

- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult & Community Services Overview & Scrutiny
Committee - 12 July 2006**

e-Public Libraries User Survey

**Report of the Strategic Director, Adult, Health &
Community Services**

Recommendation

Committee is asked to note the results of the e-Public Library User Survey and its conclusions and to endorse the action plan.

1 Background to People's Network

The report is being presented to Members following a major consultation with the public on ICT use in libraries. The results will influence future ICT developments in libraries.

The original vision for the People's network was set out in two reports produced by the then Libraries and Information Council in the late 1990s: *New Library: the People's network* (1997) and *Building the New Library Network* (1998). These two reports set out three main strands or building blocks for the People's Network:

- ICT physical infrastructure: the installation of PCs and broadband connections throughout the public library network
- ICT skills development of library staff: training in the use of ICT for all 40,000 public library staff across the UK
- Content creation: the development of a 'community bank' of learning resources and materials in electronic format

The New Opportunities Fund provided funding for the first two strands of the People's Network and the total investment was £120M and represented the largest ever investment in the 150 years of the public library service.

The People's Network in Warwickshire is busy and successful, with 321,972 computer sessions in 2003-2004, using 238 computers. Users use it for leisure, work and study purposes, they seek information from the Internet, use email, Office software, search the Information Zone and CD ROMS, print and scan documents, use accessibility features, Walled Garden for Young People and photo editing software.

2 Background to e-PLUS

Electronic Public Library User Survey (e-PLUS) has been developed because, to date, little hard evidence has been produced to assess the value of Information and Communication Technologies (ICT) facilities to the end users themselves. There is an urgent need to understand the needs of the users and how they learn in the networked environment in order to develop and deliver learning related material and services, and to attract funding for what is likely to become a core service in the foreseeable future.

E-PLUS aims to increase the knowledge we have about how the public uses the ICT services available, what value they provide for different individuals and communities and the impact they have (or not!) on people's lives. This in turn will enable us to develop new and existing services, maintain efficient strategies and enhance the role of the library in the community.

To date e-PLUS surveys have been carried out across some 100+ libraries and in 2004.

E-Plus will be used as a means to provide evidence to support both Public Library Service Standards (PLSS) / Best Value Performance Indicators (BVPI) and Public Library (PL) Impact Measures. Impact Measures themselves are intended to contribute to the CPA (Comprehensive Performance Assessment) process and will help strengthen the Cultural Block and to show the contribution libraries make to the Shared Priorities. E-Plus evidence at local level will be invaluable for giving libraries the material they need to advocate continued investment in ICT facilities and to plan service development to suit their users. It will also support advocacy at national level.

3 Introduction

In order to improve Information and Communication Technology (ICT) Services provided by the Libraries, a questionnaire was made available to all visitors using the computer facilities. The questionnaire investigated how frequently visitors used the computer facilities, why they used the facilities at the library, what they were using them for, and how satisfied they were with the facilities.

Across the County there are 255 PC's giving 544,726 hours annual availability and over a period of one week all users of the computer facilities from our 32 libraries, were invited to comment. In total, 1,687 responses were received giving us a response rate of 69%, and their views are presented in this report.

Respondents were also invited to make any further comments about the service on the questionnaire form.

4 Key Findings

- In total, 1,687 responses were received to the survey, representing all 32 Warwickshire libraries with computer facilities.
- Approximately 70% of respondents use the computer facilities at the library they were visiting at least once a week. For approximately 9% of respondents, it was their first visit to the library.
- Respondents were using the computer facilities at the library because it is free and because they have no Internet access at home.
- Most people (65%) were using the computers for leisure facilities, and were primarily using the Internet and E-mail facilities.
- More specifically, respondents were visiting the library to find something out and to keep in touch with family and friends.
- Computer facilities, staff knowledge and staff helpfulness were all rated very highly by respondents. Approximately 96% of respondents rated the computer facilities as 'very good' or 'good', whilst the corresponding figures for staff knowledge and staff helpfulness were 94% and 97% respectively.

5 Response Rates

The questionnaire attracted a reply from 1,687 respondents from all across the County; Figure 1 shows the number of respondents from each library.

Figure 1: Number of respondents from each library

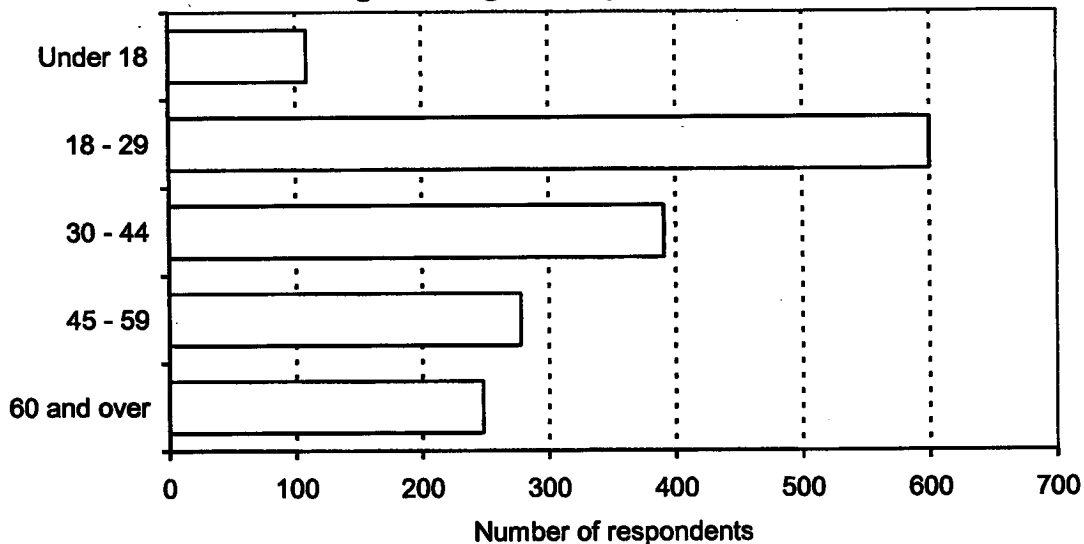
Library	Library Band	No. of respondents	% of total
Leamington	Principal	251	14.9%
Rugby	Principal	201	11.9%
Nuneaton	Principal	156	9.2%
Stratford	Town	227	13.5%
Warwick	Town	94	5.6%
Bedworth	Town	83	4.9%
Kenilworth	Town	79	4.7%
Atherstone	Town	59	3.5%
Alcester	Band B	79	4.7%
Southam	Band B	74	4.4%
Bulkington	Band B	42	2.5%
Lillington	Band B	35	2.1%
Coleshill	Band B	20	1.2%
Polesworth	Band B	17	1.0%
Shipston on Stour	Band C	40	2.4%
Bidford	Band C	29	1.7%
Wellesbourne	Band C	23	1.4%
Dunchurch	Band C	22	1.3%
Whitnash	Band C	20	1.2%
Stockingford	Band C	19	1.1%
Studley	Band C	15	0.9%

Kingsbury	Band C	14	0.8%
Henley in Arden	Band C	13	0.8%
Water Orton	Band C	10	0.6%
Bedworth Heath	Band D	21	1.2%
Dordon	Band D	12	0.7%
Baddesley Grendon	Band D	9	0.5%
Keresley Newland	Band D	7	0.4%
Harbury	Band D	5	0.3%
Binley Woods	Band D	4	0.2%
Wolston	Band D	4	0.2%
Kineton	Band D	3	0.2%

6 Respondent Details

The respondents to the questionnaire were fairly evenly split by gender, 56% were male and 44% were female. The age range of respondents was also quite diverse; Figure 2 shows the age distribution of respondents.

Figure 2: Age of respondents



Approximately nine out of ten respondents (89%) classified themselves as being from a 'White British or White Other' ethnic group, whilst 6% classified themselves as being 'Asian or Asian British'. Approximately 2% of respondents classified themselves as 'Black or Black British' and 'Mixed race', whilst 1% classified themselves as 'Chinese or Chinese British'.

Figure 3: Ethnicity of respondents

Ethnic Group	% of respondents
White British / White Other	89.2%
Asian or Asian British	6.0%
Black or Black British	2.2%
Mixed race	1.7%
Chinese or Chinese British	0.9%

Respondents were asked what their employment status was; Figure 4 shows that approximately two in five respondents are in full-time employment, whilst approximately one in six are in part-time employment or are retired.

Figure 4: Employment status of respondents

Employment Status*	% of respondents
In full-time employment	39.2%
In part-time employment	16.1%
Retired	15.9%
Unemployed	9.9%
A full-time student	8.3%
Self-employed	8.2%
Looking after the home / family	5.0%
A part-time student	3.6%
Permanently sick / disabled	1.8%

*N.B. respondents could select more than one option

Respondents were asked what level of knowledge they had about computers; Figure 5 shows the results.

Figure 5: Level of computer knowledge of respondents

Computer knowledge	% of respondents
Beginner	14.3%
Intermediate user	36.7%
Experienced user	36.3%
Very experienced user	12.8%

The majority of respondents reported that they don't have a disability or limitation. However, Figure 6 shows that approximately 4% of respondents have limitations with their eyesight, and approximately 3% have mobility limitations or learning difficulties.

Figure 6: Percentage of respondents with a disability or limitation

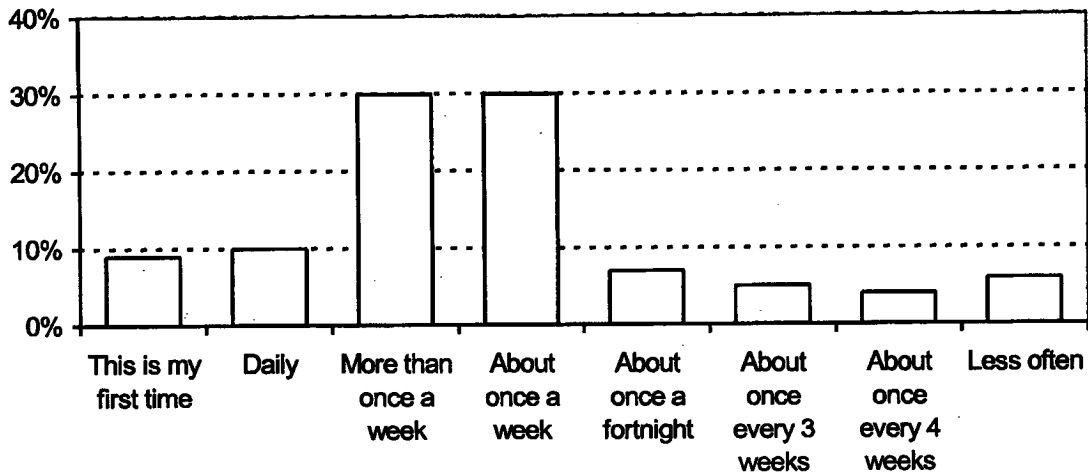
Disability or limitations*	% of respondents
None / Not Applicable	86.5%
Eyesight	4.1%
Mobility – getting around	2.8%
Learning difficulty	2.6%
A mental illness	2.2%
Hearing	2.2%
Using hands / fingers	1.4%

*N.B. respondents could select more than one option

7 Results

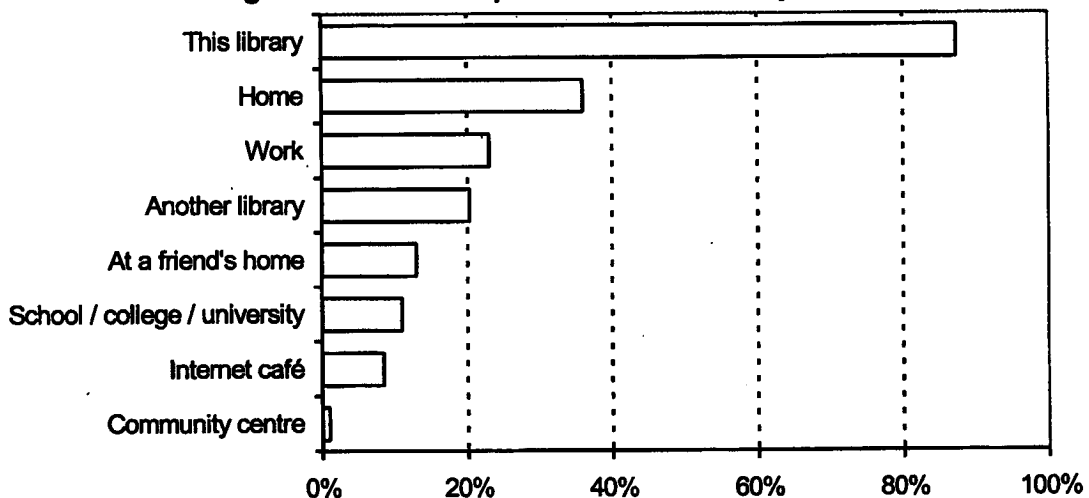
Respondents were first asked how often they used the computer facilities at the library they were visiting. For 9% of respondents, this was the first time they had used the computer facilities at the library. However, 70% of respondents use the computer facilities at least once a week. Only 6% of respondents use the computer facilities less than once a month.

Figure 7: Frequency of use of computer facilities at the library



Respondents were then asked to select all of the places that they use a computer, from the list below. The majority of respondents, 87%, said that they use a computer at the library they were visiting. Additionally, 37% of respondents use a computer at home, 23% at work and 20% at another library.

Figure 8: Where respondents use a computer

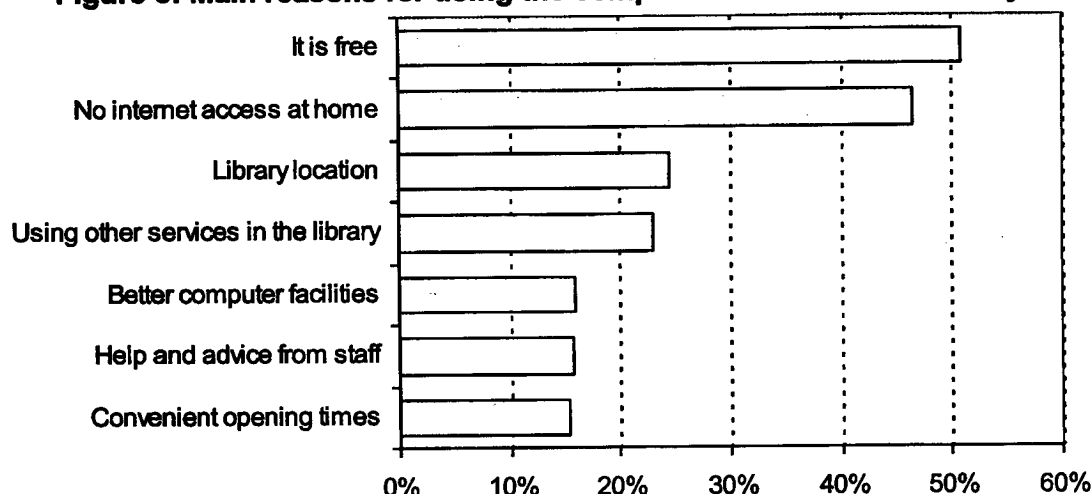


It appears that respondents who visit the larger libraries are less likely to visit another library to use a computer, but they do have a greater percentage of respondents who have access at work or at a friend's home.

Younger respondents are more likely to use a computer at a school / college / university, or at a friend's home, whilst respondents in the middle age groups are more likely to have access to a computer at a workplace.

Respondents were asked why they used the computer facilities at the library if they had access to one elsewhere. The main reasons appear to be because it is free, and because they have no Internet access at home.

Figure 9: Main reasons for using the computer facilities at the library

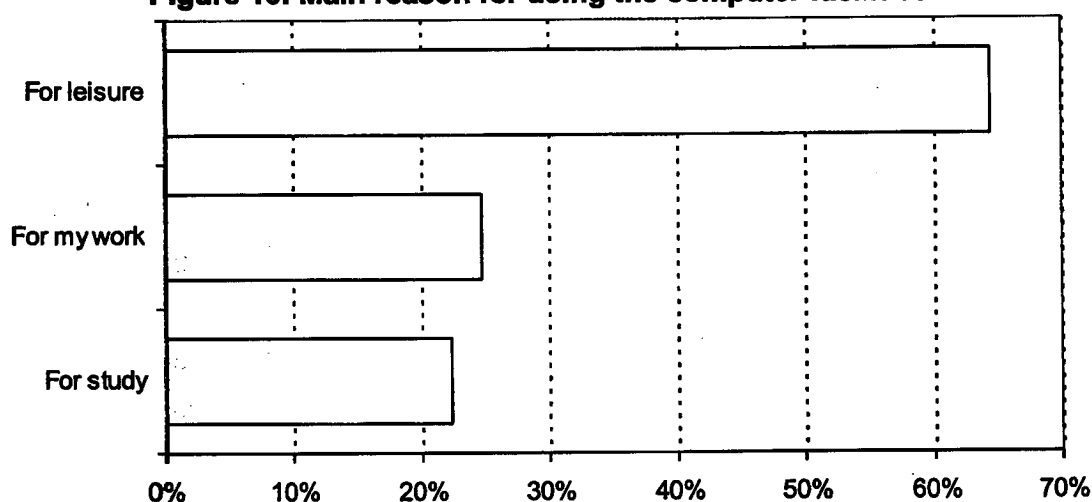


Respondents attending the smaller libraries are more likely to be using the computer facilities at the library because they are free, because of their location, the convenient opening times and the help and advice received from staff.

Compared to the other age groups, older respondents appear to visit the library because they are already using other services in the library, there are better computer facilities and because of the help and advice received from staff. Middle-aged respondents, compared to the other age groups, appear to be using the computer facilities because they are free, and younger respondents are using them because of the convenient opening times.

Nearly two out of three respondents (65%) were using the computer facilities at the library for leisure purposes, a further one in four (25%) were using it for work purposes, and one in five respondents were using it for study.

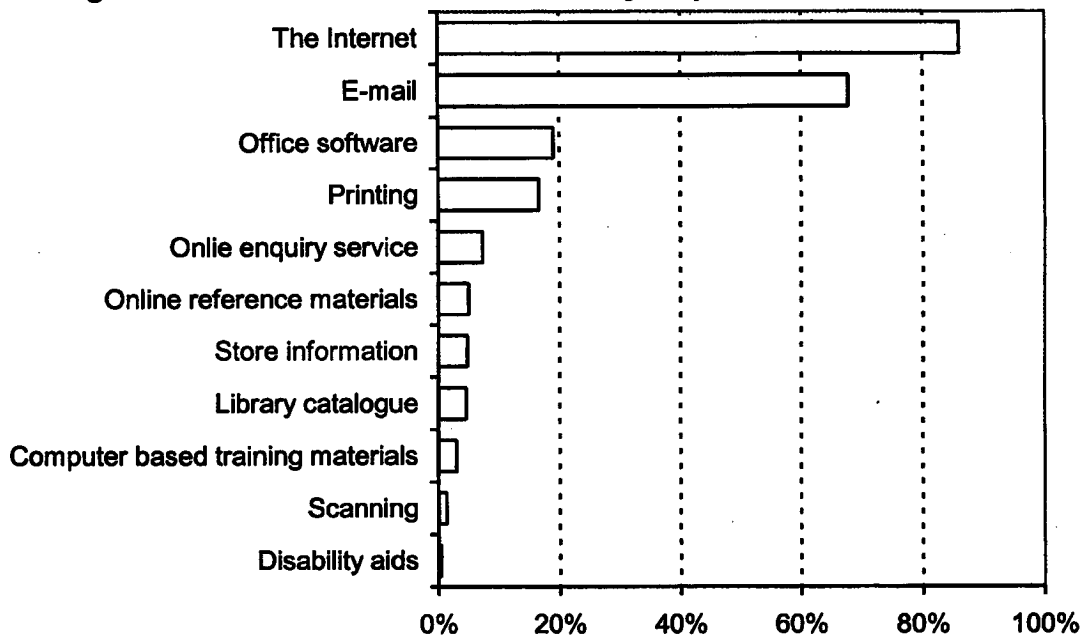
Figure 10: Main reason for using the computer facilities



It appears that respondents who were visiting a larger library were more likely to be using the computer facilities for work purposes, whilst respondents from smaller libraries were more likely to be using the computer facilities for leisure.

Respondents were asked what software or facilities they used on their visit to the library, most respondents (86%) made use of the Internet, whilst many respondents (68%) also used e-mail. Other facilities used regularly were Microsoft Office software and printers.

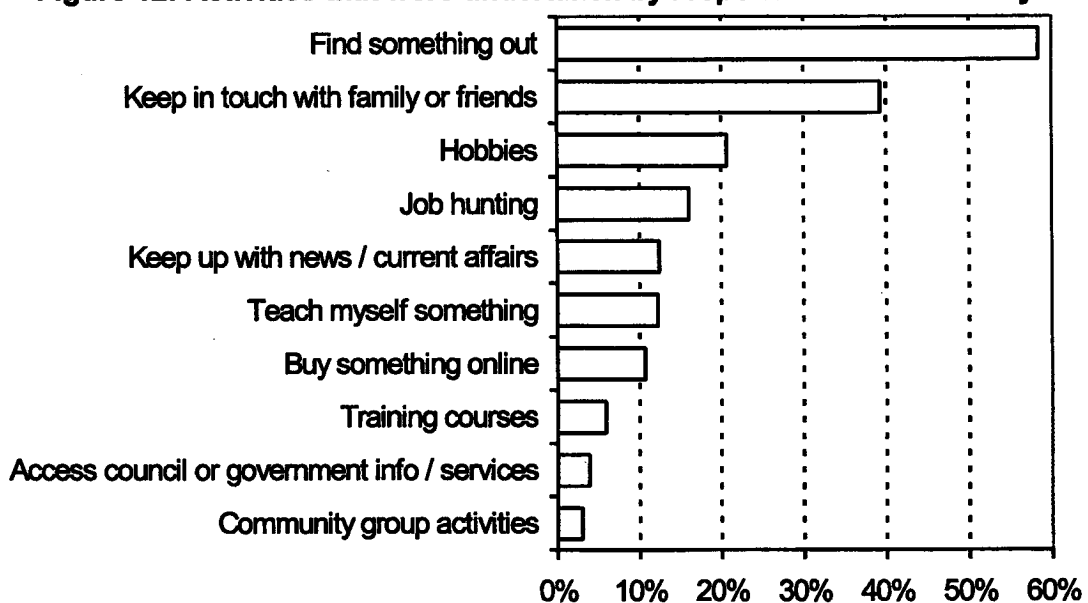
Figure 11: Software and facilities used by respondents on their visit



However, younger respondents appear more likely to use the Internet and printing facilities, compared to other age groups. Older respondents are more likely to use Microsoft Office software, online reference materials and computer based training materials compared to younger respondents.

Respondents were then asked what activities they used the computer facilities for; the most popular responses were to find something out and to keep in touch with family and friends.

Figure 12: Activities that were undertaken by respondents at the library



Respondents who were attending larger libraries were slightly more likely to be keeping up with news and current affairs, whilst those attending smaller libraries were slightly more likely to be trying to find something out.

Younger respondents were more likely to researching their hobbies or keeping in touch with family or friends, compared to the other age groups. Respondents in the middle age groups were slightly more likely to be finding something out, compared to the other age groups. Respondents in the older age group were more likely to be teaching themselves something or on a training course.

Respondents were asked how good they thought the computer facilities at the library were, almost all respondents (96%) rated them as either 'very good' or 'good', with very few (0.3%) rating them as either 'poor' or 'very poor'. Older respondents appear slightly more satisfied with the computer facilities, 82% rating them as 'very good', compared to 51% of respondents in the youngest age group.

Respondents at smaller libraries appear slightly more satisfied than those at larger libraries, but generally satisfaction levels were very high.

The knowledge of staff at libraries was given a similarly high rating, with 94% of respondents rating staff as either 'very good' or 'good'. Again, respondents in the oldest age group appear most satisfied with the knowledge of staff, with 81% of those aged over 60 years rating the service as 'very good' and 60% of those aged under 30 years.

Respondents were then asked to state how helpful staff were; 97% of respondents said that staff were either 'very good' or 'good' in helping them. Staff at smaller libraries have been rated slightly higher than those at larger libraries, although satisfaction levels at all bands is very high.

Once again respondents in the highest age group have rated the staff the highest, with 87% rating staff helpfulness as 'very good', compared to 70% of those aged under 30 years old.

8 Comments

Some of the comments received on the facilities were:

"I already feel that this library offers an excellent service and provides the general public with a variety of information and ICT equipment to use for their learning" – Bedworth Heath

"Current service is extremely good, the facility is much appreciated". – Water Orton

"Recent improvements in the library are quite satisfactory" – Kenilworth

"Delighted with the training I have received at this library and we have found the help and advice we have received by members of the library staff here extremely helpful, both when using the computers and the book/reading sections of this library" – Dunchurch

"I think it is already a good system as I have never had any problems with it" – Shipston on Stour

A full list of comments received is available.

9 Action Plan

In response to this survey the following action plan has been devised in order to improve the delivery of ICT Services within libraries and we plan to repeat this survey in three years time.

In 2006-2007 all the public PN pcs will be replaced and we will move to using Windows XP. All the current applications will have to be tested as part of these changes. This provides an opportunity to re-design the PN features and make changes as a result of this survey and improvements to this valued and popular service. A number of general comments were received about increasing the number of pcs in libraries. This would have significant funding implications and will be fed into future library strategy for the longer term.

GRAEME BETTS
Strategic Director, Adult, Health & Community Services

Shire Hall
Warwick

27 June 2006

E-Public Library User Survey 2005

Action Plan 2006 – 2008

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
CENTRAL Leamington	Computers need cleaning	Timetable regular cleaning – weekly if staffing allows	May 2006	Simon Young
	Links to job search sites needed	Suggest adding link for Libraries Online Web Guide	2006	Paul McIlroy
	Better audio options	Obtain new headphones	May 2006	Simon Young
	Msn messenger	Produce fact sheet	2006	Simon Young
	Wireless access	Comments forwarded for future strategy	2006	Amanda Caven
	USB difficult to use	New PCs with easier USB access	2007	Simon Young
	Need Real Player	Existing Real Player needs to be updated	2006	Simon Young
	Would like MS Office	Provide information leaflet of what is available through PN	2006 & ongoing	Simon Young
	Requests for "arts based" ICT courses	Forward details to Peter Sutton, Adult and Community Learning	2006	Anne Thomas
	Facilities needed for the hearing impaired e.g. typetalk relay service	Refer to Desmond Heaps	2006	Simon Young
	Would like useful websites book	Suggest adding link for Libraries Online Web Guide	2006	Paul McIlroy
	Would like to learn how to use email	Ensure fact sheets and publicity for one to one sessions are available	2006 & ongoing	Simon Young
Lillington	Msn messenger	Produce fact sheet	2006	Simon Young
	Photo editing software & scanner	Forward request to ICT steering group for software investigate space limitations for scanner	2008	Simon Young

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
Warwick	Instructions on how to access other computing functions	Provide information leaflet of what is available through PN	2006 & ongoing	Simon Young
	More privacy	Investigate new set up/furniture	2008	John Crossling
	Extension of time for coursework	Refresher training for staff	2006 & ongoing	Simon Young
	Msn messenger	Produce fact sheet	2006	Simon Young
Whitnash	Extension of time for coursework	Refresher training for staff	2006	Simon Young
	Better connection – less downtime	Monitor downtime and report to CAMS	Ongoing	All staff
	Information sheets to be displayed	Ensure factsheets & guides topped up	Ongoing	All staff
	Facilities to download music	Forward request to ICT steering group	2006-08	Simon Young
EAST				
Rugby	Provide more 20minute drop in PCs	Investigate setting up 2 more 20 minute PCs on the ground floor	July 2006	Halina Wells ICTSO
	Provide Tea/Coffee for customers doing courses on the Training Suite	Provide a small drinks machine on a trolley for use during courses	July 2006	Sandra Barnsley DL
	Provide headphones/USB ports	Promote the fact that we already have these – find new and more effective ways of doing this.	July 2006	Halina Wells ICTSO
	Need more desks to book into – long queues	Promote self booking- set up PCs on the ground floor to make it easier to self book	April 2006	Corinne Harvey STL
	Create more space between PCs –	Investigate the possibility of moving the PCs to create better space for customers	July 2006	Corinne Harvey Sandra Barnsley
	Improved supervision of problem behaviour-	Move PCs as above – move staff desk for improved supervision and management of problem behaviour. Develop staff confidence and skills in dealing with this through Divisional training sessions.	Dec 2006	Corinne Harvey Sandra Barnsley Halina Wells
Binley Woods	No local actions identified			
Dunchurch	Improved supervision of problem behaviour	Develop staff confidence and skills in dealing with his through Divisional training.	DEC 2006	Sandra Barnsley Corinne Harvey Halina Wells
Wolston	No local actions identified			

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
NORTH Atherstone	Ihr restriction not necessary. Libraries could operate a log book service.	Improved PR with the public. Explain why there cannot be unlimited access. Staff training required to improve handling of difficult situations.	Ongoing	Andrew Button/Jayne Faulknaill-Mills (DL's)
	Few more computers and privacy	Unable to install extra machines due to space restrictions	-	
	Enforce the rules regarding mobile phone usage which can be very disruptive	Staff Training to improve handling of disruptive incidents.	Dec 06	Jayne Faulknaill-Mills (DL)
	More than 1 child sat at the PC and chatting- disruptive environment	Staff Training to reiterate that a max of 2 children should be sitting at any machine. Make sure that the "How to Use" leaflets are available for the public	Sep 06	Jayne Faulknaill-Mills (DL)
	Too slow server	Line problems have now been rectified at ATH. CAMS are installing new equipment to help resolve this issue.	-	
Baddesley Coleshill	No Comments			
	Would like to be able to see a short course demonstrating programs available on PN	ICT officer to hold a workshop demonstrating the variety of PC programs available on PN. Also liaise with local education facilitators to ascertain how they may assist us	Sep 07	Tony Haylor (ICTSO) Jayne Faulknaill-Mills/Andrew Button (DL's)
Dordon	Put the new MSN 7.5 on the computers	ICTSO team have determined that the new version of MSN will not be installed. MSN requires frequent upgrades, which necessitate every Pc to have the new software installed. This would thus be prohibitive in staff time.	-	ICTSO's
	Would like 2 "drop-in" PC's and filter screens (to prevent sun reflection)	The new 17" adjustable LCD flatscreens will ease the reflection issues and will be part of the PN XP upgrade. However, if poor visibility on screens becomes an issue during the summer, DLs should purchase screen filters as an interim measure	Upgrade to occur by Mar 07 latest	Tony Haylor (ICTSO) Andrew Button/ Jayne Faulknaill-Mills (DL's)

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
	<p>Install Windows Media Player for streaming media.</p> <p>Introduce more designer graphic software. Introduce scanning facilities.</p> <p>To use PC longer than 1hour.</p>	<p>Recently investigated by ICTSO group. To be implemented shortly</p> <p>Currently being reviewed by ICTSO group.</p> <p>Installation of graphic software is regarded as a priority.</p> <p>Extend sessions wherever practically possible.</p>	<p>Mar 07 latest</p> <p>Sep 07</p> <p>Ongoing</p>	<p>ICTSO's</p> <p>ICTSO's</p> <p>All staff HIS</p>
Kingsbury	<p>Offer courses on computer use, how to get the best out of internet</p>	<p>ICT officer is available 1 afternoon every week. Liaise with local education providers to ascertain how they could assist.</p>	<p>Mar 07</p>	<p>Andrew Button/ Jayney Faulknaill-Mills (DL's) Tony Haylor (ICTSO)</p>
Polesworth	<p>Webcam, new MSN, no restricted sites</p> <p>Any Computer courses?</p> <p>More easily adjustable screens</p> <p>Have longer than 1hour.</p>	<p>Webcam: ICTSO team are currently investigating the possibility of one machine per service point being connected to a webcam. ICTSO group has determined that we will not install new version of MSN. MSN requires frequent upgrades, which require every pc to have the new software installed. This would thus be prohibitive in staff time.</p> <p>ICT officer is currently available at POL one afternoon /week for individual sessions/support. Possibly liaise with local schools to see whether we could do some partnership work- investigate possibility of homework clubs.</p> <p>Monitor demand for extra sessions. Liaise with local education providers to identify any support they can give.</p> <p>17" flatscreens are part of the forthcoming upgrade to PnXP. These screens will be adjustable</p> <p>When demand for machines less acute, we should be more flexible and less prescriptive about extending sessions.</p>	<p>Mar 07</p> <p>Mar 07</p> <p>Before Mar 07</p> <p>Sep 06</p>	<p>Tony Haylor (ICTSO)</p> <p>J Faulknaill- Mills/Andrew Button (DL's)/Tony Haylor (ICTSO), Janet Pickering (CYPPL)</p> <p>CAMS</p> <p>Bill Fleming (HIS)</p>

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
Water Orton	Not happy with children just playing games on the machines	Improved PR to illustrate the variety of other material available on PN. This could be achieved by tutorial/workshops.	Mar 07	Tony Haylor (ICTSO)
NUN & BED				
Nuneaton	Inability to access gay dating sites	Attempt to track customer to get more details	07/06	AI/DR
	Later opening times	Opening hours reviewed annually	10/06	DR
	Ability to type in other languages	Training & promotion in Global Office software	09/06	RE/SRH
	More computers	Increase adult suite with 2 from childrens	08/06	RE/DR
	Tutor support	Improve promotion of ICTSO time & other agencies	10/06	RE
	Improved hardware incl. XP	Service-wide issue (XP incl. in new build 2006)		
	Wi-fi access	Feed into future ICT strategy	Sep 06	DR
Bedworth	Later opening times	Opening hours reviewed annually	10/06	DR
	Computer layout – too noisy	Computers moved along 1 wall where quieter	01/06	RE/JG
	More computers	Increase by 1 from Childrens area	01/06	RE
Bedworth Heath	Computers available from opening	Improve setup routine when opening	03/06	LH
	More frequent opening times	Opening hours reviewed annually	10/06	DR
Bulkington	Headphone access	Promote headphone availability	06/06	LC/RE
	Faster printing	New colour laser printer imminent	05/06	RE
Keresley Newland	Regular computer courses	Promote Silver Surfers & other courses	04/06	JB/RE
Stockingford	More frequent opening times	Opening hours reviewed annually	10/06	DR
	Improved hardware incl. CD-RW	Service-wide issue (CDRW incl. in new build 2006)		
SOUTH				
Stratford	More than one hour (several comments at more than one location in division)	County Policy decision is that we limit use to one hour for maximum use by individuals		LMT
	Training/additional help required (several comments)	Explore introduction help sessions/crib sheets and courses at Stratford	March 2007	DL/STL:C/ICSTO
	More CD drives/upgraded software/webcams (several comments at more than one location in division)	Feed into PN upgrade project team	March 2007	ICSTO

Library	Comment / Request from Survey	Action	Timescale	Responsible Officer (s)
	USB memory sticks	Promote available facilities and improve staff awareness	May 2006	ICSTO
	Earpieces/headphones (requests at several locations in division)	Costing obtained for additional headsets	July 2006	ICSTO/DL
Alcester	No additional			
Bidford	No additional			
	Broadband upgrade	County-level decision, feed comment to Head of ICT	Sep 06	LMT
Harbury	More space	Explore possibility of creating more work space	July 2006	DL/ICSTO
Henley in Arden	More computers	No room therefore no action req.		
Kineton	No comments			
Shipston on Stour	More computers	No room for additional PCs		
	More elbow room	Explore ways of increasing workspace around PCs as part of refurbishment	July 2007	DL/ICSTO
Southam	Broadband upgrade	County-level decision, feed comments to Head of ICT	Sep 06	LMT
	Family History CD access on more than PC	Investigate licensing issues to see if this is possible	June 2006	ICSTO/Information Librarian
Studley	No additional comments			
Wellesbourne	USB memory sticks	Promote available facilities and improve staff awareness	May 2006	ICSTO
	More computers	No additional space available		
	Attract more younger users	Look at ways of doing this	March 2007	ICSTO/STL:EYCYPFL