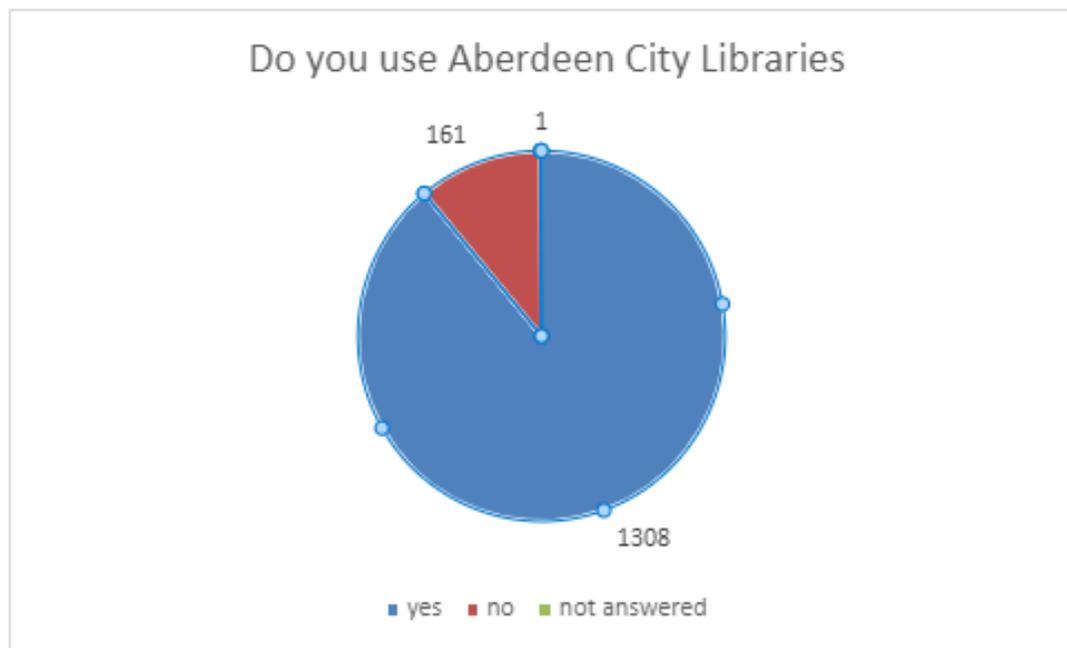


Appendix A – Responses to the Aberdeen’s Future Library and Information Services consultation survey

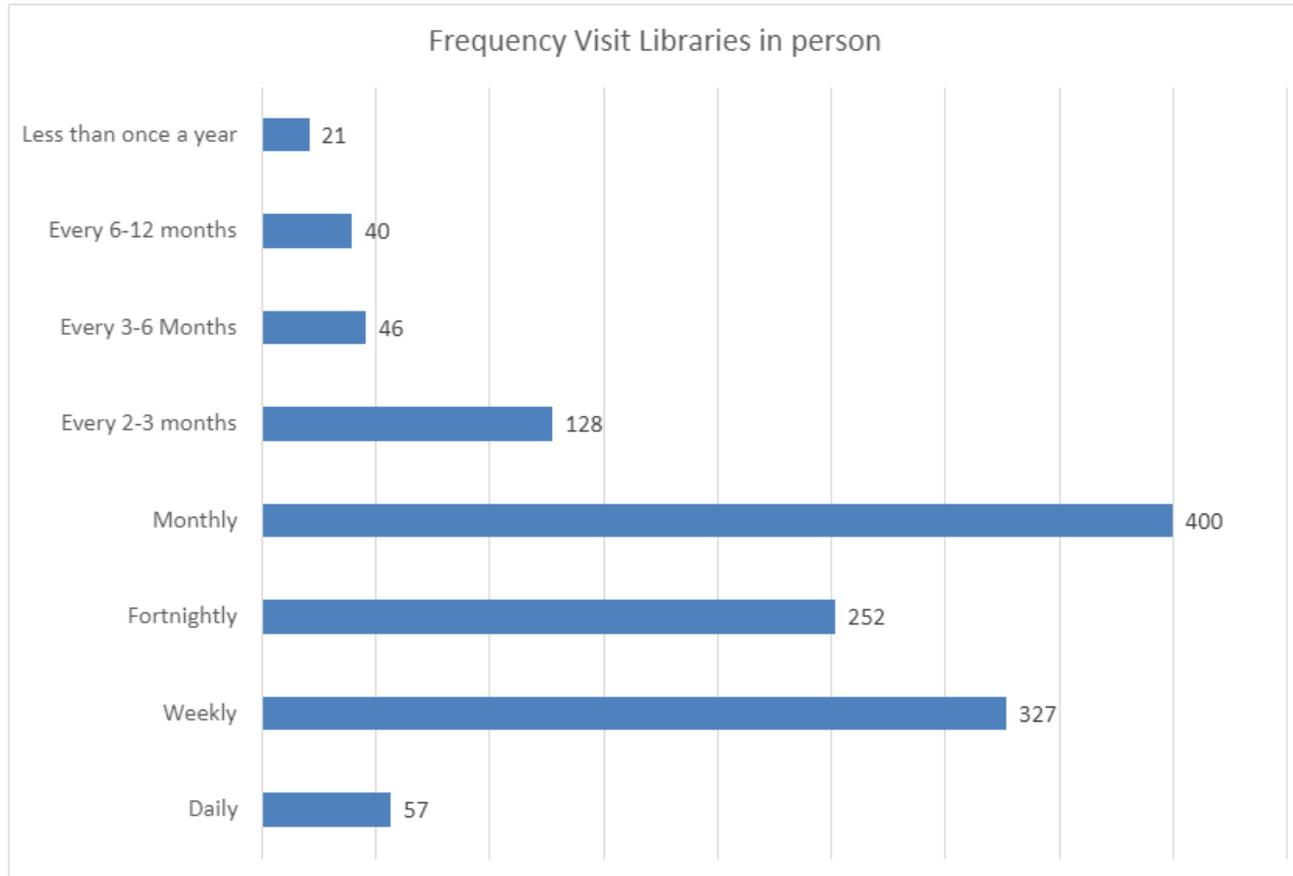
Aberdeen’s Future Library and Information Services survey was part of a range of consultation activity from the Aberdeen Library and Information Service, to inform the direction and delivery of the future of the Library Service. This report shares responses to the questions in the survey and includes responses from current library users and people who do not currently access library services. Responses were collected from 17 July 2023 – 31 October 2023. This survey captured 1470 responses.

Question1 : Do you currently use Aberdeen City Library Services?



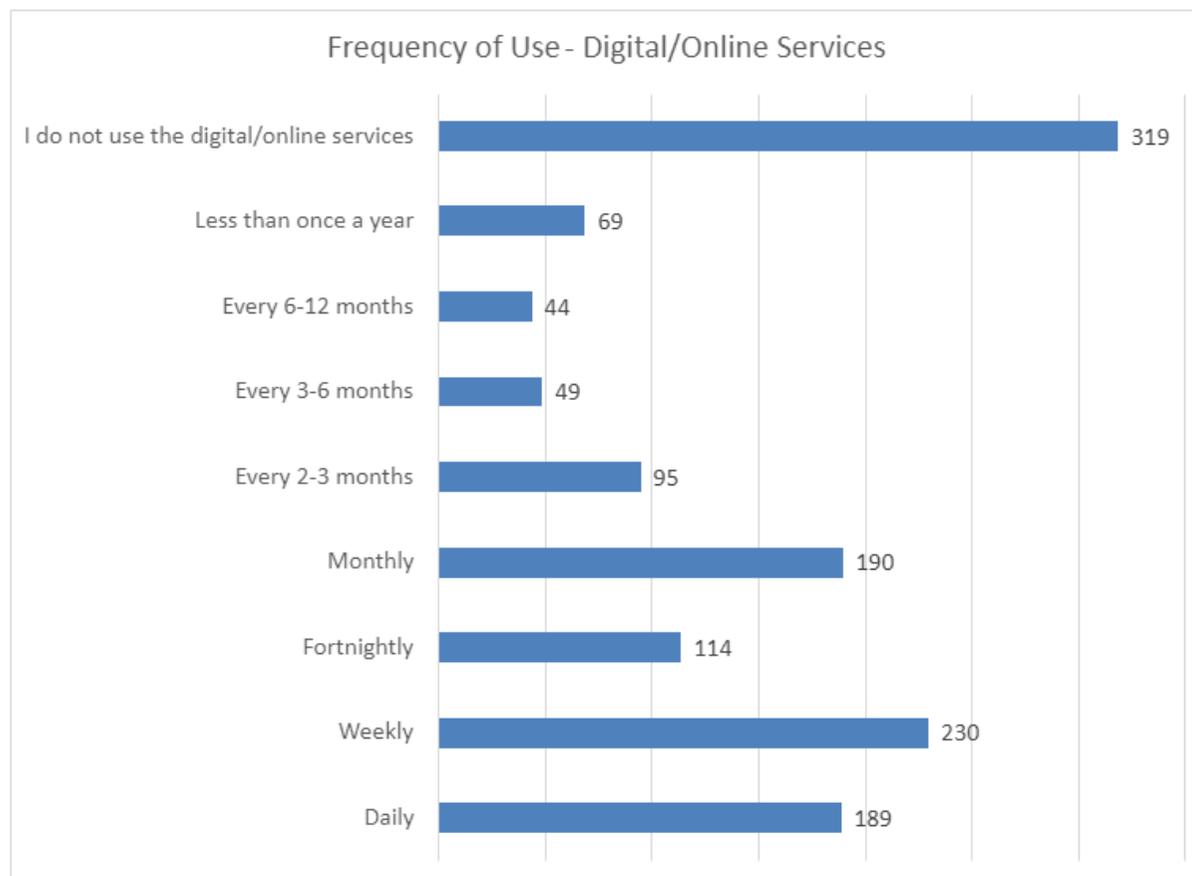
Library use: Responses from library users

Question 2: How often do you use an Aberdeen City Library in person?

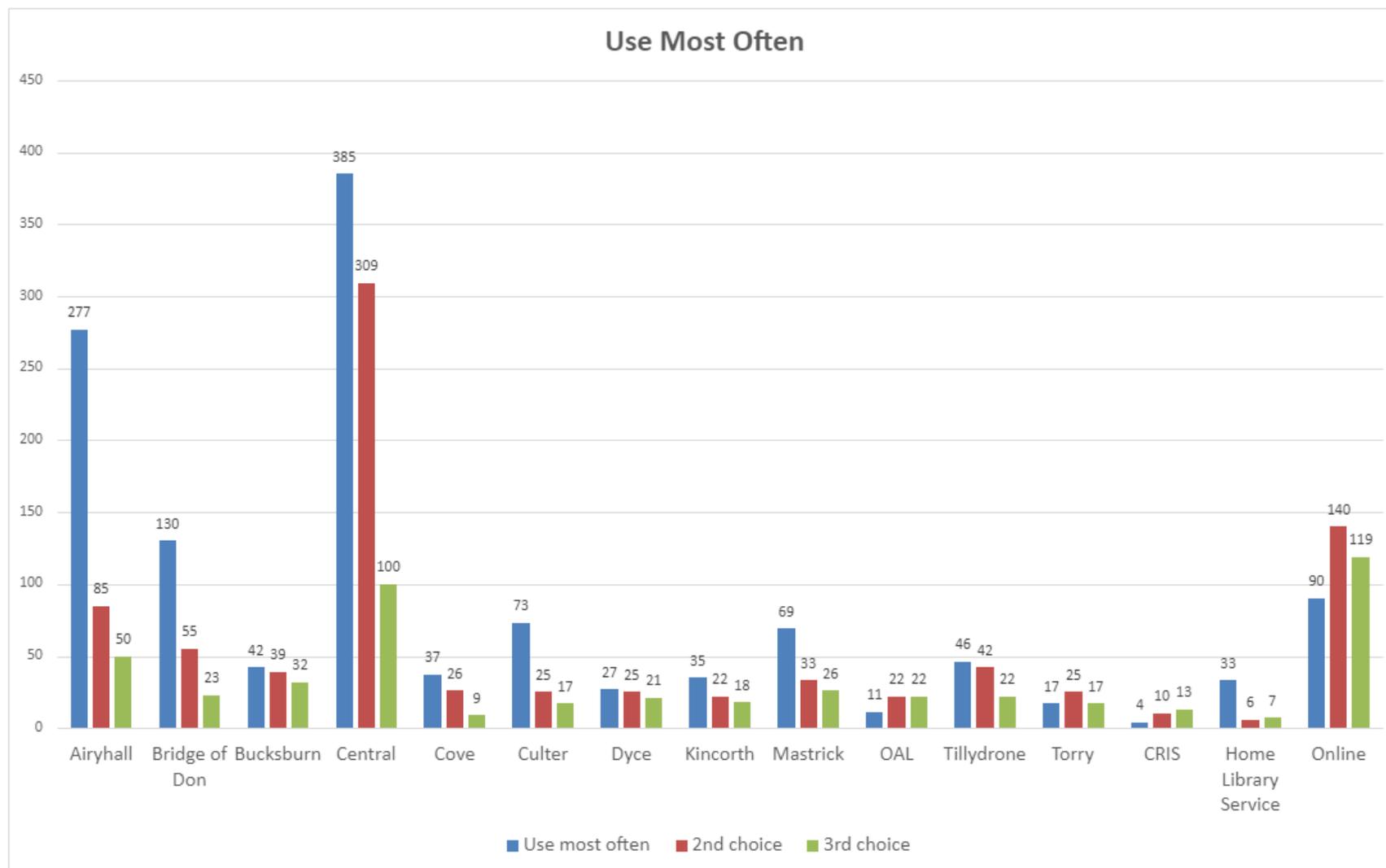


Question 3. How often do you access Aberdeen City Libraries digital services?

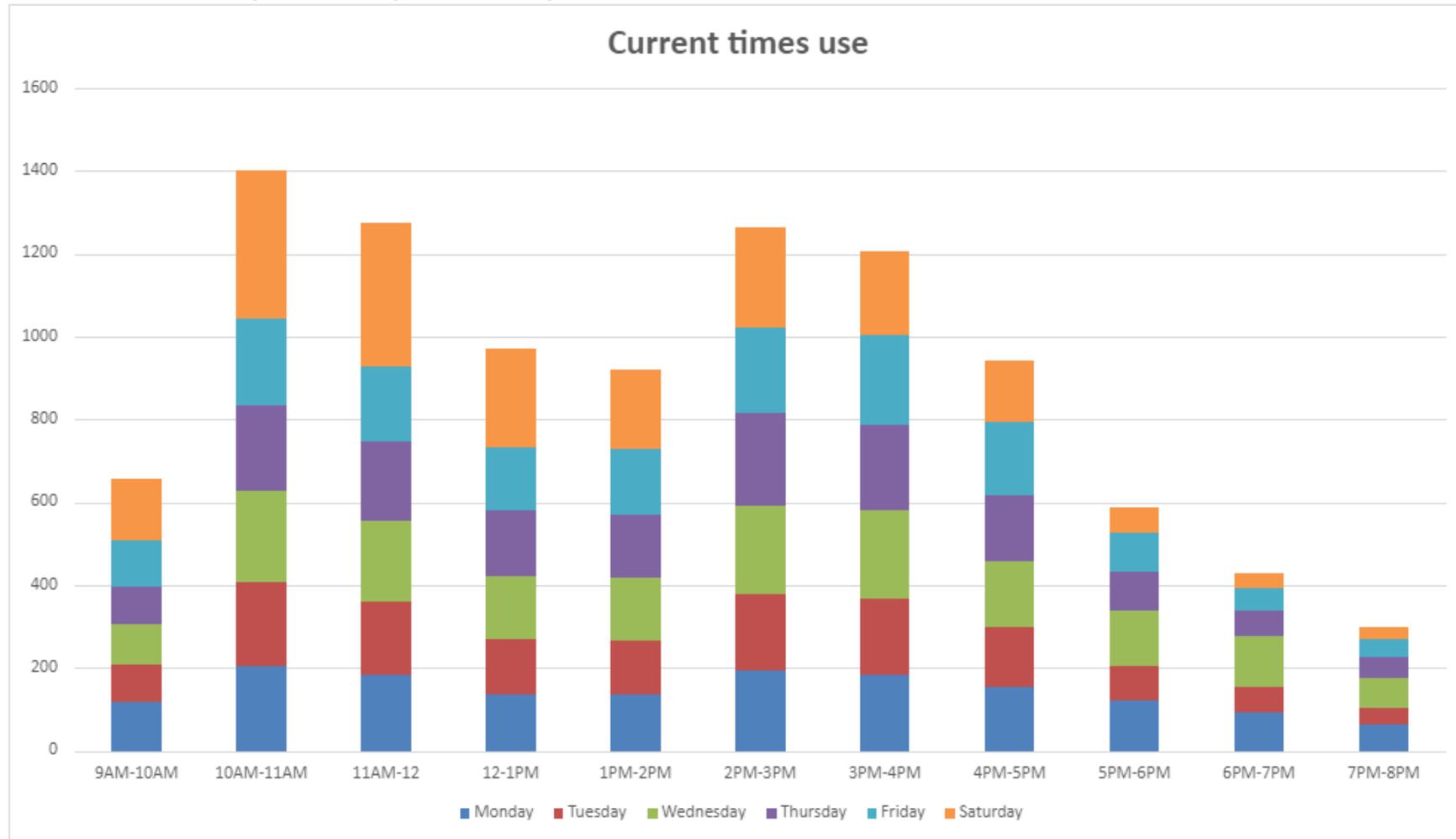
For example, the library catalogue, making reservations, BorrowBox (eBooks), PressReader (eNewspapers), The Silver City Vault, other databases, online Bookbug sessions.



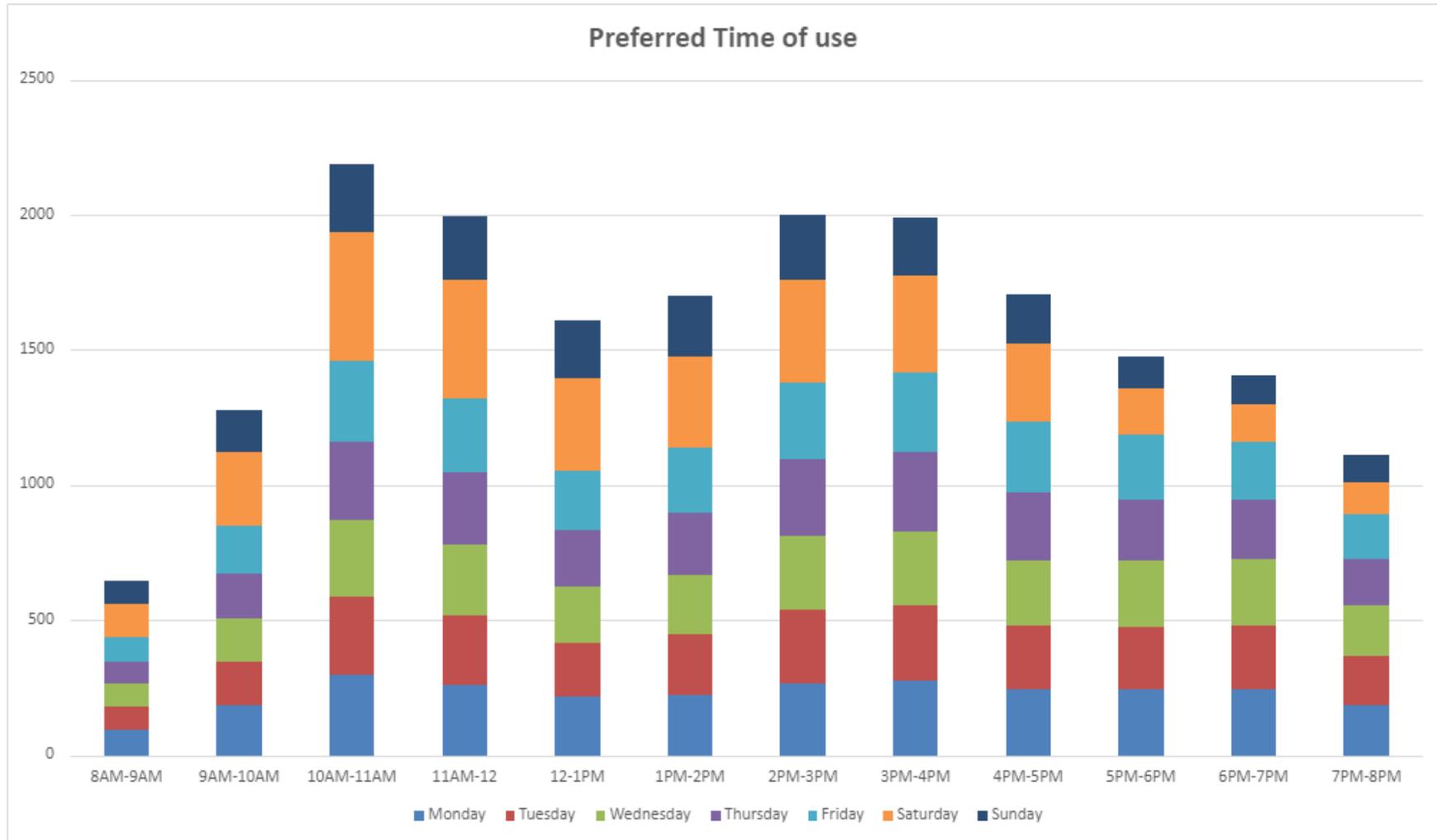
Question 4: Please tell us what library location you access most often?



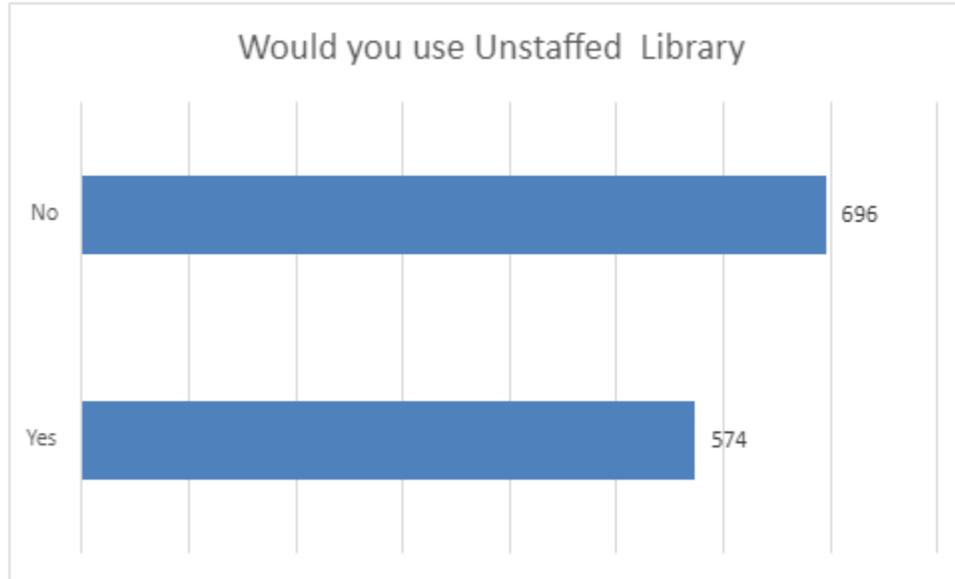
Question 5: When do you currently access library services?



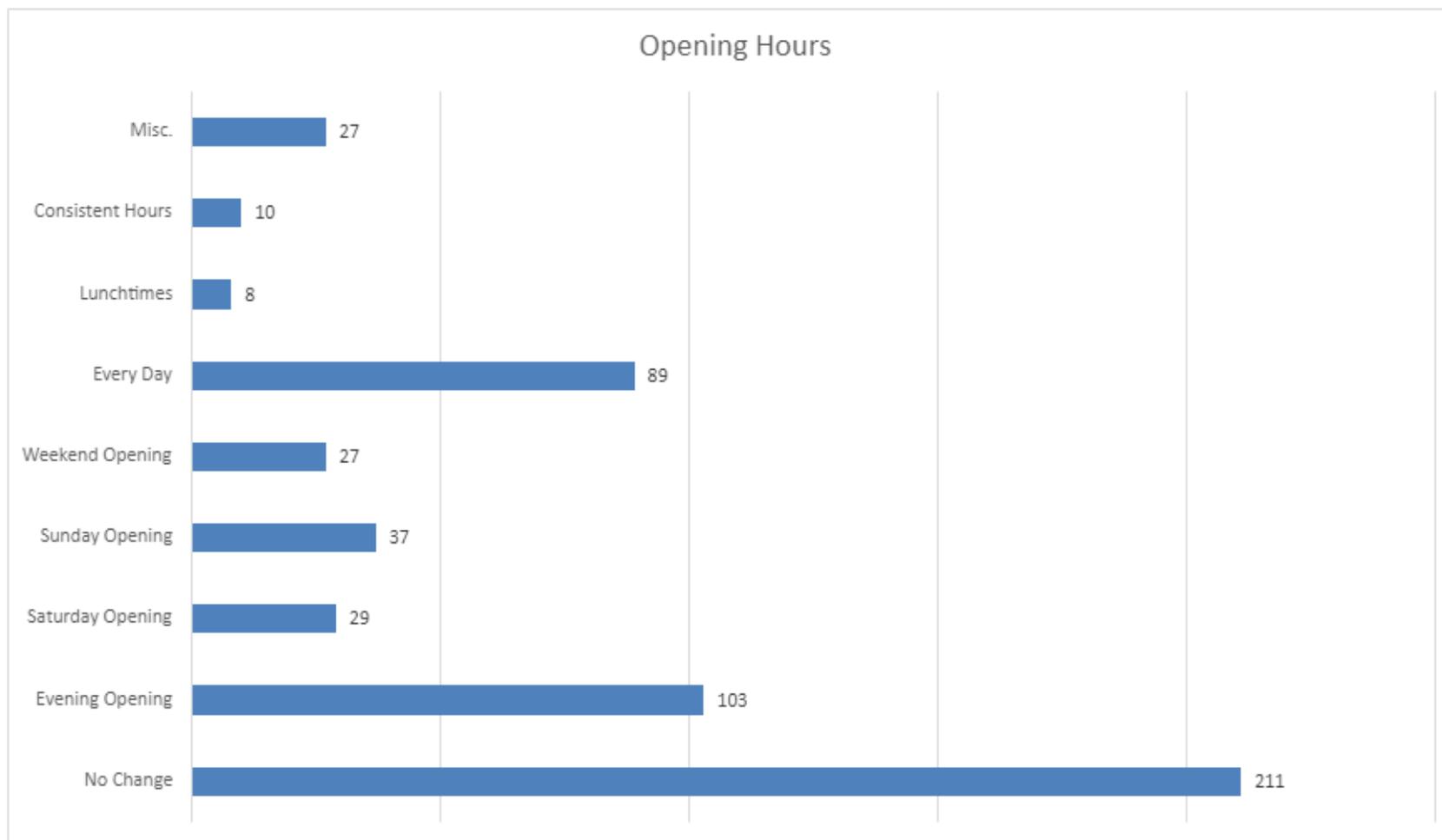
6. When would it be most convenient for you to access library services?



Question 7. Would you use an unstaffed library (accessed securely with your library card out with regular hours) for browsing, borrowing and PC access?



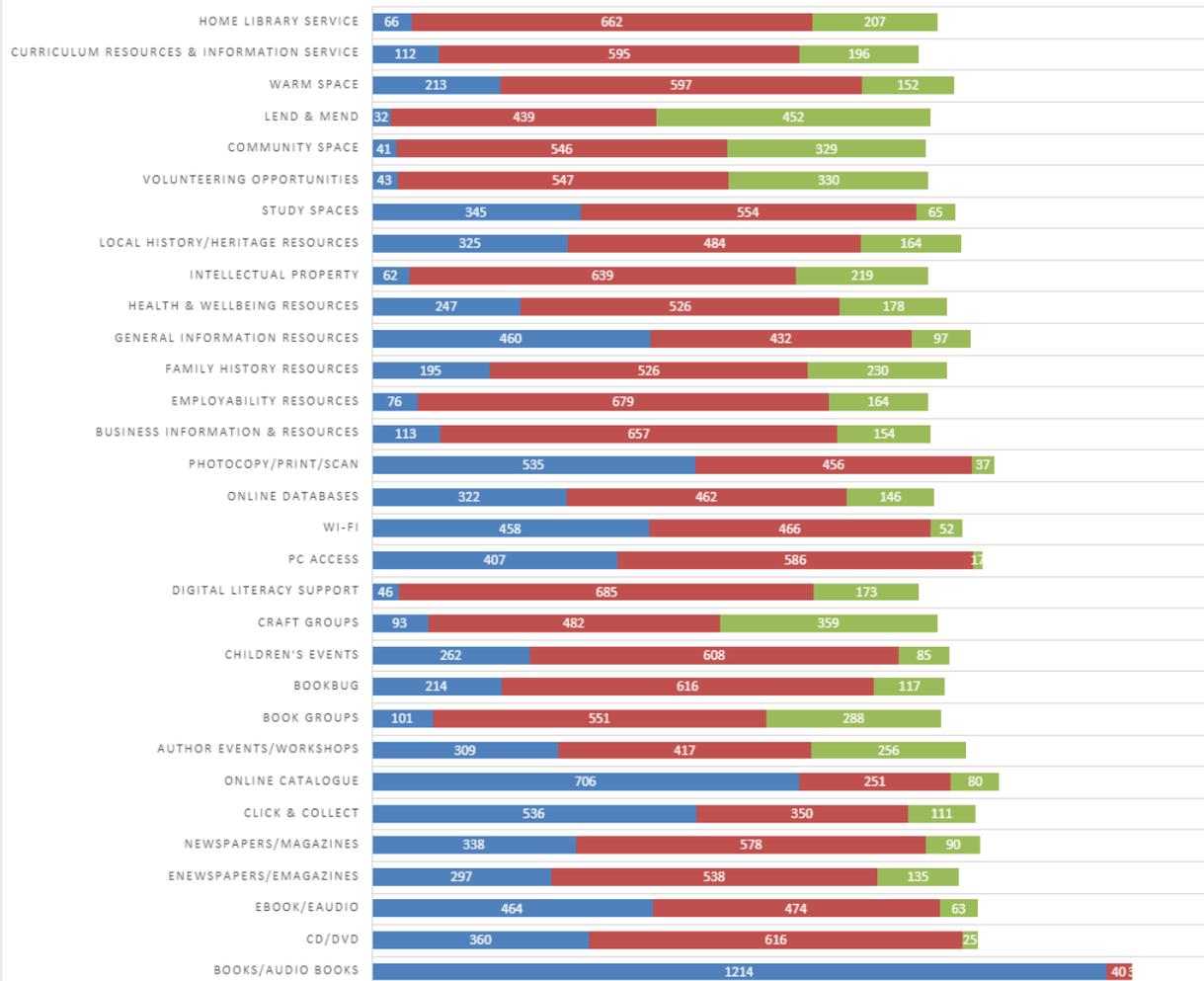
Question 8: In relation to library opening hours please tell us how the library service can better meet your needs?



Question 9: Which of these services, resources and activities do you use or attend?

SERVICES, RESOURCES AND ACTIVITIES DO YOU USE OR ATTEND?

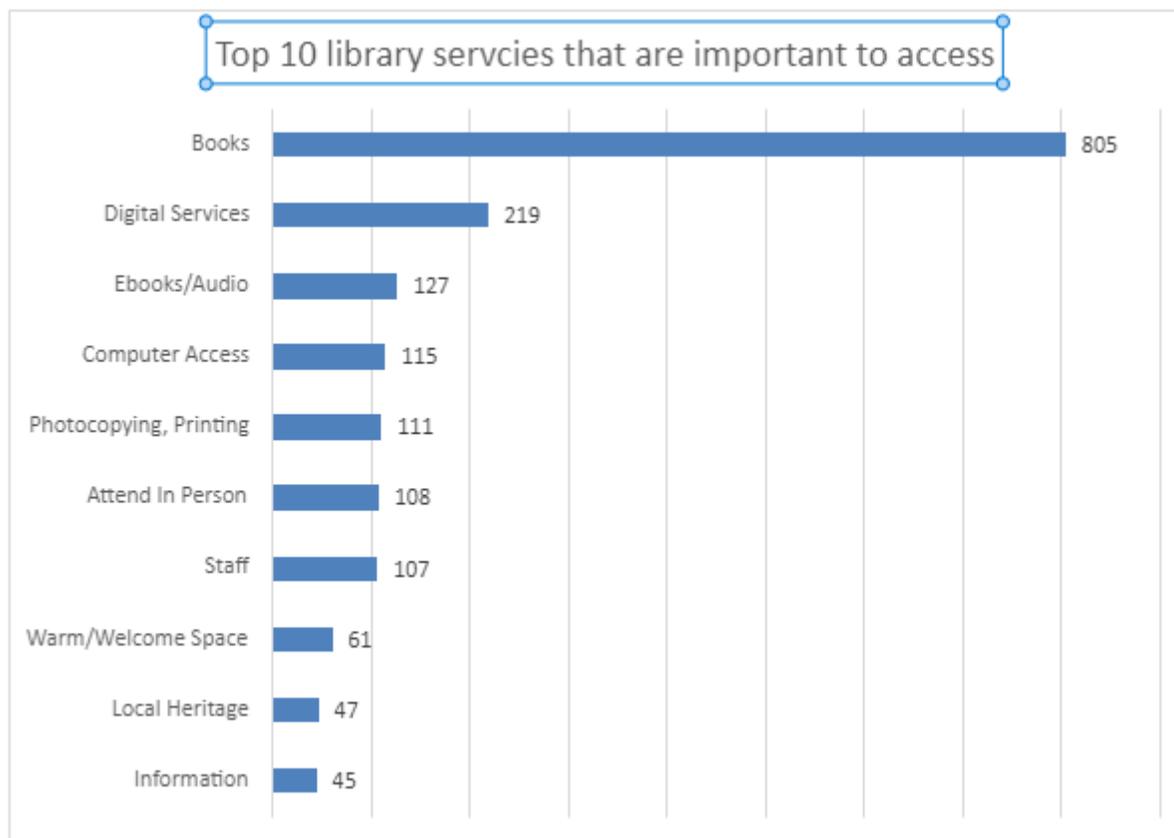
■ Use ■ Do not use ■ Not aware



Question 10: Do you collect any of the following from any Aberdeen City Library?

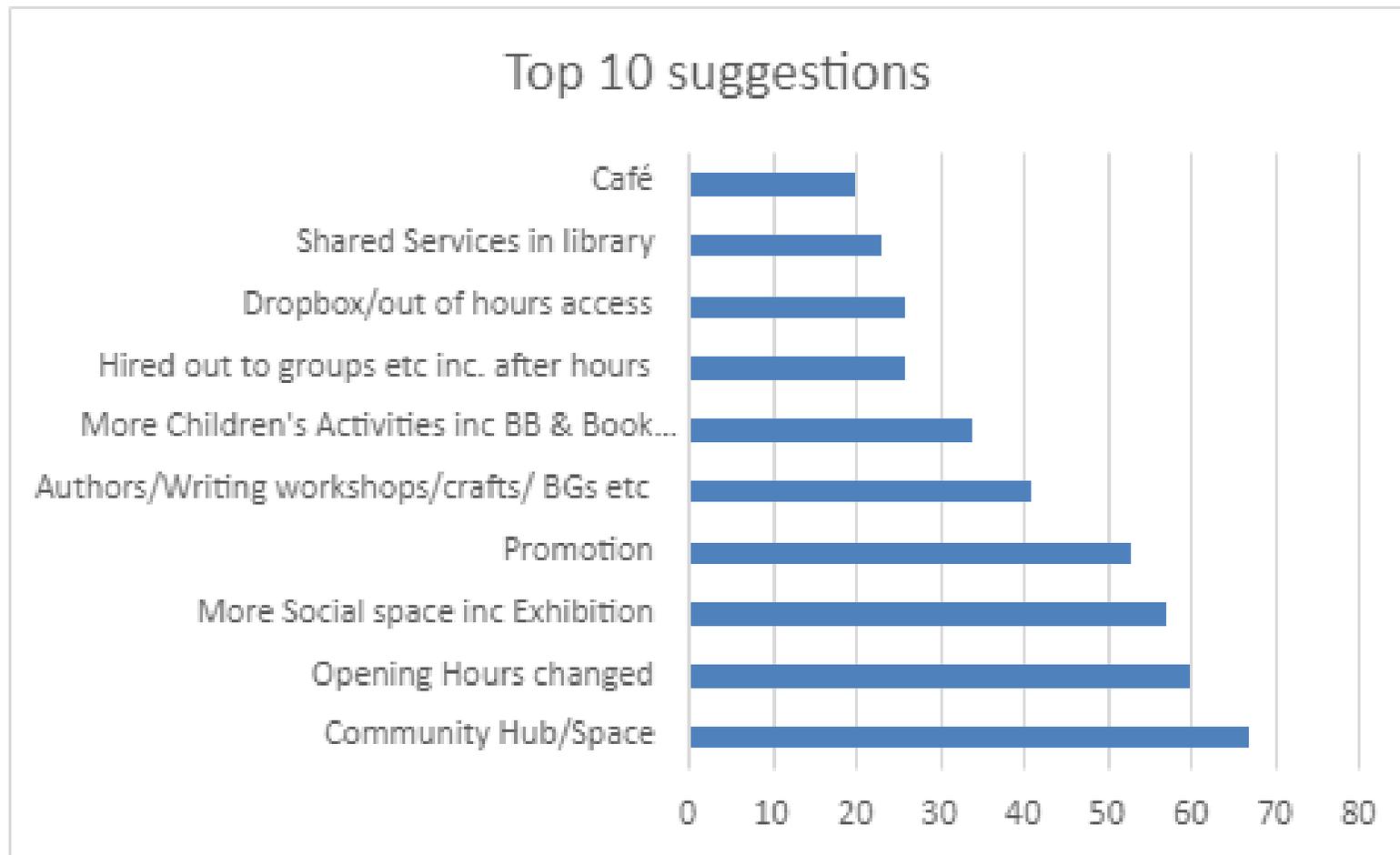


Question 11: What library services are the most important for you to access?

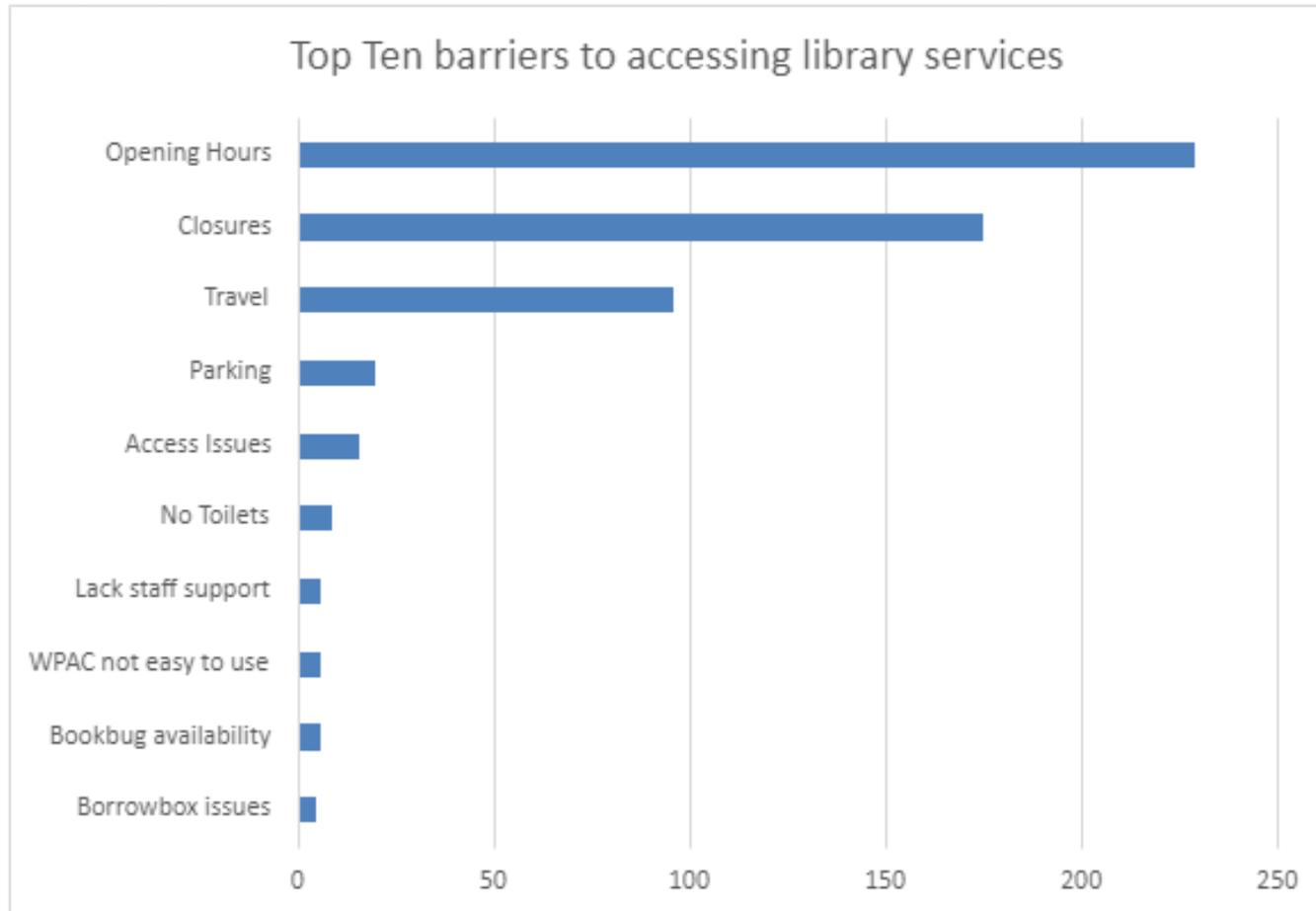


Question 12: Please share suggestions as to how library services could be delivered differently or are no longer required?

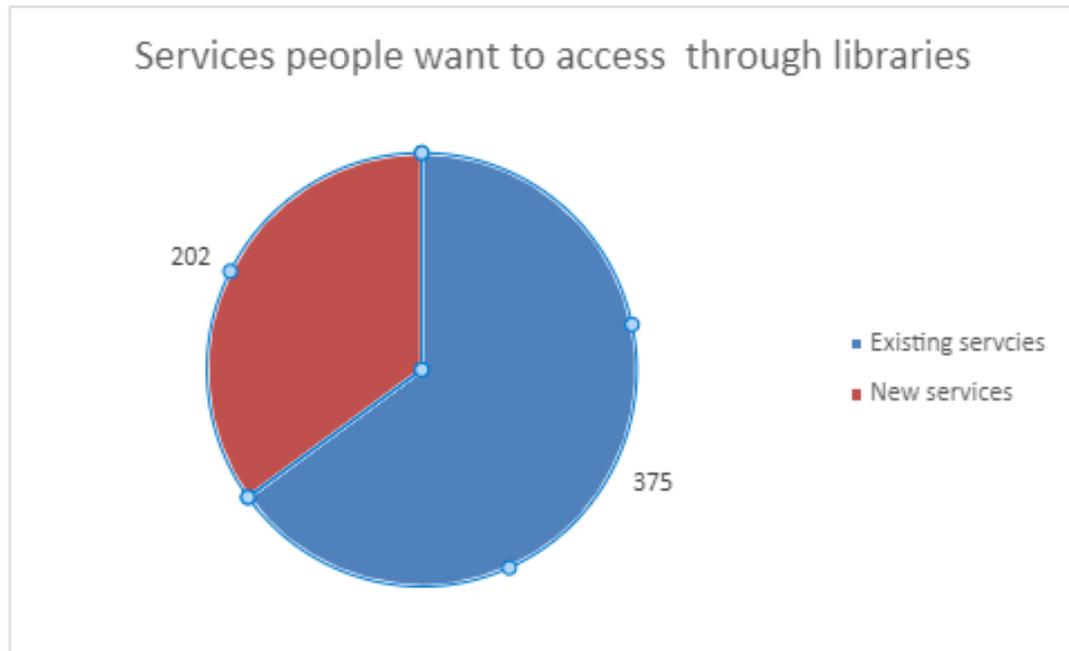
For example, methods of accessing services or maximising use of library buildings.



Question 13: If you have experienced any barriers in accessing library services, please detail them. For example, accessibility, opening hours, time, travel.



Question 14: What new or existing services would you like to access at libraries?



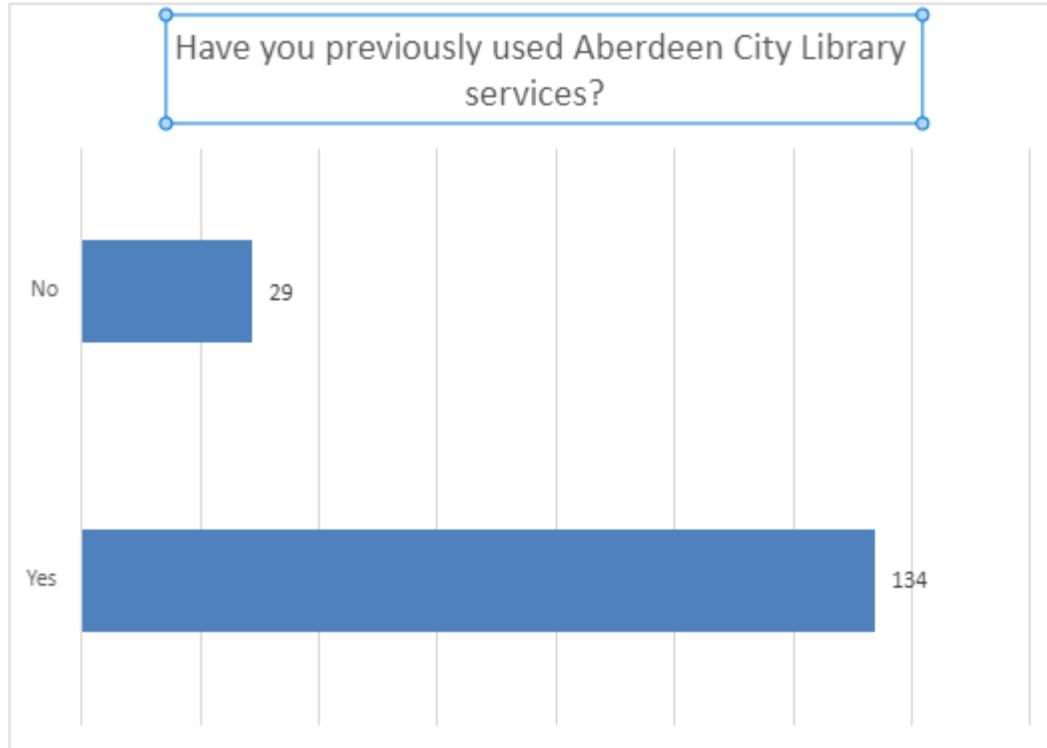
Existing services included: Author talks, Book Groups, Bookbug, Books, Children’s Activities, Creative Writing workshops, E books/audio books, events, Family History, Community Information, Newspapers and magazines, Online catalogue, PCs, Printing/Copying/Scanning, Promotion, Study Spaces, WIFI.

New services included: Book drop off, Café, Classes for all ages, Digital classes, Craft clubs, Jigsaws, Lend and mend, Partnerships/Shared services, Toilets, Tool Library, Water.

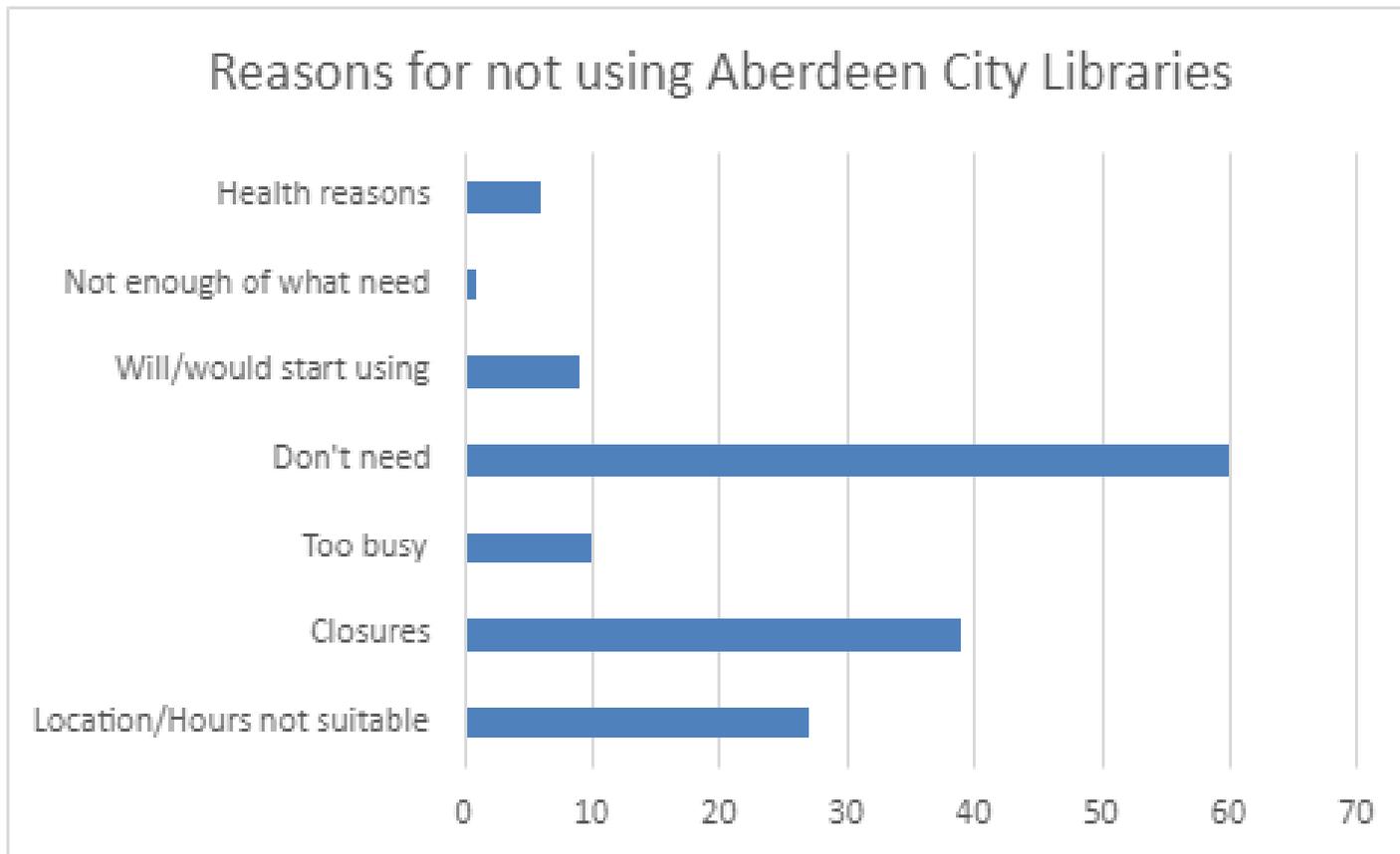
Questions for people who do not currently access Aberdeen City Libraries

Why do you not use Aberdeen City Libraries?

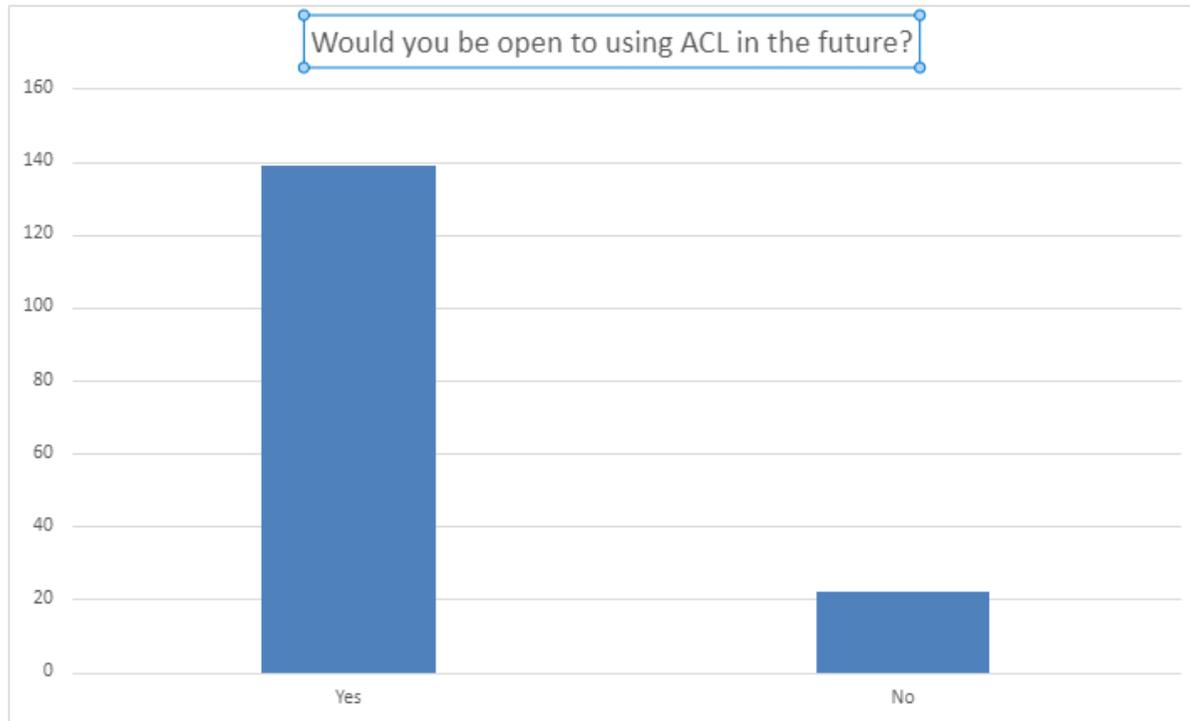
Question 15. Have you previously used Aberdeen City Libraries services?



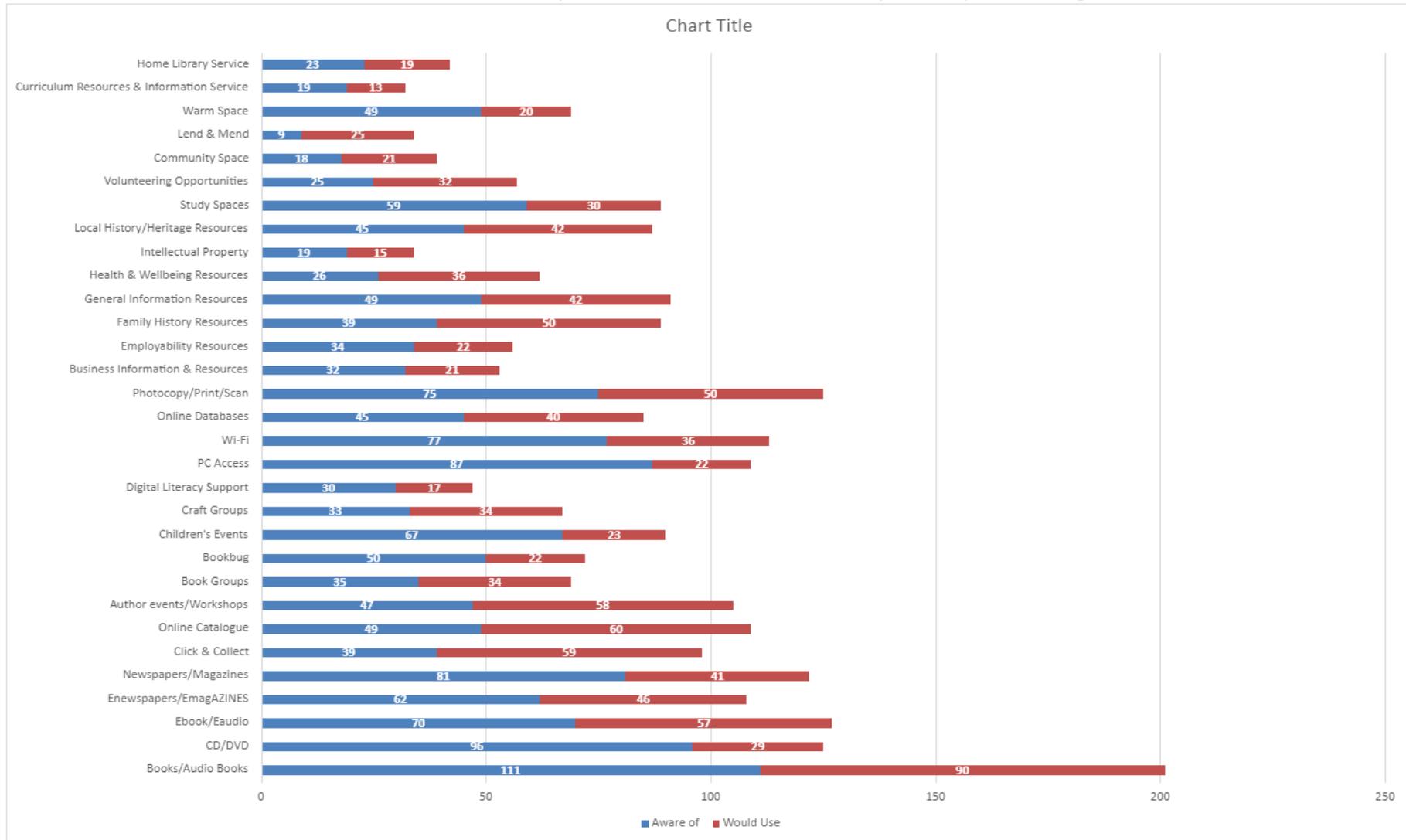
Question 16: Please tell us why you currently do not use Aberdeen City Libraries?



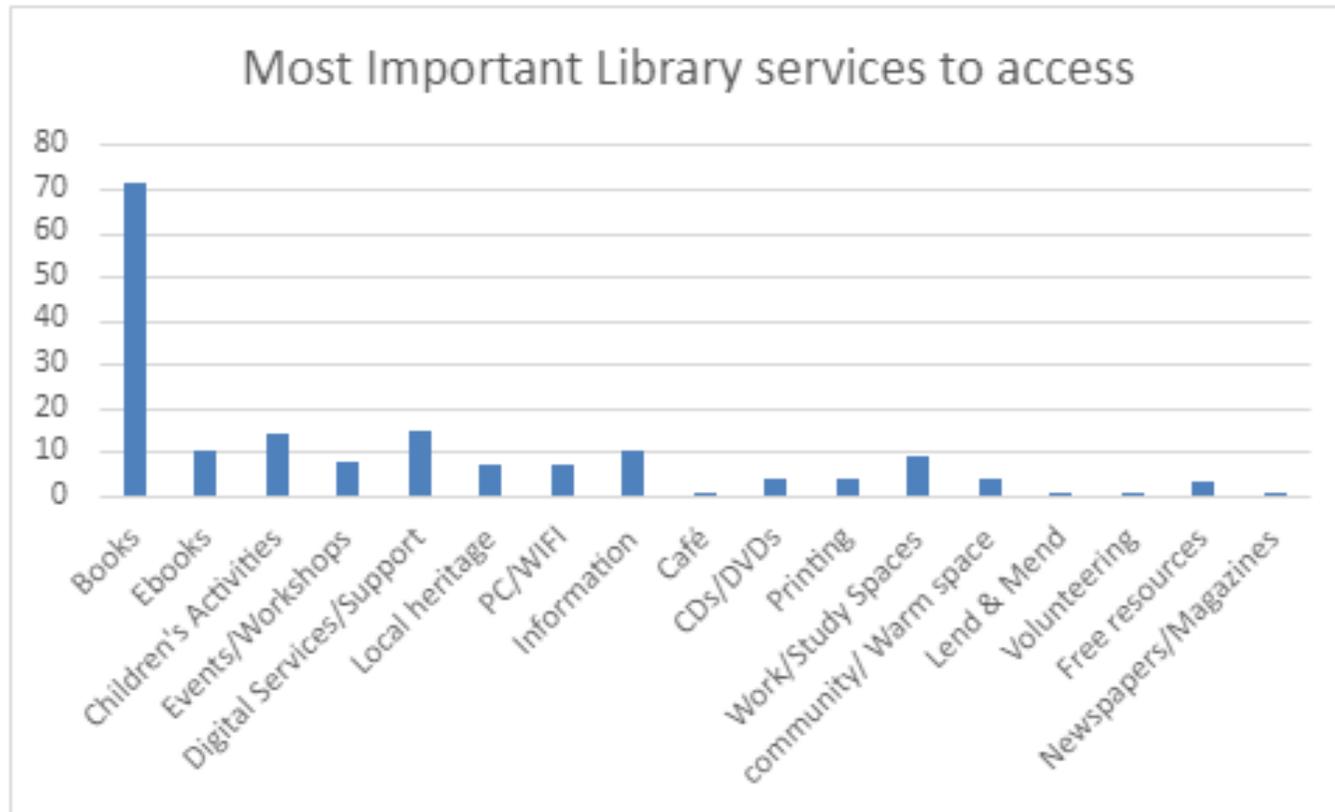
Question 17: Would you be open to using Aberdeen City Libraries in the future?



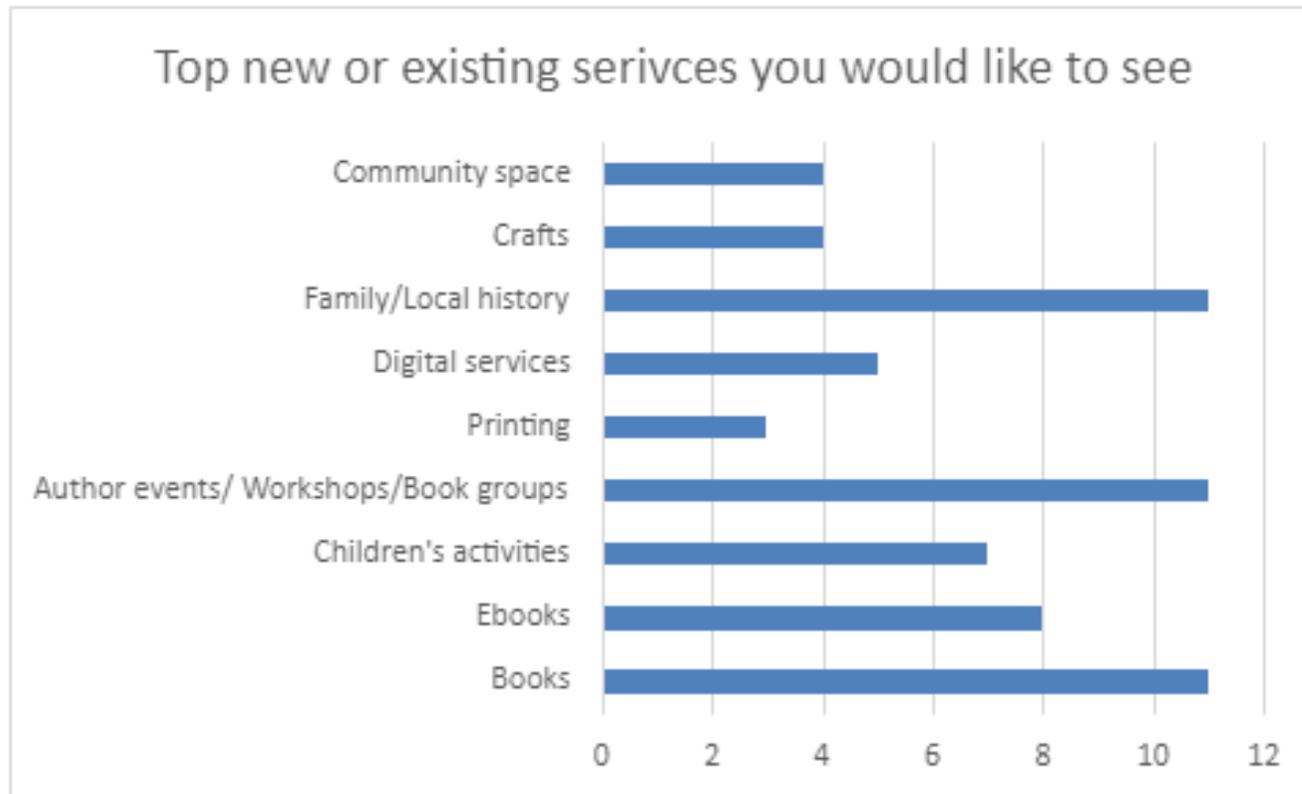
Question 18: Which of these services and activities are you aware of, and which would you be open to using in the future?



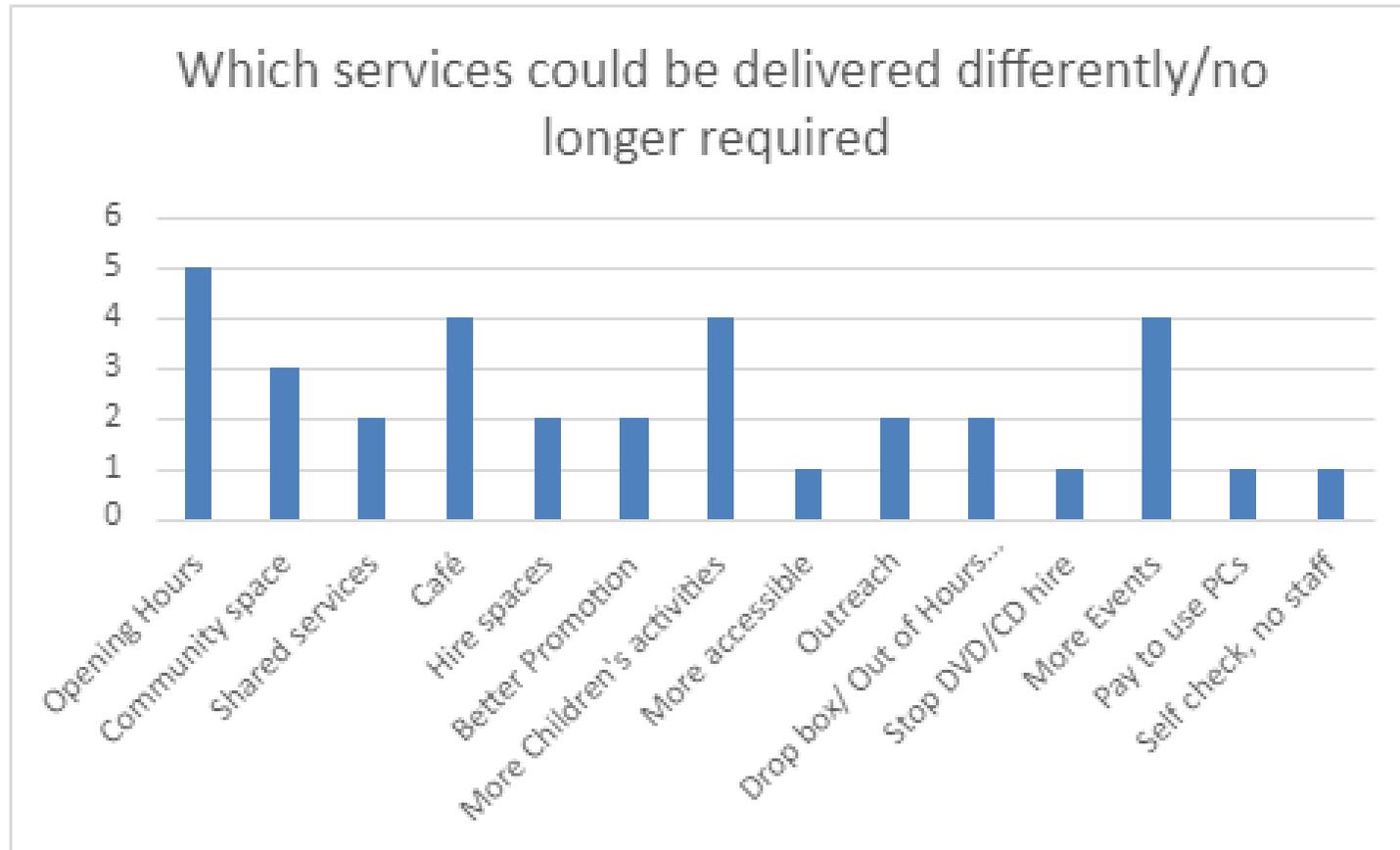
Question 19. What library services are the most important for you to access?



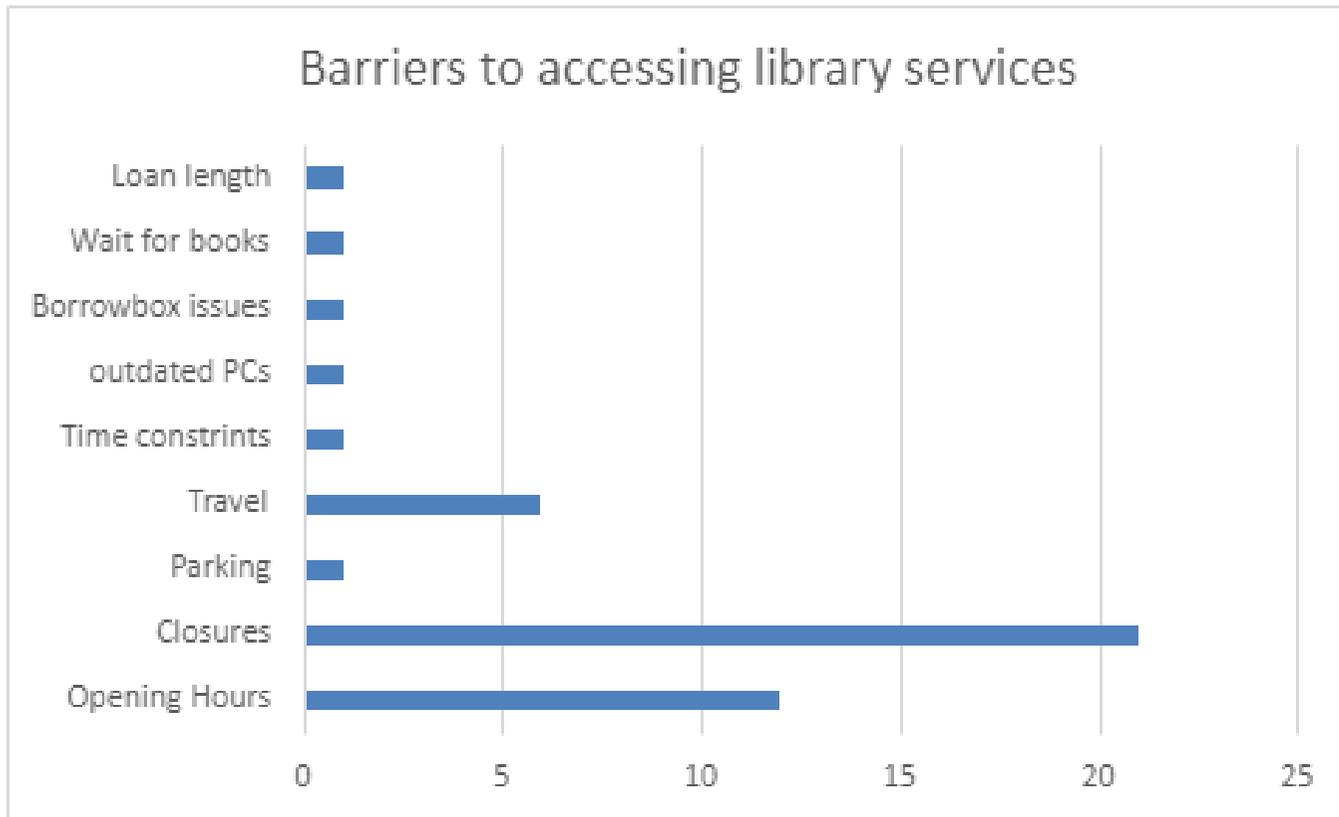
Question 20: What new or existing services would you like to access via libraries?



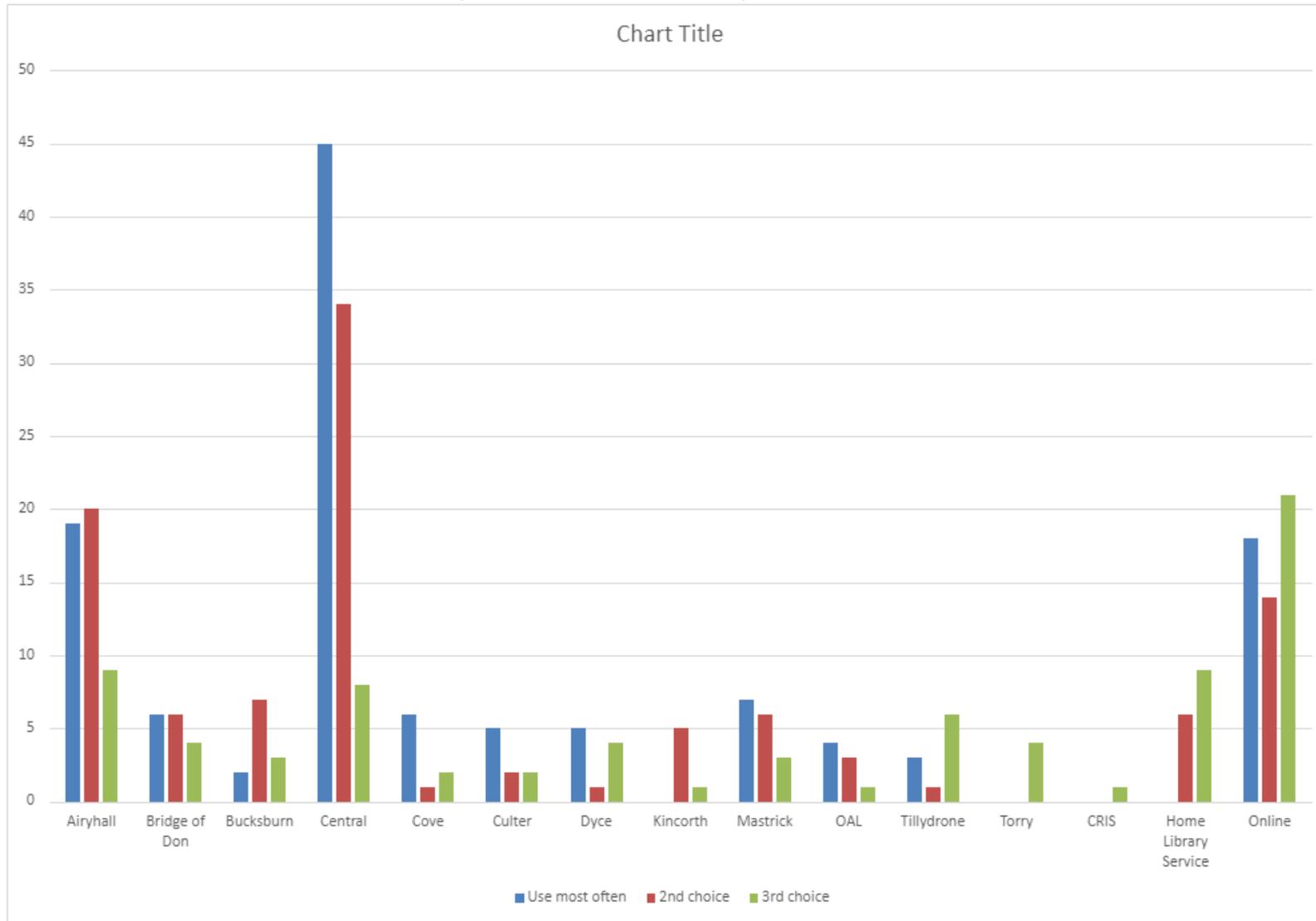
Question 21: Please share suggestions as to which library services could be delivered differently or are no longer required? For example, methods of accessing services or maximising use of library buildings.



Question 22: If you have experienced any barriers in accessing library services, please detail them



Question 23: Please tell us which libraries you would use in order of preference?



Responses from all respondents

Question 25: Where do you live?

Option	Total	Percent
Do not live in Aberdeen	57	3.91%
Dyce	45	3.08%
Danestone	33	2.26%
Oldmachar	41	2.81%
Denmore	17	1.17%
Balgownie & Donmouth	46	3.15%
Bucksburn	29	1.99%
Heathryfold	6	0.41%
Middlefield	3	0.21%
Kingswells	17	1.17%
Northfield	25	1.71%
Cummings Park	4	0.27%
Sheddocksley	16	1.10%
Mastrick	31	2.12%
Summerhill	19	1.30%
Culter	64	4.39%
Cults, Bielside, Milltimber & Countesswells	122	8.36%
Hazlehead	32	2.19%
Braeside, Mannofield, Broomhill & Seafield	153	10.49%

Garthdee	28	1.92%
Ferryhill	91	6.24%
Kincorth, Leggart & Nigg	39	2.67%
Torry	26	1.78%
Cove	52	3.56%
Tillydrone	21	1.44%
Old Aberdeen	29	1.99%
Seaton	19	1.30%
Woodside	53	3.63%
Hilton	42	2.88%
Stockethill	23	1.58%
Ashgrove	22	1.51%
George Street area	16	1.10%
Froghall, Powis & Sunnybank	6	0.41%
Midsocket	36	2.47%
Rosemount	58	3.98%
City Centre	60	4.11%
Hanover	3	0.21%
West End	75	5.14%