

Phase One Library Engagement

Policy and Performance –
Environment and Communities

Introduction

- **Objectives** – To capture feedback on experience of our libraries, usage of our library service and how the Council could deliver our library service more efficiently to make savings to the library budget, to inform development of a new library strategy for Enfield.
- **Data collection** – Online questionnaire, hard copy questionnaire, feedback from the Youth Council and email feedback from community hub users.
- **Promotional activities**
 - Online (e.g. Council’s social media platforms and digital e-newsletter)
 - Offline media (e.g. local newspaper articles, posters in libraries, Council buildings and advertising boards throughout the borough, flyers distributed at train/tube stations),
 - Letters/emails sent to all MPs and VCS groups, NHS, trade unions
 - Direct engagement with VCS and partnership boards who represent protected groups in Enfield
 - Drop-in sessions with Council staff held in all libraries and in locations across the borough
- **Availability of questionnaire** – 13th December 2023 to 6th March 2024 (11:59pm)
- **Number of responses** – 1002 in total: 912 completed questionnaires, 79 completed easy read questionnaires, 9 email responses, feedback from community hub users, and feedback from members of the Youth Council.

Technical note

This is a summary report. The purpose of this document is not to report all data. All information submitted by respondents to the questionnaire and emailed responses have been shared with the relevant management team to consider

No sampling and thus no restrictions on residents and representatives sharing views

Filter questions used to ensure respondents were only asked questions relevant to them

No weighting factor applied

Responses to open-ended questions have been coded

Data is 'rounded' and certain questions enable respondents to select multiple options so some aggregated figures may not equal 100%

Responses to the easy read questionnaire are reported separately for closed questions. Responses to open ended questions have been reported together across the general questionnaire responses, easy read questionnaire responses and email feedback.

Key Findings (1)

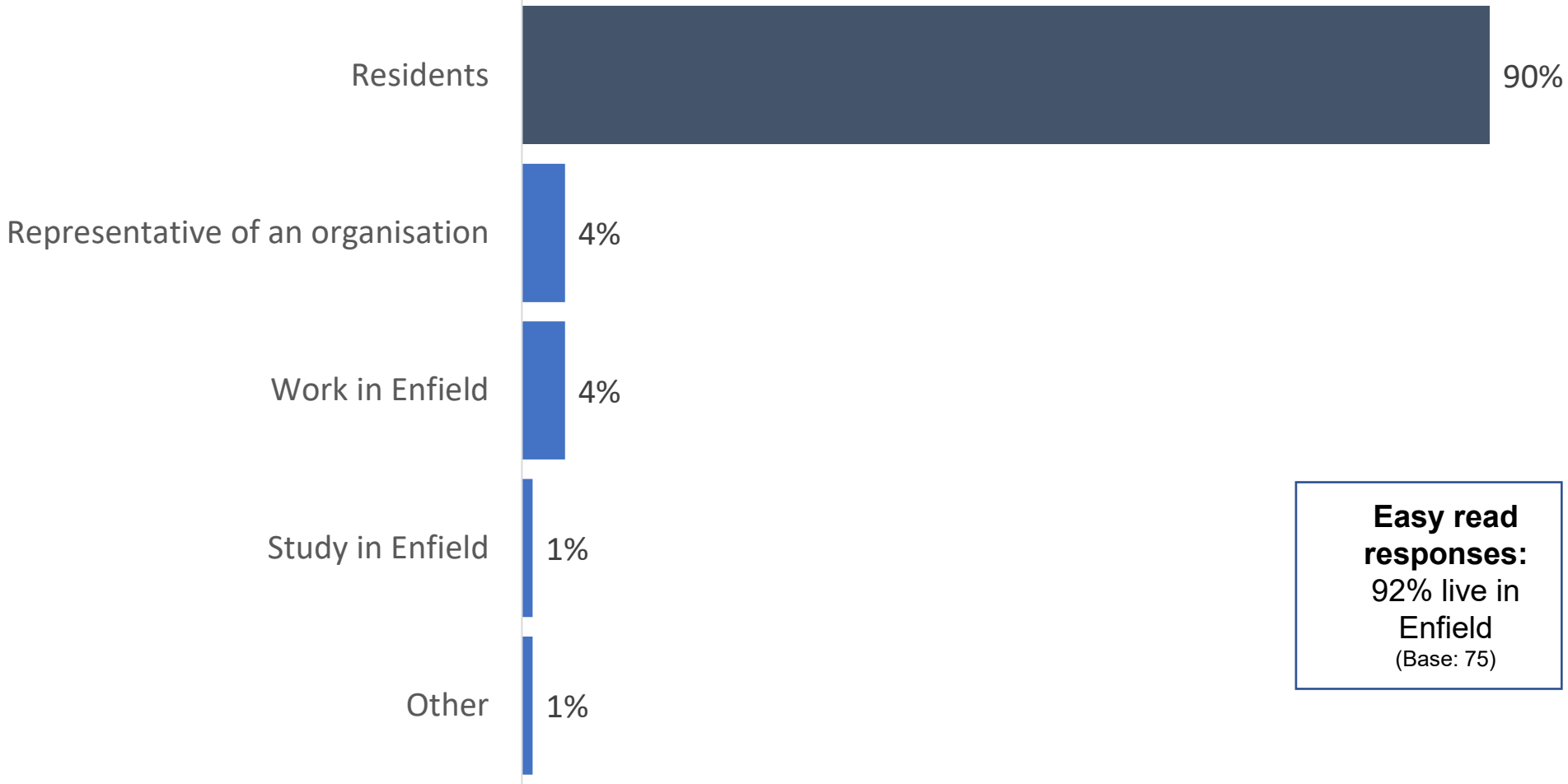
- 93% of respondents had used Enfield library service in the last 2 years.
- The majority of respondents use Enfield libraries to borrow books (84%), followed by reading, studying or working (40%), printing documents (33%), and computer use (32%) .
- The libraries most used or visited were Enfield Town (68%), Palmers Green (32%), Ridge Avenue (21%), and Edmonton Green (21%).
- Respondents most commonly use or visit libraries less frequently than every other month (32%), or weekly (20%).
- Overall, respondents most commonly walk to the libraries (38%), followed by travel by bus (29%) and car (23%) and most commonly used these libraries because they were close to home (41%).

Key Findings (1)

- 50% rated Enfield library Service and facilities as 'very good', and 36% as 'good'.
- The majority of respondents agreed that the libraries they visit make them feel welcome and included, give access to books and resources that are relevant to them, and have helpful staff who can answer their questions.
- Suggestions to improve the library service/facilities included: improvements to infrastructure or layout of the library (26%); enhanced community engagement activities and services (25%); accessibility and diversity (25%).
- Ideas to deliver our library service more efficiently and make savings included: increasing commercial income (29%), reducing opening hours and premises costs (19%), and increasing volunteering, charitable donations and applying for grant funding. 20% felt that the library budget should not be reduced.
- 41% of responses praised the existing library service and staff.

Respondents (1)

90% of respondents live in Enfield. 92% of easy read respondents also live in Enfield.

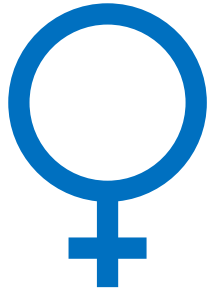


Q1. In what capacity are you responding to this questionnaire? (Base: 896)

Q3. In what postal district do you live? (Base: 794)

Q28. Are you a parent or carer of a child aged 14 or under? (Base: 582)

Respondent characteristics (selected)



70%

Female



14%

claim Housing Benefit,
Universal Credit and/or
Council Tax Support



68%

parents/carers of
children 14 or under

50+

58%
aged 50 or
over



37%

non-white
British



22%

have a disability



35%

from South West of
the borough

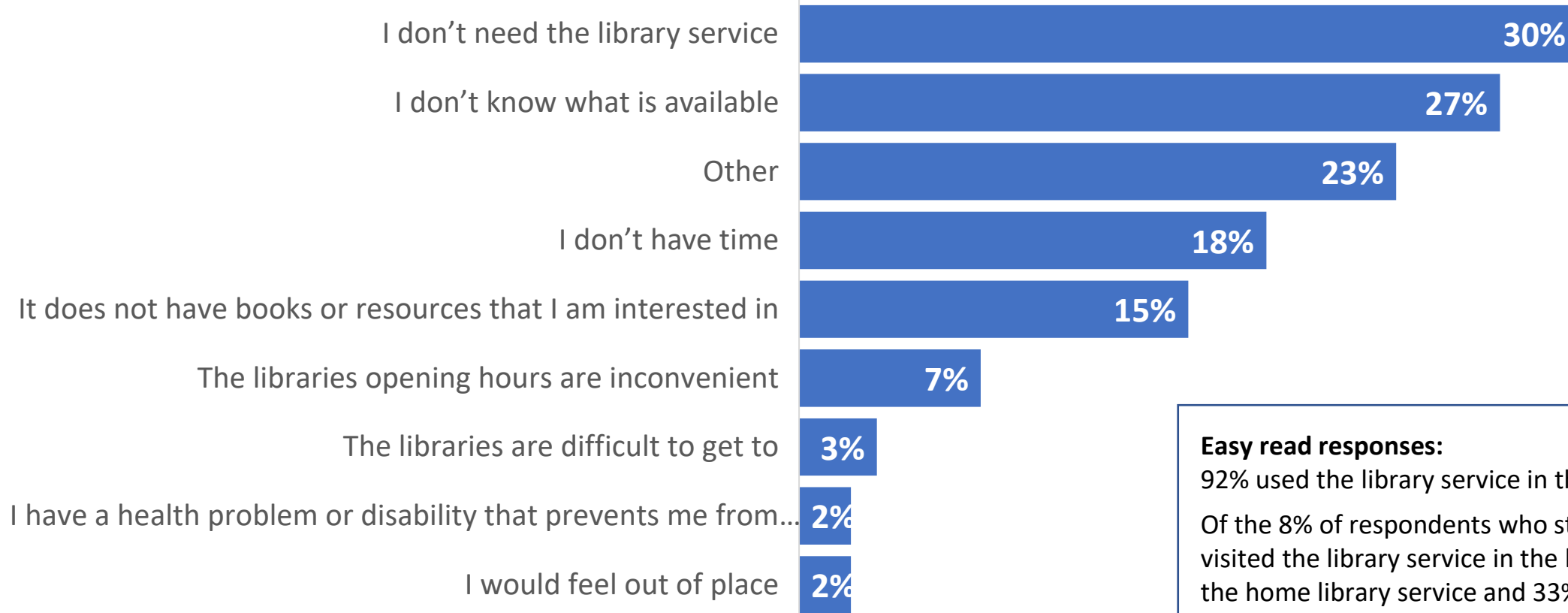
Library Usage

Usage of Enfield Libraries

93% of respondents had used Enfield Library service in the last 2 years

Of the 7% of respondents who had not visited or used the Library service in the last two years, 30% said they did not need the library service and 27% said they did not know what was available.

If you do not use our library service, what are the reasons for this?



Easy read responses:

92% used the library service in the last 2 years

Of the 8% of respondents who stated they had not visited the library service in the last 2 years, 33% use the home library service and 33% do not have time to use the library service.

(Base: 74)

Q7. (Easy read Q3) Have you used the library service in Enfield in the last two years? (Base: 864, easy read: 74)

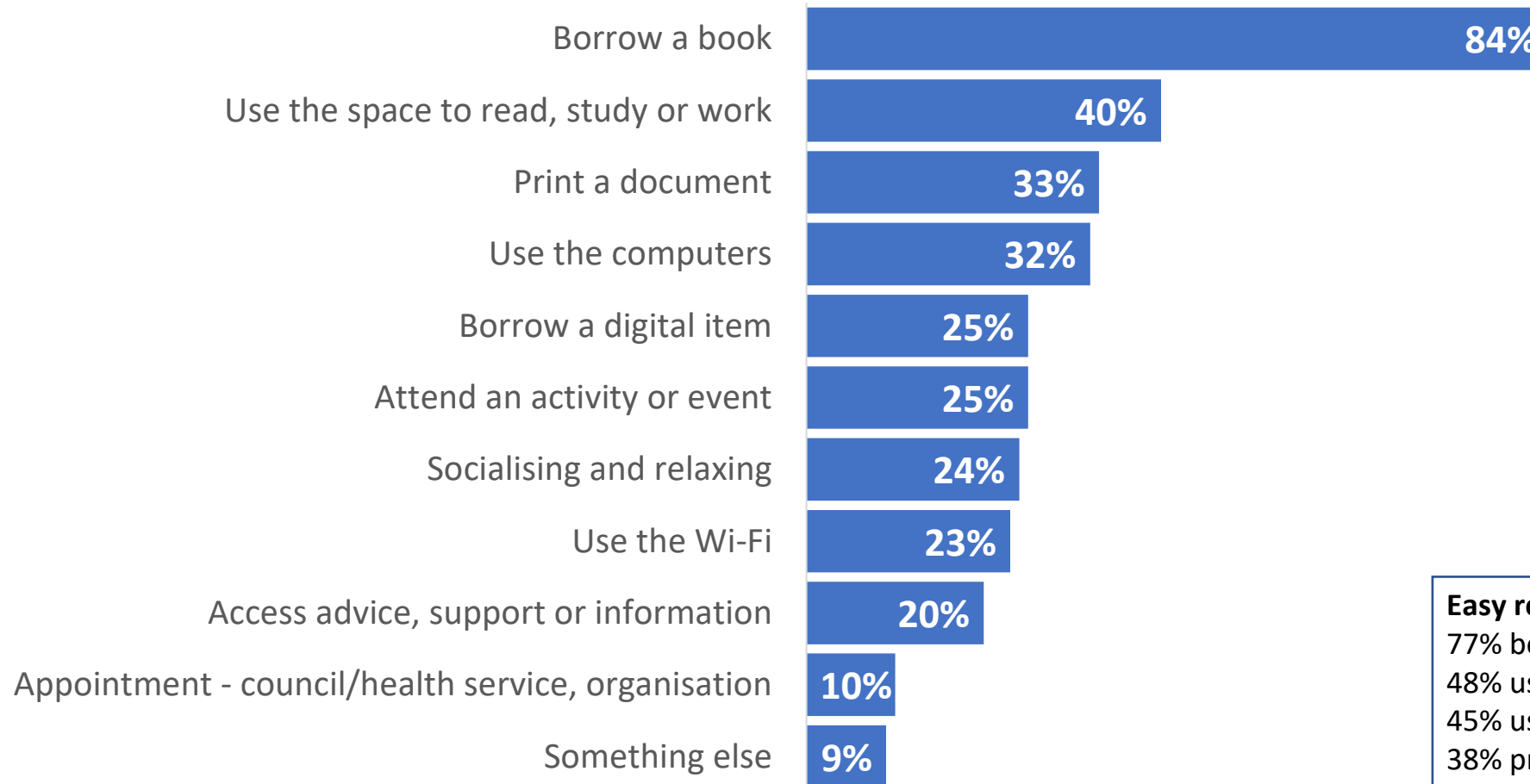
Q8. If you do not use our library service, what are the reasons for this? (Base: 76)

Services used within Enfield libraries

The majority of respondents use Enfield libraries to borrow books (84%).

The second most common use of our libraries was as a place for reading, study or work (40%), followed by printing documents (33%) and computer use (32%).

Which of the following have you used our library service for in the last two years?



Easy read responses:

- 77% borrow a book
- 48% use the computers
- 45% use the space to read, study or work
- 38% print a document
- 32% to get help and advice

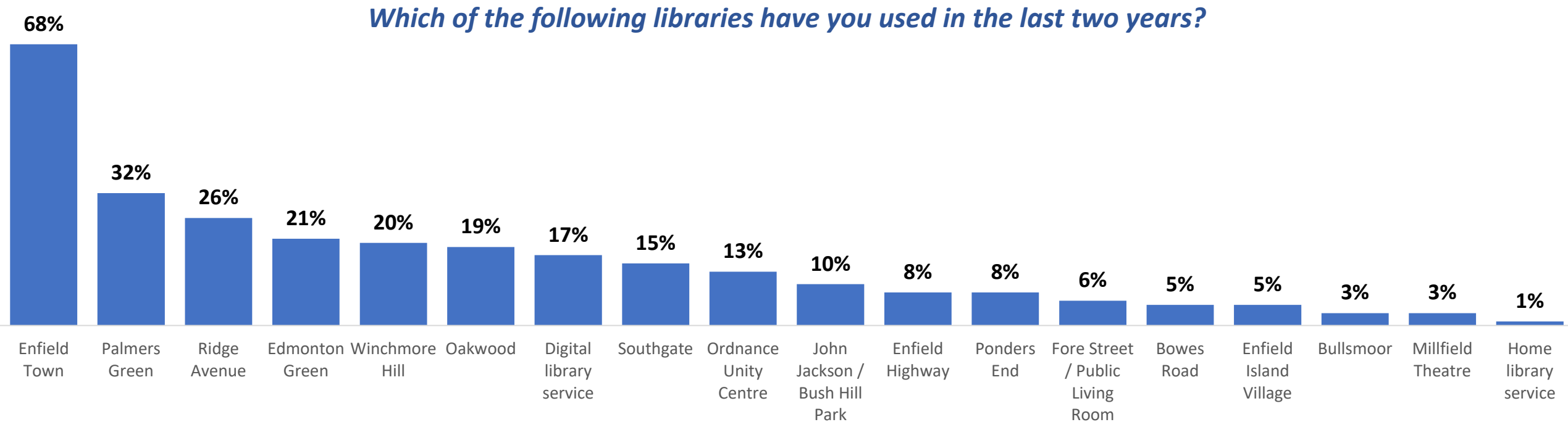
Q15. Which of the following have you used our library service for in the last two years? (Base: 797)

Easy read: Q8. Tell us why you go to the library? (Base: 56)

Libraries most used

The libraries most used or visited among respondents were Enfield Town Library (68%), Palmers Green (32%), Ridge Avenue (26%) and Edmonton Green (21%).

The libraries least used or visited* among respondents were Bullsmoor (3%), Millfield Theatre (3%), Bowes Road (5%) and Enfield Island Village (5%).



Easy read responses - most used libraries:

Enfield Town (39%)

Edmonton Green (28%)

Ponders End / Oakwood (18%)

Ordnance Unity Centre / Ridge Avenue (12%)

44% of respondents had library books delivered to their home

Q9. Which of the following libraries have you used/visited in the last two years? (Base: 798)

Easy read: Q7. Have you has library books delivered to your home (Base: 75)

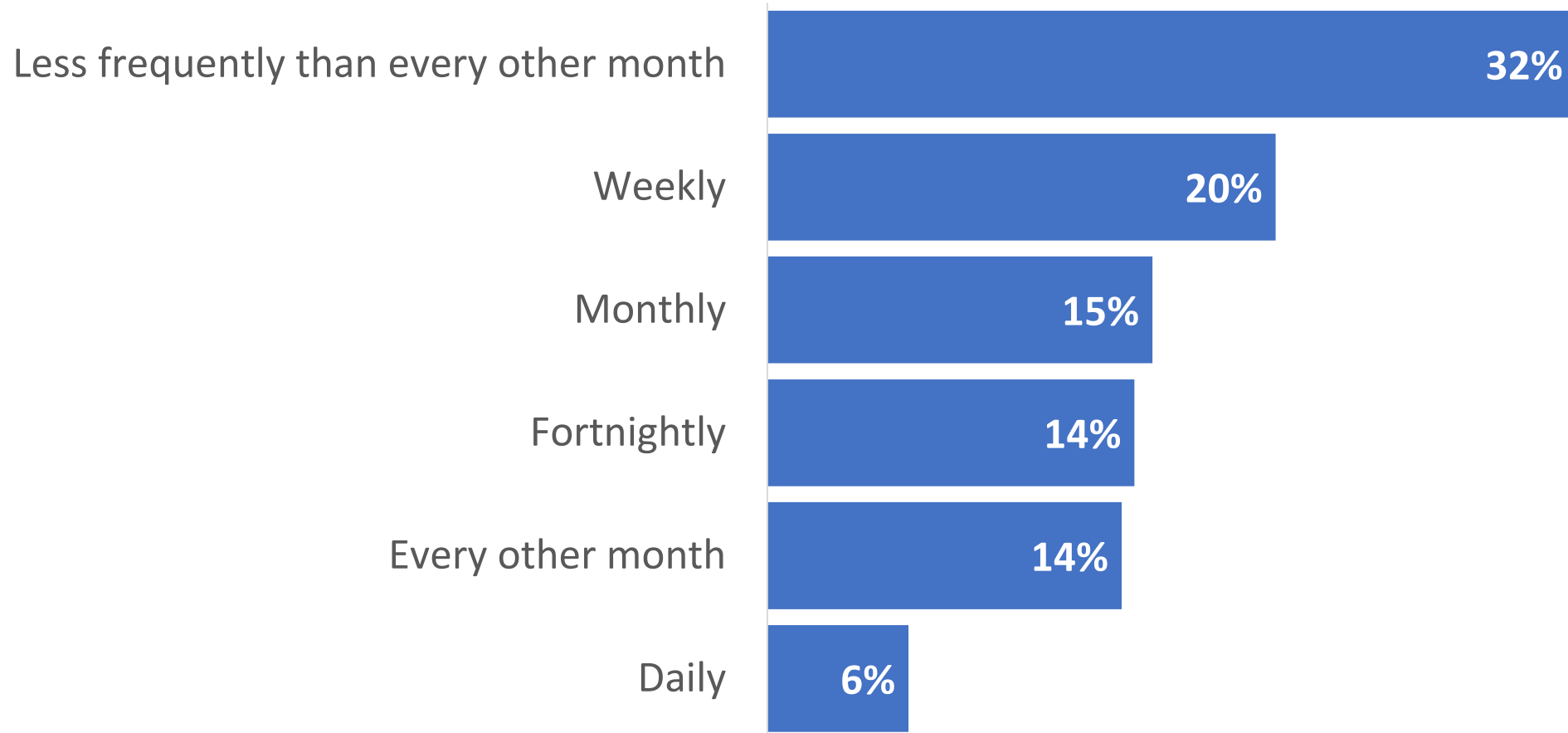
Easy read: Q5. Tell us which libraries you have visited in the last two years (Base: 57)

* Excludes the Home Library Service

Frequency of library use/visits

Respondents most commonly use or visit our libraries less frequently than every other month (32%). 20% of respondents use or visit our libraries weekly, 15% use or visit libraries monthly and 14% use or visit libraries fortnightly.

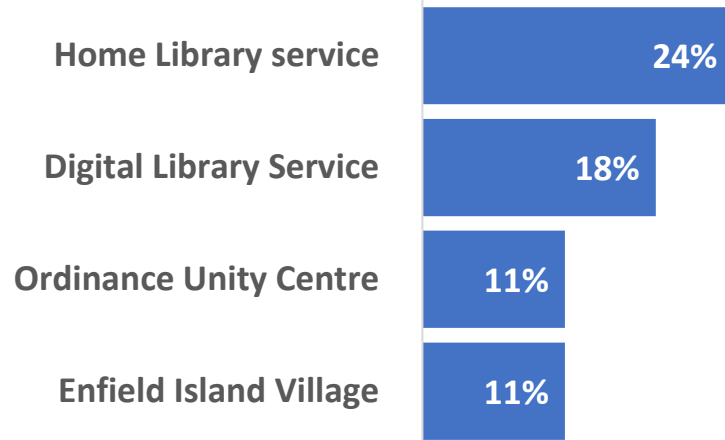
Over the last 2 years, how often do you tend to use these libraries?



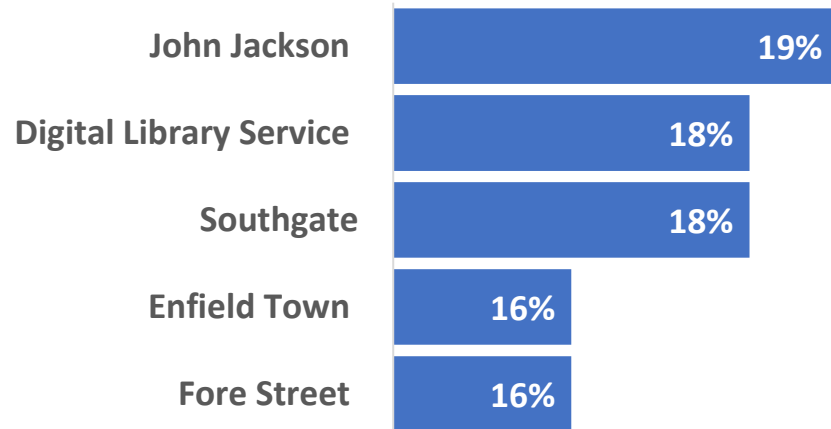
Frequency of library use/visits

Libraries most commonly visited by frequency.

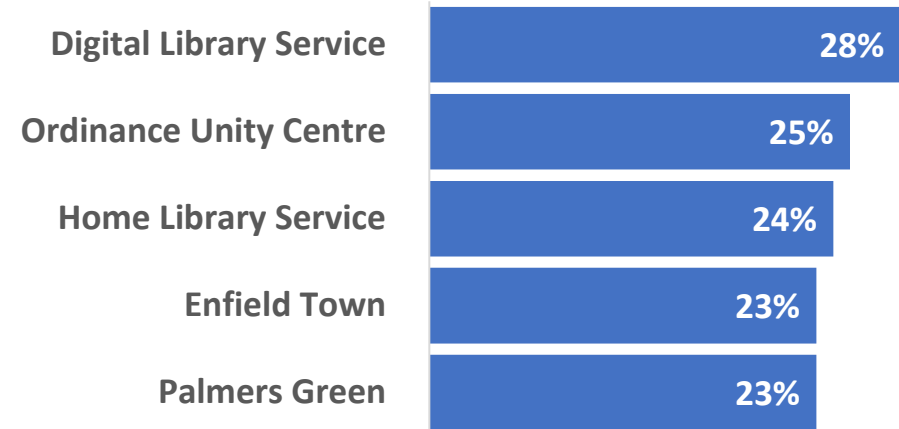
Daily



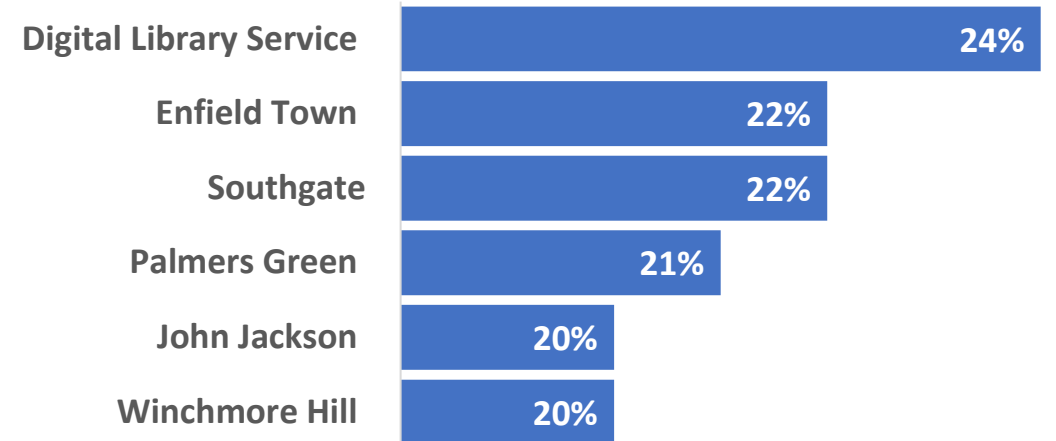
Fortnightly



Weekly



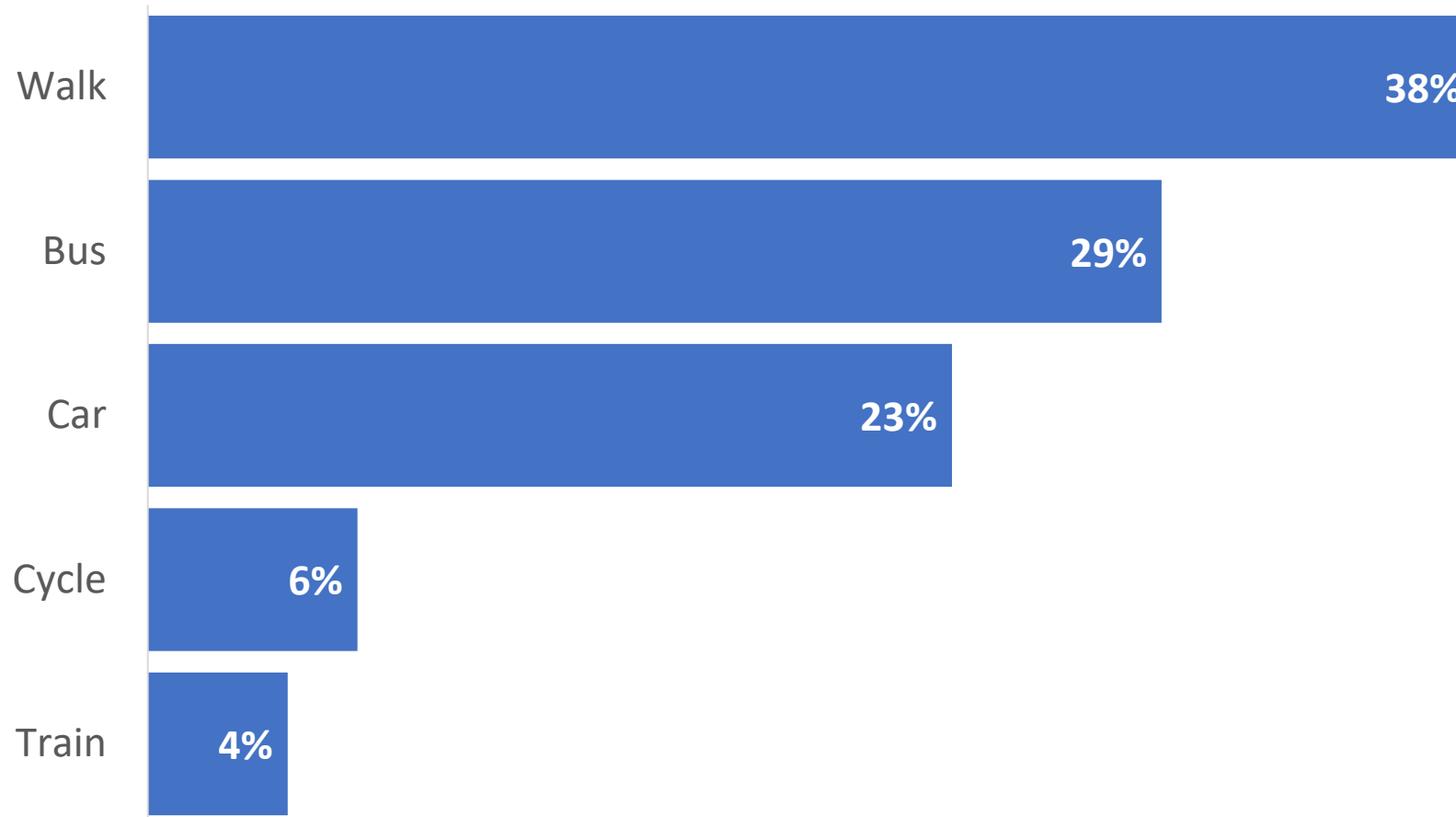
Monthly



Mode of travel to libraries

Overall, respondents most commonly walk to our libraries (38%), or travel by bus (29%) or car (23%).

How do you tend to travel to these libraries?



Easy read responses:
50% walk
31% bus
18% car

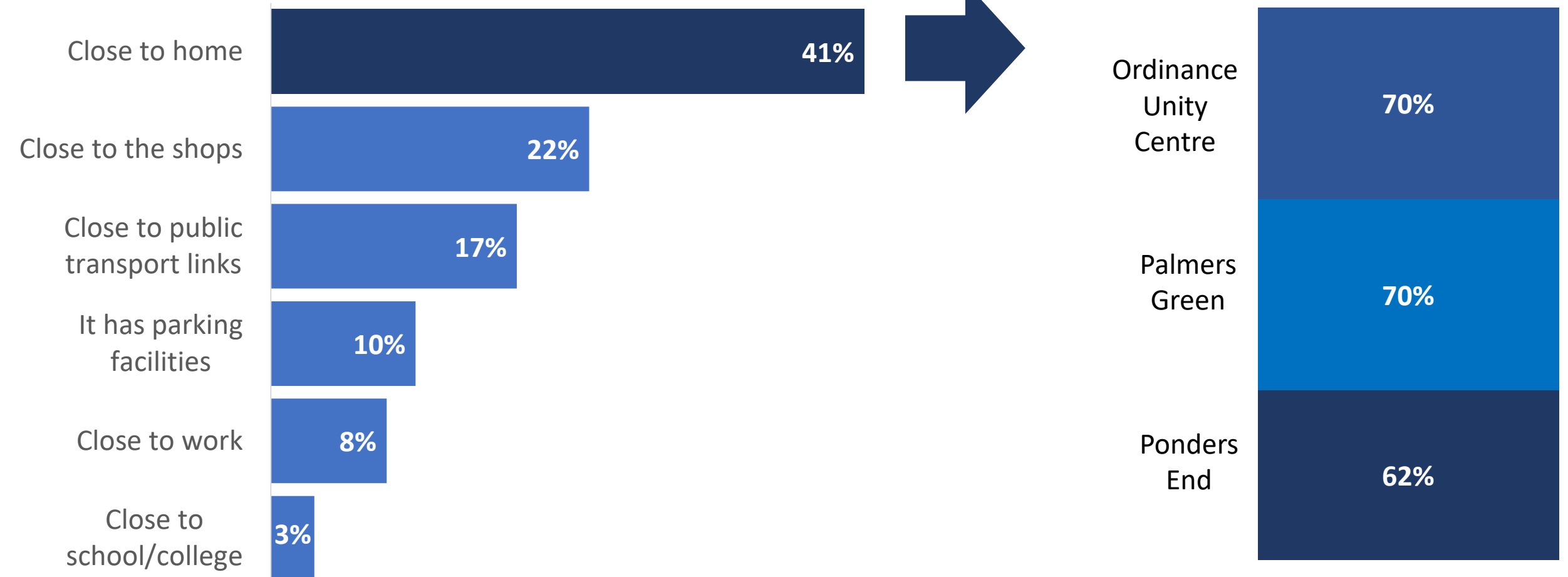
Q13. How do you tend to travel to these libraries? (Base: 741)
Easy read: Q6. How do you get to the library? (Base: 52)

Why respondents use Enfield Libraries

Overall, respondents most commonly used our libraries because they were close to home. This was also the case for each of the 16 libraries individually and was highest among users of Ordinance Unity Centre, Palmers Green and Ponders End.

Which are the following statements are reasons why you use these libraries?

% who visit these libraries because they are close to home (top three)

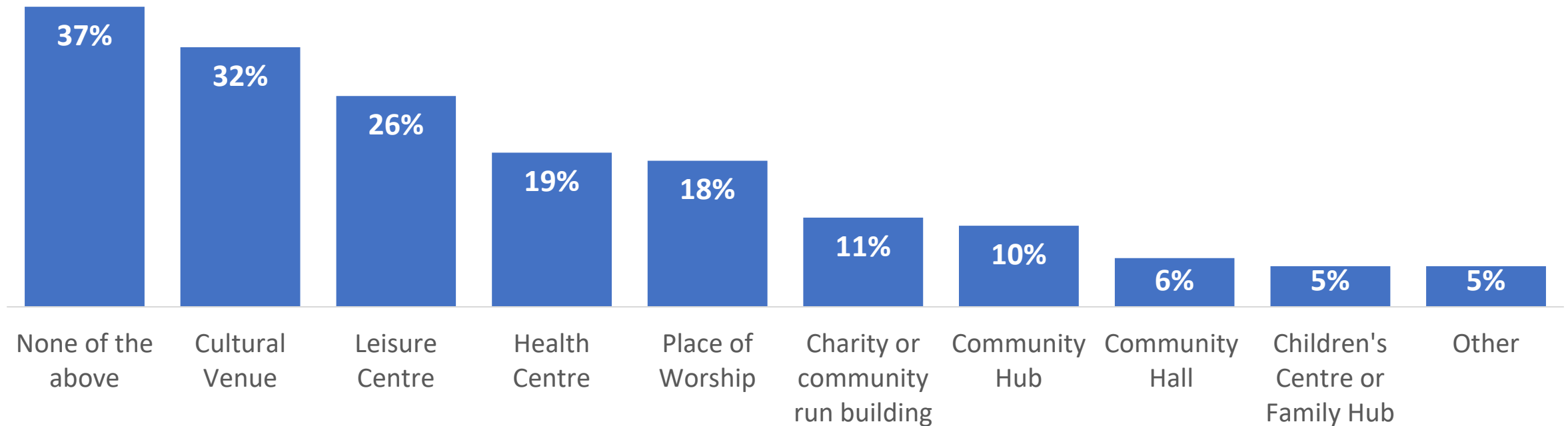


Q14. Which of the following statements are reasons why you use these libraries? (Base: 738)

Other places visited in Enfield

Respondents were asked which places they go to for support services, appointments, community events or activities. The most common responses were none of the above (37%), cultural venue (32%), leisure centre (26%), health centre (19%) and place of worship (18%).

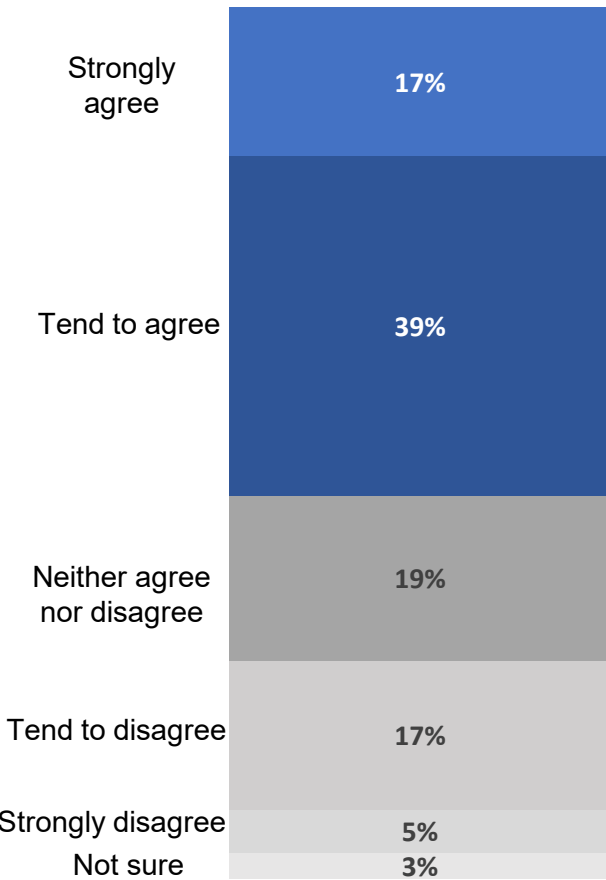
Which of the following places do you go to for support services, appointments, community events or activities?



Activities and events in Enfield Libraries

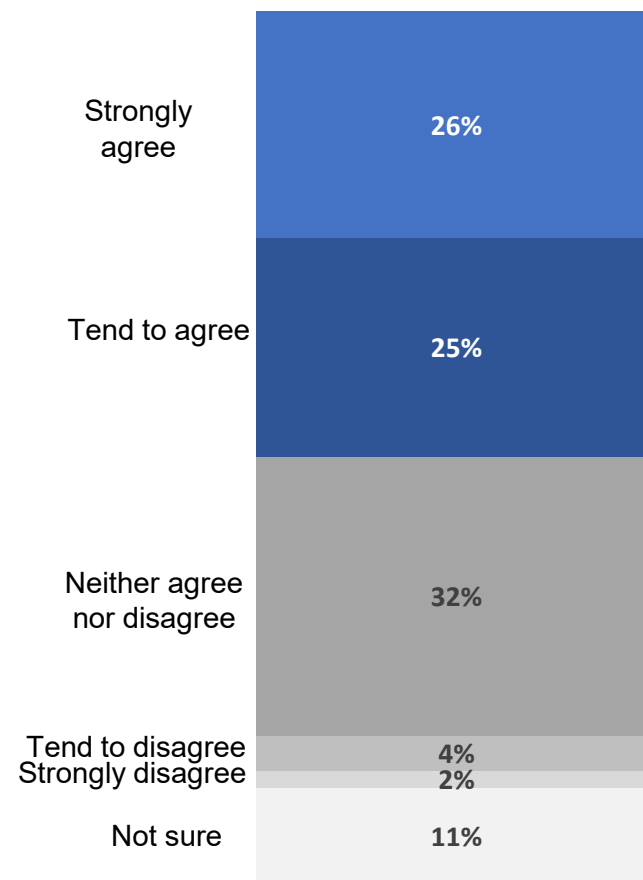
Overall, a higher proportion of respondents agreed with these three statements:

I know what's going on at my local library/libraries



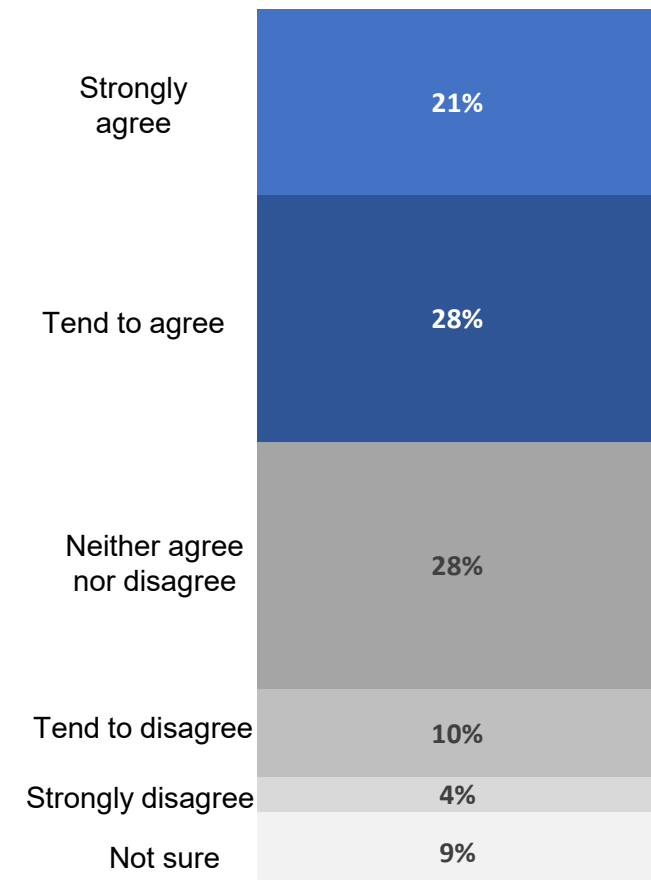
Base: 796

I enjoy the activities and/or events at my local library/libraries



Base: 784

The activities and/or events at my local library/libraries are relevant or interesting to me



Base: 790

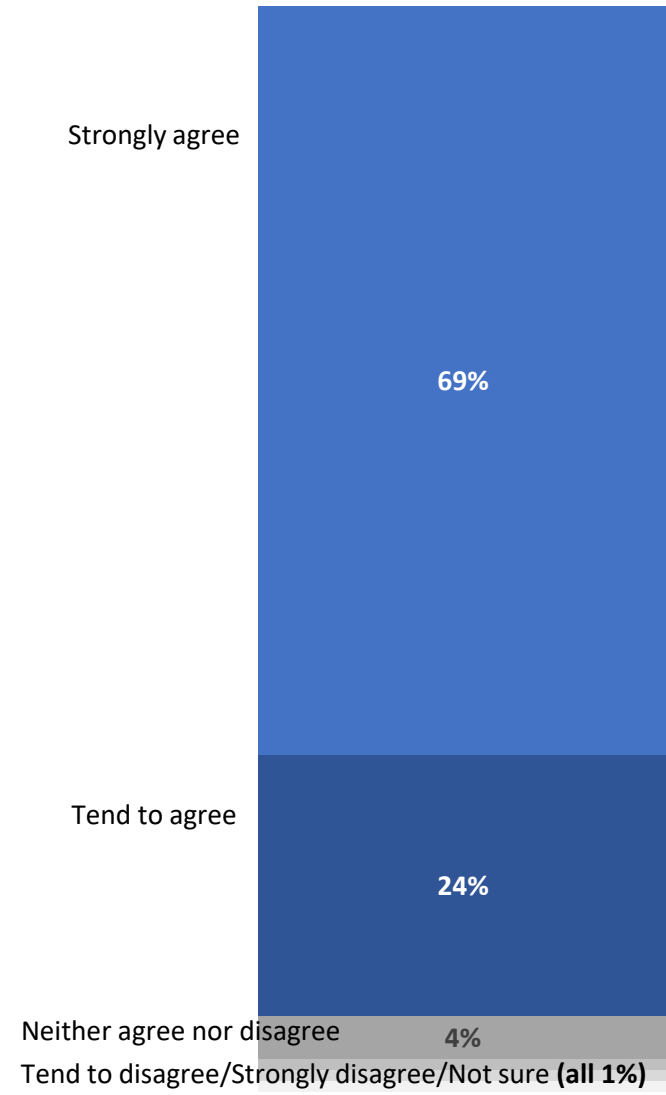
Q18. To what extent would you agree or disagree with the following statements about activities and events in our libraries, based on your experience in the last two years.

Statements about Enfield Library Service

Statements about Enfield Library service

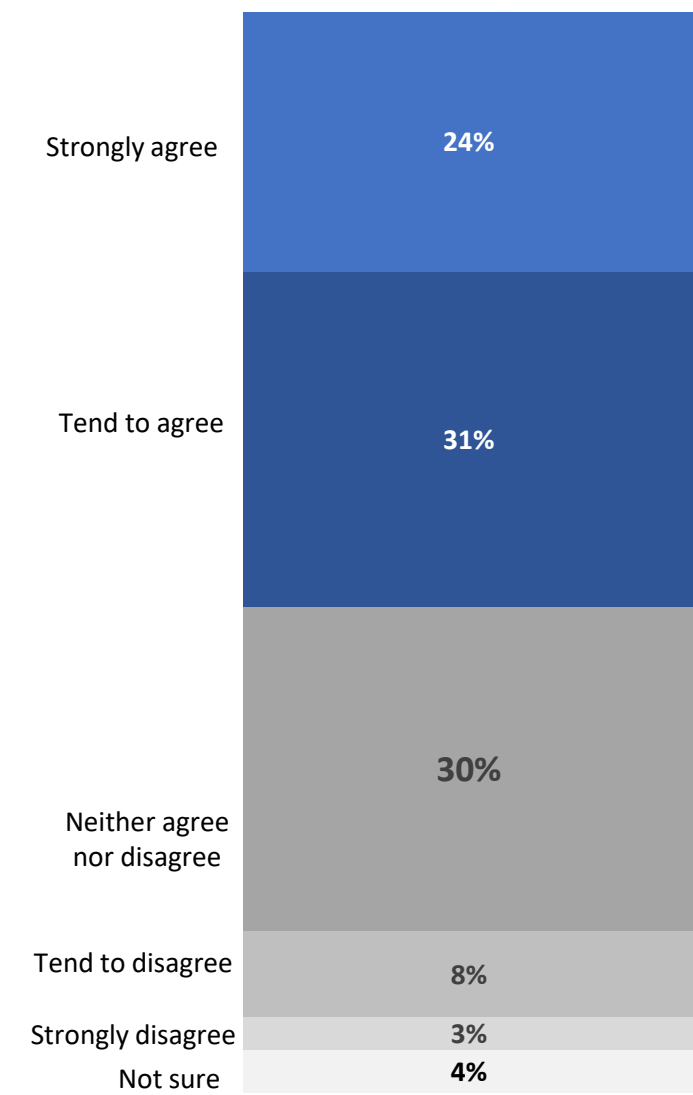
Overall, a higher proportion of respondents agreed with these statements:

The library/libraries I visit are places where you can learn, no matter your age



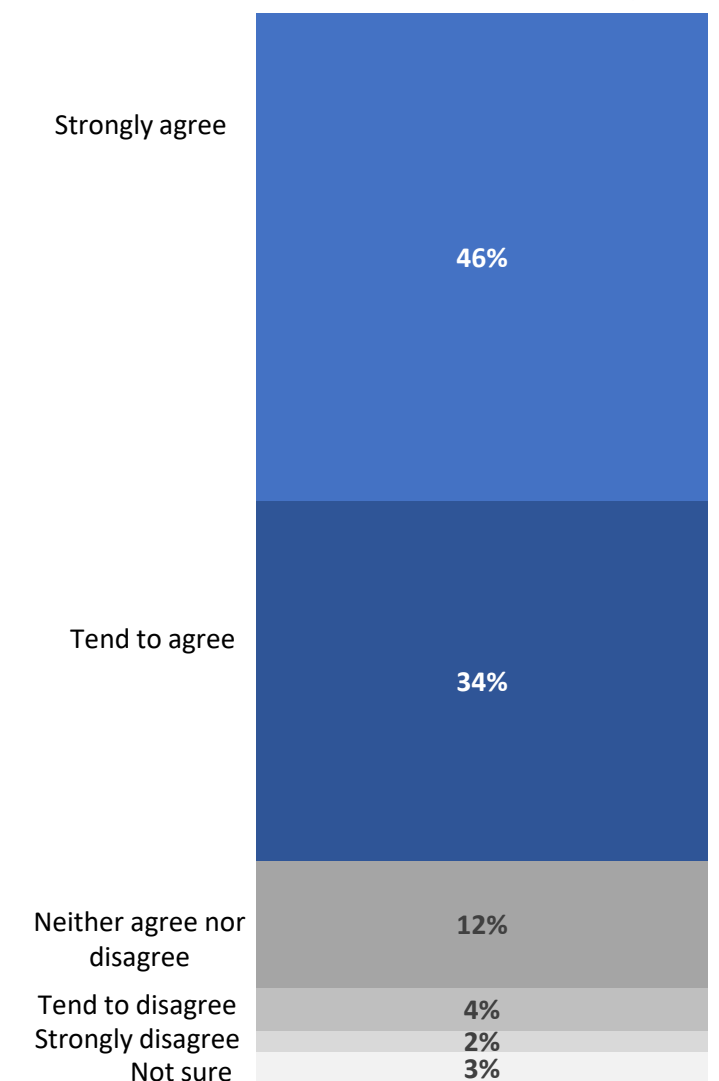
Base: 844

The library/libraries I visit encourage me to participate in community matters and events



Base: 838

The library/libraries I visit are a social space for the whole community



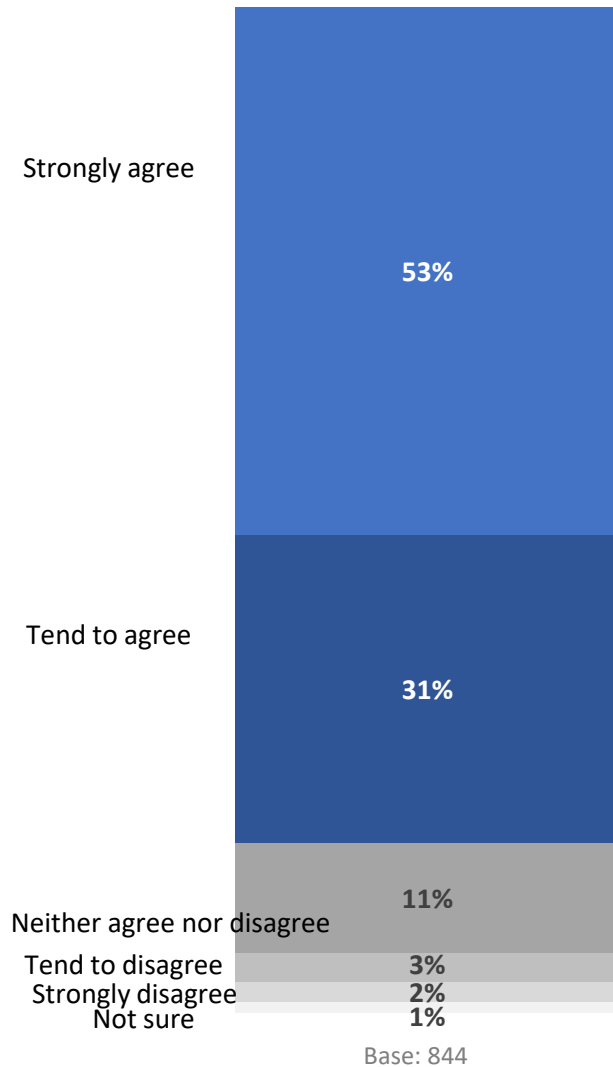
Base: 840

Q24. To what extent would you agree or disagree with the following statements about activities and events in our libraries, based on your experience in the last two years.

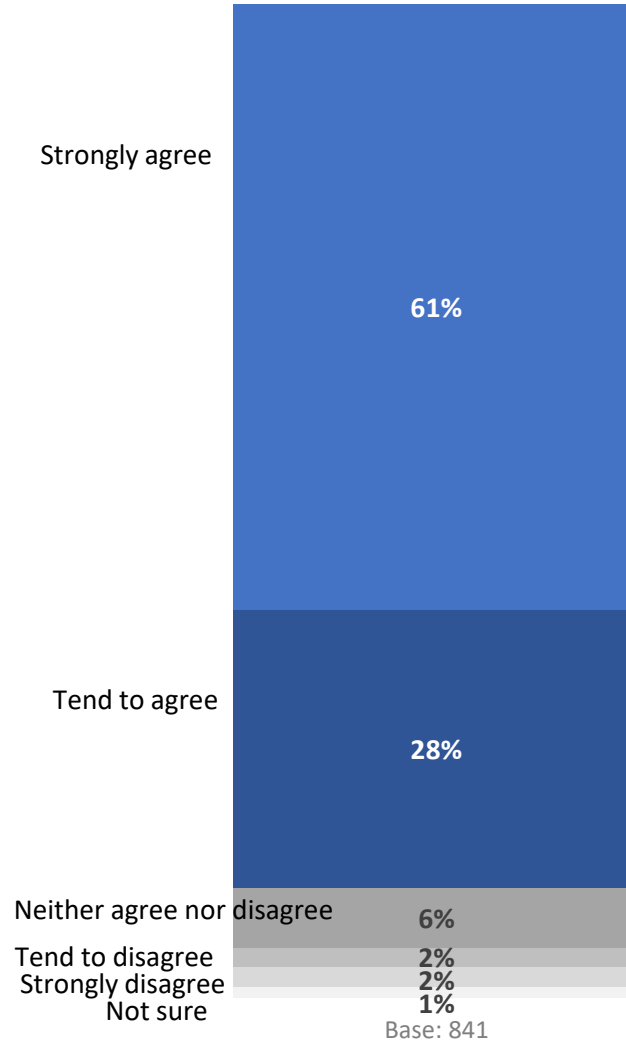
Statements about Enfield Library service

Overall, a higher proportion of respondents agreed with these statements:

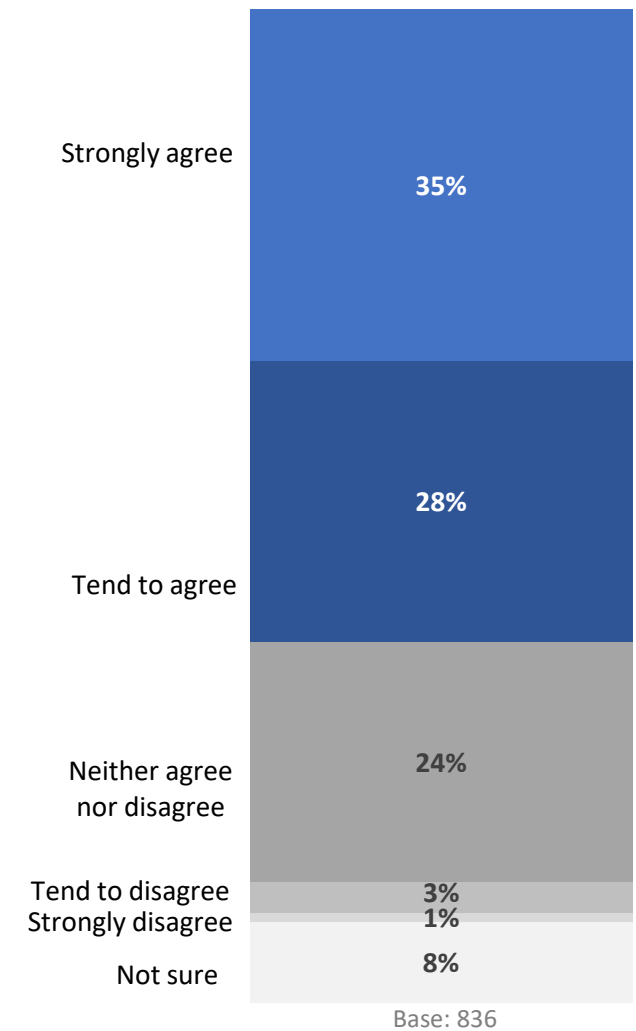
The library/libraries I visit make me feel welcome and included



The library/libraries I visit give me access to physical books and resources that are relevant to me



The library/libraries I visit give me access to digital books and resources that are relevant to me

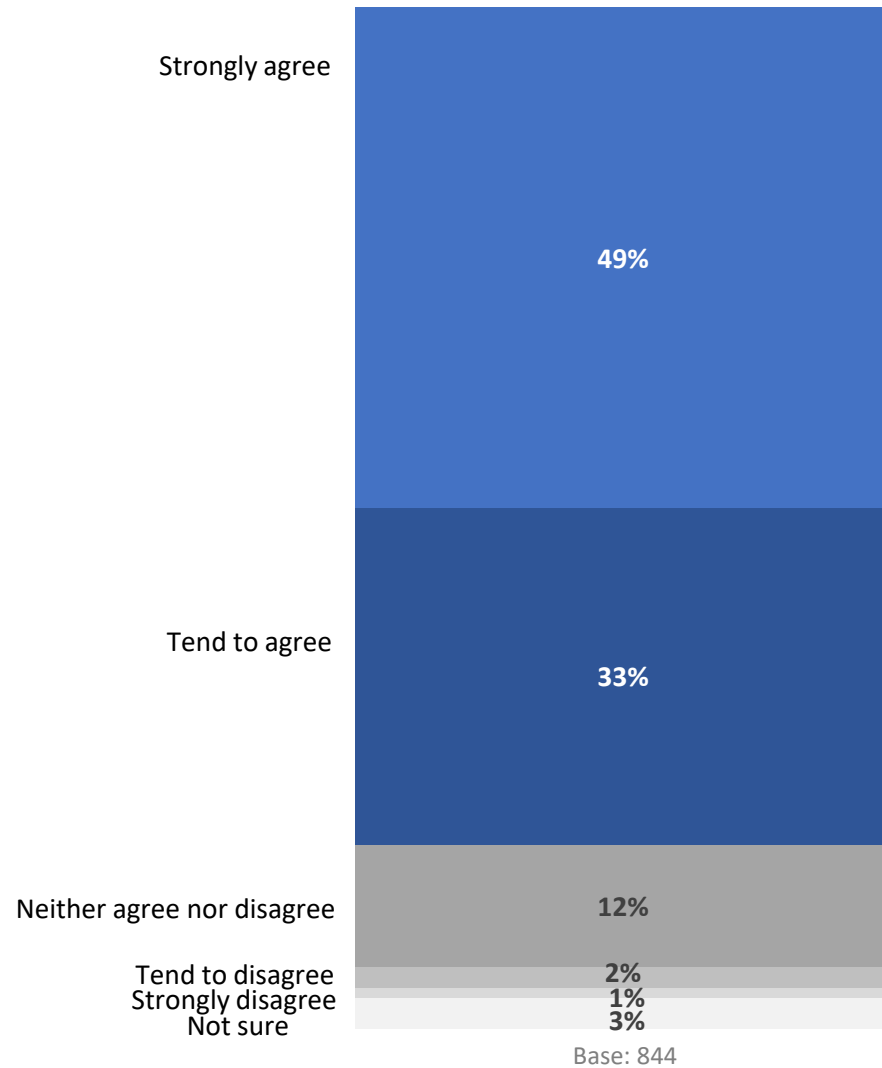


Q24. To what extent would you agree or disagree with the following statements about activities and events in our libraries, based on your experience in the last two years.

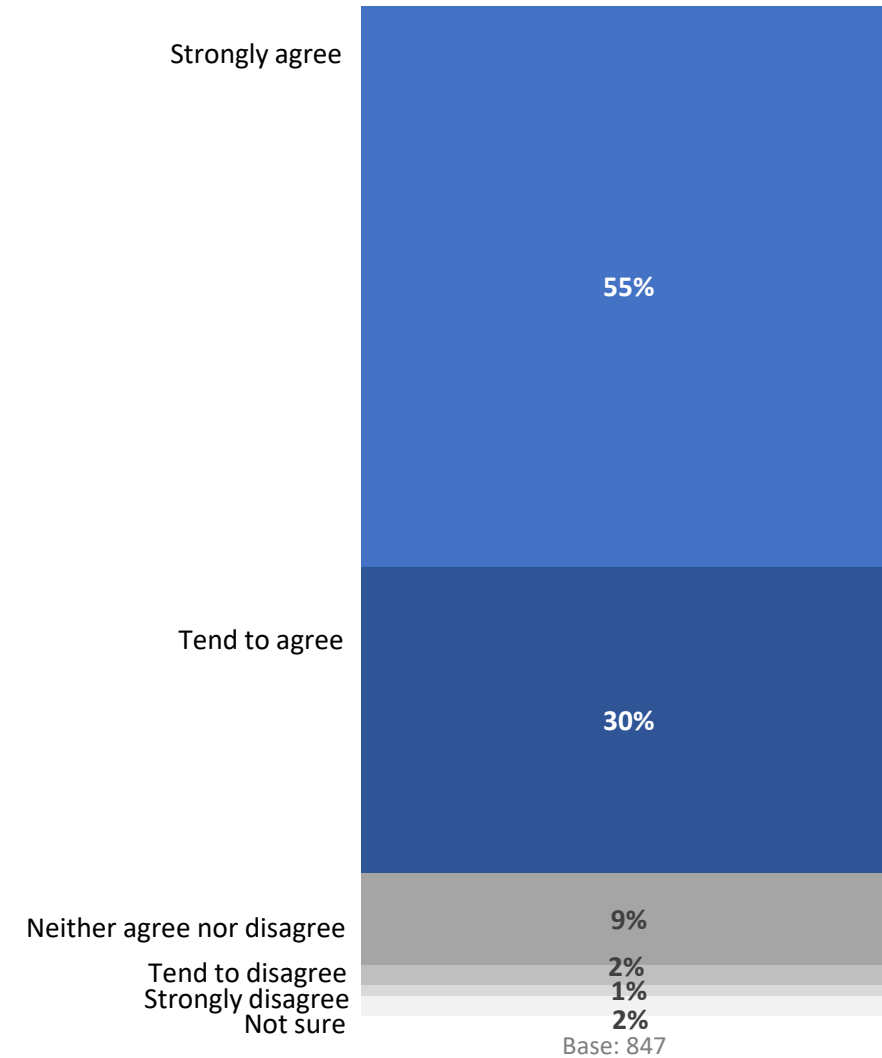
Statements about Enfield Library service

Overall, a higher proportion of respondents agreed with these statements:

The library/libraries I visit have knowledgeable staff



The library/libraries I visit have helpful staff who can answer my questions

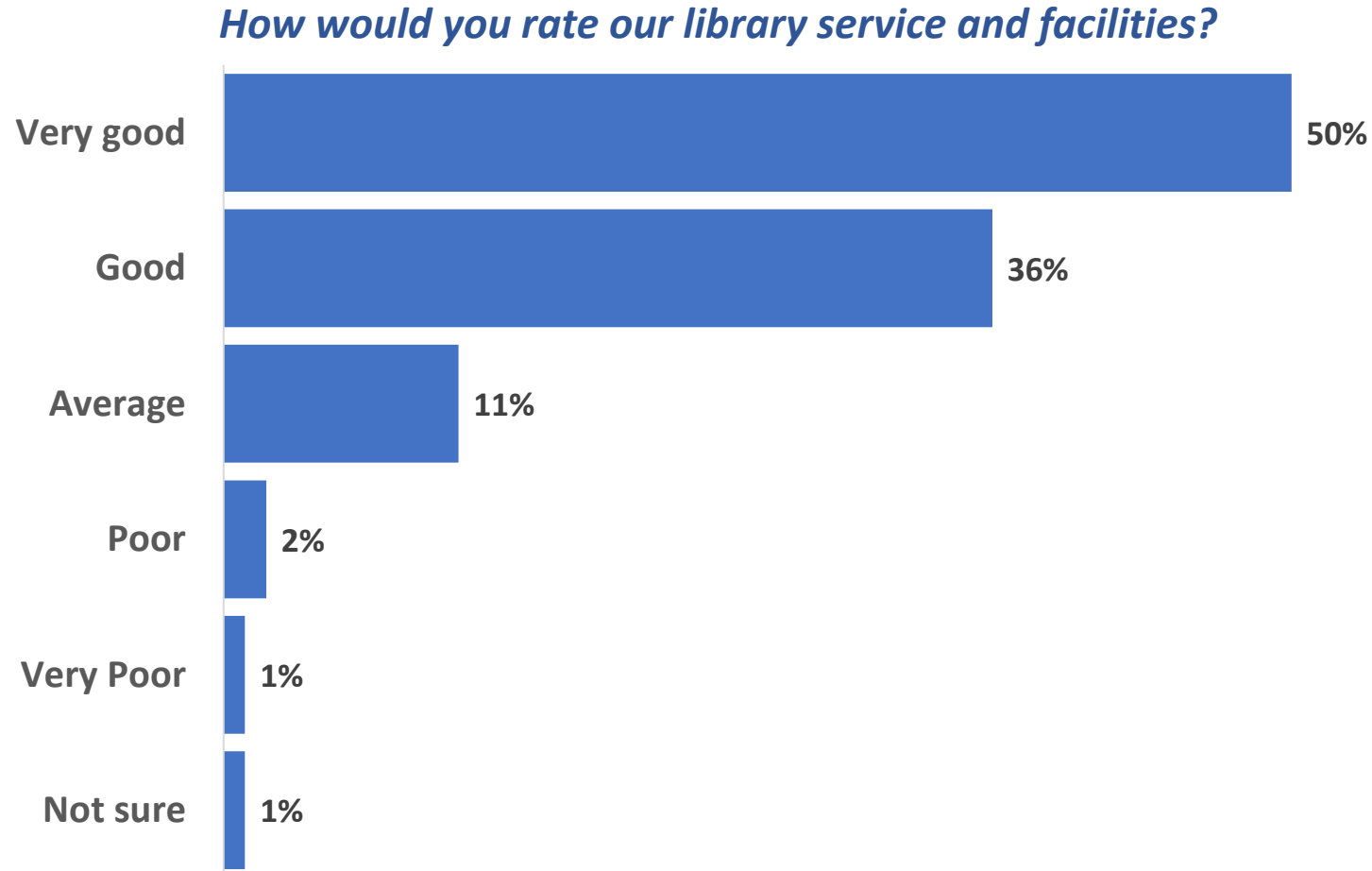


Q24. To what extent would you agree or disagree with the following statements about activities and events in our libraries, based on your experience in the last two years.

Improvements to Library Facilities

How would you rate our library service and facilities?

Overall, majority of respondents rate the library service and facilities as very good (50%).



What could Enfield Council do improve the library services or facilities?

Improving infrastructure and layout of library

26% of responses suggested improvements to infrastructure or layout of the library. For example, more work and study spaces, more quiet spaces, more seating, improved toilet and parking facilities. Some also mention that libraries should be separate from council services, such as emergency housing support and community hubs.

Enhanced community engagement, activities and services

25% of responses suggested enhanced community engagement, activities and services. This included more activities and groups for children and adults, more community/voluntary activities and events to engage and bring people together, and greater promotion of the activities and services on offer in our libraries.

Accessibility and diversity

25% of responses suggested improvements to accessibility and diversity of our libraries. This included offering a greater selection of books, more copies of popular books and extended opening hours.

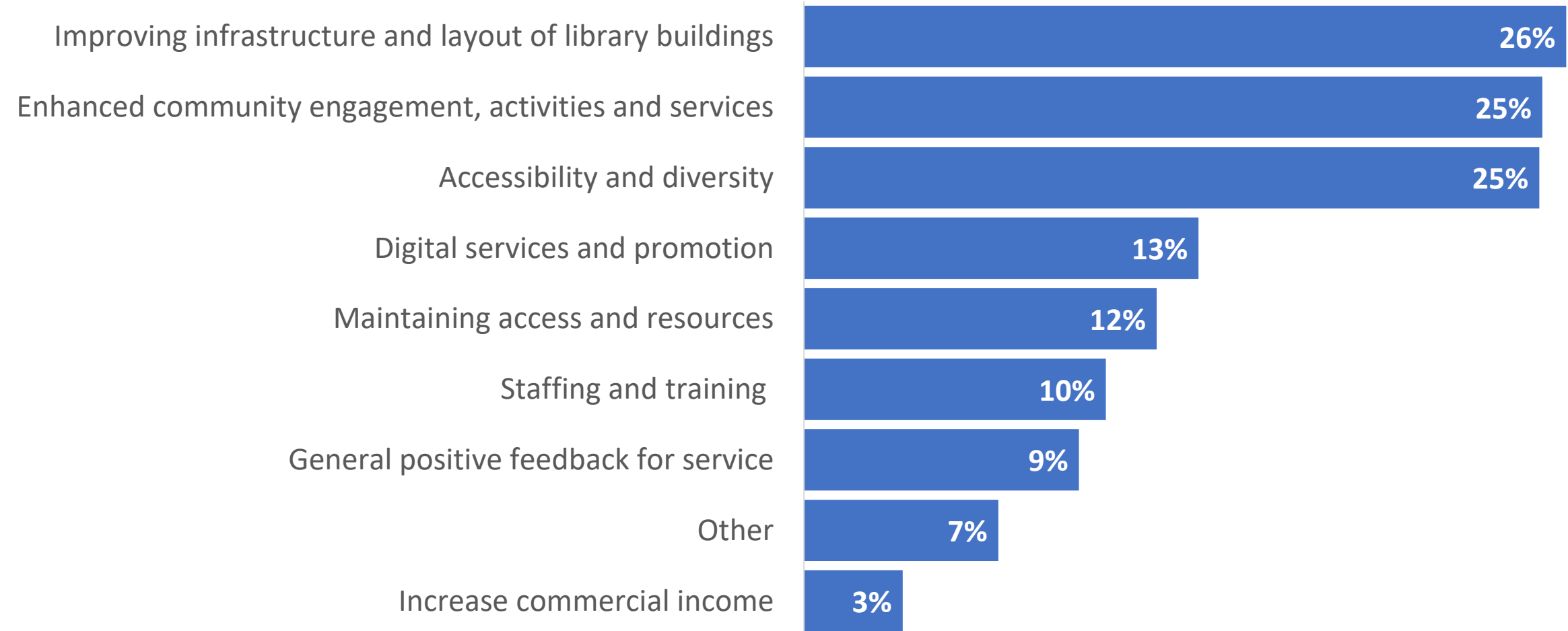
General questionnaire, easy read questionnaire and email responses have been combined for this question (Base: 643).

Q23. What could Enfield Council do improve the library services or facilities?

Easy read: Q9. Tell us how we can make our libraries better?

What could Enfield Council do improve the library services or facilities?

What could Enfield Council do improve the library services or facilities?



General questionnaire, easy read questionnaire and email responses have been combined for this question (base: 643).

Q23. What could Enfield Council do improve the library services or facilities?

Easy read: Q9. Tell us how we can make our libraries better?

Ideas to make savings to library budget

Ideas to deliver our library service more efficiently and make savings to our library budget

Increase commercial income

29% of responses suggested that the Council increase commercial income, for example through allowing libraries to be used for venue hire, renting library space to businesses and clubs, charging for special events and printing, selling books and stationery or operating a café.

Critique of proposal to reduce budget

20% of responses felt that the library budget should not be reduced.

Reduce opening hours and premises costs

19% of responses suggested reduced opening hours, and taking steps to reduce operating costs, for example, energy saving measures for heating and lighting, and limiting free printing.

Increase volunteering, accept charitable donations, apply for grant funding and lobbying central government

14% of responses suggested increased community engagement to encourage more volunteers and formation of friends of libraries groups, holding fundraising events, accepting charitable donations, applying for grant funding.

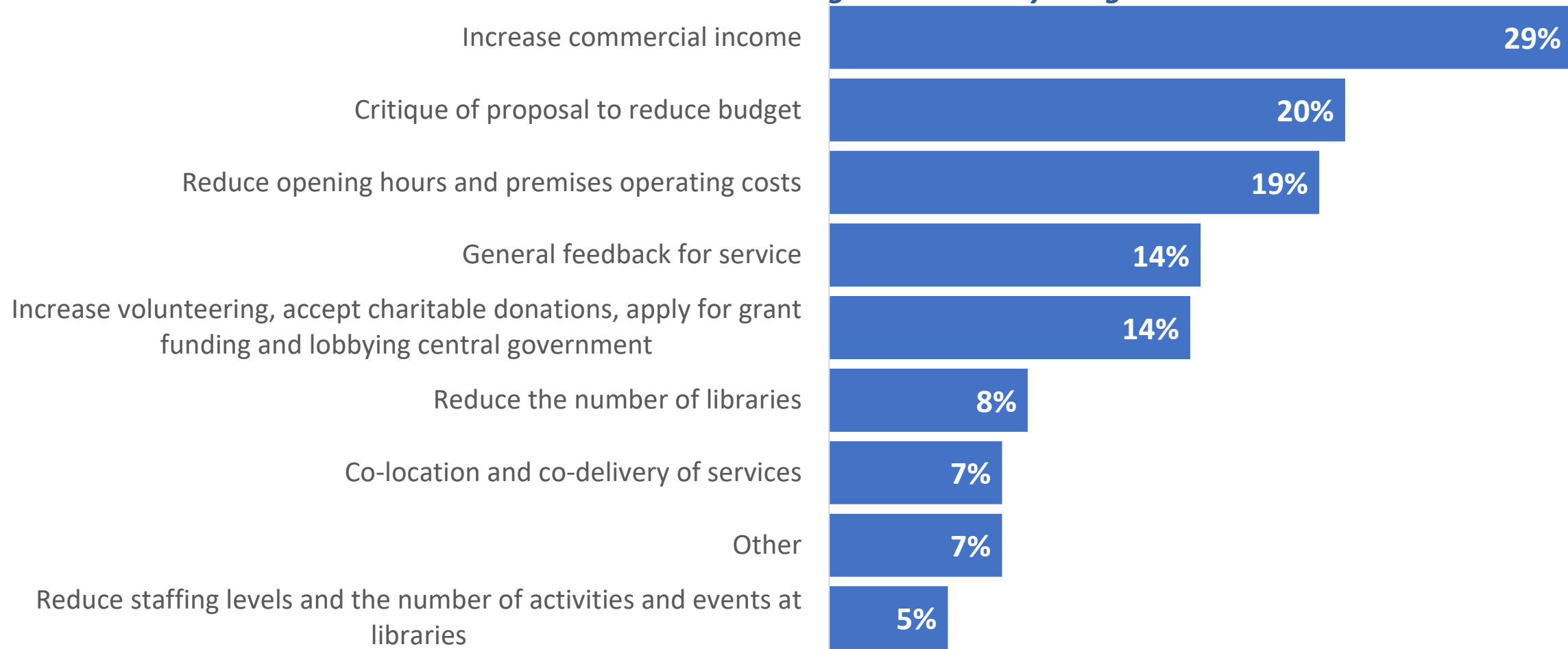
General questionnaire, easy read questionnaire and email responses have been combined for this question (Base: 584).

Q24i. Please share your ideas on what we can do differently to deliver our library service more efficiently, so as to make savings to our library budget.

Easy read: Q11. How can we save money from our library service?

Ideas to deliver our library service more efficiently and make savings to our library budget

Please share your ideas on what we can do differently to deliver our library service more efficiently, so as to make savings to our library budget



General questionnaire, easy read questionnaire and email responses have been combined for this question (Base: 584).

Q24i. Please share your ideas on what we can do differently to deliver our library service more efficiently, so as to make savings to our library budget.

Easy read: Q11. How can we save money from our library service?

Other feedback about our library service

Praising existing library service and staff

41% of responses gave positive feedback about Enfield libraries and library staff.

'The libraries offer excellent services, computers, books, e-books, digital and educational material'

'We are very lucky in Enfield to have so many lovely libraries and staff who care a lot for the people here'

'I feel proud to have such an institution in our town welcoming people from the whole community and providing help and support to those in the most vulnerable groups'

'Every time I visit I am in awe of the facilities provided. It is great to see teenagers studying and others making use of the computers or enjoying browsing the books. The atmosphere is welcoming. It is a lovely, safe space.'

Maintaining access and resources

31% of responses focused on the importance of maintaining access to libraries and their services, particularly library services that benefit children and the community.

General questionnaire, easy read questionnaire and email responses have been combined for this question (Base: 334).

Q25 If you have any other feedback about our library service, which you have not included in your responses to this survey, please detail below.

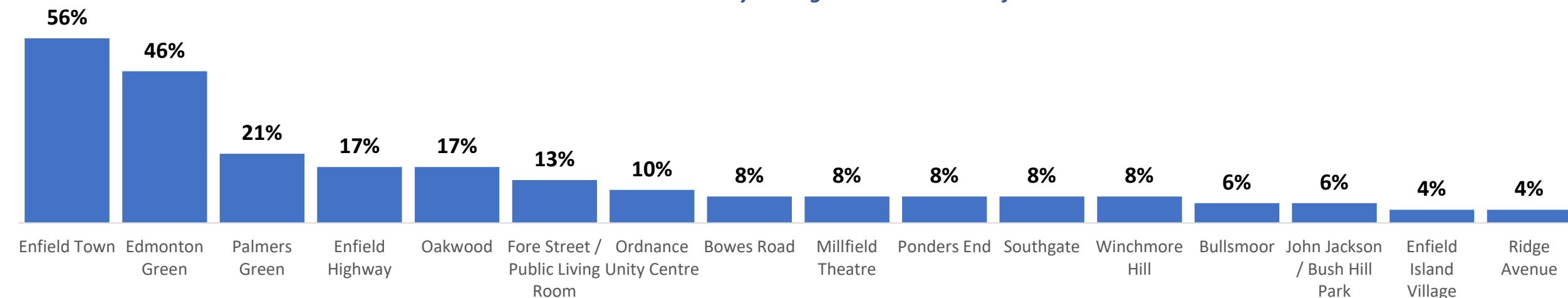
Easy read: Q11. How can we save money from our library service?

Organisations

Organisations – Library use

The libraries most used by organisations and representatives were Enfield Town Library (56%), Edmonton Green (46%), Palmers Green (21%), and Enfield Highway (17%).

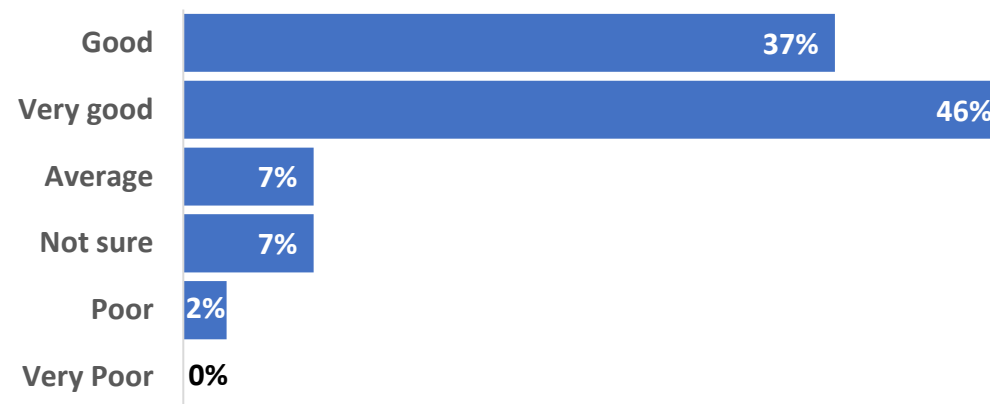
Which libraries does your organisation use in Enfield?



Purpose of library use:

- Visits with their group/organisation to **use general library facilities** for example, to attend activities, read, study or use the ICT facilities (48%)
- Use the library venue to **deliver support or training** to users of their group/organisation, or hold meetings (38%)

Rating of Enfield Library service



Q19. Which libraries does your organisation use in Enfield? (Base: 41)

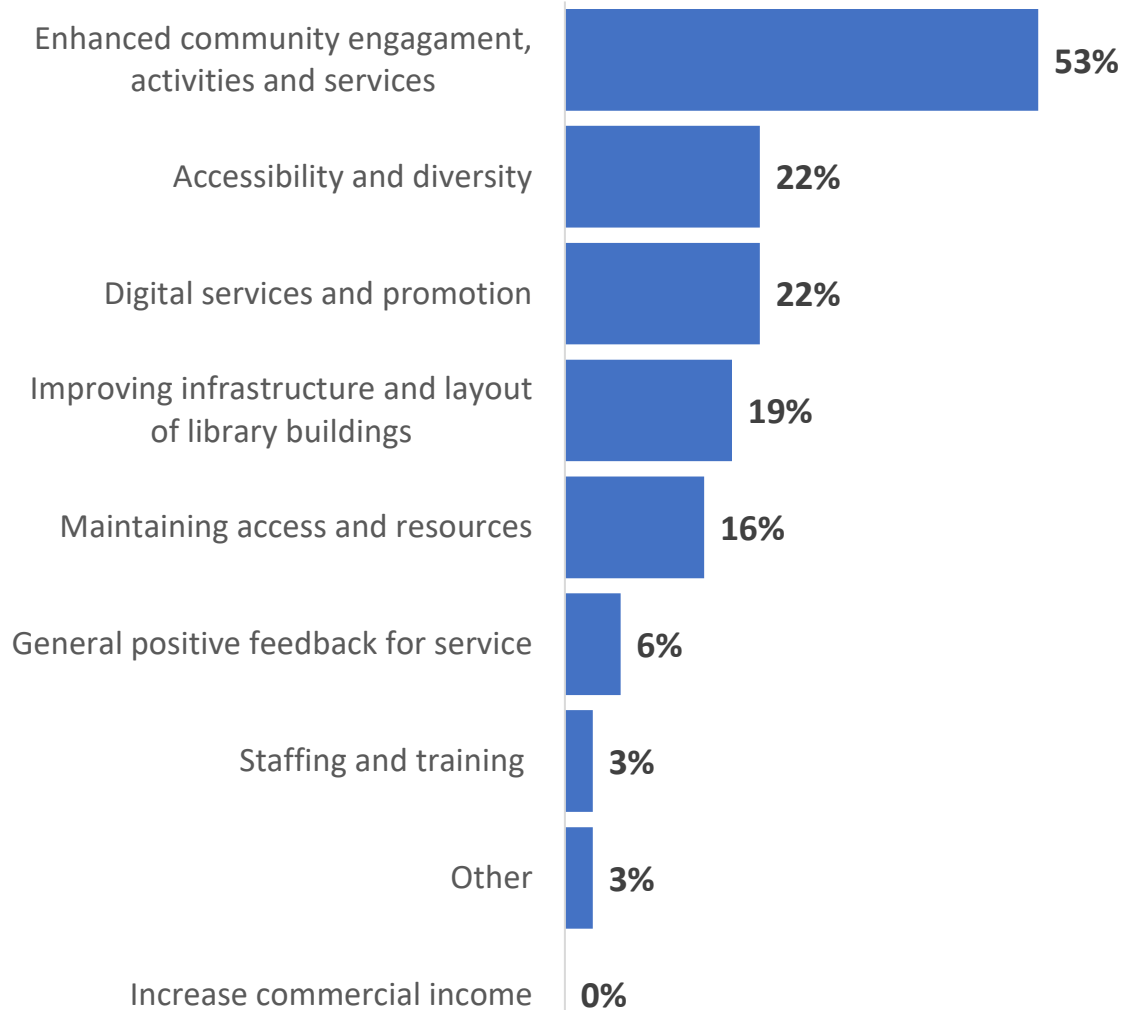
Q20. How does your organisation use the libraries you have selected? (Base: 40)

Q22. Overall, how would you rate our library service and facilities, based on your experience of them in the last two years? (Base: 847)

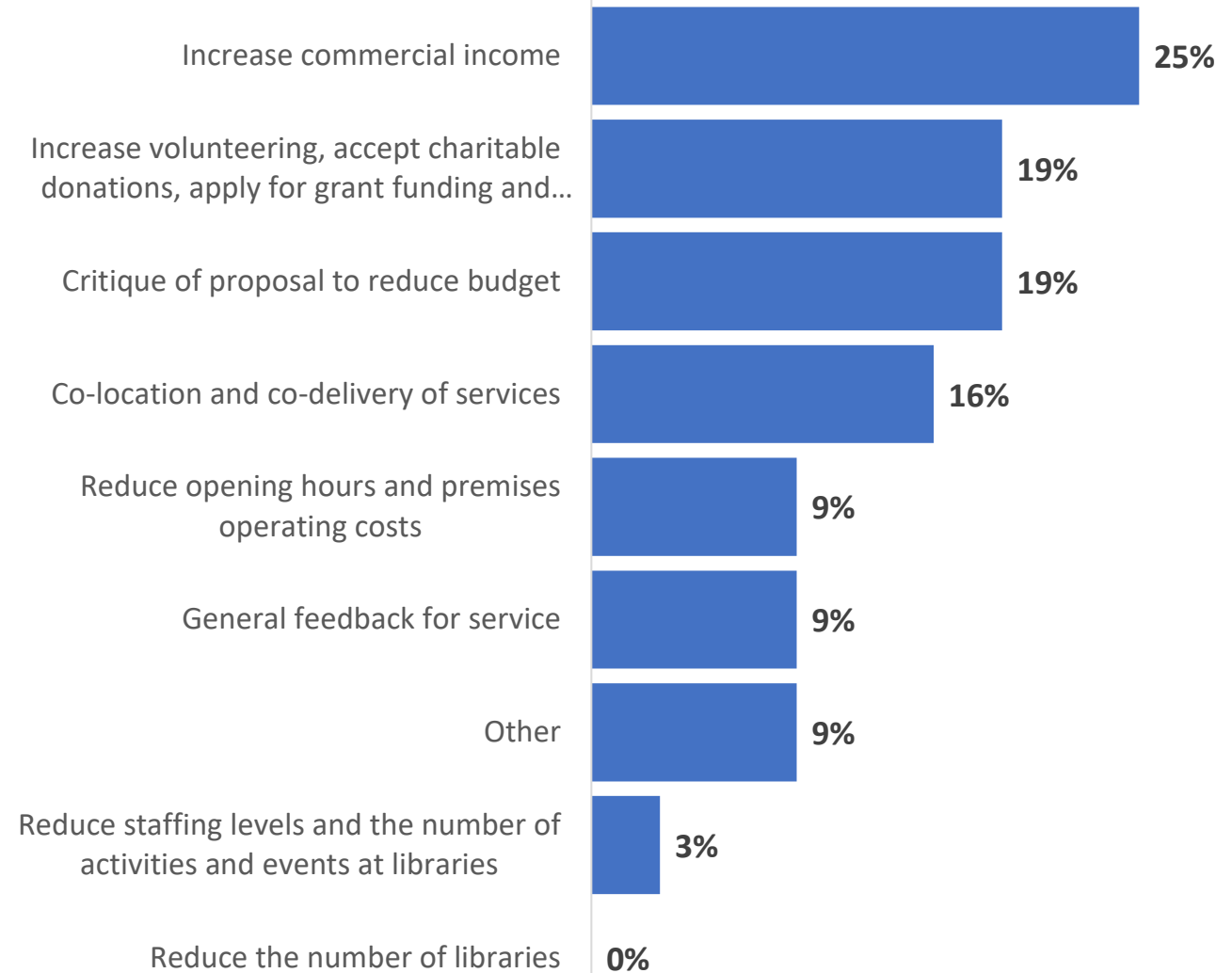
Please note the archive service was closed in January 2024 for refurbishment.

Organisations

What could Enfield Council do improve the library services or facilities?



What we can do differently to deliver our library service more efficiently and make savings to our library budget.



Q23 What could Enfield Council do to improve the library service or facilities? (Base: 32)

Q24i. Please share your ideas on what we can do differently to deliver our library service more efficiently, so as to make savings to our library budget (Base: 32)

Organisations – additional feedback

Youth Council – key themes

Libraries used:

Enfield Town	Edmonton Green
Ordinance Unity Centre	John Jackson
Enfield Highway	Southgate

Ideas to make savings to the library budget

- Reduce premises operating costs
- Increase commercial income
- Increase volunteering
- Reduce the number of libraries
- Reduce staffing

Feedback:

- More seats/desks/computers
- Improve quiet areas for study

Community Hub users – key themes

Libraries used:

Enfield Town
Edmonton Green →
Ridge Avenue

Frequency:

Weekly
Monday/Wednesday
s
Mornings

Mode of travel:

→ Bus
Walk
Close to
home/shops/
transport links

Why they use libraries:

- Borrow a book
- Attend and activity or event
- Appointment with a council service, health service or organisation

Feedback:

- More computer lessons
- More information about events/activities in libraries