Appendix 1

VISION FOR GLASGOW LIBRARIES

Public Consultation Feedback

1.0 Introduction

The process of reshaping the Vision for Glasgow Libraries included a public consultation exercise between October and December 2022.

The public engagement exercise requested views from:

- Members of the general public
- Community Organisations
- Individuals who engage as volunteers with Glasgow Libraries.
- Groups who campaigned for the re-opening of certain libraries post-pandemic.

In addition the consultation exercise requested views from:

- Elected Members directly
- Area Partnerships, through attendance at the 23 Ward Partnerships across the city
- City and National Partners, though a process including workshops, questionnaire and presentations at citywide partner forums

2.0 Public Response

628 respondents shared their views.

- 575 responses were from the general public
- 19 responses from community groups from over 200 contacted
- 8 responses were individuals engaged in volunteers engaged in supporting library services
- 13 were from partner organisation providing activity in Libraries
- 13 did not specify

The breakdown of the responses was:

- 92% response of the responses were from members of the public, 3% from community groups, 2% partners and 1% volunteers
- 92% are library service users, 8% are non-service users
- 84% use a library in person, 10% use online, 5% noted other
- 76% rated the current service as good, very good or excellent

3.0 Public Views – Headline information

The survey looked to capture the views on each of the five themes set out in the draft Vision document, covering current services and what is viewed to be important for the future

Feedback On Services Now	What Libraries Should Do In Future
Cultural 88% use the service to access physical books	**Cultural**

28% use the library to find out things 22% attend author events 9% attend book groups 18% access research materials with 16% accessing Family and local History resource	86% agree libraries should provide a cultural and creative offer for all ages, 8% disagreed and 6% had no opinion
Economic 30% use the library to access a PC 23% access digital resources 3% access universal credit support 8% attend learning programmes	**Economic** 77% agree libraries should be places of learning and skills development to boost employability, support digital access and participation, and support the development of business ideas, 6% disagreed and 17% had no opinion
Social 22% use WiFi 22% attend Bookbug and other children's reading programmes 13% use the library to socialise (with 12% attending meetings in the library) 14% use the library for other things including printing, study space, borrow maps and music, remote working, meet clients, a warm safe place to be outside of the house without having to pay money	**Social** 90% agree libraries should be safe, accessible warm and friendly spaces where knowledge can be shared, social connections can be supported, communities engaged, and isolation reduced, 6% disagreed and 4% offered no opinion.
Health 8.5% use services for 'other' purposes – this needs further analysis as open ended element may attribute engagement on health	**Health** 71% agree libraries should be focal point to support health and wellbeing of citizens providing a range of services that have positive impacts on health, 10% disagreed and 19% had no opinion
Environment Limited response to questions about the environment and climate crisis to date, reflecting current level of activity aligned to this theme.	**Environment** 48% agreed libraries should act as a connector to the climate discussion and provider of information to help build resilience to adapt to consequences of climate change, 18% disagreed and 34% had no opinion

What's Most Important To Our Customers: The Most Important Current Services For Them

- 82% borrow books
- 14% use a PC
- 11% borrow or access digital resources
- 11% use Wi-Fi
- 10% find out things
- 7% Attend Bookbug and children's programmes
- 6% access cafe and welfare services
- 6% attend author sessions
- 6% attend learning programmes
- 6% access Family and Local History resources

The consultation asked participants to identify which of the five Vision themes was the one they considered as most important to them and 87.7% of responses identified the cultural and social themes as most important.