FALKIRK LIBRARIES STRATEGIC PLAN 2023-27

Community Survey open question and Community Engagement responses

Appendix 2a

Falkirk Council Libraries Strategic Plan - Appendix 2a:

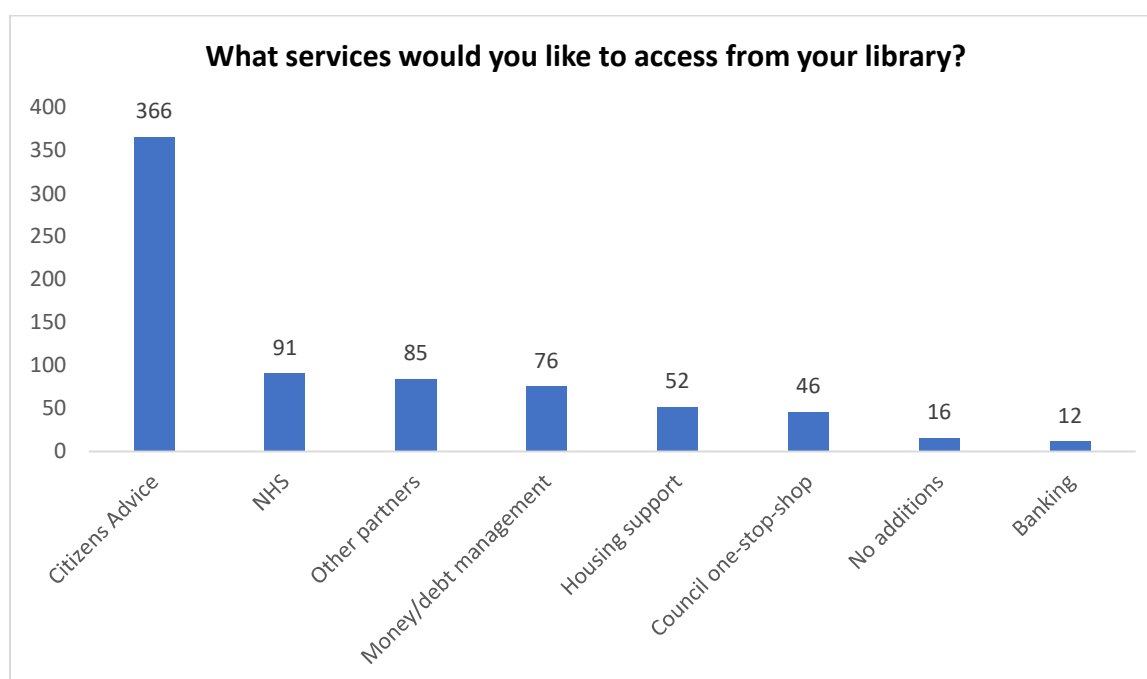## Community Survey open question and Community Engagement responses

Community Survey - open question responses:

Q1. Are there other services you would like to access from your library e.g. Citizens Advice, NHS, money advice, access to housing etc?

"We are so lucky to have libraries and think we should really use the space to encourage others in. Everything under one roof makes sense and will help financially too."

"Having a local hub would be very useful, particularly for the ageing population and with public transport being limited and expensive."

"It should be a visitor information hub to help those from outside the area discover what's on offer locally and to signpost nearby attractions and services."

What services would you like to access from your library?

Service	Count
Citizens Advice	366
NHS	91
Other partners	85
Money/debt management	76
Housing support	52
Council one-stop-shop	46
No additions	16
Banking	12

Q2. What would make you use your library more often?

"Local community events, meeting new people, support groups, specialised training courses e.g. British Sign Language, new craft courses, first aid training."

"Ecology and conservation learning. How to repair clothes, reduce waste."

"Performance space for performing arts (linked to classes and instrument library)."

"Co-working space would be great. So many people work from home, including myself sometimes, and an opportunity for a different space to work in would be good for people to use. I would enjoy this and be willing to pay a small fee to use this service."

"Just an idea… what about children's parties, storytelling. What a fab way to ignite children's imagination (with their friends). Some kids that may be unfamiliar with the library could experience it through their friends. Also, it's a more inclusive idea for children with additional learning needs, a calming party experience."

What would make you use your library more often?

Pie chart values:
- Children's activities: 127
- Author events: 138
- Book groups: 41
- Learning workshops/events: 123
- Local history/heritage events: 47
- Craft activities: 90
- Music events: 24
- Health, wellbeing and inclusion: 77
- Digital skills support: 20

Legend:
- Children's activities
- Author events
- Book groups
- Learning workshops/events
- Local history/heritage events
- Craft activities
- Music events
- Health, wellbeing and inclusion
- Digital skills support

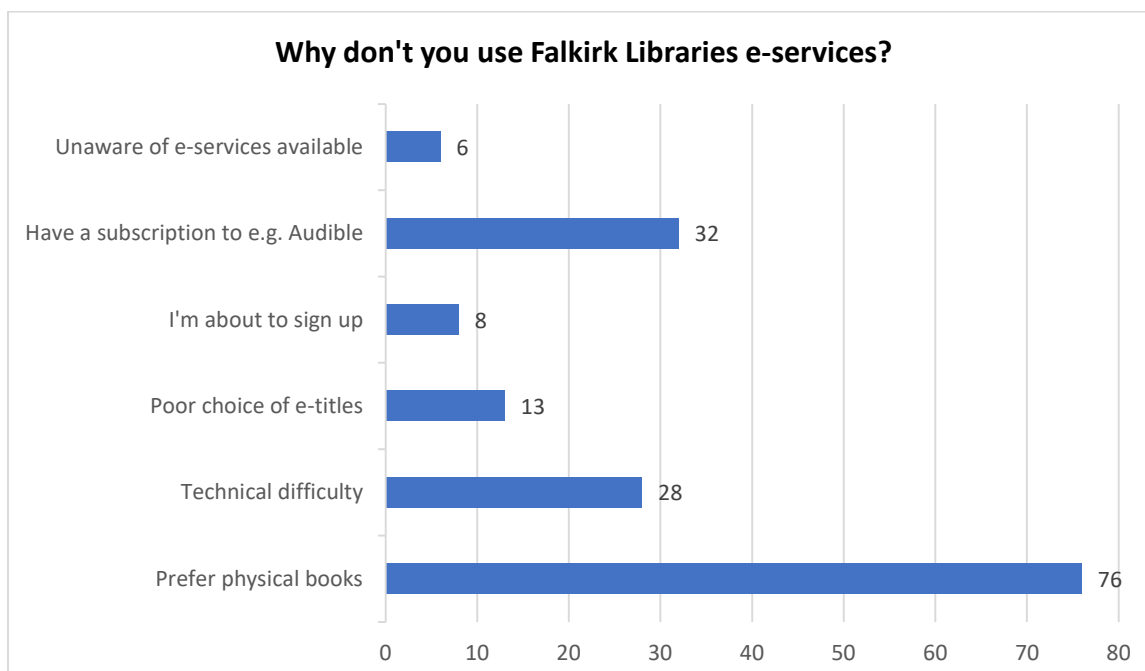**Q3. If you don't use Falkirk Libraries e-services, can you tell us why?**

"Mental health - it gets me out the house to go to library and I browse and choose books I normally wouldn't. I then get to interact with other people also."

"Daughter engages far better in homework in the library than at home. Library environment is hugely supportive of her learning."

"I forget this service is available, I have subscriptions for audio and e-books."

"I've not had much success using the online books in the past, couldn't get past the sign in process so gave up as a bad job. I know you offer a new system but have not yet tried it."

Why don't you use Falkirk Libraries e-services?

Bar chart values:
- Unaware of e-services available: 6
- Have a subscription to e.g. Audible: 32
- I'm about to sign up: 8
- Poor choice of e-titles: 13
- Technical difficulty: 28
- Prefer physical books: 76

In-person and online community engagement sessions:

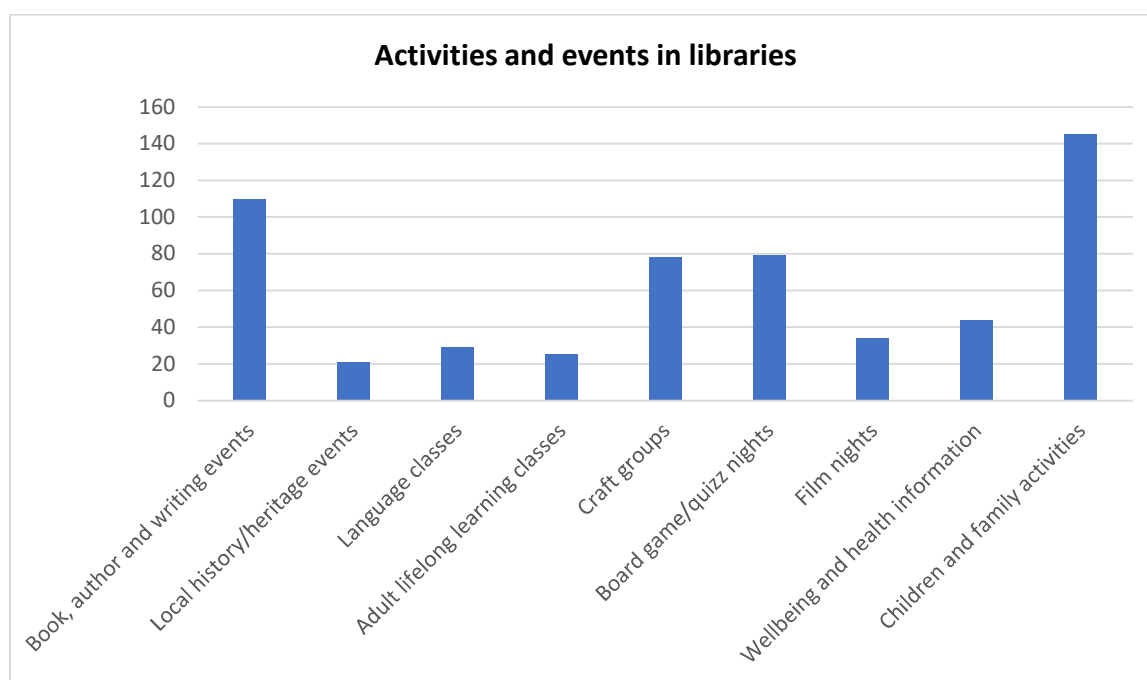**Q1. What activities and events would you like in your library?**

"Sharing and talking with immigrants to discuss experiences, make friends and integrate."

"More activities for the very young – get them in a library early."

"Craft Hubs where people can socialise while doing something they like."

"Beginner computer classes for people who don't know how to use them."

"Keeping warm in libraries – coffee morning for elderly, people who need a wee hand…"

Activities and events in libraries

A bar chart titled "Activities and events in libraries" with a vertical axis from 0 to 160 in increments of 20. The categories and approximate values are:
- Book, author and writing events: ~110
- Local history/heritage events: ~21
- Language classes: ~29
- Adult lifelong learning classes: ~25
- Craft groups: ~78
- Board game/quizz nights: ~79
- Film nights: ~34
- Wellbeing and health information: ~43
- Children and family activities: ~145

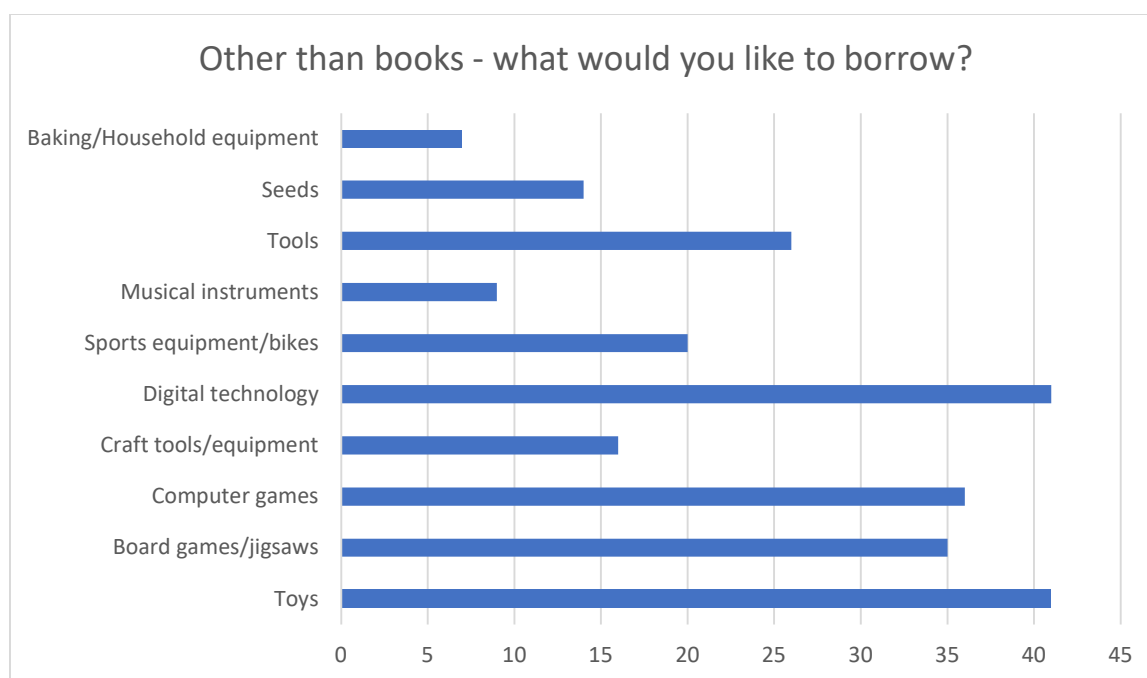**Q2. What would you like to borrow from your library (in addition to books)?**

"Toys/Educational games – children can become bored with the familiar so changing or borrowing these items refreshes interest again and meets changing stages of development."

"Laptops for online study at home."

"Not just books – garden tools, DIY, baking equipment etc."

"Borrowing crochet and needlework items is really good to introduce a hobby to people who might otherwise not be able to afford the start-up supplies."

"Craft tool library (and then sessions on how to use them)."

Other than books - what would you like to borrow?

Category	Value
Baking/Household equipment	7
Seeds	14
Tools	26
Musical instruments	9
Sports equipment/bikes	20
Digital technology	41
Craft tools/equipment	16
Computer games	36
Board games/jigsaws	35
Toys	41

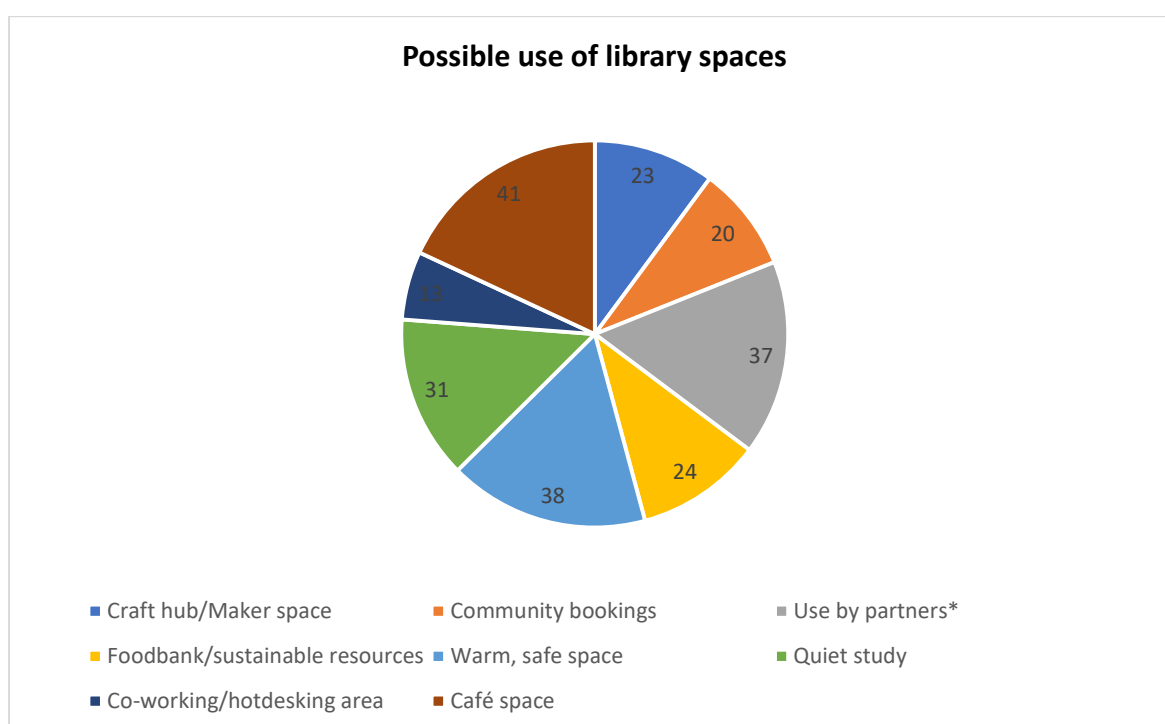**Q3. How would you like your library building to be used?**

"Definitely a café - not much in this area just somewhere for a cuppa nothing fancy."

"The library would make a very good environment for people who now work from home as it provides a warm space free from distractions…The printing and copying facilities would provide an income stream."

"A quiet place to come and relax to get away from the hurly burly of modern life is a good thing for mental health."

"Warm hub – free tea, coffee biscuits and board games, newspaper, magazines."

"Dead time when the library is closed should be made available for suitable community groups."

Possible use of library spaces

Category	Value
Craft hub/Maker space	23
Community bookings	20
Use by partners*	37
Foodbank/sustainable resources	24
Warm, safe space	38
Quiet study	31
Co-working/hotdesking area	13
Café space	41

*partners mentioned included Citizens Advice Scotland, NHS, Macmillan Cancer Support, Falkirk Council services etc.