

# Ireland's Public Library Strategy



## Ireland's Public Library Strategy: public consultation survey questionnaire

A new public library strategy for Ireland is being developed to meet a range of new challenges and emerging opportunities. Our ambition is to collaborate on forming a positive, inclusive vision for public libraries that can transform services, buildings and resources.

The new strategy will help to shape our public library service for the next five years and we want to hear everybody's views and ideas.

### Section A: Your perception of the library service

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1. Have you visited a public library or used any of its services in the last year?

If you answer yes to this question, please skip question 2

- Yes - visited a public library in person
- Yes - used a mobile library
- Yes - used a housebound library service
- Yes - online
- Yes - both in person and online
- No - please give a reason in Question 2 below and then skip to Section B

2. Why haven't you used a library in the past year?

- I stopped using libraries during the pandemic and haven't returned yet

- I don't have time to use public libraries
- The opening hours of public libraries aren't convenient for me
- I feel that I don't need the services public libraries offer
- There is no library close to me
- I don't know how to use the library
- Physically accessing the library building is an issue for me
- Other - please specify in the box below

Other reasons I did not use a library

3. Where do you hear about library services and events? Please select all that apply

- Library website
- Library email or newsletter
- Facebook
- Twitter
- Instagram
- Library staff
- Friends or family
- Local newspapers
- Other
- I do not hear about what is happening

4. How frequently do you normally visit or use public library services?

- Daily
- At least once a week
- At least once a month
- At least once every two months
- At least once every six months
- Less than once every six months

5. Overall, how satisfied are you with your public library service on a scale of 1-10?

6. Please indicate your satisfaction with the following aspects of your public library service by using the slider below (1 being lowest, 10 highest)

Books – hardbacks, paperbacks, large print etc

eBooks and eAudiobooks

Information and Communications Technology (ICT) and online services

Opening hours of your public library

Overall physical condition and appearance of your public library

Programming of events and activities at your public library

Standard of customer service

Study space

Local history and archives

Newspapers and magazines

Mobile library

7. Please rank how important the following aspects of the public library service are to you by moving the boxes up or down. Please place the most important at the top and the least important at the bottom

Use drag&drop or the up/down buttons to change the order or [accept the initial order](#).

☰ Books – hardbacks, paperbacks, large print etc
☰ eBooks and eAudiobooks
☰ Online information and resources
☰ Classes and courses
☰ Information and Communications Technology (ICT) facilities
☰ Wi-Fi
☰ Study space
☰ Events and activities for adults
☰ Events and activities for children and young people
☰ Community space
☰ Meeting rooms
☰ Local history and archives
☰ Newspapers and magazines
☰ Mobile library

If you would like to comment further on your library service please use the box below.

## Section B: The next five years for public libraries in Ireland

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### 8. The proposed vision for 2028 is:

- Your library is a welcoming place at the heart of your community.
- In 2028, anybody, anywhere in Ireland can easily access library services for free.
- Ireland has good quality, well-resourced and community focused library buildings equipped with state of the art technology across the country together with an impressive online and mobile offer.
- We provide opportunities for people to develop as literate and informed individuals.

- We promote literacy and reading for all ages, including digital literacy and encourage lifelong learning.
- We can get any book you want and our information sources are trusted.
- We provide information and activity to encourage healthy and sustainable living, create employment and education opportunities, foster creativity and bring communities together.
- People want to work in public libraries. Library staff are skilled, flexible and friendly.

How strongly do you agree with the proposed vision on a scale of 1-10?

Please add any additional comments in the box below.

## 9. Our mission

To enrich the lives of people and communities in Ireland by providing universal access to literacy, lifelong learning and information

How strongly do you agree with the proposed mission on a scale of 1-10?

Please add any additional comments in the box below.

## 10. Our Values

- Trust and integrity
- Equality
- Creativity
- Quality and excellence
- Innovation and flexibility
- Inclusion
- Democratic dialogue

How strongly do you agree with the proposed values on a scale of 1-10?

Please add any additional comments in the box below.

## 11. Our Priorities

Looking at the proposed ten future priorities for libraries in Ireland, please indicate how important each one is on a scale of 1-10.

A trusted and welcoming space for everyone

Enabling social inclusion and improving life opportunities

Encouraging reading and literacy development within communities, including digital literacy

Providing opportunities for education and lifelong learning

Gateways to trusted information, providing a wide range of digital services and access to research resources

Supporting employment, job seeking and business creation

Libraries as central to communities: vibrant civic and cultural spaces with state of the art technology

Creating cultural experiences and celebrating cultural memory

Partnership working with other organisations, schools and the voluntary sector

Providing sustainable buildings and lowering the carbon footprint of libraries

Please add any additional comments on the proposed priorities in the box below.

## Section C: About you

### Voluntary participation and confidentiality

Your participation in the questionnaire is voluntary however, we would be very grateful for your participation and your contribution to this research. Individual responses to this questionnaire will only be used by Local Government Management Agency Staff (or contracted third parties) and will be kept securely. No information will be collected in this survey that would enable individuals to be identified. No personally identifiable information will be associated with your responses to any reports of these data.

### Contact

If you have questions at any time about the project or the procedures, you may contact the lead person via [librariesdevelopment@lgma.ie](mailto:librariesdevelopment@lgma.ie)

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### 12. Area of residence

Please indicate in which local authority area you live:

- |  |                                |                                    |
|--|--------------------------------|------------------------------------|
| <input type="radio"/> Carlow                 | <input type="radio"/> Kerry    | <input type="radio"/> Offaly       |
| <input type="radio"/> Cavan                  | <input type="radio"/> Kildare  | <input type="radio"/> Roscommon    |
| <input type="radio"/> Clare                  | <input type="radio"/> Kilkenny | <input type="radio"/> Sligo        |
| <input type="radio"/> Cork City              | <input type="radio"/> Laois    | <input type="radio"/> South Dublin |
| <input type="radio"/> Cork County            | <input type="radio"/> Leitrim  | <input type="radio"/> Tipperary    |
| <input type="radio"/> Donegal                | <input type="radio"/> Limerick | <input type="radio"/> Waterford    |
| <input type="radio"/> Dublin City            | <input type="radio"/> Longford | <input type="radio"/> Westmeath    |
| <input type="radio"/> Dún Laoghaire-Rathdown | <input type="radio"/> Louth    | <input type="radio"/> Wexford      |
| <input type="radio"/> Fingal                 | <input type="radio"/> Mayo     | <input type="radio"/> Wicklow      |
| <input type="radio"/> Galway City            | <input type="radio"/> Meath    |                                    |
| <input type="radio"/> Galway County          | <input type="radio"/> Monaghan |                                    |

None of the above – please specify in the box below

### 13. Age Group

To which age group do you belong?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over
- Prefer not to answer

#### **14. Gender**

- Female
- Male
- Non Binary
- Prefer not to answer

#### **15. Ethnicity**

Please leave all options blank if you prefer not to answer the ethnicity question

##### **Ethnicity: White**

- Irish
- Irish Traveller
- Roma
- Any other White background

##### **Ethnicity: Black**

- Black Irish
- Black Afro-Caribbean
- Black African
- Any other Black background

##### **Ethnicity: Asian**

- Asian Irish
- Indian/Pakistani/Bangladeshi
- Chinese
- Arabic
- Any other Asian background



**Ethnicity: Other, including mixed group/background**

Mixed: please specify in the box below

Other: please specify in the box below

**16. Health**

Do you consider yourself to have a disability or a health condition?

- Yes
- No
- Prefer not to answer