

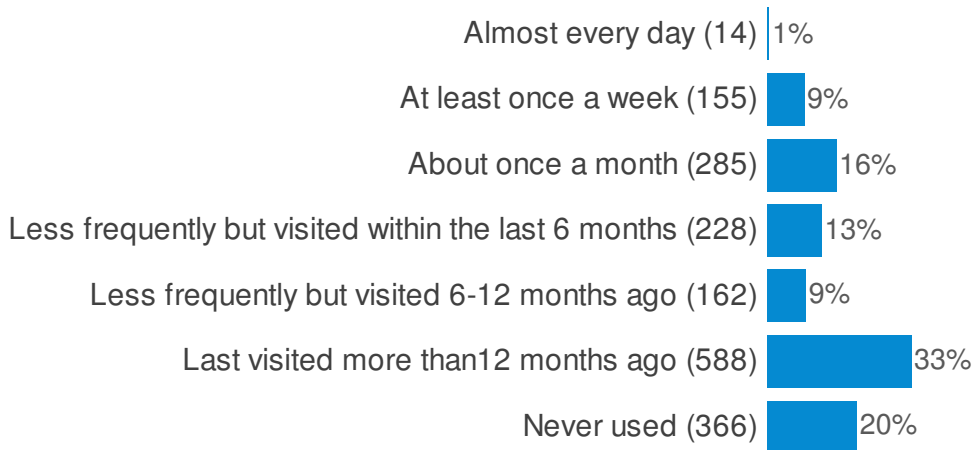
## 2018 Citizens' Panel Survey May 2018

This report was generated on 04/07/18. Overall 1891 respondents completed this questionnaire.

The report has been filtered to show the responses for 'All Respondents'.

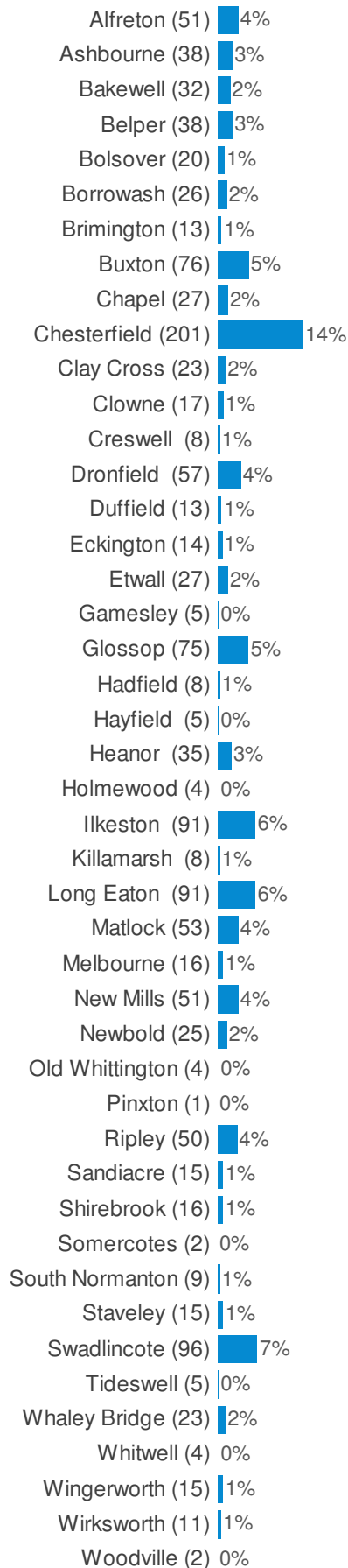
The following charts are restricted to the top 45 codes. Lists are restricted to the most recent 100 rows.

### How often do you usually visit a branch library?



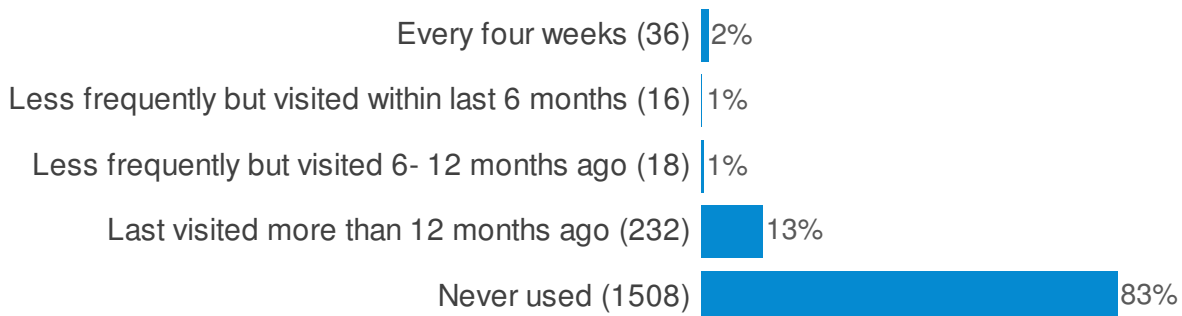
## 2018 Citizens' Panel Survey May 2018

If you use a branch library which one do you usually use? ( Please select **one** box only)

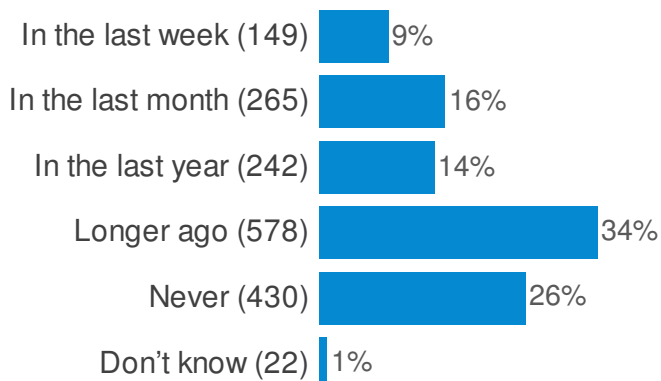


## 2018 Citizens' Panel Survey May 2018

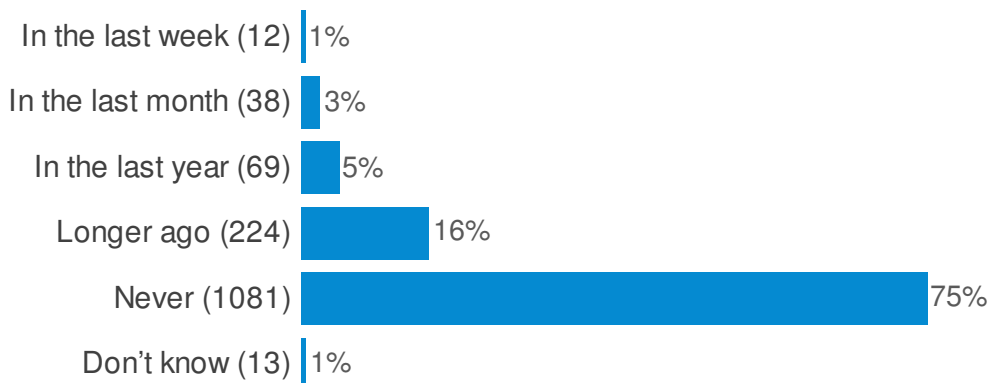
### How often do you usually visit a mobile library?



### How often do you use the following library services? (Borrow a book)

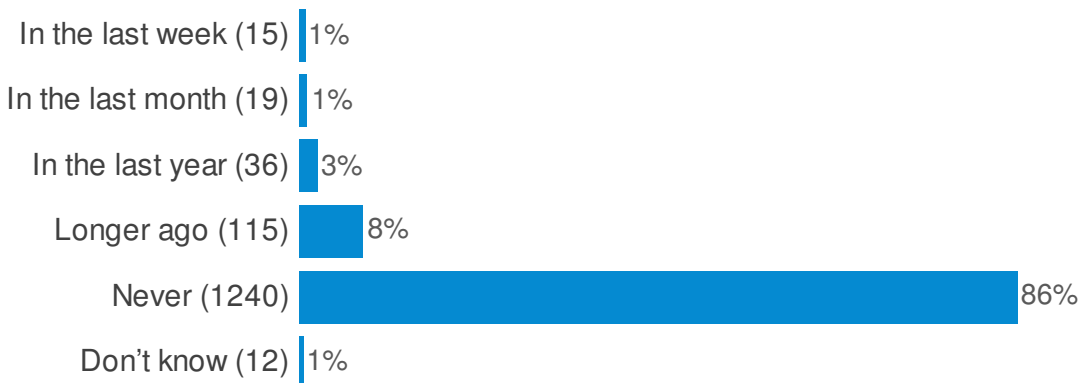


### How often do you use the following library services? (Borrow a DVD)

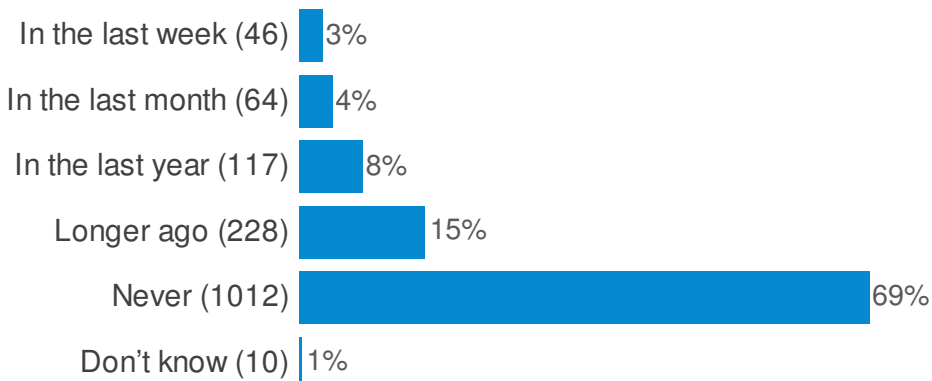


## 2018 Citizens' Panel Survey May 2018

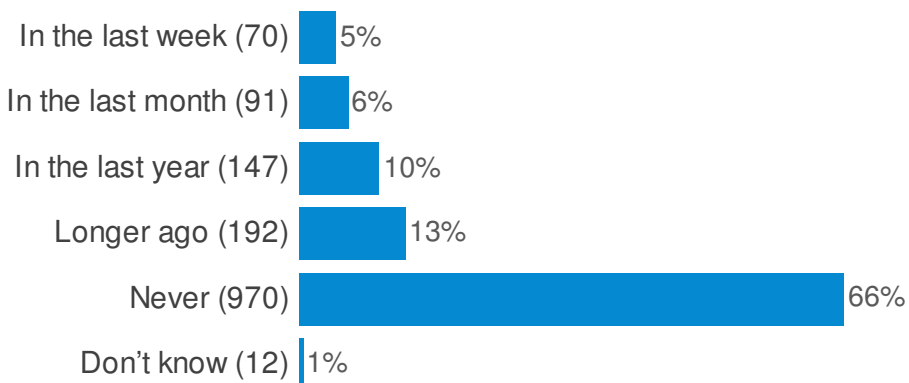
### How often do you use the following library services? (Borrow a talking book )



### How often do you use the following library services? (Use a computer or WI-FI)

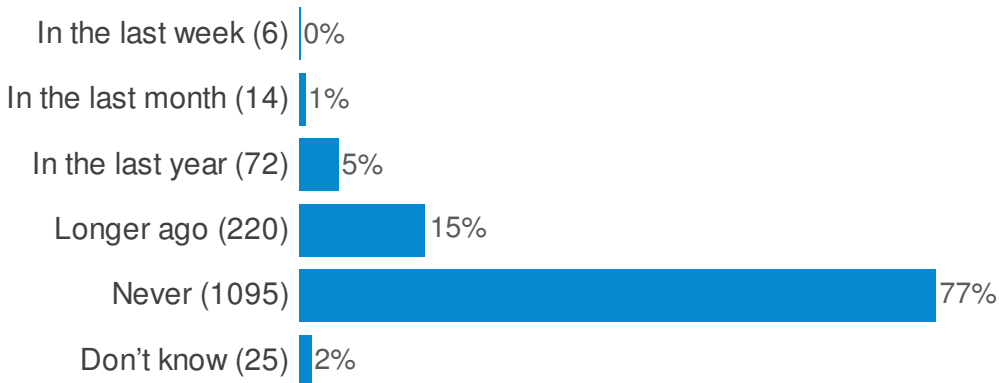


### How often do you use the following library services? (Read a newspaper or magazine)

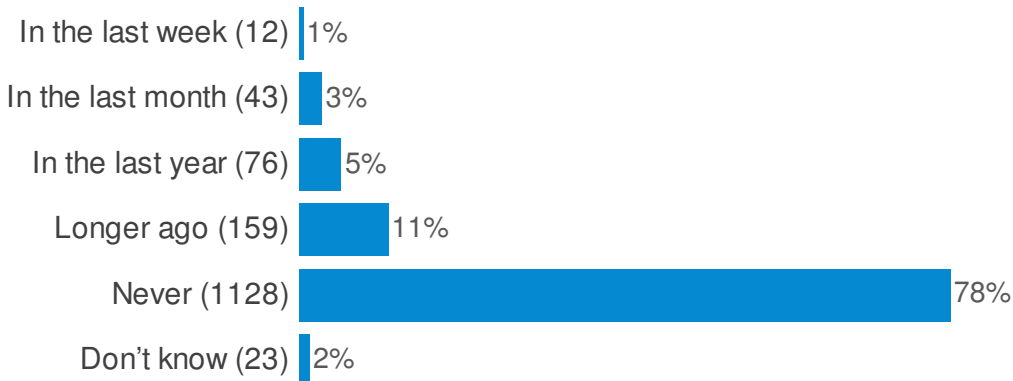


## 2018 Citizens' Panel Survey May 2018

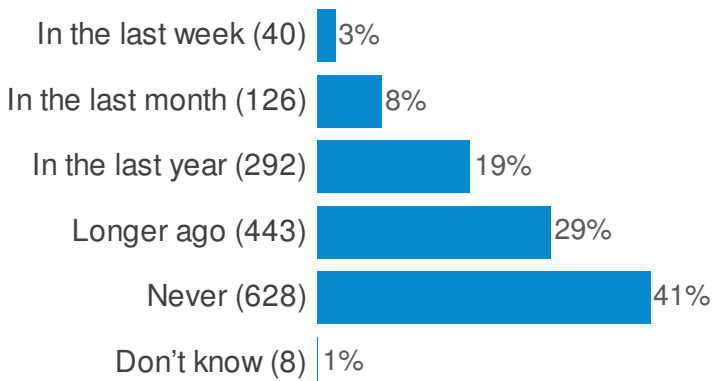
**How often do you use the following library services? (Attend a children's event or activity)**



**How often do you use the following library services? (Attend a social or adult group activity)**

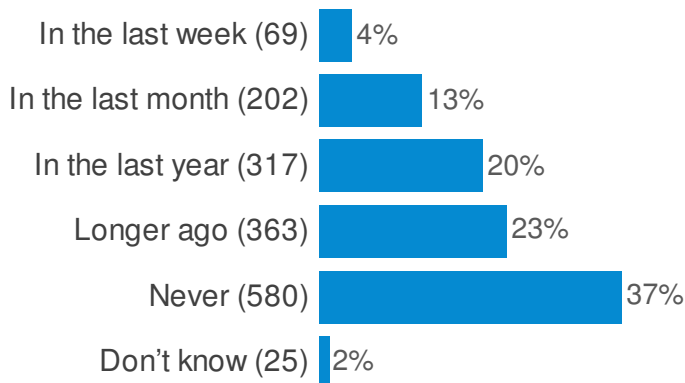


**How often do you use the following library services? (Use the library for reference or research purposes)**



## 2018 Citizens' Panel Survey May 2018

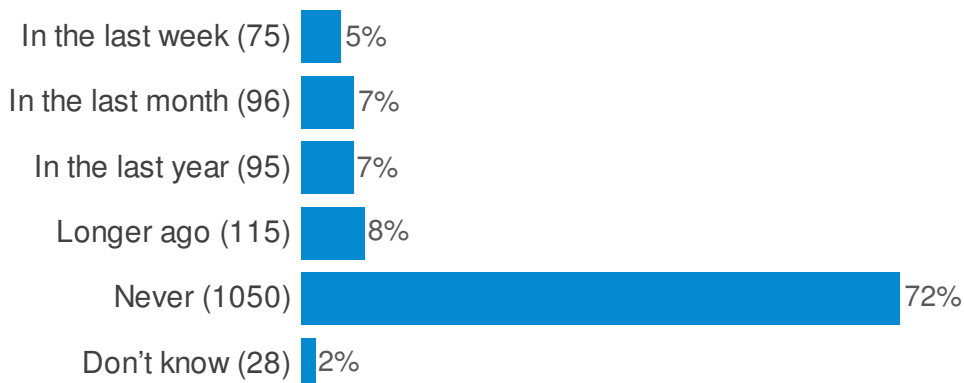
### How often do you use the following library services? (Pick up other information)



### How often do you use the following library services? (Hire a room for a group or function)



### How often do you use the following library services? (Access online library or library web pages provided by Derbyshire County Council)

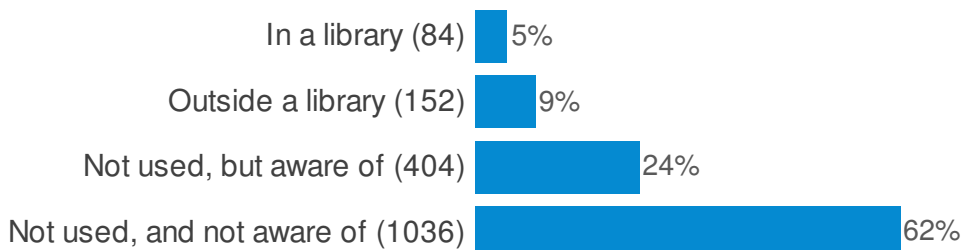


## 2018 Citizens' Panel Survey May 2018

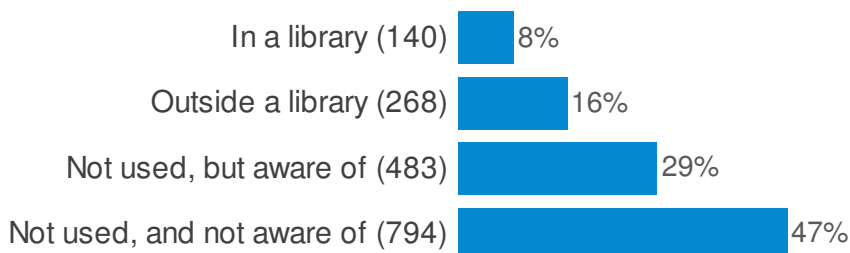
### How often do you use the following library services? (Home Library Service)



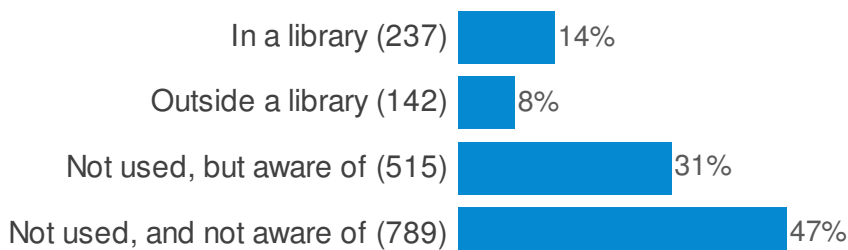
### Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Catalogue search)



### Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Renewed a loaned item)

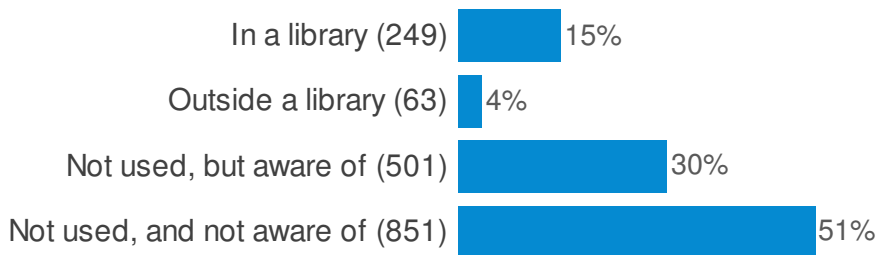


### Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Requested an item)

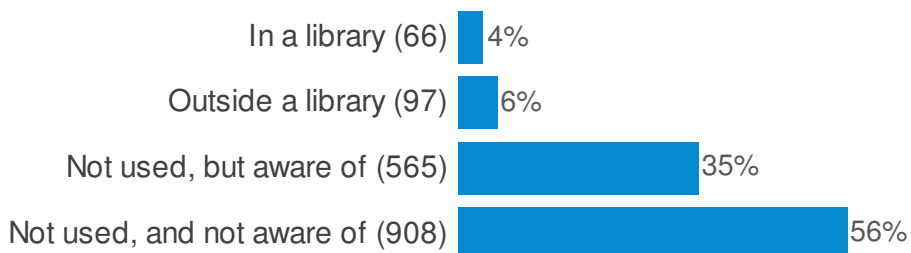


## 2018 Citizens' Panel Survey May 2018

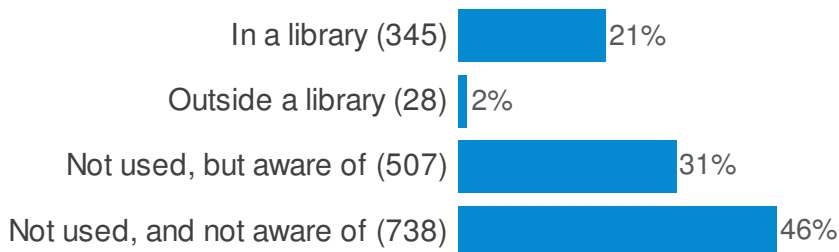
**Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Asked a question)**



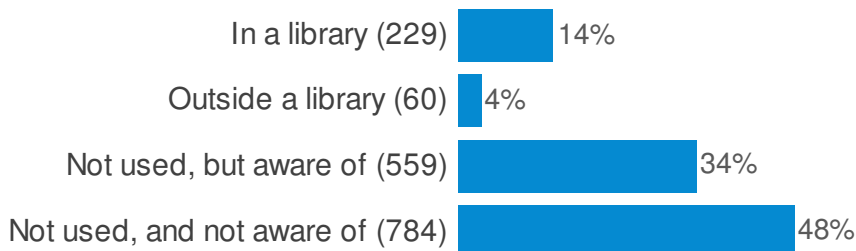
**Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Reported a problem)**



**Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Joined the library)**



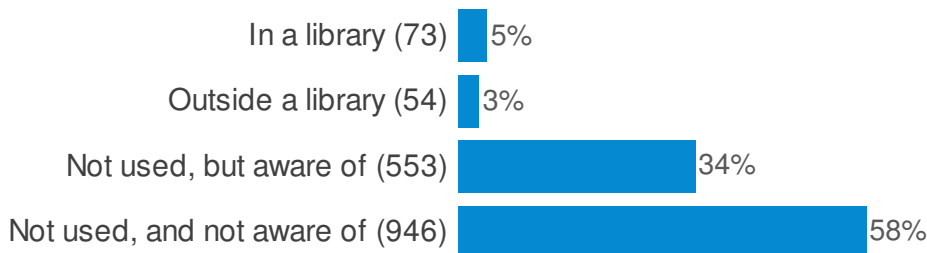
**Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Updated your details)**



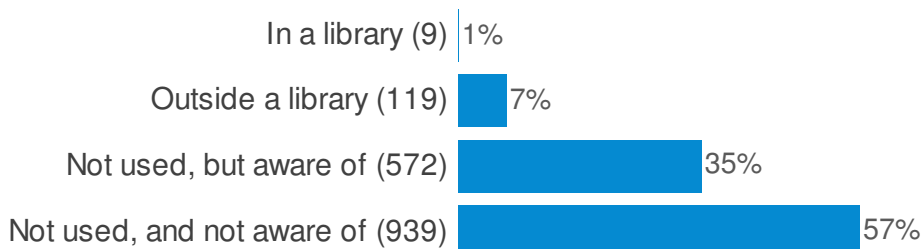


## 2018 Citizens' Panel Survey May 2018

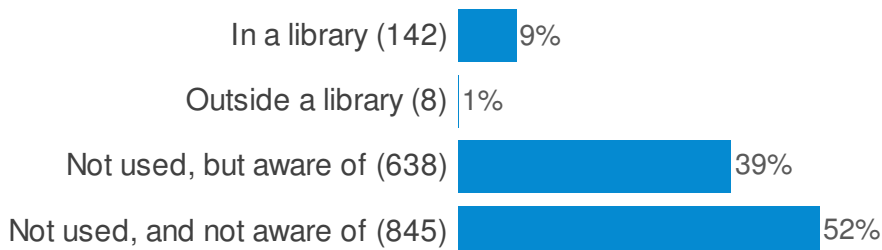
Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Requested or reset your library PIN)



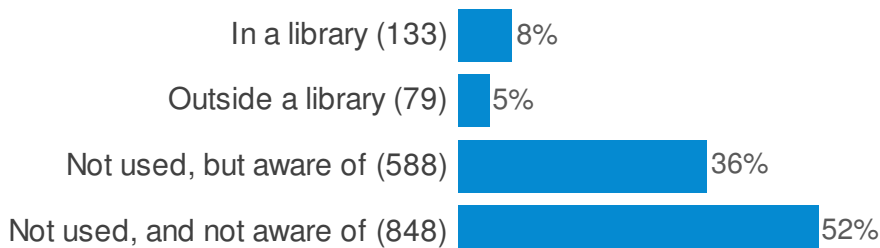
Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Downloaded an eBook, eMagazine or eAudio book)



Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Booked a computer)

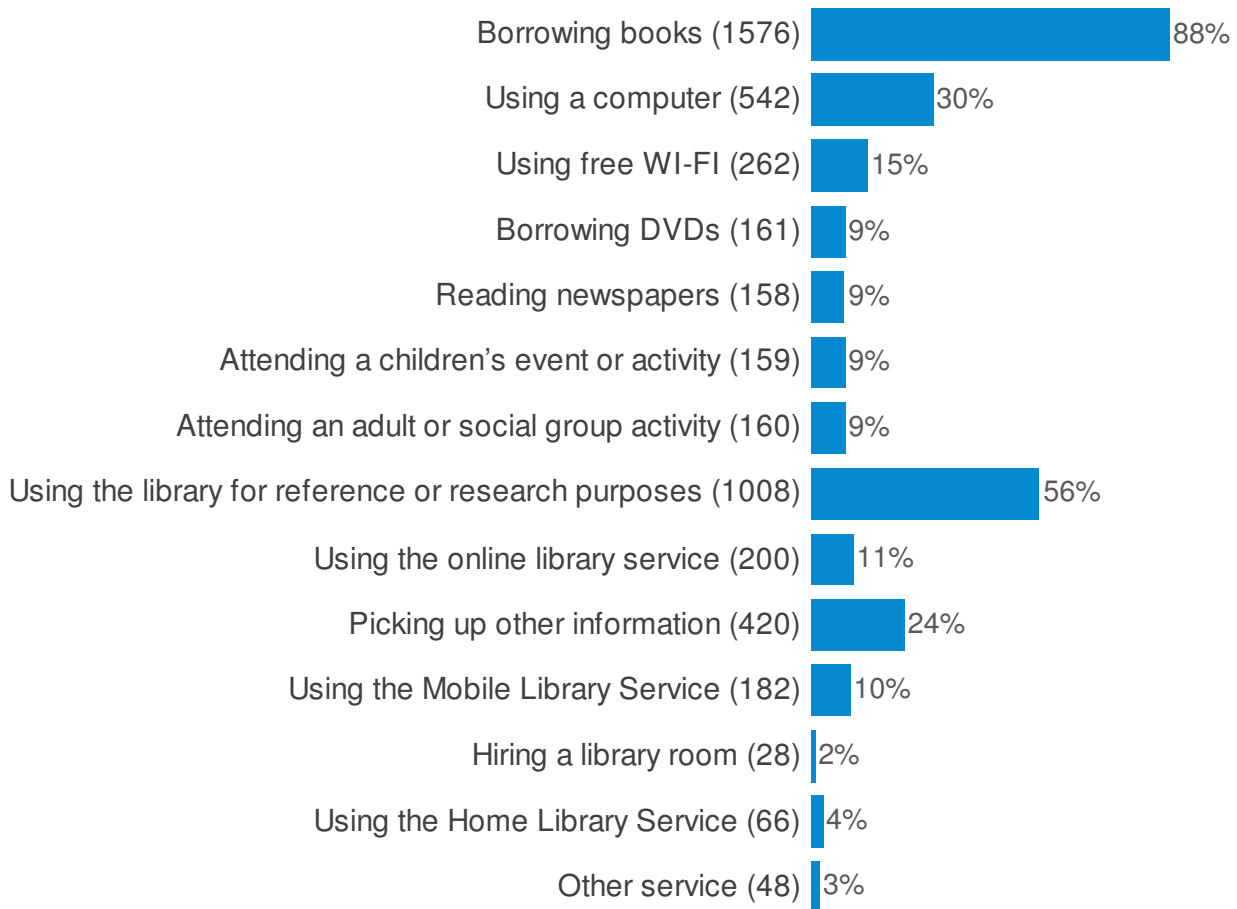


Are you aware of or have you used any of the following digital (online) services provided by Derbyshire County Council? (Searched online reference resources e.g. Ancestry)

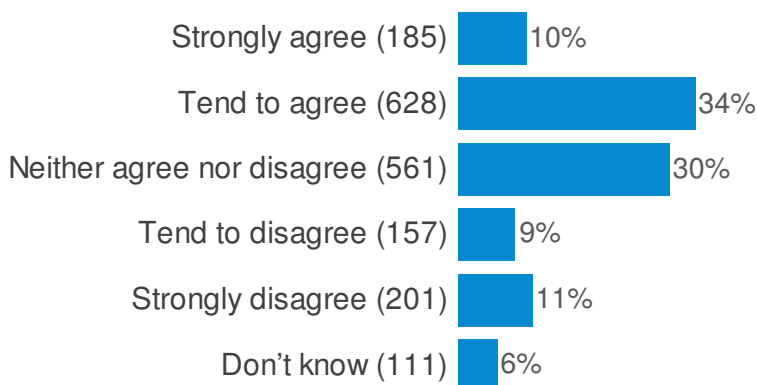


## 2018 Citizens' Panel Survey May 2018

Overall, which of the following library services do you consider to be the most important? (Please select **up to three** services)

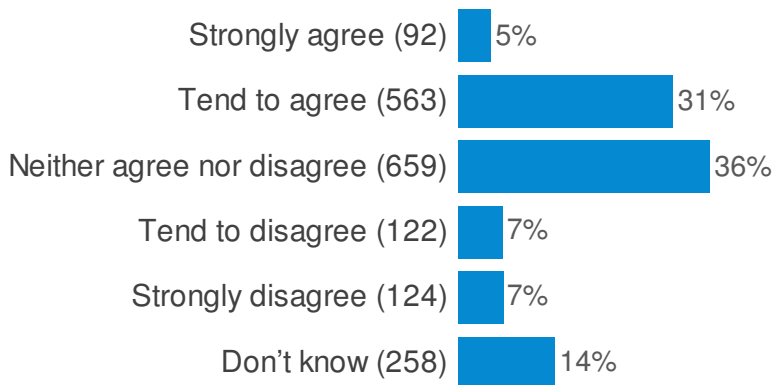


To what extent do you agree or disagree with the proposal to deliver the library service through 25 libraries under direct Council control and 20 community libraries?

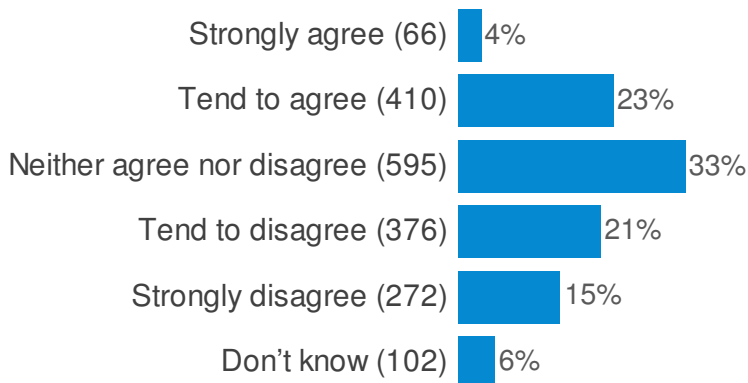


## 2018 Citizens' Panel Survey May 2018

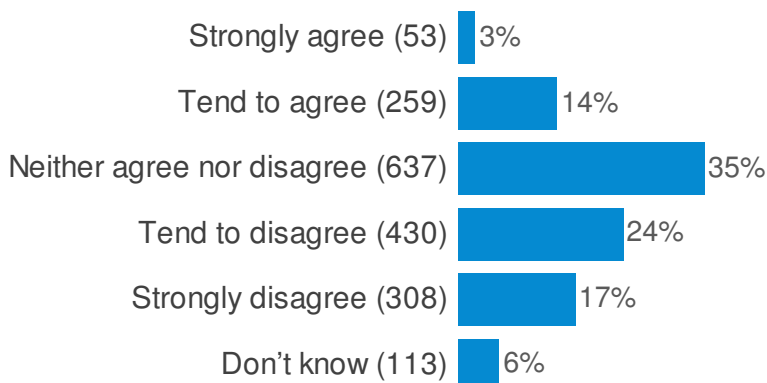
**To what extent do you agree or disagree with the proposal to use tiering to allocate future resources and services?**



**To what extent do you agree or disagree with the Library Service proposal to reduce the overall amount of time that libraries are open to the public?**



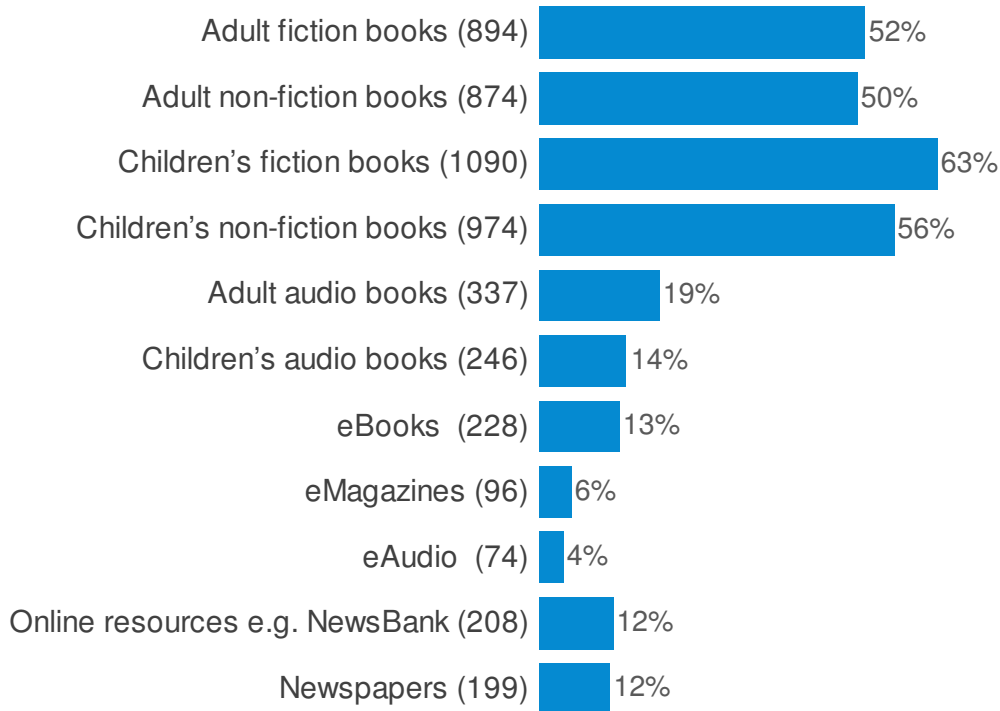
**To what extent do you agree or disagree with the proposal to reduce the amount of new materials and library resources?**



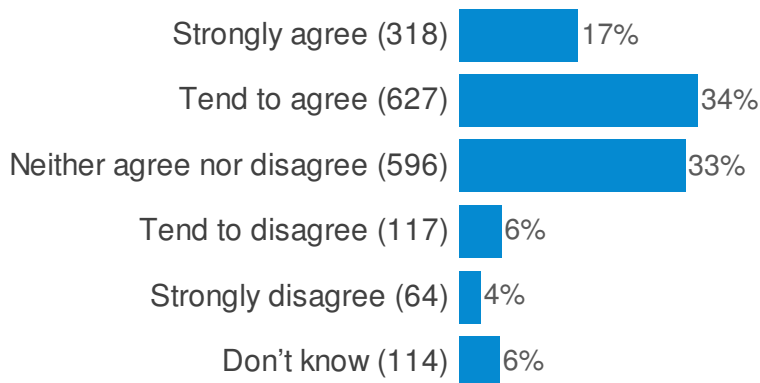
## 2018 Citizens' Panel Survey May 2018

Which if any of these materials and library resources would you prioritise spending on?

(Please select **up to three** boxes)

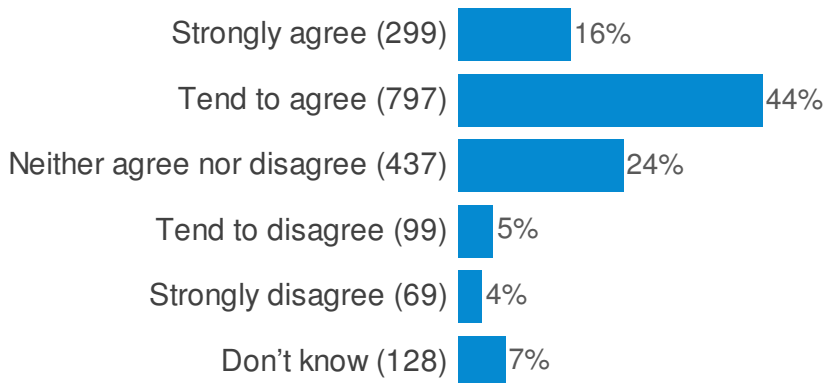


To what extent do you agree or disagree with the proposal that the library service stop providing a DVD loan service?

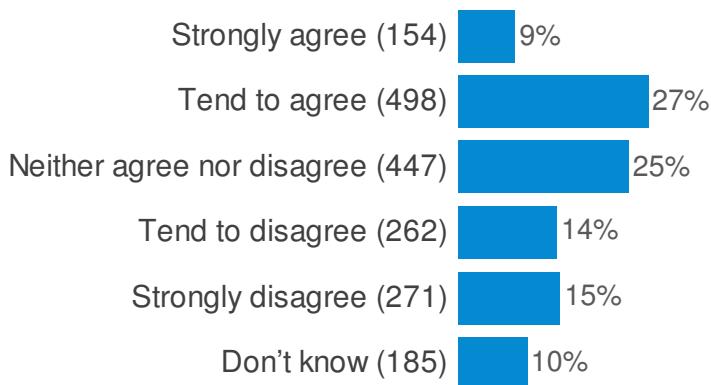


## 2018 Citizens' Panel Survey May 2018

**To what extent do you agree or disagree with the proposal to seek greater community involvement from voluntary/community organisations in the provision of the Mobile Library Service?**



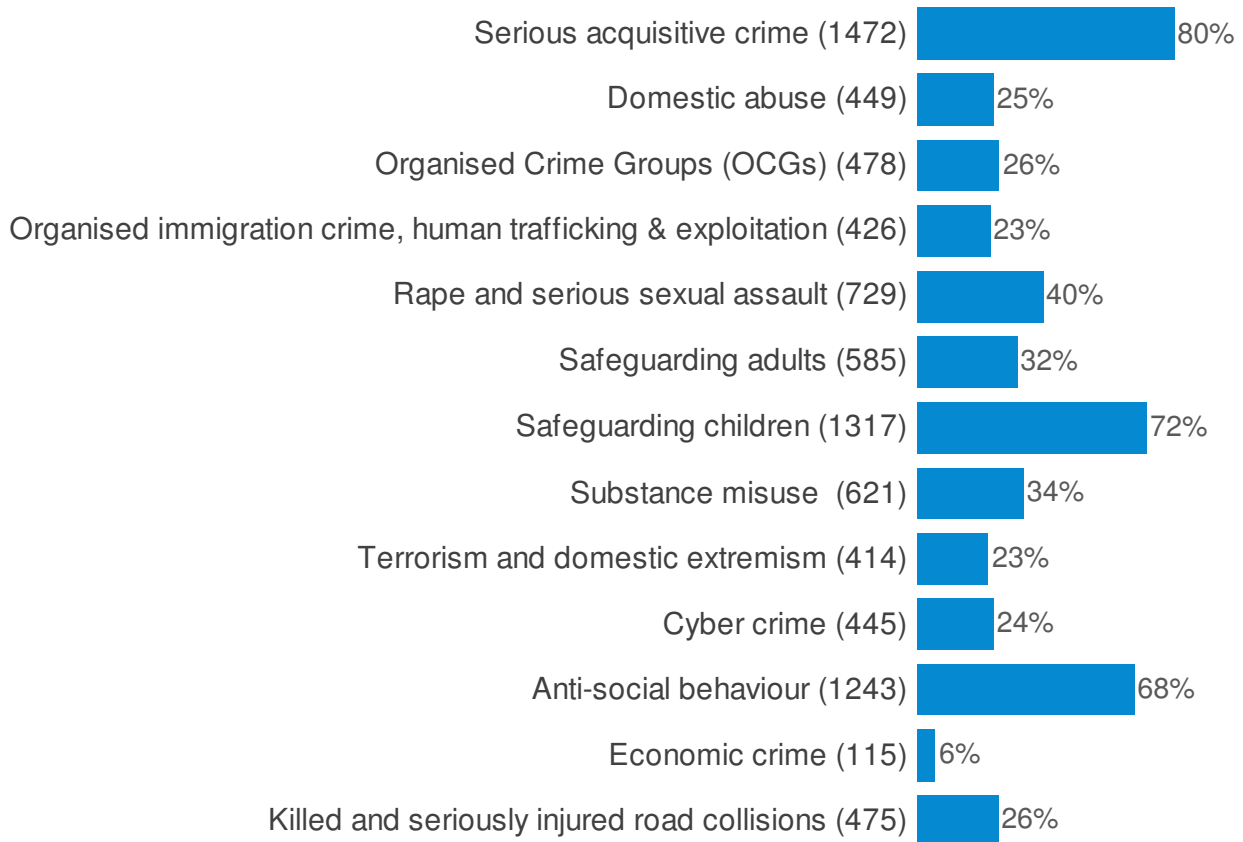
**To what extent do you agree or disagree with the proposal that the library service considers the future implementation of Smart Libraries in the 25 retained libraries?**



## 2018 Citizens' Panel Survey May 2018

From the risk areas list below choose your **five** priorities:

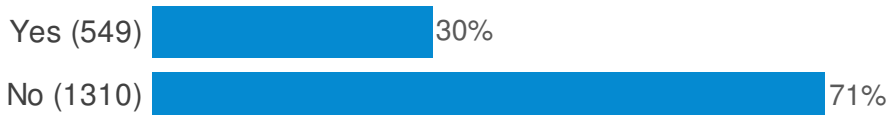
(Please select **five** boxes only)



Have you seen this Stop Hate UK logo?

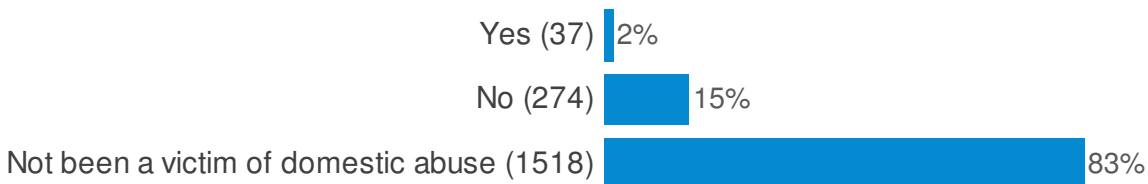


Do you know about the domestic abuse 24 hour helpline - 08000 198 668?



## 2018 Citizens' Panel Survey May 2018

**If you are, or have been, a victim of domestic abuse have you ever reported it?**



**Have you been a victim of an on-line crime?**



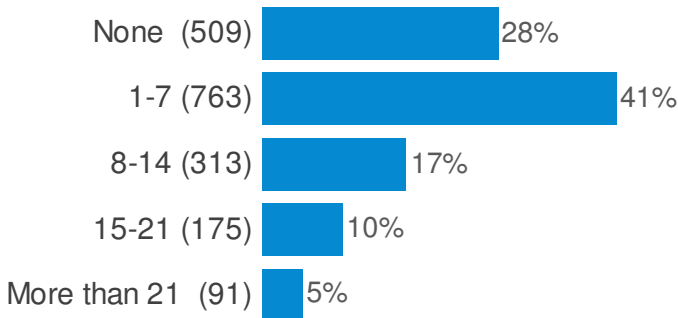
**If you been a victim of an on-line crime, did you report it?**



**Have you seen this website?**

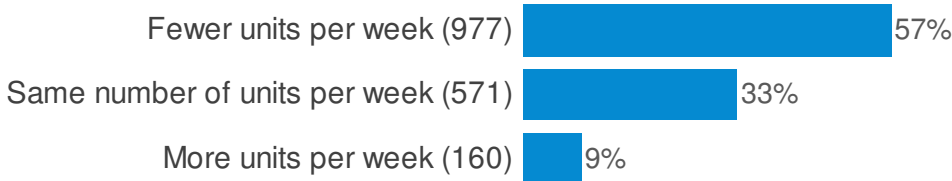


**How many units of alcohol do you drink per week?**

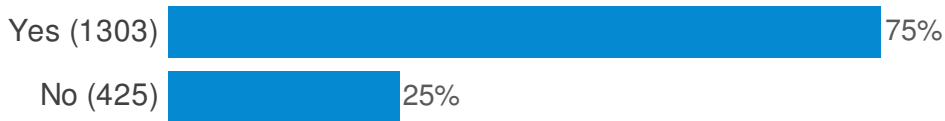


## 2018 Citizens' Panel Survey May 2018

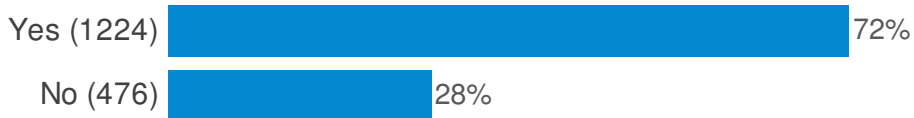
Thinking about other people you know, do you think that you drink:



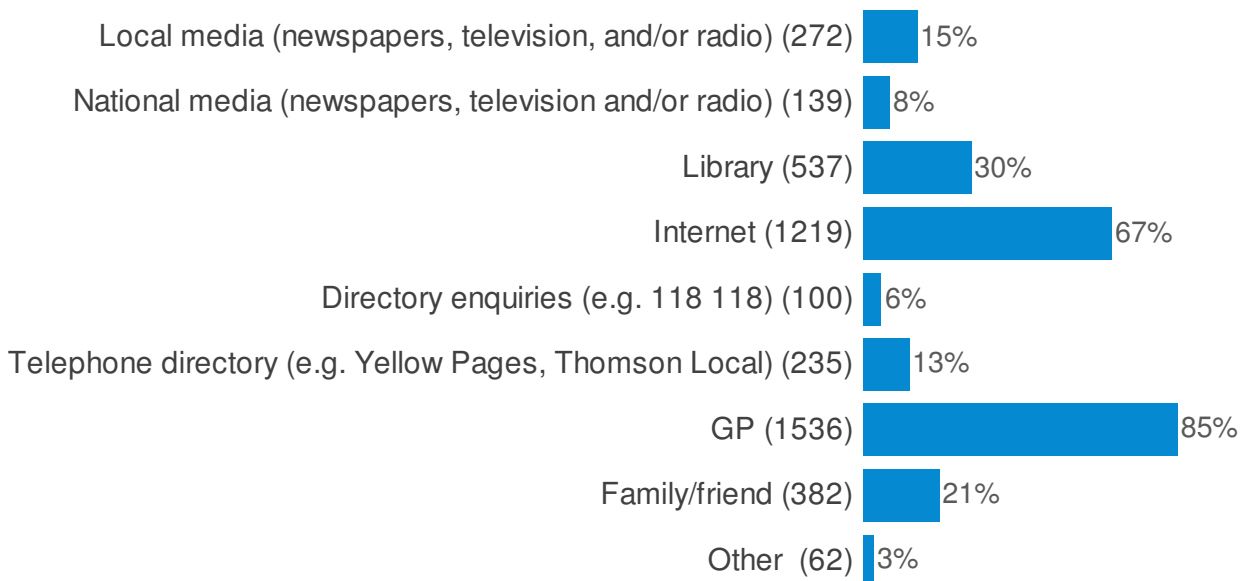
If you were concerned about your drinking levels (or that of a family member or friend), would you know where to get ... (Please select **one** box on **each** row) (...information (e.g. unit awareness, managing your drinking, the impact on health))



If you were concerned about your drinking levels (or that of a family member or friend), would you know where to get ... (Please select **one** box on **each** row) (... support (e.g. treatment, advice, support groups etc.))



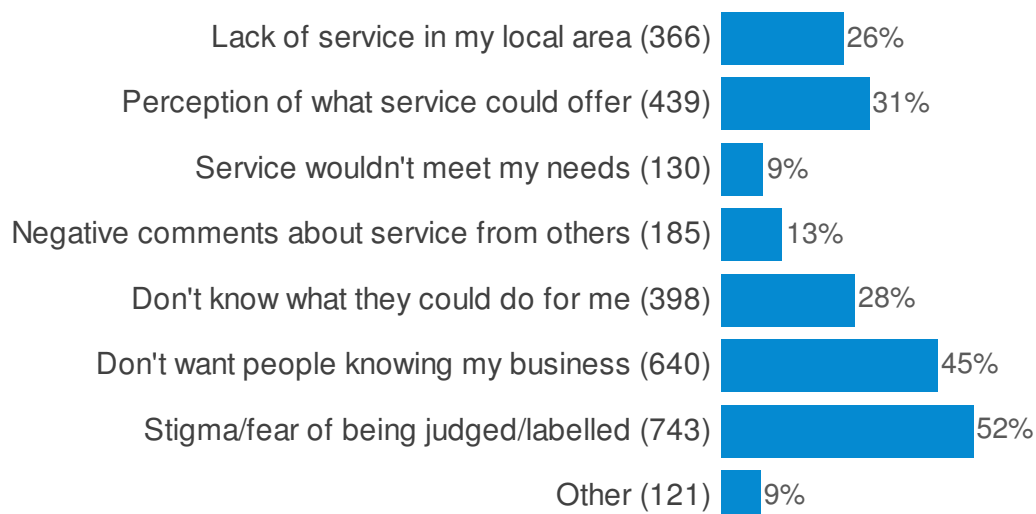
If you needed to find a contact for alcohol/drug treatment and support services, where would you look? (Please select **all that apply**)



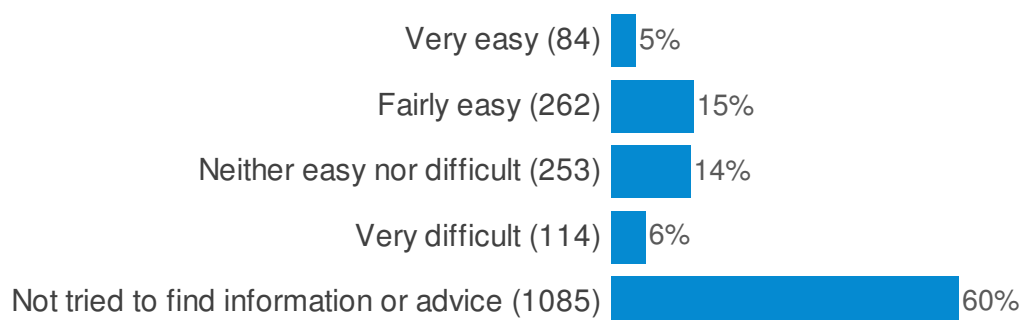


## 2018 Citizens' Panel Survey May 2018

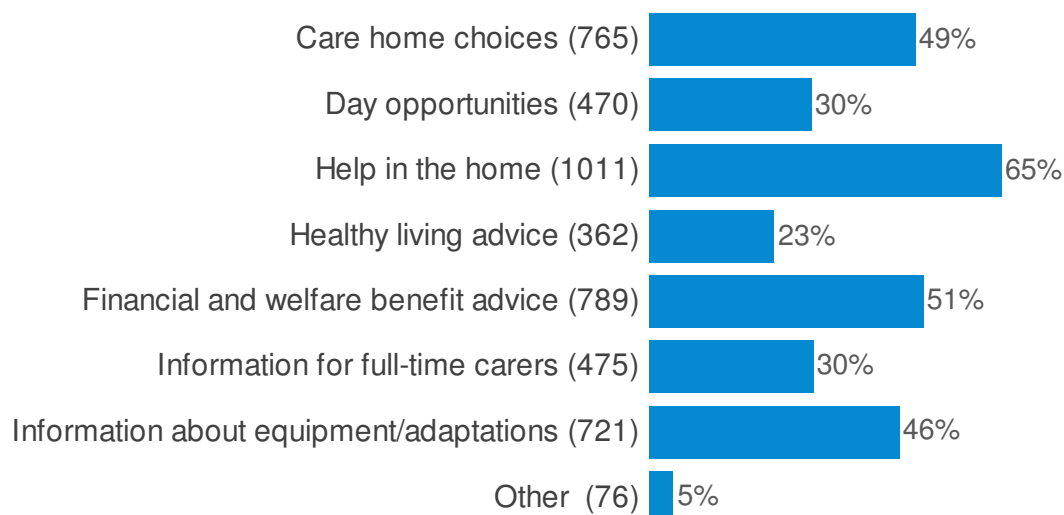
If you had a drug or alcohol issue, what might stop you from seeking help from drugs or alcohol services in your area? (Please select **all** that apply)



In the past year, how easy or difficult has it been for you to find information and advice about local sources of care and support?

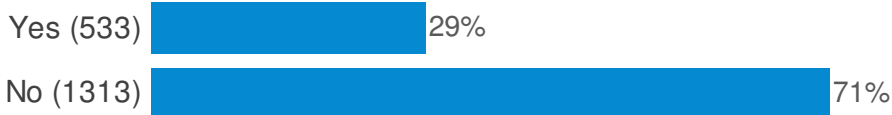


What information about care and support would you find most useful? (Please select **all** that apply)



## 2018 Citizens' Panel Survey May 2018

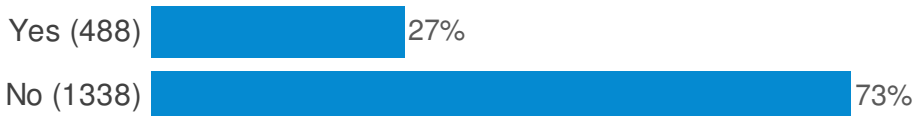
Have you made contact with the Council in the last 12 months in relation to a highway issue?



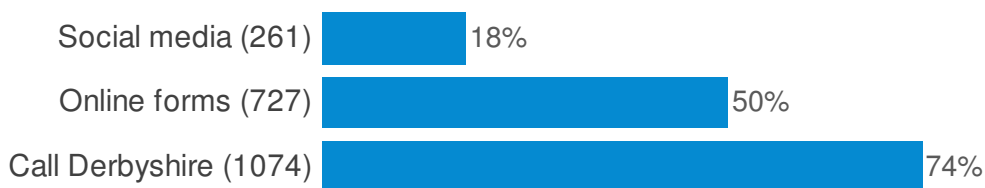
If 'Yes', how would you rate the level of service?



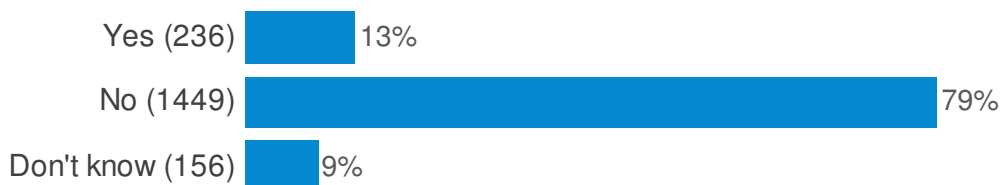
Have you heard about how much investment is being made on Derbyshire roads and footways?



Which of the following ways that you can report issues to Economy Transport and Environment are you aware of? *(Please select **all** that you are aware of)*

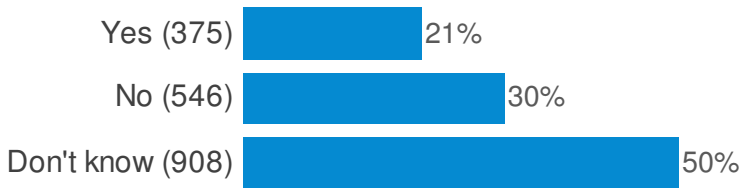


Do you think that we maintain our roads to a high enough standard to cope with adverse weather and other disruptions?

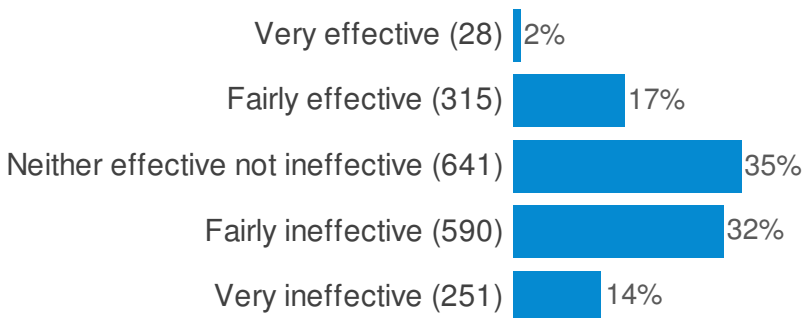


## 2018 Citizens' Panel Survey May 2018

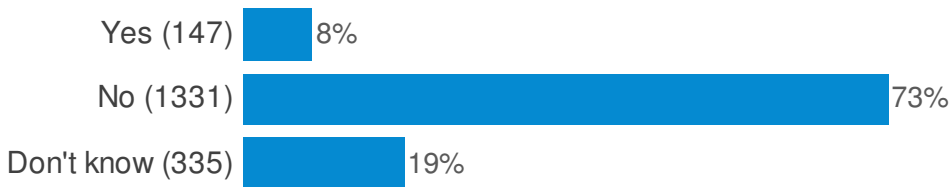
Are you happy with the mechanisms we currently offer customers to provide feedback about our highway services?



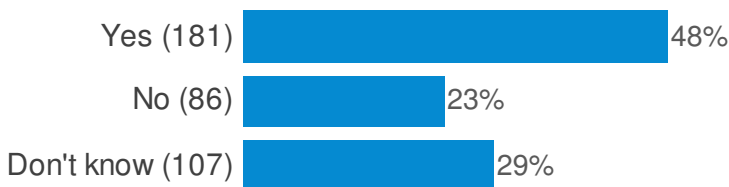
How effective or ineffective do you think the Council is in informing the public about its highway maintenance services, their delivery and effectiveness?



Do you anticipate switching to a low emission/electric vehicle in the next 2 years?

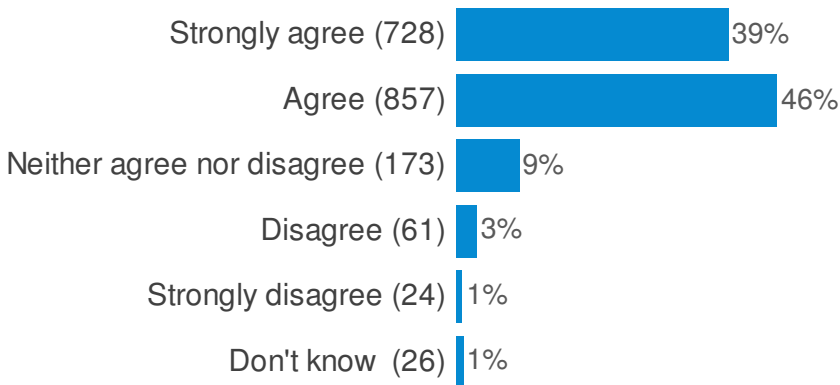


If 'Yes', would the provision of electric vehicle charge points, located in, or close to, local market towns encourage you to visit and shop in these market towns?



## 2018 Citizens' Panel Survey May 2018

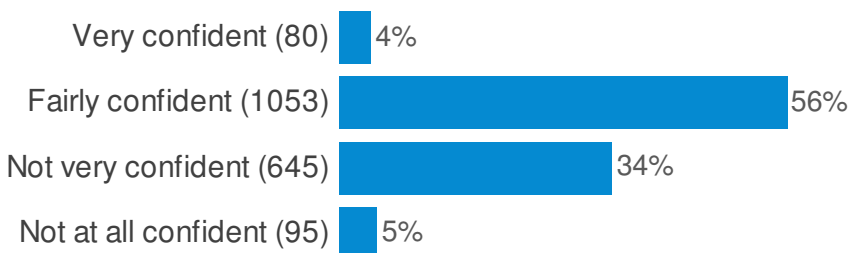
**How strongly do you agree or disagree that you understand how you can reduce your rubbish and recycle more?**  
**(I understand how I can reduce my rubbish and recycle more)**



**Have you heard of the 'What Happens to Recycling' tool/campaign [www.derbyshire.gov.uk/yourrecycling?](http://www.derbyshire.gov.uk/yourrecycling?)**

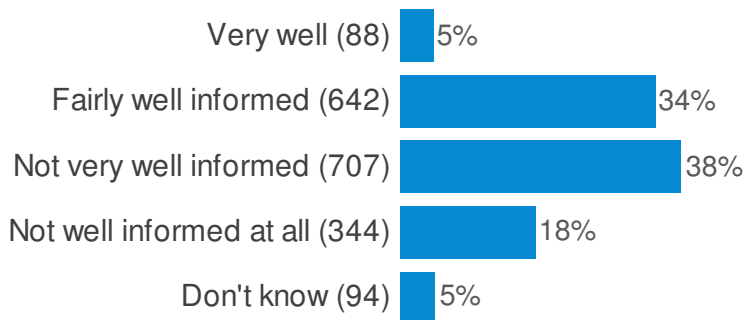


**How confident are you that your recycling is turned into new materials?**

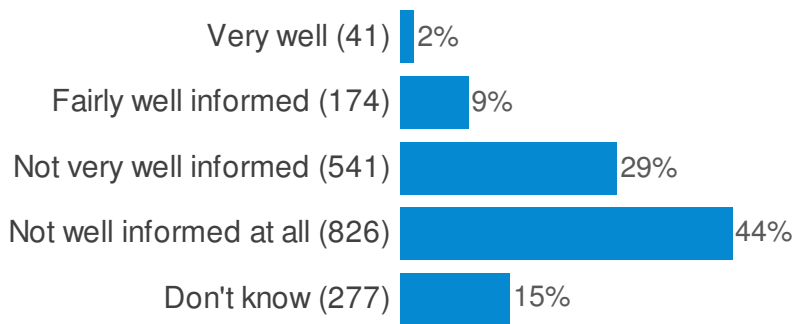


## 2018 Citizens' Panel Survey May 2018

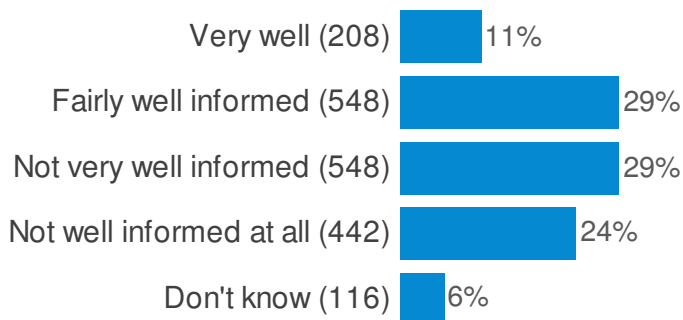
**How well informed do you feel about each of the following: (What happens to waste (non-recycling) when you throw it away)**



**How well informed do you feel about each of the following: (The new waste treatment centre being built in Sinfin, Derby)**



**How well informed do you feel about each of the following: (The advantages of treating waste (non-recycling) rather than sending it to landfill )**



## 2018 Citizens' Panel Survey May 2018

To what extent do you agree or disagree with waste (non-recycling) being used to create energy instead of being sent to landfill?

