



Department of
**Culture, Arts
and Leisure**
www.dcalni.gov.uk

Experience of the public library service by adults in Northern Ireland

Annual Report



Findings from the
Continuous Household Survey 2014/15

DCAL Findings 07/2015-16



Seán Mallon

DCAL Research and Statistics Branch

CONTENTS	Page
Key findings	3
Introduction	4
Usage of the public library service	6
Reasons for using the public library service	10
Reasons for not using the public library service	11
Satisfaction with public library provision	12
Reading and buying books	14
Comparison with other countries	15
Appendix 1: Technical notes	16
Appendix 2: Data tables	20
Appendix 3: Survey questions	29
Appendix 4: References	31

Contact information

Statistician

Seán Mallon
Research and Statistics Branch
Department of Culture, Arts and Leisure
Causeway Exchange
1-7 Bedford Street
Belfast
BT2 7EG

028 9081 6971
sean.mallon@dcalni.gov.uk

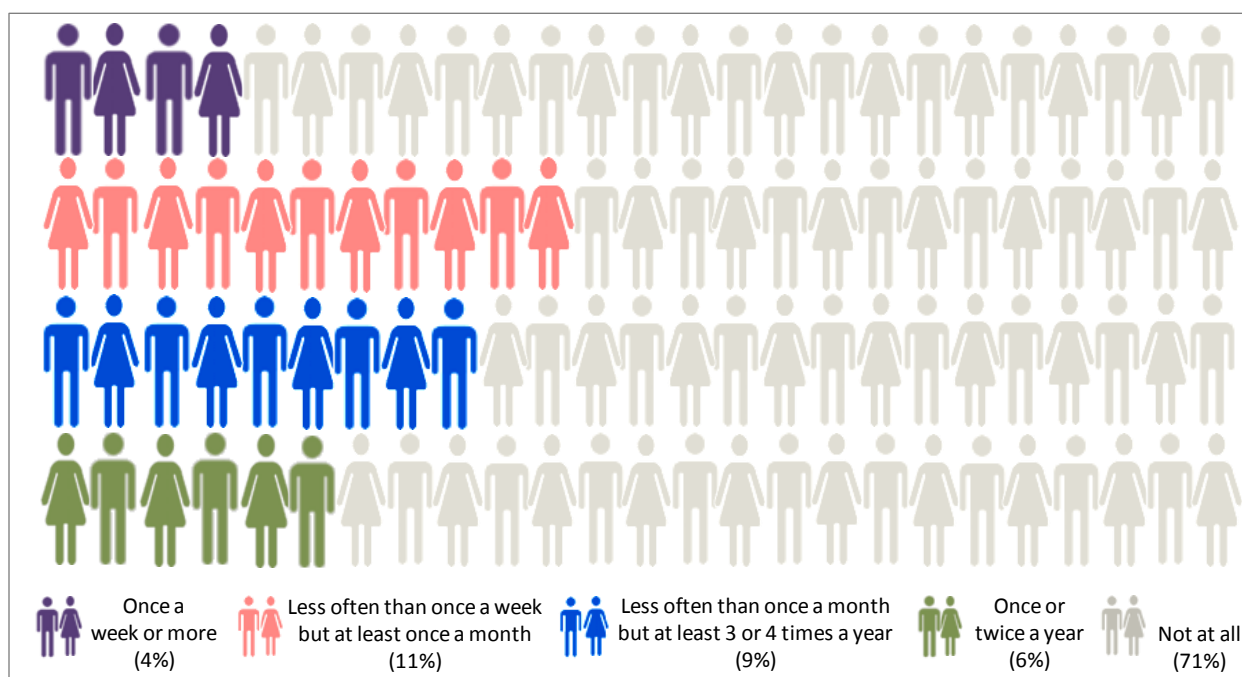
First released

22 October 2015

Key findings

- Just under three in every ten adults (29%) had used the public library service within the previous year, with a higher proportion of females (35%) than males (23%) having done so.
- Adults with a dependent child were more likely than adults who did not have a dependent child to have used the public library service within the previous year (39% and 24%, respectively).
- Over two-thirds of public library service users (68%) cited the traditional library function of ‘Borrowing / returning and renewing books’ as the reason for using the public library service in the last year.
- When asked why they had not used the the public library service, 30% of those who had not used the public library service within the year stated ‘Not really interested’.
- Nearly nine out of every ten public library users (89%) were satisfied with public library provision in Northern Ireland, while only 3% stated that they were dissatisfied.

Frequency of use of public library service among adults in Northern Ireland



Introduction

Background

The Department of Culture, Arts and Leisure (DCAL) has overall policy responsibility for the public library service in the Northern Ireland. DCAL's overall policy framework and vision for public libraries is set out in its public libraries policy, 'Delivering Tomorrow's Libraries' (DTL) which was published in 2006. DTL sets out firm guidelines and direction as to the type of library service that the community requires. It offers a vision for the public library service which is to provide:

'a flexible and responsive library service which provides a dynamic focal point in the community and assists people to fulfil their potential'.

In 2012 and 2013, DCAL reviewed the success of DTL against the policy's original objectives, including a review of its original Public Library Standards. These Standards act as a set of Key Performance Indicators and constraints to the public library service in Northern Ireland. The general conclusion of the review was that the DTL policy should be retained. A further finding was that the original Public Library Standards have hitherto proven useful and should be broadly retained with some amendments.

The amendments to the Public Library Standards have focused on their modernisation, given technological advancements since 2006 and the role that libraries can play in combating social exclusion and poverty. Improvements have also been made to their measurability, comparability and relevance. The Continuous Household Survey will continue to be used to monitor some of these standards. The complete set of amended Public Library Standards are accessible on the DCAL web site at www.dcalni.gov.uk.

Findings from the Continuous Household Survey

This report presents the findings from the 2014/15 Continuous Household Survey (CHS) in relation to public library usage by the adult population in Northern Ireland. The information will be used to help inform policy making.

More information relating to the CHS, methodology and the interpretation of the figures can be found in the Technical notes in Appendix 1. The data tables are included in Appendix 2 and are also available in Excel format. The library questions, which were asked in the 2014/15 CHS, are included in Appendix 3.

Usage of the public library service

Just under three out of every ten (29%) of the adult population had used the public library service within the previous year, with a higher proportion of females (35%) than males (23%) having done so. The likelihood of having used the public library service was also related to age with 37% of those aged 16-44 years having used the public library service within the previous year, a higher proportion than those aged 45 years and over (23%).

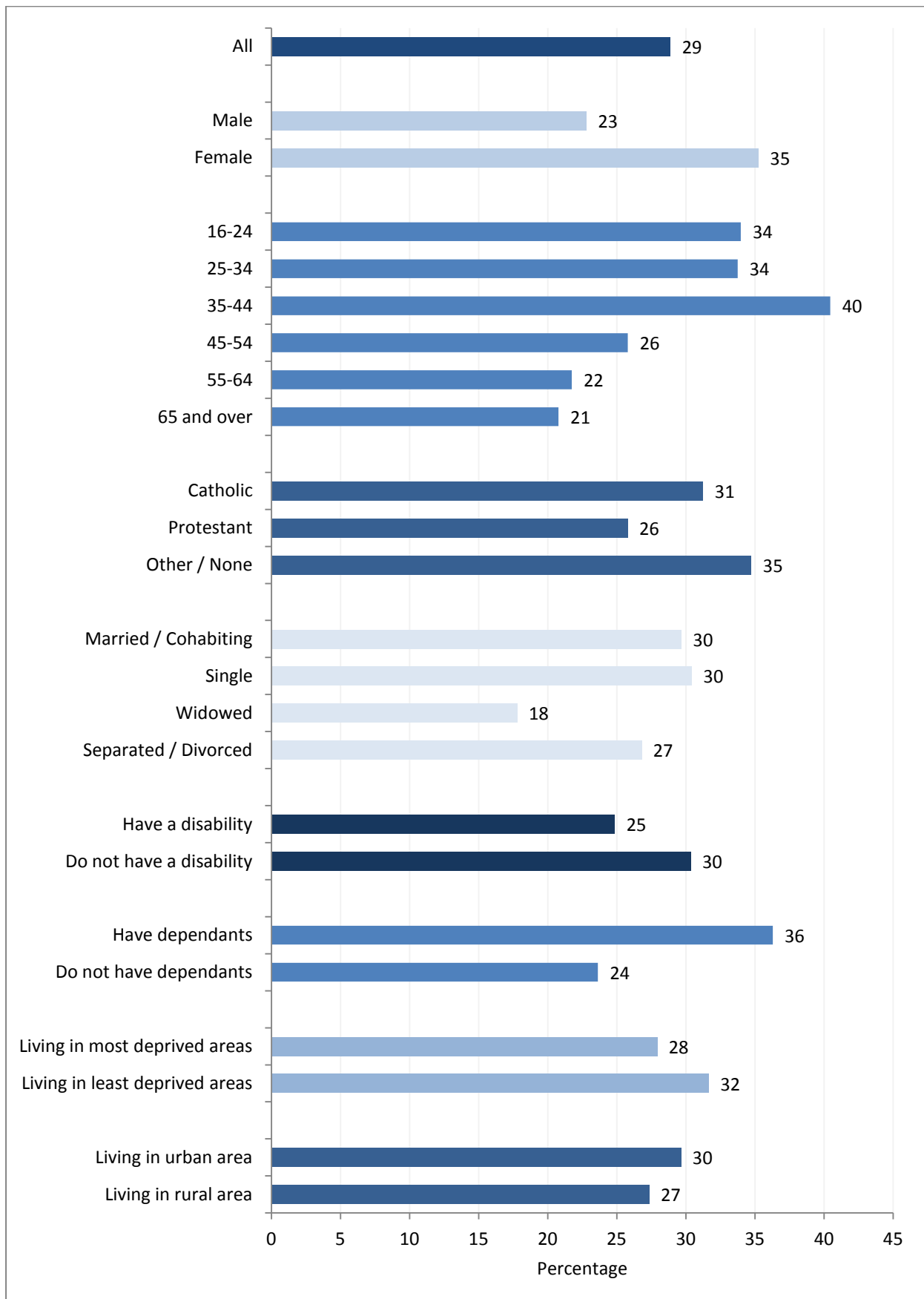
A higher proportion of those who had dependants had used the public library service in the last year (36%) than those who did not have dependants (24%) (Figure 1). In particular, adults with a dependent child were more likely than adults who did not have a dependent child to have used the public library service within the previous year (39% and 24%, respectively).

Protestant adults (26%) were less likely than Catholic adults (31%) and those who gave their religion as “other / none” (35%) to have used the public library service within the previous year. There was no difference found between the proportions of Catholic adults and adults who gave their religion as “other / none” who had used the public library service within the previous year.

Adults who have a disability were less likely to have used the public library service within the last year (25%) than adults who do not have a disability (30%).

There was no difference found between the proportion of adults who had used the public library service living in the most deprived areas (28%) and those who had used the public library service and were living in the least deprived areas (32%). Similarly, the proportion of adults living in rural areas who had used the public library service within the last year was similar to that of adults living in urban areas who had done so (27% and 30%, respectively).

Figure 1 Used the public library service within the last year



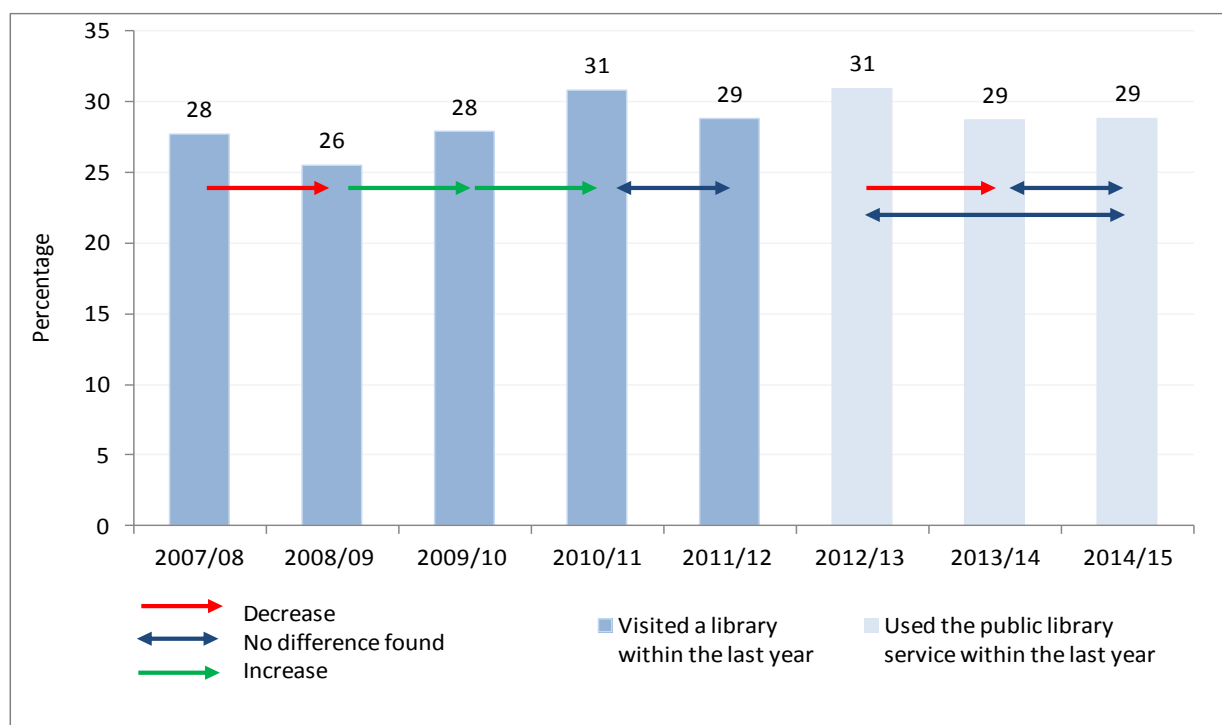
Trends in using the public library service / visiting public libraries

Public library services have evolved to offer services that do not necessarily require a visit to a public library building. Such modernisation has involved the increased availability of online resources and library staff running outreach activities outside of public library buildings. As a result of such changes, the library usage question was amended in 2012/13 in order to capture the full range of public library services, rather than only those that involve a visit to a public library. Consequently, figures prior to 2012/13 cannot be directly compared with those for 2012/13 onwards.

Between 2007/08 and 2008/09, the percentage of the population who had visited a public library at least once in the year fell from 28% to 26% but returned to 28% in 2009/10. The proportion increased to 31% in 2010/11, with a similar figure noted in 2011/12 (29%).

In 2014/15, the proportion of adults who had used the public library service was similar to that reported in 2013/14 (29%) (Figure 2).

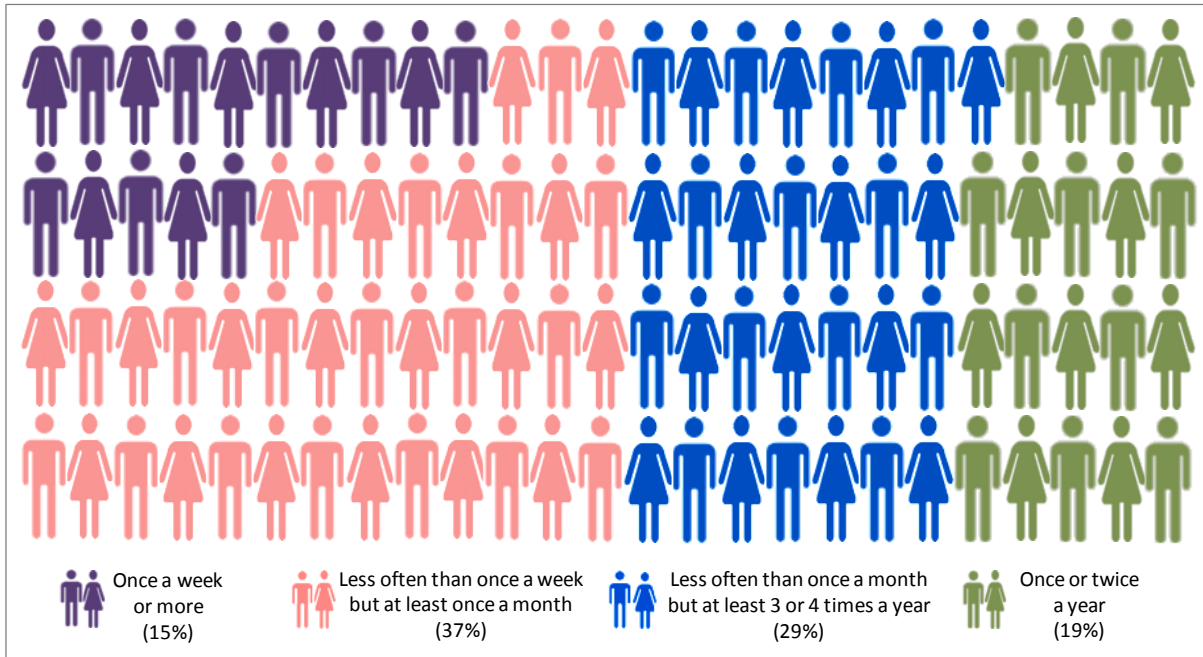
Figure 2 Visited a public library 2007/08 - 2011/12 and used the public library service 2012/13- 2014/15



Frequency of using the public library service

Those who had used the public library service within the year were asked how often they had done so. Around half of these adults (51%) stated that they had used the public library service once a month or more, equating to 15% of the overall adult population.

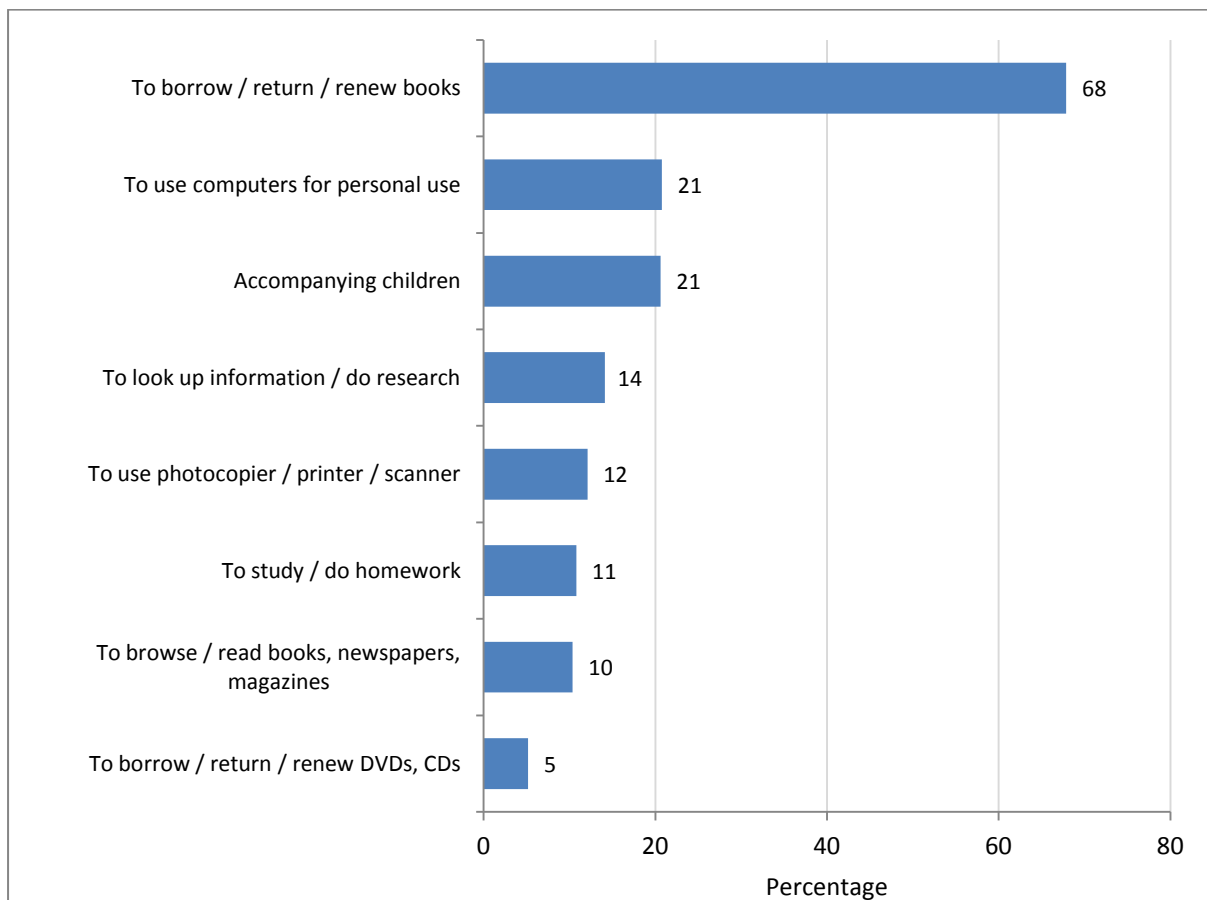
Figure 3 Frequency of public library service use per 100 adult service users



Reasons for using the public library service

More than two-thirds of adult public library service users (68%) cited the traditional library use of 'Borrowing / returning and renewing books' as the reason for using the public library service in the last year. Around a fifth of users cited 'To use computers for personal use' and 'Accompanying children' (both 21%) as reasons for using the public library service (Figure 3).

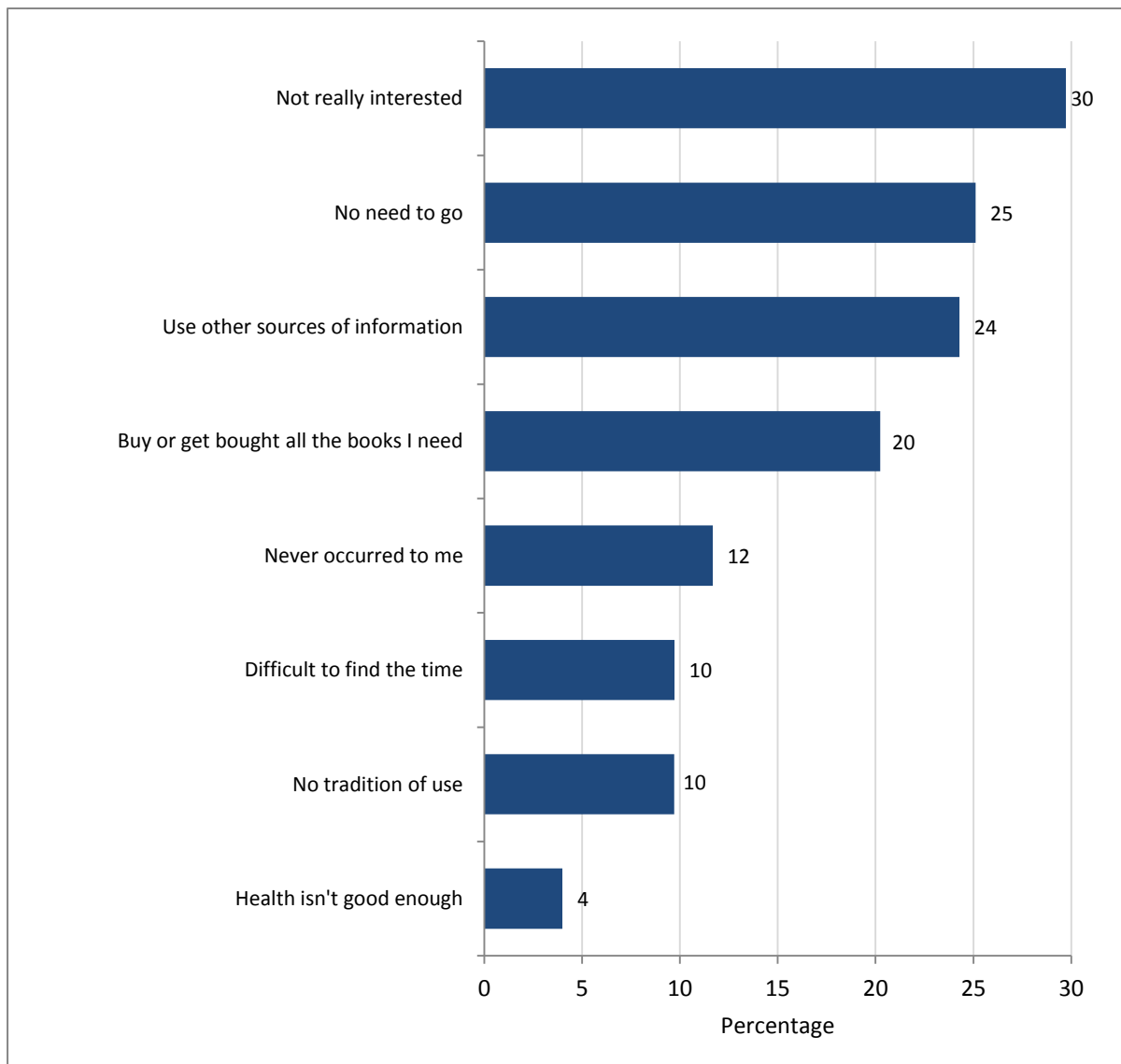
Figure 3 Main reasons for using the public library service



Reasons for not using the public library service

Those who had not used the public library service within the previous year were asked why. Three in every ten (30%) stated that they had not used the public library service because they were 'not really interested'. About a quarter of non-users cited 'No need to go' (25%) and that they 'Use other sources of information' (24%) (Figure 4).

Figure 4 Main reasons for not using the public library service

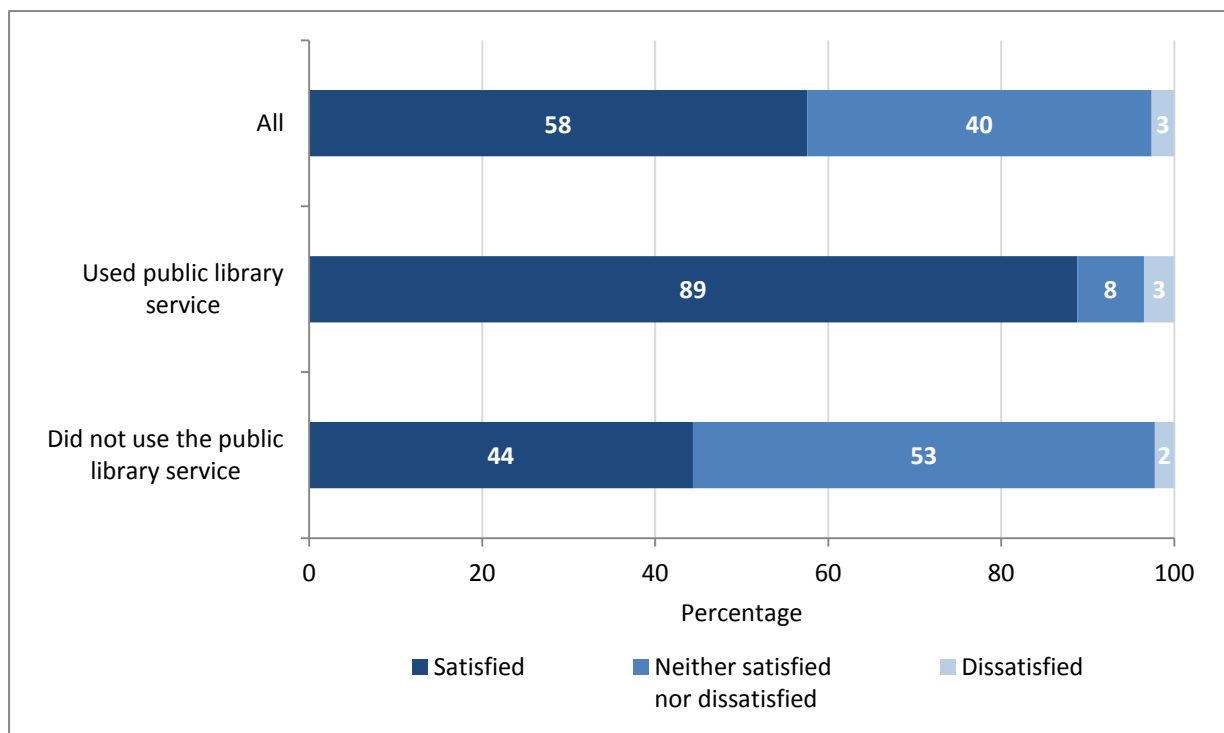


Satisfaction with public library provision

Almost three out of every five adults (58%) were satisfied with public library provision in Northern Ireland, with only 3% stating they were dissatisfied. The remainder of the population (40%) stated that they were 'neither satisfied nor dissatisfied'.

Of those who had used the public library service in the previous year, almost nine out of every ten were satisfied with public library provision in Northern Ireland (89%), with only 3% stating that they were dissatisfied (8% neither satisfied nor dissatisfied) (Figure 7).

Figure 7 Satisfaction with public library provision



Although satisfaction with public library provision in Northern Ireland appears considerably less amongst those who had not used the public library service in the last year (44%), 53% of this group stated that they were 'neither satisfied nor dissatisfied'. A similar proportion of this group stated that they were dissatisfied with public library provision in Northern Ireland (2%) compared with those who had used the public library service in the previous year (3%).

Trends in satisfaction with public library provision

Considering all adults, the proportion reporting satisfaction with public library service provision (58%) continued to decrease from 73% in 2012/13 and 63% 2013/14 (Figure 8a). However, analysis reveals that the decline in satisfaction is due to a greater proportion choosing to state that they were 'neither satisfied nor dissatisfied', rather than an increase in those who were dissatisfied (Figure 8b). This was particularly the case among those who *did not* use the public library service. Among those adults who *had* used the public library service, the proportion of those satisfied (89%) was similar to that in 2013/14 (90%) and similar to or above the figures recorded before 2012/13 (Figure 8a).

Figure 8a Satisfied with public library provision 2007/08-2014/15

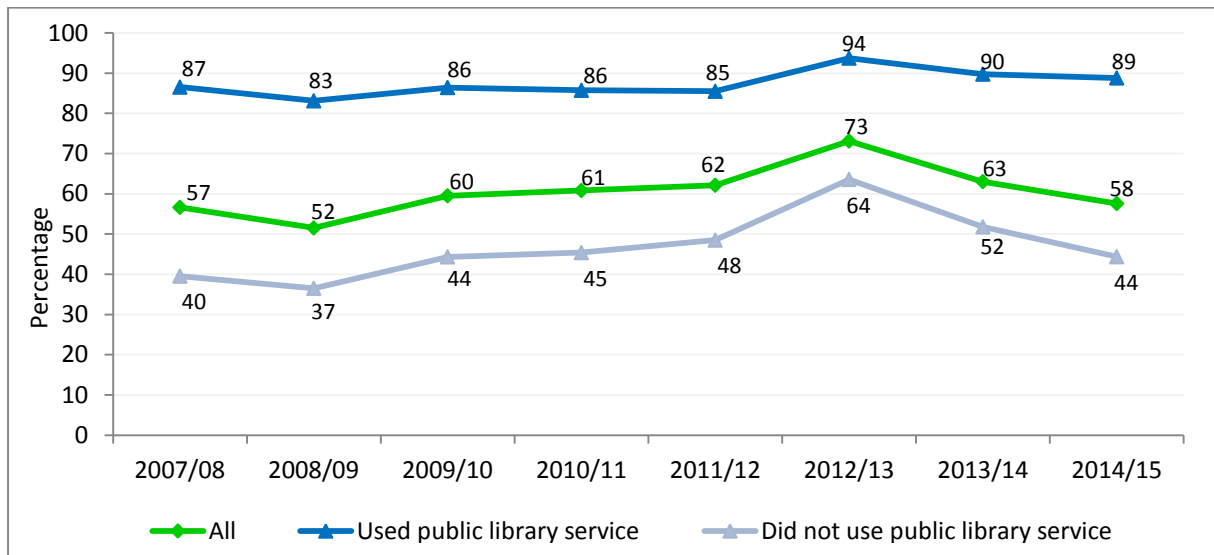
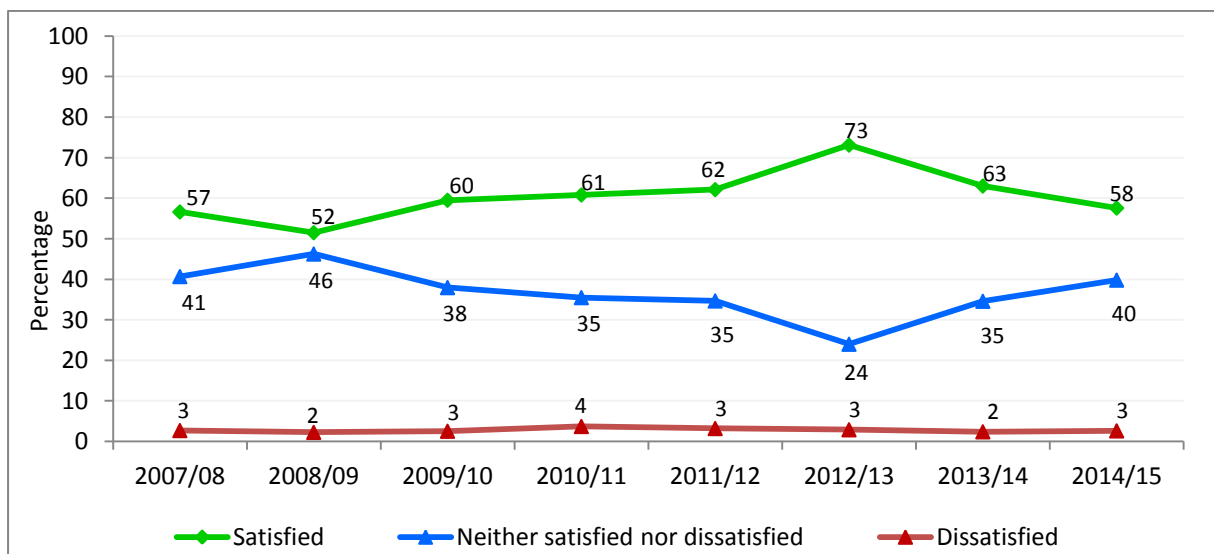


Figure 8b Levels of satisfaction with public library provision 2007/08-2014/15

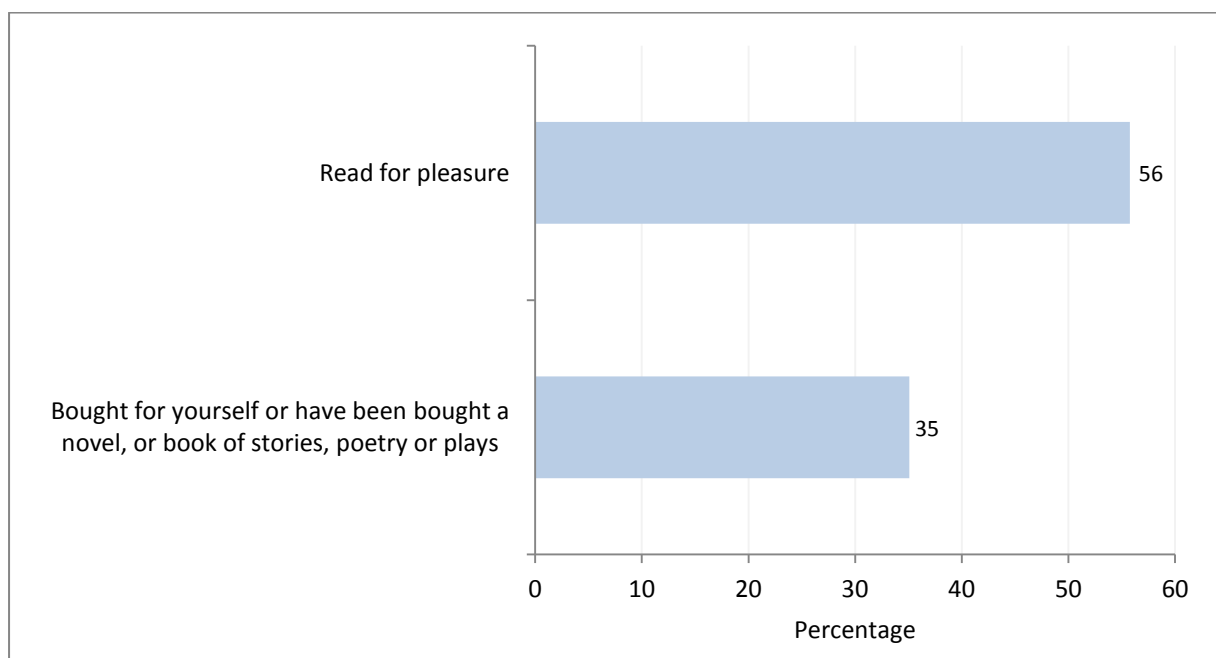


Reading and buying books

Other questions were included in the survey that provide context on reading and buying books. More than half of all adults (56%) had read for pleasure in the last year, with females being more likely to have done so (63%) than males (48%) (Table 5).

More than a third (35%) of adults had bought or been bought a novel, or book of stories, poetry or plays in the last year. As with reading for pleasure, females were more likely than males to have bought or been bought a book (41% and 29%, respectively).

Figure 4 Read for pleasure and bought a book in the last year



Comparisons with other countries

The CHS question on usage of the public library service is aligned with survey questions used in England and Scotland. However, due to differences in the surveys' methodologies, statistical analyses exploring potential differences in public library usage between the three countries is deemed inappropriate. Consequently, the following figures should be viewed for information only.

According to the 2014 Scottish Household Survey, 29% of the Scottish population had used the public library service over the last year. The figure for Northern Ireland for 2014/15 was also 29%. Figures are also available for England from the Department of Culture, Media and Sport's "Taking Part 2014/15, Quarter 4 Statistical Release". This report presents a figure of 38.5% for overall public library service usage in the previous year for England.

Appendix 1 Technical notes

Continuous Household Survey

The Continuous Household Survey (CHS) is a Northern Ireland wide household survey administered by Central Survey Unit, Northern Ireland Statistics and Research Agency. The 2014/15 survey was based on a random sample of 4,500 domestic addresses drawn from the Land and Property Services list of addresses and interviews were sought with all adults aged 16 and over in these households.

DCAL places questions related to public library usage annually in the CHS. The data derived from the CHS is used for various purposes: to monitor the Public Library Standard targets, to help inform policy making, for equality monitoring and contributing to Northern Ireland wide strategies.

The findings reported in this bulletin are based on 3,348 respondents who answered the libraries participation module of the survey. The questions relating to this module are included in Appendix 3.

Weighting the DCAL module of the Continuous Household Survey (CHS)

Analysis of the DCAL module of the CHS has been weighted for non-response. A chi square goodness-of-fit test showed that the CHS sample was not representative of the population by age and sex when compared with the Population and Migration Estimates Northern Ireland 2014¹ (NISRA). As a result, three separate weights were produced for age, sex and age and sex combined.

Non-response weighting sometimes increases standard errors and sometimes decreases them, although the impact tends to be fairly small, i.e. the adjustment may be less or greater than 1, but will generally be reasonably close to 1. In the case of the DCAL module of CHS, the values of the adjustment for all three weighting systems are so close to one, it is not necessary to take account of this in the calculation of standard error and confidence intervals.

¹ [Population and Migration Estimates Northern Ireland 2014](#)

While weighting for non-response (also called post-stratification) should reduce bias, it must be acknowledged that it will not eliminate bias. The reasons individuals choose to take part in surveys are complex and depend on lots of factors specific to the individual. As a result, the non-response biases in surveys are likely to be complex. Post-stratification works on the assumption that, by aligning the survey to the population along a small number of dimensions such as age and gender, many of these complex biases will reduce. However, it would be misleading to suggest that they will be eliminated.

Definitions

Used the public library service – Used the public library service at least once in the 12 months prior to the CHS, e.g. visited a public library or mobile library; used the Libraries NI website; attended a library event outside a library. Public library does NOT include school, college, or university libraries. A library event outside a library is an event run by Libraries NI which has taken place in a venue other than a library.

Disability – The questions used to ascertain whether or not a person has a disability are harmonised with the definition of disability in the Equality Act 2010. This states that a disabled population is classified on the basis of having a long-lasting physical or mental health condition or illness which restricts day-to-day activities. The disabled population in this report are those who have answered yes to both the questions below:

- Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
- Does your condition or illness / do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Dependants – A person is defined as having dependants if they have responsibility for either the care of a child(ren), a person with a disability or an elderly person.

Deprivation – The data have been analysed by whether respondents are living in the 20% most deprived Super Output Areas (SOAs) or in the 20% least deprived SOAs. This is estimated using the Northern Ireland Multiple Deprivation Measure

2010² which is a weighted combination of seven domains of deprivation. Rank 1 indicates the most deprived SOA, while rank 890 denotes the least deprived SOA.

Urban / rural – The data have also been analysed by whether respondents are living in SOAs that have been categorised as either urban or rural as set out in the Statistical Classification and Delineation of Settlements report (2005)³. This report classified each settlement in Northern Ireland into one of eight bands (A-H) and recommended that Government and other users should consider defining "urban" and "rural" areas in ways which are appropriate for different programmes and projects. In the absence of a programme-specific definition, Bands A-E can be defined as urban and Bands F-H as rural. This definition was applied in the analysis in this bulletin.

Comparisons with other countries

Figures for use of public library services are available for Scotland, through the Scottish Household Survey (SHS), and also for England, through the Department for Culture, Media & Sport's "Taking Part Survey". As the methodologies for both surveys differ from Northern Ireland's Continuous Household Survey (CHS), the figures are not directly comparable. The figures presented in this report are for information only. Further information on both surveys can be found online from the links provided in Appendix 4.

Statistical significance in this report

Any statements in this report regarding differences between groups such as males and females, different age groups, religion, etc., are statistically significant at the 95% confidence level. This means that we can be 95% confident that the differences between groups are actual differences and have not just arisen by chance. Both the base numbers and the sizes of the percentages have an effect on statistical significance. Therefore on occasion, a difference between two groups may be statistically significant while the same difference in percentage points between two other groups may not be statistically significant. The reason for this is because the

² [Northern Ireland Multiple Deprivation Report 2010](#)

³ [Statistical Classification and Delineation of Settlements 2005 Report](#)

larger the base numbers or the closer the percentages are to 0 or 100, the smaller the standard errors. This leads to increased precision of the estimates which increases the likelihood that the difference between the proportions is actually significant and did not just arise by chance.

Other notes

The following should be noted when interpreting figures and tables:

- Percentages less than 0.5% are denoted by '0' and where there are no responses, they are denoted by '-'.
- Percentages may not add to 100% due to rounding.
- Percentages may not add to 100% for questions where multiple responses are allowed.
- Detailed tabulations are not provided where the number of respondents is too small to allow meaningful analysis.
- The base number of responses to each question, which is shown in each table, is the unweighted count. The base may vary due to some respondents not answering certain questions.

Appendix 2 Data tables (also available in Excel format)

Table 1 Used the public library service within the previous year

Profile of respondent	2014/15		2013 / 14		Significant difference compared with previous year?
	%	Base	%	Base	
All	29	3,348	29	3,753	-
Gender					
Male	23	1,435	23	1,601	-
Female	35	1,913	35	2,152	-
Age bands					
16-24	34	277	34	335	-
25-34	34	517	34	535	-
35-44	40	577	37	672	-
45-54	26	583	28	714	-
55-64	22	549	19	566	-
65 and over	21	845	21	931	-
Religious background					
Catholic	31	1,354	30	1,496	-
Protestant	26	1,651	26	1,916	-
Other / None	35	308	36	319	-
Marital status					
Married / Cohabiting	30	2,015	28	2,232	-
Single	30	738	32	836	-
Widowed	18	268	20	320	-
Separated / Divorced	27	327	31	365	-
Disability					
Have a disability	25	985	25	1,111	-
Do not have a disability	30	2,349	30	2,638	-
Dependants					
Have dependants	36	1,403	36	1,516	-
Do not have dependants	24	1,936	24	2,232	-
Level of deprivation					
Living in most deprived areas	28	599	26	660	-
Living in least deprived areas	32	648	29	721	-
Urban or rural					
Living in urban area	30	2,201	32	2,432	-
Living in rural area	27	1,147	23	1,321	↑

Table 2 Frequency used public library service

Profile of respondent	Once a month or more	Less than once a month but more than once a year	Not in the last year	Base
	%	%	%	
All	15	14	71	3,348
Gender				
Male	11	12	77	1,435
Female	19	16	65	1,913
Age bands				
16-24	14	20	66	277
25-34	18	16	66	517
35-44	23	18	60	577
45-54	13	12	74	583
55-64	11	11	78	549
65 and over	11	10	79	845
Religious background				
Catholic	16	15	69	1,354
Protestant	13	13	74	1,651
Other / None	19	15	65	308
Marital status				
Married / Cohabiting	15	14	70	2,015
Single	15	15	70	738
Widowed	10	8	82	268
Separated / Divorced	15	12	73	327
Disability				
Have a disability	12	13	75	985
Do not have a disability	16	15	70	2,349
Dependants				
Have dependants	20	16	64	1,403
Do not have dependants	11	13	76	1,936
Level of deprivation				
Living in most deprived areas	16	12	72	599
Living in least deprived areas	18	14	68	648
Urban or rural				
Living in urban area	15	14	70	2,201
Living in rural area	14	14	73	1,147

Table 3 Reasons for using the public library service

Reasons	All
	%
To borrow / return / renew books	68
To use computers for personal use	21
Accompanying children	21
To look up information / do research	14
To use photocopier / printer / scanner	12
To study / do homework	11
To browse / read books, newspapers, magazines	10
To borrow / return / renew DVDs, CDs	5
To attend an activity / exhibition / programme of events	4
To use computers to access online library resources	3
To use other facilities for example, café, toilet, meeting room	3
To download eBooks / Audio books	2
To attend IT training taken by library staff	1
Other	1
Base	968

Base is adults who had used the public library service in the last year.

Percentages may not add to 100% as multiple responses were allowed.

Table 4 Reasons for not using the public library service

Reasons	All
	%
Not really interested	30
No need to go	25
Use other sources of information	24
Buy or get bought all the books I need	20
Never occurred to me	12
Difficult to find the time	10
No tradition of use	10
Health isn't good enough	4
Wouldn't enjoy it	2
Poor eyesight	2
Inconvenient locations	2
Lack of transport / Can't easily get to it	2
Cannot read / write English / language barrier	1
Poor book stock	1
Inconvenient opening hours	1
Not enough information on what is available	1
Feel uncomfortable or out of place	1
Fines / charges are too high	0
Costs too much	0
Other	3
Base	2,379

Base is adults who had not used the public library service in the last year.

Percentages less than 0.5% are represented by '0' and where there are no responses this is represented by '-'.

Percentages may not add to 100% as multiple responses were allowed.

Table 5 Read for pleasure

Profile of respondent	2014/15	
	%	Base
All	56	3,346
Gender		
Male	48	1,433
Female	63	1,913
Age bands		
16-24	55	276
25-34	54	517
35-44	60	577
45-54	60	582
55-64	55	549
65 and over	50	845
Religious background		
Catholic	54	1,355
Protestant	56	1,650
Other / None	61	308
Marital status		
Married / Cohabiting	58	2,014
Single	53	737
Widowed	47	268
Separated / Divorced	54	327
Disability		
Have a disability	49	984
Do not have a disability	58	2,349
Dependants		
Have dependants	57	1,402
Do not have dependants	55	1,936
Level of deprivation		
Living in most deprived areas	47	599
Living in least deprived areas	67	648
Urban or rural		
Living in urban area	55	2,201
Living in rural area	57	1,145

Table 6 Bought for yourself or have been bought a novel, or book of stories, poetry or plays

Profile of respondent	2014/15	
	%	Base
All	35	3,346
Gender		
Male	29	1,433
Female	41	1,913
Age bands		
16-24	33	276
25-34	33	517
35-44	40	577
45-54	38	582
55-64	36	549
65 and over	32	845
Religious background		
Catholic	34	1,355
Protestant	35	1,650
Other / None	40	308
Marital status		
Married / Cohabiting	37	2,014
Single	33	737
Widowed	27	268
Separated / Divorced	36	327
Disability		
Have a disability	28	984
Do not have a disability	38	2,349
Dependants		
Have dependants	35	1,402
Do not have dependants	35	1,936
Level of deprivation		
Living in most deprived areas	28	599
Living in least deprived areas	48	648
Urban or rural		
Living in urban area	35	2,201
Living in rural area	35	1,145

Table 7 Satisfaction with public library provision**a) all adults**

Profile of respondent	Levels of satisfaction			Base
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	
	%	%	%	
All	58	40	3	3,233
Gender				
Male	52	46	2	1,375
Female	63	34	3	1,858
Age bands				
16-24	59	39	2	270
25-34	57	41	2	490
35-44	64	34	2	558
45-54	57	41	2	569
55-64	54	40	6	529
65 and over	54	43	2	817
Religious background				
Catholic	59	38	2	1,322
Protestant	56	41	3	1,577
Other / None	56	40	3	302
Marital status				
Married / Cohabiting	58	39	3	1,945
Single	58	40	2	712
Widowed	52	45	3	256
Separated / Divorced	56	41	3	320
Disability				
Have a disability	57	40	3	954
Do not have a disability	58	40	2	2,266
Dependants				
Have dependants	64	34	2	1,356
Do not have dependants	53	44	3	1,869
Level of deprivation				
Living in most deprived areas	59	38	3	577
Living in least deprived areas	63	34	3	622
Urban or rural				
Living in urban area	59	39	2	2,114
Living in rural area	55	42	3	1,119

Percentages may not add to 100% due to rounding.

Table 7 Satisfaction with public library provision**b) adults who used the public library service**

Profile of respondent	Levels of satisfaction			Base
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	
	%	%	%	
All	89	8	3	965
Gender				
Male	88	9	3	317
Female	89	7	4	648
Age bands				
16-24	87	10	3	95
25-34	89	9	2	182
35-44	91	6	3	238
45-54	89	8	3	152
55-64	80	8	12	121
65 and over	92	7	1	177
Religious background				
Catholic	90	7	3	415
Protestant	89	8	3	430
Other / None	85	10	5	112
Marital status				
Married / Cohabiting	89	7	4	602
Single	88	9	3	231
Separated / Divorced / Widowed	87	8	5	132
Disability				
Have a disability	88	6	6	238
Do not have a disability	89	8	3	723
Dependants				
Have dependants	92	6	2	526
Do not have dependants	85	10	5	437
Level of deprivation				
Living in most deprived areas	89	6	4	163
Living in least deprived areas	87	9	3	207
Urban or rural				
Living in urban area	89	8	3	651
Living in rural area	88	6	5	314

Base is adults who had used the public library service in the previous year.

Percentages may not add to 100% due to rounding.

Table 7 Satisfaction with public library provision**c) adults who did not use the public library service**

Profile of respondent	Levels of satisfaction			Base
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	
	%	%	%	
All	44	53	2	2,267
Gender				
Male	41	57	2	1,058
Female	48	49	2	1,209
Age bands				
16-24	44	54	2	175
25-34	40	58	2	307
35-44	44	54	1	320
45-54	46	53	1	417
55-64	47	49	4	408
65 and over	44	53	3	640
Religious background				
Catholic	45	53	2	906
Protestant	44	53	3	1,147
Other / None	41	56	3	190
Marital status				
Married / Cohabiting	45	53	2	1,343
Single	44	54	2	480
Widowed	43	54	2	209
Separated / Divorced	45	53	2	235
Disability				
Have a disability	46	51	3	716
Do not have a disability	44	54	2	1,542
Dependants				
Have dependants	46	52	2	830
Do not have dependants	43	55	2	1,431
Level of deprivation				
Living in most deprived areas	47	51	3	414
Living in least deprived areas	51	46	3	415
Urban or rural				
Living in urban area	45	52	2	1,462
Living in rural area	42	55	2	805

Base is adults who had not used the public library service in the previous year.

Percentages may not add to 100% due to rounding.

Appendix 3 Survey Questions

Ask all

[LIBYEAR]

During the last 12 months, have you used the public library service at least once, e.g. visited a public library or mobile library; used the Libraries NI website; attended a library event outside a library)? (NOTE: Public library does NOT include school, college, or university libraries. A library event outside a library is an event run by Libraries NI which has taken place in a venue other than a library.)

1. Yes -> **[LIBOFT]**
2. No -> **[LIBNOTUS]**

If LIBYEAR=1

[LIBOFT]

How often did you use the public library service in the last 12 months?

1. At least once a week
2. Less often than once a week but at least once a month
3. Less often than once a month but at least 3 or 4 times a year
4. Twice in the last 12 months
5. Once in the last 12 months

[GOLIB]

Why do you use the public library service (again does NOT include school, college or university libraries)?

CODE ALL THAT APPLY - DO NOT PROMPT

1. To borrow / return / renew DVDs, CDs
2. To download eBooks / Audio books
3. To look up information / do research (e.g. using books, journals, microfilms, etc.)
4. To study / do homework
5. To browse / read books, newspapers, magazines
6. To use computers for personal use (e.g. internet, emails, word processing, spreadsheets, etc.)
7. To access online library resources (e.g. library catalogue, Ancestry Library Edition, Britannica Encyclopaedia, etc.)
8. To attend IT training taken by library staff (e.g. one-to-one session, computer class, etc.)
9. To attend an activity / exhibition / programme of events (e.g. talk, reading group, author visit, classes, local history events, etc.)
10. To use photocopier / printer / scanner
11. To use other facilities for example, café, toilet, meeting room
12. Accompanying children (e.g. to an event / activity or to exchange books / encourage them to read)
13. Other -> **[OTLIB]**

[OTLIB] Please specify

If LIBYEAR=2

[LIBNOTUS] SHOWCARD

Could you please tell me the reasons why you did not use the Public Library Service in the past 12 months? Cannot read / write English / language barriers

- | | |
|--|---|
| 1. Poor eyesight | 11. Not enough information on what is available |
| 2. Difficult to find the time | 12. Fines / charges are too high |
| 3. Costs too much | 13. Poor book stock |
| 4. Feel uncomfortable or out of place | 14. Buy or get bought all the books I need |
| 5. Never occurred to me | 15. No tradition of use |
| 6. Not really interested | 16. Inconvenient locations |
| 7. Wouldn't enjoy it | 17. Inconvenient opening hours |
| 8. No need to go | 18. Use other sources of information |
| 9. Health isn't good enough | 19. Don't Know |
| 10. Lack of transport / Can't easily get to it | |
| 20. Other -> [LIBNOTSP] | |

[LIBNOTSP] Please specify

Ask all

[LIBOSAT]

Overall, how satisfied or dissatisfied are you with public library provision in Northern Ireland?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

If LIBOSAT = 4 or 5

[QUEST?]

Why are you dissatisfied with public library provision?

Appendix 4 References

Scotland

Scottish Government, (2015). *Scottish Household Survey 2014 Annual Report - Scotland's People*. [online] Available at: <http://www.gov.scot/Resource/0048/00484186.pdf>

Scottish Government, (2015). *Scottish Household Survey - Methodology and Fieldwork Outcomes*. [online] Available at: <http://www.scotland.gov.uk/Topics/Statistics/16002/PublicationMethodology>

Scottish Government, (2015). *Scottish Household Survey - 2014 Questionnaire*. [online] Available at: <http://www.gov.scot/Topics/Statistics/16002/PublicationQuestionnaire>

England

Department of Culture, Media and Sport, (2015). *Taking Part Survey 2014/15 - Quarter 4 Statistical Release*. [online] Available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/438442/Taking_Part_2014_15_Quarter_4_Report.pdf

Department of Culture, Media and Sport, (2015). *Taking Part Survey 2014/15 - Adult Questionnaire*. [online] Available at: <https://www.gov.uk/government/publications/adult-questionnaire-taking-part-survey-2014-to-2015>