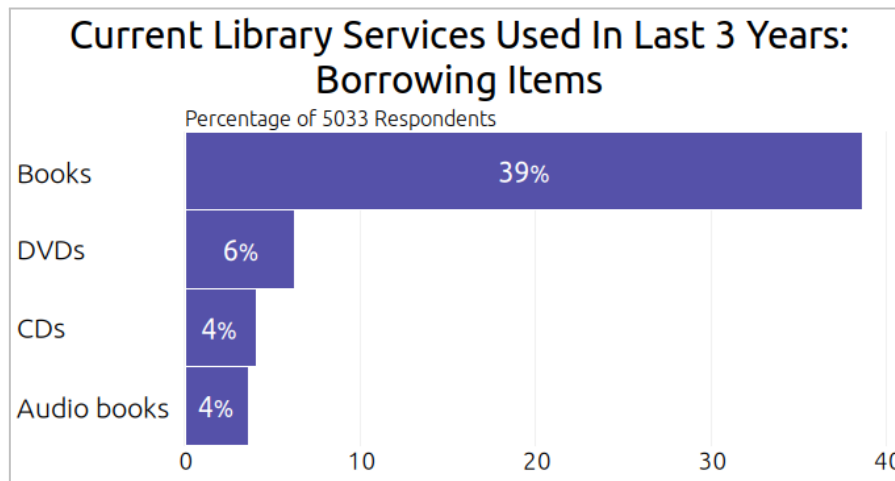
The highest percentage of respondents who visited Woodberry Down library lived in Woodberry Down (6%).

Current Library Services Used in the Last 3 Years: Borrowing Items (Base: 6457)



The highest percentage of respondents (38%) stated that they borrowed “books” in the last three years. A much smaller percentage of respondents borrowed “DVDs” (6%), “audio books” and “CDs” (4%).

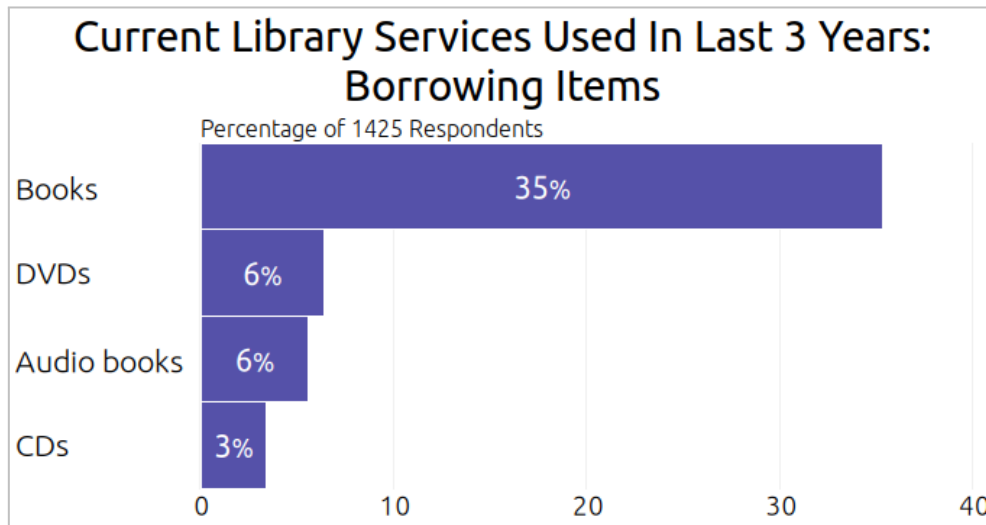
Current Library Services Used in Last 3 Years: Borrowing Items by Council Tenants (Base: 5033)



The chart above shows the responses to “current library services used in the last 3 years: borrowing items” by Council tenants.

The highest percentage of respondents had borrowed books in the last three years (39%). A much smaller percentage of respondents had borrowed DVDs (6%), CDs (4%), and audiobooks (4%).

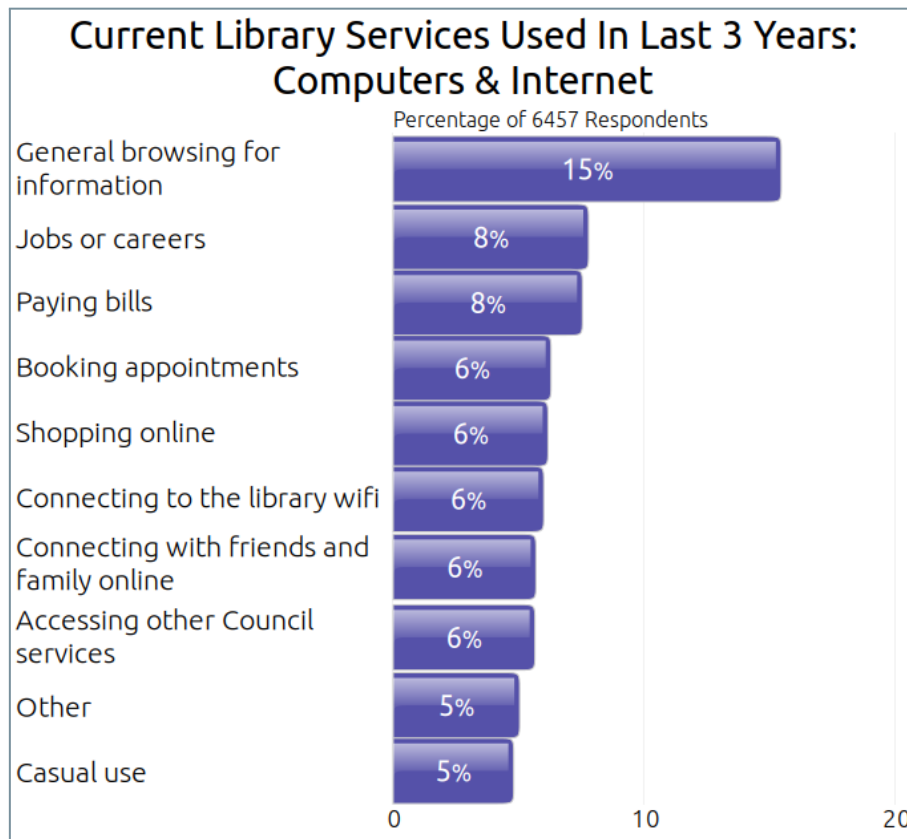
Current Library Services Used in Last 3 Years: Borrowing Items by Council Leaseholders (Base: 1425)



The chart above shows the responses to “current library services used in the last 3 years: borrowing items” by Council leaseholders.

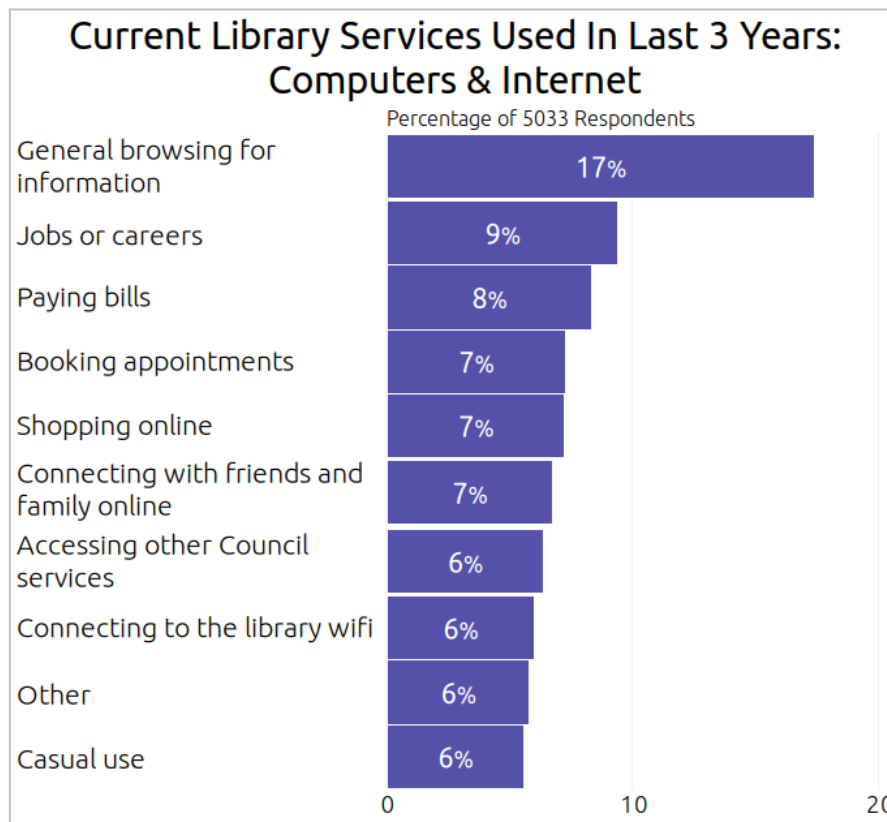
The highest percentage of respondents had borrowed books in the last 3 years (35%). This is followed by DVDs and audio books (both 6%), and CDs (3%).

Current Library Services Used in the Last 3 Years: Computers and Internet



Across Hackney libraries, the highest percentage of respondents used computers and the internet for 'General browsing for information' (15% of respondents). This is followed by using the internet and computers for "jobs or careers" and "paying bills" (8%), "booking appointments," "shopping online," "connecting to the library wifi," "connecting with friends and family online" and "accessing other Council services" (all 6%). 5% of respondents stated "Other" and "Casual use".

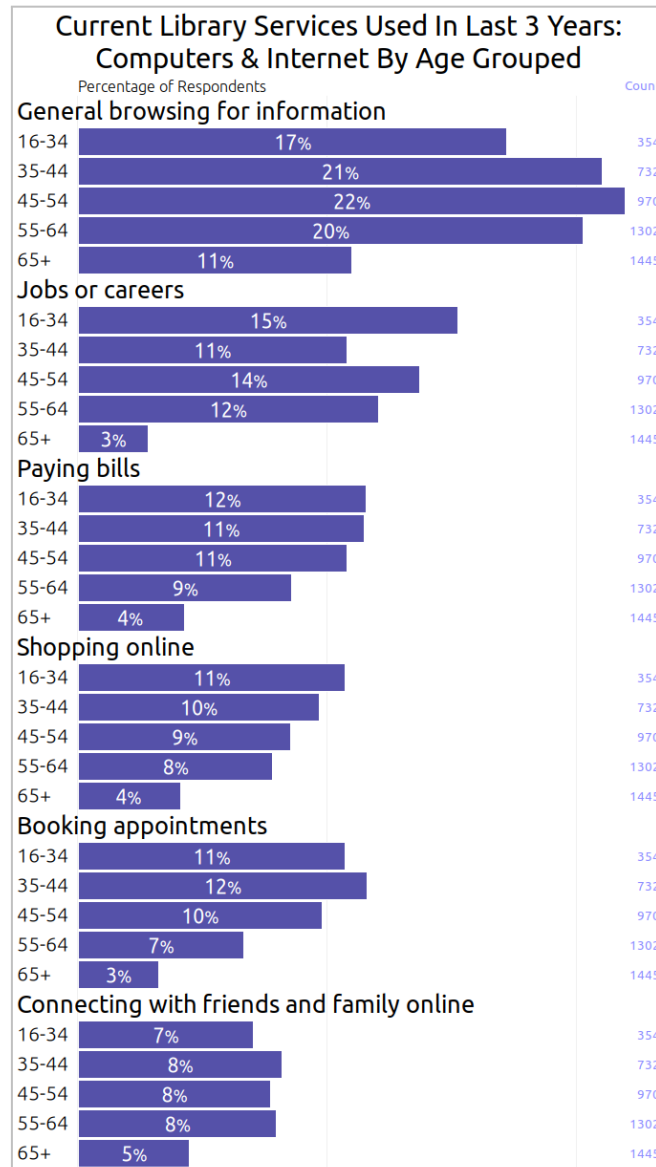
Current Library Services Used in the Last 3 Years: Computers and Internet By Council Tenants (Base: 5033)



The chart above shows the responses to “current library services used in the last 3 years: computers and internet” by Council tenants.

The highest percentage of respondents stated that they had used library computers and the internet in the last three years for “general browsing for information” (17%).

Cross-analysis - “Current Library Services Used in Last 3 Years: Computers and Internet by Council Tenants” vs Age Group



The chart above shows the top 6 responses to “Current Library Services Used in Last 3 Years: Computers and Internet by Council Tenants” by age group.

The highest percentage of tenants in all age categories used library computers for “general browsing for information.”

Cross-analysis - “Current Library Services Used in Last 3 Years: Computers and Internet by Council Tenants” vs Ward

The top six uses of computers and the internet by Council tenants by ward.

The highest percentage of respondents who used the computers and internet for “General browsing for information” lived in Dalston ward (29%)/

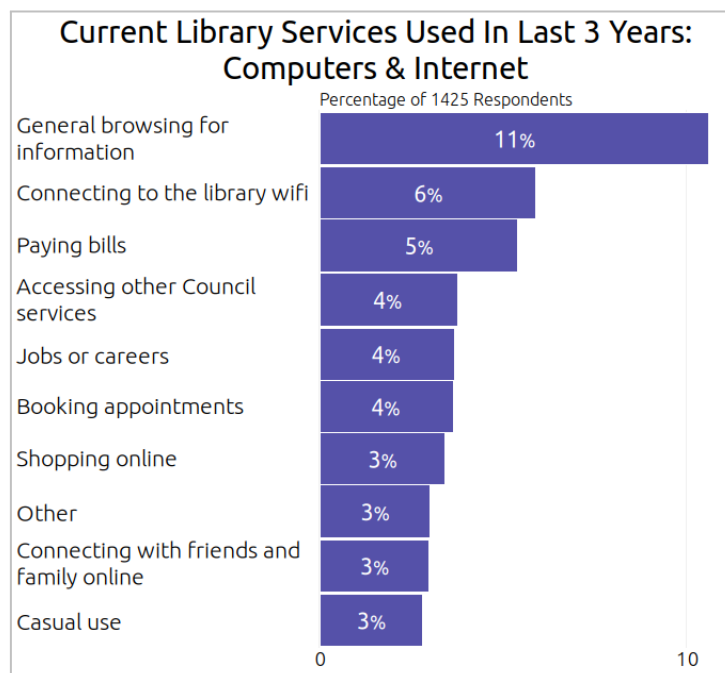
The highest percentage of respondents who used the computers and internet for “jobs or careers” lived in Leabridge ward (17%).

The highest percentage of respondents who used the computers and internet for “paying bills” lived in Cazenove ward (26%).

The highest percentage of respondents who used the computers and internet for “booking appointments” lived in Hoxton East & Shoreditch (11%).

The highest percentage of respondents who used the computers and internet for “shopping online” lived in Hoxton East & Shoreditch (10%).

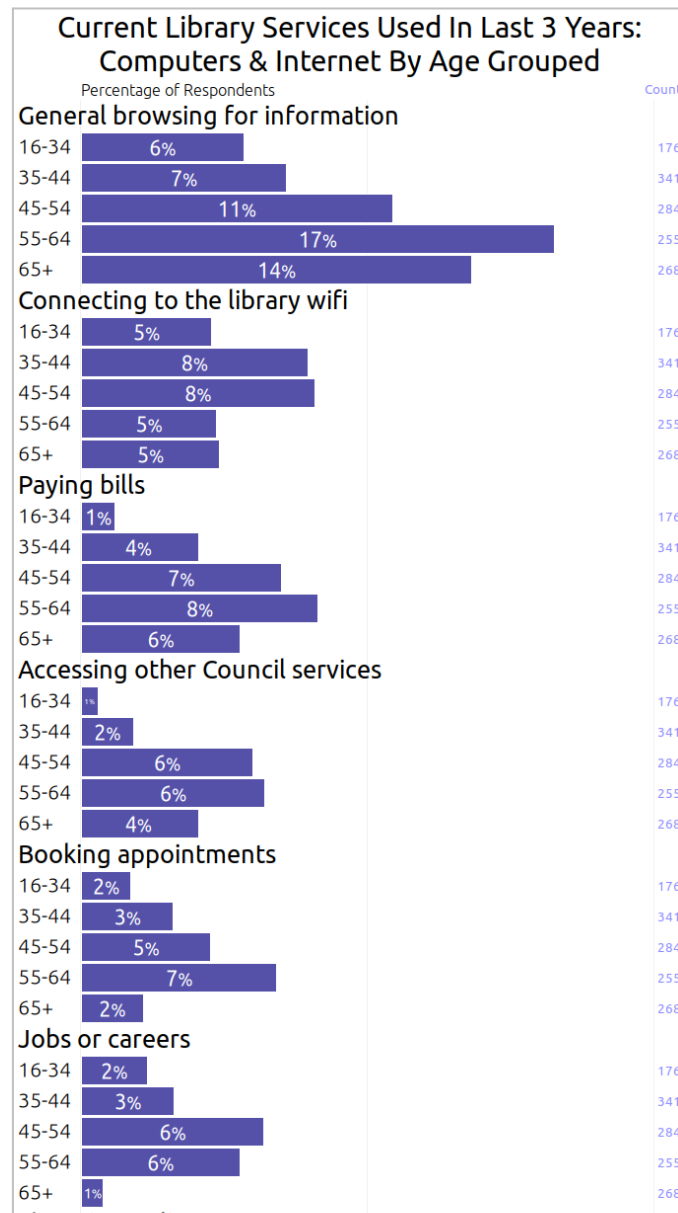
Current Library Services Used in the Last 3 Years: Computers and Internet By Council Leaseholders (Base: 1425)



The chart above shows the responses to “current library services used in the last 3 years: computers and internet” by Council leaseholders.

The highest percentage of respondents had used library computers and the internet in the last three years for “general browsing for information” (11%).

Cross-analysis - “Current Library Services Used in the Last 3 Years: Computers and Internet By Council Leaseholders” vs Age Group



The chart above shows the top 6 responses to “Current Library Services Used in the Last 3 Years: Computers and Internet By Council Leaseholders” by age group.

The highest percentage of leaseholders aged “35-44” used library computers and internet for “connecting to library wifi” (8%). For all other age categories, the highest percentage of respondents used the computers and internet for “general browsing for information.”

Cross-analysis - “Current Library Services Used in the Last 3 Years: Computers and Internet By Council Leaseholders” vs Ward

The top six uses of computers and the internet by Council leaseholders by ward.

The highest percentage of respondents who used the computers and internet for “general browsing for information” lived in Clissold (25%).

The highest percentage of respondents who used the computers and internet for “connecting to the library wifi” lived in London Fields ward (11%).

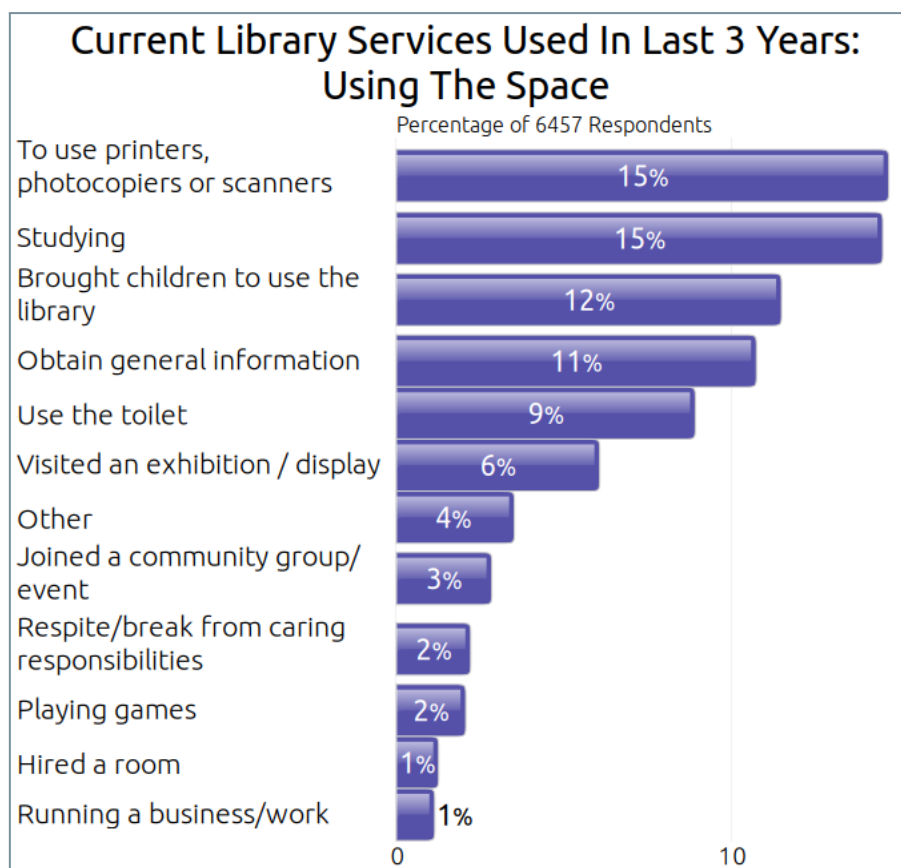
The highest percentage of respondents who used the computers and internet for “paying bills” lived in Hackney Wick (12%).

The highest percentage of respondents who used the computers and internet for “accessing other council services” lived in Dalston (14%).

The highest percentage of respondents who used computers and the internet for “jobs or careers” lived in Stamford Hill West ward (9%).

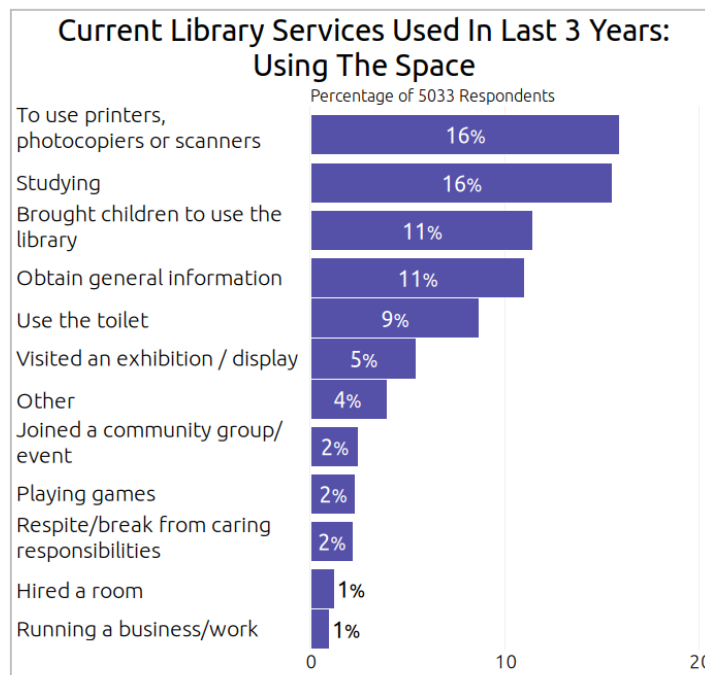
The highest percentage of respondents who used the computers and internet for “booking appointments” lived in Hackney Downs ward (10%).

Current Library Services Used in the Last 3 Years: Using The Space (Base: 6457)



Across Hackney libraries, the highest percentage of respondents to all questionnaire types stated that they primarily used the space in libraries ‘To use printers, photocopiers, or scanners’ and for “studying” (15%). This is followed by “brought children to use the library” (12%), “obtain general information” (11%), “use the toilet” (9%), “visited an exhibition/display” (6%), “other” (4%), “joined a community group/event” (3%), “respite/break from caring responsibilities” (2%), “playing games” (2%), “hired a room” (2%), and “running a business/work” (1%).

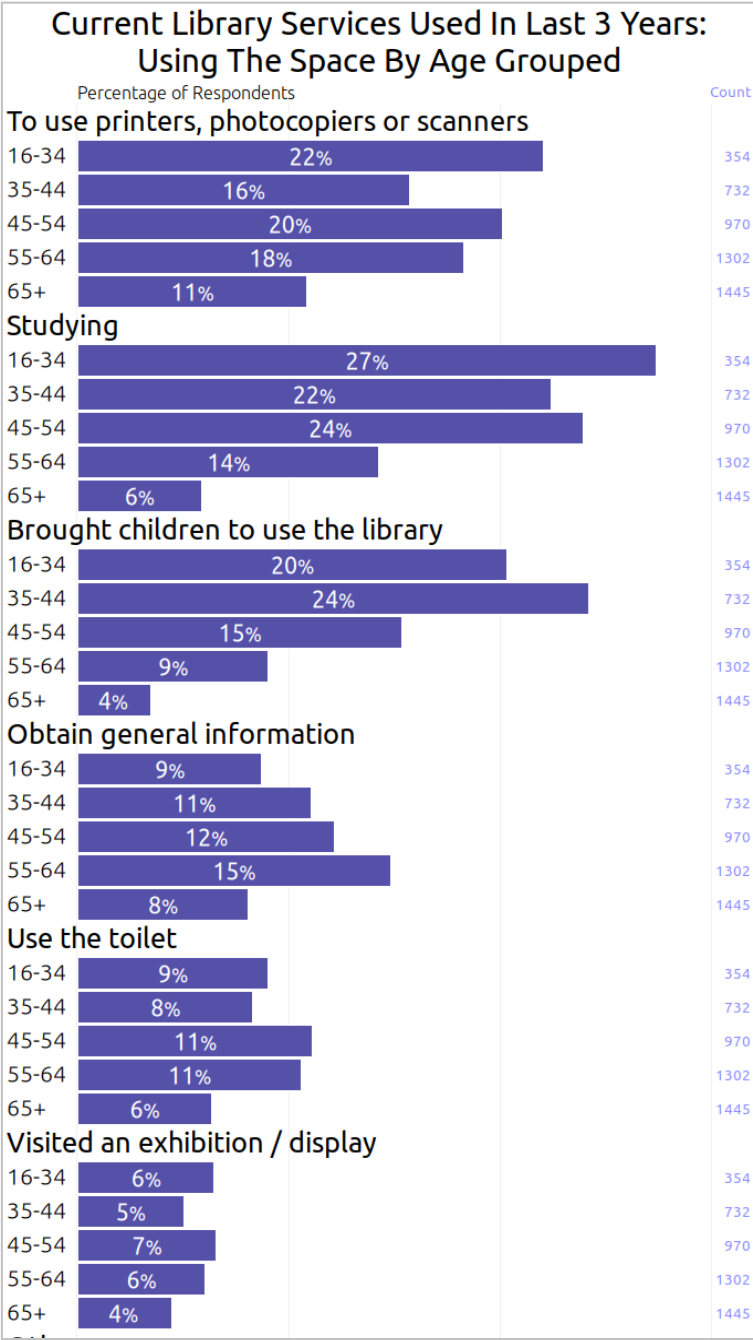
Current Library Services Used in the Last 3 Years: Using The Space By Council Tenants (Base: 5033)



The chart above shows the responses to “current library services used in the last 3 years: using the space” by Council tenants.

The highest percentage of Council tenants had used the space in libraries “to use printers, photocopiers or scanners” and for “studying” (both 16%).

Cross-analysis - “Current Library Services Used in the Last 3 Years: Using The Space By Council Tenants” vs Age Group

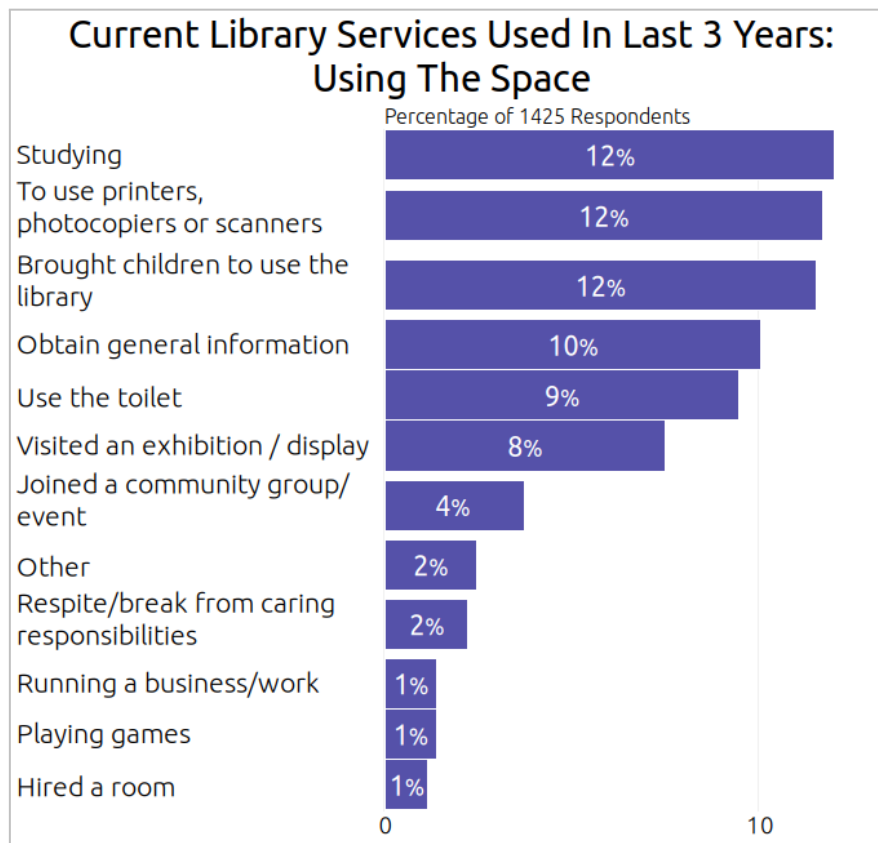


The chart above shows the top 5 responses to “Current Library Services Used in the Last 3 Years: Using The Space By Council Tenants” by Age Group.

The highest percentage of tenants aged “16-34” (27%), “35-44” (22%) and “45-54” (24%) used the library space for studying.

The highest percentage of tenants aged “55-64” (18%) and “65+” (11%) used library space “to use printers, photocopiers or scanners.”

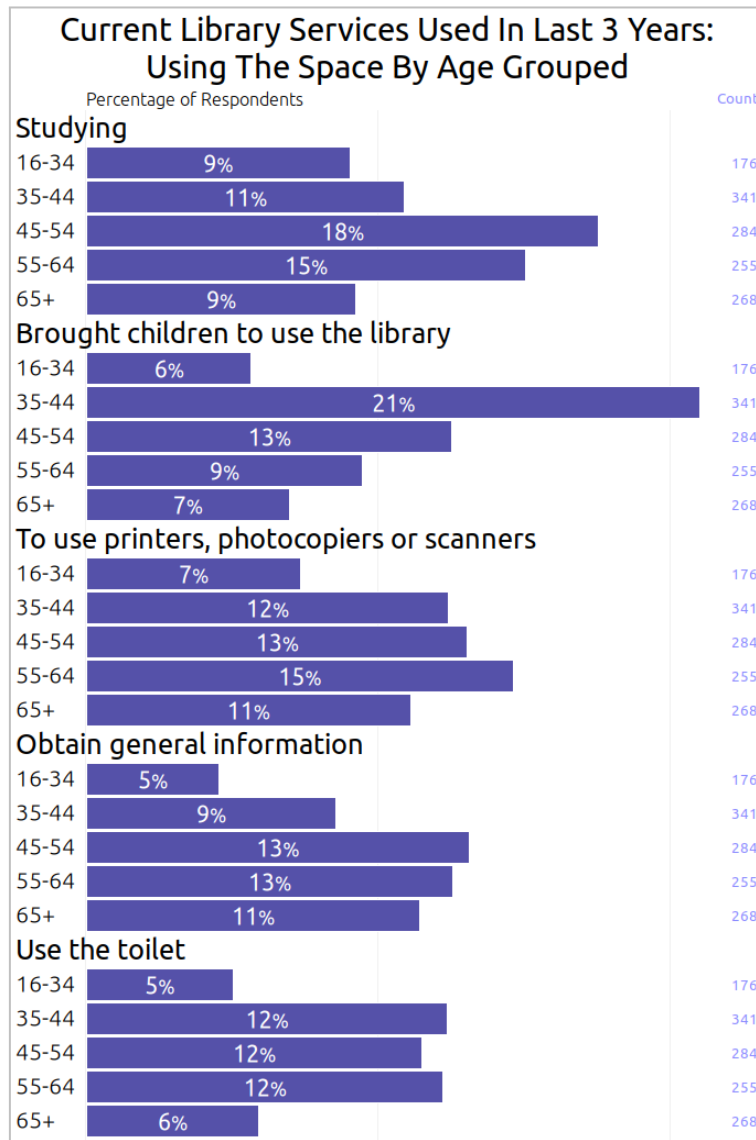
Current Library Services Used in the Last 3 Years: Using The Space By Council Leaseholders (Base: 1425)



The chart above shows the responses to “current library services used in the last 3 years: using the space” by Council leaseholders.

The highest percentage of Council leaseholders had used the space in libraries for “studying,” “to use printers, photocopiers or scanners” and had “brought children to use the library” (12%).

Cross-analysis - “Current Library Services Used in the Last 3 Years: Using The Space By Council Leaseholders” vs Age Group



The chart above shows the top 5 responses to “Current Library Services Used in the Last 3 Years: Using The Space By Council Leaseholders” by Age Group.

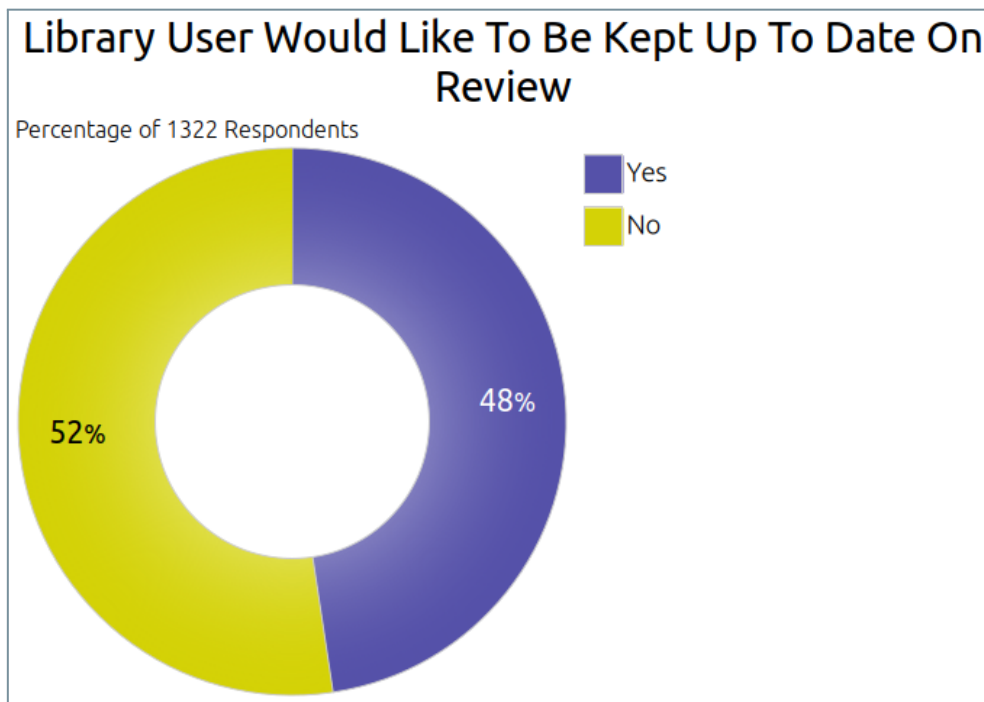
The highest percentage of leaseholders aged “16-34” (9%) and “45-54” (18%) used the library for studying.

The highest percentage of leaseholders aged “35-44” “brought children to use the library” (21%).

The highest percentage of leaseholders aged “55-64” used the library for “studying” and “to use printers, photocopiers or scanners” (9%).

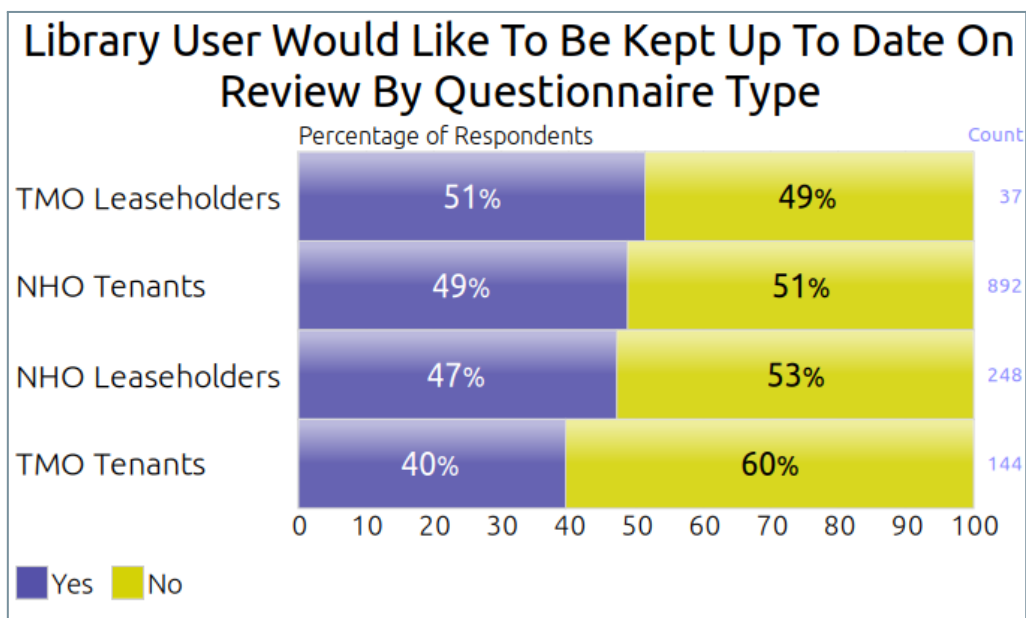
The highest percentage of leaseholders aged “65+” visited the library “to use printers, photocopiers or scanners” (11%).

Library User Would Like To Be Kept Up to Date on Review



Responses were almost evenly split between “yes” and “no.” Just over half of respondents (52%) answered “no,” they did not want to be kept up to date on the review.

Library User Would Like To Be Kept Up to Date on Review By Questionnaire Type



Responses followed a similar split by questionnaire type. The only category where more respondents wanted to be kept up to date were TMO Leaseholders (51%). The highest percentage of respondents who did not want to be kept up to date were TMO Tenants (60%).

Focus Groups & Interviews

Focus groups and interviews were conducted with residents, community and special interest groups in Hackney.

Seven focus groups were held between September and December 2021 with a total of 31 participants.

A focus group script was developed and applied to all sessions. Where needed, the questions were amended to suit the needs of the group. Questions included:

- Do you read in your spare time, search for information or use the internet?
- When have you used a library and what did you use it for?
- What do you feel about Libraries?
- What services do you or those you know want to see in your/their local library?
- Did you know that in the library you can use the following?
- Now that we've shared information about what libraries currently offer, what services do you or those you know want to see in your local library?

The following themes were identified in all focus groups.

Key themes	Meaning
Events & Groups	Comments relating to events, clubs, groups and meetings at Hackney libraries.
Community Hub	Discussion of libraries as community spaces and the potential creation of community hubs.
Information & Resources	Comments relating to available information about library services and the resources available to libraries and communities in Hackney. Comments relating to opening hours.
IT & Digital Access	IT, computer and wifi availability in libraries and digital access to library resources.
Accessibility	Accessibility of library spaces for disabled people.
Other	Additional comments made by participants.

Ageing Well

Overview

Two Ageing Well focus groups were developed in partnership with the Ageing Well Reference Group. The first session took place on 7th September 2021. Two participants attended on the day. The second session took place on 3rd November 2021 and was attended by seven participants.

Ageing Well Focus Group 1 - 7th September 2021

Libraries visited

The participants had attended two libraries in Hackney: Stoke Newington and Dalston CLR James.

One participant stated that he had also used the inter-library loan service: *"I joined a local reading group at my local library in Stoke Newington. I use CLR James too. Stoke Newington is smaller so it's easier to get books. I also use the inter-libraries loan but that can be very slow."*

Events & Groups

The participants discussed a wide range of events and groups that they had attended at Hackney libraries and offered suggestions for future events.

One participant had attended a reading group at Stoke Newington Library. The participants discussed reading groups, study groups, knitting groups, and mothers of young children's groups. They also offered many suggestions for events, groups and clubs that could attract more residents to use library services, such as current affairs groups.

The participants thought it was important to expand the reach of events, groups and clubs to children and young people and suggested science fiction clubs for boys and art exhibitions for children. One participant explained: *"It's important to hold on to groups that pass through the library."*

Community Hub

When asked about user groups in the community, one participant suggested creating a committee of local residents to encourage a greater sense of shared ownership of libraries among residents: *"You need older and younger groups represented. And ethnic and faith groups. Those kinds of areas that exist in the community and bring them together to form a joint group. It should not be a huge committee, maybe 15 or 20 people maximum or less. You can trial it out and see how it works."*

The participants discussed the use of libraries as flexible spaces that could offer a wider range of resources, particularly for older people, young people, and people who are isolated. They commented that there are few affordable community meeting spaces in Hackney. One

resident compared libraries to parks to argue that libraries should be available to and used by everyone within the community.

However, one participant emphasised that the primary function and service of libraries should be education and books: *"I think it's really important for libraries not to lose their main function which is education and books."*

Information

The participants commented that more information needs to be shared about libraries and the resources libraries offer.

Ageing Well Focus Group 2 - 3rd November 2021

The participants had attended three libraries in Hackney: Dalston CLR James, Stamford Hill and Hackney Central.

Events & groups

The participants stated that library spaces are difficult for community organisations to book: *"It's really not easy to contact the library to try and get exhibitions or use the library space when you're a charity or community project."*

When asked if they would be interested in lifelong learning opportunities, IT training, or activity classes, the participants expressed interest in arts and creative activities: *"I think creative workshops and groups would be great and fits into what a library is."* The participants also wanted connected events featuring exhibitions, talks, books, and art workshops.

Community hub

Participants talked about the potential of libraries to offer a greater number of services to residents: *"A core potential opportunity is using libraries as a way to help people to allow them to access and communicate with the council and other services."* However, the participants did not offer further ideas on the types of services they would like to see offered

Information & resources

Participants stated that information about libraries, events, and wider council services was hard to access across the borough. One participant connected lack of information to events and community involvement in libraries: *"I think there is a real absence of information and knowledge linking with activities happening in the local community. If there was a board in the library with information about what is happening nearby, it would in itself be a huge support."*

Participants also suggested using community noticeboards and an information stall at Hackney Market to inform library non-users about events and sessions at libraries. However, one participant countered that the public could easily be overloaded with too much information.

IT and digital access

One participant explained that they primarily use the library to access computers and the internet.

Participants discussed the impact of digital exclusion. One participant stated that libraries should do more to address digital exclusion in Hackney by offering support, especially because many Council and NHS services are accessed online: *“I think libraries could take on the responsibility to help people who aren’t digitally literate and don’t have close family or community networks to help them. Especially when the government and Hackney Council are pushing everyone to use online services...even prescriptions are now expected to do online.”*

When asked if they would be interested in IT training sessions, participants thought these sessions would be popular. One participant suggested greater guidance or support from library staff as an alternative, especially for older people.

Other

Participants discussed space and noise levels in libraries. One participant wanted more quiet spaces and complained that at Hackney Central children are often loud and distracting. Participants wanted dedicated quiet and social spaces.

Participants were asked if they would be interested in volunteering at the library. Six participants said that they would be interested in volunteering at their local library. One participant commented that it would need to be well-organised.

Afrikan Heritage Writers Group

The session took place on 28th September 2021.

Seven participants attended the focus group, all of whom were members of the Afrikan Heritage Writers Group. The group uses meeting spaces at Dalston CLR James library.

Events & groups

Participants commented on the impact of Covid-19 on their ability to meet as a group.

Participants had used libraries as venues for performances and gigs and had positive experiences: *“I remember that that was one of my favourite places for us to gig and we performed in libraries with African heritage writers as well.”*

The group also discussed working with schools and young people through the library. One participant had worked with primary schools, the Learning Trust and Hackney Museum and called for more involvement between libraries and schools: *“...organising visits, getting children excited, excited about books, getting children to meet writers and to meet authors. And to actually bring the literature alive.”* Participants discussed the energy children bring to storytelling and the value of helping children and young people to tell their own stories.

Community hub

One participant suggested that the libraries in Brent and Swiss Cottage be used as community hub models for Hackney. The participant described the effectiveness of the cafe, space for people to read and the nursery area at Brent.

Respondents thought that community hubs had a lot of value for children and young people especially. One participant considered the idea of community libraries as “key” and called for more services and resources to draw in and retain young people: *“But I think more live events, more workshops, more interactive things needed, not just coming to look at the books. So that the library becomes something more than about books. I think that’s really the future, as you were saying there to make it long term. You need to draw people in, draw the teenagers in and offer some kind of live event that they can get involved in. Make it a place to go that’s not uncool.”*

Another participant emphasised the importance of library services going out into the community and collaborating with local organisations: *“For me the library is a community hub that also goes out into the community to arrange projects in the community in collaboration with other people, not limited to thinking about just books but about all the arts. The arts are a doorway to young people to come in, such as music for example.”* Respondents discussed the value of libraries as exhibition spaces.

Other participants described libraries as safe spaces open to the whole community and suggested that libraries could do more to celebrate diversity such as religious festivals and celebrating the many nationalities in Hackney.

Information & resources

Participants asked for better use of notice boards in libraries.

IT and digital access

Participants were hesitant about the idea of more online services and did not want to lose in-person services. The group also addressed the issue of digital exclusion and wondered whether groups like theirs could be used to provide digital support to residents: *“The work of the Afrikan Heritage Writers Group is an asset for Hackney and library services. Could the AHW Group be used to encourage silver surfers; as there are still many in the community who do not use computers or smartphones.”*

Connect Hackney

The session took place on 5th October, 2021.

The focus groups were developed in partnership with the Connect Hackney user group for older people. Two participants attended the focus group on the day.

The participants had attended two libraries in Hackney: Stamford Hill and Hackney Central. Neither participant was a current library user, however both had used Hackney libraries in the past. One participant used to use library computers but stopped attending the library

because he got his own device. The other participant used to borrow books, but started to buy their own books online.

Events & groups

The participants suggested skills development classes such as language classes. However, they stated that these classes would need to be affordable. One participant expressed a preference for signing up to a class at a library: *“I would trust this service through the library because it would be professional and not profit conscious.”*

The participants also suggested interest-based clubs such as reading groups and cooking classes.

Community hub

The participants discussed the idea of the library as a space for like-minded people and commented that libraries need to have multiple functions: *“Libraries have a number of functions; they are a space for serious academic inquiry, a meeting point, affordable space, and easy to use. The place of libraries cannot be overemphasised.”*

The participants also talked about how libraries can help to combat loneliness and promote inclusion. One participant stated that the library is especially important for the health and wellbeing of older people.

Information & resources

When asked about opening times, the participants stated a preference for visiting the library in the morning and mid-week. One participant commented that libraries need to be available on the weekends.

IT and digital access

One participant used to use library computers but now uses his own at home. Both participants had used printing facilities at libraries in the past. Both agreed it would be helpful to have more support staff at computers.

Focus group with disabled residents

The session took place on 4th October, 2021.

The focus group was developed in partnership with the Policy and Strategic Delivery service, which included SEND parent networks and disability organisations. Five participants attended the focus group on the day.

Events & groups

The participants discussed accessibility issues when they attended library events. Participants shared their experiences of accessibility issues at libraries, including issues with access to lifts. It was noted that Stamford Hill Library does not have a lift. The library is used

by a lot of people in the Charedi Orthodox Jewish community who are keen to keep libraries alive as a key part of the community.

Community hub

One participant referenced a dementia friendly library in Wakefield as a potential model for Hackney.

Information & resources

Participants called for more investment in libraries by the Council.

One participant commented on issues with having to book visiting slots during the pandemic and explained how this was challenging for her son who has a learning disability. Participants also commented that libraries were busy during exam times and it was difficult to find a quiet library space.

It was suggested that libraries should connect with schools and children's centres as they have a wide reach for children and young people.

IT and digital access

Participants explained that Zoom and video conferencing improves accessibility for disabled people, especially for deaf people. But participants also warned of the exclusionary aspects of new technologies and the need to consult disabled people when technologies are being introduced.

Participants asked for more computer training, specifically training provided by disabled trainers, for example training provided by You Can Do, aimed at people with intellectual impairments, reminders for online events, and commented on the digital divide for older and younger disabled people.

Accessibility

Accessibility was the primary theme of discussion during the session.

Participants asked for staff to receive Disability Equality training specifically covering the social model of disability.

Participants raised issues with ableist language on library notices and the use of calligraphy on notices and posters. Participants asked for staff to be made aware of and follow the [Hackney Language Guide](#) to ensure that ableist language is not used in the future.

Participants suggested the Council appoint a Disability Officer to oversee work across services.

Participants raised facilities related issues, including the need for chairs with arm rests and good lumbar support, lighting that does not put neurodiverse people at risk, fire risk facilities that accommodate more than one wheelchair user, a PA/Loop system, parking, and lifts and for collections to be stored at a height that people can reach.

One participant commented that self-service machines can be problematic for people with disabilities.

Participants discussed barriers to library use such as disabled people being unable to reach higher shelves.

Our Libraries

The session took place on 12th October, 2021.

The Our Libraries focus group included library users and non-users. Participants were recruited via Hackney Matters and the Commonplace library surveys. Survey participants who stated that they would like to be kept informed of the review were invited to participate.

Eight participants attended the focus group. A combination of library users and non-users were invited, however during the focus group session 7 participants identified themselves as library users and one participant identified as a library non-user.

Library users stated that they visited Hackney libraries with children to read, borrow books, study and attend meetings and groups.

Of the participants who used libraries, participants had visited the following six libraries: Shoreditch, Stoke Newington, Woodberry Down, Dalston, Hackney Central, Homerton.

Events & Groups

Participants stated that they had attended a range of events at the library. However, multiple participants raised issues with organising and attending meetings and events.

Due to the pandemic, in-person meetings in the library were halted. Participants expressed a desire to be able to attend these events again, including retired and pensioners groups at Dalston CLR James.

Participants also commented on the charges and use of library meeting rooms. One stated that it was regrettable that community groups are charged for library meeting rooms and was concerned about the profit being prioritised over public services. Other participants commented that library meeting rooms often go unused.

Community Hub

When asked for their views on community hubs, participants debated whether Council services should be integrated in libraries. Some thought this was a good idea, however others were concerned that it would not be effective and that the focus would be taken away from culture.

Information & Resources

One participant commented that children's books should be stocked in more languages, such as Turkish.

Participants also asked for more training for staff so that they can better assist library users.

IT & Digital Access

Participants commented on the importance of a good internet to help people to access online Council services at libraries.

One participant used to use libraries but was put off by the introduction of Google Drive.

Another was dissatisfied with the ebook platform, Libby, because it was not as user friendly as the previous platform.

Accessibility

Participants stated that libraries need to be more accessible, for instance by removing revolving doors.

Council Tenants

The session took place on 7th December, 2021.

Four participants took part and were recruited via Hackney Matters. The participants were all tenants of Council managed properties. Three were regular library users and visited Hackney libraries to study, borrow children's books, access printing facilities, and used the community library service. The other participant did not use the library because they buy ebooks online.

Events & Groups

Participants wanted more book clubs and suggested a roaming book club as part of the mobile library. Other suggestions included computer classes for older people and hobby based courses such as adult craft activities. Participants wanted more free courses, such as the ones offered at colleges.

The participants were interested in the idea of coffee shops in libraries and thought coffee shops could make libraries more social spaces.

Participants wanted more clubs for older children and teenagers and believed that events could encourage children to continue visiting the library into adulthood.

One participant primarily visited the library with her children who had attended many events such as the craft activities and film clubs during the summer holidays.

The participants discussed online versus in-person events. Some participants wanted a mixture of online and in-person whereas other participants preferred in-person events, especially for children.

Community Hub

One participant described the library as a community hub. Another participant explained that libraries are not just for books and suggested that volunteers and librarians could pass on skills to residents.

Information & Resources

The participants all stated that more can be done to advertise library services such as the home delivery service and library events and clubs. The participants found flyers, leaflets and mailing lists to be especially helpful but found local newspapers to be unreliable sources of information due to delivery issues.

Two participants asked for more flyers and printed materials. Participants wanted information boards to be updated regularly and for marketing materials to be posted to residents.

Another participant argued that leaflets in libraries would not encourage non-users to visit the library. This participant suggested rotating billboards outside libraries and billboards near libraries to encourage more visitors.

In addition to traditional advertising, the participants also suggested more social media advertising. One participant suggested a wide range of platforms should also be used to advertise the activities available in libraries.

One participant also suggested a What's On page for the library website to advertise upcoming events.

IT & Digital Access

The participants used computers, printing, scanning and photocopying facilities and explained that they preferred to access these at libraries because it is cheaper and less busy than internet cafes. One respondent explained that printing services were harder to access following the cyber attack. The participants stated that these are very important services for many residents, especially because many services are only accessible online today, such as booking appointments.

Accessibility

One participant stated that it is difficult for many residents to get to the library and suggested a transportation service for residents with mobility difficulties.

Another participant suggested that a mobile library service that visited different areas of the borough would help residents to access library services.

Hackney Young People Interview

Interview with six young people between the ages of 14-24 about their experiences and opinions on libraries in Hackney. These discussions were conducted at The Edge youth hub on 27th October 2021.

The following themes came up in the six interviews:

- Young people felt unwelcome at libraries
- Desire for spaces to spend time with friends
- Perception that libraries are only quiet spaces.
- Career and academic advice
- Young people who were not interested in books did not think the library was a space for them.
- Potential for libraries to become more music-focused.
- Desire for meeting and work spaces for young people with businesses.
- Events related to poetry, music, fashion.
- Space to listen to audiobooks in libraries

Young Person 1 (age 15 years):

The participant said that she didn't feel welcomed at libraries. She wanted a space where she can study with her friends, but stated that libraries tell everyone to be quiet and that people don't like teenagers there. The participant uses the internet at her home and if she really needs to use the library she uses the one at her school. She said if there was a welcoming space for group studying where people her age weren't judged, she would consider going to a library.

When asked what she feels is lacking at libraries when it comes to supporting young people, the participant explained that she felt there was not any genuinely useful career advice and little guidance on how to go down specific (academic) career paths. She said it would be helpful if there were talks by people in those career fields explaining how they got into the field, what their work is like on a day to day basis and what helpful tips would they recommend for young people aspiring to follow their footsteps.

When asked where these events should take place, she said that school assemblies are the one place you can guarantee every young person will hear about it.

Young Person 2 (age 17):

The participant had no interest in libraries. She explained that there would be nothing a library can provide that her laptop at home cannot. She described herself as not much of a reader.

When asked if she thinks libraries can utilise their space to deliver events and workshops related to her hobbies, such as music and fashion, the participant thought the noise would be an issue at libraries. However, if there were workshops and events like that she would go to them.

Young Person 3 (age 14):

The participant had no interest in books and therefore no interest in libraries. When asked what his dream library would look like, the participant said a library with a PS5 and games. He went on to explain that he enjoys his youth club on weekdays but it's closed on weekends and there isn't anywhere for him and his friends to go on weekends.

Young Person 4 (age 24):

The participant does not read books but has a passion for music production, which he currently works in and hopes to continue developing in. He does not go to libraries. In response to asking what could libraries do to be more accessible to young people who have an interest in music, he said it would be good if libraries could have a space where there was a digital library of music where you can put on your headphones and listen to music. Additionally, it would be good if libraries could promote local musicians and singers.

The participant also said that it can be difficult to find places to have meetings for work and expressed how helpful it would be if young people, especially those self-employed or freelance, were able to access meeting spaces.

Young Person 5 (age unknown):

The participant did not like libraries and did not read books. She is a poet and is passionate about writing and performing poetry. She felt that if libraries had poetry events in the evenings and poetry workshops that were aimed towards the younger generation, then she would be interested in attending them. Schools, youth clubs and posters on the streets would be good ways to make non-library users aware of such events.

Young Person 6 (age unknown):

The participant does not go to libraries, he finds reading very difficult and struggles to read on his own. He said if there was the ability to go into a library and listen to audiobooks then he would like that. He also mentioned that it would be helpful if there were staff in the libraries to help people with disabilities in using them (audiobooks access).

Interlink Telephone Interviews

The Charedi Community Focus Group had to be cancelled due to the reintroduction of Covid-19 guidelines in December 2021. Two representatives from Interlink, one female and one male community member, provided insight into library usage in Hackney by the community.

The library most visited by the Charedi community is Stamford Hill library. The interviews stated that the library is popular with families and is used by both parents and children. In particular, one interviewee said that Stamford Hill library's policy of no fines on children's books is "*very good as it is not easy to keep up with the returns in large families.*" The Torah collection at Stamford Hill library is also very popular.

The following themes were discussed in the interviews:

Books:

- The interviewees commented that books are central to Charedi children's lives as they do not watch television or consume other types of media. As such, there could be a wider range of books stocked for Charedi children.

- Emphasising the importance of books to families, one interviewee commented that there are 1,000 books in her family of 6 children. The average number of children per family is 6.3 children.

Orthodox Community libraries:

- Within the community, there are Charedi-run community libraries. However, these libraries are not open daily.
- There are also Jewish school libraries.

Community hub:

- The interviewees commented on the social importance of libraries. Stamford library was described as a *“nice and friendly library”* where the community feels welcome.
- One interview explained that the play area at Stamford Hill is very important to families, but when the weather is bad the library is packed and busy. The interviewee asked if there could be ways of allowing more space for play areas. They also suggested looking into the different times and ways the spaces in the library are used.
- One interviewee commented that Sunday afternoons were a good time to meet other Jewish mums at the library.
- Activities provided by the Libraries Service in partnership with Universal Board Games were well received by the community in addition to children’s activities such as colouring sheets and games.

Accessibility and support:

- One area that libraries could provide extra support in the community is for children with SEND needs. The interviewee recommended both spaces for assessment and therapeutic spaces.

Information:

- One interviewee commented that there could be better promotion of the library such as opening times with an outdoor display or adverts in Jewish newsletters.
- Similarly, the other interviewee commented that there are weekly Yiddish newspapers for children and young people.

LGBTQI+ Interview

The LGBTQI+ focus group was cancelled due to lack of interested participants. Over 40 emails were sent to individuals and organisations from the LGBTQI+ community and 93 people viewed the event brite page. An interview was conducted with a representative who ran the outreach for the LGBTQI+ focus group.

The interviewee has a strong connection to Hackney libraries having grown up in Hackney and working as a tutor at CLR James Library as a teenager. From this experience, the interviewee felt that libraries are exclusive of the LGBTQI+ community: *“As a lesbian woman, from a racially minoritized background I feel underrepresented to access libraries whilst feeling safe.”*

The interviewee offered suggestions for service improvement including visibility, such as displaying a rainbow flag to show allyship and ensuring there is content created for the LGBTQI+ community, creating a dedicated area for LGBTQI+ books and holding reading sessions facilitated by LGBTQI+ people, and working with schools to introduce LGBTQI+ reading sessions in libraries.

Cultural Sector Feedback

Two interviews were held with two visual arts organisations, PEER Gallery and Autograph Gallery, who have delivered recent creative programmes in partnership with the Libraries service. Feedback was gathered to understand the relationship between the arts and libraries and to gather views and suggestions on how the cultural sector could work with the Libraries service in the future.

PEER Gallery and Shoreditch library have been working collaboratively on a recent project named 'Swirl of words, Swirl of worlds'. The project included an exhibition, a series of events both in person as well as online and the production of a poetry book, of which 3000 copies have been made available free for the public.

Autograph ABP and Dalston CLR James Library have been working on a community archive project with schools and residents of all ages to educate and celebrate the cultural heritage of the borough through photography. This work was delivered in partnership with the Council's Culture team, Create and the Real Selfie Project.

Below are summary points of the feedback that was provided by arts organisations and valuable suggestions were made on how the cultural sector could support our libraries in the future:

- Strengthening collaborative working processes, communications and co-production to support creative partnerships in libraries
- Cultural sector work aligns well with Hackney's priorities
- Using libraries meeting space has enhanced the arts organisations ability to reach out to more local residents and they see a lot of potential in the ways that they can continue working with the library on future projects
- It's recognised that there is an importance and a need to bring culture and creativity into libraries, it is also a key priority by 'Libraries Connected'
- A potential solution to support the collaboration between the cultural arts and libraries within Hackney could be for Hackney libraries to apply for the National Portfolio Organisation - Arts Council.
- The Cultural sector has strong links with learning and education - their schools strategies might address literacy challenges as well as the absence of key resources which reflect diverse experiences and histories and can be used to deliver different facets of the curriculum.
- Other engagement approaches discussed are taking a needs-based approach and applying co-development/co-creation methods to any project.

- Cultural projects can stimulate demand for more creative opportunities for residents, build awareness of the wider cultural offer from local organisations and how cultural organisations can assist in the development of the cultural community hub model
- Currently there is not a stakeholder engagement group between Hackney Council's Libraries service and charities/groups/organisations that have a focus on culture and arts within the borough.
- There would be many benefits from having a culture and arts forum including:
 - a) To get a broader understanding of the creative work taking place within the borough.
 - b) Learn how arts and culture can continue to support Hackney Council's priorities.
 - c) Thinking about the potential for Hackney libraries to apply for NPO funding.
 - d) How libraries can become a remit of culture and how creativity can integrate within the library strategy.

Appendix

Consultation Questions

Library User Survey

1. Are you a:

- A Hackney resident
- A Hackney Business
- A Hackney Freelancer/Self-employed
- A visitor to Hackney
- A community group
- Other, please specify below:

2. Housing tenure: Which of the following best describes your home occupancy?

- Rented (from a private landlord)
- Rented (from a Housing Association/ Trust)
- Rented (from the Council)
- Shared ownership (part rent/part buy)
- Being bought on a mortgage
- Owned outright
- Don't know

3. If any, which libraries in Hackney do you visit? (select all that apply)

- Homerton
- Hackney Central
- Stamford Hill
- Clapton
- Shoreditch
- Stoke Newington
- Dalston CLR James
- Woodberry Down
- Online library service only
- None of the above

4. Which library in Hackney do you visit most?

- Homerton
- Hackney Central
- Stamford Hill
- Clapton
- Shoreditch
- Stoke Newington
- Dalston CLR James

- Woodberry Down
- Online library service only
- None of the above

5. Thinking about the library you visit most, why do you visit this library?

6. Please tell us how you travel to the library?

- Motor Vehicle
- Bus
- Motorcycle
- Walk
- Cycle
- E-Scooter
- Other

Thinking of the library you visit the most:

7. How satisfied or dissatisfied are you with the availability and range of books, dvds, cds, audiobooks and ebooks?



8. How satisfied or dissatisfied are you with the ease of access into the building and within the building?



9. How satisfied or dissatisfied are you with the knowledge of staff?



10. How satisfied or dissatisfied are you with the friendliness and behaviour of staff?



11. How satisfied or dissatisfied are you with the opening times?



12. Thinking about your response to the previous question please use this space to expand on your answers.

13. Which of the following items have you borrowed from our libraries in the last three years?
How often have you borrowed the following from our libraries in the last three years?

- Books (paper)
- DVDs
- CDs
- Audio books
- Ebooks
- None of the above

- Every day
- A few times a week
- A few times a month
- Every few months
- Never

14. Do you access computers, printers, scanners or tablets in your local library?

- Yes
- No
- I would like to but i need training

15. If yes, how often do you access computers, printers, scanners or tablets in your local library?

- Daily
- Once a week
- Once a month
- Every few months
- Never

16. If any, which of the following activities do you do in our libraries using the internet?
(select all that apply)

- Shopping online - e.g. clothes, food, etc.
- Applying/managing universal credit
- Booking appointments e.g. Medical
- Paying bills
- Careers - e.g. applying/searching for jobs, creating a CV
- General browsing for information
- Connecting with family and friends online

- Casual use - e.g. listening to music, watching videos, Accessing other Council Services
- Other (please specify other activities/use)

17. Is the purpose of your visit to the library to access free wifi ?

- Yes
- No

18. How often do you attend events at your local library? (e.g. Children events, author talks, reading groups etc.)

- A few times a week
- A few times a month
- Every few months
- Never

19. If you attend events at our library, what events do you attend?

- Children's and young people's events such as clubs and summer reading challenges
 - Adult events such as Author talks, reading groups
 - Educational events, training and classes.
 - Other
 - Volunteering events
- If other, please specify.

20. Other than to borrow an item or use the internet, do you use the library for any other reasons? (select all that apply)

- Accessing reference materials
- Tutoring, training or group study
- Reading books, newspapers and magazines
- Hired a room for meetings and events
- Studying and quiet space
- Running a business/work
- Visited an exhibition or archives
- Brought children to use the library
- To obtain general information e.g. GPs, directories,
- Researching local history
- Playing games e.g. board games, cards, etc.
- Respite/Break from caring responsibilities
- Volunteering at a local library
- None of the above
- Other, please specify below

21. Has the Covid pandemic changed the way you use or plan to use Hackney's Library Service in the future? If so, please explain:

Our Libraries in the future.

22. The questions in this section help us think about what our libraries need in the future.

What would encourage you to go to your library?

- A wider range of books (paper), newspaper, DVDs, CDs, audio books
- More learning and education activities in the library
- Support to apply for benefits and universal credit
- Availability of a printer, photocopier and scanner
- Provision of health and wellbeing activity or health information
- Careers advice e.g. applying/searching for jobs, creating a CV
- General browsing for information online - e.g. shopping, appointments
- Workspace and meetings for business use
- Attend Events such as Children, adults and community
- Coffee shop or bookshop on site
- More digital equipment available e.g. webcam, tablets laptops
- Opening hours that suit my lifestyle
- Better information on what libraries offer
- More arts exhibitions and creative activities for all ages
- Accessing other council services e.g. customer service, birth and death registrations
- Other (please specify below)

23. If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit? (Tick all that apply)

- Mornings, 6am - 9am
- Daytime, 9am -5pm
- Evenings, 5pm - 10pm
- Saturdays
- Sundays
- Other
- Don't know

24. Thinking about what you want in the future, how could we improve libraries by 2025?

Library Non-User Survey

1. Are you a:

Select one or more options

- A Hackney resident
- A Hackney Business
- A Hackney Freelancer/Self-employed
- A visitor to Hackney
- A community group

Other, please specify below:

2. Housing tenure: Which of the following best describes your home occupancy? Select one option

- Rented (from a private landlord)
- Rented (from a Housing Association/ Trust)
- Rented (from the Council)
- Shared ownership (part rent/part buy)
- Being bought on a mortgage
- Owned outright
- Don't know

3. Thinking about Hackney Libraries, which of the following services do you think they provide?: (select all that apply)

- Books, Audio, DVD, CD and Ebooks to borrow
- b. Access to computers, printers, scanners
- c. Access to newspapers and magazines
- d. Access to Free wifi
- e. Free membership for everyone
- f. Free events for children, young people and adults
- g. Access to reference materials
- h. Space for tutoring or group study
- i. Room hire for meetings and events
- j. Studying and quiet space
- k. Running a business and work
- l. To obtain general information
- m. Things to help with researching local history
- n. Space for Playing games - e.g. board games, cards, etc.
- o. Space for Respite/Break from caring responsibilities
- p. Opportunities to volunteer at my local library
- q. None of the above
- r. Other (Open space to comment)

4. Are you aware of libraries in the following places?

(Tick all that apply)

- Homerton
- Hackney Central
- Stamford Hill
- Clapton
- Shoreditch
- Stoke Newington
- Dalston
- Woodberry Down
- Mobile Community Library Service

5. If you have not accessed a Hackney library service in the last 3 years, please tell us why?
(Tick all that apply)

- The services in the library do not meet my needs
- I don't have time
- I pay for subscription services such as Netflix, Amazon, Virgin.
- The libraries do not stock items I am interested in
- The libraries don't have resources in my first language
- I read online or using an e-reader (e.g. Ipad, kindle)
- I have access to a computer, tablet or phone at home/work
- The libraries are not open at times which are convenient for me
- The library and/or facilities at the library are not accessible to me
- The library is difficult for me to get to
- I have not been happy with the service I have received in the past
- I tend to buy the books/ CDs/ DVDs that I am interested in
- I prefer to do other things with my leisure time
- The library space is too busy or noisy for me
- Other, please specify below

6. What would encourage you to go to your library?

- A wider range of books (paper), newspaper, DVDs, CDs, audio books
- More learning and education activities in the library
- Support to apply for benefits and universal credit
- Availability of a printer, photocopier and scanner
- Provision of health and wellbeing activities and information
- Careers advice e.g. applying/searching for jobs, creating a CV
- General browsing for information online e.g. shopping, appointments
- Attend events for children, adults and the community
- Accessing other Council Services e.g. customer service, birth and death registration
- Workspace and meeting rooms for business use
- Opening hours that suit my lifestyle
- Coffee shop or bookshop on site
- More digital equipment available e.g. webcam, tablets, laptops
- Better information on what libraries offer
- More arts exhibitions and creative activities for all ages
- Other (please specify below)

7. If you were thinking about visiting a Hackney library in the future, when would you be most likely to visit?

(Tick all that apply)

- Mornings, 6am - 9am
- Daytime, 9am -5pm
- Evenings, 5pm - 10pm
- Saturdays

- Sundays
- Don't know

8. Has the Covid pandemic changed the way you plan to use Hackney's Library Service in the future? If so, please explain:

9. Thinking about the needs of your community in the future and the library as a place for experiences, wellbeing, learning, and accessing support from front line staff, how could we improve the library's offer in preparation for users in 2025?

10. Would you like to be kept informed about the Libraries service review?

- Yes
- No

Partners Survey for Businesses, Community Groups & Institutions

1. Have you used Hackney's local libraries for work-related purposes in the last three years?
(*This could be for i.e. meeting space, reference material, study space, events hire, wifi access, community engagement etc*)

- Yes
- No

2. [If yes to question 1] which libraries in Hackney have you used or worked with?

- Homerton
- Hackney Central
- Stamford Hill
- Clapton
- Shoreditch
- Stoke Newington
- Dalston CLR James
- Woodberry Down
- Online library service only
- None of the above

3. [If yes to question 1] what activities have you worked with or used local libraries for?
(*For example photocopying, meeting room, events space, class visit, quiet space to work etc, used for business to use the internet or borrow a book.*)

4. [If no to question 1] is there a reason why you don't work with or use local libraries?
(*For example, not aware of what's on offer, not a library member, doesn't meet business or organisational needs, uses other premises*).

5. What do you value about our local libraries?

6. What would encourage you to work with or use local libraries more for your business needs?

7. Do you have any suggestions for improvements or things you'd like us to offer in our libraries to better support local businesses and organisations ?

8. Overall, would you describe your experience of working with or using local libraries as:

- Very good
- Fairly Good
- Neither good nor poor
- Fairly poor
- Very Poor
- Don't Know / not sure
- Haven't worked with Libraries services

9. What best describes your organisation or area of activity?

- Commercial business
- Registered charity
- Not for profit community group or similar (i.e. CIC)
- Council department or public body
- School, college or university
- Other

If Other, please specify:

Commercial business

10. Please state what type of business e.g estate agent, textile designer, florist etc:

11. Are you a freelancer or a self-employed person?

- Yes
- No

Registered Charity

12. Please state the focus of your charity e.g. young people, arts, disability support etc:

Not -for profit Community group or similar (ie CIC)

13. Please state the focus of your organisation or community group e.g workspace, young people, arts, disability support etc:

14. What are your current business or organisational premises

- Working from home
- Shared workspace or studio
- Own premises, office, shop or studio
- Market stall
- Community hall
- Other

15. What is the name of your business or organisation?

This question is optional if you would prefer to remain anonymous.

16. Which area of the borough is your business premises located?

- Brownswood
- Cazenove
- Clissold
- Dalston
- De Beauvoir
- Hackney Central
- Hackney Downs
- Hackney Wick
- Haggerston

- Homerton
- Hoxton East and Shoreditch
- Hoxton West
- King's Park
- Lea Bridge
- London Fields
- Shacklewell
- Springfield
- Stamford Hill West
- Stoke Newington
- Victoria
- Woodberry Down
- Other

If other, please expand:

17. What size is your organisation or business?

- Micro: 1 to 9 employees
- Small: 10 to 49 employees
- Medium: 50 to 249 employees
- Large: 250 employees or more

18. Would you be interested in working more closely with your local library in the future?

- Yes
- Maybe
- No

If yes, please provide your contact details:

19. What is your view on making financial contributions to hire space or co-locate services in libraries for your business/organisation to use?

Libraries need to think carefully about how the finances of co-location partnerships will work, so that the contribution that the Council's libraries make through the space they provide is properly accounted for and remunerated.

20. What are the things that you value most about our libraries?

Please select two options that you agree with most.

- The ethos of the service
- The skills of people staffing it
- The availability and low cost access to computer, printing and scanning services
- Its role as a non-judgemental community venue
- The types of people that use the service
- The design of the spaces within the library
- The wide-ranging offer in libraries

21. Which of these national outcomes for people using libraries are the most important to you?

Please select all that apply.

- Outcome 1: Cultural and creative enrichment.
- Outcome 2: Increased reading and literacy.
- Outcome 3: Increased digital access and literacy.
- Outcome 4: Helping everyone achieve their full potential.
- Outcome 5: Healthier and happier lives.
- Outcome 6: Greater prosperity.
- Outcome 7: Stronger more resilient communities

22. Would you pay a value for money fee for a library membership that enables you to use the library meeting rooms and spaces for free or at low cost, provides incentives like free coffee and access to the library after hours for your business/organisation ?

- Yes
- No

Comment:

23. If libraries offered in person business support and advice, would you be interested in visiting a library to access this?

- Yes
- No

24. If yes, would you be willing to pay a fee to access in person business support and advice in libraries?'

- Yes
- No

25. Do you have services that you could offer in libraries for residents?

- Yes
- No

If yes, please expand:

26. Has the Covid pandemic changed the way you use or plan to use Hackney's libraries in the future?

- Yes
- No

Yes, please explain:

Tenants & Leaseholder STAR Survey

1. How often do you or members of your household visit a library in Hackney?

- Daily
- Once a week
- Once a month
- Once every 6 months
- Once a year
- Less often
- Never
- Only use the Community Library Service
- Digital member only

2. Which libraries do you or your household visit?

Tick any that apply

- Hackney Central
- Dalston CLR James
- Shoreditch
- Homerton
- Stoke Newington
- Stamford Hill
- Clapton
- Woodberry Down

3. We will soon be launching a review of our library services but we need to know how you use our libraries before we start. In the last 3 years, which of the library's current services have you or others in your household used?

Tick any that apply

Borrowing items:

Tick any that apply

- Books
- DVDs
- CDs
- Audio books

4. Accessing the computers and using the internet for:

Tick any that apply

- General browsing for information
- Jobs or careers
- Paying bills
- Booking appointments
- Shopping online
- Connecting with friends and family online
- Accessing other Council services
- Connecting to library wifi
- Other
- Casual use

5. Using the space:

Tick any that apply

- To use printers, photocopiers or scanners
- Studying
- Brought children to use the library
- Obtain general information
- Use the toilet
- Visited an exhibition/display
- Other
- Joined a community group/event
- Playing games
- Respite/break from caring responsibilities
- Hired a room
- Running a business/work

Insight into library use by children and young people

Hackney Young Futures Commission

The following is an extract from a Hackney Young Futures Commission report summary and has been edited for clarity.

Methodology:

Insight into the use and value of libraries by young people in Hackney was gathered from the wider Hackney Young Futures Commission 2019 Consultation dataset and report.

Text query results in respect to libraries revealed 43 results. The following words were searched: *"opening hours, space, learning, reading, books, study, internet, homework, Wifi/internet, computers."* All search terms were used with synonyms and the results appear in order of where the quotes were sourced, for example the area or youth club that the quote came from.

Summary:

Young people mentioned the Libraries as their favourite places in Hackney alongside cinema, theatre and parks.

Qualitative comments in relation to libraries revealed young people considered libraries as having a warm atmosphere and young people go there for peace and quiet. Some young people love reading for pleasure (without being judged), follow their hobbies there and borrow books, manga and comics.

Comments revealed a need for study space and longer opening hours for homework, studying and meetings. Returning from school and college after 5pm, young people said that they need more space to revise.

Young people wanted more LGBT visibility in libraries and across their book stock and author events.

Young people that said they like the library because:

- *I go there for peace and quiet and to escape the drama at home*
- *Favourite place in Hackney is the library because of my hobbies.*
- *It also has a warm atmosphere, where everyone greets each other.*
- *Hackney Library is close and nice to go and read there*
- *I love books, reading, reading for pleasure without being judged*
- *Stamford Hill Library is so good and lots of books*
- *Go to the library in Dalston to work or borrow books or comics. Like that it's close to where I live.*
- *Like Dalston because of kids zone*

- *Yps like Dalsaton as an area because of the offer of different activities and the library (x 2)*
- *Quiet space in the library*
- *Library (parks, clubs, funfair) are the most fun in Hackney and are free*
- *Like library because of interesting manga and chapter books.*
- *Could we have an LGBT library or LGBT book clubs for young people?*
- *Hackney central is a great area because of the library (shops and it's busy)*
- *Like libraries because they have new books*
- *Libraries were mentioned as favourite places to go to, amongst theatre, parks and cinemas*
- *Hackney has nice libraries, and diverse communities*
- *We need more LGBT visibility in libraries, more LGBT authors and stories*
- *Need more venues to open late (not just for alcohol), like libraries*
- *Libraries were mentioned as comfortable and welcoming spaces like cafes*
- *Bookshops such as Broadway Market and Pages of Hackney were mentioned as good places to got to.*
- *There is less space in libraries to revise*
- *Need more spaces for studying; more facilities for people to study*
- *Provide more study books for children so they can learn more*
- *Homework after 5pm hard at home, need to go to the library*
- *More spaces and longer opening hours to do homework and have meetings*

Comments from an interview with residents on Pembury Estate:

There was a perception that the libraries could perhaps be more appealing/welcoming for young adults."

Data from the National CIPFA Young People's Survey (2018)

The national CIPFA survey illustrates the positive impacts libraries have on children and young people. The report draws on evidence from 36,615 children and young people and 315 libraries over 3 years across England and Wales. Feedback from children and young people suggests that libraries are about education, entertainment, information and being a safe place and the act of reading for pleasure is one of the most important things. Headlines from the report are:

- The most popular activity among children in pre-school to Key Stage 1 is choosing books (84%). 8 in 10 children in Key Stage 2 and 2/3rds in Key Stage 3 and 4 have, in the most recent school term, borrowed a book to read for pleasure.
- From an impact perspective the library is most likely to help children in pre-school to Key Stage 1 to enjoy a wide choice of books and learn to read. Those in Key Stage 2, meanwhile, would say that the library helps with enjoying reading and getting better at reading.
- When asked what activities they would like to do in the future, close to two thirds of young people in Key Stages 3 to 4 said they would like to go to book events/author visits.
- Most children or young people that use the library are more inclined to reside in areas of low deprivation and among those some 40% are classified ethnically as other than white.
- Among young people in Key Stages 3 to 4 we find that close to 4 in 10 are using

library books or computers for help with homework.

Visits and Library Use data from Hackney User report prepared by Shared Intelligence

- Nationally the age-group most likely to say they use libraries are 16–24-year-olds (42%), followed by 35–44-year-olds (40%), followed by 65–74-year-olds (38%). Children and young people, including parents with young children especially pre-school age children engage well with libraries on a national level.
- Junior vs Adult lending: In Hackney, although many older adults also use libraries, service reach among children and young people is disproportionately high compared to their share of the overall population. Under 18s in Hackney account for less than a quarter of the total population (23%) but total library issues of junior items account for 52 per cent of all loans within the borough. Library loans of junior stock (i.e. books kept in the junior sections, and which are predominantly borrowed for use by children) account for 39 per cent of all lending stock, which is 16 per cent higher than the population make-up for the demographic.
- Hackney Central had the highest number of completions of The Summer Reading Challenge (SRC) in 2019 with 124 completions.

Clapton Girls Academy Feedback

As part of the Our Libraries schools campaign and competition, students at Clapton Girls Academy took part in a focus group session led by the School Librarian and were asked to provide feedback on the libraries' review key questions.

How do you use libraries currently?

Students stated that they like to visit the library after school to do homework, draw and take out books.

- *I go to the libraries to finish my homework, draw and read books*
- *I used to go to Homerton every day after school & get books out*
- *I used to go to the library for tutoring*
- *I used to go to Stamford Hill Library but it was a bit far for me when I moved so I stopped going there. When I go to the library I like to finish my homework because it makes me feel very productive. I like Clapton Girls Library because it is very welcoming.*
- *I used to go to the library some days after school to get books*

How can we make our libraries better for current users and more inviting for non-users?

The students suggested more comfortable spaces, competitions, more books and ebooks, and exhibitions.

- *It can look more presentable and have a wider range of books.*
- *E-books*
- *Comfy sofas to read on*
- *More competitions*
- *Colouring competitions*
- *E-books*
- *Competitions*
- *Artwork and exhibitions*
- *Comfortable, cosy seating*
- *E-books*
- *Gaming books*
- *Colouring books*

How can libraries have more impact (on the wider scale) in the future?

The students had similar responses to the previous question, suggesting competitions, cosy seating, more books, ebooks and events.

- *Get more people's opinions so then there could be more varied opinions of what kind of genres there could be*
- *Competitions*
- *More activities and events to get involved in*
- *E-books and audio books so more people want to read books*
- *More competitions*
- *More comfy, cosy seating so it is cosy and welcoming*

'Our Libraries' Schools Campaign

Introduction

The brief for the schools campaign was to engage with all primary schools to gather feedback, viewpoints and ideas from pupils and teachers on how they would like to use Hackney's library service in the future. In collaboration with Hackney Education, we reached out to every state primary school in Hackney with a workshop and competition offer for the Our Libraries engagement campaign.

The campaign involved:

Delivery of creative schools workshops in primary schools led by Immediate Theatre

Running a schools competition with prizes led by the Libraries Review Team

Handing out certificates for children taking part in the competition and handing out the gift of a bookmark to participants in the workshops.

A short survey for teachers and evaluation report from Immediate Theatre

Schools Workshops

The Review Team worked with arts organisation Immediate Theatre to deliver a series of workshops in schools that would help children in primary schools to engage creatively with the research exercise for the Libraries review.

Compelling costumes and characters were created based on the following script: Dedicated librarian Sammy Shelvit is bringing the renowned Library design consultant Professor Bookblast to meet the young people of Hackney. They are looking for ideas to create a fantastic library for the future.

The Immediate Theatre duo delivered 17 workshops across 7 schools to interact with primary school pupils at key stage assemblies or alternatively visited individual classrooms to help the children and young people share what they know about their local library and help us come up with some good ideas for the future. The schools they delivered workshops in are situated in different areas across Hackney. This meant that Immediate Theatre was able to engage children from various parts of the borough, reaching approximately 1,018 children.

A detailed evaluation report produced by Immediate Theatre is available [here](#). The participating schools are: De Beauvoir, Our Lady and St Joseph, Randal Cremer, Sir Thomas Abney, Holmleigh, Baden Powell and Rushmore.

The workshops were a successful way of engaging school staff and children with the 'Our Libraries' competition and libraries in general. The characters of Professor Bookblast and Sammy Shelvit generated excitement about the competition and activities, which allowed us to gain an insight into what the children enjoyed about and would like to do in libraries.

Overall, the children and school staff were overwhelmingly positive about the workshops, with teachers commenting that they had helped the children to not only engage with libraries, but also reading in general. We asked for a show of hands after each workshop to gauge whether children thought they were more likely to visit the library; in every school at least around 15 students raised their hand. Every school was given Hackney Libraries bookmarks and pens/pencils to encourage them to engage with the libraries after the project.

The workshops helped to change the perceptions of libraries for many of the children, who thought at the start that they were just quiet places for reading, but later talked about the multitude of ways people can use libraries. In each school, many children wanted to share their work with the whole group, and a couple of children from each activity were chosen by facilitators and teachers to share their ideas/poetry with their peers.

Schools competition

Alongside this schools campaign, the Council launched a competition for pupils to send in their work in the form of a drawing, creative writing piece, or poster to answer the question:

If you could build your dream library, what would it be like?

1. Write a description, short story or poem about your dream library
2. Design a drawing of your dream library
3. Create a poster to encourage people to visit your dream library

The school with the highest percentage of entries and engagement will win a prize voucher for £150 to buy books and resources for their school. There will also be three individual prizes of £15.00 book tokens for the best work in each category.

In total 283 entries from 8 primary schools were received and these included new schools from different areas that had not necessarily taken part in the Immediate Theatre workshops.

Participating schools that entered were:

- Betty Layward (8 entries)
- Randal Cremer (3 entries)
- St Matthias (17 entries)
- Rushmore (109 loose entries)
- Rowan (41 year 3 and 24 Year 6 entries)
- Seabright (6 entries)
- Homeleigh (48 entries)
- Baden Powell (29 entries)

Rushmore Primary School submitted the most entries (109) for the schools competition, making the school the winner of the schools prize for £150 to buy books and resources.

Clapton Girls Academy touched base with the Council's review team to ask if they could submit entries from their secondary school art and design students. Five entries from Year 7 and Year 8 students with beautifully designed models of future libraries were submitted and so the Council has decided to reward this ingenuity and creativity with a special Creativity Prize.