



SCOTTISH PUBLIC LIBRARY ANNUAL SURVEY 2023

Report by Chief Officer for Education and Children's Services

PURPOSE

- 1.1 The purpose of the Report is to update Members on the views expressed by Library Service users in the Western Isles in the Scottish Public Library Annual Survey 2023.

EXECUTIVE SUMMARY

- 2.1 The Scottish Library and Information Council (SLIC) ran a national survey in October 2023 as a follow on from Phase 1 of the Library Data Framework. The aim of the survey was to identify what outcomes there might be for people using library services. The survey focussed on the following key areas:
 - Learning and Skills;
 - Finance;
 - Health and Wellbeing; and
 - Value and Benefits.
- 2.2 The survey was responded to by 99 people from the Western Isles and the key findings related to the Western Isles are as follows:
 - Nearly 85% of those who responded stated that they used the library to “Borrow or look at books, magazines or newspapers” or to “Renew Books”.
 - The library service is seen to provide reliable and trusted information.
 - Most of those who completed the survey believed that attending the library saved them money with over 50% stating that the amount saved was in excess of £10.
 - Nearly 69% of respondents agreed that the library service helped them learn something or gain new skills.
 - Nearly 53% of respondents agreed that the service helped support their children’s learning.
 - Nearly all respondents agreed that the library service improves their quality of life and is a welcoming place to visit.
- 2.3 The responses received from library users in the Western Isles was extremely positive. Staff are seen to be welcoming, knowledgeable and supportive. In addition to accessing a wide range of reading materials library users have been supported to undertake research, learn new skills and engage in social activities.

RECOMMENDATIONS

- 3.1 **It is recommended that the Comhairle note the results from the Scottish Public Library Annual Survey.**

Contact Officer:	Neil Macleod Internal Number: 212821 Email: nmacleod@cne-siar.gov.uk
Appendix:	None
Background Papers:	None

IMPLICATIONS

4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	None
Legal	None
Staffing	None
Assets and Property	None
Strategic Implications	Implications/None
Risk	None
Equalities	The Western Isles Library Service provides equality of access to reliable and trusted information through its network of branches, its mobile provision and its online presence.
Corporate Strategy	<p>The Library Service contributes towards two of the Comhairle Strategic Priorities:</p> <ul style="list-style-type: none">• Support children, families, and young people; and• Support caring, resilient communities and quality of life. <p>The survey highlights the positive contribution the Western Isles Library Service is making towards supporting children's learning and improving quality of life.</p>
Environmental Impact	None
Consultation	None