

Your views on Scottish public libraries



We would like to hear your views on public libraries in Scotland. We have posed 11 questions. Please respond to as few or as many of them as you wish. We would be happy to hear about anything that you feel falls within the scope of the questions. There is space for adding comments at the end of this form.

Name of the organisation or library that
you work for:

Role

I work for the:

I am responding as:

an individual

an organisation

If relevant, please indicate the type
of library service in which you work:

If relevant, please indicate how your
public library service is run:

Contact name (**optional**)

Contact email (**optional**)

Contact phone number (**optional**)

Please submit this form by **5pm on 2 December**. If you have any queries please contact the Scottish Information and Library Council at info@scottishlibraries.org

Please select one of the following options in regard to the anonymity of your response:

I am an individual and would not like to have my response published on SLIC's website

I am an individual and am happy to have my response published on SLIC's website as long as I remain anonymous

I am an individual and am happy to have both my response and personal details published on SLIC's website

I am responding on behalf of an organisation. We would like our response to be published on SLIC's website but for the organisation to remain anonymous.

I am responding on behalf of an organisation. We would like our response and organisation name to be shared on SLIC's website.



Part 1: Visions and Aims

We are keen to hear your opinion about the values, visions and aims that should underpin public libraries and permeate their working culture and ethos. These will enable public libraries to deliver fit-for-purpose services for communities and meet the needs of future generations.

When responding to the questions below please think as broadly as possible about the contributions public libraries could make to their communities.

Question 1

What should be the aims of public libraries in the 21st century?

Some examples of aims and visions from strategies beyond Scotland include:

- *To facilitate experience, discovery, participation and creation.*
- *To promote community cohesion and well-being, economic growth, and cultural identity.*
- *[To welcome] all people ... [with] vital and exciting libraries that are centres of community life and lifelong learning.*
- *To foster literacy and engagement with literature as a key tool to create a more informed, culturally aware and imaginative society.*
- *To expand the learning capacity of the nation so as to enhance national competitiveness and to promote a gracious society; and to bring the world's knowledge to the country to create a positive social and economic impact.*

Please note that the box below expands.

Question 2

What outcomes should public libraries seek to achieve for their communities?

Some examples of the outcomes listed in strategies outside Scotland include:

- *Better public service.*
- *A more competitive and productive economy. (Examples of how public libraries contribute to economic wellbeing can be viewed [here.](#))*
- *Cohesive, healthy, safe and resilient communities.*
- *Communities that value our heritage and embrace diversity and creativity.*
- *Sustainable communities both financially and in their practices and systems.*
- *Improved access to library resources that advance and enhance users' personal, educational and working lives.*
- *New and improved library programs that anticipate and meet users' constantly changing needs for library services.*
- *Higher literacy rates.*
- *Greater engagement with literature and reading.*
- *Users of all ages perceive libraries as community learning spaces offering high-quality lifelong learning, literacy and knowledge creation opportunities that enhance civic engagement and economic vitality.*
- *Library development that will have a supportive work environment that enables all staff to provide high-quality, cost-effective services to customers in a timely manner.*

Please note that the box below expands.



Part 2: Delivery

In order to fulfil their aims and visions, it is necessary to consider the services that public libraries will deliver.

Question 3

Do public libraries need to change to make these aims and outcomes a reality in the 21st Century?

Please note that the box below expands.

Question 4

If public libraries need to change, what are the key areas for change? Please think about the things libraries need to develop, initiate and/or stop doing.

Please note that the box below expands.

Question 5

What should the priorities be for the 21st century public library service? Our discussions to date suggest the following as priorities.

- General and lifelong learning
- Safe community hub
- E-book lending
- Curating information
- Access to public services
- Digital and information literacy
- Opening hours in tune with individual and community needs
- Access to wifi
- Cultural heritage
- Staff development, training and support
- Book lending
- Access to digital resources and digital inclusion
- Family and local history

Which of these do you consider to be the top three priorities for public libraries? You do not have to limit yourself to this list. Please feel free to include additional suggestions.

Please note that the box below expands.

Question 6

What actions could public libraries take to develop the top priority you have selected above?

Please note that the box below expands.

Question 7

Can you think of areas where public library services could cooperate or share services? Equally, can you think of areas where it would be inappropriate for services to cooperate? Where possible, please give reasons for your answers.

Please note that the box below expands.

Question 8

Public Library services are currently delivered by a range of different models (including local authorities and arms-length trusts). Are there other models of provision that would meet the aims and outcomes?

Please note that the box below expands.

Question 9

Are there other public, voluntary or private sector services that could be included in a public library service? Are there any services it would be inappropriate to collaborate or partner with?

Please note that the box below expands.



Part 3: Measuring Impact

It is important to evidence and assess the impact of public libraries.

We are keen to hear about any ideas, relevant experience or resources that you are aware of that might be helpful in formulating a framework for measuring and reporting public libraries' impact.

Question 10

What measure should we use to assess the impact of public libraries?

Please note that the box below expands.

Question 11

Should there be consistent measurement used across all Scottish public libraries?

Please note that the box below expands.

Part 3: Additional Information

We would be keen for you to share any information, insights and experiences that you feel it is important for us to hear.

Please note that the box below expands.

Thank You.