











Shetland Library - public library service recovery survey September 2020. Summary of results.

1. Are you a library user?				
			Response Percent	Response Total
1	Yes		97.65%	83
2	No		2.35%	2

2. Did you know that you can get these services from the library? Tick all you have heard about.				
1	Home deliveries - books delivered to your door		64.29%	54
2	Bags of books made up to collect from the library		67.86%	57
3	Request books online to collect from the library		89.29%	75
4	Film DVDs, music CDs and language packs to borrow		70.24%	59
5	Tablet computers to borrow		11.90%	10
6	Help with using your computer or smartphone - in the library or by phone		45.24%	38
7	Free online newspapers		67.86%	57
8	eBooks, eAudiobooks, eMagazines and eComics		85.71%	72

Library comment:

We asked the above question to see how effective our publicity has been. We are pleased to see that the majority of folk had heard about most of our services. Not many folk knew we loaned tablets, but then we only introduced the service recently. We know we need to keep publicising the fact we can help with computers – it's not so easy just now as we are not doing one-to-one sessions, but we'll do all we can over the phone, or ask partners like Adult Learning to help.

3. Which of these opening times do you think is most important for people who can't currently use the library? *Currently we are open 1.30 pm to 5.00 pm Monday to Saturday. Before lockdown we opened 10.00 am to 5.00 pm and two evenings till 8.00 pm. We hope to increase opening hours when we can.				
1	Morning opening		50.00%	38
2	Evening opening		50.00%	38

Sample Comments: (27 in all)

1	As someone who does not drive and is restricted to bus travel and living in the North mainland with a limited timetables mornings would definitely be better for me and would mean that I wasn't stuck in town for hours to wait with next to nowhere to go to wait for my bus
2	Old timetable was fine. 10-5 and couple days til 8.
3	Seldom in town to use the library- very happy with delivery service in my area.
4	With young children we are more active in the mornings (kids are up early and have most energy in morning) so normally head to town in mornings and then home to chill out on afternoons

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| 5 | I'd say both very important but have put evening as important to working people. |
| 6 | Struggling to get to the library with working full time as I can't get at lunchtime as 1:30 is a bit late |
| 7 | Personally, I would have been in the building several times if the opening hours was in the morning. I don't tend to be in the town in the afternoons, but that is just my circumstances. |
| 8 | Bus to North Isles - have 10.30 am - 2.30 pm |
| 9 | You need both, maybe a couple of each. |

Library comment:

Responses are evenly split and ideally we would like to expand both morning and evening opening. The reason it is difficult is that work is much more labour intensive just now because of all the procedures we put in place, and because we are doing a lot more deliveries and requests behind the scenes.

We also have to timetable staff carefully to avoid desk sharing and ensure good distancing. That said, we are working towards opening on a Saturday morning and a Thursday evening, possibly in November if there are no new restrictions nationally or locally.

4. Outside Lerwick, which of these services would best suit your needs? *We are currently doing an expanded home delivery service instead of sending out the mobile library. Access to school libraries is not possible for the public at this time, but may be in the future.

1	Delivery of books directly to your home		50.75%	34
2	A mobile library stopping near your home once every 4 - 8 weeks		26.87%	18
3	A mobile library stopping at a central point (e.g. shop, school, leisure centre) at set times every month		43.28%	29
4	Using school libraries as community facilities after school hours		35.82%	24



Library comment:

There is no clear favourite option here. The reason we don't have the mobile library out just now is that we don't have enough staff to operate both it and the home delivery system, which has expanded a lot since lockdown.

Also using the small van is more reliable as more staff can drive it and we don't often have to cancel for bad weather.

We do hope to use the mobile library again in due course, but perhaps in a different way - e.g. the public don't have access to our school libraries just now so it perhaps the mobile can be a substitute community library in the short term, doing fixed stops in areas with high footfall.

5. Do you feel safe using the public library just now? *Our safety measures include hand washing/sanitising at the doors, distancing, face coverings, regular spot cleaning, 3 day quarantine of returned books and Test and Protect registration. In the Learning Centre, computers are spot cleaned between users and keyboards and mice are swapped out each day and quarantined for 72hrs. Behind the scenes our staff also follow strict distancing and cough/hand hygiene procedures.

1	Yes		92.41%	73
2	No		7.59%	6

Sample comments (21 in all)

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| 1 | Felt very comfortable during visit. Although lots of things were different the staff were their usual calm and |
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	lovely selves and that meant everything was fine.
2	Was apprehensive before first visit but was very pleased with the safety measures in place.
3	When we were in, the end bit was blocked off and a woman on a stand there. It meant i couldnt look at the cooking books.
4	Difficult to feel safe anywhere at the moment. I have been in once, and collected books twice though.
5	But I am avoiding public places
6	Living on Yell I ,get 5books every month "delivered" to my door.....I can not thank you enough, it's a wonderful service ,and I for one love it.
7	Well done for getting the service back. There's not that much space so I'd avoid on busy days.
8	The library has done a great job reopening, we have missed visiting
9	Absolutely no concerns going into the library me or my kids
10	Social separating between PC users.
11	I feel very safe. You have excellent measures in place, and I have seen staff (very politely) reminding those who ignore them to use them. You have delivered an exemplary service in very difficult times

Library comment:

We are pleased most people feel safe using the library, but understand many of you prefer to avoid public spaces. For this reason you can request books in advance and collect from the desk by the door, or have your books delivered.

The extra service desk to avoid queueing means we've unfortunately had to block off a section of the library. This is also necessary because staff need more space for making up deliveries. With our limited space we can't find a way to allow access to all the books just now but staff will always bring you a selection to browse – please just ask.

In the Learning Centre we only have 6 PCs in use at a time to ensure 2m distance between users. The most important thing is that staff and customers stick strictly to all the hygiene and distance rules and we don't get careless. Thank you so much for your help and understanding.

6. Finally, please tell us about your experience of the library during the pandemic. Did you stop using it? Or did you start using certain services you hadn't before? (e.g. Connect and Collect, home delivery, eBooks or eNewspapers?) What did you miss the most? And what would you most like to see get back to 'normal'?

1	You have been brilliant. thank you very much. I have looked forward to getting my bags o books delivered to my door. thank you all. x.
2	I missed browsing books but I loved your bags of books, a great variety of books every time. We started using the online library app, it's great! Love that you can get the magazines as well as books and audiobooks. Been well used in this house.
3	Haven't been to library except to return books borrowed before lockdown. Have been using RBDigital app and downloaded BorrowBox. Enjoying using ebook services which I hadn't used before.
4	I just missed going to the library and browsing the shelves. Tried the ebooks (RB digital), but did not enjoy them so much due to the way they were presented on my kindle - maybe kindle not the best device for using them. (I buy ebooks from Amazon occasionally, and they are easier to read on the kindle than through RB digital) You are doing a great job!

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| 5 | I've used the library home delivery service once it got going but I found that there were often books which is already read or were books which is donated to the library myself. There also weren't enough books in the pack to keep me going. I physically missed being able to go in and select books for myself. I miss the lack of spontaneity |
| 6 | I enjoyed having a greater choice of ebooks and audio books. I used the new newspaper service. I would like you to open a little earlier than at present even if you can't go back to full opening hours. |
| 7 | Used home delivery service for first time. Missed the community library. |
| 8 | eBooks, newspapers. |
| 9 | Haven't used over lock down, miss taking my young child in to visit and sit looking at books and picking out ones to take home too. She loves books, also miss bookbug - online is good but just not the same |
| 10 | I used ebooks once but prefer real books. |
| 11 | A greater number of ebooks available would be good for me as working full time it's just not possible really to get to the library. A service where we could request e-books would be nice although I'm not sure how possible this is. |
| 12 | I stopped using the library. I missed being able to come into the library and browse. I also being able to sit in the library and read. |
| 13 | Brilliant! Bags of books made up for all my bairns, excellent selection, and very happy bairns! |
| 14 | Watched the online Bookbug sessions. Would love face to face Bookbug when it is felt safe to do so. |
| 15 | Only started using again as lockdown was easing. Have used connect and collect service, but may use some of the other services. Also family members have been using the home delivery service. |
| 16 | I used connect and collect, I love this service. It's so exciting to see which books have been chosen, it's like a surprise present every time. |
| 17 | Bookbug please and story time for kids. Nothing is on in shetland for peerie ones. Their development is being stunted and it makes no sense since schools are open that toddlers still have no activities. |
| 18 | ENewspapers |
| 19 | Daughter became an avid reader again during lockdown and ordered books and enjoyed searching the collection. I recently borrowed DVDs for the first time in years. I would like to be able to use the bottom section of the library that currently has a second desk in it - it's an area I like to browse! |
| 20 | I used the connect and collect which I thought was great, getting picked a book I may not have chosen myself. I'd love this service to carry on. |
| 21 | I stock piled books from you at the lockdown and when I read them all I signed up with RBdigital, I missed seeing the staff at my weekly visits to get books and drop ones off. I'm just delighted to be able to get books again, and your staff always help me find new authors and recommend books, I missed that too. |
| 22 | I started using eNewspapers and magazines, and now look at them on a regular basis. |
| 23 | I stocked up on books just before lockdown so that kept me going for a bit. Wasn't aware of Connect & Collect, would use that. As far as "normal" is concerned, I hate masks but I understand why you feel them to be necessary. Want rid of them as soon as possible! |
| 24 | Stopped using it. I would like to see continuation of pandemic services to enable access. Less interested in return to normal |
| 25 | Great service. Thankfully I'd just been to the library before lockdown! I've always used the online catalogue to order books for myself and will continue to do so. Having recommendations or reading lists such as Costa award winners etc is really helpful. My son (age 5) got a bag of books selected by library staff. He loved it and we'll hope to do this again, although he's also looking forward to picking books himself. |

6. Finally, please tell us about your experience of the library during the pandemic. Did you stop using it? Or did you start using certain services you hadn't before? (e.g. Connect and Collect, home delivery, eBooks or eNewspapers?) What did you miss the most? And what would you most like to see get back to 'normal'?

- 26 I was surprised to receive a call from a very pleasant librarian, asking if I'd like a home delivery of books as someone who used the mobile library in Bigton which, of course, had ceased during this pandemic. We discussed what sort of books I liked and was delighted with the selection chosen for me. Thank you!
- 27 Thank you for the home delivery service, it has been much appreciated. I have missed having a wee chat in the library van, and being able to choose my own books. I already used the ebook service, mainly to read magazines. Look forward to Mobile library being back to normal.
- 28 Initially, when the building was closed I stopped using the library. This made me read the MANY unread books at home. When 'connect and collect' was put in place I used that once, by the time I worked my way through those books the library was open once again. How I missed being in the building amongst the books. There have been many fantastic reads from just picking up a book at random from the shelf! During the closure I also missed the special displays in the foyer chosen by the fabulous staff. I'm not a keen digital user. I love books and the whole experience involved. I'm grateful the library is open even if it is limited at the moment, and for the warm welcome always given by the staff. KS
- 29 I only stopped using it because the books I wanted weren't on the app.
- 30 Fabulous. Used the ebooks and e audio book more than ever, also magazines and occasional newspapers.
- 31 We accessed e-books for myself, husband and two daughters (primary school age)
- 32 Stopped using it. Computer accessories is key.
- 33 I used audio and ebooks through the library app. I also requested a bag of books for my son which he was very pleased with. For us the best change when moving forward would be opening in the mornings.
- 34 I have used BorrowBox and RB Digital a lot during the pandemic and will certainly continue to do so. I am in whalsay so don't use the library often and hence don't really miss going in, but would consider having books delivered in the future or making better use of the library van.
- 35 Signed up for home delivery and used ebooks a lot more.
- 36 I missed just being able to hang out there, especially sheltering on bad days. Using computers. Using the toilets!! Loved your online audio books though - got hooked.
- 37 Both me and my 12 year old son have loved using the library through the borrowbox app during the pandemic, we became aware of it from your post on facebook and got it downloaded on both our devices. Not had the chance to get back to the library in person yet but are looking forward to returning in the future
- 38 We did stop using it sadly. I enjoy taking the girls as a family to read and choose books. They did a good job for those who wanted books during COVID though
- 39 I started using the library during lockdown. I live on Unst and having books delivered to my door has been a God send. Thank you
- 40 I haven't yet been in person (which I have missed - the chance to browse), but I have used digital resources. That is using the library. I was planning to use C+C in the next week or so. What you do is much appreciated. The way you have adapted is much appreciated. Stay safe!
- 41 I started using more of the online services in lockdown. I was already a user but used them much, much more. I enjoyed the new book borrowing app, borrowbox but also like rbdigital. It is good that they have a range of different books.
- 42 I missed coming into the library with my kids as pre lockdown this was something we did weekly. I have come with the kids a few times since restrictions have eased but don't feel totally comfortable taking them much, as it is difficult for them not to touch everything. I find using the click and collect service is excellent, the books the librarians pick for the kids are a much better selection that I can ever find. I will continue to use this service.
- 43 E-book loans have been exponential. Ive had several comments from members who have discovered ebooks who previously wouldn't have been interested.

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| 44 | I stopped using the library, less for my own safety but for others that I look after and care for's safety. I missed being able to take the children I look after up to the library as they really love the library. |
| 45 | I missed the library a lot during lockdown and was so happy when it returned! I have always been a fan of requesting books and collecting rather than coming in and browsing. So I am really enjoying current library services! |
| 46 | I started using audio books and found the whole process very well explained and easy to use. I miss browsing aimlessly and look forward to being able to do this when I feel safe enough to resume all normal activities! |
| 47 | Started using it again (I'm in Lerwick) as soon as you re-opened. Missed you all terribly while you were away. |
| 48 | I had a sizeable number of books at the start, and once they were read, I've just used the eNewspapers / magazines. Felt a bit anxious about borrowing again, so good to know about book quarantine. I do miss coming in and browsing, but still feel vulnerable. Hope the positivity returns soon. |
| 49 | We missed the library terribly. My 5 year old missed his trips there and was often saying how he wanted new library books. I would love to see Bookbug back but ideally at times that work for working parents too. |
| 50 | I missed it so much - so it was great having it reopen and feel safe |
| 51 | I used more audiobooks and tried the online newspapers. I might've used deliveries if you hadn't opened when you did. I missed books most of all and being able to sit and read in the library. |
| 52 | Used the online resources frequently. It was nice to have them. |
| 53 | Visiting library, Opening hours. |
| 54 | I aye use mobile an am blyde ta gyit a delivery ta da door. I canna be buddered ta geng online ta request books so lookin trow da books some een chose for me is a plaisir, an I hiv read books I wid no a taen aff da shelf. |
| 55 | The FB posts have been excellent - informative, reassuring and to the point. It's been great having that contact, and knew exactly what to expect when we could come back in. Got the RBDIGITAL app and trying to suss online requests! |
| 56 | Wasn't here - was stuck in NZ for 4.5 months - but sounded like you did a great service. |
| 57 | Would prefer normal opening times, however I appreciate the need for restrictions. |
| 58 | Never used library from February 2020 until today 16.09.20. Just get back to normal. |
| 59 | No very happy its back on and perfect measures in place. |
| 60 | Used it as much as we could once home delivery on offer as we were shielding. Feels very safe as you acted very professionally right from start. A big thank you for all your efforts |
| 61 | Started using ebooks during lockdown, particularly audiobooks, which has been really enjoyed by the bairns. |
| 62 | I actually haven't been in the building as of yet during the covid outbreak. We have been missing our weekly visits to the library. I have ordered and had books picked up. |
| 63 | The ebooks services were brilliant! |
| 64 | Well aware of ebooks etc and have used previously but prioritised getting out for walking and rediscovered gardening big time. Kept ebooks in reserve in case of an autumn or winter lockdown...I do have a few of my own books to read. |
| 65 | Just been so sad to have lost the use of the library during the early stages but quite happy again. Thanks so much for the great service.. xx |
| 66 | Stopped using it. Would like access in morning as working afternoon and evening |

6. Finally, please tell us about your experience of the library during the pandemic. Did you stop using it? Or did you start using certain services you hadn't before? (e.g. Connect and Collect, home delivery, eBooks or eNewspapers?) What did you miss the most? And what would you most like to see get back to 'normal'?

67 | It's been fun to get back.

Library comment:

Thank you so much for such brilliant feedback. Although we are sorry you missed out on a full service, it is great to hear how many of you picked up on new ways of using the library, e.g. eBooks or deliveries and collection.

We also know that some of you are finding your way to good books you would not normally have picked, because you are browsing our catalogue more, or staff are selecting for you.

We are so sorry we can't bring back Bookbug yet, but current guidance does not permit it.

We know that one-to-one help with computers is also a big miss, but we are doing as much as we can within the procedures in the Learning Centre.

The way our customers are adapting and accepting change is a huge help to us, and we have been bowled over by the appreciation you have shown for our service.

It has taken a huge effort to recover as much as we have, and sadly the pandemic is set to continue for many months yet, so we have to proceed cautiously.

However, be assured that we will be increasing services and opening hours as soon as we safely can. Please keep checking our website or social media, or chatting to staff, to keep up with any changes.