

Library Survey

556 respondents, 523 on paper and 33 on e-survey. % quoted is based on 556 respondents.

**1. Which of the following do you REGULARLY pursue in your spare time?**

Go to cinema or theatre	103 (19%)	Read books	416 (75%)
Read newspaper/magazine	391 (70%)	Use computer/internet/email	333 (60%)
Use your community library	290 (52%)	Eat out or go to pub	285 (51%)
Play sport/take exercise	255 (46%)	Society/community group	160 (29%)
Follow a hobby	307 (55%)	Go to adult education classes	45 (8%)
Go to place of worship	151 (27%)		

**2. When did you last do any of the following for yourself?**

	In last month	In last 6 months	Last year	Over a year ago	Never
Buy a book	283 (51%)	142 (26%)	39 (7%)	37 (7%)	11 (2%)
Buy newspapers or magazines	526 (95%)	10 (2%)	3 (1%)	3 (1%)	5 (1%)
Buy music, film, CD, DVD, etc.	213 (38%)	165 (30%)	45 (8%)	37 (7%)	25 (4%)
Rent music film, CD, DVD, etc.	93 (17%)	82 (15%)	39 (7%)	82 (15%)	128 (23%)
Visit a public or mobile library	266 (48%)	91 (16%)	38 (7%)	76 (14%)	25 (4%)

**3. If you have used places OTHER THAN LIBRARIES for information, learning, books, CDs etc, what are the factors that influence your choice?**

Places easy to reach from home	256 (46%)	Pleasant and clean environment	209 (38%)
Building design and decoration	31 (6%)	Warm and welcoming atmosphere	172 (31%)
Wide range of items to choose	234 (42%)	Items well set out and easy to find	213 (38%)
Comfortable seating to look at	119 (21%)	Suitable opening hours	231 (42%)
Special price offers/cheap prices	225 (40%)	Has music/films of interest to me	97 (17%)
Helpful and knowledgeable staff	153 (28%)	Play area for children	30 (5%)
Easy parking	207 (37%)	Coffee/café	106 (19%)
Convenience of internet service	99 (18%)		

**4. IN THE LAST 12 MONTHS, which of these activities have you or a member of your household read, used, attended or participated in?**

Read a book from a library based reading promotion	112 (20%)
Participated in any other reading group	25 (4%)
Read a book from a media reading promotion, eg Richard & Judy	64 (12%)
Participated in a reader/writer event at library	14 (3%)
Attended an author talk at library	12 (2%)
Used a book box collection provided by the library	7 (1%)
Used The Housebound or Mobile library service	25 (4%)
Used the library catalogue to find books to read	255 (45%)
Used the internet to find books to read	104 (19%)
Participated in a children's library activity, e.g. summer reading	66 (12%)
Read a book you have bought or received	324 (58%)
Participated in a library reading group	5 (1%)
Read a book borrowed from the library	342 (62%)

**5. IN THE LAST 12 MONTHS, what information services have you used at your library?**

Reference service	136 (24%)
Internet websites	66 (12%)
Careers information	62 (11%)
Newspapers	69 (12%)
Internet search engine	89 (16%)
Government information	32 (6%)
Local history	74 (13%)
Non-fiction books	144 (26%)
Photographic/archive resources	124 (22%)
Directories, e.g. Yellow Pages	27 (5%)
Family history	42 (8%)
Cultural information	22 (4%)
Staff	96 (17%)
Electronic reference sources, e.g. KnowUK, Newsbank, Kompass	25 (4%)

**6. IN THE LAST 12 MONTHS, if you used the library for improving knowledge and learning, what kind of things did you do?**

Learning about an interest or hobby	156 (28%)	Returning to work skills	7 (1%)
Language courses	13 (2%)	Homework Clubs	4 (1%)
Use of CD ROM packages	7 (1%)	Local Studies/family history	51 (9%)
Research	92 (17%)	Distance learning/On-line learning	8 (1%)
Computer skills	34 (6%)	Learning related to your employment	53 (10%)
College or University courses taking place in libraries			5 (1%)

**7. If you have NOT visited a public library in the last 12 months, what are the main reasons you have not visited?**

Too busy/do not have the time	56 (10%)	Do not need to use the library	48 (9%)
Libraries are not for people like me	3 (1%)	Prefer to buy or rent elsewhere	32 (6%)
No reason	72 (13%)		

**8. Which of the following things would encourage you to visit a library, or use the library more?**

A library closer to home	32 (6%)	Home delivery of books/other items	34 (6%)
More up to date items to borrow	82 (15%)	A library near to other services	19 (3%)
Opening hours that suit me	94 (17%)	Learning sessions/study courses	59 (11%)
Access to internet/email at library	23 (4%)	Children made welcome	23 (4%)
Making it easy to join the library	76 (14%)	Better physical access (e.g. parking)	75 (13%)
No fines	49 (9%)	Building better designed and laid out	53 (10%)
Wider range of stock/greater choice	72 (13%)	Promotional offers	29 (5%)
A range of computing facilities	59 (11%)	Friendly and helpful staff	76 (14%)
Use online library services at home	46 (8%)	Easier to renew or bring things back	33 (6%)
		A relaxed atmosphere with fewer rules	72 (13%)
		Customer facilities (e.g. toilets or café)	128 (23%)
		More pleasant and welcoming environment	37 (7%)
		Special Events (e.g. book promotions)	40 (7%)
		Use other Council services at the library	91 (16%)
		Items in languages other than English	17 (3%)

**Underage Purchasing Survey**

538 respondents, 523 on paper and 15 on e-survey. % quoted is based on 538 respondents.

**1. Have you seen young people buying any of these things in your town or village?**

Alcohol	149 (28%)	Cigarettes/Tobacco	183 (34%)	Adult Video/DVD/CD	18 (3%)
Lottery tickets	52 (10%)	Glue/lighter fuel	25 (5%)	BB Guns/air rifles	7 (1%)
Fireworks	71 (13%)	Spray-paint	25 (5%)		

**2. Have you seen young people in your town or village causing disruption because of their use of any of these goods?**

Alcohol	332 (62%)	Cigarettes/Tobacco	95 (18%)	Adult Video/DVD/CD	10 (2%)
Lottery tickets	1 (0%)	Glue/lighter fuel	42 (8%)	BB Guns/air rifles	31 (6%)
Fireworks	193 (36%)	Spray-paint	84 (16%)		

**3. Are you worried or concerned about the impact on the health or welfare of young people or the community because of the way they use any of these things?**

Alcohol	448 (83%)	Cigarettes/Tobacco	352 (65%)	Adult Video/DVD/CD	145 (27%)
Lottery tickets	33 (6%)	Glue/lighter fuel	276 (51%)	BB Guns/air rifles	202 (38%)
Fireworks	259 (48%)	Spray-paint	185 (34%)		

**4. Have you experienced bad things because of young people using any of the following goods?**

Alcohol	209 (39%)	Cigarettes/Tobacco	57 (11%)	Adult Video/DVD/CD	5 (1%)
Lottery tickets	2 (0%)	Glue/lighter fuel	48 (9%)	BB Guns/air rifles	32 (6%)
Fireworks	105(20%)	Spray-paint	53 (10%)		

**5. Are you concerned about young people using any of these goods?**

Alcohol	481 (89%)	Cigarettes/Tobacco	385 (72%)	Adult Video/DVD/CD	191 (36%)
Lottery tickets	69 (13%)	Glue/lighter fuel	383 (71%)	BB Guns/air rifles	328 (61%)
Fireworks	359 (67%)	Spray-paint	289 (54%)		

**6. Are any of these goods too easily available to young people?**

Alcohol	380 (71%)	Cigarettes/Tobacco	374 (72%)	Adult Video/DVD/CD	200 (37%)
Lottery tickets	115 (21%)	Glue/lighter fuel	238 (44%)	BB Guns/air rifles	155 (29%)
Fireworks	257 (48%)	Spray-paint	238 (54%)		

**7. Do you think any of these goods are responsible for crimes or disruptive behaviour in your area?**

Alcohol	433 (80%)	Cigarettes/Tobacco	77 (14%)	Adult Video/DVD/CD	79 (15%)
Lottery tickets	7 (7%)	Glue/lighter fuel	181 (34%)	BB Guns/air rifles	117 (22%)
Fireworks	192 (36%)	Spray-paint	174 (32%)		

**8. Which of these things do you think should be tackled first. Please put these goods in order of importance to YOU. (number 1 most important to number 8 least important)**

	Paper Ranking	e-survey Ranking		Paper Ranking	e-survey Ranking
Alcohol	1	1	Cigarettes/Tobacco	2	3
Lottery tickets	8	8	Glue/lighter fuel	7	4=
Fireworks	5	4=	Adult Video/DVD/CD	3	7
Spray-paint	6	6	BB Guns/air rifles	4	2

Note. Ranks are worked out based on the number of times an item was marked as 1 for most important, to 8 least important. A score is calculated for each item. The item ranked 1 is the item that, overall, people feel is the most important to tackle, the item ranked 8 is the item that, overall, people feel is the least important to tackle. When items are ranked equally, marked with the = sign, the score was the same.

**9. Did you know that you can report shops that sell things that they should not to young people to Trading Standards?**

Yes	No	Don't know
426 (79%)	52 (10%)	11 (2%)

**10. Have you ever reported to Trading Standards shops and street sellers that sell goods illegally to young people?**

Yes	No	Don't know
42 (8%)	442 (82%)	4 (1%)

**11. Do you think that young people should be asked to use the Young Scot PASS 'proof-of-age' card to buy any of these things so goods can be bought legally?**

Yes	No	Don't know
454 (84%)	10(2%)	23 (4%)

You can report shops selling age restricted products to young people against the law by phoning Trading Standards on 01241 435600 or e-mailing [Tradstand@angus.gov.uk](mailto:Tradstand@angus.gov.uk)  
**ALL INFORMATION WILL BE DEALT WITH IN THE STRICTEST CONFIDENCE.**

## Angus Child Protection Committee Survey

541 respondents, 523 on paper and 18 on e-survey. % quoted is based on 541 respondents.

### 1. How should we provide information about who can help with matters of child well being or protection?

There should be someone to speak to	445 (82%)
Leaflets should be available	383 (71%)
Posters should be put up	301 (56%)
Pocket Sized Guides should be distributed	171 (32%)
Freebies e.g Pens, Keyrings, should be put out	129 (24%)
Information should be on the web	224 (41%)

### 2. Who would you talk to about a child whose well being or protection you were concerned about?

Friend	189 (35%)
Teacher (including Nursery, Playgroup, Primary or Secondary School)	223 (41%)
Health Visitor	128 (24%)
School Nurse	70 (13%)
Social Worker	224 (41%)
Family Doctor	171 (32%)
Police	350 (65%)
Community Worker	102 (19%)

### 3. If written information was provided how would you like to get it?

Community Worker	58 (11%)
Social Work Department (including out of hours service)	141 (26%)
Leisure Centre	106 (20%)
Posted directly to my home e.g. with council tax information	283 (52%)
Phone Book	204 (38%)
Libraries	272 (50%)
School	170 (31%)
GP's Surgery	311 (57%)
Help Line e.g. Parentline	133 (25%)
ACCESSLine	101 (19%)
ACCESS Office	129 (24%)
Web	165 (30%)