

**Public Consultation**

**Report**

**Harrogate Library Development**



## 1.0 BACKGROUND INFORMATION –HARROGATE LIBRARY DEVELOPEMENT

- 1.1 Questions regarding Library use in the Harrogate District and the Harrogate library development were asked on behalf of North Yorkshire County Council and the Harrogate Big Lottery Project Partnership Group.

## 2.0 METHODOLOGY

- 2.1 A total of 1500 questionnaires were sent and **931** were returned. This represents a **62%** response rate. The questionnaire was also placed on the Harrogate Borough Council web site and also on the staff intranet. The table below details the stakeholder groups consulted and the numbers received.

Who?	Number sent out	Number Received
District Panel	1500	931
Internet/intranet		35
<b>Total</b>		<b>966</b>

- 2.2 The total number of questionnaires analysed was **966**. All non replies to individual questions were omitted from the analysis.

A copy of the full District Panel questionnaire can be found at Appendix A

## 3.0 BACKGROUND INFORMATION - DISTRICT PANEL

- 3.1 The Council adopted its first Community Engagement Strategy in November 1998. The first District Panel was convened in 1999 as part of the Community Engagement Strategy and as an element of the Council's 'toolbox' for Community Engagement.
- 3.2 The current panel of 1500 people is structured with the intention of reflecting the make-up of the population in the District in respect of gender, age, physical/mental impairment and location of residence.



#### 4.0 HARROGATE LIBRARY DEVELOPMENT- EXECUTIVE SUMMARY

- The most commonly used library was the Harrogate library (45%), followed by Knaresborough (16%) and Ripon (15%).
- 64% of respondents had used the library within the last 12 months whilst 18% of respondents did not use the library at all.
- A number of reasons were given for not currently using a library; most commonly a preference to buy or borrow books from friends (47 responses) followed by a preference to use the internet for research (39 responses).
- The most common response to what would encourage more respondents to use their local library was access to a drop in centre for specific one off projects (e.g renew bus pass, energy advice) (19%) followed by being able to obtain information and advice on local services (e.g. Council Services) (17%), closely followed by a booking service (e.g. book a show, a swimming lesson, a Council service) (16%). 12.8% said that different opening hours would encourage them to use their local library.
- Those that endorsed different opening hours were asked to specify the hours they would like their local library to open. The most common response was evening open hours (81 responses), followed by weekend opening (34 responses).
- The nearest library for 319 respondents was Harrogate, this was followed by Ripon (136 responses) and Knaresborough (131 responses).
- 42% of respondents had heard about the plans to improve Harrogate Library with Big Lottery funding
- The most common response to what would encourage respondents to use the Harrogate Library was more library activities and facilities (85 responses) followed by easier access and parking (68 responses)

## 5.0 LIBRARY USE IN THE HARROGATE DISTRICT - CONSULTATION RESULTS

5.1 Respondents were asked which libraries they use in the Harrogate District

- The most commonly used library by respondents was the Harrogate library (45%), followed by Knaresborough (16%) and Ripon (15%)

Do you use any of the following libraries?		
	<i>No.</i>	<i>%</i>
<b>Harrogate</b>	441	45.2
<b>Bilton</b>	64	6.6
<b>Starbeck</b>	44	4.5
<b>Ripon</b>	144	14.7
<b>Knaresborough</b>	152	15.6
<b>Boroughbridge</b>	38	3.9
<b>Pateleybridge</b>	19	1.9
<b>Masham</b>	5	0.5
<b>Mobile library service</b>	51	5.2
<b>Other</b>	18	1.8
<b>Total responses</b>	<b>976</b>	

Respondents were also given the opportunity to state any other libraries that were not listed, these were as follows:

Other libraries used	
Location	Number
<b>Wetherby</b>	5
<b>Harrogate College</b>	2
<b>Leeds</b>	2
<b>Northallerton</b>	2
<b>Work library</b>	1
<b>Otley</b>	2
<b>Bridlington</b>	1
<b>York</b>	1
<b>Bedale</b>	1
<b>Thirsk</b>	1

5.2 Respondents were asked when they had last used the library

- 64% of respondents had used the library within the last 12 months
- 18% of respondents do not use the library at all

<b>When did you last use the library?</b>		
	<b>No.</b>	<b>%</b>
<b>Within the previous 12 months</b>	606	64.2
<b>More than 12 months ago</b>	168	17.8
<b>Do not use the library</b>	170	18
<b>Total</b>	944	

5.3 Respondents were asked if they do not currently use any library why not. Responses have been broadly categorised as follows. A full list can be found at Appendix B

- The most common reason given for not currently using a library was that they prefer to buy or borrow books from friends (47 responses)
- The second most common reason given was they prefer to use the internet for research (39 responses)
- The third most common reason given was they were too busy

<b>If you do not currently use any library, why not?</b>	
	<b>No.</b>
<b>Buy or borrow books</b>	47
<b>Use the internet for research</b>	39
<b>Too busy</b>	38
<b>No need</b>	19
<b>Comments positive</b>	10
<b>Use charity shops</b>	8
<b>Difficult to access library</b>	8
<b>Old age ill health</b>	5
<b>Poor parking</b>	4
<b>Bad environment</b>	4
<b>Mobile library issues</b>	4
<b>Lack motivation</b>	3
<b>Lack of choice</b>	2
<b>Got out of the habit</b>	2
<b>Lack of facilities</b>	2
<b>Poor reference section</b>	1
<b>Unclean books</b>	1
<b>Fine system</b>	1
<b>Opening hours</b>	1

5.4 Respondents were asked what would encourage them to use their local library more.

- The most common response to what would encourage more respondents to use their local library was Access to a drop in centre for specific one off projects (e.g renew bus pass, energy advice) (19%) followed by Being able to obtain information and advice on local services (e.g Council Services) (17%), closely followed by a booking service (e.g book a show, a swimming lesson, a Council service) (16%)

<b>What would encourage you to use your local library more?</b>		
	<b>No.</b>	<b>%</b>
<b>Different opening hours</b>	191	12.8
<b>More activities (e.g reading groups, history, IT sessions)</b>	152	10.2
<b>More children's activities</b>	83	5.5
<b>Volunteering opportunities</b>	65	4.3
<b>Refreshment area</b>	220	14.7
<b>Being able to obtain information and advice on local services (e.g Council Services)</b>	261	17.4
<b>A booking service (e.g book a show, a swimming lesson, a Council service)</b>	235	15.7
<b>Access to a drop in centre for specific one off projects (e.g renew bus pass, energy advice)</b>	289	19.3
<b>Total responses</b>	<b>1496</b>	

Respondents were also given the opportunity to state anything else that would encourage greater use, these have been broadly categorised as follows. A full list can be found at Appendix C

- The most common 'other' response was more facilities at the library would encourage respondents to use the library (33 responses)

<b>What would encourage you to use your local library more?</b>	
<b>Other</b>	
<b>More facilities</b>	33
<b>Happy with current library facilities</b>	22
<b>More books / better selection</b>	17
<b>More Internet options</b>	11
<b>More comfortable environment</b>	9
<b>Parking</b>	6
<b>More time available</b>	4
<b>Extended opening hours</b>	4
<b>Not interested in using a library</b>	3
<b>Less noise</b>	3
<b>A library for books only</b>	2

5.5 Respondents that had ticked 'Different opening hours' to the previous question were asked to specify the hours they would like their local library to open, these have been broadly categorised as follows. A full list can be found at Appendix D

- The most common response was evening open hours would encourage respondents to use the library more (81 responses), this was followed by weekend opening (34 responses)

<b>Please specify the hours you would like your local library to be open?</b>	
<b>Evenings</b>	81
<b>Weekends</b>	34
<b>A specified range of hours</b>	23
<b>Miscellaneous</b>	8
<b>Open earlier (9am or earlier)</b>	6

5.6 Respondents were asked where was the location of their nearest library

- The nearest library for 319 respondents is Harrogate, this was followed by Ripon (136 responses) and Knaresborough (131 responses)

<b>Where is your nearest library?</b>	
<b>Harrogate</b>	319
<b>Ripon</b>	136
<b>Knaresborough</b>	131
<b>Bilton</b>	86
<b>Starbeck</b>	54
<b>Boroughbridge</b>	53
<b>Mobile library</b>	32
<b>Patley Bridge</b>	23
<b>Wetherby</b>	18
<b>Masham</b>	7
<b>Otley</b>	7
<b>Ilkley</b>	1
<b>Thirsk</b>	1
<b>Total</b>	1

### **Harrogate Library Development**

Respondents were then asked a series of questions regarding the Harrogate Library development. They were informed:

With the help of funding from Big Lottery Community Libraries Fund and match-funding from North Yorkshire County Council, Harrogate Library on Victoria Avenue, Harrogate is being improved.

Plans include a three storey extension on the side of the existing building. Additional public space will be created which will include new facilities such as meeting rooms, a café area and toilets as well as more space for books and computers. As well as the £3.4m funding for the building improvements there will be further funding allocated to improving and adding to the book stock. The project involves working closely with the community and the voluntary sector to develop and manage services. A Partnership Group has been set up including representatives from a number of local community organisations.

There will be lots of opportunities for people to be involved, for example to join groups to design services or to volunteer to help deliver activities in the library.

5.7 Respondents were asked if they had already heard about the plans to improve Harrogate Library, with big lottery funding

- 42% of respondents had heard about the plans to improve Harrogate Library with Big Lottery funding

<b>Have you already heard about the plans to improve Harrogate Library, with Big Lottery funding?</b>		
	<b>No.</b>	<b>%</b>
<b>Yes</b>	398	41.7
<b>No</b>	555	58.3
<b>Total</b>	953	

5.8 Respondents were asked what would encourage them to use the Harrogate Library. Responses were broadly categorised as follows. A full list can be found at Appendix E

- The most common response to what would encourage respondents to use the Harrogate Library was more library activities and facilities (85 responses). The second most common response was easier access and parking (68 responses)

<b>What would encourage you to use the Harrogate Library?</b>	
<b>More activities/facilities</b>	85
<b>Easier access/parking</b>	68
<b>Already use it</b>	42
<b>Miscellaneous</b>	41
<b>More variety of books</b>	37
<b>Café</b>	33
<b>Nothing</b>	31
<b>More flexible opening hours</b>	28
<b>More modern facilities</b>	13
<b>Better layout/environment</b>	13
<b>Computers/Internet access</b>	10
<b>Children activities</b>	7
<b>More time</b>	6
<b>Comparison with Knaresborough</b>	6
<b>More recent books</b>	4
<b>A quiet Atmosphere</b>	4

5.9 Finally respondents were asked if they wished to be involved in the project to improve the Harrogate Library.

Respondents that gave their contact details were assured that this information will not be used in conjunction with this survey but will be passed directly to the North Yorkshire County Council, Harrogate Library Community Engagement Officer and will not be shared with any third party.

## 6.0 A PROFILE OF RESPONDENTS

**Table 1: Response by gender**

Gender	Panel		Internet	
	No.	%	No.	%
Male	449	48.4	13	37.1
Female	478	51.6	21	60
Total	927*		34**	

\* 4 respondents did not supply this information  
 \*\* 1 respondents did not supply this information

**Table 2: Response by age**

Age (yrs)	Panel		Internet	
	No.	%	No.	%
17-24	11	1.2	3	8.6
25-34	21	2.3	8	22.9
35-44	138	14.9	7	20
45-54	217	23.4	11	31.4
55-64	258	27.8	5	14.3
65+	284	30.5	0	0
Total	929*		34**	

\* 2 respondents did not supply this information  
 \*\* 1 respondents did not supply this information

**Table 3: Response by economic position**

Economic position	Panel		Internet	
	No.	%	No.	%
Employed	402	43.2	30	85.7
Self employed	89	9.7	2	5.7
Unemployed/govt. scheme	7	0.8	0	0
Retired	383	41.6	0	0
Student	3	0.3	1	2.9
Looking after home/family	36	3.9	0	0
Total	920*		33**	

\* 11 respondents did not supply this information  
 \*\* 3 respondents did not supply this information

<b>Table 5: Response by physical or mental impairment</b>				
<b>Yourself</b>				
	<b>Panel</b>		<b>Internet</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Impaired	64	7	1	2.9
Not impaired	845	93	32	91.4
Total	909*		33**	
<b>Full time carer</b>				
Carer	34	3.8	2	5.7
Not Carer	867	96.2	31	88.6
Total	901***		33****	
* 22 respondents did not supply this information ** 2 respondents did not supply this information *** 30 respondents did not supply this information **** 2 respondents did not supply this information				

<b>Table 6: Response by area</b>				
	<b>Panel</b>		<b>Internet</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Harrogate	429	47.0	21	65.6
Ripon	106	11.6	0	0
Knaresborough	86	9.4	5	15.6
Rural	292	32.0	6	18.8
Total	913		32**	
* 12 respondents did not supply this information ** 3 respondents did not supply this information				

## 7.0 FURTHER INFORMATION

- 7.1 Cross tabulation of all none literal responses is available on request from Fiona Friday, Community Engagement Officer, Harrogate Borough Council 01423 556068 or by email [Fiona.Friday@harrogate.gov.uk](mailto:Fiona.Friday@harrogate.gov.uk).

Note: Cross tabulation available: by respondent; by age, gender, ward and disability



Appendix A

Questionnaire

Library use in the Harrogate District

**Q1 Do you use any of the following libraries?**

*Please tick all that apply*

**Harrogate**

**Bilton**

**Starbeck**

**Ripon**

**Knaresborough**

**Boroughbridge**

**Pateley Bridge**

**Masham**

**Mobile Library Service**

**Other**

*Please specify*

**Q2 When did you last use the library?**

*Please tick one box*

*Within the previous 12 months*

*More than 12 months ago*

*Do not use the library*

**Q3 If you do not currently use any library, why not?**

*Please specify*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q4 What would encourage you to use your local library more?**

*Please tick all that apply*

**Different opening hours**

**More activities (e.g. reading groups, family history, IT sessions)**

**More children's activities**

**Volunteering opportunities**

**Refreshment area**

**Being able to obtain information and advice on local services (eg Council Services)**

**A booking service (eg book a show, a swimming lesson, a Council service)**

**Access to a drop in centre for specific one off projects (eg renew bus pass, energy advice)**

**Other**

*Please specify*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q5** If you ticked 'Different opening hours' to Q4, please specify the hours you would like your local library to be open  
*Please specify*

**Q6** To help us make use of this feedback, please tell us where your nearest library is:  
*Please specify*

**Harrogate Library development**

With the help of funding from Big Lottery Community Libraries Fund and match-funding from North Yorkshire County Council, Harrogate Library on Victoria Avenue, Harrogate is being improved.

Plans include a three storey extension on the side of the existing building. Additional public space will be created which will include new facilities such as meeting rooms, a café area and toilets as well as more space for books and computers. As well as the £3.4m funding for the building improvements there will be further funding allocated to improving and adding to the book stock. The project involves working closely with the community and the voluntary sector to develop and manage services. A Partnership Group has been set up including representatives from a number of local community organisations.

There will be lots of opportunities for people to be involved, for example to join groups to design services or to volunteer to help deliver activities in the library.

**Q7** Have you already heard about the plans to improve Harrogate Library, with Big Lottery funding?  
*Please tick one box*  
Yes  No

**Q8** What would encourage you to use the Harrogate library?  
*Please specify*

**Q9** Would you like to be involved in the project to improve the Harrogate Library?

If so please provide your contact details, and we will be in touch:

Please note this information will not be used in conjunction with this survey but will be passed directly to the North Yorkshire County Council, Harrogate Library Community Engagement Officer and will not be shared with any third party.

**Anonymous Personal Details**

**Q10** Are you?  
*Please tick one box*  
Male  Female

**Q11** How old are you?  
*Please tick one box*

17-24	<input type="checkbox"/>	55-64	<input type="checkbox"/>
25-34	<input type="checkbox"/>	65-74	<input type="checkbox"/>
35-44	<input type="checkbox"/>	75+	<input type="checkbox"/>
45-54	<input type="checkbox"/>		

- Q12 Are you?**  
Please tick one box
- |               |                          |            |                          |                              |                          |
|---------------|--------------------------|------------|--------------------------|------------------------------|--------------------------|
| Employed      | <input type="checkbox"/> | Unemployed | <input type="checkbox"/> | Student                      | <input type="checkbox"/> |
| Self employed | <input type="checkbox"/> | Retired    | <input type="checkbox"/> | Looking after family or home | <input type="checkbox"/> |
- Q13 Do you consider yourself to have a physical or mental impairment that has a substantial and longterm effect on your ability to carry out normal day to day activities?**  
Please tick one box
- |     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|
- Q14 Are you a full-time carer for a disabled, sick or elderly relative or partner?**  
Please tick one box
- |     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|
- Q15 Which ward of Harrogate do you live in?**  
Please tick one box
- |                            |                          |                                   |                          |
|----------------------------|--------------------------|-----------------------------------|--------------------------|
| Bilton                     | <input type="checkbox"/> | Boroughbridge                     | <input type="checkbox"/> |
| Granby                     | <input type="checkbox"/> | Claro                             | <input type="checkbox"/> |
| Harlow Moor                | <input type="checkbox"/> | Killinghall                       | <input type="checkbox"/> |
| High Harrogate             | <input type="checkbox"/> | Kirby Malzeard                    | <input type="checkbox"/> |
| Hookstone                  | <input type="checkbox"/> | Lower Nidderdale                  | <input type="checkbox"/> |
| Low Harrogate              | <input type="checkbox"/> | Marston Moor                      | <input type="checkbox"/> |
| New Park                   | <input type="checkbox"/> | Mashamshire                       | <input type="checkbox"/> |
| Pannal                     | <input type="checkbox"/> | Newby                             | <input type="checkbox"/> |
| Rossett                    | <input type="checkbox"/> | Nidd Valley                       | <input type="checkbox"/> |
| Saltergate                 | <input type="checkbox"/> | Ouseburn                          | <input type="checkbox"/> |
| Starbeck                   | <input type="checkbox"/> | Pateley Bridge                    | <input type="checkbox"/> |
| Stray                      | <input type="checkbox"/> | Ribston                           | <input type="checkbox"/> |
| Woodfield                  | <input type="checkbox"/> | Spofforth with Lower Wharfedale   | <input type="checkbox"/> |
| Knaresborough East         | <input type="checkbox"/> | Washburn                          | <input type="checkbox"/> |
| Knaresborough King James   | <input type="checkbox"/> | Wathvale                          | <input type="checkbox"/> |
| Knaresborough Scriven Park | <input type="checkbox"/> | <b>Unknown Harrogate Ward</b>     | <input type="checkbox"/> |
| Ripon Minster              | <input type="checkbox"/> | <b>Unknown Knaresborough Ward</b> | <input type="checkbox"/> |
| Ripon Moorside             | <input type="checkbox"/> | <b>Unknown Ripon Ward</b>         | <input type="checkbox"/> |
| Ripon spa                  | <input type="checkbox"/> | <b>Unknown Rural Ward</b>         | <input type="checkbox"/> |
| Bishop Monkton             | <input type="checkbox"/> |                                   |                          |
- Q16 To which of these groups do you consider you belong to?**  
Please tick one box
- |                            |                          |                            |                          |                            |                          |
|----------------------------|--------------------------|----------------------------|--------------------------|----------------------------|--------------------------|
| British                    | <input type="checkbox"/> | White and Black Caribbean  | <input type="checkbox"/> | Bangladeshi                | <input type="checkbox"/> |
| Irish                      | <input type="checkbox"/> | White and Black African    | <input type="checkbox"/> | Any other Asian background | <input type="checkbox"/> |
| Any other White background | <input type="checkbox"/> | White and Asian            | <input type="checkbox"/> | Chinese                    | <input type="checkbox"/> |
| Caribbean                  | <input type="checkbox"/> | Any other Mixed background | <input type="checkbox"/> | Other ethnic group.        | <input type="checkbox"/> |
| African                    | <input type="checkbox"/> | Indian                     | <input type="checkbox"/> |                            |                          |
| Any other Black background | <input type="checkbox"/> | Pakistani                  | <input type="checkbox"/> |                            |                          |

**Thank you for completing this questionnaire**

## Appendix B

### If you do not currently use any library, why not?

#### Prefer to buy / borrow books

1. Backlog of books at home
2. Buy
3. I tend to buy books now
4. Do not need to - we buy and recycle any books we need. We have a house full of books - own private library!
5. Books given and enjoy crosswords.
6. My friends and I exchange books - mainly fiction.
7. Buy books, DVD's etc, so there is no time limit on reading, viewing. etc.
8. Now that books are affordable in supermarkets I buy them and then pass them on, Books have become cheaper to buy - I exchange with friends.
9. I tend to buy a lot of books, I am given a lot of books also.
10. Exchange of books between friends.
11. Online DVD rental. Buy books.
12. Buy any book I require.
13. Buy own reading matter.
14. Buy my own books. Buy my reading matter.
15. I've got all the literature I need. But it is very important for the younger generation.
16. I don't read books mainly newspapers
17. Reading books we use, we buy. I tend to buy the books I want to read. I don't use much in the way of CD's or DVD's.
18. I tend to buy books we want to read.
19. Buy any books I need.
20. Buy my own books, CD's, etc.
21. Do not read books. May use library for Internet access.
22. Usually buy any books required.
23. Not a heavy reader and books are provided for me by family.
24. Have a large collection of my own.
  - 1) Read a lot for work. 2) Buy books. 3) Circulate books between friends.
25. I buy the books I want to read.
26. I buy books I want to read.
27. Time for leisure reading limited, have good access to own reading/ IT material.
28. Live out of Harrogate. Buy my own books and CD's.
29. Buy books and then pass them on to others.
30. Prefer to buy and swap paperbacks and magazines with family and friends.
31. I buy the books I choose to read rather than borrow them.
32. Buy books.
33. I feel I have no need to use a library. If I want a book, etc I just buy it
34. I only read on holiday and prefer to buy books in case they get damaged.
35. Books etc either bought or available at home.
36. I buy the books.
37. Tend to read lent books.
38. I exchange books with friends and buy from sales.
39. Cheap enough to buy
40. I buy reading books.

41. Tend to purchase/ borrow books.
42. Purchase books I want.
43. I tend to read books that I have bought for myself or borrow from other people.
44. Buy my own.
45. I buy books and swap with friends.
46. Buy my own books but appreciate its value and necessity to others.
47. Tend to buy books.

### **Use of the Internet**

1. Use the Internet more nowadays
2. No reason as information is on the Internet
3. Use of Internet
4. Use Internet
5. Extensive use of the internet both at home and work for research.
6. Use Internet at home
7. Use Internet
8. I have had the Internet installed at home.
9. We use computer at home
10. Online access fulfil my needs
11. Internet means that you use that instead of reference books
12. The Increased use of Internet
13. Most things can be downloaded or obtained via the internet
14. Use computer instead
15. Use Internet for research
16. Information available on Internet
17. Internet availability.
18. Get information off the computer
19. Use the Internet
20. I have used family research facilities before internet facilities became so wide
21. Use Internet at home for reference purposes
22. Use the Internets for information
23. Information accessible on Internet
24. Have Internet at home
25. Use Internet for research and to buy books
26. For any information I use the internet at home
27. The Internet provides any reference information
28. Use Internet extensively for information, including book purchase. Think that library do need to be retained however, as local resource
29. Got Internet at home
30. The Internet is a great source of information
31. Get information online
32. Internet
33. Use Internet
34. Most information available on the Internet
35. They are too far away.
36. Most information now online
37. I tend to use the Internet
38. On line
39. Internet at home.

## **Too Busy**

1. Too busy with work and family. Libraries will probably be used when I retire.
2. Too busy working miss opening times.
3. Busy doing voluntary, church work.
4. Usually lack of time.
5. Currently too busy in leisure time for reading. I do read on the train every day on my commute but still have plenty of my own books.
6. Have sufficient things to do to fill my leisure time.
7. Time - no time to read.
8. No interest in computers. Live well away from town. Have so many books given and bought, not necessary to go.
9. No time to read books.
10. Busy with open university degree so don't have time. But this is an important resource. Have given books to service in the past.
11. Not enough time to read at present, but my son uses it for school a lot.
12. Working full time does make it difficult.
13. I do like to read but buy the books I want.
14. Time constraints.
15. Timing and accessibility.
16. No time!
17. Do not have time to read on a frequent basis.
18. No time to read. Unaware of full range of services available.
19. No time for reading at home - only when on holiday.
20. No time to read.
21. Too busy to relax with a book.
22. Don't have enough time to use it.
23. Busy with work and grandchildren.
24. Busy with walking and other hobbies.
25. Time to visit not available.
26. Too many books of my own I haven't read yet.
27. Not enough time to sit and read.
28. Too busy doing other things.
29. I work in Leeds and it is more shortage of time to visit.
30. Not enough time.
31. Don't have the time and can find most library services on the internet.
32. Too busy to go to borrow books.
33. Busy running a business and playing sport in leisure time. Used to read a lot. No time.
34. No time to read for pleasure.
35. Unfortunately not enough time to use often but will do in future.
36. Family life and commitments make visiting impossible.
37. Too busy with other hobbies.
38. Have not a lot of time to read.

## **No Need**

1. Have no need for using a library.
2. Not required own book collection.
3. Do not read books anymore.

4. Don't read as much anymore.
5. Don't read very often.
6. I read very little apart from daily papers. Am not a pc person.
7. No requirement on a regular basis.
8. Have not found the need intend having a look to see what is on offer.
9. Love writing, hate reading!
10. Retired, no further studying.
11. Love writing, hate reading!
12. Retired, no further studying.
13. I work at a university which has a library.
14. No current requirement to use it.
15. Don't see the need. Children use school library.
16. No reason to use.
17. No requirement.
18. No requirement to do so a present.
19. Rarely read books.

### **Positive comments**

1. Think the modernised Knaresborough library is an absolutely brilliant community facility.
2. If I needed to for research then I do.
3. My wife does.
4. Will do again when retired and use library and its facilities.
5. Only when needed for research.
6. I will start to use the library in future.
7. I take my grandchildren to the library.
8. My family use Harrogate library.
9. I am not a great book reader but I do use the library for information - the staff are very helpful.
10. I used it a lot when my daughter was young.

### **Use Charity Shops**

1. Prefer to browse and choose books by supporting charity shops.
2. All my books are bought at charity shops and returned there.
3. Prefer to buy second hand books from charity shops.
4. I swap books with other readers and support charity shops.
5. Am able to buy books at local charity shop very cheap.
6. Purchase books from charity shops instead.
7. Usually buy books from charity shops.
8. Buy lots of books new from charity shop. Daily newspaper absorbs much of my reading time.

### **Difficult to access library**

1. Access from village home.
2. Distance to travel is too far.
3. They are too far away.
4. It is less convenient to use since thee changes a couple of years ago. The purple window stickers are horrible.

5. Too far to walk.
6. Too far to travel.
7. Too far.
8. Living out of town.

### **Old Age/ill Health**

1. Old age - ill health.
2. As I am in a wheel chair it is not easy to get to Victoria Avenue.
3. Because of disability and access.
4. I do not use the library now as I only have a wheelchair, no car anymore and depend on relatives to give me their paperbacks.
5. Do not find it easy to get there due to health.

### **Mobile Library issues**

1. Mobile does not visit my village any more
2. Don't know information on mobile service to village.
3. When I need to use the library I have a card for the library in Otley or the mobile library.
4. Always at work when mobile library is due.

### **Poor environment**

1. Poor environment
2. Harrogate library is grotty
3. Harrogate needs updating whilst retaining it's character.
4. I found the library gloomy. It would be lovely to have a large airy library and research centre like the one at Harrogate Grammar school. The library in Vancouver is open and is a major social centre.

### **Poor parking**

1. Difficulty in parking nearby for those unable to walk far.
2. Due to health and parking problems.
3. Parking facilities poor.
4. Too difficult to park, why should I pay to park to visit a library I pay for.

### **Lack motivation**

1. Can't be bothered, means getting the car out, parking it, and don't know what you can do there apart from get books, and probably have to queue
2. no need whatsoever
3. Remembering to return items.

### **Got out of the habit**

1. Got out of the habit.
2. Just dropped out of the habit. I tend to borrow books from friends or buy them.

### **Lack of facilities**

1. I have 2 very young children and going out anywhere is a nightmare.
2. No toilet facilities.

### **Lack of choice**

1. They never seem to have the books I want.
2. Can never find the book I want.

### **Poor reference section**

1. Poor reference book selection

### **Unclean Books**

1. The books stink of stale tobacco, they are dirty.

### **Fine system**

1. Fines draconian.

### **Opening Hours**

1. I do not use my closest library because of its opening hours.

## Appendix C

### What would encourage you to use your local library more?

#### More facilities

1. Turn them into post offices
2. I will attempt to take the kids and see how it goes.
3. Separation of library function from other possible functions.
4. Perhaps even a gaming community.
5. Language courses.
6. Focus on independent learning facilities.
7. Restore the music section
8. Talks by local writers or personalities. Informative sessions on local affairs.
9. If it were nearer.
10. Family history centre with census, parish register and associated material including maps and periodicals. Like Leeds city library.
11. A library index system as per the old card system.
12. Council tax, bus passes, rail cards.
13. Increased reference facility with dedicated staff members especially in local and family history research.
14. Central information service could be very useful.
15. Paying council tax monthly. More central than Springfield House.
16. Tourist information in the same place.
17. Youth meeting area with revision aids and an online or staff advise. Independently operated creche facility. Publicise DVD rental (online booking).
18. The tourist information office in Knaresborough could be moved to library hence it would open more.
19. With the demise and decline of post offices, the library could take over some functions.
20. Availability of library services. Knowledge of specific events would generate interest to attract.
21. Remove all the purple.
22. It could be a major cultural centre with visiting authors and readings especially in winter.
23. Promotion of reading and learning in the general community.
24. Access to other information and advice.
25. Study room.
26. Good place for citizens advice.
27. Bring together more information services under the same roof.
28. Access to planning applications, especially copies of the plans themselves. These are not available online and Knapping Mount is inconvenient for access.
29. They should have a coffee bar with sofas like Starbucks.
30. Concession on ordering books/ tapes/ videos have been withdrawn which is hard for pensioners.
31. More facilities, information desks etc.
32. Local Harrogate History.
33. In America libraries entail: post offices/ meeting rooms/ school classes (on how to use library and what it offers)/ web cafes, etc - it is aimed at all in the community.

#### Happy with current library facilities

1. Nothing, my main library - Knaresborough - has just had a makeover and it's fabulous. I use it as much as I want.
2. I use the library regularly just as it is. I don't need added attractions.
3. I am happy with the current arrangements.
4. I use both Harrogate and Bilton libraries on a regular basis.
5. I'm satisfied with existing arrangements.
6. I use library - great service, great books, great people, leave it alone!
7. I think the libraries are open enough already. They do the things listed above and are really helpful and professional - a brilliant service.
8. Nothing wrong with the library.
9. Knaresborough has an excellent library service though the IT suite can be busy at times.
10. I am a regular user but am unlikely to use the library more than I do now.
11. More than 24 hours in my day. Keep libraries open please.
12. No necessary for me but very necessary for general public. Especially children.
13. The library at Pateley Bridge meets my needs now - Visit to borrow books now and then and view local information.
14. Knaresborough library is excellent. Don't believe it can be improved.
15. I don't really need the library but it's important for young people to have access to books.
16. I feel the facilities in Knaresborough are first class.
17. As I use the library every 2 weeks I find it meets my needs.
18. I use the Knaresborough library service weekly. They are excellent.
19. Only use reference library with which very satisfied.
20. I only use the library for reference purposes.
21. I go to the library every Thursday afternoon and help in Bedale on Wednesday.
22. Library is fine.

### **More books / better selection**

1. More books (it is a library after all).
2. Better books
3. More books
4. More up to date books! Especially reference material which is often decades out of date.
5. More books.
6. Better selection of books.
7. More books in better condition.
8. Better and larger books.
9. Up to date books, particularly IT.
10. Greater choice of books.
11. More money spent on books.
12. More books.
13. More newly published books. More reprints of old favourites.
14. More books.
15. More titles including audio books, Especially on CD not cassette.
16. Wider choice of books for older children.
17. Improve range of fiction.

### **More Internet Options**

1. Centralised locations, the ability to buy or borrow any book, internet access.

2. I think it would be great if we had a basic IT skills lessons as a lot of the public over 30 years would really appreciate being able to become computer friendly in a relaxed environment.
3. More internet/ wireless access, please.
4. Family history if there was a link to NYCC archives.
5. Making it easier to browse catalogue online, order books, renew books, etc.
6. Internet book reservation/ notification service. Better knowledge of available services.
7. Local history/ family history archives to be relocated from Northallerton as public transport between Harrogate and Northallerton is poor.
8. I use it weekly for internet access.
9. Control of teenagers using computer facilities.
10. Access to computers and relevant services. Photo copying.
11. Free internet access and tutorials.

### **More Comfortable environment**

1. Emphasis on library function. Increase in comfortable reading space.
2. Decent, clean toilets within the library building. Comfortable seating to read and relax.
3. Toilet facilities.
4. A problem with seniors is the use of the lowest shelves - we cannot get down to see the titles.
5. Cleanliness, exhibition area, modern, up to date.
6. Cleaner. Quieter. Decent toilets.
7. Suitable premises with access for disabled.
8. A bit old fashioned inside.
9. Toilets.

### **Parking/travel**

1. Easier parking.
2. Free parking while using the library.
3. Easier parking
4. Free parking for council tax payers.
5. Being on a dedicated bus route maybe a library bus.
6. Being able to park for longer near the library. Better parking.

### **More time available**

1. More time.
2. Time.
3. The library is great - I just don't have much time to use it.
4. More time to read.

### **Extended Opening**

1. Opening until 7pm every evening.
2. I use the library on a regular basis - would longer hours encourage other?
3. Afternoons and evenings.
4. More late night openings.

## **Less Noise**

1. Less children being noisy inside (Ripon).
2. A library should be just that, not a kids rampage area - you must keep some facilities free of over indulged kids! Children should be made to respect adults areas - why are they encouraged to act in an anti-social way? as a child I used the children library every day. (I also had 3 children).
3. Fewer noisy distracting activities, more of a library being a library.

## **Not Interested in using a library**

1. Nothing would encourage me.
2. Nothing at the moment would encourage me to use a library.
3. Not interested in using library.

## **A library should be only for books**

1. Isn't a library for books? These services listed above are what should be available from Council offices or the Tourist Information service not a library.
2. More science books of all types.

## Appendix D

Please specify the hours you would like your local library to be open?

### Evenings

1. Evenings until 8-0pm
2. Evenings
3. Later opening during the week on those days it closes at 5.00. Perhaps till 6.00
4. More evening hours - up to 7
5. Evenings
6. Open till 20.00 weekdays
7. More early evening opening.
8. More afternoons and later
9. Evenings
10. Late nights.
11. Evenings
12. Later in the evening.
13. Earlier on a Saturday.
14. Till 9pm.
15. Later evenings.
16. More evenings
17. Longer hours in the evening
18. Late nights/
19. Two evenings a week until 7pm
20. Evenings.
21. Open until 7pm every evening.
22. Evenings - maybe twice per week.
23. More late evenings due to work commitments.
24. Later in evenings..
25. Two or three later evenings per week.
26. Late evening and longer weekend
27. Evenings
28. Evenings
29. Evenings
30. Later closing.
31. Late opening one night a week.
32. Open later evenings possibly
33. Evenings after 7pm.
34. More evenings.
35. Maybe till 7pm twice a week.
36. Some evenings.
37. Evenings.
38. One evening per week until 7pm.
39. Later evenings.
40. 9am to 7pm.
41. Later opening hours Monday to Saturday.
42. Mobile library service only spends 25 minutes in Birstwith - this is not long enough.
43. Sundays.
44. Until 8pm and on Sundays.

45. More evenings opening to 9pm.
46. Monday to Saturday 8am to 6pm.
47. 24 hours.
48. Preferably later evenings and all weekends.
49. 6pm to 8pm.
50. Later in an evening.
51. Until 8pm on a few evenings.
52. 7am till 7pm.
53. 9am to 7pm Monday to Saturday.
54. Early evening hours after 6pm for those who work.
55. To 8pm.
56. Evenings and Sunday mornings
57. 6pm to 10pm
58. All day Saturday.
59. To 8:30pm Monday to Friday.
60. An increase in opening times.
61. Weekends.
62. Early evenings
63. All evenings till 7pm with exception of Saturdays.
64. Until 8pm more evenings.
65. Up to 8pm
66. One or two late night openings to 9pm.
67. For students 6-8pm for after school.
68. More in the evening than mornings.
69. Open later in the weekday evenings.
70. Late opening hours until 8pm twice a week
71. from 9:30am to 6pm with late nights on 2 days at least.
72. Until 8pm, 7 days a week
73. three evenings a week
74. 6pm-8pm.
75. .A late night at the library would be a bonus.
76. Evenings e.g. 5pm to 7pm.
77. Open later.
78. 7:30pm closing Monday to Friday.
79. 7pm to 8pm.
80. Early evenings
81. Some late nights.

## **Weekends**

1. Sunday 10am to 4pm, as per other shops in town.
2. Sundays.
3. Weekends
4. 7 days a week
5. Saturday/ Sunday.
6. Less hours Monday to Friday and open longer hours on weekends including Sundays and Bank Holidays.
7. some Sundays.
8. Saturday afternoons
9. Should be open Sundays.

10. Sundays
11. Weekends - Saturday all day.
12. Saturdays
13. Saturday afternoons.
14. Sundays
15. Sunday.
16. Saturdays
17. Sunday
18. Sundays.
19. Sunday 10am to 4pm.
20. Saturday afternoon.
21. More time on weekends.
22. Saturday till 7pm.
23. Saturday afternoon
24. Saturdays and Sundays
25. Actually I'm not sure when it IS open - but /weekends would be good as well as 9-5 weekdays.
26. 09.00 to 17.00 at weekends
27. Sundays
28. Sundays.
29. Sundays.
30. Longer on Saturday morning -
31. Sunday pm.
32. Weekends
33. Weekends.
34. Sunday opening.

### **Specific hours**

1. 8:30am to 4:30pm..
2. All day Monday to Saturday.
3. 8am to 9pm every day.
4. 9am to 8pm.
5. 9am to 6pm.
6. 10am to 5pm all week.
7. Weekday afternoons.
8. Every day 8am to 4pm.
9. 10am to 12:30pm then 2pm to 4:30pm.
10. Monday to Friday 9am to 8pm. Saturday 10am to 6pm. Sunday 11am to 4pm.
11. All day everyday except Sunday.
12. 9am to 7pm.
13. 8am to 7pm.
14. 10am to 12pm then 2pm to 5pm.
15. 8:30am to 6pm.
16. 08:00 to 22:00.
17. 8am to 7pm.
18. Seven days.
19. 9am to 12pm.
20. Open at 8:30 am to 9pm.
21. Till 7pm Monday to Saturday. Sunday 1pm to 6pm.

22. Monday to Friday 10am to 10pm. Saturday and Sunday 10 am to 6pm.
23. 8am to 7pm.

### **Misc**

1. Less hours = less opportunities.
2. Similar to Harrogate Library
3. Bilton library - Wednesday afternoon.
4. More morning opening times.
5. Opening hours in Starbeck should be open everyday.
6. Wednesday all day
7. Not closed Tuesday afternoons.
8. Mobile library longer than 10 minutes.

### **Earlier**

1. Open earlier (say 8:30am) for people on way to work/ school.
2. 9am on some days.
3. Mornings
4. Earlier
5. Harrogate library to open at 9.00am
6. Open at 9am everyday.

## Appendix E

### What would encourage you to use the Harrogate Library?

#### More activities/facilities

1. More activities and these being well publicised.
2. Information on by-gone Harrogate and family trees.
3. Improved links to the British library.
4. Activities e.g. computer courses, art, French speaking group.
5. More activities e.g. IT sessions, family history, etc.
6. Computers, cafe and family tree groups.
7. More desks, cubby holes and workspaces for studying/ business use.
8. Better family history resources.
9. Area designed for family history research.
10. Toilet facilities, cafe, TV room.
11. Cafe, newspapers available to read, lots of comfy chairs.
12. Exhibitions. Ticket bookings for shows, etc.
13. The ability to telephone.
14. Meeting rooms which will all be in place when the building improvements are complete.
15. Ease of use for searching titles and similar topic books Children's activities.
16. Discussion events - creating opportunities for people to socialise face to face rather than via the internet.
17. Someone resident there who could help with advice on family history research.
18. More seating areas.
19. Exhibition/ art gallery/ book sales.
20. Centre for local information including council matters, especially planning.
21. Genealogy information.
22. Nice seating areas.
23. Better facilities.
24. Toilets.
25. Better toilets.
26. More facilities.
27. Local history, archives.
28. Disabled access to lower shelving.
29. Reading room.
30. Better communication re activities.
31. More online access, casual areas, cafe area for comfort and to encourage use not just for profit.
32. Small study rooms would be useful. Solo or very small groups.
33. Improved facilities for children.
34. Improved facilities.
35. I believe there used to be an art gallery alongside the reference library a few years ago. It would be great if this could reopen once again.
36. Meeting rooms, cafe, more internet access (computers). These all seem to be catered for in the plans, detailed above, for the library.
37. Access to a wider range of information and facilities than is possible in my local library.
38. A very good children's section. A large study area.
39. Meeting rooms, cafe, toilets. I hope there will be encouragement for teenagers to use the facility - may be social help/counselling areas for them.

40. More activities.
41. Comfortable chairs and the chance to have a coffee/tea.
42. More facilities and brighter building.
43. Touch screen technology for reference purposes.
44. Some comfortable seating. Easier access to computers similar to internet cafe set up.
45. Access to a wider range of information and facilities than is possible in my local library.
46. Reading area
47. Reading groups. Larger selection of play books for drama groups.
48. Maybe a stamp collectors meeting room. Seminars on hobbies, etc.
49. Genealogy/ archive available.
50. Art exhibitions. Book crossing venue (sharing). Decent tea and coffee.
51. If reference library did not change - furnishings (tables, chairs, shelving) very conducive to study. Although I appreciate modern architecture, etc and would have not objected to lending library changing I feel the character would be destroyed.
52. If it has more of a community feel so you can call in the library use any other facility, IT services.
53. Specialist lectures and local topics of interest.
54. Internet cafe.
55. Meeting rooms, cafe, toilets and computers.
56. Better facilities. More modern arrangement.
57. Meeting rooms. Specific groups.
58. Better publication of family based activities.
59. More social environment.
60. Availability of audio cd.
61. Improved facilities, more modern layout and decor.
62. Modern facilities - plus Internet sessions for children.
63. Activities.
64. More information about provision of services.
65. More access to computers and children kept out of the main library.
66. More of a community centre feel.
67. more user-friendly layout of the fiction section, which is fragmented. Also space for frequently changing art displays and a picture loaning service.
68. Improved/ extended services to be available to the public.
69. Improved computer use opportunities, more activities.
70. Social area with good coffee and seating.
71. I find it difficult to find out what books are available, where it used to be possible to look through a card index file, now it's necessary to ask an assistant
72. New facilities.
73. Somewhere to meet up with friends or sit and browse books. Better display areas.
74. Small demonstration areas for hobbies and interests, cooking, researching, DIY, etc.
75. Accessible range of services expanded and improved. Quality refreshment available all day. Meet the expert clinics perhaps?
76. It would be really nice if there was a comfy area to sit in and read a book, suitably arranged so a person on their own would not feel intimidated. Maybe part of the cafe area.
77. Better atmosphere.
78. More space for books. Too many times I have had to reserve a book not stocked. The quality of some can leave a lot to be desired. Booking office.
79. If it has information that was not available through my local library.
80. I think the library badly needs more funding to help update it. A good library is essential.

81. Provision of some council services in the library..
82. But possibly attend events hosted in meeting rooms.
83. Reference information.
84. Online reservation from home.
85. Greater range of resources in different format.

### **Easier Parking/access**

1. Free car parking nearby.
2. Good parking facilities open late (free), with the library open late too.
3. Better parking opportunities, free of charge.
4. Easy local parking.
5. Easier parking nearby.
6. Large free car park.
7. Better parking, Easy parking. Ease of parking - living out of town.
8. Easier parking.
9. Better parking Car parking
10. Parking nearby and free.
11. Easier to park.
12. A car park.
13. Car parking.
14. Better parking.
15. Improved parking facilities.
16. Better parking facilities.
17. Better car parking.
18. Easier parking. Easy parking.
19. Free parking outside.
20. Free parking.
21. Free transport.
22. Local library (Bilton) fits most needs. Parking problems around Victoria Avenue does cause difficulty of access.
23. More short term disc parking.
24. If it was not in the town centre and parking was, therefore, not such a problem.
25. Easy access from Knaresborough
26. If I lived in Harrogate I probably would use the library.
27. I live out of town.
28. Bus service to reach the library.
29. Ripon resident.
30. If it was not so far away.
31. A free and regular bus service from the villages.
32. A free bus from Ripon.
33. Only if I lived in Harrogate.
34. Too far away - won't use.
35. Too far away so would only use if in Harrogate for other reasons.
36. Harrogate library is too far from where I live.
37. Distance is my reason for not using it.
38. Too far to go to.
39. Difficult because I live 15 miles from Harrogate.
40. It would have to be moved nearer to my village.
41. The ability to get to it.

42. It is too far away for me to use it regularly whatever facilities are available.
43. If I moved to Harrogate.
44. No as we live in Ripon and use that.
45. I live in Ripon.
46. I live too far away.
47. Too far from home.
48. I am happy using Ripon.
49. I would use the library if I lived nearer it.
50. I am quite happy using Ripon.
51. Only use Ripon.
52. I live in Ripon.
53. Too far away for me.
54. Move it to Knaresborough.
55. Go to library 2 to 3 times a week. Being nearer.
56. Use local one instead as free parking.
57. What is planned seems tremendous but I would endeavour to support my local library more.
58. If service not available in Knaresborough library.
59. Not being able to use Knaresborough.
60. Services that Bilton could not offer.
61. I live in Ripon.
62. Too far away for me.
63. Move it to Knaresborough.
64. Go to library 2 to 3 times a week. Being nearer.
65. Use local one instead as free parking.
66. What is planned seems tremendous but I would endeavour to support my local library more.
67. If service not available in Knaresborough library.
68. Not being able to use Knaresborough.

### **Already use it**

1. Already use when needed
2. I already use it frequently. I need no encouragement.
3. I already use the library
4. Already good.
5. Already good.
6. Already use it regularly.
7. I use it frequently. 2/3 times per week.
8. I use it regularly.
9. Already use frequently. Don't need encouragement!
10. I already use it regularly.
11. Use frequently already, but the proposals sound very exciting.
12. I already use the library.
13. I use it already - great service.
14. Already do.
15. I need no encouragement - I use it all the time and love it.
16. Already do use.
17. Already do use most areas.

18. I am quite happy with the library as it is now. But welcome the above improvements - but very sorry to see the Victoria Gardens will be built on.
19. Already a user.
20. Use it already.
21. We as a family visit the library every week. We do not need improvements to visit.
22. Already do.
23. I already use the library on a frequent basis.
24. I use the Harrogate library when I need more specialised books than are available locally - I can't think of anything else which would encourage me to use it more.
25. I love the library and have pleasure getting books every week and reading the newspaper and buy your local cards so I do not need encouragement.
26. Already use it – children's section.
27. Already use it I already use it.
28. I like the current facilities and need no encouragement (just more time).
29. I already use it a lot.
30. I already do.
31. I already use it.
32. I already use it regularly.
33. Already do.
34. Already use it.
35. I have been using the library.
36. I already do but it will definitely make me continue to use it.
37. I already do.
38. I'm happy with the present library and as a family we all use it.
39. Already use existing library.
40. I already use the library regularly.
41. Already use it but I think people are not regular readers find it hard to know where to start which authors to look for, etc.
42. Already do.

### **Miscellaneous**

1. A greater desire to read/learn new things.
2. If it was cleaner
3. Free CD's, videos, audio.
4. Get rid of all those drunks that hang around in the bus shelter in library gardens.
5. More information how to register opening hours. Will try and use it through the voucher, thank you.
6. Too far away.
7. When I need to find out specific information.
8. If I wanted to use a library I would use Bilton library. It is just up the road.
9. Please stop selling reference books cheap.
10. More public friendly approach.
11. Possibly.
12. Maintaining the gardens adjacent to a high standard in order to make the experience complete.
13. To use it more, yes.
14. All the above facilities.
15. If I stopped receiving books from family.
16. I don't read very much now. Unless it was something specific I needed.

17. It having specialist books/ information available in Knaresborough.
18. The staff ought to be more understanding when people are looking for something.
19. Advertise all it's facilities, e.g. CD's, video's.
20. I don't visit Harrogate very often.
21. Above development.
22. Unlikely to make a separate visit unless interested in a particular activity.
23. I don't think there is a facility to utilise.
24. I think if I was younger and fitter.
25. Advertising. Just don't think about it.
26. More information on services.
27. Wider selection of sheet music for ensembles.
28. Clean it up, it smells.
29. More space to be able to move about between the racks.
30. Additional services More maps. More information that is hard to obtain elsewhere.
31. Would not use it, but it is an excellent project.
32. The plans mentioned sound encouraging.
33. These improvements.
34. The new extension sounds great and with more choice of books
35. Fewer stairs.
36. Advertise the facilities.
37. Finding a need to use it.
38. All of the above.
39. Most of the above.
40. Information on what is on offer.
41. Helpful customer aware staff.

### **More variety of books**

1. More variety in the book stock and better quality of the books available.
2. Better selection of books, it's a library, I have the Internet at home!
3. Bigger selection of books. And kept up to date
4. Larger book selection.
5. Good range of books.
6. Increased and updated additions to fiction than fiction stock. In particular English and foreign culture and poetry.
7. More books I would like to see more books on the shelves. Not refreshments or IT services.
8. Different books Greater range of modern author works.
9. A wider range of books.
10. More books.
11. Varied choice of books.
12. More choice of books.
13. Better book stock.
14. Better book stock. There is already computer access.
15. Larger selection of books.
16. More stock.
17. More books and more DVD's and CD's, Large selection of law books for students and practitioners.
18. Choice of books very limited. I usually have to order for a charge of 60p. Not a lot but I would usually expect the books to be on the self.

19. A wide range of talking books and larger print books with detailed list for those with impaired vision.
20. Better selection of books. Award winning books section. More selection of books.
21. Wider choice or ability to order.
22. Improving book stock.
23. Wider range of books.
24. Wider choice of books for older children.
25. Good books.
26. Larger selection of books.
27. More choice of books/ reference material.
28. More up to date books on England and Europe.
29. Better book stock/
30. More books and less wait for a reserved book. More books.
31. Better selection of new books.
32. Better and more up to date selection of non-fiction books. Wider range of fiction.
33. Larger selection on music and drama.
34. New books more available.
35. Better reference section.
36. More emphasis on paperback books.
37. Wide ranging book selection

## **Café**

1. Cafe facility,
2. The cafe & new activities.
3. Cyber cafe
4. Cafe area (as I think this would encourage younger people, somewhere to hang out while also studying) and toilets.
5. Cafe, toilets, Refreshment area/ relaxation area to meet friends prior or after use of library.
6. Cafe would be very useful.
7. Cafe area. Booking facilities.
8. No cafe, no background music.
9. Better toilets and cafe, Cafe and toilets
10. Cafe.
11. Nice cafe, toilets.
12. Cafe.
13. There is no need for a cafe Cafe.
14. No cafeteria.
15. Coffee / Lounge area.
16. Cafe. Cafe, cafe.
17. Decent coffee, tea - Fat Rascal's (i.e. Betty's food) with newspaper reading area. As long as it does not disturb the peace and quiet needed for study and normal library activity.
18. Cafe area.
19. Nice to have a cafe. Cafe, cafe to relax in.
20. Refreshment area.
21. A cafe. Cafe and toilets.
22. Cafe..
23. Cafe.

24. A cafe.
25. Coffee bar.
26. Refreshment area.
27. Good cafe facilities.
28. Cafe are.
29. Smart cafe area
30. Cafe to meet friends or have a coffee.
31. Café
32. Café
33. Café

## **Nothing**

Nothing x9

10. Nothing - I prefer to use my local library and would only use Harrogate for reference volumes not available at Bilton
11. I'm satisfied with Starbeck library.
12. Ripon is good enough.
13. Nothing - we currently have no need.
14. Nothing - use Ripon.
15. I am not likely to use the library.
16. Nothing thank you.
17. Probably nothing because I live near Masham and work in Darlington.
18. Not interested.
19. As long as all services (books, music, films, IT) are free at the library I shall occasionally drop in after I retire.
20. Nothing - use Knaresborough.
21. Nothing - too far.
22. Nothing. I live in Boroughbridge and the bus service to Harrogate is inadequate.
23. Nothing, Knaresborough library has all I require.
24. Nothing as I use Ripon.
25. Nothing it's too far away from where I live or work.
26. Nothing - too far.
27. Nothing I live in Knaresborough.
28. I have little use of library - might use Ripon a tiny amount.
29. Nothing - it's 22 miles away.
30. I don't use the library very often so I find the present facilities quite adequate.
31. Nothing at the moment.

## **Opening hours more flexible**

1. Different opening hrs/easy free parking
2. Late opening, parking
3. Opening hours more in line with shops/ supermarkets, etc.
4. Extended hours,.
5. Earlier opening times.
6. Evening opening.
7. Better opening times.
8. More opening hours.
9. Later opening hours.

10. If I knew the opening times.
11. User friendly opening hours.
12. Longer opening hours.
13. Evening opening.
14. Longer opening hours.
15. If it was open when I was in Harrogate.
16. Increase opening times.
17. Better opening hours.
18. Long hours
19. Longer opening hours - especially Sundays.
20. The opening hours are inconvenient whilst working full-time.
21. Extended opening hours.
22. Flexible opening hours and the facilities outlined above.

### **Better layout/Environment**

1. Better layout (not very welcoming at the moment), friendlier staff.
2. Space among the bookshelves not being taken up with computer user displays, card/charity sales etc
3. A lighter brighter building - at the moment it feels very gloomy
4. Bigger reading room, more space in the reference section.
5. All of the above planned additions will increase the usage.
6. Brighter environment.
7. Improved layout for books, better browsing facilities.
8. Another location - more modern and welcoming -.
9. A brighter space.
10. More open, lighter circulating area.
11. I like bright modern libraries with big windows and lots of daylight - hard to achieve here.
12. Light and space.
13. More area to relax and read.

### **More Modern Facilities**

1. A more modern facility (without loss of character).
2. Improved general facilities.
3. Updating - modernisation.
4. New look, new facilities.
5. To be more modern.
6. More modern facility.
7. More modern facilities
8. The library gives a good service now! But is needing up dating the building.
9. Modernisation.
10. General updating.
11. More modern furnishings.
12. A more modern and, cafe,
13. The library being more modern.

### **Computers/internet**

1. Internet access – broadband

2. A drop in centre to improve my social IT skills.
3. Computers.
4. Bigger IT area.
5. Internet training.
6. Quiet computer room.
7. IT sessions.
8. Improved IT facilities.
9. Smart internet area.
10. More IT areas.

### **More activities for children**

1. More children's activities.
2. Children's events.
3. children's area
4. A mum good places to meet friends with children so children can use books and activities if more were put on.
5. More children's activities.
6. More child friendly
7. More family activities.

### **Comparison with Knaresborough**

1. If it was the same experience as Knaresborough with the same level of customer comfort etc. Modern decor etc
2. Only if I couldn't get the service at Knaresborough. They are almost perfect, kind, helpful and informative.
3. If specific facilities were not available at Knaresborough, e.g. reference books were not available at Knaresborough.
4. Unlikely to use as I live in Knaresborough and use my local library. Probably wouldn't use, as would use the one in Knaresborough where I live.
5. If it had a service not provided by Knaresborough.
6. It would need to be a lot better than Knaresborough.

### **More Time**

1. More time. Finding more of my time to read.
2. More time please. This sounds brilliant. I fully endorse it.
3. More free time.
4. I have no time.
5. Having more free time on my hands which unfortunately is not likely in the near future.
6. More spare time.

### **Quiet Atmosphere**

1. Continuation of quiet atmosphere. All interactive facilities away from book lending area.
2. Silence in the computer room is a must.
3. A place to find peace and privacy at times.
4. Quietness - from staff as well as customers.

## **Recent books**

1. Better accessibility to recent titles
2. Up to date publications and plenty of them
3. Up to date really matters.
4. Recent publications