



2022 Survey Detailed Results

About the survey

The survey results are from December 2022 to January 2023. Paper copies were distributed through the village with raffle tickets. People could complete the survey online during December and January. Reminders were put out through Facebook, but people were asked to only complete one survey, either online or paper.

We kept many of the questions the same as last time (December 2018) so this report includes comparisons where relevant.

Thanks to so many of you for taking part in our survey

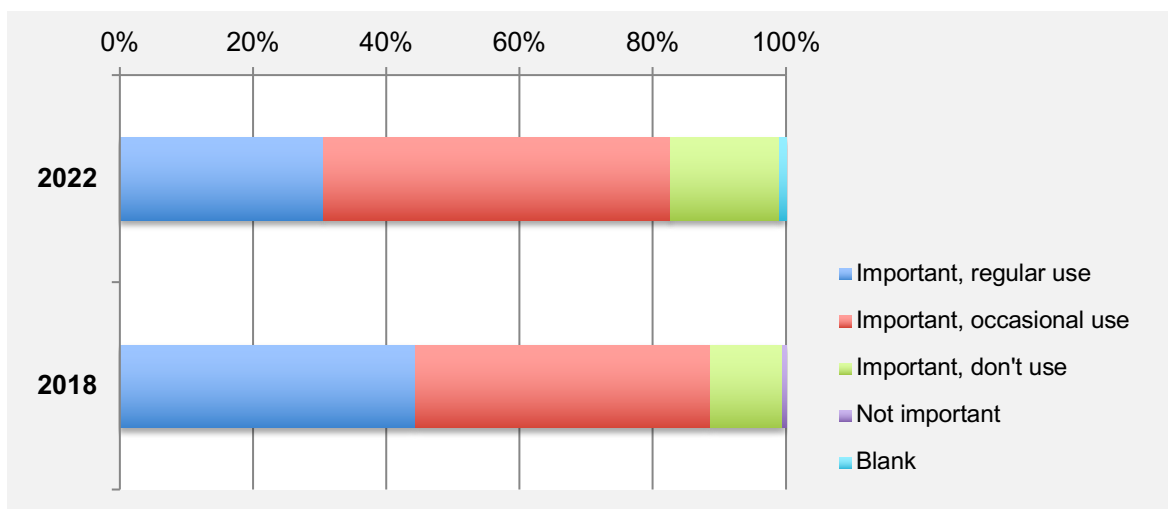
We ended up with 196 responses, 137 paper and 59 online.

Of the responses, the majority were:

- living in Denby Dale (80%)
- aged over 50 (76%), and
- existing library members (69%).

How you feel about the community library

Everyone who responded thinks it's important for us to have the community library building, whether they use it or not.



The number (and proportion) of regular users is a little lower now – in 2022 there were 60 people (31%) who were regular users compared to 74 people (43%) in 2018 – but there are a lot more occasional users this time.

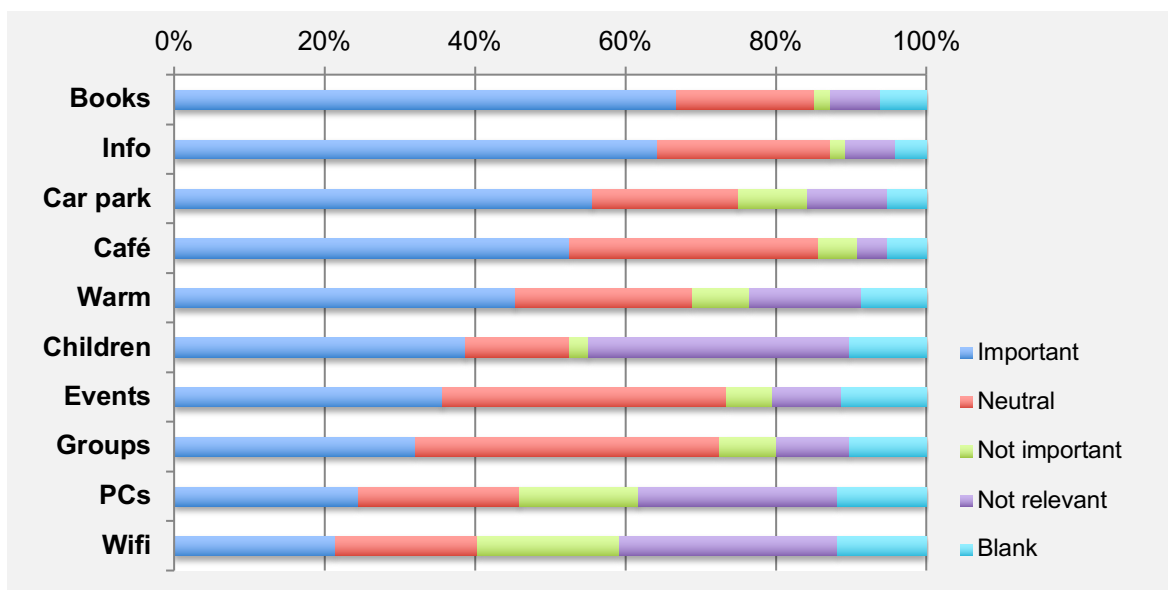
Across the age ranges, feelings about the building are slightly higher amongst the younger age groups. Not surprisingly, existing library members are more positive than non-members.

What you want to do at the library

As you will see in the graph below:

- **Books** and **information** are the two things people want most from the library, with around 2/3's saying they are both important
- Just over half of people say both the **café** and **car park** are next most important
- Just under half say a warm, accessible and welcoming space is important
- Around a third say books/events for children, groups and events are important
- Just under a quarter say public access computers and wi-fi are important.

The priority order is very similar to last time, although in 2018 we had fewer neutral scores so the percentages were a bit higher.



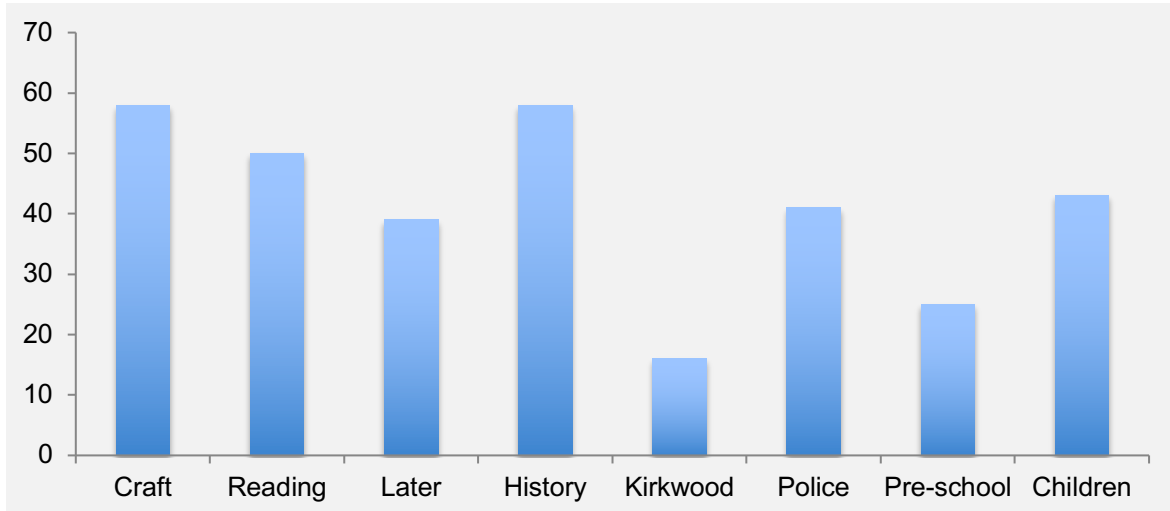
Not surprisingly, library members scored all the activities a little more highly than non-members. Non-members were a little lower on everything except the car park.

Under 30's were more positive about children's books/events and wi-fi and a bit less positive about groups. However, there were only 6 responses from this age group.

Those aged 30 to 50 were a little more positive than the average about children's books/events and about the car park, and a little less positive about the PCs and wi-fi.

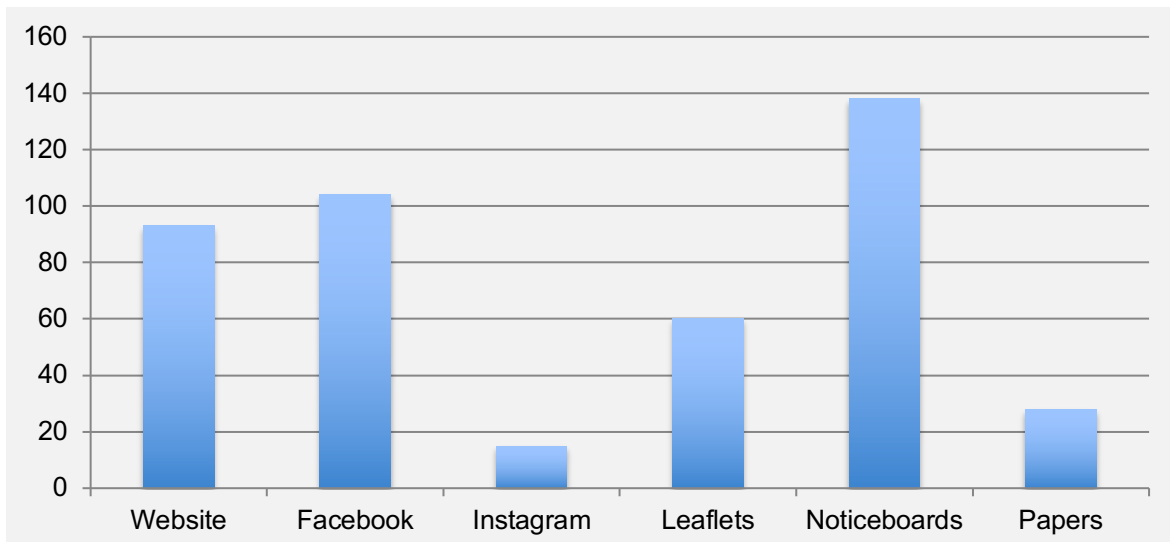
Interest in joining groups

Nearly a third of people said that groups were important, with craft and history getting the most interest. Again, this is similar to the result in 2018.



Most useful forms of marketing about what's on

This was a new question in 2022. We asked people to 'tick all that apply'. Noticeboards appear to be the best way of making information about events available, although the website and Facebook are also important. Leaflets are also proving useful, but papers/magazines and Instagram won't add much.



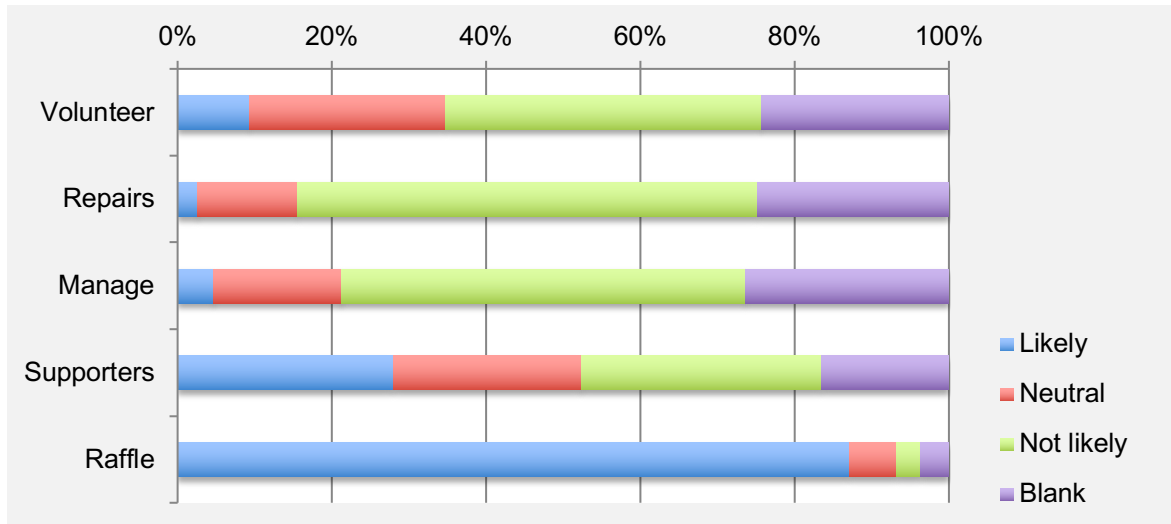
Noticeboards are most popular with the over 50's (75% ticked), but around half of that group also ticked website and Facebook.

The 30-50 year old group preferred Facebook (85%), but half also ticked website and noticeboards.

Support for the library

Numbers saying they are likely to volunteer are low – and some of those who said ‘yes’ are existing volunteers. Disappointingly, this is a bit lower than last time, both in absolute numbers and percentages. This time 18 people (9%) said they were likely to volunteer in the library or café compared to 26 people (15%) in 2018.

On a more positive note, nearly everyone (86%) say they will donate occasionally, a similar level to last time.



Comments

78 people added comments to the survey, which were overwhelmingly positive.

‘Welcoming’, ‘friendly,’ ‘helpful’ and ‘thank you’ are words repeated often.

Several people refer to using the library more when their children were younger or that they will use it more when they retire, suggesting the two ends of the age demographic are the ones that use it most.

Here is a representative selection of comments:

An important focal point for the village

It’s a key part of the locality, important to so many. Love the sheep and decorations outside, very welcoming

Sense of community & friendliness when enter the building

A friendly welcome from the café staff when just entering the building

The library is a social place - always a hello or short chat. Great for books, to try different authors and styles

Find it a warm and welcoming place with friendly, helpful staff/volunteers. Very fortunate to have the Community Library in Denby Dale. Thank you for keeping it running so successfully

First class friendly professionalism from all the library staff. A marvellous request/hold service from Kirklees Libraries

Café is very good value and comfortable. Coffee and cakes good quality & great value

Our family love using the library; it's a warm, welcoming place, which is thanks to many people especially the wonderful volunteers. The kids borrow books regularly, we use the cafe and attend kids crafts etc in school holidays when possible

I think the library is a wonderful facility for the community. The staff are so lovely & it is such a welcoming atmosphere. I love being able to bring my young granddaughter here just as I did as a child. She already loves the library too!

Although I do not use the library very much I do admire the volunteers who run it. They have my support

Suggestions for the future

A number of suggestions were made, all of which will be considered:

- An e:mail newsletter
- More promotion through local schools
- Café open on Saturdays or after school
- Bigger car park
- Link up with the Pie Hall
- A place for children to do their homework
- Comfy space for adults to sit and read
- More children's activities/family events after school or at weekends
- Support groups, evening classes, yoga classes, walks.

Thank you for reading this!