

Library Review Consultation Results

Home Library Service

**Libraries, Archives and
Information Services**

Sheffield City Council

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This report presents the findings of the consultation *'Have your say on Sheffield's library service – Home Library Service'* and sets out what users of the Home Library Service told us. This was a shorter, additional survey with questions that were designed specifically for Home Library Service users

It is worth noting that not everyone who completed a survey completed all the questions. The percentage calculations which relate to the quantitative questions are based on the total number of people who completed the survey which is 189, and referred to as survey respondents. The final question in the survey gave respondents the opportunity to add further ideas, suggestions and comments.

The first question in the survey asked respondents for their home postcode and for this reason, the reports begins with the results from question 2.

Question 2 - When would you most want the Home Library Service to visit you?

Out of the 189 people who completed the survey, 177 people (94%) answered the question *'When would you most want the Home Library Service to visit you'*.

Delivery time	Score	%
Monday am	45	55.91%
Tuesday am	49	
Wednesday am	34	
Thursday am	50	
Friday am	30	
Saturday am	10	
Sunday am	9	
Monday pm	39	40.14%
Tuesday pm	24	
Wednesday pm	36	
Thursday pm	30	
Friday pm	21	
Saturday pm	7	
Sunday pm	6	
Monday eve	2	3.69%
Tuesday eve	2	
Wednesday eve	2	
Thursday eve	3	
Friday eve	5	
Saturday eve	1	
Sunday eve	0	
Monday late	0	0.24%
Tuesday late	1	
Wednesday late	0	
Thursday late	0	
Friday late	0	
Saturday late	0	
Sunday late	0	

The results show that mornings are the preferred time for the Home Library Service to visit its users with over 55% of respondents choosing this option. To break this down further, weekday mornings are more popular than weekend mornings with just over 51% of respondents choosing this option and only 4% choosing weekend mornings. The second preferred time for visits is during the afternoon and 40% of respondents chose this option. In general, there is little preference for this service to deliver at any time during the weekend (around 8%).

Question 3 – What is most important to you in the Home Library Service?

84 people (44%) responded to this question.

Number of visits per month (score)	Range and quality of books and other materials (score)	Library staff you know (score)	How long staff can stay (score)	Other specified (score)
242 (21.5%)	383 (34%)	292 (25.9%)	207 (18.4%)	0 (0%)

Based on the 84 people who responded to this question, the results show that the 'range and quality of books and materials' is considered to be most important with 34% choosing this option. This is followed by having 'library staff that they know' with nearly 26% of respondents choosing this.

In addition, there were 7 free style comments provided in this section of the survey that were not ranked but show a general satisfaction for the service and staff.

"Fantastic service, marvellous staff, leave well alone until you have had some of looking at four walls you will not realise how important this service is to such as us"

"the service is a good thing for disabled persons"

"not being scared of dogs"

"knowing the staff"

"I love my books all the girls that bring them are lovely and kind would miss them if the service was stopped"

"am quite satisfied as things are at present"

"Library Staff"

Question 4 – Ideas for the future

The demand for the Home Library Service is growing but limited funding means that we need to look at new ways of working to meet the need. The Home Library Service could deliver to more people by using volunteers, or working in partnership with Adult Social Care services or voluntary organisations. The survey therefore asked respondents 'What do you think of these ideas?'. 180 people (95%) responded to this question.

Idea description	I like this idea ☺ (score)	I don't like this idea ☹ (score)	I'm not sure (score)
Volunteers can help library staff as they do their rounds delivering books and materials in the library service delivery van.	96 (20.1%)	55 (11.5%)	24 (5%)
Volunteers (using their own transport) can work with a local library service to deliver books and other materials, particularly to people who live in remote areas.	44 (9.2%)	82 (17.1%)	27 (5.6%)
Many Home Library Service users have health and care workers who visit them on a regular basis. Some health and care services may be able to deliver library books and other materials when they visit.	31 (6.4%)	84 (17.6%)	34 (7.1%)

Of the 180 respondents to this question, approximately 20% like the idea of volunteers helping library staff to deliver books and materials and around 17% of respondents do not like the idea of volunteers delivering books with their own transport or linking with health and social care. Nearly 18% of respondents were 'not sure' about any of these ideas.

Question 5 – Any other comments

56 respondents (30%) left additional comments, ideas and suggestions and 83 comments were received. The table below shows the general themes for the comments received:

Comment – key theme	Responses
Like the current staff, helpful, trustworthy, friendly	22 (27%)
Like the current service as it is/no change	30 (36%)
Look forward to the delivery/vital service	7 (8%)
Concerns over volunteers - security, getting to know them, reliability	8 (10%)
Selection of books and materials	9 (11%)
Other e.g. general concern for staff, unable to visit a library building, suggestion of 6 week delivery as an alternative.	7 (8%)

Although only 30% of all survey respondents chose to leave additional comments, those received emphasise a general satisfaction with the staff and how the service is currently run. There is some concern over introducing

volunteers (10%) and 8% of respondents commented on how vital the service is to them.

The full range of comments received is listed below. Please note that some respondents left several comments which may fall within more than one category:

The people who deliver my books are fantastic. They go over what I think is their remit. Not only do they deliver the books they find time to talk about books but take time to ask after my welfare and have natters about all sorts. Please do not change the ladies!
Always look forward to seeing any of your staff all been so pleasant and helpful
I would like things to stay as they are if at all possible please
I prefer the service as it is
I prefer my books to be delivered as they are
More up to date DVDs new ones are released shortly after a film is shown and advertised however any requests for such topical material fails money is tight but can be diverted to help housebound people enjoy topical issues before they age!
I have always gone to my library but owing to illness I am unable to go yet and I have been very grateful for this service. Thank you I have used my library 40 years
We are satisfied at present
If volunteers are appointed preferably same each time
I prefer to have trained staff operating the service I have always found them helpful and trustworthy
more personal choice of authors
A Godsend for households
Great service couldn't manage without it
I prefer the library because they know what I like and dislike
I would be concerned that the library staff who call regularly may have hours cut or jobs lost care do not have time to carry books around. Care should be for the caring
I feel the library staff can and do give advice about books they are well qualified to do this which is helpful
Just that as I am nearly 90 and would not like to visit our library
I prefer my library ladies to volunteers I don't think it wise to open my door to just anyone we are all vulnerable at this age and as I am the type who would fight back I wouldn't stand a chance against someone younger. Please keep the people we know and trust.
I think the service should stay as it is because the ladies are very helpful and I wouldn't want different people coming into my home.
I'm very pleased with the home service I like to read
I am not willing to fit in with any one morning visit once a month as I am housebound I am grateful for the service my health is too poor for me to help in any way
The present system works very well I don't think health and care working would have the time or capacity to do this - present system/staff are really great
good selection of western books
Would a delivery every six weeks help?
I am quite satisfied with the staff who visit me always very nice pleasant a monthly delivery satisfactory to me I do now even find home books are badly discoloured and CD's quite old and actually not worth using. Also the books I sometimes receive are not authors I have requested although I made a list out of my choice which seem to be ignored I do not want strange people coming to visit me
Very happy with the service
I can't think of how they could do their job any better than they already do try more than I understand what section 4 means by volunteers bringing often materials do you imply they shop

as well!
These people would not like this idea as in some cases they already have more than enough to do
I am hoping that the lovely girls who bring books will continue to do so I am not good with strangers visiting my home and volunteers could be anyone and different every time I am quite worried that this could happen
instead of a variety of books me personally only like after the war not poor people scratching for a living comical books, not heavy books, out of these only 2 appeal to me sorry
very pleased with my books thank you
I would miss my books and DVDs and like the reliable ladies that bring them, voluntary workers would not be as reliable
from time to time a review of books I would like
annual relisting of interests from library
I enjoy visits by library staff
I like things as they are
being ex RAF bomber command, if possible I would like more books on this subject, if possible lets keep the happy friendly girls we have * * * who will always have a nice word and chat.
I know a few people who use this service without it we would become more isolated than we are now, there are many days when I cannot move and without a book or 2 I would be devastated. one of my main fears is that the mobile library will stop
we are both quite satisfied with the home library service as it is at the moment
happy with the service as it is
the library has always been very important to me and always will be
I am satisfied with the service I already receive staff are very pleasant and helpful
I think its better if the same people come otherwise anyone could come and say they are from the library.
The library staff that visit are very pleasant. I look forward to seeing them.
I cannot think of any suggestions but I do appreciate this service as I am unable to get to a library - too hilly
I am very satisfied with how the delivery is made now, very pleasant, helpful library staff. Regular day and time.
I think the service is very good and I benefit greatly from it. (If large font books were available in several volumes it would help as they are very heavy!)
Grateful for the service!
I have cataracts on both eyes so this service of large print books is excellent for me as I have always loved reading.
Very pleasant and helpful on choosing books if one likes a certain type
I enjoy the friendship of the staff that call now I have known them for a number of years.
I am sure that volunteers with their own transport could help the regular staff but they would need to wear some type of ID. I don't have a care worker calling on me. I wish I could help you in some way but am not very mobile; I can walk a short distance but only with the aid of a stick.
I am extremely grateful for the present excellent service
The service is great. don't change it
It's a lifeline, cannot do without this service. Enjoy the visits. I only like the ladies who visit to keep coming as they have become like friends to me and nothing is too much trouble for them. It is an important part of my life. I am partially sighted and it is a comfort to me that I can recognise the people who visit me.
make sure their call is heard and give time to enable resident to get to door

Profile of respondents

Gender

Male	14
Female	148
Did not say	37

Considered to be disabled

Yes	124
No	21
Did not say	44

Age

40-64 yrs	5
65-80 yrs	25
80+ yrs	123
Did not say	36

Ethnicity

White English/Welsh/Scottish/British/N.Irish	168
Mixed dual heritage	1
Did not say	20

Next steps

Proposals for the future of the library service will be developed in the near future and will give due consideration to the consultation results, Library Review outcomes, needs analysis and budget outcomes. At this stage, no decisions have been made on the future of the library service; however it is likely that some small scale service improvements highlighted by the survey will begin.

In order to formulate proposals for the future, we will consider the outcomes of this survey, the results of the city wide survey which received 6037 responses and what we have learned from research and visits to other local authorities.

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