



# Our survey about using libraries in York

Tell us what you think





## About our survey



We are the City of York Council. We want to make York a great place to live, work and visit.



One of our jobs is to run **libraries** in York.

**Libraries** are places where you go to do things like borrow books and use a computer.



We are really proud of our library service. We have been doing a lot of great work to make our library service even better.



We want to make sure our service keeps meeting people's needs.



To help us do this, we are asking lots of people what they think about using our libraries.



We want to know:

- How and when people use our libraries

and



- What things are important to people when they use a library.

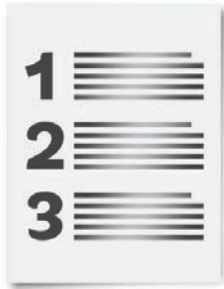


We have some questions for you to answer.



You need to send your answers back to us by **7th February 2025**.

# How you can send your answers back to us



There are lots of different ways you can send your answers back:



- You can hand in your form at any of our libraries or at our main offices. Our main offices are called West Offices in York.



- You can post your answers back to us. Our address is:

**Libraries Survey**  
**Freepost RTEG-TYYU-KLTZ CYC**  
**West Offices**  
**Station Rise**  
**York**  
**YO1 6GA**



You do not need to put a stamp on the envelope.



You can phone us to ask us for a special envelope to send your form back in.

## Phone

**01904 551 550**



- You can come into any of our libraries. Staff will be able to help you to fill in the form online.



- You can phone us to tell us your answers.

## Phone

**01904 551 550**



You will need to leave us a voice message with your name and phone number. We will call you back.



- You can fill in the survey online at our website:

**[www.york.gov.uk/LibraryServicesPublicEngagementSurvey](http://www.york.gov.uk/LibraryServicesPublicEngagementSurvey)**



The online survey is not in easy read. You might want to ask someone to help you fill it in.



- You can use this QR code. We tell you how to use QR codes on page 9 of this booklet.



- You can **scan in** your answers and email them to us.

**Email**  
**[contact@york.gov.uk](mailto:contact@york.gov.uk)**



**Scan in** means using a computer to take a picture of each page of the booklet. You save the pictures on your computer.



- If you use British Sign Language, you can use our online video service at:

**[www.york.gov.uk/  
BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)**



This information is not in easy read. You might want to ask someone to help you to read it.



## For more information

If you have any questions or need more information, you can contact us:



**By email:**

**[contact@york.gov.uk](mailto:contact@york.gov.uk)**



**Online:**

**[www.exploreyork.org.uk](http://www.exploreyork.org.uk)**



**By using this QR code:**

We tell you how to use a QR code on page 9 of this booklet.



## How to use a QR code

Open the camera on your phone.



Hold the camera over the QR code like you are going to take a photo of it.



A yellow box will come up on your screen.



Press the yellow box and it will take you to the website.



## About our privacy notice



Before you answer our questions, you need to read our **privacy notice**.

It tells you how we will use and look after the information you tell us on the form.



The law says organisations must have a privacy notice.



It is up to you if you want to take part in the survey.

You do not have to take part if you do not want to.



If you take part, you do not have to answer all of the questions.

## How we will use your information



We can only use the things you tell us if you agree. This is called **giving consent**.



We will use what people tell us to write a report.



If we write what you tell us in the report, we will not put things like your name or address in it.



That way nobody can tell it was you who told us.

## How we look after your information



We will keep your information locked up safely on our computers.



We will only share your information with other organisations:

- If the law says we need to share it

or



- To stop someone from getting hurt.



We will keep your information for up to 3 years. Then we will delete it.

# Your rights



Your **rights** are things you are allowed to do and how you should be treated.



The law says you have rights when we keep information about you.



For more information about your rights and how we use your information, go to this website:  
**[ico.org.uk/for-the-public/](https://ico.org.uk/for-the-public/)**

or



You can use this QR code. We tell you how to use QR codes on page 9 of this booklet.



## What if I change my mind

If you decide to take part, you can change your mind at any time.



If you change your mind, email us.

### Email

**contact@york.gov.uk**



You must email us by  
**7th February 2025.**



If you tell us after 7th February, it might be too late. We might have used your information in our report.



Tick this box if you have read and understood all of the information in our privacy notice.

# Questions about using our libraries

**Question 1:** Do you use our libraries and reading cafes?

A **reading cafe** is a place where you can go to buy a drink and read a book.



Yes



No



No

If you ticked **no**, please tell us why:



No

If you ticked **no**, please go to **question 9** on page 26.

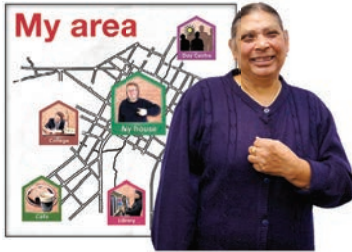


Yes

If you ticked **yes**, please go to **question 2** on the next page.



**Question 2:** Please tell us which library in York you use the most. This might be:



- Your local library



- A mobile library. This is a bit like a bus with a library inside it. It stops in different places around York.



- The home library service. This is when library staff bring books to peoples homes.



Please tell us here:





**Question 3:** Do you use more than 1 library?



Yes



No



**Question 4:** How often do you go to the library?

**Please tick 1 box**

Every day

Less than once a month

Once a week or more

Once or twice a year

Once a month or more



**Question 5:** How do you get to the library?

**Please tick 1 box**



Walk



Bus



Bike



Train



Car



Another way. Please tell us here:



**Question 6:** What is the best time for you to go to the library? Please tell us what days and times are best for you:



**Question 7:** Please tell us why you use our libraries or reading cafes.

**You can tick more than 1 box**



To borrow books



To borrow audio books. These are books you can listen to



To save a book or audio book onto your phone or tablet



To use the computer



Please tell us why you use our libraries or reading cafes.

**You can tick more than 1 box**



To use the **Wi-Fi**. **Wi-Fi** is used to connect a phone, tablet or computer to the internet.



To use the library website online



To get help using the internet



To meet other people



To get help with things like finding a job or managing money



To read or learn new things



Please tell us why you use our libraries or reading cafes.

**You can tick more than 1 box**



To learn about what York was like in the past



To learn new skills



To come to an event or do **activities** for adults. **Activities** are things like playing games, doing sports or doing crafts



To come to an event or do activities for children and families



To come to another kind of event



Please tell us why you use our libraries or reading cafes.

**You can tick more than 1 box**



To meet someone who has written a book



To buy something from the cafe



To get information about local services



To get information about things that are happening in the local area



To use the meeting rooms



To use the changing places toilet. This is a place where people can change themselves in private



For another reason. Please tell us more here:



**Question 8:** Please tell us what are the most important things for you at the library.

**You can tick 5 boxes**



A good choice of books and audio books



A safe place where you feel welcome



Being able to use the computers and the Wi-Fi



Being able to learn new skills



Being able to meet new people



Good information about the local area



Helpful staff that have had the right training



Help and support with finding a job





Help and support with using the internet



Help to have better health and **wellbeing**. **Wellbeing** is keeping happy and healthy in your body and mind.



Events and activities for adults



Events and activities for children



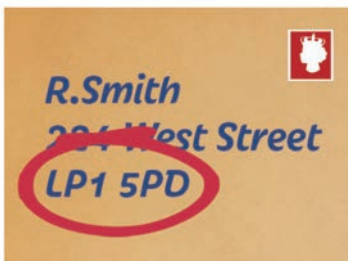
The cafe



A place where you can get warm



Something else. Please tell us here:



**Question 9:** Please tell us your **postcode**. Your **postcode** is the letters and numbers at the end of your address.

You do not have to tell us if you do not want to.



Write your postcode here:

## Questions about you



The next few questions ask you about you.



These questions make sure we are asking lots of different people what they think.



You do not have to answer the questions if you do not want to.



We will keep what you tell us confidential and private.

We will not be able to work out who you are from the answers that you give.



### Question 10: How old are you?

- younger than 16
- 16 - 24       56 - 59
- 25 - 39       60 - 64
- 40 - 55       older than 65
  
- I don't want to say

### Question 11: What is your gender?

- Male
  
- Female
  
- Non-binary. This means you do not see yourself as male or female



I don't want to say



You can tell us what gender you are if you want to:



**Question 12:** What is your **Sexual orientation**?

**Sexual orientation** mostly means who you are attracted to.



I am a man who is attracted to women or a woman who is attracted to men



I am man who is attracted to other men



I am a woman who is attracted to other women



I am attracted to both men and women



Other. You can tell us your sexual orientation if you want to:



I don't want to say



**Question 13:** What is your religion or belief?

Buddhist  Jewish

Christian  Muslim

Hindu  Sikh

No religion. This includes if you are Atheist

Other religion. Please tell us:

I don't want to say



**Question 14:** What is your ethnicity? Ethnicity is your race, background and culture.



**Asian, or Asian British:**

Indian  Pakistani

Bangladeshi  Chinese

Other Asian or Asian British.  
Please tell us:

**Black or Black British:**

African

Caribbean

Other Black or Black British.  
Please tell us:







### Mixed ethnic group:

White and Asian

White and Black African

White and Black Caribbean

Other mixed race or backgrounds. Please tell us:



### White:

English, Northern Irish, Scottish, Welsh or British

Irish

Gypsy or Irish Traveller

Roma

Any other white background. Please tell us:

## Other ethnic group:



Arab

Another race or ethnic background. Please tell us:



I don't want to say

**Question 15:** Do you have a disability or a **long term** illness or health condition?

**Long term** means it lasts for 12 months or more.



   
Yes

   
No

   
I don't want to say



**Question 16:** Are you a carer for someone?



Yes



No



I don't want to say

**Question 17:** Have you ever lived in care?

**In care** means you lived with **foster carers**, in a children's home or, in some cases, with another family member or family friend.

A **foster carer** is an adult who looks after children when they cannot live with their own family



Yes



No



I don't want to say