

Two thick, rounded lines, one teal and one orange, start from the top left and curve downwards and to the right, crossing each other.

**MAKING A DIFFERENCE:
LIBRARIES, LOCKDOWN
AND LOOKING AHEAD**

**PUBLIC POLL
BACKGROUND
REPORT**

Two thick, rounded lines, one teal and one orange, start from the bottom left and curve upwards and to the right, crossing each other.

Dr Jenny Peachey



CHANGING MINDS • CHANGING LIVES

ABOUT THE CARNEGIE UK TRUST

The Carnegie UK Trust works to improve the lives of people throughout the UK and Ireland, by changing minds by influencing and by changing lives through innovative practice and partnership work. The Carnegie UK Trust was established by Scots-American philanthropist Andrew Carnegie in 1913.

ABOUT THIS RESEARCH

This research was conducted by Savanta ComRes to gauge the experience and opinions of the UK public of public library services.



The text of this work is licensed under the Creative Commons Attribution-ShareAlike 3.0 Unported License. To view a copy of this license visit, <http://creativecommons.org/licenses/by-sa/3.0/> or send a letter to Creative Commons, 444 Castro Street, Suite 900, Mountain View, California, 94041, USA.

Contents

Key Findings	2
Predictors	3
Introduction	4
UK findings	6
Findings by jurisdiction	10
Findings by gender	16
Findings by age	24
Findings by children in the household	35
Findings by social grade	45
Findings by working status	54
Findings by household income	64
Findings by ethnic group	74
Findings by library use in the 12 months prior to lockdown	82
Appendix	89

Key Findings

OVER 1/2 engaged with or used public library services in the **12 months prior to lockdown (52%)**

ALMOST 1/4 engaged with or used public library services **at least once a month** in the 12 months prior to lockdown (23%)

ALMOST 3/10 engaged with or used public library services **during lockdown (29%)**



Despite being equally likely to be library users before lockdown, **men were more likely** than women to engage with library services during lockdown



Those aged **18-24, 25-34 and 35-44** were **more likely than older age groups** to engage with library services during lockdown



Those in social grade **AB** were **more likely than those in C1C2 or DE** to engage with library services during lockdown



Those **working full or part time** were **more likely than those not working** to engage with library services during lockdown



Ethnic minorities were more than **twice as likely than white groups** to engage with library services during lockdown

6/10 of those that engaged with public library services during lockdown, said they **benefited from their engagement.**

68% said it provided them with **useful information**

64% said it had a **positive impact** on their wellbeing

63% said it helped them **feel more connected** to the community

All Across all demographic groups, the impact of engagement was broadly in-line with the **UK average** with only a few exceptions:



Frequent users were broadly **more likely than the UK average** to say that engagement with public library services benefited them.



Those aged **55+** were **less likely than other age groups and the UK average** to say that engagement with public library services helped them feel more connected to their community, feel less alone, develop an interest or hobby, help their children to avoid boredom, or help them in some other way.






7/10 said it is **important** that public library buildings reopen after the Covid-19 lockdown

Predictors

Logistic regression analysis, which controls for other factors, shows that the following factors are predictors of the likelihood of library use pre-lockdown, during lockdown and post-lockdown.

TOP 5 PREDICTORS


...of library use in the 12 months prior to lockdown

-  Ethnic minority
-  Aged 18-34
-  With children
-  Rented accommodation
-  ABC1

...of engaging with digital services post-lockdown

-  Aged 18-34
-  Ethnic minority
-  With children
-  ABC1
-  Working

...of library use during lockdown

-  Ethnic minority
-  Aged 18-34
-  With children
-  ABC1
-  Working

...of engaging with physical services post-lockdown

-  Aged 18-34
-  Ethnic minority
-  With children
-  ABC1
-  Working

The top four predictors for use before, during and after lockdown are the same. These are:



Introduction

BACKGROUND

Background and purpose of research

The Carnegie UK Trust has long recognised the significant and enduring contribution public library services make to improve the wellbeing of individuals and communities. Given that the Covid-19 pandemic saw the vast majority of library buildings close their doors to the UK public during lockdown¹, we were keen to understand the impact this had on the library offer at this time. The rationale for the research was two-fold. First, whilst the building is a core part of the library service offer, it is not the whole of it. Second, lockdown appeared to trigger a growing need for the type of support that public library services and their staff can provide. To gather new data on these issues we conducted public polling of 2,196 UK adults, analysed 1,196 responses to a public library staff survey and carried out in-depth interviews with 22 Heads of Service.

This report summarises the findings from the public poll. Through the poll we sought to:

- Gauge the use and frequency of use of public library services in the 12 months before lockdown.
- Identify who was more likely to be using public library services in the 12 months before lockdown.
- Gauge the level of interaction with public library services during lockdown.
- Identify who was more likely to be using public library services during lockdown and what they were using it for.
- Gauge the impact of public library services on wellbeing during lockdown.

1 “Lockdown” is used to reflect the various levels of lockdown measures placed across the population in England, Scotland, Northern Ireland and Wales from the end of March 2020 to June/July 2020. This is the period in which individuals’ ability to leave their homes was restricted; cafes, restaurants and non-essential shops were closed; travel was banned; workers were placed on furlough or required to work from home; and people were instructed to socially distance themselves from those living outside their immediate household.

This booklet contains an overview of the data that was collated. Where relevant, comparison is drawn between different demographic groups. If you would like to access the complete data sets in excel, please contact info@carnegieuk.org.

Separate research reports cover the findings from the staff survey and the Heads of Service interviews. An overarching research and policy report, that pulls together learning from the three data sources and puts forward areas for action, is also available.

METHODOLOGY

Research was carried out by Savanta ComRes on behalf of the Carnegie UK Trust. The research consisted of an omnibus poll that reached all jurisdictions in the UK. Savanta ComRes surveyed 2,196 UK adults aged 18+ online between 31st July and 2nd August 2020². Following the process by which data was cleaned, the base size for the UK figures became 2190.

The sample size of the poll makes it possible to make inferences about the demographics at UK level. Data was weighted to be nationally representative of all UK adults by key demographics including gender, age, children in the household, working status, social grade, household income and ethnicity. Research was conducted in line with British Polling Council rules. The full set of questions can be viewed in the [appendix](#).

2 This breaks down into 103 respondents from Northern Ireland, 163 from Scotland, 129 from Wales and 1795 from England. A sample size of 100 is robust enough to make inferences from.

ANALYSIS

- Throughout this data booklet we have reported on the percentages. These have been calculated from the weighted base sizes. This weighting is essential so that the data is representative of the UK by key demographics. However, all tables quote the unweighted base size to reflect the sample size and therefore how robust the data is.
- Tests for statistical significance were carried out within demographic categories. Statistically significant differences within given demographic groups of particular interest are pulled out as infographics in the booklet.
- It is not possible to give a breakdown of the specific library offers people engaged with during lockdown or the impact that engagement had on people during lockdown for the following categories due to the small base sizes of these groups:
 - Jurisdiction
 - Age 55-64
 - Age 65+
 - Households with children aged 16-18
 - Non-user

Where appropriate these categories have been merged or excluded in relation to figures pertaining to specific offers taken-up or the impact of engaging with the service during lockdown.

- Logistic regression was carried out to identify factors that are predictors of library use before lockdown, library use during lockdown and the likelihood of engaging with public library services digitally or physically post-lockdown. This form of analysis controls for the effects of different factors. The following demographic factors were included in regression analysis: gender, age, whether or not there were children in the household, working status, social grade, household income and ethnicity.

READING THE CHARTS AND VISUALS

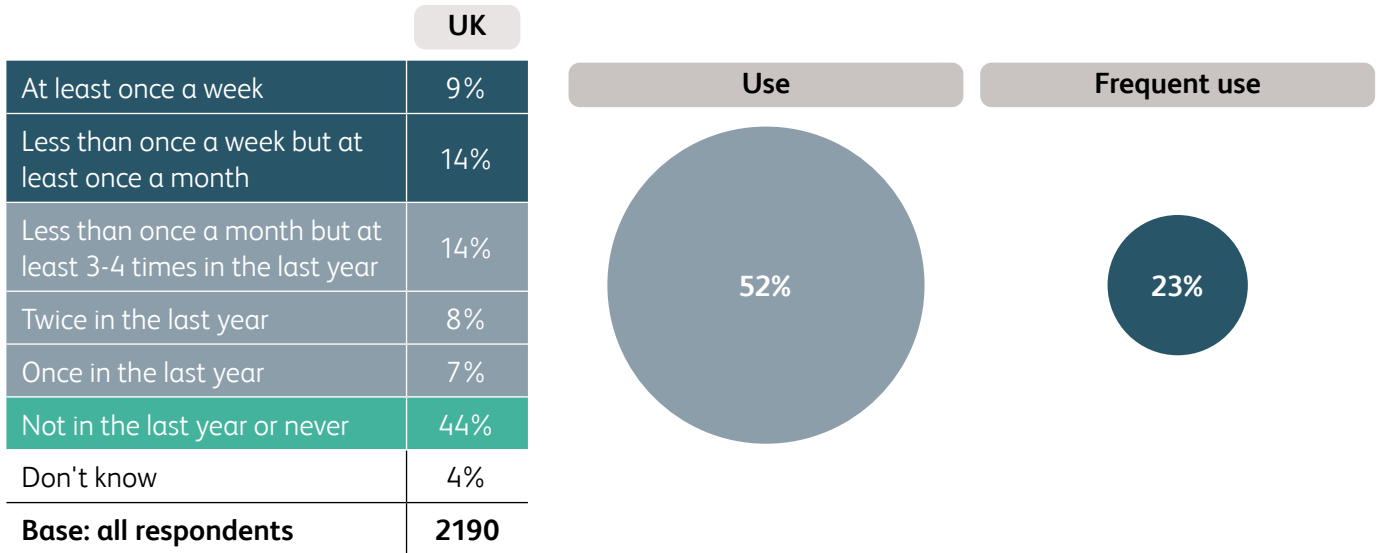
- Overarching findings are set out in tables or bar graphs.
- Key statistics or statistically significant differences within demographic groups have been pulled out underneath the relevant charts and tables.
- Tables and charts relating to the specific types of services used during lockdown and the impact of public library services during lockdown are expressed as a percentage of those who engaged with the service during lockdown (base: 709).
- The percentages in the tables “How public library services helped people during lockdown” are derived from the net figures of those who agreed with the statements offered.
- The percentages in the tables “How people would use public library services after lockdown” are derived from the net figures of those who said they would be likely to use these services.
- The base sizes for use of services and impact of services during lockdown for those aged 45-54 and net 55+ and those with a household income before tax of £62,001 or more are under 100 (85, 80 and 90 respectively). As such, figures relating to these groups should be interpreted with caution.

TERMINOLOGY

- Library service – refers to the public library service alone.
- Use – used or engaged with the public library service in the 12 months prior to lockdown.
- Frequent use – used or engaged with a public library at least once a month in the 12 months prior to lockdown.
- Important – refers to the net categories of ‘very important’ and ‘quite important’.
- Not important – refers to the net categories of ‘not at all important’ and ‘not very important’.
- ‘More likely’ or ‘less likely’ – these terms are used to denote statistically significant differences in data.
- ‘England’ figures are net figures as data was collated by regions within England.
- ‘Household income’ refers to household income before tax.

UK findings

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

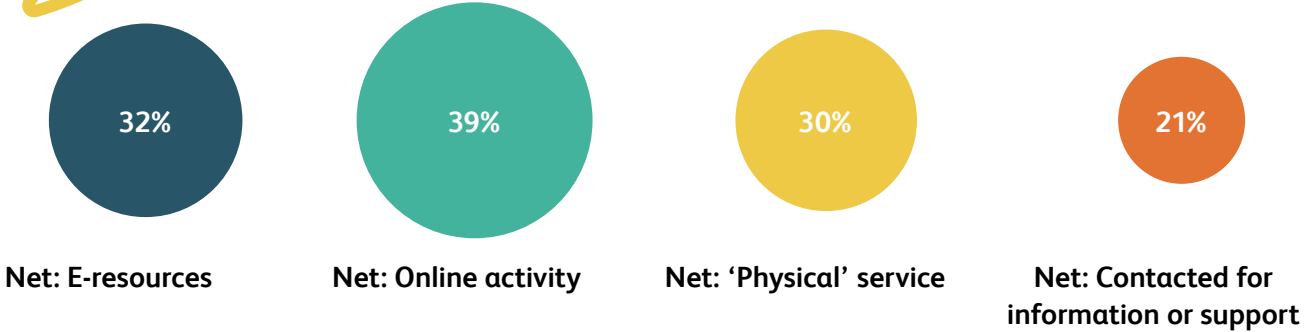


PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

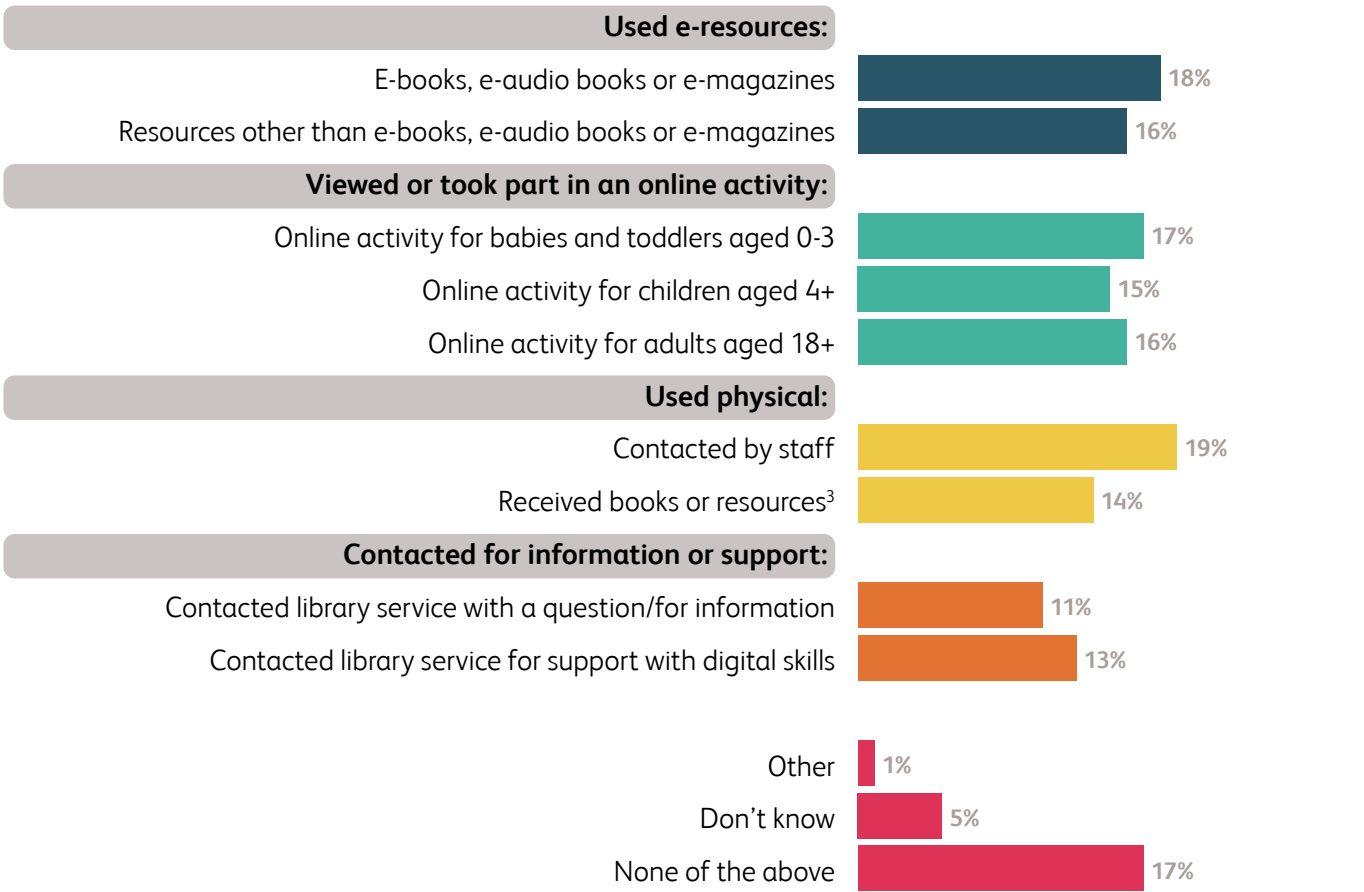
Overview of use during lockdown

ALMOST **3 IN 10** engaged with public library services during lockdown

The ways in which these people engaged with public library services during lockdown is outlined below:



HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL



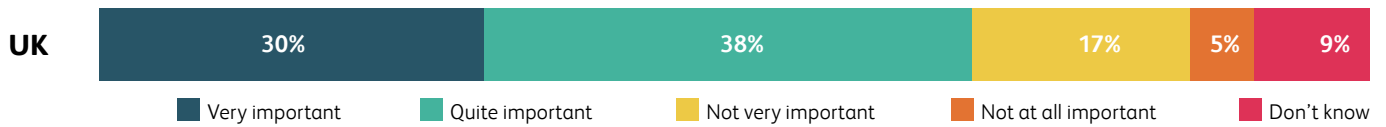
³ Through home delivery service or indirectly via another charity or organisation

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

Provided me with useful information	68%
Had positive impact on my wellbeing	64%
Helped me feel more connected to my community	63%
Helped me feel less alone	60%
Helped me follow/develop an interest or a hobby	64%
Helped me/my child(ren) avoid boredom	63%
Helped me in some other way	62%
Base: respondents who used library in lockdown	709

**AT LEAST
6 IN 10** who engaged with public library services during lockdown said that the services helped them in some way

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN




**NEARLY
7 IN 10** people in the UK thought it was important that public libraries reopen after lockdown

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

Digital


Physical

 Safe space that is accessible to everyone and is free of charge

N/A UK 36%

 Safe environment to chat and connect with staff and others in the community

38% UK 34%

 Access to information


48% UK 40%

 Access to reading material

45% UK 39%

 Access to IT and technology

N/A UK 36%

 Support to develop skills (eg. digital, language, employability or literacy skills)

35% UK 32%

 Health and wellbeing support

39% UK 32%

 Activities or events for babies and toddlers aged 0-3

26% UK 24%

 Activities or events for children aged 4+

30% UK 26%

 Activities or events for adults 18+

35% UK 31%

Statistically significant differences

Overall, people in the UK are slightly **more likely** to say they would engage with or use a **digital offer** than a **physical offer** with the **exception of activities or events for babies and toddlers aged 0-3**.

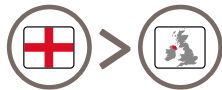
Findings by jurisdiction

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use

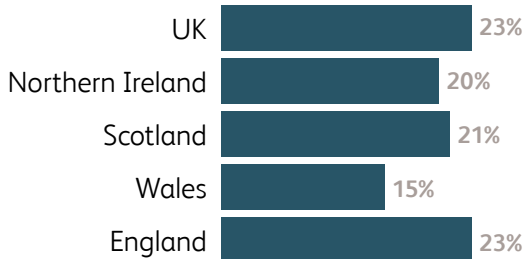


Statistically significant differences

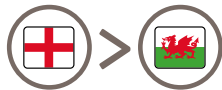


more likely to be library users than

Overview of frequent use



Statistically significant differences



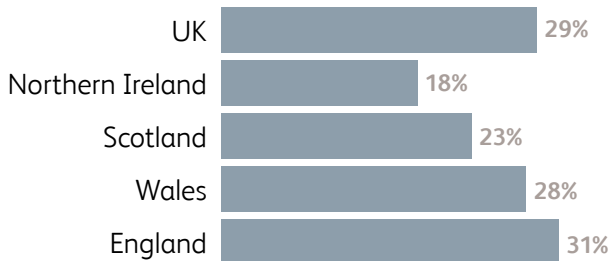
more likely to be frequent library users than

Breakdown of use

	UK	Northern Ireland	Scotland	Wales	England
At least once a week	9%	8%	8%	2%	9%
Less than once a week but at least once a month	14%	12%	13%	12%	14%
Less than once a month but at least 3-4 times in the last year	14%	10%	11%	15%	14%
Twice in the last year	8%	7%	7%	4%	9%
Once in the last year	7%	5%	11%	12%	6%
Not in the last year or never	44%	56%	45%	50%	43%
Don't know	5%	2%	5%	5%	4%
Base: all respondents	2910	103	163	129	1795

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



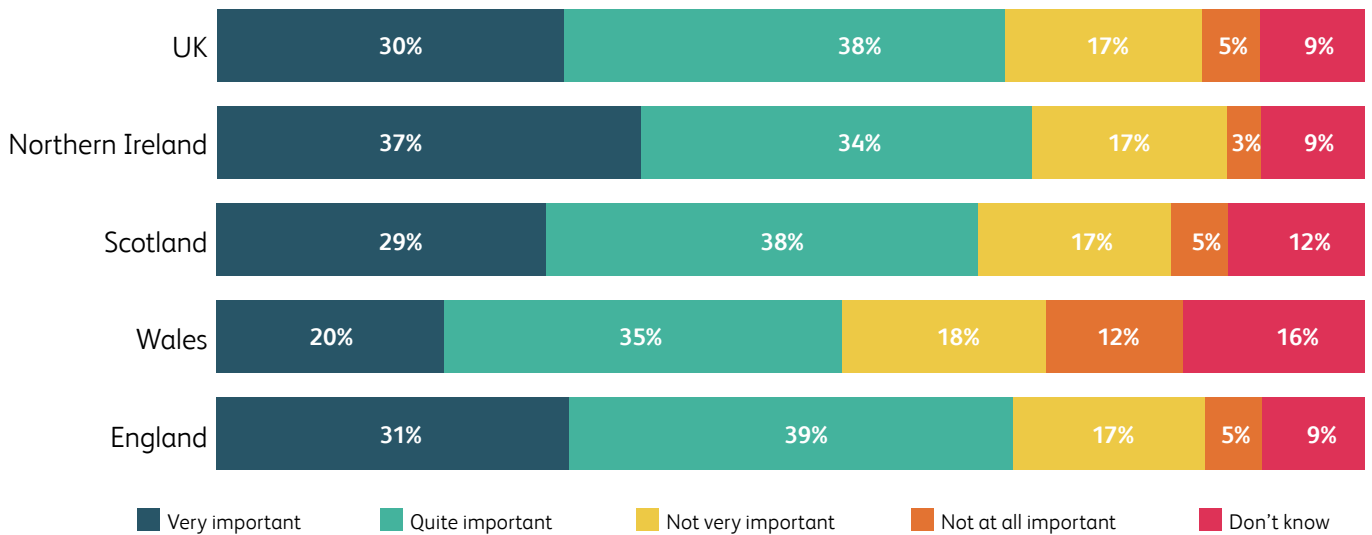
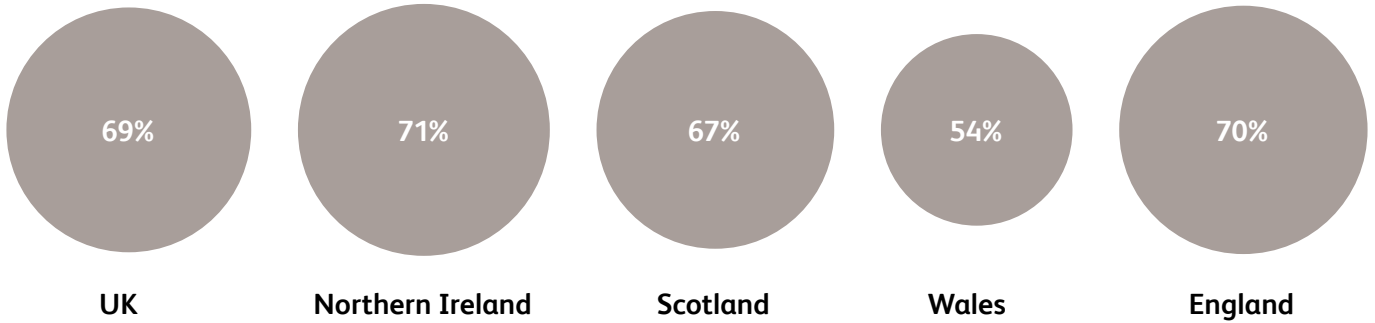
Statistically significant differences



more likely to have used libraries in lockdown

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Very important Quite important Not very important Not at all important Don't know

Statistically significant differences



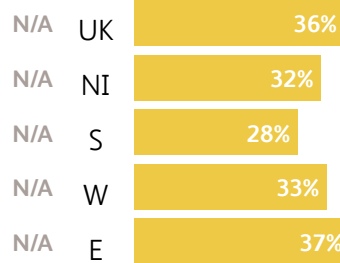
more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

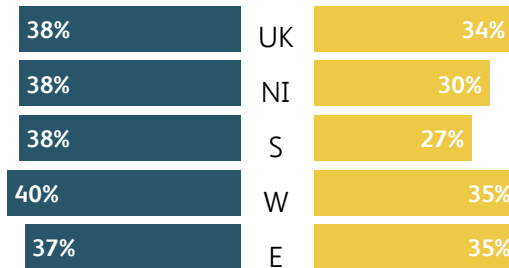
Digital

Physical

Safe space that is accessible to everyone and is free of charge



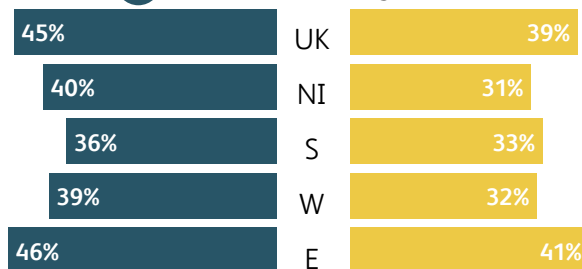
Safe environment to chat and connect with staff and others in the community



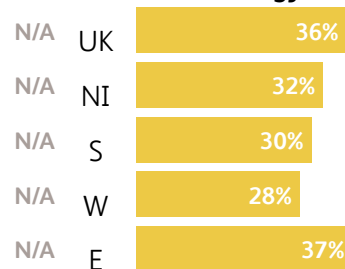
Access to information



Access to reading material




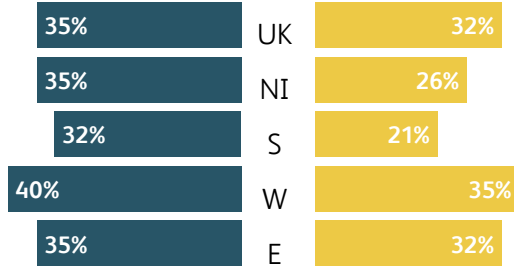
Access to IT and technology



Digital


Physical

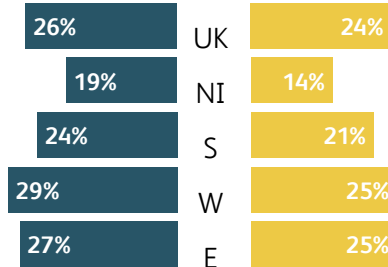
 Support to develop skills (eg. digital, language, employability or literacy skills)



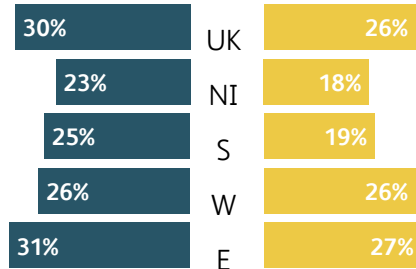
 Health and wellbeing support



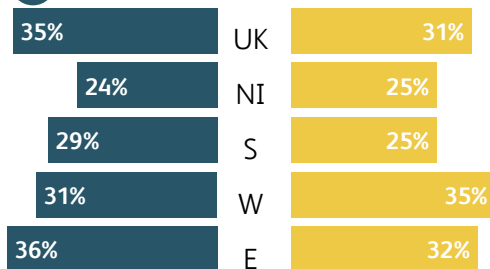
 Activities or events for babies and toddlers aged 0-3



 Activities or events for children aged 4+



 Activities or events for adults 18+



Statistically significant differences

Digital offer

People in **England** were more likely than people in **Scotland** to say they would engage with or use:



People in **England** were more likely than those in **Northern Ireland** to say they would engage with or use:



Physical offer

People in **England** were more likely than people in **Scotland** to say that they would engage with or use:



People in **England** were more likely than people in **Northern Ireland** to say that they would engage with or use:



People in **England** were more likely than people in **Wales** to say that they would engage with or use:



People in **Wales** were more likely than people in **Scotland** to say that they would engage with or use:



People in **Wales** were more likely than people in **Northern Ireland** to say that they would engage with or use:



Key



Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



Access to information



Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)



Health and wellbeing support



Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+



Activities or events for adults 18+

Findings by gender

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use



Statistically significant differences



Overview of frequent use



Statistically significant differences



Breakdown of use

	UK	Male	Female
At least once a week	9%	8%	10%
Less than once a week but at least once a month	14%	15%	13%
Less than once a month but at least 3-4 times in the last year	14%	14%	13%
Twice in the last year	8%	9%	7%
Once in the last year	7%	8%	6%
Not in the last year or never	44%	42%	46%
Don't know	4%	4%	5%
Base: all respondents	2190	1073	1117

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN


Overview of use during lockdown



Statistically significant differences



 more likely to have used libraries in lockdown


 Use of the service during lockdown among **men** was higher than the **UK average**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	Male	Female
Net: E-resources	32%	32%	30%
Net: Online activity	39%	43%	34%
Net: 'Physical' service	30%	33%	26%
Net: Contacted for information or support	21%	25%	16%

Net: E-resources



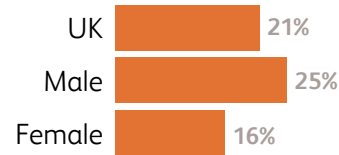
Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences

↑ **Men** were more likely than **women** to have engaged with or used **online activities**

↑ **Men** were more likely than **women** to have engaged with or used **physical service**

↑ **Men** were more likely than **women** to have contacted library services for **information and support**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

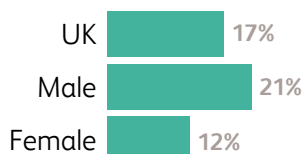
E-books, e-audio books or e-magazines



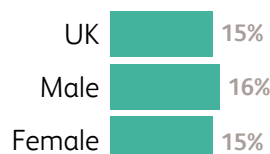
Resources other than e-books, e-audio books or e-magazines



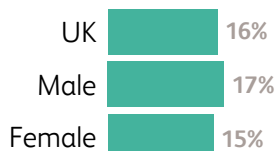
Online activity for babies and toddlers aged 0-3



Online activity for children aged 4+



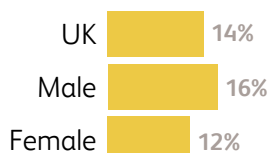
Online activity for adults aged 18+



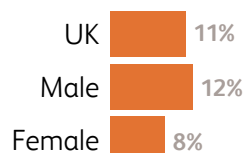
Contacted by staff



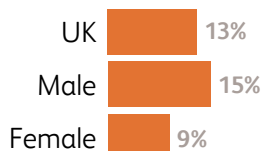
Received books or resources*



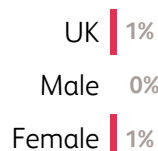
Contacted library service with a question/for information



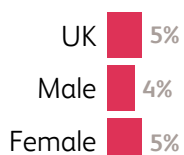
Contacted library service for support with digital skills



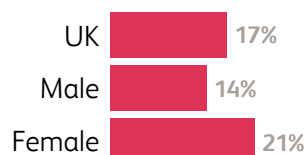
Other



Don't know



None of the above




* Through home delivery service or indirectly via another charity or organisation

Statistically significant differences

E-resources

No statistically significant differences by gender


Online activities

 Men were more likely than women and the UK average to have engaged with or used activities or events for babies and toddlers

Physical services

No statistically significant differences by gender


Information or support

 Men were more likely than women to have engaged with or used support for digital skills

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

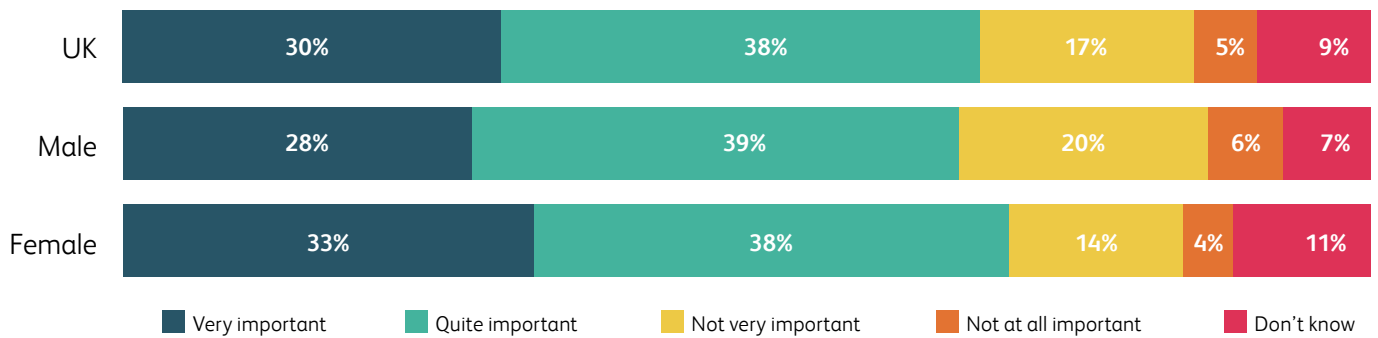
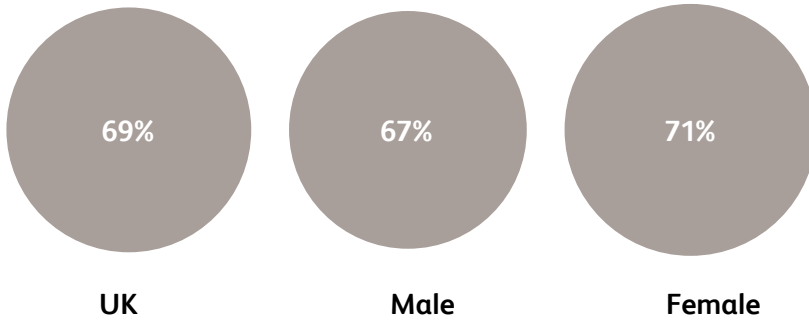
	UK	Male	Female
Provided me with useful information	68%	70%	65%
Had positive impact on my wellbeing	64%	64%	63%
Helped me feel more connected to my community	63%	65%	59%
Helped me feel less alone	60%	60%	59%
Helped me follow/develop an interest or a hobby	64%	66%	62%
Helped me/my child(ren) avoid boredom	63%	69%	56%
Helped me in some other way	62%	64%	60%
Base: respondents who used library in lockdown	709	404	305

Statistically significant differences

 Men were more likely than women and the UK average to say that public library services helped them/their children avoid boredom

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences



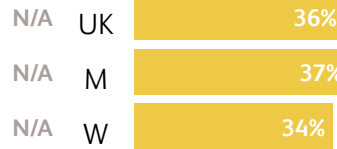
equally likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

Digital

Physical

Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



Access to information



Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)




Health and wellbeing support



Digital

Physical

 Activities or events for babies and toddlers aged 0-3



 Activities or events for children aged 4+



 Activities or events for adults 18+



Statistically significant differences

Digital offer

Men were **more likely** than women to say they would engage with or use:



Physical offer

Men were **more likely** than women to say that they would engage with or use:



Men were **more likely** than the UK average to say that they would engage with or use:



Women were **less likely** than the UK average to say that they would engage with or use:



Key



Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



Access to information



Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)



Health and wellbeing support



Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+

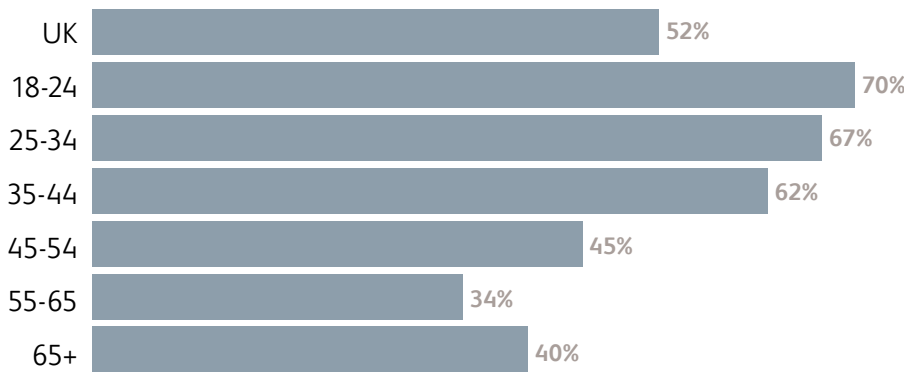


Activities or events for adults 18+

Findings by age

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use



Statistically significant differences



more likely to be library users than

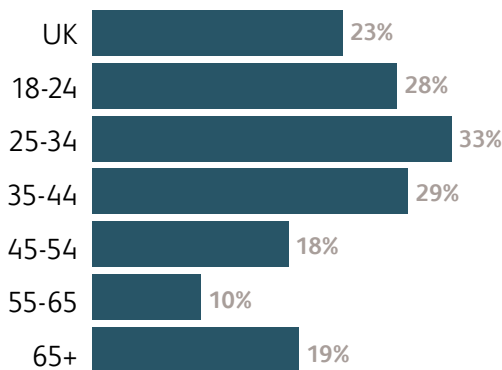


more likely to be library users than



Library use was higher than the UK average

Overview of frequent use



Statistically significant differences



more likely to be frequent library users than



more likely to be frequent library users than



more likely to be frequent library users than



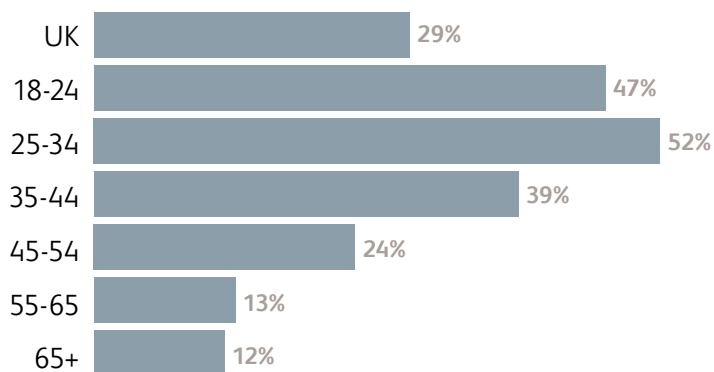
Frequent library use was higher than the UK average

Breakdown of use

	UK	18-24	25-34	35-44	45-54	55-65	65+
At least once a week	9%	10%	13%	12%	8%	4%	7%
Less than once a week but at least once a month	14%	19%	20%	17%	11%	6%	12%
Less than once a month but at least 3-4 times in the last year	14%	20%	19%	15%	13%	10%	9%
Twice in the last year	8%	13%	11%	9%	6%	8%	5%
Once in the last year	7%	9%	5%	9%	8%	6%	6%
Not in the last year or never	44%	23%	26%	34%	51%	62%	58%
Don't know	5%	8%	6%	5%	4%	4%	2%
Base: all respondents	2190	358	445	388	373	364	261

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences



more likely to have used libraries in lockdown



more likely to have used libraries in lockdown



Use of the service during lockdown was higher than the UK average

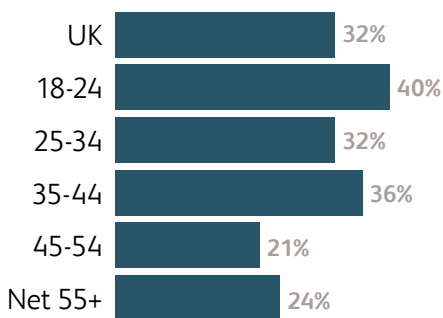


Use of the service during lockdown was lower than the UK average

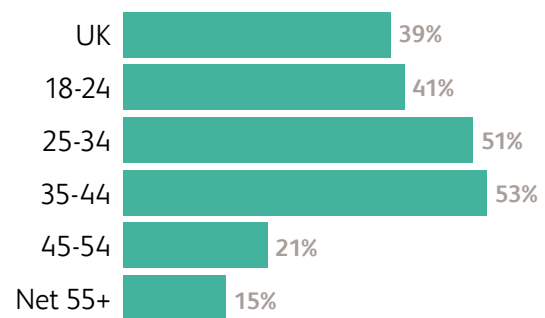
HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	18-24	25-34	35-44	45-54	Net 55+
Net: E-resources	32%	40%	32%	36%	21%	24%
Net: Online activity	39%	41%	51%	53%	21%	15%
Net: 'Physical' service	30%	36%	35%	34%	27%	12%
Net: Contacted for information or support	21%	26%	25%	17%	19%	15%

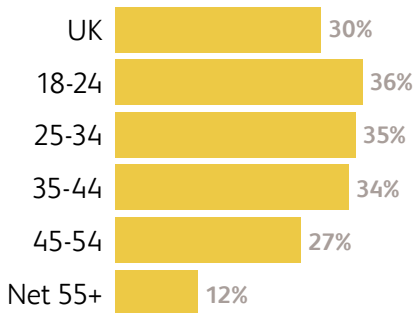
Net: E-resources



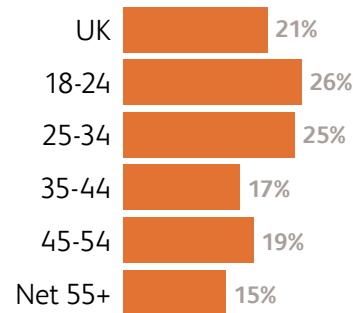
Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences

↑ Those aged **18-24** and **35-44** were more likely than those aged **45-54** and **55+** to have used or engaged with **e-resources**

↑ Use of **e-resources** among those aged **18-24** was higher than the **UK average**

↑ Those aged **18-24**, **25-34** and **35-44** were more likely than those aged **45-54** and **55+** to have used or engaged with **online activities**

↑ Use of **online activities** among those aged **25-34** and **35-44** was higher than the **UK average**

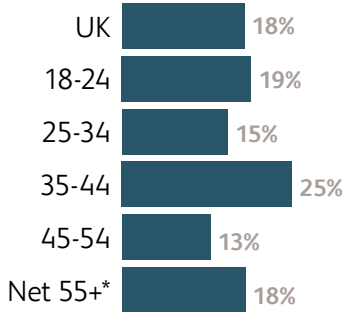
↑ Those aged **25-34** and **35-44** were more likely than those aged **18-24** to have used or engaged with **online activities**

↑ Those aged **18-24**, **25-34**, **35-44** and **45-54** were more likely than those aged **55+** to have engaged with or used a **physical service**

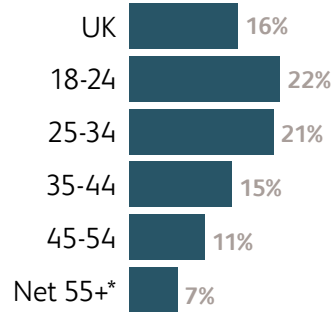
↑ Those aged **18-24** were more likely than those aged **35-44** and **55+** to have contacted library services for **information and support**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

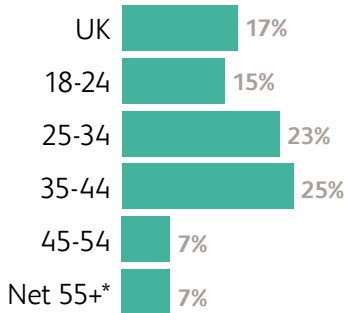
E-books, e-audio books or e-magazines



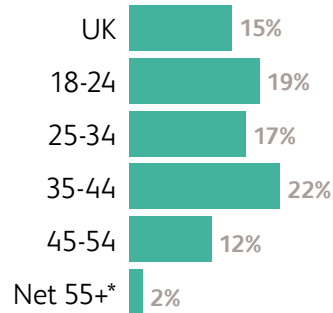
Resources other than e-books, e-audio books or e-magazines



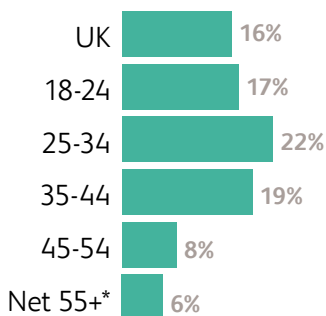
Online activity for babies and toddlers aged 0-3



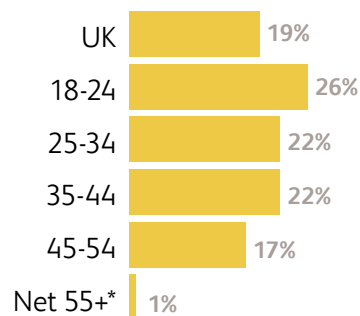
Online activity for children aged 4+



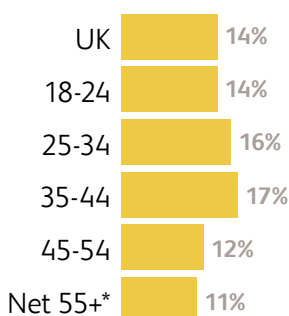
Online activity for adults aged 18+



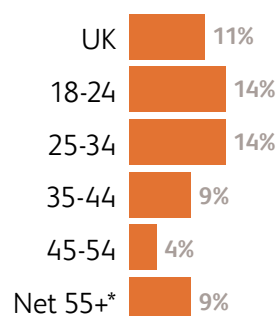
Contacted by staff



Received books or resources**



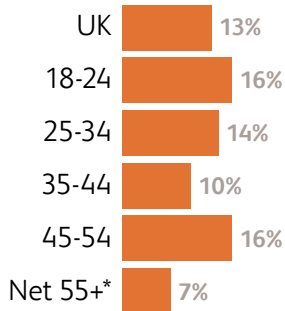
Contacted library service with a question/for information



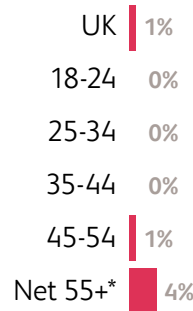
* Due to the small base size of those aged 55-64 and 65+ have been combined into a single category for use during lockdown

** Through home delivery service or indirectly via another charity or organisation

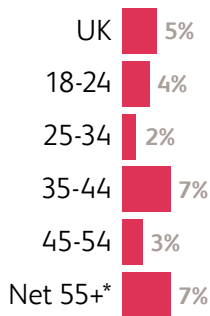
Contacted library service for support with digital skills



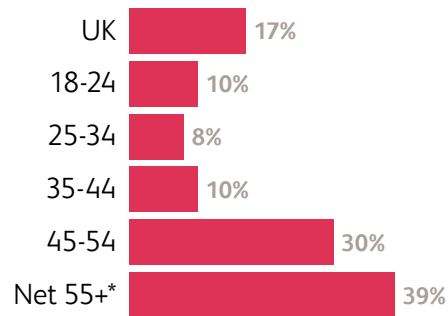
Other



Don't know



None of the above



* Due to the small base size of those aged 55-64 and 65+ these have been combined into a single category for use during lockdown

Statistically significant differences

E-resources

- ↑ Those aged **35-44** were more likely than those **25-34** and **45-54** and the **UK average** to have engaged with or used **e-books, e-audiobooks or e-magazines**
- ↑ Those aged **18-24** and **25-34** were more likely than those **55+** to have engaged with or used **resources other than e-books, e-audio books or other e-reading material**

Online activities

- ↑ Those aged **25-34** and **35-44** were more likely than those **18-24, 45-54** and **55+** and the **UK average** to have engaged with or used **online activities for babies and toddlers**
- ↑ Those aged **18-24, 25-34, 35-44** and **45-54** were more likely than those aged **55+** to have engaged with or used **online activities for children aged 4+**
- ↑ Those aged **18-24, 25-34** and **35-44** were more likely than those aged **55+** to have engaged with or used **online activities for adults 18+**

- ↑ Those aged **25-34** and **35-44** were more likely than those aged **45-54** to have engaged with or used **online activities for adults 18+**
- ↑ Those aged **25-34** were more likely than those aged **18-24** and the **UK average** to have engaged with or used **online activities for adults 18+**

Physical services

- ↑ Those aged **18-24, 25-34, 35-44** and **45-54** were more likely than those aged **55+** to have been **contacted by a library service**
- ↑ Those aged **18-24** were more likely than the **UK average** to have been **contacted by a library service**

Information and support

- ↑ Those aged **18-24** and **24-34** were more likely than those **45-54** to have **contacted the library service for information** over the phone or online

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

	UK	18-24	25-34	35-44	45-54	Net 55+
Provided me with useful information	68%	64%	69%	71%	70%	65%
Had positive impact on my wellbeing	64%	66%	65%	66%	65%	54%
Helped me feel more connected to my community	63%	61%	68%	65%	65%	50%
Helped me feel less alone	60%	62%	61%	64%	61%	48%
Helped me follow/develop an interest or a hobby	64%	64%	67%	69%	67%	52%
Helped me/my child(ren) avoid boredom	63%	52%	67%	70%	72%	52%
Helped me in some other way	62%	63%	66%	65%	68%	46%
Base: respondents who used library in lockdown	709	171	225	148	85	80

Statistically significant differences

↑ Those aged **25-34** and **35-44** were more likely than **55+** to say that public library services helped them **feel more connected to their community** and **develop an interest or hobby**

↑ Those aged **18-24**, **25-34** and **35-44** were more likely than **55+** to say that public library services helped them **feel less alone**

↑ Those aged **25-34**, **35-44** and **45-54** were more likely than **18-24** and **55+** to say that public library services **helped them/their children avoid boredom**

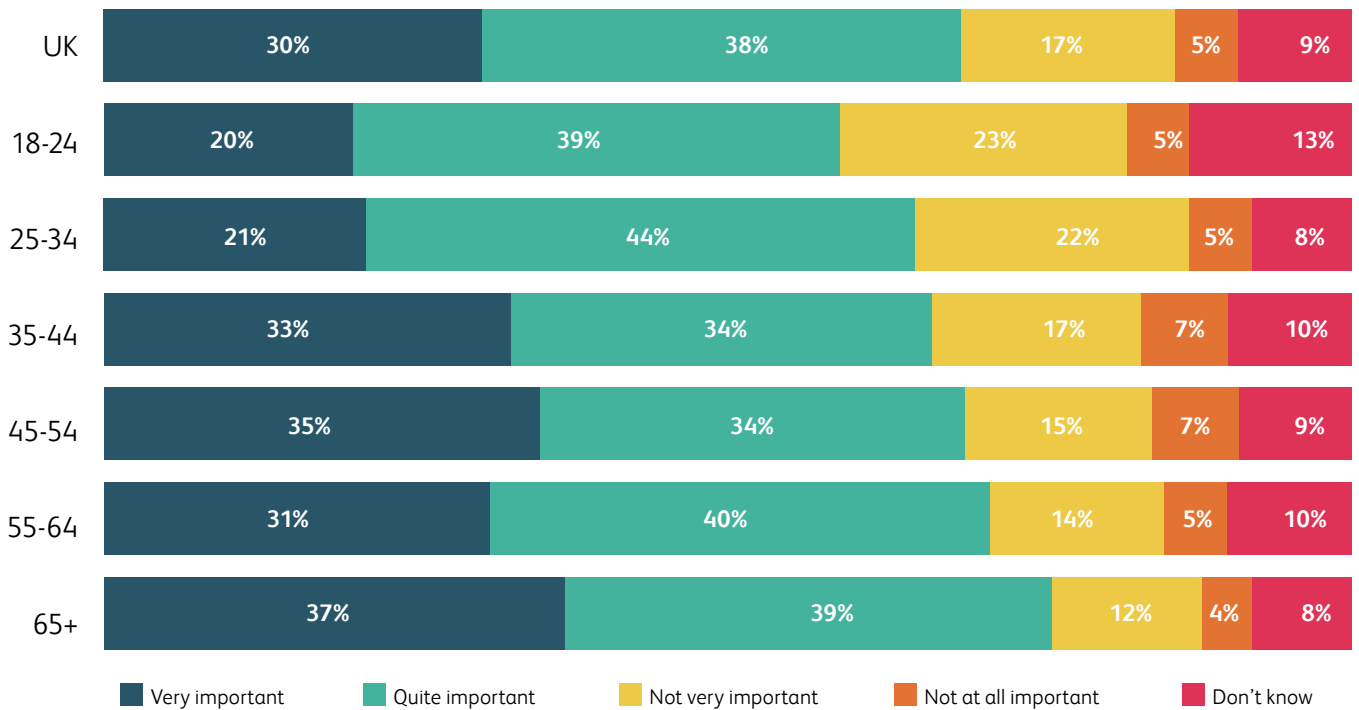
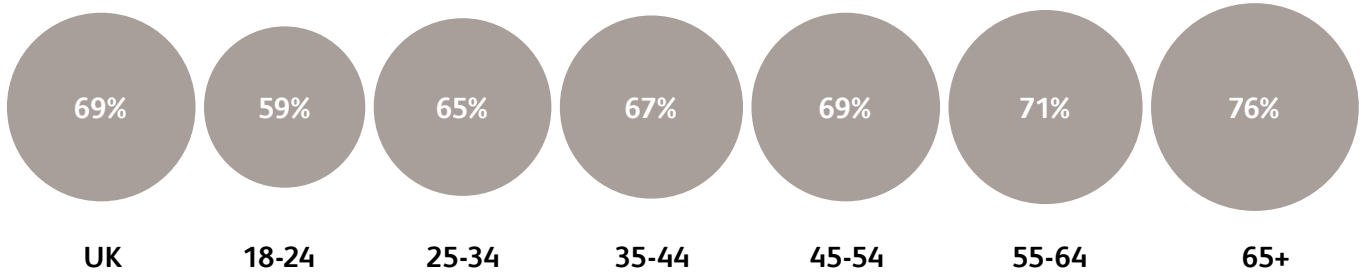
↑ Those aged **18-24**, **25-34**, **35-44** and **45-54** were more likely than **55+** to say that public library services **helped them in some other way**

↓ Those aged **55+** were less likely than the **UK average** to say that public library services helped them **feel more connected to their community; feel less alone; develop an interest or hobby; helped them/ their children avoid boredom; and helped them in some other way**

↓ Those aged **18-24** were less likely than the **UK average** to say that public library services **helped them/their children avoid boredom**

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences

Across **all age groups**, people were **more likely** to say that it was **important** that public library buildings **reopen** after lockdown than to say it was unimportant

35-44 45-54 > 18-24
 more likely to say it's important buildings reopen

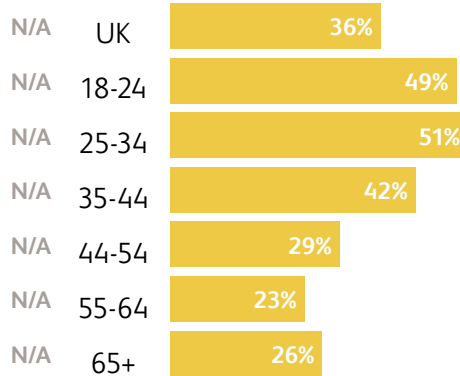
65+ > 18-24 25-34 35-44 45-54
 more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

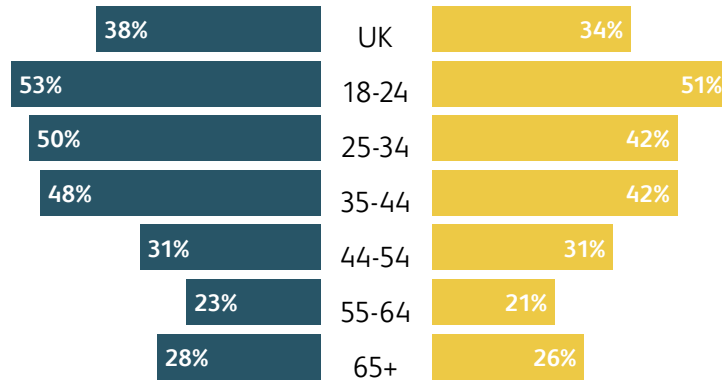
Digital

Physical

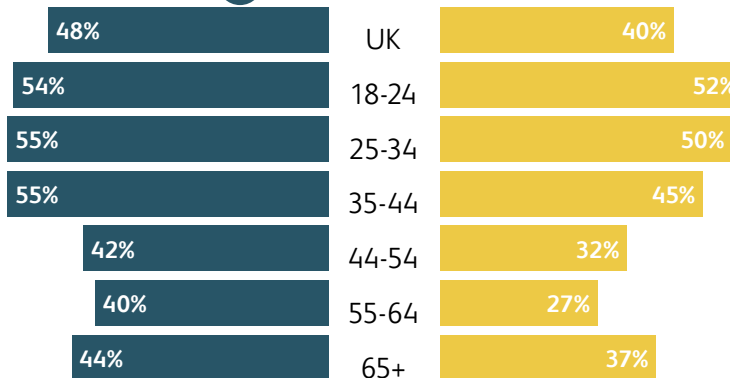
Safe space that is accessible to everyone and is free of charge



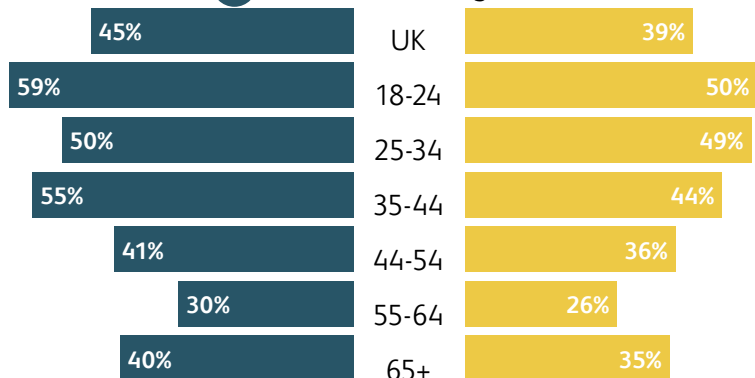
Safe environment to chat and connect with staff and others in the community



Access to information




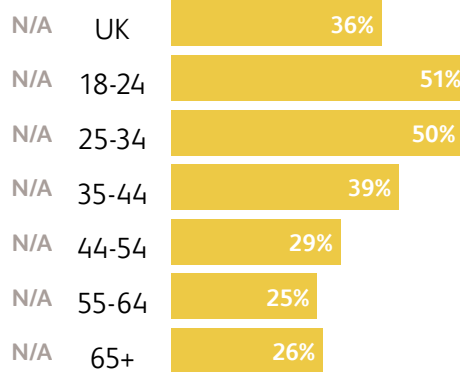
Access to reading material




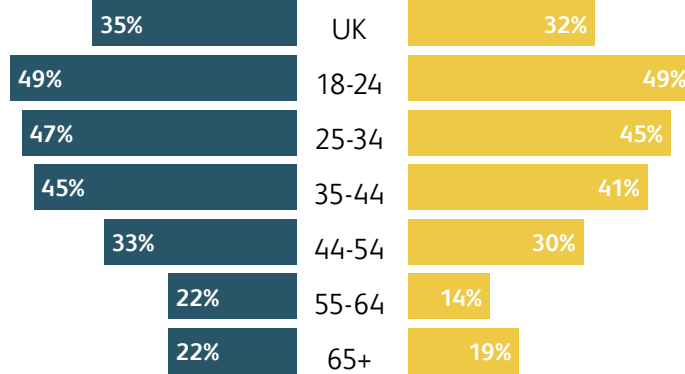
Digital

Physical

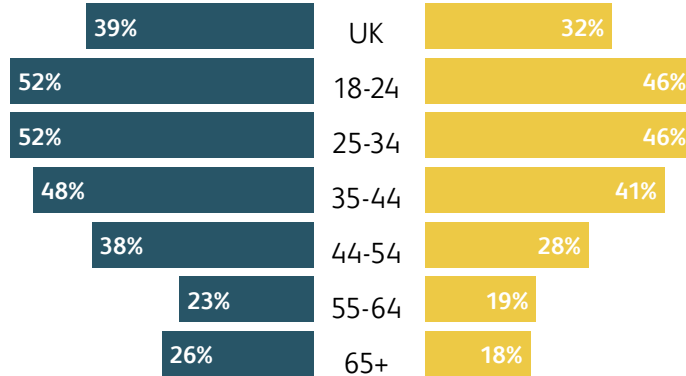
 Access to IT and technology




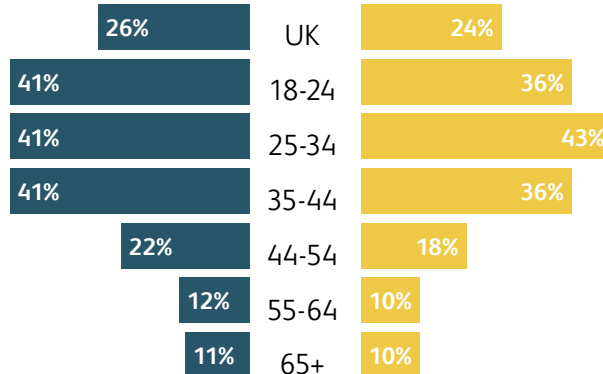
 Support to develop skills (eg. digital, language, employability or literacy skills)



 Health and wellbeing support



 Activities or events for babies and toddlers aged 0-3

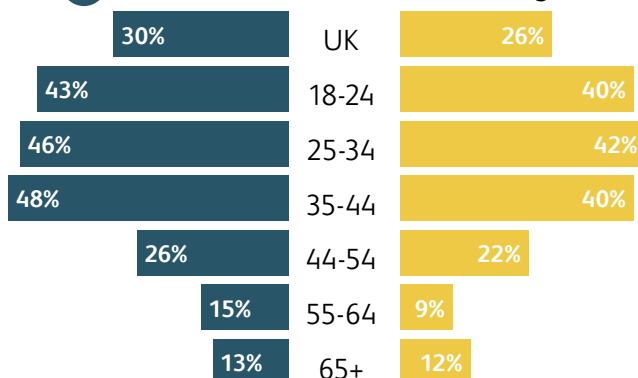


Digital

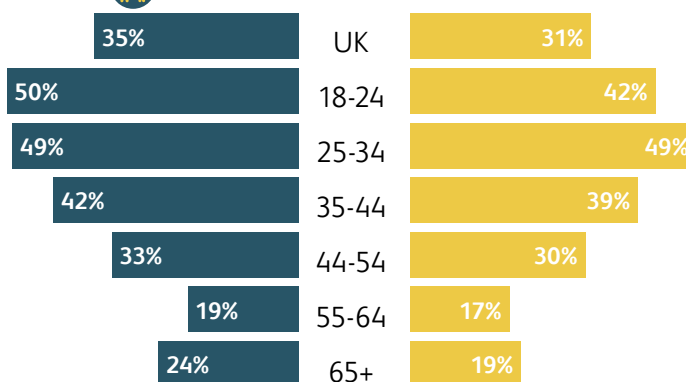
Physical



Activities or events for children aged 4+



Activities or events for adults 18+



Statistically significant differences

Digital offer

Physical offer

Those aged **18-24, 25-34** and **35-44** were **more likely** than those aged **45-54, 55-64** and **65+** and the **UK average** to say they would engage with or use **all digital offers** listed

Those aged **18-24, 25-34** and **35-44** were **more likely** than those aged **45-54, 55-64** and **65+** to say they would engage with or use **all physical offers** listed

Those aged **18-24** were **more likely** than those aged **25-34** to say they would engage with or use:

Those aged **18-24** were **more likely** than those aged **25-34** and **35-44** to say that they would engage with or use:



Those aged **18-24** were **more likely** than those aged **35-44** to say they would engage with or use:

Those aged **18-24** were **more likely** than those aged **35-44** to say that they would engage with or use:



Those aged **45-54** were **more likely** than those aged **55-64** and **65+** to say that they would engage with or use:

Those aged **25-34** were **more likely** than those aged **18-24** to say that they would engage with or use:



Statistically significant differences

Digital offer

Those aged **45-54** were **less likely** than the **UK average** to say that they would engage with or use:



Those aged **55-64** were **less likely** than the **UK average** to say that they would engage with or use:



Those aged **55-64** and **65+** were **less likely** than the **UK average** to say that they would engage with or use:



Physical offer

Those aged **25-34** were **more likely** than those aged **35-44** to say that they would engage with or use:



Those aged **45-54** were **more likely** than those aged **55-64** to say that they would engage with or use:



Those aged **45-54** were **more likely** than those aged **55-64** or **65+** to say that they would engage with or use:



Those aged **18-24**, **25-34** were **more likely** than the **UK average** to say that they would engage with or use all **physical offers**

Those aged **35-44** were **more likely** than the **UK average** to say that they would engage with or use:



Key

- Safe space that is accessible to everyone and is free of charge
- Safe environment to chat and connect with staff and others in the community
- Access to information
- Access to reading material
- Access to IT and technology
- Support to develop skills (eg. digital, language, employability or literacy skills)
- Health and wellbeing support
- Activities or events for babies and toddlers aged 0-3
- Activities or events for children aged 4+
- Activities or events for adults 18+

Findings by children in the household

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use



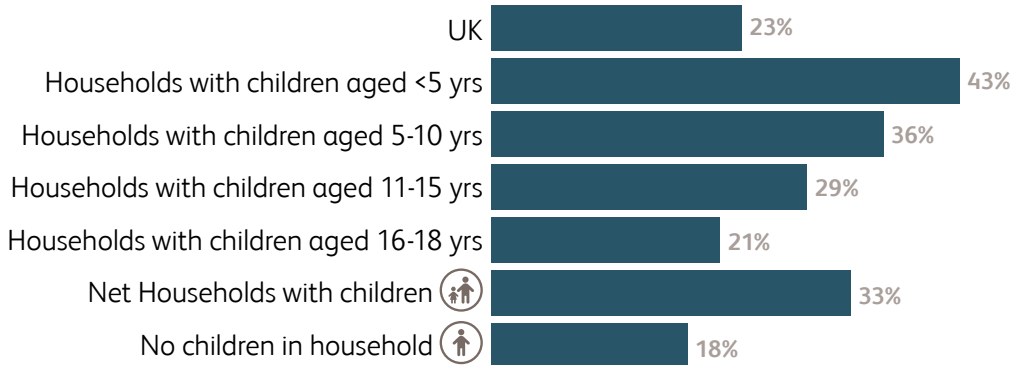
Statistically significant differences

 > 
 more likely to be library users than



 > 
 more likely to be library users than




 > 
 more likely to be library users than



Overview of frequent use





Statistically significant differences

 > 
 more likely to be frequent library users than

 >  
 more likely to be frequent library users than

 > 
 more likely to be frequent library users than

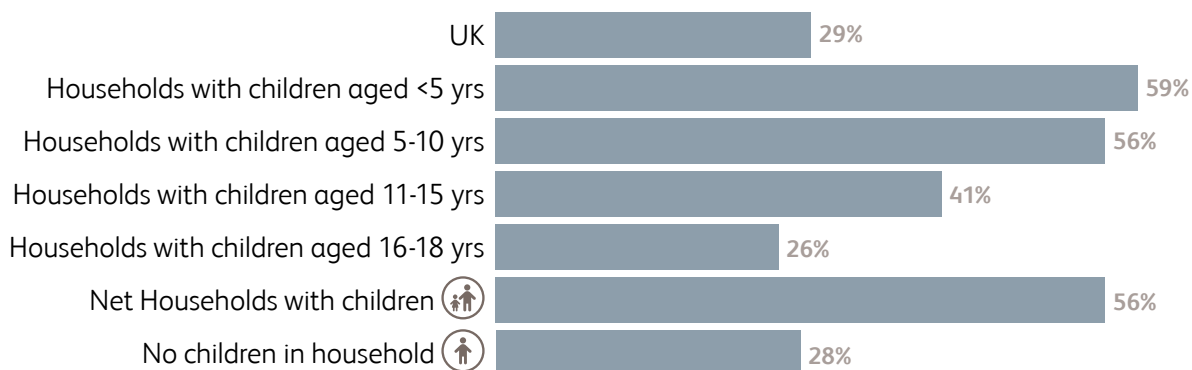
 > 
 more likely to be frequent library users than

Breakdown of use by age of children in the household

	UK	<5 yrs	5-10 yrs	11-15 yrs	16-18 yrs	Net children	No children
At least once a week	9%	18%	16%	13%	7%	12%	7%
Less than once a week but at least once a month	14%	26%	20%	16%	14%	21%	11%
Less than once a month but at least 3-4 times in the last year	14%	20%	21%	19%	14%	19%	11%
Twice in the last year	8%	7%	11%	7%	7%	8%	8%
Once in the last year	7%	6%	7%	9%	7%	7%	7%
Not in the last year or never	44%	20%	21%	33%	46%	28%	52%
Don't know	4%	4%	5%	4%	4%	4%	4%
Base: all respondents	2190	251	308	285	144	767	1389

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences



more likely to have used libraries in lockdown

↑ Use of public library services among **with children under 5 and 5-10** was **higher** than the **net** figure of those with **children in the household**



more likely to have used libraries in lockdown

↑ Use of public library service during lockdown among those with **children in the household** was **higher** than the **UK average**

↓ Use of public library service during lockdown among those with **no children in the household** was **lower** than the **UK average**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	Net children	No children
Net: E-resources	32%	32%	31%
Net: Online activity	39%	47%	30%
Net: 'Physical' service	30%	35%	24%
Net: Contacted for information or support	21%	23%	19%

Net: E-resources



Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences



Those with **children in the household** were more likely than those with **no children** in the household to engage with or use an **online activity**



Those with **children in the household** were more likely than the **UK average** to engage with or use an **online activity**



Those with **children in the household** were more likely than those with **no children in the household** to engage with or use a **physical service**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

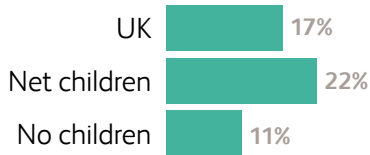
E-books, e-audio books or e-magazines



Resources other than e-books, e-audio books or e-magazines



Online activity for babies and toddlers aged 0-3



Online activity for children aged 4+



Online activity for adults aged 18+



Contacted by staff



Received books or resources*



Contacted library service with a question/for information



Contacted library service for support with digital skills



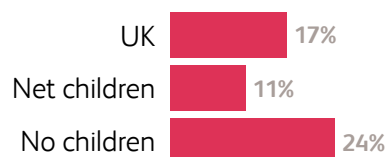
Other



Don't know



None of the above



* Through home delivery service or indirectly via another charity or organisation

Statistically significant differences

E-resources



Those with **children in the household** were more likely than those with **no children** in the household to engage with or use **e-resources other than e-books, e-audio-books or e-magazines**



Those with **no children in the household** were less likely than the **UK average** to engage with or use **online activities for babies and toddlers**

Online activities



Those with **children in the household** were more likely than those with **no children** in the household to engage with or use **online activities for babies and toddlers** and **online activities for children aged 4+**



Those with **children in the household** were more likely than those with **no children** in the household to have received **physical books or resources** from the library service (directly or indirectly)

Physical services

Information and support

No statistically significant differences by children in the household

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

	UK	Net children	No children
Provided me with useful information	68%	71%	65%
Had positive impact on my wellbeing	64%	71%	65%
Helped me feel more connected to my community	63%	64%	60%
Helped me feel less alone	60%	63%	56%
Helped me follow/develop an interest or a hobby	64%	69%	59%
Helped me/my child(ren) avoid boredom	63%	69%	56%
Helped me in some other way	62%	65%	59%
Base: respondents who used library in lockdown	709	378	320

Statistically significant differences



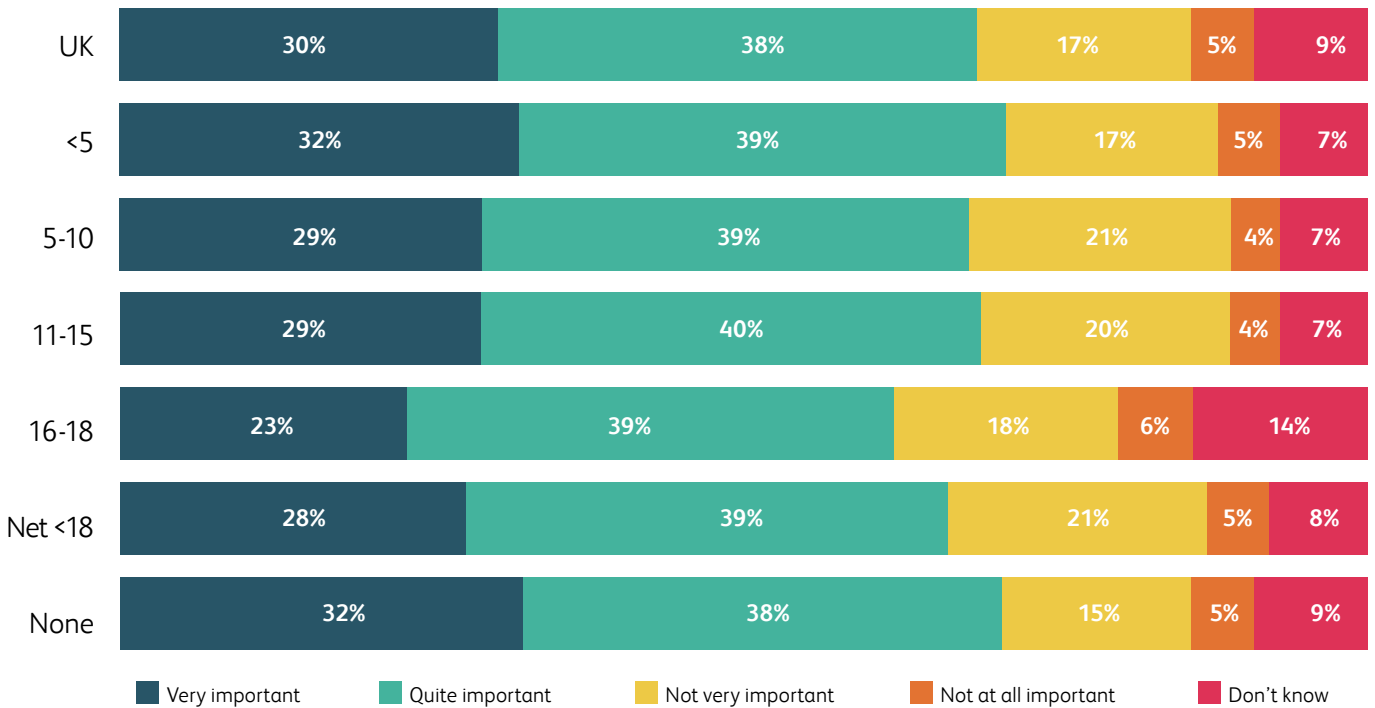
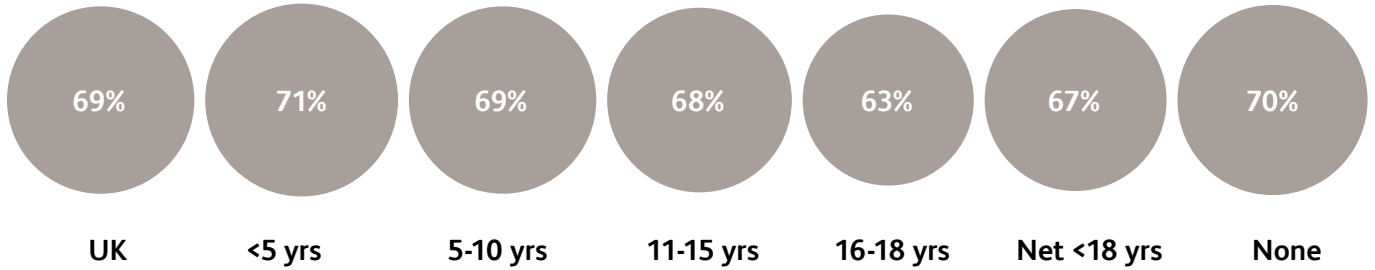
Those with **children in the household** were more likely than those with **no children** in the household to state that public library services had a **positive impact on their wellbeing**; helped them **feel less alone**; helped them **develop or follow a hobby**; and **helped them/their children avoid boredom**.



Those with **no children in the household** were less likely than the **UK average** to say that public library services **helped them/their children avoid boredom**.

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important by age of children in the household



Statistically significant differences

Irrespective of whether or not they had children, people were **more likely** to say that it was **important** that public library buildings **reopen** after lockdown than to say it was unimportant



equally likely to say it's important buildings reopen



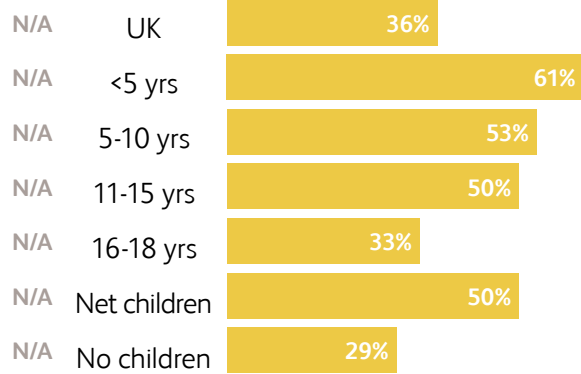
more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

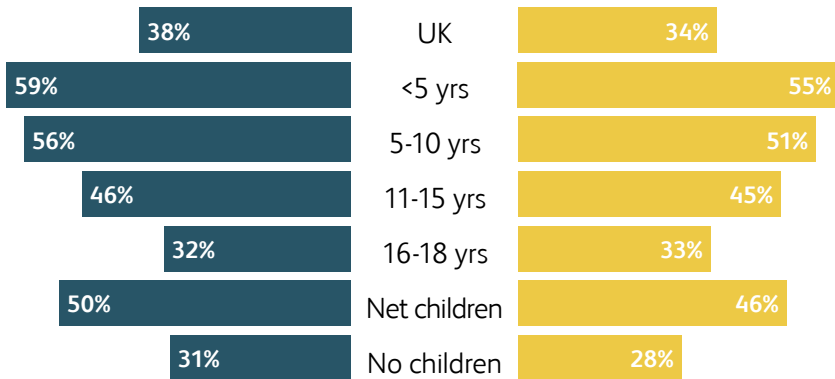
Digital

Physical

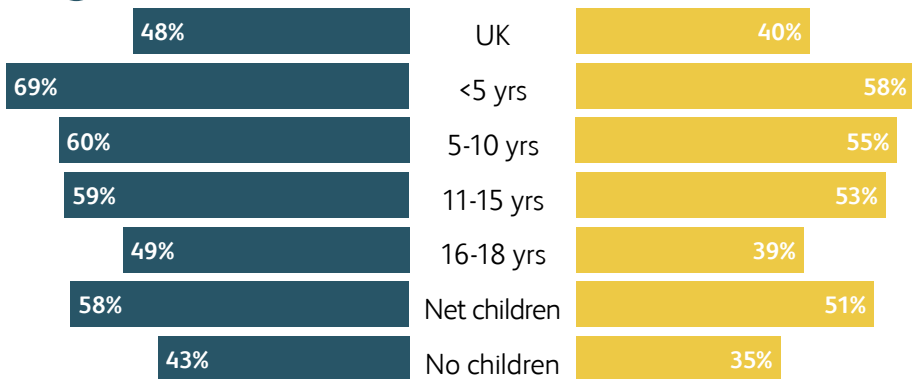
Safe space that is accessible to everyone and is free of charge (response by age of children in household)



Safe environment to chat and connect with staff and others in the community (response by age of children in household)



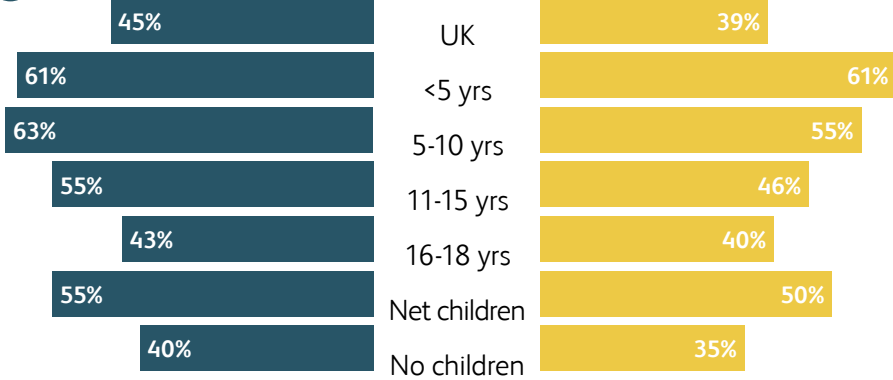
Access to information (response by age of children in household)



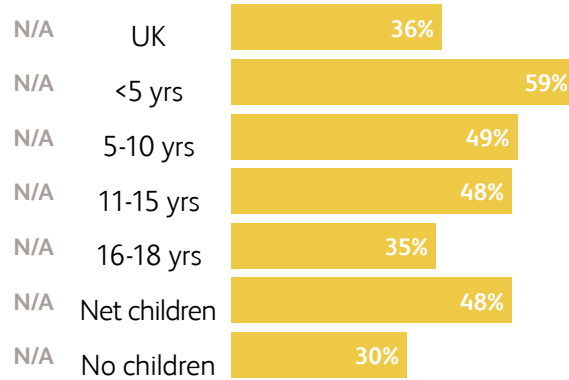
Digital

Physical

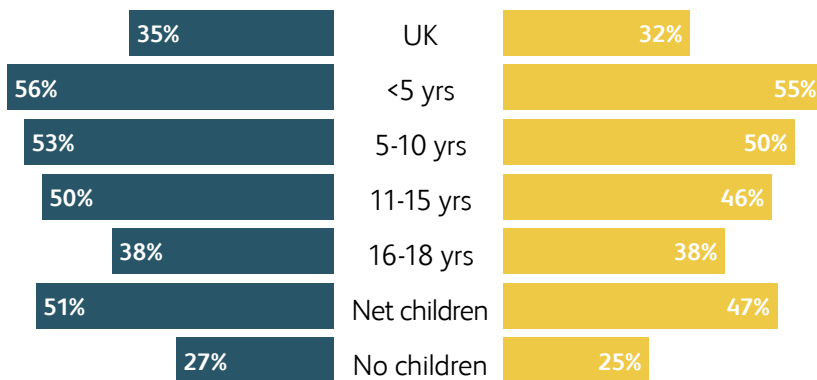
📖 Access to reading material (response by age of children in household)



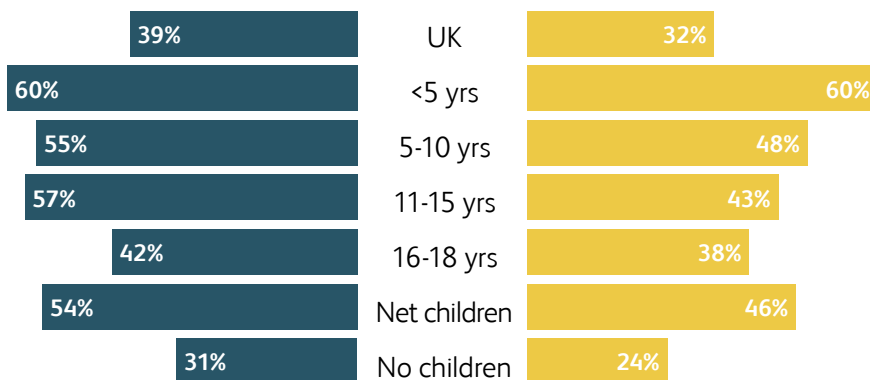
📍 Access to IT and technology (response by age of children in household)



💡 Support to develop skills (eg. digital, language, employability or literacy skills) (response by age of children in household)



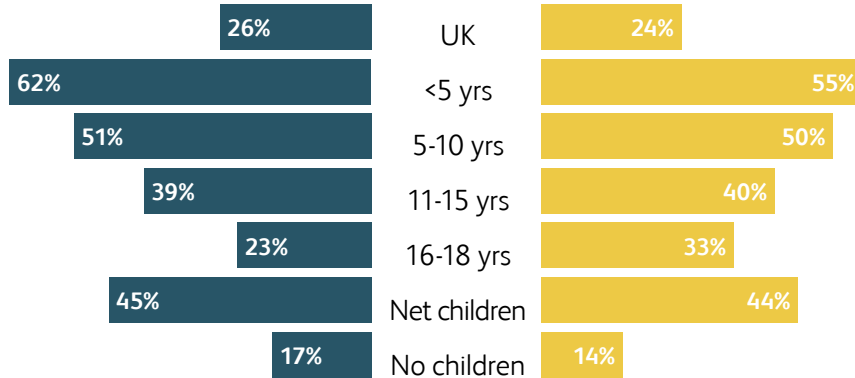
💖 Health and wellbeing support (response by age of children in household)




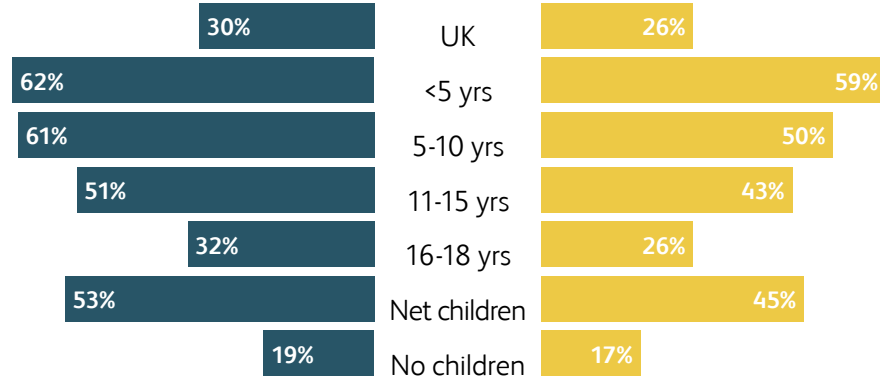
Digital

Physical

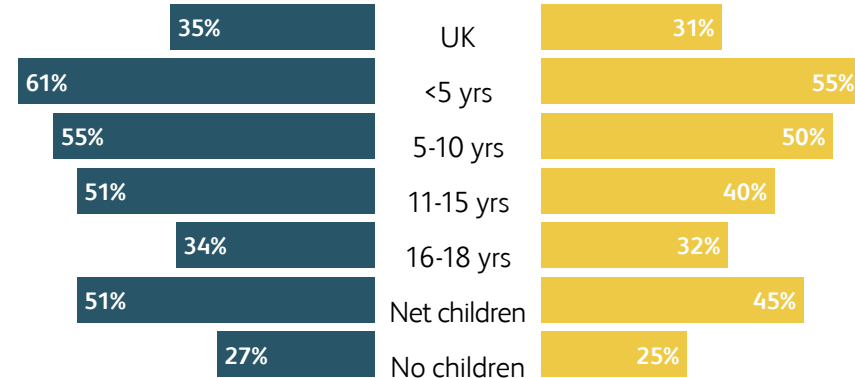
 Activities or events for babies and toddlers aged 0-3 (response by age of children in household)



 Activities or events for children aged 4+ (response by age of children in household)



 Activities or events for adults 18+ (response by age of children in household)



Statistically significant differences

Digital Offer

Those with **children in the household** are **more likely** than those with **no children** in the household, **those with children aged 16-18** and the **UK average** to say that they would engage with **all digital offers** listed

Those with **children under 5** were **more likely** than those with **children aged 11-15** and the **net total** of those with children in the **household** to say that they would engage with or use:



Physical Offer

Those with **children in the household** are **more likely** than those with **no children** in the household, **those with children aged 16-18** years and the **UK average** to say that they would engage with or use **all physical offers** listed

Those with **children under 5** were **more likely** than those with **no children** in the household, **those with children aged 16-18** and the **UK average** to say that they would engage with or use **all physical offers** listed

Statistically significant differences

Digital Offer

Those with children under 5 were more likely than those with children aged 5-10 than to say that they would engage with or use:



Those with children aged 5-10 were more likely than those with children aged 16-18, those with no children in the household and the UK average to say that they would engage with or use all digital offers listed

Those with children aged 5-10 were more likely than those with children aged 11-15 to say that they would engage with or use:



Those with children aged 5-10 were more likely than the net total of those with children in the household to say that they would engage with or use:



Those with children aged 11-15 were more likely than those with children aged 16-18, those with no children in the household and the UK average to say that they would engage with all digital offers listed

Those with children aged 16-18 were more likely than those with no children in the household to say that they would engage with:



Physical Offer

Those with children under 5 were more likely than those with children aged 11-15 and the net total of those with children in the household to say that they would engage with or use:



Those with children under 5 were more likely than those with children aged 5-10 to say that they would engage with or use:



Those with children aged 5-10 were more likely than those with no children in the household, those with children aged 16-18 and the UK average to say that they would engage with or use all physical offers listed

Those with children aged 5-10 were more likely than those with children aged 11-15 to say that they would engage with or use:



Those with children aged 11-15 were more likely than those with no children in the household and the UK average to say that they would engage with or use all physical offers listed

Those with children aged 11-15 were more likely than those with children aged 16-18 to say that they would engage with or use:



Those with children aged 16-18 are more likely than those with no children in the household to say that they would engage with or use:



Key

- Safe space that is accessible to everyone and is free of charge
- Safe environment to chat and connect with staff and others in the community
- Access to information

- Access to reading material
- Access to IT and technology
- Support to develop skills (eg. digital, language, employability or literacy skills)
- Health and wellbeing support

- Activities or events for babies and toddlers aged 0-3
- Activities or events for children aged 4+
- Activities or events for adults 18+

Findings by social grade

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use

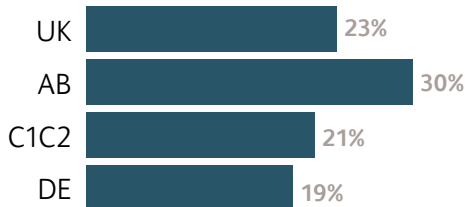


Statistically significant differences

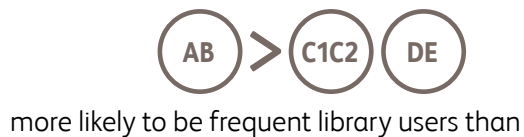


↑ Use of library services among AB is higher than the UK average

Overview of frequent use



Statistically significant differences



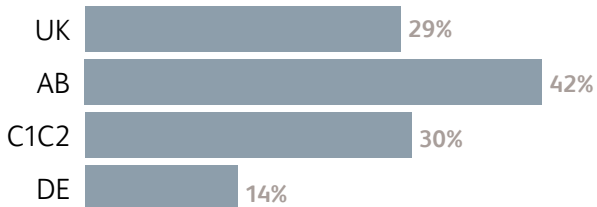
↑ Frequent use among social grade AB is higher than the UK average

Breakdown of use

	UK	AB	C1C2	DE
At least once a week	9%	13%	7%	7%
Less than once a week but at least once a month	14%	17%	13%	11%
Less than once a month but at least 3-4 times in the last year	14%	17%	15%	8%
Twice in the last year	8%	9%	9%	7%
Once in the last year	7%	8%	7%	6%
Not in the last year or never	44%	33%	45%	55%
Don't know	5%	4%	4%	6%
Base: all respondents	2190	607	883	700

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences



more likely to have used libraries in lockdown



more likely to have used libraries in lockdown

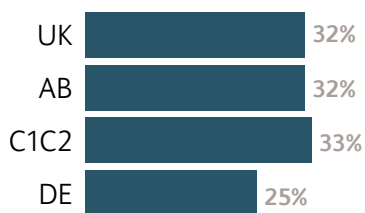


Use of library services during lockdown among social grade **AB** was higher than the **UK average**

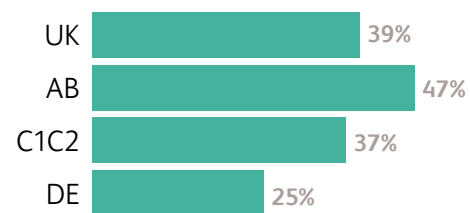
HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	AB	C1C2	DE
Net: E-resources	32%	32%	33%	25%
Net: Online activity	39%	47%	37%	25%
Net: 'Physical' service	30%	35%	29%	17%
Net: Contacted for information or support	21%	20%	23%	13%

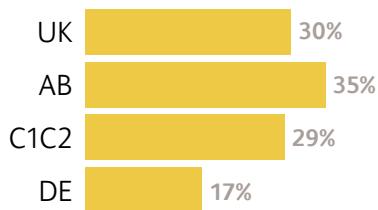
Net: E-resources



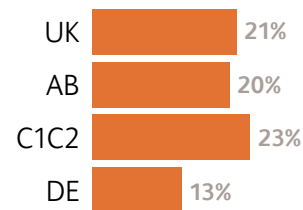
Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences

↑ Those in social grade **AB** were more likely than those in **C1C2** and **DE** to view or take part in **online activities**

↑ Those in social grade **C1C2** were more likely than those in **DE** to engage with or use **physical services**

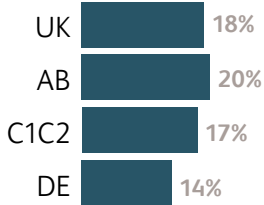
↑ Those in social grade **C1C2** were more likely than those in **DE** to engage with or use **online activities**

↑ Those in social grade **C1C2** were more likely than those in **DE** to contact library services for **information and support**

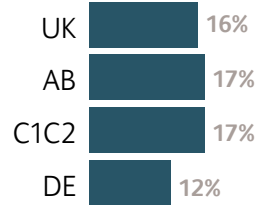
↑ Those in social grade **AB** were more likely than those in **DE** to engage with or use **physical services**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

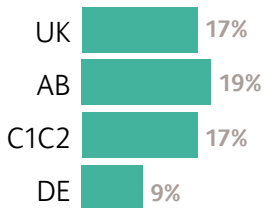
E-books, e-audio books or e-magazines



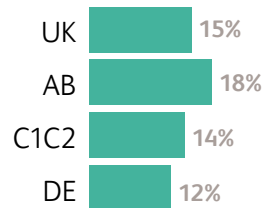
Resources other than e-books, e-audio books or e-magazines



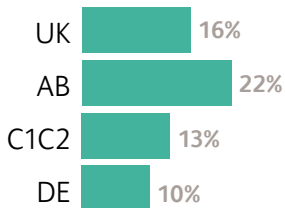
Online activity for babies and toddlers aged 0-3



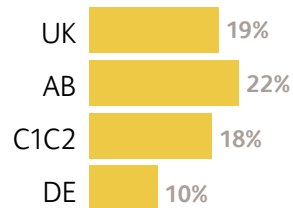
Online activity for children aged 4+



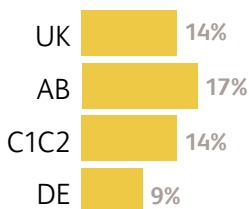
Online activity for adults aged 18+



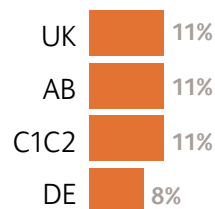
Contacted by staff



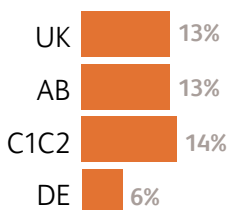
Received books or resources*



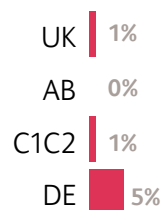
Contacted library service with a question/for information



Contacted library service for support with digital skills

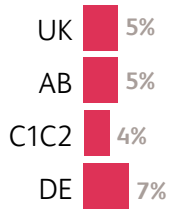


Other

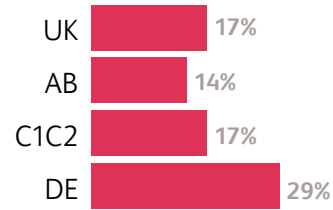


* Through home delivery service or indirectly via another charity or organisation

Don't know



None of the above



Statistically significant differences

E-resources

No statistically significant differences by social grade

Online activities



Those in social grade **AB** were more likely than those in **DE** to engage with or use **activities or events for babies and toddlers** and **activities or events for adults 18+**



Those in social grade **C1C2** were more likely than those in **DE** to engage with or use **activities or events for babies and toddlers**

Physical services



Those in social grade **AB** were more likely than those in **DE** to be **contacted by staff and receive books** from the library service (directly or indirectly)



Those in social grade **C1C2** were more likely than those in **DE** to be **contacted by staff**

Information and support



Those in social grade **AB** and **C1C2** were more likely than those in **DE** to contact the library service for **support with digital skills**

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

	UK	AB	C1C2	DE
Provided me with useful information	68%	65%	71%	64%
Had positive impact on my wellbeing	64%	67%	60%	68%
Helped me feel more connected to my community	63%	64%	63%	56%
Helped me feel less alone	60%	62%	57%	63%
Helped me follow/develop an interest or a hobby	64%	70%	61%	62%
Helped me/my child(ren) avoid boredom	63%	67%	61%	61%
Helped me in some other way	62%	68%	59%	57%
Base: respondents who used library in lockdown	709	275	298	136

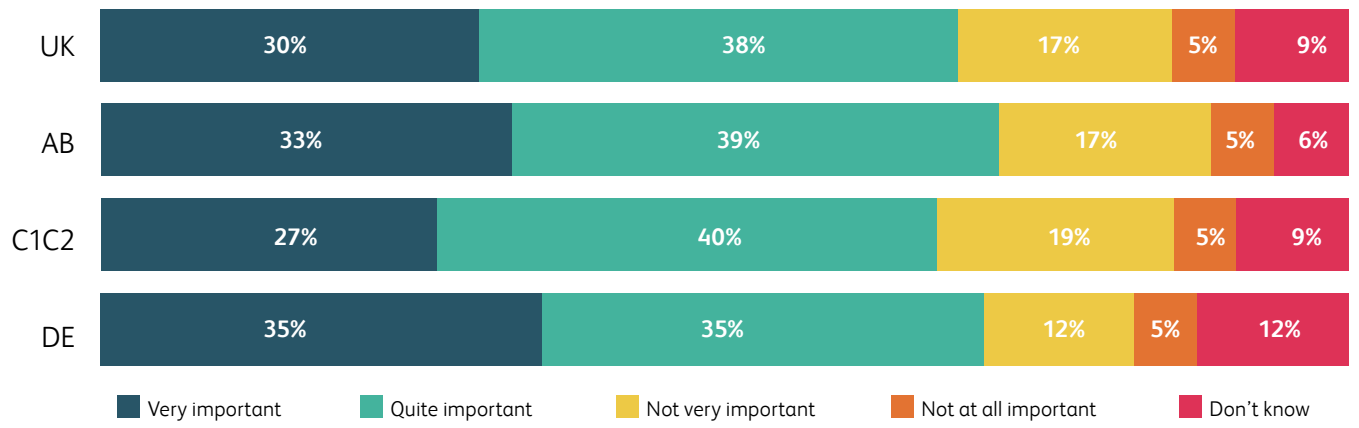
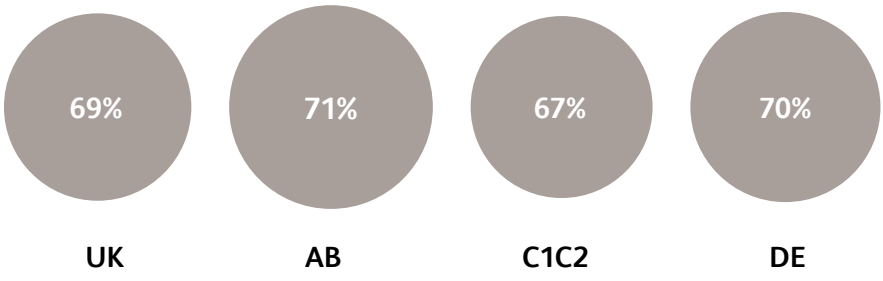
Statistically significant differences

↑ Those in social grade **AB** were more likely than those in **C1C2** to say that public library services helped them **follow/develop an interest or hobby** and **helped them in some other way**

↑ Those in social grade **AB** were more likely than those in **DE** to say that public library services **helped them in some other way**

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences



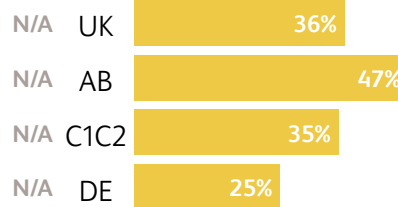
more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

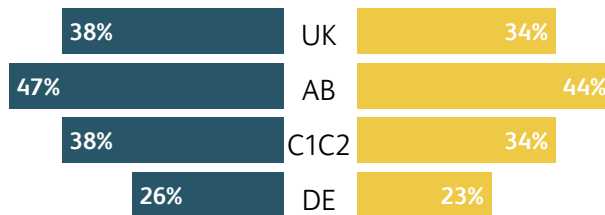
Digital

Physical

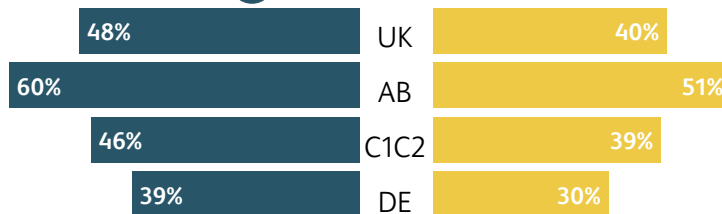
Safe space that is accessible to everyone and is free of charge



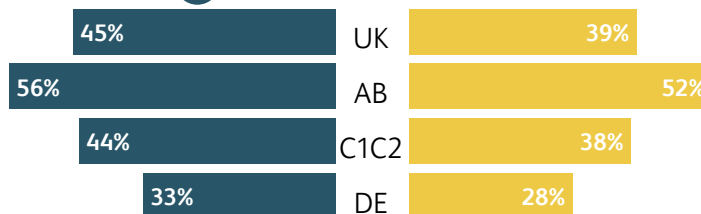
Safe environment to chat and connect with staff and others in the community



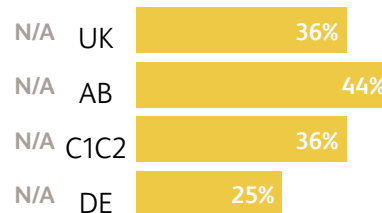
Access to information



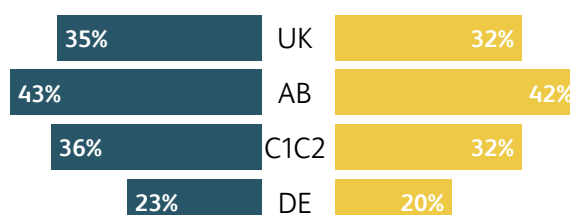
Access to reading material



Access to IT and technology

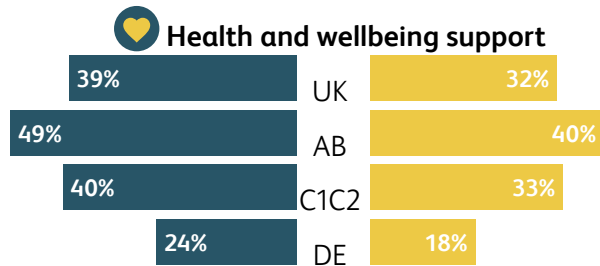


Support to develop skills (eg. digital, language, employability or literacy skills)

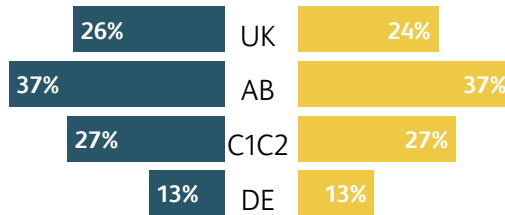


Digital

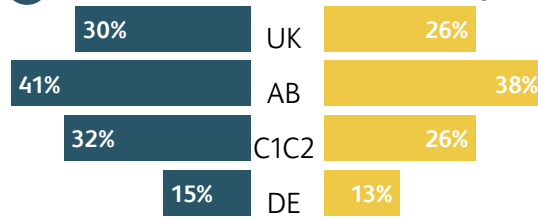
Physical



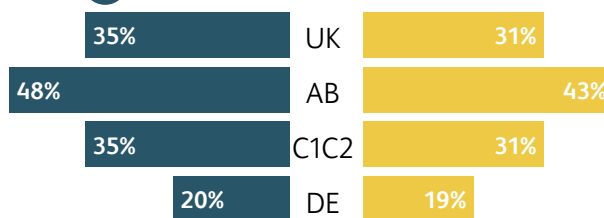
Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+



Activities or events for adults 18+



Statistically significant differences

Digital offer

Physical offer

Those in social grade **AB** are **more likely** than those in **C1C2, DE** or the **UK average** to engage with **all digital offers** listed

Those in social grade **AB** are **more likely** than those in **C1C2, DE** and the **UK average** to engage with **all physical offers** listed

Those in social grade **C1C2** are **more likely** than those in **DE** to engage with **all digital offers** listed

Those in social grade **C1C2** are **more likely** than those in **DE** to engage with **all physical offers** listed

Key

- Safe space that is accessible to everyone and is free of charge
- Safe environment to chat and connect with staff and others in the community
- Access to information

- Access to reading material
- Access to IT and technology
- Support to develop skills (eg. digital, language, employability or literacy skills)
- Health and wellbeing support

- Activities or events for babies and toddlers aged 0-3
- Activities or events for children aged 4+
- Activities or events for adults 18+

Findings by working status

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use

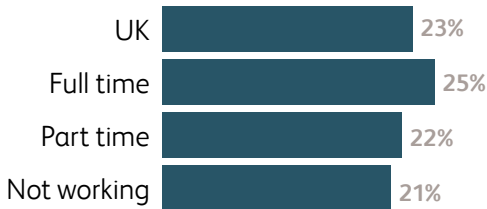


Statistically significant differences



more likely to be library users than

Overview of frequent use



Statistically significant differences



more likely to be frequent library users than



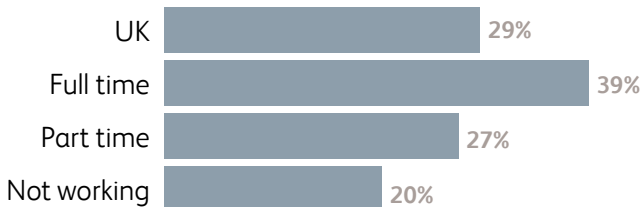
Frequent use of the service among those **working full time** was higher than the **UK average**

Breakdown of use

	UK	Full time	Part time	Not working
At least once a week	9%	10%	8%	8%
Less than once a week but at least once a month	14%	15%	15%	13%
Less than once a month but at least 3-4 times in the last year	14%	16%	13%	12%
Twice in the last year	8%	8%	12%	7%
Once in the last year	7%	7%	9%	6%
Not in the last year or never	44%	40%	39%	49%
Don't know	5%	4%	6%	5%
Base: all respondents	2190	1061	362	767

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences

more likely to have used libraries in lockdown

Use of the service during lockdown among those that were **working full time** was higher than the **UK average**

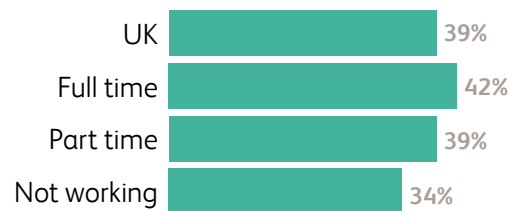
HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	Full time	Part time	Not working
Net: E-resources	32%	32%	33%	29%
Net: Online activity	39%	42%	39%	34%
Net: 'Physical' service	30%	32%	24%	29%
Net: Contacted for information or support	21%	23%	22%	15%

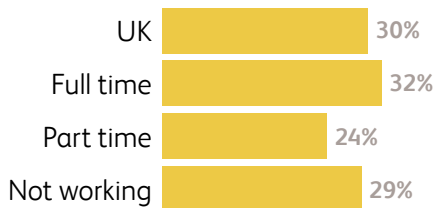
Net: E-resources



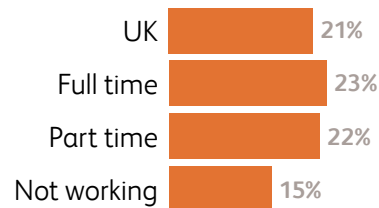
Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support

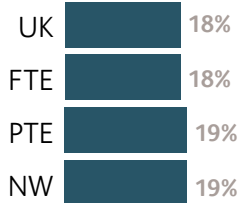


Statistically significant differences

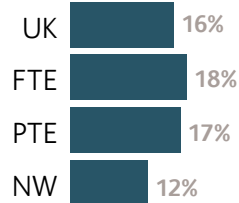
↑ Those that were **working full time** were more likely than those **not working** to contact library services for **information and support**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

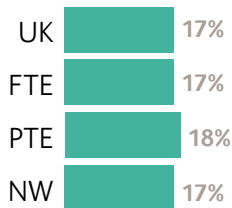
E-books, e-audio books or e-magazines



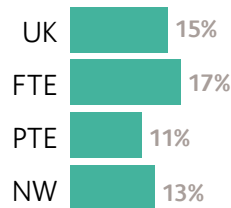
Resources other than e-books, e-audio books or e-magazines



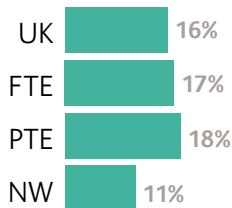
Online activity for babies and toddlers aged 0-3



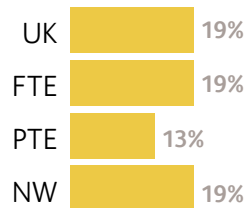
Online activity for children aged 4+



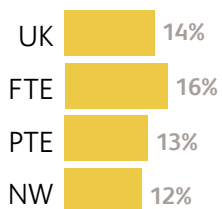
Online activity for adults aged 18+



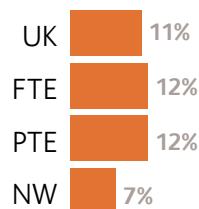
Contacted by staff



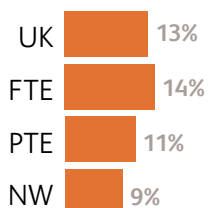
Received books or resources*



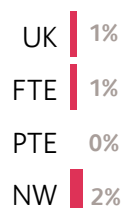
Contacted library service with a question/for information



Contacted library service for support with digital skills

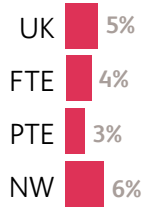


Other

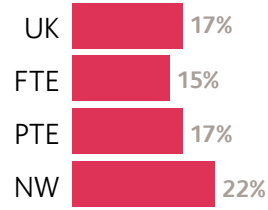


* Through home delivery service or indirectly via another charity or organisation

Don't know



None of the above



Statistically significant differences

E-resources

No statistically significant differences
by working status

Online activities

No statistically significant differences
by working status

Physical services

No statistically significant differences
by working status

Information and support

No statistically significant differences
by working status

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

	UK	Full time	Part time	Not working
Provided me with useful information	68%	69%	62%	68%
Had positive impact on my wellbeing	64%	65%	55%	63%
Helped me feel more connected to my community	63%	69%	54%	52%
Helped me feel less alone	60%	61%	59%	57%
Helped me follow/develop an interest or a hobby	64%	68%	58%	59%
Helped me/my child(ren) avoid boredom	63%	69%	56%	54%
Helped me in some other way	62%	67%	58%	54%
Base: respondents who used library in lockdown	709	433	116	160

Statistically significant differences

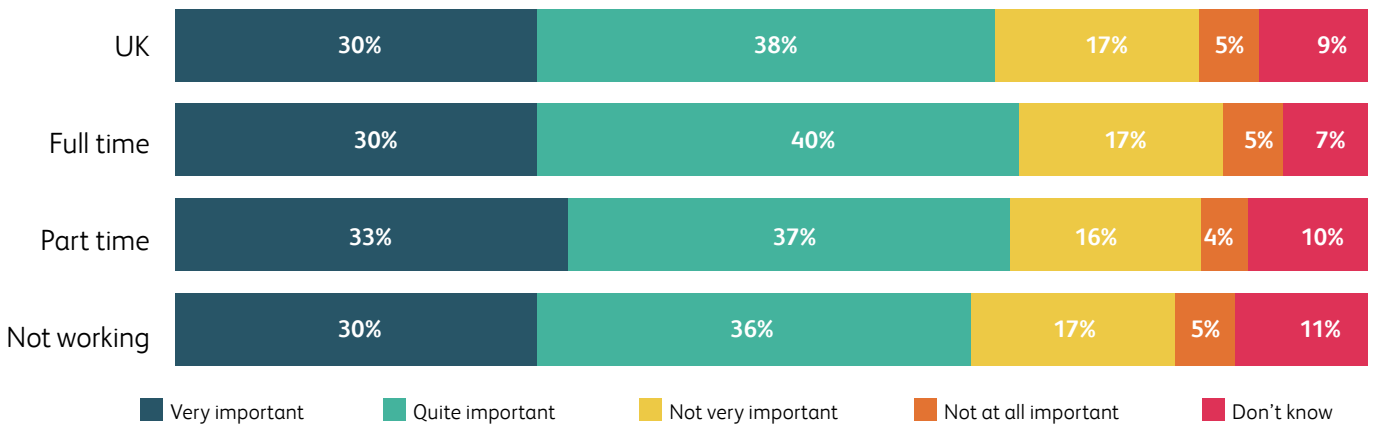
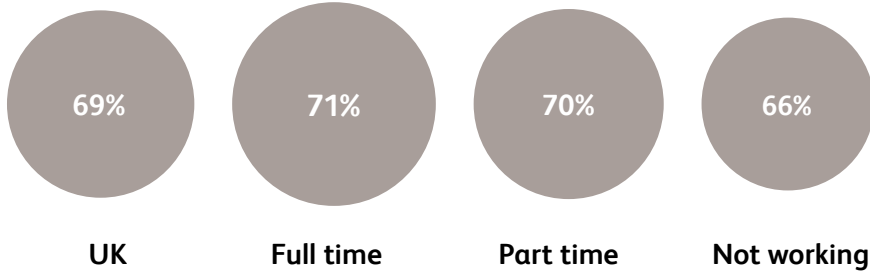
↑ Those **working full time** were more likely than those **working part time** to state that public library services had a **positive impact on their wellbeing**; helped them **feel more connected to their community**; helped them **follow/develop an interest or hobby**; and **helped them/their children avoid boredom**.

↑ Those **not working** were less likely than the **UK average** to state that public library services helped them **feel more connected to their community** and **helped them/their children avoid boredom**.

↑ Those **working full time** were more likely than those **not working** to state that public library services helped them **feel more connected to their community**; helped them **follow/develop an interest or hobby**; **helped them/their children avoid boredom**; and **helped them in some other way**.

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences

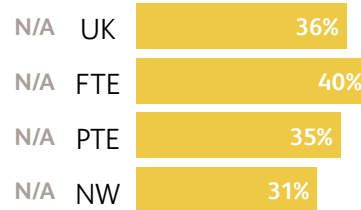
Across all working status, people were **more likely** to say it was **important** for public library buildings to **reopen** than to say that it was not important

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

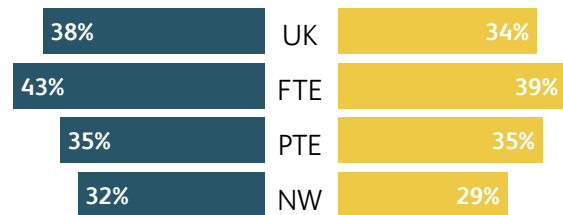
Digital

Physical

Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



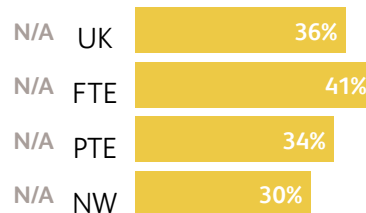
Access to information



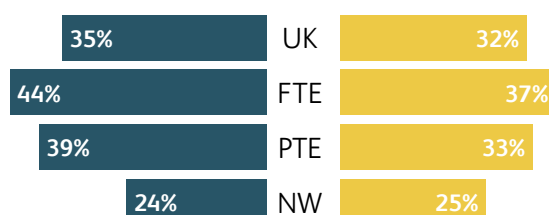
Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)

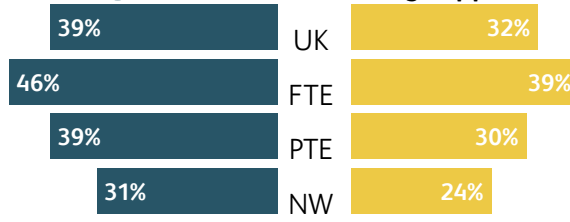


Digital

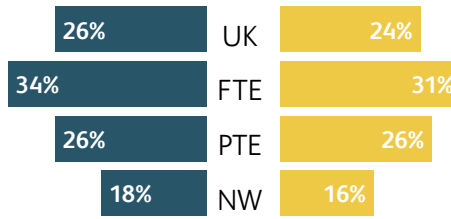
Physical



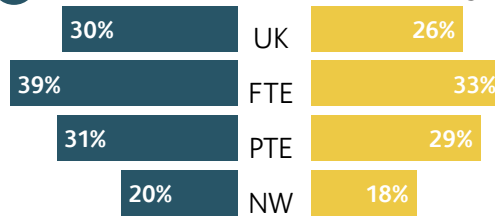
Health and wellbeing support



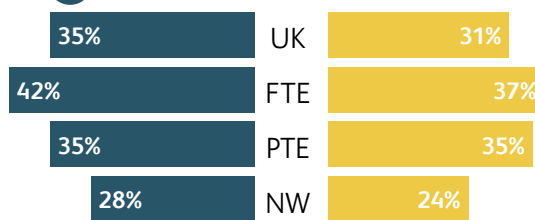
Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+



Activities or events for adults 18+



Statistically significant differences

Digital offer

Those **working fulltime** were **more likely** than those **not working** and the **UK average** to say they would engage with or use **all digital offers** listed

Those **working fulltime** were **more likely** than those **working part time** to say that they would engage with or use:



Those **working part time** were more likely than those **not working** to say they would engage with or use:



Physical offer

Those **working fulltime** were **more likely** than those **not working** to say that they would engage with or use **all physical offers** listed

Those **working fulltime** were more likely than those **working part time** to say that they would engage with or use:



Those **working fulltime** were **more likely** than the **UK average** to say that they would engage with or use:



Those **working part time** were **more likely** than those **not working** to say that they would engage with or use:



Key



Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



Access to information



Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)



Health and wellbeing support



Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+



Activities or events for adults 18+

Findings by household income*

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

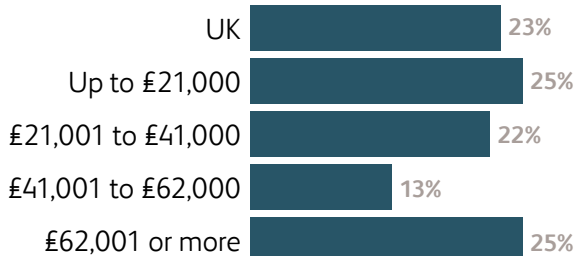
Overview of use



Statistically significant differences

No significant differences in library use by household income

Overview of frequent use



Statistically significant differences

There are **no significant differences** in frequency of use by household income

* All household incomes stated are before tax

Breakdown of use

	UK	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more
At least once a week	9%	9%	9%	9%	9%
Less than once a week but at least once a month	14%	16%	12%	14%	16%
Less than once a month but at least 3-4 times in the last year	14%	13%	14%	16%	14%
Twice in the last year	8%	8%	9%	8%	8%
Once in the last year	7%	7%	6%	7%	7%
Not in the last year or never	44%	40%	46%	42%	44%
Don't know	4%	7%	4%	3%	2%
Base: all respondents	2190	646	786	378	234

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences

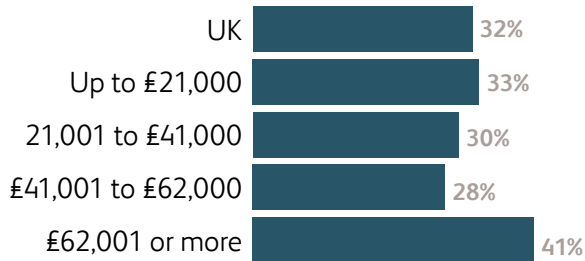


more likely to have used libraries in lockdown

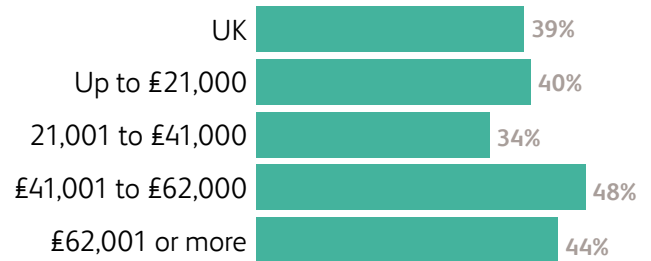
HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more
Net: E-resources	32%	33%	30%	28%	41%
Net: Online activity	39%	40%	34%	48%	44%
Net: 'Physical' service	30%	28%	25%	39%	36%
Net: Contacted for information or support	21%	19%	22%	21%	20%

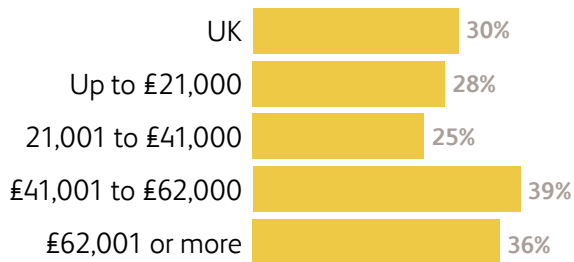
Net: E-resources



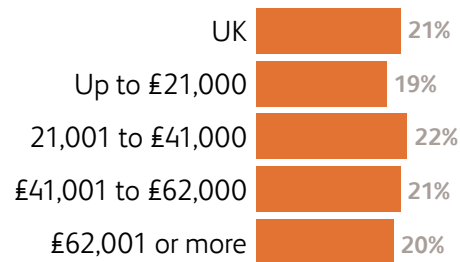
Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences



Those with a household income of **£62,001+** were more likely than those with an income of **£21,000-£41,000** and **£41,001-£62,000** to have engaged with or used **e-resources**



Those with a household income of **£41,001-£62,000** were more likely than those with an income of **£21,000-£41,000** to have engaged with or used **online activities**



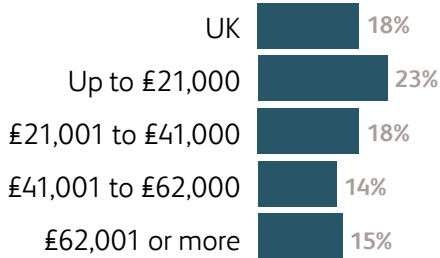
Those with a household income of **£41,001-£62,000** were more likely than those with an income of **up to £21,000** and **£41,001-£62,000** to have engaged with or used **physical services**



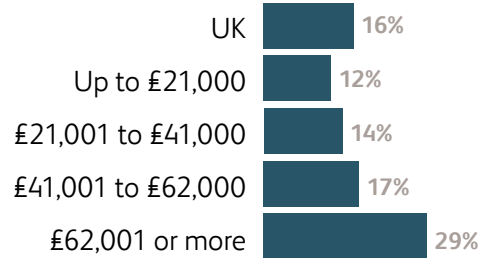
Those with a household income of **£62,001+** were more likely than those with an income of **£21,000-£41,000** to have engaged with or used **physical services**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

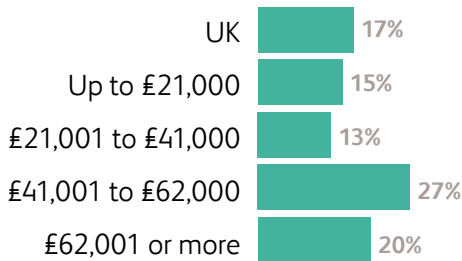
E-books, e-audio books or e-magazines



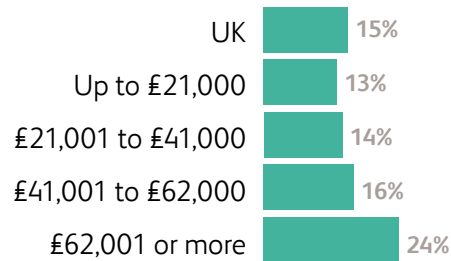
Resources other than e-books, e-audio books or e-magazines



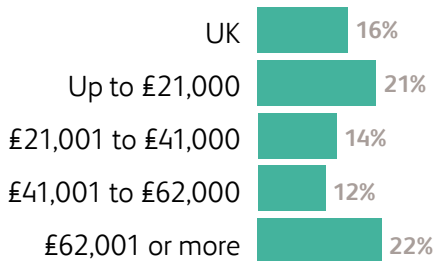
Online activity for babies and toddlers aged 0-3



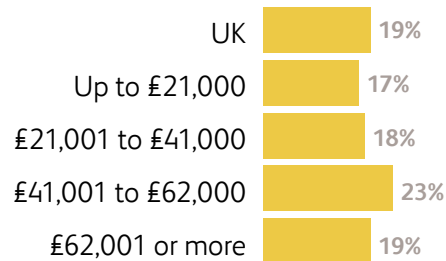
Online activity for children aged 4+



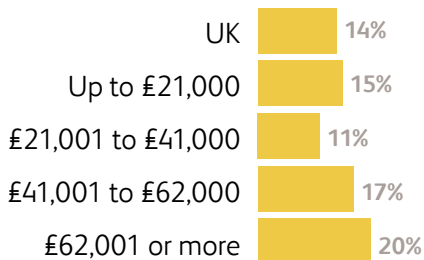
Online activity for adults aged 18+



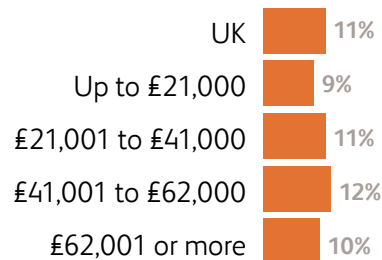
Contacted by staff



Received books or resources*

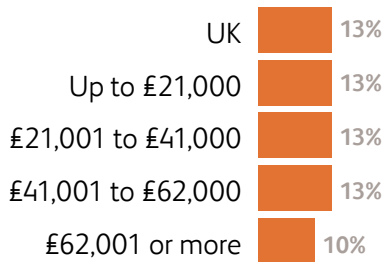


Contacted library service with a question/for information

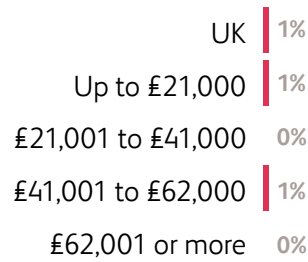


* Through home delivery service or indirectly via another charity or organisation

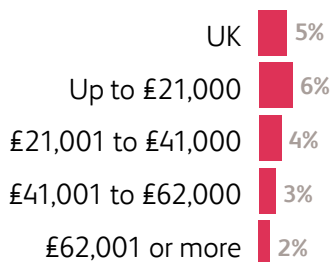
Contacted library service for support with digital skills



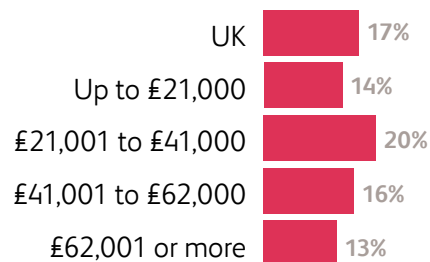
Other



Don't know



None of the above



Statistically significant differences

E-resources

↑ Those with a household income of up to **£21,000** were more likely than those with a household income of **£41,001 to £62,000** to engage with or use **e-books, e-audio books or other e-reading material**

↑ Those with a household income of **£62,001 +** were more likely than **all other income groups** to have engaged with or used **resources other than e-books, e-audio books or other e-reading material**



Those with a household income of **£62,001 +** were more likely than those with an household income of **up to £21,000** and **£21,001-£42,000** to have engaged with or used **online activities for children aged 4+**

Physical services



Those with a household income of **£62,001+** were more likely than **all other household income groups** to have received **physical books or resources** from the library service (directly or indirectly)

Online activities

↑ Those with a household income of **up to £21,000** were more likely than those with a household income of **£21,001-£42,000** to have engaged with or used **online activities for adults 18+**

↑ Those with a household income of **£41,001-£62,000** were more likely than those with a household income of **up to £21,000** and **£21,001-£41,000** to have engaged with or used **online activities for babies and toddlers**

Information and support

No statistically significant differences by household income

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

	UK	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more
Provided me with useful information	68%	60%	69%	72%	71%
Had positive impact on my wellbeing	64%	65%	60%	65%	72%
Helped me feel more connected to my community	63%	58%	62%	66%	68%
Helped me feel less alone	60%	63%	54%	63%	65%
Helped me follow/develop an interest or a hobby	64%	61%	64%	69%	65%
Helped me/my child(ren) avoid boredom	63%	59%	62%	69%	68%
Helped me in some other way	62%	59%	61%	68%	64%
Base: respondents who used library in lockdown	709	184	279	141	90

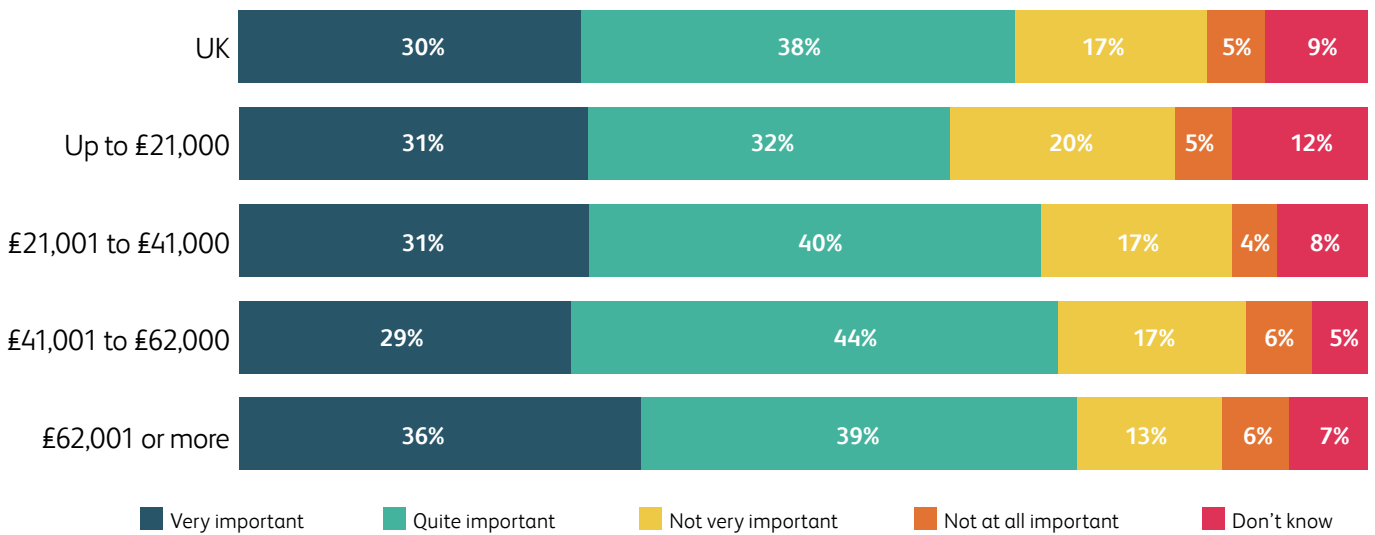
Statistically significant differences

↓ Those with a household income of **up to £21,000** were less likely than those with a household income of **£21,001-41,000** and **£41,001-£62,000** and the **UK average** to say that public library services **provided them with useful information**

↑ Those with a household income of **£62,001+** were more likely than those with a household income of **£21,001-41,000** to say that public library services helped them **feel less alone**

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences

Across **all household incomes**, people were **more likely** to say that it was **important** that public library buildings **reopen** after lockdown than to say it was unimportant.



HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

Digital

Physical

Safe space that is accessible to everyone and is free of charge

N/A	UK	36%
N/A	Up to £21,000	36%
N/A	£21,001 – £41,000	36%
N/A	£41,001 – £62,000	38%
N/A	£62,001 or more	38%

Safe environment to chat and connect with staff and others in the community

38%	UK	34%
36%	Up to £21,000	35%
42%	£21,001 – £41,000	35%
35%	£41,001 – £62,000	35%
39%	£62,001 or more	36%

Access to information

48%	UK	40%
47%	Up to £21,000	39%
49%	£21,001 – £41,000	40%
47%	£41,001 – £62,000	42%
58%	£62,001 or more	44%

Access to reading material


45%	UK	39%
41%	Up to £21,000	38%
48%	£21,001 – £41,000	40%
45%	£41,001 – £62,000	42%
51%	£62,001 or more	43%

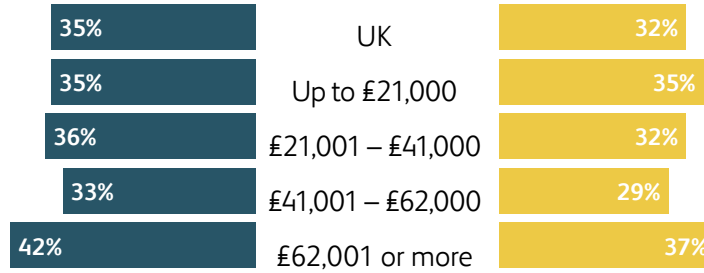
Access to IT and technology

N/A	UK	36%
N/A	Up to £21,000	37%
N/A	£21,001 – £41,000	35%
N/A	£41,001 – £62,000	38%
N/A	£62,001 or more	39%

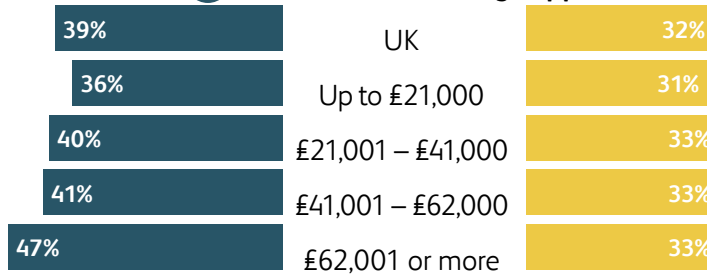
Digital


Physical

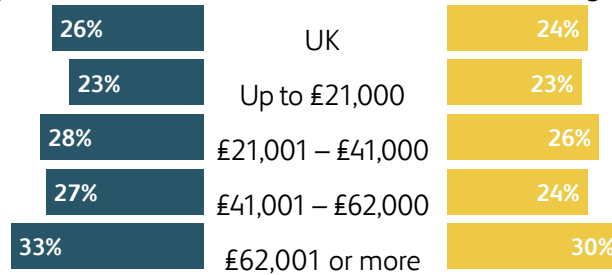
 **Support to develop skills (eg. digital, language, employability or literacy skills)**



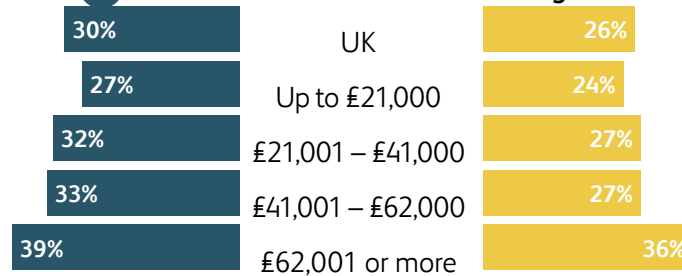
 **Health and wellbeing support**



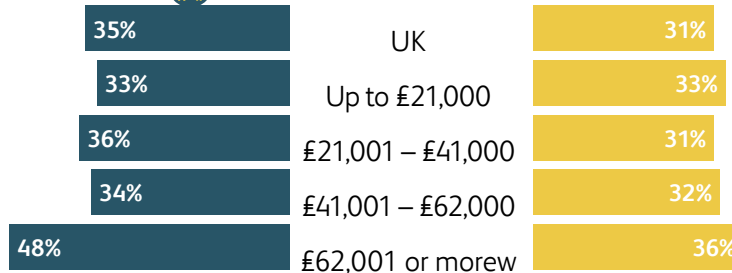
 **Activities or events for babies and toddlers aged 0-3**



 **Activities or events for children aged 4+**



 **Activities or events for adults 18+**



Statistically significant differences

Digital offer

Those with a household income of **£21,001-£41,000** were **more likely** than those with a household income of **up to £21,000** to say they would engage with or use:



Those with a household income of **£21,001-£41,000** were **more likely** than those with a household income of **£41,001-£62,000** and the **UK average** to say they would engage with or use:



Those with a household income of **£62,001+** were **more likely** than those with a household income of **up to £21,000** to say they would engage with or use:



Those with a household income of **£62,001+** were more likely than those with a household income of **£21,001-£41,000** to say they would engage with or use:



Those with a household income of **£62,001+** were more likely than those with a household income of **£41,001-£62,000** to say they would engage with or use:



Those with a household income of **£62,001+** were **more likely** than the **UK average** to say they would engage with or use:



Physical offer

Those with a household income of **£62,001+** were **more likely** than those with a household income of **up to £21,000** and the **UK average** to say they would engage with or use:



Those with a household income of **£62,001+** were **more likely** than **any other income group** to say they would engage with or use:



Key

- Safe space that is accessible to everyone and is free of charge
- Safe environment to chat and connect with staff and others in the community
- Access to information

- Access to reading material
- Access to IT and technology
- Support to develop skills (eg. digital, language, employability or literacy skills)
- Health and wellbeing support

- Activities or events for babies and toddlers aged 0-3
- Activities or events for children aged 4+
- Activities or events for adults 18+

Findings by ethnic group

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use



Statistically significant differences



↑ Use of the service by **ethnic minorities** is higher than the **UK average**

Overview of frequent use



Statistically significant differences



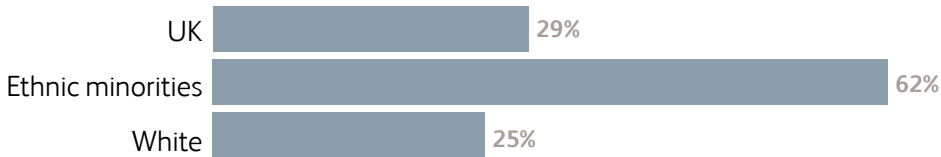
↑ Frequent use of the service among **ethnic minorities** is higher than the **UK average**

Breakdown of use

	UK	Ethnic minorities	White
At least once a week	9%	18%	7%
Less than once a week but at least once a month	14%	23%	13%
Less than once a month but at least 3-4 times in the last year	14%	18%	13%
Twice in the last year	8%	14%	7%
Once in the last year	7%	7%	7%
Not in the last year or never	44%	14%	49%
Don't know	5%	5%	4%
Base: all respondents	2190	314	1849

PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences



more likely to have used libraries in lockdown



Use of the service during lockdown by **ethnic minorities** was higher than the **UK average**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW

	UK	Ethnic minorities	White
Net: E-resources	32%	34%	31%
Net: Online activity	39%	54%	35%
Net: 'Physical' service	30%	34%	28%
Net: Contacted for information or support	21%	18%	22%

Net: E-resources



Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



Statistically significant differences

↑ **Ethnic minorities** were more likely than **white** groups and the **UK average** to have engaged with or used **online activities**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL

E-books, e-audio books or e-magazines



Resources other than e-books, e-audio books or e-magazines



Online activity for babies and toddlers aged 0-3



Online activity for children aged 4+



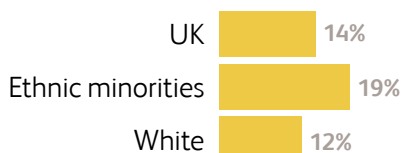
Online activity for adults aged 18+



Contacted by staff



Received books or resources*



Contacted library service with a question/for information



Contacted library service for support with digital skills



Other



Don't know



None of the above



* Through home delivery service or indirectly via another charity or organisation

Statistically significant differences

E-resources

No statistically significant differences by ethnicity

Online activities



Ethnic minorities were more likely than white groups and the UK average to have engaged with or used an online activity for babies and toddlers and an online activity for children aged 4+

Physical services



Ethnic minorities were more likely than white groups to have received physical books or resources from the library service (directly or indirectly)

Information and support

No statistically significant differences by ethnicity

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN

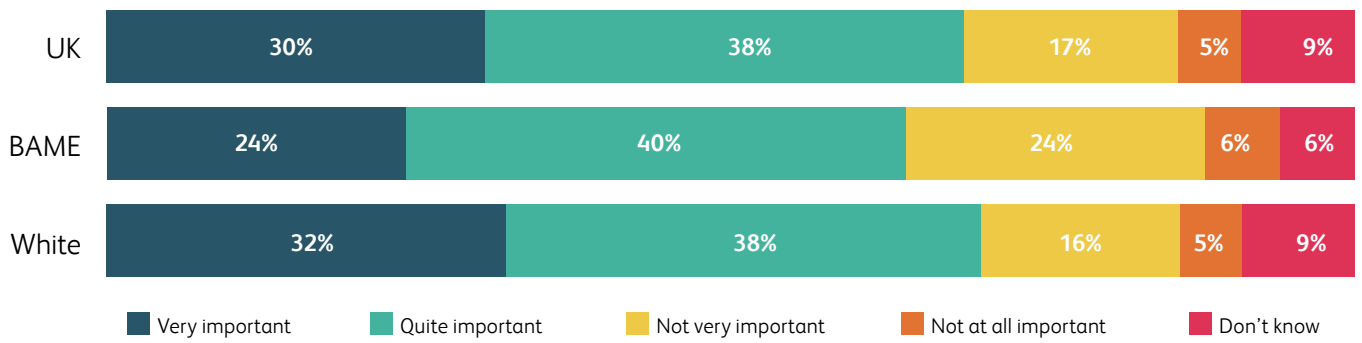
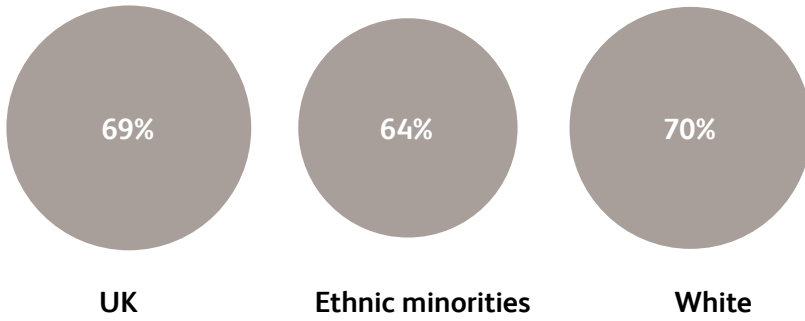
	UK	Ethnic minorities	White
Provided me with useful information	68%	71%	67%
Had positive impact on my wellbeing	64%	68%	62%
Helped me feel more connected to my community	63%	64%	62%
Helped me feel less alone	60%	63%	59%
Helped me follow/develop an interest or a hobby	64%	65%	64%
Helped me/my child(ren) avoid boredom	63%	63%	63%
Helped me in some other way	62%	63%	62%
Base: respondents who used library in lockdown	709	185	517

Statistically significant differences

There are no significant differences in impact of engagement or use of the library service by ethnicity

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences



more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

Digital

Physical

Safe space that is accessible to everyone and is free of charge



Safe environment to chat and connect with staff and others in the community



Access to information



Access to reading material



Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)



Health and wellbeing support



Digital Physical

Activities or events for babies and toddlers aged 0-3



Activities or events for children aged 4+



Activities or events for adults 18+



Statistically significant differences

Digital offer

Ethnic minorities were more likely than white groups to say that they would engage with or use **all the digital offers** listed

Physical offer

Ethnic minorities were more likely than white groups to say that they would engage with or use **all the physical offers** listed

Key

- Safe space that is accessible to everyone and is free of charge
- Safe environment to chat and connect with staff and others in the community
- Access to information
- Access to reading material
- Access to IT and technology
- Support to develop skills (eg. digital, language, employability or literacy skills)
- Health and wellbeing support
- Activities or events for babies and toddlers aged 0-3
- Activities or events for children aged 4+
- Activities or events for adults 18+

Findings by library use in the 12 months prior to lockdown

USE OF PUBLIC LIBRARY SERVICES IN THE 12 MONTHS PRIOR TO LOCKDOWN

Overview of use



52% engaged with or used public library services in the 12 months before lockdown



44% did not engage with or use public library services in the 12 months before lockdown

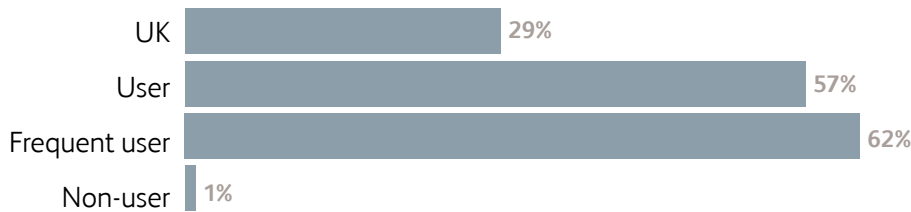


23% engaged with or used public library services at least once a month in the 12 months before lockdown



PUBLIC LIBRARY SERVICE USE DURING LOCKDOWN

Overview of use during lockdown



Statistically significant differences



Use of public library services during lockdown among **users** and **frequent users** was higher than the **UK average**

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – OVERVIEW*

	UK	User	Frequent User
Net: E-resources	32%	31%	31%
Net: Online activity	39%	40%	46%
Net: 'Physical' service	30%	30%	32%
Net: Contacted for information or support	21%	21%	23%

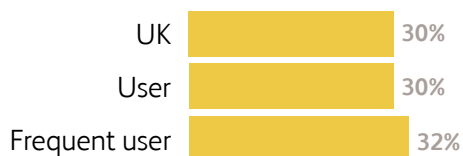
Net: E-resources



Net: Online activity



Net: 'Physical' service



Net: Contacted for information or support



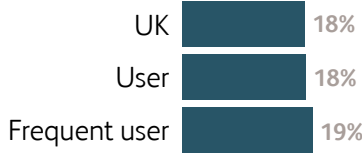
Statistically significant differences

No statistically significant differences by use/frequent use

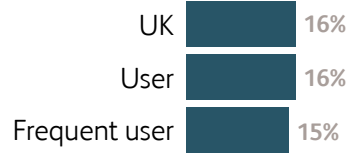
* Due to the small base size of non-users engaging with library services during lockdown, this category has been excluded from the charts in this section.

HOW PUBLIC LIBRARY SERVICES WERE USED DURING LOCKDOWN – DETAIL*

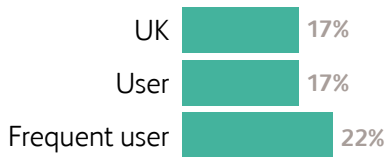
E-books, e-audio books or e-magazines



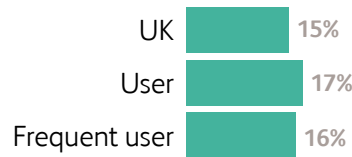
Resources other than e-books, e-audio books or e-magazines



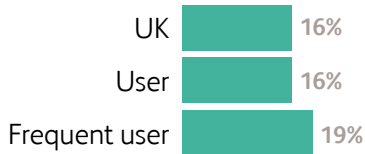
Online activity for babies and toddlers aged 0-3



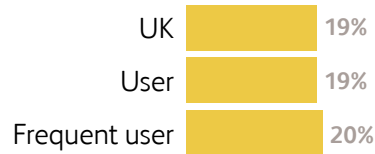
Online activity for children aged 4+



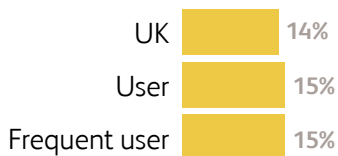
Online activity for adults aged 18+



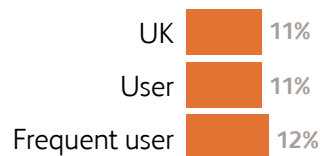
Contacted by staff



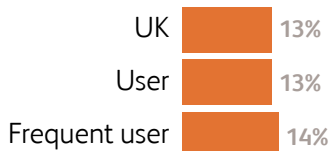
Received books or resources**



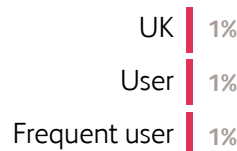
Contacted library service with a question/for information



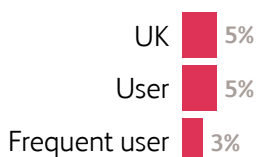
Contacted library service for support with digital skills



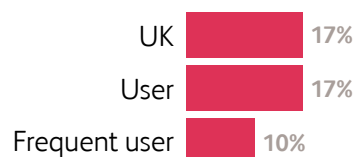
Other



Don't know



None of the above



* Due to the small base size of non-users engaging with library services during lockdown, this category has been excluded from the charts in this section.

** Through home delivery service or indirectly via another charity or organisation

Statistically significant differences

E-resources

No statistically significant differences
by use/frequency of use

Physical services

No statistically significant differences
by use/frequency of use

Online activities

No statistically significant differences
by use/frequency of use

Information and support

No statistically significant differences
by use/frequency of use

HOW PUBLIC LIBRARY SERVICES HELPED PEOPLE DURING LOCKDOWN*

	UK	User	Frequent user
Provided me with useful information	68%	68%	77%
Had positive impact on my wellbeing	64%	63%	74%
Helped me feel more connected to my community	63%	63%	70%
Helped me feel less alone	60%	60%	69%
Helped me follow/develop an interest or a hobby	64%	64%	73%
Helped me/my child(ren) avoid boredom	63%	63%	71%
Helped me in some other way	62%	63%	71%
Base: respondents who used library in lockdown	709	704	338

Statistically significant differences

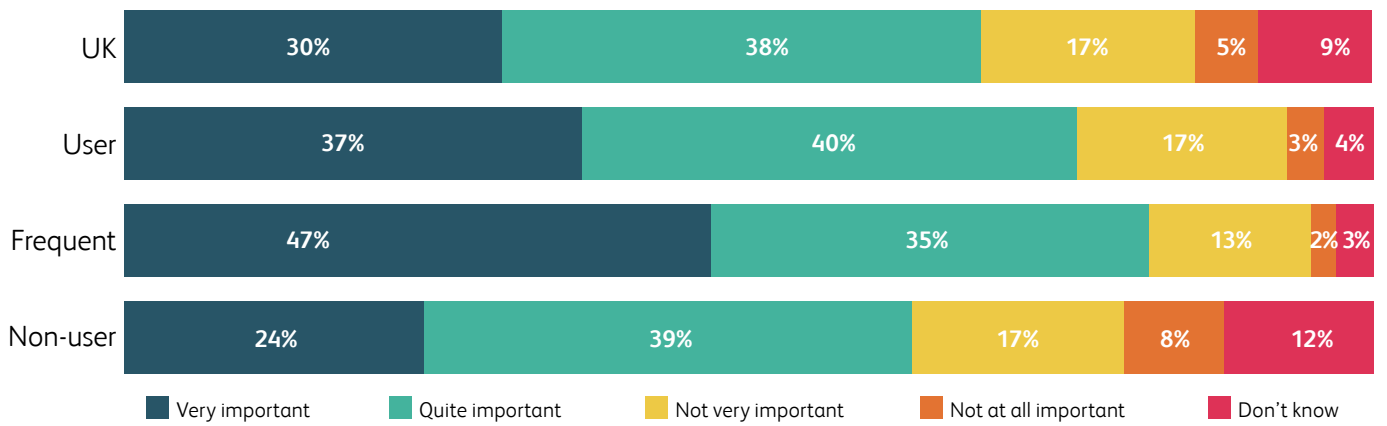
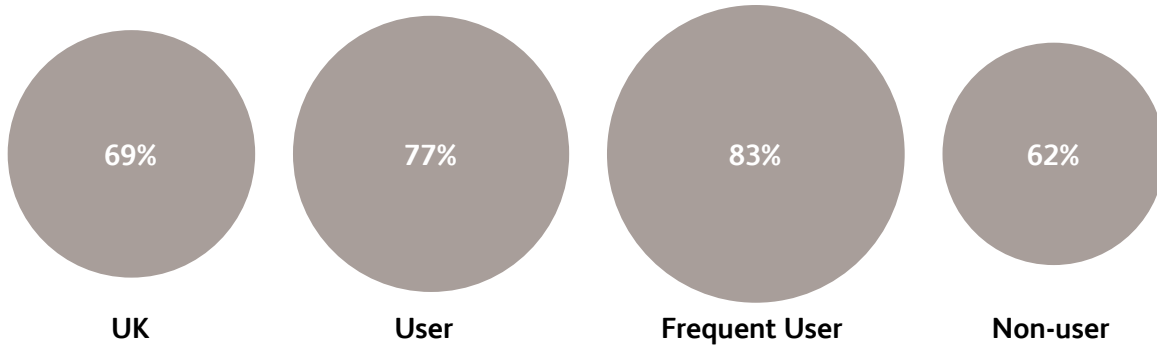
↑ **Frequent users** were more likely than **users** to state that public library services **benefited them across all areas**

↑ **Frequent users** were more likely than the **UK average** to state that public library services **benefited them across all areas** with the **exception of helping them feel more connected to the community**

* Due to the small base size of non-users engaging with library services during lockdown, this category has been excluded from the charts in this section.

THE IMPORTANCE OF PUBLIC LIBRARY BUILDINGS RE-OPENING AFTER LOCKDOWN

Important



Statistically significant differences

Across **all levels of use**, people were **more likely** to say it was **important** that public library buildings **reopened** than to say that it was not important

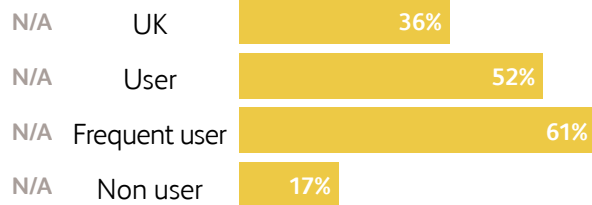
more likely to say it's important buildings reopen

HOW PEOPLE WOULD ENGAGE WITH PUBLIC LIBRARY SERVICES AFTER LOCKDOWN

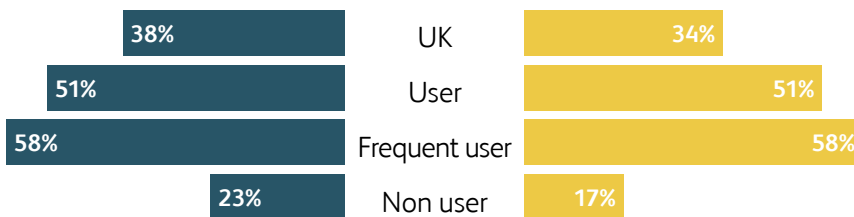
Digital

Physical

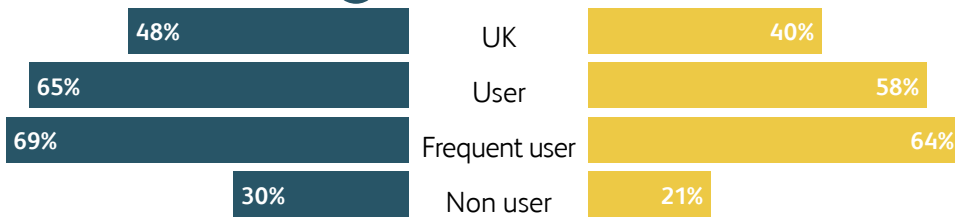
Safe space that is accessible to everyone and is free of charge



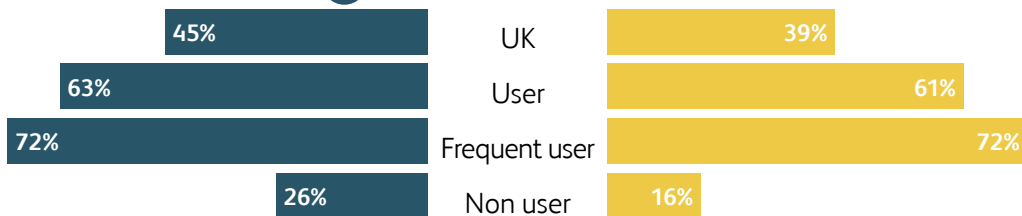
Safe environment to chat and connect with staff and others in the community



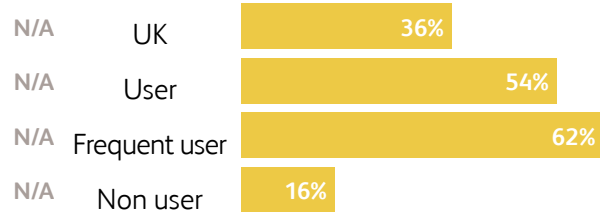
Access to information



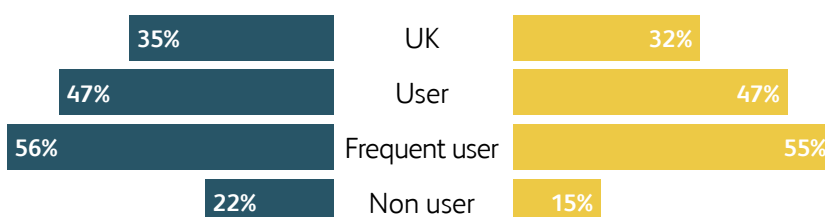
Access to reading material

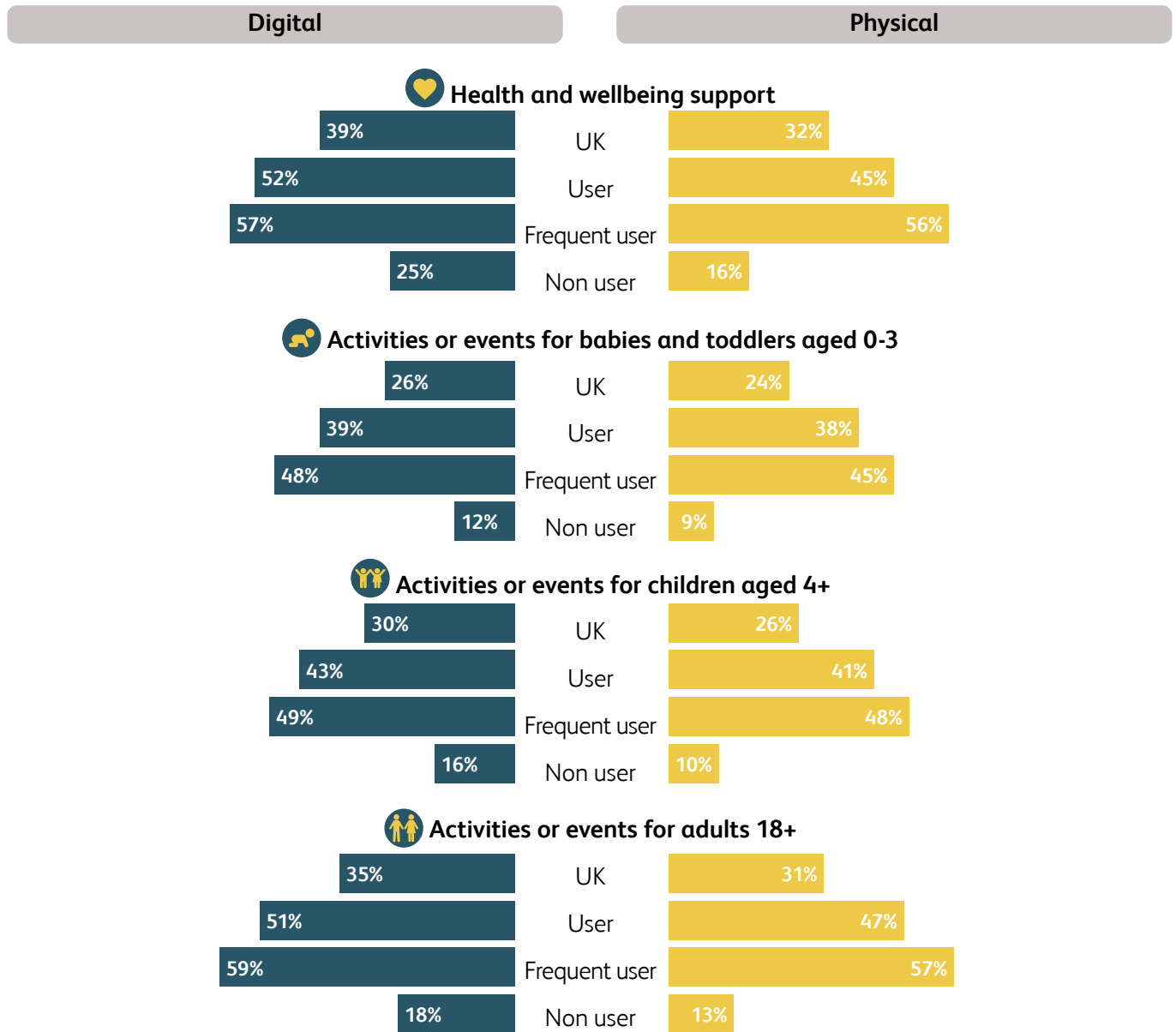


Access to IT and technology



Support to develop skills (eg. digital, language, employability or literacy skills)





Statistically significant differences

Digital offer

Users and frequent users were more likely than non-users and the UK average to say that they would engage with or use all digital offers listed

Frequent users were more likely than users and the UK average to say that they would engage with or use all digital offers listed with the exception of access to information

Physical offer

Users and frequent users were more likely than non-users and the UK average to say that they would engage with or use all physical offers listed

Appendix

Library usage and wellbeing during lockdown

Questionnaire for the Carnegie UK Trust

ASK ALL

QCLUWDLQ1.

Thinking about the **12 months before the COVID-19 lockdown**, how frequently, if at all, did you use or engage with a public library?

This could include visiting a public library for any reason, calling a public library, being called by a public library, going onto a public library's website, engaging with a public library's social media account or engaging with a public library for any other reason. This does not include libraries in Universities or colleges. *Please select one*

SINGLE

At least once a week	1
Less than once a week but at least once a month	2
Less than once a month but at least 3-4 times in the last year	3
Twice in the last year	4
Once in the last year	5
Not in the last year or never	7
Don't know	97

ASK ALL

QCLUWDLQ2.

Since the COVID-19 lockdown started in March to when it began to ease in June, how has your use or engagement with a public library changed **compared to before the COVID-19 lockdown**?

This could include visiting a public library for any reason, calling a public library, being called by a public library, going onto a public library's website, engaging with a public library's social media account or engaging with a public library for other any reason. This does not include libraries in Universities or colleges.

Please select one option

SINGLE

Increased	1
Stayed the same	2
Decreased	3
I have not used or engaged with a public library during lockdown	4
Don't know	97

ASK ONLY THOSE WHO ANSWER 1-3 AT Q2

QCLUWDLQ3.

Since the COVID-19 lockdown started in March to when it began to ease in June, which of the following interactions have you had with a public library?

This does not include libraries in Universities or colleges.

Please select all that apply

MULTICODE

I contacted a public library over the phone or online with a question or for information	1	
A public library staff member contacted me (eg. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	2	
I used a public library's digital service to access e-books, e-audio books or e-magazines	3	
I used a public library's digital service to access resources <u>other than</u> e-books, e-audio books or e-magazines (eg. to find out more about my family history or access reference services)	4	
I viewed or took part in an online activity for adults aged 18+ (eg. book group, author talk, knit and natter), organised by a public library	5	
I viewed or took part in an online activity for babies and toddlers aged 0-3 (eg. rhyme and story session), organised by a public library	6	
I viewed or took part in an online activity for children aged 4+ (eg. craft, Lego club, support with home schooling), organised by a public library	7	
I contacted a public library for support around digital skills	8	
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	9	
Other (please state)	98	FIX, OPEN END
Don't know	97	FIX, EXCLUSIVE
None of these	99	FIX, EXCLUSIVE

ASK ONLY THOSE WHO ANSWER 1-3 AT Q2

QCLUWDLQ4.

Thinking about your interaction(s) with a public library in person, over the phone or by any digital means **since the COVID-19 lockdown started in March to when it began to ease in June**, to what extent do you agree or disagree with the following statements, if at all? *Please select one option*

SINGLE, RANDOMISE ROWS A-F

Columns:

Strongly agree	1
Somewhat agree	2
Somewhat disagree	3
Strongly disagree	4
Don't know	97

Rows:

Public library services helped me feel less alone	A	
Public library services helped me feel more connected to my community	B	
Public library services provided me with useful information	C	
Public library services helped me/my child(ren) avoid boredom	D	
Public library services helped me follow/develop an interest or a hobby	E	
Public library services had a positive impact on my wellbeing in lockdown	F	
Public libraries have helped me in some other way	G	FIX LAST IF 1 OR 2 SHOW OPEN-END SCREEN

SHOW OPEN-END SCREEN IF 1 OR 2 AT Q4_G (strongly agree/somewhat agree that public libraries have helped me in some other way)

QCLUWDLQ4OE.

You said that public libraries have helped you during the COVID-19 lockdown in some other way. Please could you specify **how**? Please write in full sentences - we are interested in your thoughts and experiences.

OPEN

ASK ALL

QCLUWDLQ5.

To what extent, if at all, do you think it is important, or not, that public libraries re-open their buildings **after the COVID-19 lockdown**? *Please select one option*

SINGLE

Very important	1
Quite important	2
Not very important	3
Not at all important	4
Don't know	97

ASK ALL

QCLUWDLQ6A.

After the COVID-19 lockdown, how likely or unlikely, if at all, would you be to use or engage with the following public library **digital** services (i.e. online)? *Please select one option*

SINGLE, RANDOMISE ROWS

Columns:

Very likely	1
Likely	2
Unlikely	3
Very unlikely	4
Don't know	97

Rows:

Access to books, audio-books and reading material such as newspapers and magazines	A
Access to information (eg. information about council and community services, support available, health information etc.)	B
Health and wellbeing support (eg. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	C
Support to develop skills (eg. digital, language, employability or literacy skills)	D
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	E
Activities or events for babies and toddlers aged 0-3 (eg. rhyme and story session)_	F
Activities or events for children aged 4+ (eg. craft, Lego club, support with home schooling)	G
Activities or events for adults (eg. book group, author talk, knit and natter)	H

ASK ALL

QCLUWDLQ6B.

After the COVID-19 lockdown, how likely or unlikely, if at all, would you be to **physically** use the following public library services (i.e. in-person)? Please select one option

SINGLE, KEEP ROWS IN THE SAME ORDER AS FOR Q6A

Columns:

Very likely	1
Likely	2
Unlikely	3
Very unlikely	4
Don't know	97

Rows:

Access to books, audio-books and reading material such as newspapers and magazines	A
Access to information (eg. information about council and community services, support available, health information etc.)	B
Health and wellbeing support (eg. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	C
Support to develop skills (eg. digital, language, employability or literacy skills)	D
Providing a safe environment for people to chat and connect with staff and others in the community	E
Activities or events for babies and toddlers aged 0-3 (eg. rhyme and story session)	F
Activities or events for children aged 4+ (eg. craft, Lego club, support with home schooling)	G
Activities or events for adults (eg. book group, author talk, knit and natter)	H
Providing a safe space that is accessible to everyone and is free of charge (eg. study space, meeting space, space to sit)	I
Access to IT and technology	J

The Carnegie UK Trust works to improve the lives of people throughout the UK and Ireland, by changing minds through influencing policy, and by changing lives through innovative practice and partnership work. The Carnegie UK Trust was established by Scots-American philanthropist Andrew Carnegie in 1913.

Andrew Carnegie House
Pittencrieff Street
Dunfermline
KY12 8AW

Tel: +44 (0)1383 721445

Fax: +44 (0)1383 749799

Email: info@carnegieuk.org

www.carnegieuktrust.org.uk

This report was written by Dr Jenny Peachey

October 2020



CHANGING MINDS • CHANGING LIVES

Carnegie United Kingdom Trust
Registered Charity No: SC 012799 operating in the UK
Registered Charity No: 20142957 operating in Ireland
Incorporated by Royal Charter 1917

ISBN 978-1-912918-47-8



9 781912 918478