

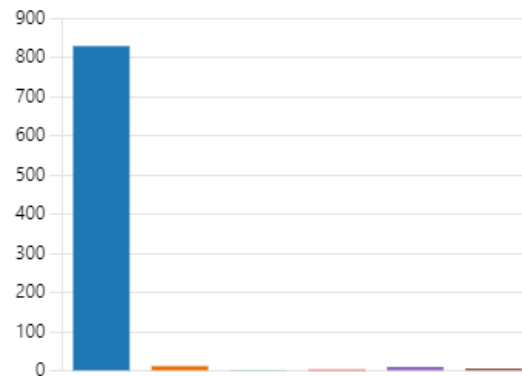
Hillingdon Library Consultation 2023 results

1. In what capacity do you wish to respond to this consultation?

[More Details](#)

[Insights](#)

As a local resident	829
On behalf of a local resident	13
On behalf of a local business	1
On behalf of a community or vo...	4
As someone who works or studi...	11
Other	7



2. If you are responding to this survey on behalf of a local business, community group or organisation and would like to be identified, please share the full name below.

3. Are you a member of Hillingdon library service?

[More Details](#)

[Insights](#)

Yes	828
No	35



2. If no, please tell us why?

5. How often do you visit a Hillingdon library on average?

[More Details](#)

[Insights](#)

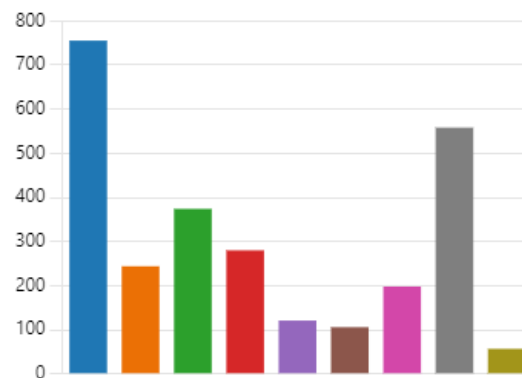
● Daily	39
● Once a week	284
● More than once a week	168
● Monthly	338
● Never	32



6. What are the main reasons you are most likely to visit a Hillingdon library?

[More Details](#)

● Browsing and borrowing books	755
● Access WiFi, public computers a...	244
● Attending events and activities	374
● Accessing information, referenc...	280
● Accessing help and support	121
● Using a meeting room or comm...	106
● Socialising or relaxing	198
● Picking up recycling bags, heari...	558
● Other	57



7. We offer a free digital library online, providing e-books, newspapers, online reference and learning.

Do you use any of these services?

[More Details](#)

[Insights](#)

● Yes	277
● No	577



8. If yes, which resources have you used? E.g. BorrowBox, Theory Test Pro, Transparent Language or any other resources.

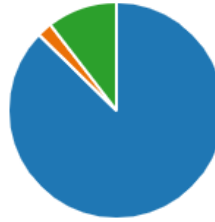
9. If no, please tell us why.

10. Is our approach to this commitment in ambition 1 clear to you?

[More Details](#)

[Insights](#)

● Yes	750
● No	19
● Partly	90



11. Have we missed anything you expected to see in ambition 1?

[More Details](#)

● Yes	106
● No	712



12. If you have answered no or partly to question 10, yes to question 11, or would like to make any additional comments regarding ambition 1, please tell us below.

Please see Appendix 3 for detailed individual responses

13. Is our approach to this commitment in ambition 2 clear to you?

[More Details](#)

[Insights](#)

Yes	776
No	21
Partly	60



14. Have we missed anything you expected to see in ambition 2?

[More Details](#)

Yes	77
No	735



15. If you have answered no or partly to question 13, yes to question 14, or would like to make any additional comments regarding ambition 2, please tell us below.

Please see Appendix 3 for detailed individual responses

16. Is our approach to this commitment in ambition 3 clear to you?

[More Details](#)

[Insights](#)

Yes	736
No	23
Partly	93



17. Have we missed anything you expected to see in ambition 3?

[More Details](#)

Yes	72
No	733



18. If you have answered no or partly to question 16, yes to question 17, or would like to make any addition comments regarding ambition 3, please tell us below:

Please see Appendix 3 for detailed individual responses

19. Is our approach to this commitment in ambition 4 clear to you?

[More Details](#)

[Insights](#)

● Yes	761
● No	22
● Partly	70



20. Have we missed anything you expected to see in ambition 4?

[More Details](#)

● Yes	73
● No	732



21. If you have answered no or partly to question 19, yes to question 20, or would like to make any addition comments regarding ambition 4, please tell us below:

Please see Appendix 3 for detailed individual responses

22. Is our approach to this commitment in ambition 5 clear to you?

[More Details](#)

[Insights](#)

● Yes	674
● No	64
● Partly	112



23. Have we missed anything you expected to see in ambition 5?

[More Details](#)

● Yes	140
● No	662



24. If you have answered no or partly to question 22, yes to question 23, or would like to make any addition comments regarding ambition 5, please tell us below:

Please see Appendix 3 for detailed individual responses

25. Please tell us how important they are to you.

[More Details](#)

■ Very Important
 ■ Important
 ■ Neither important or not important
 ■ Not important
 ■ Not at all important

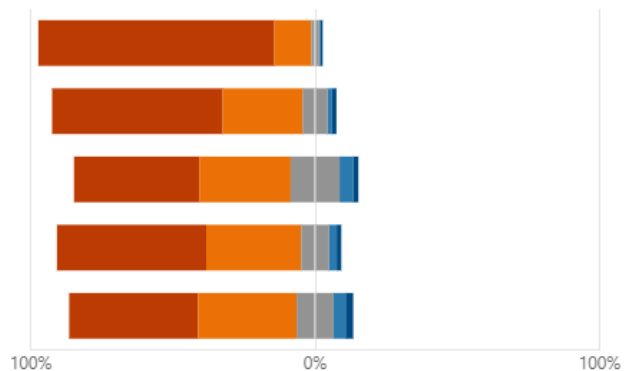
Reading, Literacy and Culture. Reading material, early years offer and arts/culture events for all age groups.

Health and Wellbeing. Information and activities, dementia support, curated book stock.

Improving Digital Services and Inclusion. Online resources (ebooks and publication learning and...

Information and Learning. Reliable resources and signposting, informal learning, workplace skills.

Sustainable Service Delivery. Deploying resources based on demand, fully utilise assets, commit to...



26. Please provide any more comments about the draft strategy or the library service in general you think we should consider.

Please see Appendix 3 for detailed individual responses

27. If you have any comments about the tiered approach, please tell us below.

Please see Appendix 3 for detailed individual responses

28. Do you currently use the Mobile library service?

[More Details](#)

[Insights](#)

Yes	45
No	807



29. If No, please tell us why?

30. Gender

[More Details](#)

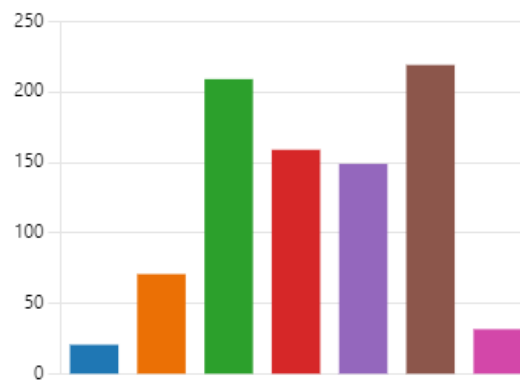
Female	635
Male	193
Prefer not to say	27
Other	5



31. What age range do you belong to?

[More Details](#)

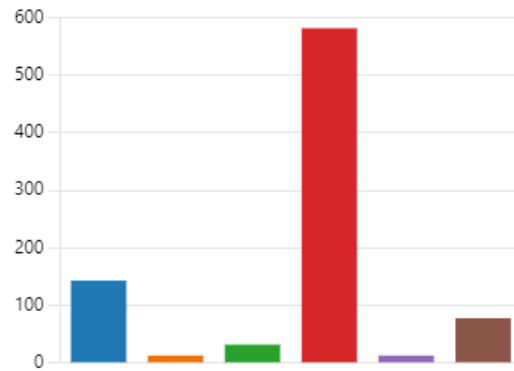
Under 25	21
25-34	71
35-44	209
45-54	159
55-64	149
65+	219
Prefer not to say	32



32. Which group best describes your ethnic background?

[More Details](#)

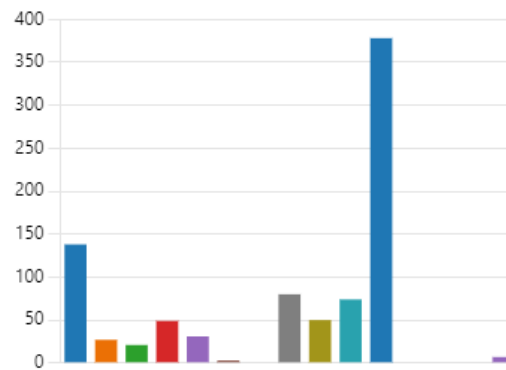
Asian or Asian British ethnic gro...	143
Black, Black British, Caribbean, o...	13
Mixed or multiple ethnic group ...	32
White group or background (En...	581
Other ethnic group or backgrou...	13
Prefer not to say	78



33. What is your postcode where you live, work or study in the borough?

[More Details](#)

HA4	138
HA5	27
HA6	21
UB3	49
UB4	31
UB5	3
UB6	0
UB7	80
UB8	50
UB9	74
UB10	378
TW6	0
TW19	0
WD3	0
Other	7

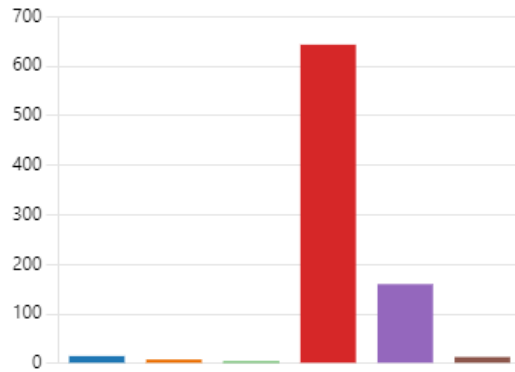


34. Which of the following best describes your sexual orientation?

[More Details](#)

[Insights](#)

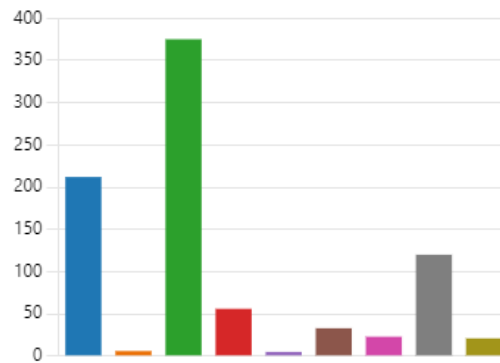
● Bisexual	15
● Gay	8
● Lesbian	4
● Straight/hererosexual	643
● Prefer not to say	160
● Other	13



35. What is your religion or belief?

[More Details](#)

● No religion	212
● Buddhist	6
● Christian (Catholic, Church of En...	375
● Hindu	56
● Jewish	5
● Muslim	33
● Sikh	23
● Prefer not to say	120
● Other	21



36. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

[More Details](#)

[Insights](#)

● Yes	112
● No	734

