

Carnegie UK Trust, Library use and wellbeing during lockdown – August 2020

Methodology: Savanta ComRes interviewed 2,196 UK adults online between the 31st July and 2nd August 2020. Data were weighted to be demographically representative of UK adults by age, gender, region and social grade. Savanta ComRes is a member of the British Polling Council and abides by its rules.

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Library usage in lockdown

Q1. 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.

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At least once a week	194	81	112	25	49	42	29	13	36	74	71	49
	9%	8%	10%	10%	13%	12%	8%	4%	7%	12%	10%	6%
			a	ei	defi	defi	e			defi	ei	
Less than once a week but at least once a month	304	160	144	45	76	60	42	19	61	121	102	80
	14%	15%	13%	19%	20%	17%	11%	6%	12%	19%	14%	10%
				defhi	defhi	dei	e		e	defhi	ei	e
Less than once a month but at least 3-4 times in the last year	301	152	148	48	72	53	49	33	46	120	103	78
	14%	14%	13%	20%	19%	15%	13%	10%	9%	19%	14%	9%
				defhi	defhi	efi				defhi	fi	
Twice in the last year	178	96	82	31	40	31	23	26	28	71	54	54
	8%	9%	7%	13%	11%	9%	6%	8%	5%	11%	7%	6%
				defhi	dfhi					dfhi		
Once in the last year	153	85	68	21	19	30	32	20	30	40	62	50
	7%	8%	6%	9%	5%	9%	8%	6%	6%	6%	8%	6%
			b	b							b	
Not in the last year or never	963	450	513	54	99	118	197	201	293	153	315	495
	44%	42%	46%	22%	26%	34%	51%	62%	58%	25%	43%	60%
						abg	abcgh	abcdgh	abcgh		abcg	abcdgh
Don't know	98	45	53	19	24	16	15	12	12	43	32	24
	4%	4%	5%	8%	6%	5%	4%	4%	2%	7%	4%	3%
			defhi	fi						defhi		
Net: Once a month	498	241	257	70	125	102	71	32	97	195	173	129
	23%	23%	23%	29%	33%	29%	18%	10%	19%	31%	23%	16%
				defi	defhi	defhi	e		e	defhi	ei	e
Net: At least once in the last year	1129	574	555	170	256	216	176	110	201	426	392	312
	52%	54%	50%	70%	67%	62%	45%	34%	40%	68%	53%	38%
				cdefhi	defhi	defhi	ei			cdefhi	defi	

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Q1. 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.

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At least once a week	194 9%	5 8%	14 8%	16 7%	7 8%	27 15%	3 2%	24 13%	9 6%	24 13%	23 8%	6 3%	33 12%	189 9%	172 9%
			f	f	bcfhjkmn		cfhk	cfhk		f		cfhk	fk	fk	fk
Less than once a week but at least once a month	304 14%	8 12%	24 13%	40 16%	10 11%	22 12%	13 12%	40 21%	18 11%	17 9%	29 10%	32 16%	50 17%	296 14%	258 14%
			ij	ij			defhijmn					ij			
Less than once a month but at least 3-4 times in the last year	301 14%	7 10%	20 11%	47 19%	10 11%	13 7%	16 15%	26 14%	17 11%	26 14%	44 15%	17 8%	59 21%	294 14%	259 14%
			abehkmn	abehkmn		e	e			e		abdehkmn	e	e	e
Twice in the last year	178 8%	5 7%	13 7%	20 8%	6 7%	15 8%	4 4%	12 6%	18 12%	16 9%	26 9%	14 7%	28 10%	174 8%	156 9%
								f	f			f	f	f	f
Once in the last year	153 7%	3 5%	19 11%	15 6%	2 3%	9 5%	12 12%	11 6%	14 9%	13 7%	18 6%	12 6%	23 8%	149 7%	117 6%
			dn				dejmn	d	d						
Not in the last year or never	963 44%	37 56%	84 45%	95 39%	50 56%	73 41%	53 50%	71 37%	71 46%	88 47%	144 48%	116 57%	81 28%	926 44%	789 43%
		ceglmn	l	l	ceglmn	l	cgl	l	l	l	cgl	bceglmn	l	l	l
Don't know	98 4%	1 2%	10 5%	11 5%	4 4%	20 11%	5 5%	4 2%	8 5%	4 2%	12 4%	7 3%	12 4%	97 5%	82 4%
					acfhijklmn										
Net: Once a month	498 23%	13 20%	39 21%	56 23%	17 19%	50 28%	16 15%	64 34%	27 17%	42 22%	53 18%	38 19%	83 29%	485 23%	430 23%
					fhj		abcdfhijklmn					fhjkmn	fj	fj	fj
Net: At least once in the last year	1129 52%	27 42%	91 49%	138 56%	36 40%	86 48%	48 45%	114 60%	77 49%	97 51%	141 47%	81 40%	194 68%	1102 52%	962 52%
			adjk	adjk			abdefhijklmn		k			abcdefhijklmn	adk	adk	adk

Library usage in lockdown

Q1. 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.

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
		a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At least once a week	194 9%	76 13%	78 7%	40 7%	126 10%	71 7%	120 10%	100 10%	20 8%	74 8%	12 9%	33 7%	37 18%	44 16%	35 13%	9 7%	86 12%	107 7%
		bce			bce								def	df	f		f	
Less than once a week but at least once a month	304 14%	102 17%	143 13%	59 11%	179 15%	127 13%	188 15%	149 15%	39 15%	116 13%	19 15%	49 11%	54 26%	57 20%	45 16%	20 15%	147 21%	153 11%
		ce			c								cdf	f	f		f	
Less than once a month but at least 3-4 times in the last year	301 14%	100 17%	160 15%	40 8%	196 16%	113 11%	191 15%	156 16%	35 13%	110 12%	28 22%	40 9%	42 20%	59 21%	51 19%	19 14%	135 19%	161 11%
		ce	ce		ce	c	df	df			acdf		f	f	f		f	
Twice in the last year	178 8%	51 9%	90 9%	37 7%	102 8%	85 8%	112 9%	81 8%	31 12%	67 7%	19 15%	24 5%	15 7%	30 11%	20 7%	10 7%	59 8%	117 8%
									bdf		abdf							
Once in the last year	153 7%	47 8%	71 7%	34 6%	93 8%	61 6%	98 8%	74 7%	23 9%	55 6%	9 7%	26 6%	12 6%	19 7%	24 9%	9 7%	48 7%	105 7%
Not in the last year or never	963 44%	198 33%	473 45%	292 55%	470 39%	489 49%	505 40%	403 40%	102 39%	458 49%	24 19%	268 59%	41 20%	59 21%	90 33%	61 46%	193 28%	756 52%
			ad	abde	a	ad	e	e	e	abce		abcde			ab	abce	ab	abce
Don't know	98 4%	23 4%	44 4%	31 6%	48 4%	55 6%	51 4%	36 4%	15 6%	47 5%	18 14%	12 3%	8 4%	13 5%	11 4%	6 4%	30 4%	59 4%
											abcdf							
Net: Once a month	498 23%	178 30%	221 21%	99 19%	305 25%	197 20%	308 24%	249 25%	59 22%	190 21%	30 24%	82 18%	91 43%	100 36%	80 29%	29 21%	234 33%	261 18%
		bcde			bce		df	df					cdef	df	f		df	
Net: At least once in the last year	1129 52%	377 63%	543 51%	209 39%	696 57%	457 46%	708 56%	560 56%	148 56%	421 45%	86 67%	172 38%	161 77%	208 74%	176 63%	66 50%	476 68%	644 44%
		bcde	ce		bce	c	df	df	df	f	abcdf		cdef	cdef	df		df	

Library usage in lockdown

Q1. 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.

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
At least once a week	194	53	76	36	22	140	51	194	194	-	113	77	50
	9%	9%	9%	9%	9%	7%	18%	39%	17%	-	8%	11%	11%
							a	bc	c			a	
Less than once a week but at least once a month	304	87	102	60	39	237	63	304	304	-	185	114	76
	14%	16%	12%	14%	16%	13%	23%	61%	27%	-	13%	16%	16%
							a	bc	c				
Less than once a month but at least 3-4 times in the last year	301	73	111	68	33	249	50	-	301	-	191	100	65
	14%	13%	14%	16%	14%	13%	18%	-	27%	-	13%	14%	14%
							a		ac				
Twice in the last year	178	43	73	34	20	139	38	-	178	-	97	78	54
	8%	8%	9%	8%	8%	7%	14%	-	16%	-	7%	11%	11%
							a		ac			a	a
Once in the last year	153	39	48	31	17	128	20	-	153	-	91	58	40
	7%	7%	6%	7%	7%	7%	7%	-	14%	-	6%	8%	9%
									ac				
Not in the last year or never	963	224	378	175	106	918	38	-	-	963	695	254	147
	44%	40%	46%	42%	44%	49%	14%	-	-	100%	49%	35%	32%
			a			b				ab	bc		
Don't know	98	38	30	15	4	79	14	-	-	-	47	42	33
	4%	7%	4%	3%	2%	4%	5%	-	-	-	3%	6%	7%
		bcd										a	a
Net: Once a month	498	139	178	96	61	376	113	498	498	-	298	190	126
	23%	25%	22%	23%	25%	20%	41%	100%	44%	-	21%	26%	27%
							a	bc	c			a	a
Net: At least once in the last year	1129	295	409	230	131	892	222	498	1129	-	677	427	285
	52%	53%	50%	55%	54%	47%	81%	100%	100%	-	48%	59%	61%
							a	c	c			a	a

Library usage in lockdown

Q2. 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.

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increased	115	63	51	28	33	27	16	5	5	61	43	11
	5%	6%	5%	12%	9%	8%	4%	2%	1%	10%	6%	1%
				defhi	defi	defi	efi			defhi	efi	
Stayed the same	478	271	207	54	127	95	77	50	76	181	172	126
	22%	25%	18%	22%	33%	27%	20%	15%	15%	29%	23%	15%
		b		efi	acdefhi	defi				adefhi	efi	
Decreased	226	117	110	40	72	40	31	25	19	112	71	43
	10%	11%	10%	16%	19%	11%	8%	8%	4%	18%	10%	5%
				cdefhi	cdefhi	fi	f	f		cdefhi	fi	
I have not used or engaged with a public library during lockdown	1299	585	714	103	135	169	254	237	400	238	423	637
	59%	55%	64%	43%	36%	48%	66%	73%	79%	38%	57%	77%
		a		b		bg	abcgh	abcdgh	abcdgh		abcg	abcdgh
Don't know	72	33	39	17	12	20	9	7	6	30	29	13
	3%	3%	3%	7%	3%	6%	2%	2%	1%	5%	4%	2%
				bdefhi		defi				efi	fi	
Net: Used during lockdown	646	367	279	113	195	138	93	43	62	309	232	105
	29%	34%	25%	47%	52%	39%	24%	13%	12%	50%	31%	13%
		b		cdefhi	cdefhi	defhi	efi			cdefhi	defi	

Library usage in lockdown

Q2. 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.

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increased	115	3	10	8	3	10	5	18	8	9	10	6	25	112	96
	5%	5%	5%	3%	3%	5%	5%	9%	5%	4%	3%	3%	9%	5%	5%
								cjkmn					cjkmn		
Stayed the same	478	14	37	45	16	41	25	47	34	40	67	43	68	464	402
	22%	21%	20%	18%	18%	23%	24%	25%	22%	21%	23%	21%	24%	22%	22%
Decreased	226	5	9	30	10	16	8	17	22	26	34	14	35	221	204
	10%	8%	5%	12%	11%	9%	7%	9%	14%	14%	11%	7%	12%	10%	11%
				b					bk	bk	b		b	b	b
I have not used or engaged with a public library during lockdown	1299	42	119	155	55	105	64	104	85	109	178	135	147	1257	1074
	59%	64%	65%	64%	62%	59%	60%	55%	55%	57%	60%	66%	51%	59%	59%
		l	l	l						l	l			l	l
Don't know	72	1	9	6	5	6	4	2	6	6	9	6	12	71	57
	3%	2%	5%	2%	6%	4%	4%	1%	4%	3%	3%	3%	4%	3%	3%
			g		g										
Net: Used during lockdown	646	12	43	62	25	51	29	70	49	57	87	43	118	634	562
	29%	18%	23%	26%	28%	28%	28%	37%	32%	30%	29%	21%	41%	30%	31%
					a			abckm	ak	a	a		abcdefijklm	ak	abk

Library usage in lockdown

Q2. 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.

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increased	115 5%	53 9%	53 5%	9 2%	86 7%	33 3%	88 7%	77 8%	11 4%	27 3%	10 8%	7 1%	29 14%	34 12%	26 10%	9 7%	70 10%	45 3%
		bce	c		bce	c	cdf	cdf			df		df	f	f	f	f	
Stayed the same	478 22%	154 26%	237 22%	87 16%	287 24%	201 20%	321 25%	271 27%	50 19%	157 17%	32 25%	64 14%	68 32%	97 35%	62 22%	32 24%	207 30%	263 18%
		ce	c		ce		cdf	cdf			df		cf	cdf			cf	
Decreased	226 10%	82 14%	122 12%	22 4%	150 12%	82 8%	157 12%	127 13%	30 11%	69 7%	20 16%	14 3%	40 19%	53 19%	42 15%	7 5%	115 16%	107 7%
		ce	ce		ce	c	df	df	df	f	df		df	df	df		df	
I have not used or engaged with a public library during lockdown	1299 59%	296 50%	614 58%	388 73%	660 54%	643 64%	664 53%	499 50%	166 63%	635 68%	56 44%	361 80%	62 29%	88 32%	136 49%	80 60%	277 40%	1009 69%
			a	abde	a	abd			abe	abce		abcde			abe	abce	ab	abcde
Don't know	72 3%	13 2%	34 3%	25 5%	30 2%	42 4%	34 3%	25 2%	9 3%	38 4%	10 8%	8 2%	12 6%	7 3%	11 4%	6 4%	31 4%	34 2%
				ad		ad				b	abcf		f				f	
Net: Used during lockdown	646 29%	252 42%	320 30%	74 14%	432 36%	229 23%	463 37%	390 39%	73 27%	183 20%	51 40%	52 11%	125 59%	158 56%	114 41%	35 26%	343 49%	296 20%
		bcede	ce		bce	c	cdf	cdf	df	f	cdf		cdef	cdef	df		cdf	

Library usage in lockdown

Q2. 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.

BASE: All respondents

	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership			
	Total	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
	a	b	c	d	a	b	a	b	c	a	b	c	
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increased	115	21	43	33	17	74	40	70	108	7	84	29	21
	5%	4%	5%	8%	7%	4%	15%	14%	10%	1%	6%	4%	5%
			a				a	bc	c		b		
Stayed the same	478	126	199	86	53	391	82	143	323	130	279	187	133
	22%	23%	24%	21%	22%	21%	30%	29%	29%	13%	20%	26%	29%
			a				a	c	c		a	a	a
Decreased	226	55	90	41	33	160	61	93	208	13	117	107	76
	10%	10%	11%	10%	14%	8%	22%	19%	18%	1%	8%	15%	16%
			a				a	c	c		a	a	a
I have not used or engaged with a public library during lockdown	1299	328	465	251	135	1210	80	188	474	803	909	368	211
	59%	59%	57%	60%	56%	64%	29%	38%	42%	83%	64%	51%	45%
			b				b	a	a	ab	bc	c	a
Don't know	72	27	21	8	2	53	12	3	17	11	31	32	24
	3%	5%	3%	2%	1%	3%	4%	1%	1%	1%	2%	4%	5%
		bcd									a	a	a
Net: Used during lockdown	646	151	260	136	83	467	171	307	639	7	372	261	186
	29%	27%	32%	32%	34%	25%	62%	62%	57%	1%	26%	36%	40%
			a				a	c	c		a	a	a

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Total	Gender		Age								
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	709	404	305	171	225	148	85	50	30	396	233	80
Total	646	367	279	113	195	138	93	43	62	309	232	105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	120 19%	76 21%	44 16%	29 26% efi	43 22% efi	30 22% efi	15 17% efi	1 3%	-	73 24% efi	46 20% efi	1 1%
I used a public library's digital service to access e-books, e-audio books or e-magazines	117 18%	62 17%	55 20%	22 19%	30 15%	35 25% bdg	12 13%	6 14%	13 21%	51 17%	47 20%	19 18%
I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	109 17%	77 21% b	32 12%	17 15% e	45 23% adei	34 25% adei	6 7%	2 4%	6 10%	61 20% dei	40 17% dei	8 7%
I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	105 16%	66 18%	39 14%	25 22% dehi	41 21% dehi	21 15%	10 11%	3 8%	4 7%	66 22% dehi	31 13%	8 7%
I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	102 16%	61 17%	40 15%	19 17% i	43 22% defhi	26 19% di	8 8%	4 9%	3 4%	62 20% dfi	33 14%	7 6%
I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	99 15%	58 16%	41 15%	22 19% efi	33 17% efi	31 22% efi	11 12% i	1 2%	2 3%	55 18% efi	42 18% efi	3 2%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	709	404	305	171	225	148	85	50	30	396	233	80
Total	646	367	279	113	195	138	93	43	62	309	232	105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	93 14%	60 16%	33 12%	16 14%	32 16%	23 17%	11 12%	- -	11 18%	48 16%	34 15%	11 11%
				e	e	e	e		e	e	e	e
I contacted a public library for support around digital skills	81 13%	55 15%	26 9%	18 16%	27 14%	14 10%	15 16%	3 6%	5 9%	44 14%	29 12%	8 7%
		b										
I contacted a public library over the phone or online with a question or for information	69 11%	45 12%	23 8%	16 14%	27 14%	13 9%	4 4%	6 13%	4 6%	43 14%	16 7%	10 9%
				dh	dh					dh		
Other	5 1%	1 *	4 1%	* *	- -	- -	1 1%	1 3%	3 5%	* *	1 *	4 4%
								bcg	abcgh			abcgh
Don't know	30 5%	15 4%	15 5%	5 4%	5 2%	10 7%	3 3%	4 10%	3 5%	10 3%	13 5%	7 7%
						bg		bg				
None of these	111 17%	52 14%	59 21%	12 10%	16 8%	13 10%	28 30%	20 46%	21 34%	28 9%	42 18%	41 39%
			a				abcgh	abcgh	abcgh		abcg	abcgh
Net: Used a public library's digital services	203 32%	118 32%	85 30%	45 40%	63 32%	49 36%	20 21%	9 20%	17 27%	108 35%	69 30%	26 24%
				dehi		de				de		
Net: Viewed or took part in an online activity for adults, children, babies or toddlers	255 39%	159 43%	96 34%	46 41%	100 51%	74 53%	20 21%	5 12%	10 17%	145 47%	94 40%	15 15%
		b		defi	adephi	adephi				defi	defi	
Net: Used a public library's physical services	194 30%	122 33%	72 26%	40 36%	69 35%	47 34%	25 27%	1 3%	11 18%	109 35%	72 31%	12 12%
		b		ei	ei	ei	ei		e	ei	ei	
Net: Information and support	135 21%	92 25%	43 16%	30 26%	49 25%	23 17%	17 19%	7 15%	9 15%	78 25%	41 18%	16 15%
		b		ch						chi		

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		*a	b	c	d	e	f	g	h	i	j	*k	l	m	n
Significance Level: 95%															
Unweighted Total	709	20	39	84	30	44	39	73	58	59	97	29	137	689	611
Total	646	12	43	62	25	51	29	70	49	57	87	43	118	634	562
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	120 19%	2 18%	5 11%	14 23%	5 19%	5 10%	2 8%	14 20%	14 28% bef	11 18%	17 20%	8 18%	23 20%	118 19%	110 20%
I used a public library's digital service to access e-books, e-audio books or e-magazines	117 18%	2 21%	11 26% c	7 11%	3 11%	10 20%	6 19%	10 14%	11 21%	13 23%	20 23% c	7 16%	18 15%	115 18%	98 17%
I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	109 17%	* 3%	3 8%	8 13%	5 20%	8 15%	5 17%	14 20%	5 10%	8 15%	16 18%	10 23%	26 22% b	109 17%	100 18%
I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	105 16%	2 13%	3 7%	10 17%	6 23%	14 28% bhjm	7 23% b	12 17%	5 11%	12 21%	12 14%	2 4%	20 17%	103 16%	93 17%
I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	102 16%	* 3%	8 19%	10 16%	3 13%	4 8%	5 16%	15 21%	7 14%	10 18%	12 13%	7 16%	21 18%	101 16%	89 16%
I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	99 15%	1 11%	5 11%	8 13%	3 13%	8 15%	3 11%	12 17%	9 18%	8 14%	12 14%	10 24%	20 17%	98 15%	90 16%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		*a	b	c	d	e	f	g	h	i	j	*k	l	m	n
Significance Level: 95%															
Unweighted Total	709	20	39	84	30	44	39	73	58	59	97	29	137	689	611
Total	646	12	43	62	25	51	29	70	49	57	87	43	118	634	562
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	93 14%	* 3%	- -	8 13%	5 21%	4 7%	10 35%	12 17%	2 5%	4 8%	19 22%	2 5%	25 21%	93 15%	82 15%
				b	bh		bceghimn	bh			beh		behim	bh	bh
I contacted a public library for support around digital skills	81 13%	* 3%	5 11%	4 6%	6 23%	8 15%	2 6%	9 13%	3 5%	10 17%	10 11%	6 14%	20 17%	81 13%	74 13%
				cfh						ch			ch		
I contacted a public library over the phone or online with a question or for information	69 11%	2 13%	6 14%	5 7%	1 4%	7 15%	4 12%	4 6%	2 5%	6 11%	9 11%	6 14%	16 14%	67 11%	57 10%
Other	5 1%	1 5%	- -	- -	- -	- -	- -	* *	1 2%	2 3%	2 2%	- -	- -	5 1%	5 1%
										l					
Don't know	30 5%	- -	6 13%	2 4%	2 9%	4 8%	- -	- -	5 9%	6 10%	2 3%	- -	2 2%	30 5%	24 4%
			cfgilmn		gl	gl			gl	fgiln					
None of these	111 17%	4 32%	8 19%	15 25%	4 16%	11 21%	4 13%	14 21%	5 11%	7 11%	17 19%	8 20%	14 12%	107 17%	95 17%
				hil											
Net: Used a public library's digital services	203 32%	4 34%	13 30%	16 26%	8 31%	20 39%	12 41%	22 31%	15 31%	24 42%	30 35%	9 20%	31 26%	200 31%	174 31%
										cl					
Net: Viewed or took part in an online activity for adults, children, babies or toddlers	255 39%	2 15%	14 33%	24 39%	10 43%	15 29%	9 30%	30 43%	20 41%	21 37%	29 33%	23 54%	57 48%	253 40%	230 41%
												efj			
Net: Used a public library's physical services	194 30%	2 21%	5 11%	21 33%	9 36%	9 18%	11 38%	23 33%	14 29%	15 26%	30 34%	10 23%	45 38%	191 30%	176 31%
				b	b		be	b	b	b	b		be	b	b

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
Significance Level: 95%															
Unweighted Total	709	*a	b	c	d	e	f	g	h	i	j	*k	l	m	n
Total	646	20	39	84	30	44	39	73	58	59	97	29	137	689	611
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Information and support	135	2	11	8	6	14	4	13	5	14	15	11	31	133	118
	21%	13%	25%	12%	26%	28%	15%	19%	10%	25%	18%	24%	26%	21%	21%
			h			ch				h			ch	h	h

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	709	275	298	136	464	258	549	433	116	160	49	33	143	176	118	39	378	320
Total	646	252	320	74	432	229	463	390	73	183	51	52	125	158	114	35	343	296
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	120 19%	56 22% ce	56 18% c	7 10%	87 20% c	35 15%	85 18% f	75 19% f	10 13% f	35 19% f	14 28% cf	*	28 23% f	32 20% f	29 25% f	5 14%	71 21%	47 16%
I used a public library's digital service to access e-books, e-audio books or e-magazines	117 18%	51 20%	56 17%	11 14%	82 19%	43 19%	82 18%	68 18%	14 19%	35 19%	12 24%	11 21%	14 11%	32 20% a	22 20%	6 16%	56 16%	61 21% a
I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	109 17%	47 19% ce	55 17% c	7 9%	84 19% ce	28 12%	78 17%	65 17%	13 18%	31 17%	4 8%	5 9%	30 24% f	39 25% f	22 19% f	4 12%	75 22% f	33 11%
I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	105 16%	42 17%	54 17%	9 12%	70 16%	37 16%	83 18% f	71 18% f	12 17% f	21 12%	7 14%	1 2%	21 17%	31 20% f	20 17%	7 19%	66 19% f	36 12%
I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	102 16%	54 22% bce	40 13%	7 10%	79 18% bce	25 11%	81 17% f	68 17% f	13 18% f	21 11%	12 23% df	*	28 22% f	23 15%	19 16%	8 22%	62 18%	40 13%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	709	275	298	136	464	258	549	433	116	160	49	33	143	176	118	39	378	320
Total	646	252	320	74	432	229	463	390	73	183	51	52	125	158	114	35	343	296
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	99 15%	46 18% e	44 14%	9 12%	76 18% e	26 11%	76 16%	68 17%	8 11%	24 13%	7 14%	3 6%	17 13%	27 17%	27 23% af	9 25% f	63 18% f	35 12%
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	93 14%	42 17% c	45 14%	6 9%	60 14%	34 15%	71 15%	61 16%	10 13%	22 12%	8 15%	5 9%	13 10%	26 16%	22 19% af	4 13%	59 17% af	33 11%
I contacted a public library for support around digital skills	81 13%	32 13% c	45 14% c	4 6%	53 12% c	30 13% c	64 14% f	56 14% f	8 11%	17 9%	8 16% f	*	20 16% f	23 14%	18 16%	4 11%	48 14%	32 11%
I contacted a public library over the phone or online with a question or for information	69 11%	27 11%	36 11%	6 8%	52 12%	18 8%	55 12%	46 12%	9 12%	13 7%	3 6%	2 4%	12 9%	20 13%	11 10%	3 9%	36 11%	32 11%
Other	5 1%	- -	2 1%	4 5% abd	2 * a	4 2% a	2 *	2 1%	- -	3 2%	- -	3 6% abc	- -	- -	- -	- -	- -	5 2% e
Don't know	30 5%	12 5%	13 4%	5 7%	17 4%	12 5%	19 4%	16 4%	2 3%	11 6%	2 4%	4 8%	3 2%	5 3%	3 3%	2 7%	10 3%	19 6% e
None of these	111 17%	35 14%	55 17%	21 29% abd	64 15% ad	50 22% ad	71 15%	58 15%	13 17%	40 22%	6 11%	21 42% abcde	15 12%	16 10%	16 14%	6 17%	38 11%	72 24% abce
Net: Used a public library's digital services	203 32%	81 32%	104 33%	18 25%	135 31%	76 33%	150 32%	126 32%	24 33%	53 29%	19 37%	12 23%	30 24%	55 35% a	36 31%	12 33%	108 32%	92 31%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	709	275	298	136	464	258	549	433	116	160	49	33	143	176	118	39	378	320
Total	646	252	320	74	432	229	463	390	73	183	51	52	125	158	114	35	343	296
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Viewed or took part in an online activity for adults, children, babies or toddlers	255	119	117	19	191	68	192	164	29	62	19	6	64	64	54	18	162	90
	39%	47%	37%	25%	44%	30%	42%	42%	39%	34%	37%	12%	51%	41%	47%	50%	47%	30%
		bce	c		bce		f	f	f	f	f		f	f	f	f	f	
Net: Used a public library's physical services	194	88	93	13	135	62	142	124	17	52	20	5	39	55	46	9	120	71
	30%	35%	29%	17%	31%	27%	31%	32%	24%	29%	39%	10%	31%	35%	40%	26%	35%	24%
		ce	c		c	c	f	f		f	cf		f	f	f		f	
Net: Information and support	135	51	75	9	92	47	107	91	16	28	11	3	29	38	27	6	77	56
	21%	20%	23%	13%	21%	20%	23%	23%	22%	15%	22%	5%	23%	24%	24%	16%	23%	19%
			c		c		df	df	f		f							

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	*c	a	b	c
Significance Level: 95%													
Unweighted Total	709	184	279	141	90	517	185	338	704	4	342	346	232
Total	646	151	260	136	83	467	171	307	639	7	372	261	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	120 19%	26 17%	46 18%	32 23%	15 19%	86 18%	33 19%	62 20%	120 19%	- -	69 19%	47 18%	35 19%
I used a public library's digital service to access e-books, e-audio books or e-magazines	117 18%	35 23%	48 18%	19 14%	13 15%	87 19%	30 17%	59 19%	114 18%	4 52%	73 20%	42 16%	31 17%
I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	109 17%	23 15%	33 13%	37 27%	16 20%	63 14%	46 27%	66 22%	109 17%	- -	68 18%	41 16%	30 16%
I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	105 16%	18 12%	37 14%	23 17%	24 29%	69 15%	35 21%	47 15%	105 16%	- -	57 15%	47 18%	36 20%
I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	102 16%	31 21%	36 14%	17 12%	18 22%	67 14%	35 20%	58 19%	101 16%	- -	54 14%	46 18%	37 20%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	*c	a	b	c
Significance Level: 95%													
Unweighted Total	709	184	279	141	90	517	185	338	704	4	342	346	232
Total	646	151	260	136	83	467	171	307	639	7	372	261	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	99 15%	20 13%	36 14%	21 16%	20 24% ab	63 13%	37 21% a	53 17%	99 16%	- -	62 17% c	35 13%	20 11%
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	93 14%	22 15%	28 11%	23 17%	17 20% b	57 12%	32 19% a	46 15%	93 15%	- -	55 15%	35 13%	28 15%
I contacted a public library for support around digital skills	81 13%	19 13%	35 13%	17 13%	8 10%	59 13%	22 13%	44 14%	81 13%	- -	50 13%	30 12%	21 11%
I contacted a public library over the phone or online with a question or for information	69 11%	13 9%	29 11%	16 12%	8 10%	54 12%	14 8%	35 12%	69 11%	- -	39 11%	27 10%	19 10%
Other	5 1%	2 1%	1 *	1 1%	* *	4 1%	2 1%	4 1%	5 1%	- -	5 1%	* *	- -
Don't know	30 5%	9 6%	11 4%	5 3%	2 2%	22 5%	7 4%	11 3%	30 5%	- -	20 5%	10 4%	7 4%
None of these	111 17%	21 14%	53 21%	22 16%	11 13%	93 20% b	17 10%	31 10%	107 17% a	3 48%	62 17%	47 18%	29 15%
Net: Used a public library's digital services	203 32%	50 33%	77 30%	38 28%	34 41% bc	144 31%	59 34%	96 31%	200 31%	4 52%	118 32%	82 32%	63 34%
Net: Viewed or took part in an online activity for adults, children, babies or toddlers	255 39%	61 40%	89 34%	66 48% b	37 44%	162 35%	92 54% a	140 46%	254 40%	- -	145 39%	106 41%	77 42%

Library usage in lockdown

Q3. 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.

BASE: All respondents who used a library during lockdown

	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership			
	Total	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
	a	b	c	d	a	b	a	b	*c	a	b	c	
Significance Level: 95%													
Unweighted Total	709	184	279	141	90	517	185	338	704	4	342	346	232
Total	646	151	260	136	83	467	171	307	639	7	372	261	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Used a public library's physical services	194	42	66	53	30	130	58	99	194	-	116	74	57
	30%	28%	25%	39%	36%	28%	34%	32%	30%	-	31%	28%	31%
			ab										
Net: Information and support	135	29	57	28	16	103	32	71	135	-	80	52	38
	21%	19%	22%	21%	20%	22%	18%	23%	21%	-	21%	20%	20%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	709	404	305	171	225	148	85	50	30	396	233	80
Total	646	367	279	113	195	138	93	43	62	309	232	105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public library services provided me with useful information	439 68%	257 70%	182 65%	73 64%	135 69% e	98 71% e	65 70% e	23 53%	46 74%	207 67% e	163 70% e	69 65%
Public library services helped me follow/develop an interest or a hobby	416 64%	243 66%	173 62%	72 64% e	130 67% ei	95 69% ei	63 67% e	17 39%	39 62% e	203 66% ei	158 68% ei	55 53%
Public library services had a positive impact on my wellbeing in lockdown	410 64%	235 64%	175 63%	75 66% e	126 65% e	91 66% e	61 65% e	20 46%	37 60%	201 65% e	152 66% e	57 54%
Public library services helped me/my child(ren) avoid boredom	408 63%	252 69% b	156 56%	59 52%	130 67% aei	97 70% aei	67 72% aei	17 39%	38 60%	190 61% ae	164 71% aegi	55 52%
Public library services helped me feel more connected to my community	405 63%	239 65%	165 59%	69 61%	132 68% ei	90 65% ei	60 65% e	20 46%	33 53%	201 65% ei	150 65% ei	53 50%
Public libraries have helped me in some other way	402 62%	236 64%	166 60%	71 63% ei	129 66% ei	90 65% ei	63 68% ei	18 42%	30 49%	200 65% ei	154 66% ei	48 46%
Public library services helped me feel less alone	386 60%	221 60%	165 59%	71 62% ei	119 61% ei	89 64% ei	57 61% e	15 34%	35 57%	190 61% ei	146 63% ei	50 48%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		*a	b	c	d	e	f	g	h	i	j	*k	l	m	n
Significance Level: 95%															
Unweighted Total	709	20	39	84	30	44	39	73	58	59	97	29	137	689	611
Total	646	12	43	62	25	51	29	70	49	57	87	43	118	634	562
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public library services provided me with useful information	439 68%	7 62%	30 70%	44 70%	15 61%	36 70%	19 64%	44 63%	34 69%	38 66%	64 74%	30 69%	79 67%	432 68%	383 68%
Public library services helped me follow/develop an interest or a hobby	416 64%	7 61%	29 68%	40 64%	15 61%	42 83%	16 54%	42 60%	28 56%	33 57%	60 69%	23 53%	82 70%	409 64%	364 65%
						cd									
Public library services had a positive impact on my wellbeing in lockdown	410 64%	8 65%	26 61%	37 59%	17 71%	31 60%	16 55%	43 62%	35 71%	34 60%	58 66%	24 57%	80 68%	403 63%	360 64%
Public library services helped me/my child(ren) avoid boredom	408 63%	7 59%	27 62%	40 64%	18 72%	30 58%	20 68%	43 61%	31 62%	25 43%	59 67%	32 75%	79 67%	401 63%	355 63%
				i	i		i	i	i		i		i	i	i
Public library services helped me feel more connected to my community	405 63%	6 51%	23 53%	41 66%	19 75%	37 73%	17 57%	47 67%	28 57%	32 56%	49 56%	26 62%	80 68%	399 63%	359 64%
Public libraries have helped me in some other way	402 62%	6 51%	29 68%	39 63%	14 58%	36 71%	14 47%	42 60%	31 63%	36 62%	48 56%	27 63%	79 67%	396 62%	353 63%
						f							f		f
Public library services helped me feel less alone	386 60%	6 52%	21 48%	37 60%	18 73%	27 53%	16 56%	39 56%	30 61%	38 66%	52 60%	26 61%	75 64%	380 60%	343 61%
					b										

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	709	275	298	136	464	258	549	433	116	160	49	33	143	176	118	39	378	320
Total	646	252	320	74	432	229	463	390	73	183	51	52	125	158	114	35	343	296
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public library services provided me with useful information	439 68%	165 65%	227 71%	48 64%	290 67%	160 70%	315 68%	270 69%	45 62%	124 68%	36 70%	37 72%	87 70%	113 72%	89 78% f	23 66%	242 71%	192 65%
Public library services helped me follow/develop an interest or a hobby	416 64%	175 70% b	195 61%	46 62%	277 64%	145 63%	308 66% e	266 68% cde	42 58%	108 59%	26 51%	29 57%	85 69%	116 74% f	78 68%	22 63%	236 69% f	175 59%
Public library services had a positive impact on my wellbeing in lockdown	410 64%	169 67%	191 60%	50 68%	274 63%	147 64%	295 64%	255 65% c	40 55%	115 63%	32 62%	30 59%	90 72% f	106 68%	75 66%	22 62%	230 67% f	176 60%
Public library services helped me/my child(ren) avoid boredom	408 63%	168 67%	195 61%	45 61%	275 64%	141 61%	310 67% cde	269 69% cdef	41 56%	98 54%	26 50%	26 51%	85 68% f	109 69% f	86 75% f	22 61%	236 69% f	166 56%
Public library services helped me feel more connected to my community	405 63%	160 64%	203 63%	42 56%	266 62%	151 66%	310 67% cd	270 69% cdf	40 54%	95 52%	32 63%	27 52%	82 66%	106 67%	79 69%	18 52%	221 64%	178 60%
Public libraries have helped me in some other way	402 62%	172 68% bc	188 59%	42 57%	274 64%	140 61%	304 66% df	262 67% df	42 58%	98 54%	31 60%	23 44%	84 68%	104 66%	80 70% df	18 52%	222 65%	175 59%
Public library services helped me feel less alone	386 60%	156 62%	183 57%	46 63%	254 59%	140 61%	281 61%	239 61%	43 59%	104 57%	34 66%	25 49%	78 62%	101 64%	72 63%	22 64%	217 63%	165 56% f

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	*c	a	b	c
Significance Level: 95%													
Unweighted Total	709	184	279	141	90	517	185	338	704	4	342	346	232
Total	646	151	260	136	83	467	171	307	639	7	372	261	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public library services provided me with useful information	439 68%	91 60%	180 69%	97 72%	59 71%	312 67%	121 71%	237 77%	435 68%	4 63%	269 72%	161 62%	109 59%
			a	a				b			bc		
Public library services helped me follow/develop an interest or a hobby	416 64%	92 61%	166 64%	94 69%	54 65%	300 64%	111 65%	223 73%	411 64%	4 63%	249 67%	159 61%	112 60%
								b					
Public library services had a positive impact on my wellbeing in lockdown	410 64%	99 65%	155 60%	88 65%	60 72%	290 62%	116 68%	228 74%	403 63%	7 100%	247 66%	157 60%	117 63%
					b			b					
Public library services helped me/my child(ren) avoid boredom	408 63%	89 59%	160 62%	93 69%	56 68%	296 63%	108 63%	217 71%	403 63%	5 75%	262 70%	141 54%	94 51%
								b			bc		
Public library services helped me feel more connected to my community	405 63%	87 58%	162 62%	89 66%	57 68%	291 62%	109 64%	213 70%	405 63%	- -	248 67%	151 58%	107 57%
											bc		
Public libraries have helped me in some other way	402 62%	88 59%	157 61%	92 68%	53 64%	289 62%	108 63%	217 71%	400 63%	2 25%	247 66%	149 57%	103 55%
								b			bc		
Public library services helped me feel less alone	386 60%	94 63%	139 54%	86 63%	54 65%	273 59%	108 63%	212 69%	385 60%	1 15%	231 62%	147 56%	105 56%
								b					

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Q4 Interactions							
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way	
Total	a	b	c	d	e	f		
Significance Level: 95%								
Unweighted Total	709	433	444	471	445	456	445	
Total	646	386	405	439	408	416	402	
	100%	100%	100%	100%	100%	100%	100%	
Gender								
Male	367 57%	221 57%	239 59%	257 58%	252 62%	243 58%	235 57%	236 59%
Female	279 43%	165 43%	165 41%	182 42%	156 38%	173 42%	175 43%	166 41%
Age								
18-24	113 18%	71 18%	69 17%	73 17%	59 15%	72 17%	75 18%	71 18%
25-34	195 30%	119 31%	132 33%	135 31%	130 32%	130 31%	126 31%	129 32%
35-44	138 21%	89 23%	90 22%	98 22%	97 24%	95 23%	91 22%	90 22%
45-54	93 14%	57 15%	60 15%	65 15%	67 16%	63 15%	61 15%	63 16%
55-64	43 7%	15 4%	20 5%	23 5%	17 4%	17 4%	20 5%	18 4%
65+	62 10%	35 9%	33 8%	46 10%	38 9%	39 9%	37 9%	30 8%
NET: 18-34	309 48%	190 49%	201 50%	207 47%	190 46%	203 49%	201 49%	200 50%
NET: 35-54	232 36%	146 38%	150 37%	163 37%	164 40%	158 38%	152 37%	154 38%
NET: 55+	105 16%	50 13%	53 13%	69 16%	55 13%	55 13%	57 14%	48 12%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Q4 Interactions							
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way	
Total	a	b	c	d	e	f		
Significance Level: 95%								
Unweighted Total	709	433	444	471	445	456	445	
Total	646	386	405	439	408	416	402	
	100%	100%	100%	100%	100%	100%	100%	
Regions								
Northern Ireland	12 2%	6 2%	6 1%	7 2%	7 2%	7 2%	8 2%	6 1%
Scotland	43 7%	21 5%	23 6%	30 7%	27 7%	29 7%	26 6%	29 7%
North-West	62 10%	37 10%	41 10%	44 10%	40 10%	40 10%	37 9%	39 10%
North-East	25 4%	18 5%	19 5%	15 3%	18 4%	15 4%	17 4%	14 4%
Yorkshire and the Humber	51 8%	27 7%	37 9%	36 8%	30 7%	42 10%	31 7%	36 9%
Wales	29 5%	16 4%	17 4%	19 4%	20 5%	16 4%	16 4%	14 3%
West Midlands	70 11%	39 10%	47 12%	44 10%	43 10%	42 10%	43 11%	42 10%
East Midlands	49 8%	30 8%	28 7%	34 8%	31 8%	28 7%	35 9%	31 8%
South-West	57 9%	38 10%	32 8%	38 9%	25 6%	33 8%	34 8%	36 9%
South-East	87 13%	52 13%	49 12%	64 15%	59 14%	60 14%	58 14%	48 12%
Eastern	43 7%	26 7%	26 7%	30 7%	32 8%	23 5%	24 6%	27 7%
London	118 18%	75 19%	80 20%	79 18%	79 19%	82 20%	80 20%	79 20%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Q4 Interactions						
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way
Total	a	b	c	d	e	f	
Significance Level: 95%							
Unweighted Total	709	433	444	471	445	456	445
Total	646	386	405	439	408	416	402
	100%	100%	100%	100%	100%	100%	100%
NET: GB	634	380	399	432	401	409	396
	98%	98%	99%	98%	98%	98%	99%
NET: England	562	343	359	383	355	364	353
	87%	89%	89%	87%	87%	88%	88%
Social grade							
AB	252	156	160	165	168	175	172
	39%	41%	39%	38%	41%	42%	43%
C1C2	320	183	203	227	195	195	188
	50%	47%	50%	52%	48%	47%	47%
DE	74	46	42	48	45	46	42
	11%	12%	10%	11%	11%	11%	10%
ABC1	432	254	266	290	275	277	274
	67%	66%	66%	66%	67%	67%	68%
C2DE	229	140	151	160	141	145	140
	36%	36%	37%	37%	34%	35%	35%
Working status							
Net: Working	463	281	310	315	310	308	304
	72%	73%	77%	72%	76%	74%	76%
Working full time	390	239	270	270	269	266	262
	60%	62%	67%	62%	66%	64%	65%
Working part time	73	43	40	45	41	42	42
	11%	11%	10%	10%	10%	10%	10%
Net: Not working	183	104	95	124	98	108	98
	28%	27%	23%	28%	24%	26%	24%
Student	51	34	32	36	26	26	31
	8%	9%	8%	8%	6%	6%	8%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Q4 Interactions						
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way
Total	a	b	c	d	e	f	
Significance Level: 95%							
Unweighted Total	709	433	444	471	445	456	445
Total	646	386	405	439	408	416	410
	100%	100%	100%	100%	100%	100%	100%
Net: Retired	52	25	27	37	26	29	30
	8%	7%	7%	8%	6%	7%	6%
Children							
Children aged <5	125	78	82	87	85	85	90
	19%	20%	20%	20%	21%	21%	22%
Children aged 5-10	158	101	106	113	109	116	106
	24%	26%	26%	26%	27%	28%	26%
Children aged 11-15	114	72	79	89	86	78	75
	18%	19%	19%	20%	21%	19%	18%
Children aged 16-18 years old	35	22	18	23	22	22	18
	5%	6%	5%	5%	5%	5%	5%
Net: Children aged <18	343	217	221	242	236	236	222
	53%	56%	55%	55%	58%	57%	56%
No children aged <18	296	165	178	192	166	175	176
	46%	43%	44%	44%	41%	42%	43%
Household income before tax							
Up to £21,000	151	94	87	91	89	92	99
	23%	24%	22%	21%	22%	22%	24%
£21,001 to £41,000	260	139	162	180	160	166	155
	40%	36%	40%	41%	39%	40%	38%
£41,001 to £62,000	136	86	89	97	93	94	88
	21%	22%	22%	22%	23%	23%	21%
£62,001 or more	83	54	57	59	56	54	60
	13%	14%	14%	13%	14%	13%	15%

Library usage in lockdown

Q4. Net agree summary: 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?

BASE: All respondents who used a library during lockdown

	Q4 Interactions							
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way	
Significance Level: 95%								
Unweighted Total	709	433	444	471	445	456	452	445
Total	646	386	405	439	408	416	410	402
	100%	100%	100%	100%	100%	100%	100%	100%
Ethnicity								
White	467	273	291	312	296	300	290	289
	72%	71%	72%	71%	73%	72%	71%	72%
BAME (Black, Asian, Mixed, Other)	171	108	109	121	108	111	116	108
	26%	28%	27%	28%	26%	27%	28%	27%
Library use in the 12 months before lockdown								
Net: At least once a month	307	212	213	237	217	223	228	217
	48%	55%	53%	54%	53%	54%	55%	54%
Net: At least once in the last a year	639	385	405	435	403	411	403	400
	99%	100%	100%	99%	99%	99%	98%	100%
		f	cdef					
Not in the last year or never	7	1	-	4	5	4	7	2
	1%	*	-	1%	1%	1%	2%	*
				b	b	b	ab	
House/flat ownership								
Home ownership	372	231	248	269	262	249	247	247
	58%	60%	61%	61%	64%	60%	60%	61%
Renting	261	147	151	161	141	159	157	149
	40%	38%	37%	37%	35%	38%	38%	37%
Renting social housing	186	105	107	109	94	112	117	103
	29%	27%	26%	25%	23%	27%	28%	26%

Library usage in lockdown

Q5. 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?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	668	302	366	49	81	115	135	101	188	130	249	289
	30%	28%	33%	20%	21%	33%	35%	31%	37%	21%	34%	35%
			a			abg	abg	abg	abg		abg	abg
Quite important	838	413	425	94	165	120	132	130	198	259	251	328
	38%	39%	38%	39%	44%	34%	34%	40%	39%	42%	34%	40%
					cdh			h		cdh		h
Not very important	368	209	159	57	85	60	59	46	62	142	118	108
	17%	20%	14%	23%	22%	17%	15%	14%	12%	23%	16%	13%
		b		cdefhi	defhi					cdefhi		
Not at all important	113	65	48	13	19	23	26	15	18	32	49	33
	5%	6%	4%	5%	5%	7%	7%	5%	4%	5%	7%	4%
											i	
Don't know	203	80	123	31	29	34	37	33	40	60	70	73
	9%	7%	11%	13%	8%	10%	9%	10%	8%	10%	10%	9%
			a	b								
Net: Important	1506	715	791	142	246	234	266	231	386	389	501	617
	69%	67%	71%	59%	65%	67%	69%	71%	76%	62%	68%	74%
						a	ag	ag	abcdgh		ag	abcgh
Net: Not important	481	274	207	70	103	82	85	61	80	173	167	141
	22%	26%	18%	29%	27%	24%	22%	19%	16%	28%	23%	17%
		b		defhi	efi	fi				defhi	fi	

Library usage in lockdown

Q5. 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?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	668 30%	24 37% fhk	54 29%	85 35% fhk	33 37% fhk	62 35% fhk	21 20%	59 31% f	37 24%	67 36% fhk	92 31% f	48 23%	86 30% f	644 30% f	568 31% f
Quite important	838 38%	22 34%	69 38%	90 37%	32 35%	52 29%	37 35%	74 39%	63 41% e	87 46% acefjmn	103 35%	100 49% acdefjlmn	108 38%	815 38% e	709 39% e
Not very important	368 17%	11 17%	31 17%	31 13%	13 15%	32 18%	19 18%	35 18% i	30 19% i	20 11%	61 21% ci	26 13%	58 20% ci	357 17% i	306 17% i
Not at all important	113 5%	2 3%	8 5%	16 7%	5 6%	5 3%	13 12% abegijklmn	10 5%	11 7%	5 3%	14 5%	10 5%	14 5%	112 5% i	90 5% i
Don't know	203 9%	6 9%	22 12% i	22 9%	7 7%	27 15% gilmn	17 16% gilmn	11 6%	14 9%	9 5%	27 9%	21 10%	21 7%	197 9% i	159 9% i
Net: Important	1506 69%	47 71% f	124 67% f	175 72% f	64 72% f	114 64%	58 54%	133 70% f	100 65% abcefgijklmn	155 82%	195 66% f	147 72% f	194 68% f	1459 69% f	1278 70% f
Net: Not important	481 22%	13 20%	39 21%	47 19%	18 21%	38 21%	32 30%	45 24% cikmn	41 26% i	25 13% i	75 25% i	36 18%	72 25% i	468 22% i	397 22% i

Library usage in lockdown

Q5. 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?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
		a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	668 30%	198 33%	283 27%	187 35%	366 30%	303 30%	390 31%	301 30%	89 33%	278 30%	25 19%	163 36%	67 32%	82 29%	79 29%	31 23%	194 28%	471 32%
		b		bde			e	e	e	e		e					de	
Quite important	838 38%	230 39%	422 40%	186 35%	485 40%	368 37%	501 40%	403 40%	98 37%	337 36%	49 38%	180 40%	82 39%	110 39%	110 40%	52 39%	272 39%	557 38%
			c		c													
Not very important	368 17%	103 17%	199 19%	66 12%	217 18%	162 16%	208 16%	167 17%	41 16%	160 17%	30 24%	50 11%	36 17%	59 21%	56 20%	24 18%	147 21%	214 15%
		c	c		c	c	f	f		f	abcf			f	f		f	
Not at all important	113 5%	28 5%	58 5%	28 5%	58 5%	57 6%	66 5%	54 5%	12 4%	47 5%	9 7%	18 4%	11 5%	10 4%	11 4%	7 6%	33 5%	79 5%
Don't know	203 9%	39 6%	98 9%	66 12%	88 7%	111 11%	99 8%	73 7%	25 10%	104 11%	15 11%	41 9%	14 7%	18 7%	21 7%	19 14%	53 8%	137 9%
				abd		ad				ab						abce		
Net: Important	1506 69%	428 72%	705 67%	372 70%	850 70%	672 67%	891 71%	704 71%	187 70%	615 66%	74 58%	343 76%	149 71%	192 69%	189 68%	83 63%	466 67%	1028 70%
		b					de	e	e			de					d	
Net: Not important	481 22%	131 22%	257 24%	94 18%	275 23%	219 22%	274 22%	221 22%	53 20%	208 22%	39 31%	68 15%	46 22%	69 25%	67 24%	31 24%	180 26%	293 20%
			c		c	c	f	f		f	abcdf						f	

Library usage in lockdown

Q5. 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?

BASE: All respondents

	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership			
	Total	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
	a	b	c	d	a	b	a	b	c	a	b	c	
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	668	170	251	120	86	597	66	235	417	230	464	197	119
	30%	31%	31%	29%	36%	32%	24%	47%	37%	24%	33%	27%	26%
						b		bc	c		bc		
Quite important	838	176	329	183	91	722	109	175	447	371	572	253	159
	38%	32%	40%	44%	38%	38%	40%	35%	40%	39%	40%	35%	34%
			a	a							bc		
Not very important	368	112	140	70	32	294	66	64	191	165	199	160	108
	17%	20%	17%	17%	13%	16%	24%	13%	17%	17%	14%	22%	23%
		d					a		a	a		a	a
Not at all important	113	31	35	25	15	97	16	8	33	79	64	43	33
	5%	5%	4%	6%	6%	5%	6%	2%	3%	8%	5%	6%	7%
										ab			a
Don't know	203	68	62	21	17	179	17	15	41	116	120	70	47
	9%	12%	8%	5%	7%	9%	6%	3%	4%	12%	8%	10%	10%
		bcd								ab			
Net: Important	1506	347	580	303	177	1319	175	410	864	602	1036	449	279
	69%	62%	71%	72%	73%	70%	64%	82%	76%	62%	73%	62%	60%
			a	a	a	b		bc	c		bc		
Net: Not important	481	142	175	95	47	391	82	72	224	245	262	203	140
	22%	26%	21%	23%	20%	21%	30%	14%	20%	25%	18%	28%	30%
							a		a	ab		a	a

Library usage in lockdown

Q6. Summary: 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)?

BASE: All respondents

	Total	Scale						Net: Unlikely *g
		Very likely *a	Likely *b	Unlikely *c	Very unlikely *d	Don't know *e	Net: Likely *f	
Significance Level: 95%								
Access to information (e.g. information about council and community services, support available, health information etc.)	2190 100%	317 14%	731 33%	428 20%	488 22%	227 10%	1047 48%	916 42%
Access to books, audio-books and reading material such as newspapers and magazines	2190 100%	334 15%	644 29%	449 20%	574 26%	188 9%	978 45%	1023 47%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	2190 100%	280 13%	567 26%	451 21%	667 30%	225 10%	847 39%	1118 51%
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	2190 100%	266 12%	557 25%	473 22%	643 29%	251 11%	822 38%	1116 51%
Activities or events for adults (e.g. book group, author talk, knit and natter)	2190 100%	236 11%	530 24%	521 24%	688 31%	215 10%	766 35%	1209 55%
Support to develop skills (e.g. digital, language, employability or literacy skills)	2190 100%	246 11%	520 24%	488 22%	703 32%	234 11%	766 35%	1191 54%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	2190 100%	219 10%	442 20%	382 17%	930 42%	217 10%	661 30%	1312 60%
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	2190 100%	201 9%	377 17%	398 18%	1021 47%	194 9%	577 26%	1419 65%

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	1047	516	531	132	210	193	163	131	219	342	356	350
	48%	48%	47%	54% defi	55% defhi	55% defhi	42%	40%	43%	55% defhi	48% dei	42%
Access to books, audio-books and reading material such as newspapers and magazines	978	495	483	143	189	192	157	98	200	332	349	297
	45%	46%	43%	59% bdefhi	50% defi	55% defhi	41% e	30%	40% e	53% defhi	47% defi	36%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	847	416	432	127	198	167	146	74	134	326	313	208
	39%	39%	38%	52% defhi	52% defhi	48% defi	38% efi	23%	26%	52% defhi	42% efi	25%
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	822	411	412	129	191	168	121	74	140	319	289	214
	38%	38%	37%	53% defhi	50% defhi	48% defhi	31% e	23%	28%	51% defhi	39% defi	26%
Activities or events for adults (e.g. book group, author talk, knit and natter)	766	373	393	121	187	145	128	63	120	309	274	183
	35%	35%	35%	50% cdefhi	49% cdefhi	42% defi	33% efi	19%	24%	50% cdefhi	37% efi	22%
Support to develop skills (e.g. digital, language, employability or literacy skills)	766	398	367	120	179	158	127	71	110	299	285	181
	35%	37% b	33%	49% defhi	47% defhi	45% defhi	33% efi	22%	22%	48% defhi	39% efi	22%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	661	349	312	105	175	167	102	49	63	280	268	113
	30%	33% b	28%	43% defhi	46% defhi	48% defhi	26% efi	15%	13%	45% defhi	36% defi	14%

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

Unweighted Total

Total

Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	577	301	276	99	157	143	84	37	56	256	227	94
	26%	28%	25%	41%	41%	41%	22%	12%	11%	41%	31%	11%
				defhi	defhi	defhi	efi			defhi	defi	

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	1047 48%	28 43%	88 47%	121 49%	44 49%	83 46%	52 49%	94 50%	64 41%	86 46%	143 48%	86 42%	159 56%	1019 48%	880 48%
													ahikmn		
Access to books, audio-books and reading material such as newspapers and magazines	978 45%	26 40%	66 36%	117 48%	43 49%	79 44%	42 39%	97 51%	71 46%	82 43%	136 46%	76 37%	143 50%	952 45%	844 46%
				bk	b			bfk			b		bfk	b	b
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	847 39%	21 32%	72 39%	92 38%	37 41%	54 30%	47 45%	84 45%	57 37%	65 34%	122 41%	62 30%	133 47%	826 39%	707 39%
							ek	aeik			ek		acehikmn	e	e
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	822 38%	25 38%	71 38%	84 34%	32 36%	55 31%	43 40%	92 49%	53 34%	65 34%	123 41%	64 31%	116 40%	798 38%	684 37%
								cdehikmn			ek		e		
Activities or events for adults (e.g. book group, author talk, knit and natter)	766 35%	16 24%	53 29%	72 30%	27 31%	59 33%	33 31%	89 47%	54 35%	69 36%	105 35%	60 29%	128 45%	750 35%	664 36%
								abcdefhijkmn		a	a		abcdefhijkmn	a	ac
Support to develop skills (e.g. digital, language, employability or literacy skills)	766 35%	23 35%	59 32%	86 35%	29 33%	58 32%	42 40%	85 45%	47 31%	65 34%	111 37%	43 21%	117 41%	743 35%	641 35%
		k	k	k		k	k	bcdhikmn		k	k		hkmn	k	k

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	661	15	46	69	28	53	28	73	47	51	95	52	105	646	573
	30%	23%	25%	28%	31%	30%	26%	38%	30%	27%	32%	25%	37%	30%	31%
							abcfikmn					abcfikm			
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	577	13	44	55	22	53	31	54	43	49	82	38	92	564	490
	26%	19%	24%	23%	25%	30%	29%	29%	28%	26%	28%	19%	32%	27%	27%
						k		k					ackm	k	k

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	1047 48%	358 60% bcde	482 46% c	207 39%	640 53% bce	427 43%	655 52% df	525 53% df	130 49% d	392 42%	65 51%	195 43%	144 69% bcdef	169 60% df	164 59% df	65 49%	409 58% df	627 43%
Access to books, audio-books and reading material such as newspapers and magazines	978 45%	333 56% bcde	469 44% c	177 33%	585 48% ce	411 41% c	609 48% df	490 49% df	119 45%	369 40%	69 54% df	171 38%	128 61% df	175 63% def	153 55% df	58 43%	387 55% df	578 40%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	847 39%	295 49% bcde	427 40% ce	125 24%	534 44% ce	332 33% c	559 44% df	456 46% cdf	104 39% df	288 31% f	69 54% acdf	105 23%	125 60% df	154 55% df	157 57% df	56 42% f	378 54% df	457 31%
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	822 38%	280 47% bcde	407 38% ce	136 26%	507 42% ce	333 33% c	522 41% cdf	430 43% cdf	92 35% f	301 32%	68 53% abcdf	122 27%	124 59% cdef	158 56% cdf	127 46% df	43 32%	349 50% df	459 31%
Activities or events for adults (e.g. book group, author talk, knit and natter)	766 35%	287 48% bcde	371 35% ce	109 20%	485 40% bce	296 30% c	508 40% df	415 42% cdf	93 35% df	258 28% f	61 48% cdf	98 22%	128 61% cdef	155 55% df	141 51% df	46 34%	356 51% df	400 27%
Support to develop skills (e.g. digital, language, employability or literacy skills)	766 35%	259 43% bce	386 36% ce	120 23%	469 39% ce	313 31% c	539 43% df	436 44% df	103 39% df	227 24%	57 44% df	92 20%	118 56% df	147 53% df	139 50% df	51 38% f	357 51% df	399 27%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	661 30%	247 41% bcde	334 32% ce	80 15%	427 35% ce	256 26% c	473 37% cdf	392 39% cdf	81 31% df	188 20% f	53 42% cdf	51 11%	130 62% cdef	170 61% cdef	140 51% df	42 32% f	373 53% df	283 19%

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	577	219	289	69	380	216	406	336	70	171	49	44	129	141	107	31	316	254
	26%	37%	27%	13%	31%	22%	32%	34%	26%	18%	39%	10%	62%	51%	39%	23%	45%	17%
		bcde	ce		bce	c	cdf	cdf	df	f	cdf		bcdef	cdf	df		df	

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	1047 48%	261 47%	400 49%	198 47%	139 58% abc	870 46%	167 61% a	342 69% c	730 65% c	290 30%	665 47%	368 51%	227 49%
Access to books, audio-books and reading material such as newspapers and magazines	978 45%	230 41%	395 48% a	189 45%	122 51% a	811 43%	159 58% a	359 72% bc	708 63% c	249 26%	628 44%	333 46%	208 45%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	847 39%	202 36%	325 40%	173 41%	113 47% a	679 36%	159 58% a	283 57% bc	582 52% c	237 25%	523 37%	312 43% a	208 45% a
Providing a safe environment online for people to chat and connect digitally with staff and others in the community	822 38%	200 36%	343 42% ac	147 35%	94 39%	660 35%	152 55% a	289 58% bc	579 51% c	218 23%	500 35%	309 43% a	204 44% a
Activities or events for adults (e.g. book group, author talk, knit and natter)	766 35%	181 33%	293 36%	143 34%	118 49% abc	603 32%	153 56% a	293 59% bc	571 51% c	175 18%	470 33%	281 39% a	177 38% a
Support to develop skills (e.g. digital, language, employability or literacy skills)	766 35%	196 35%	296 36%	140 33%	102 42% c	612 32%	146 53% a	280 56% bc	533 47% c	211 22%	454 32%	299 41% a	197 42% a

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

Unweighted Total

Total

Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)

Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)

	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership			
	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing	
Total	a	b	c	d	a	b	a	b	c	a	b	c	
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	661	151	258	137	94	506	148	241	486	154	403	248	162
	30%	27%	32%	33%	39%	27%	54%	49%	43%	16%	28%	34%	35%
					ab		a	bc	c		a	a	
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	577	131	229	115	79	441	129	237	440	112	356	212	135
	26%	23%	28%	27%	33%	23%	47%	48%	39%	12%	25%	29%	29%
					a		a	bc	c		a		

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

Unweighted Total

Total

Gender

Male

Female

Age

18-24

25-34

35-44

45-54

55-64

65+

NET: 18-34

NET: 35-54

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)
		b	c	d	e	f	g	h	
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gender									
Male	1069	495	516	416	398	411	301	349	373
	49%	51%	49%	49%	52%	50%	52%	53%	49%
Female	1121	483	531	432	367	412	276	312	393
	51%	49%	51%	51%	48%	50%	48%	47%	51%
Age									
18-24	243	143	132	127	120	129	99	105	121
	11%	15%	13%	15%	16%	16%	17%	16%	16%
							c		c
25-34	379	189	210	198	179	191	157	175	187
	17%	19%	20%	23%	23%	23%	27%	27%	24%
				b	b	b	bc	bc	bc
35-44	350	192	193	167	158	168	143	167	145
	16%	20%	18%	20%	21%	20%	25%	25%	19%
							bcdf	bcdef	
45-54	388	157	163	146	127	121	84	102	128
	18%	16%	16%	17%	17%	15%	15%	15%	17%
55-64	324	98	131	74	71	74	37	49	63
	15%	10%	12%	9%	9%	9%	6%	7%	8%
		g	defgh						
65+	506	200	219	134	110	140	56	63	120
	23%	20%	21%	16%	14%	17%	10%	10%	16%
		degh	defgh	gh	gh	gh			gh
NET: 18-34	622	332	342	326	299	319	256	280	309
	28%	34%	33%	38%	39%	39%	44%	42%	40%
				bc	bc	bc	bcdef	bc	bc
NET: 35-54	738	349	356	313	285	289	227	268	274
	34%	36%	34%	37%	37%	35%	39%	41%	36%
							c	bcf	

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)
		b	c	d	e	f	g	h	
Significance Level: 95%									
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: 55+	830	297	350	208	181	214	94	113	183
	38%	30%	33%	25%	24%	26%	16%	17%	24%
		defgh	defgh	gh	gh	gh			gh
Regions									
Northern Ireland	66	26	28	21	23	25	13	15	16
	3%	3%	3%	2%	3%	3%	2%	2%	2%
Scotland	185	66	88	72	59	71	44	46	53
	8%	7%	8%	9%	8%	9%	8%	7%	7%
North-West	244	117	121	92	86	84	55	69	72
	11%	12%	12%	11%	11%	10%	10%	10%	9%
North-East	89	43	44	37	29	32	22	28	27
	4%	4%	4%	4%	4%	4%	4%	4%	4%
Yorkshire and the Humber	178	79	83	54	58	55	53	53	59
	8%	8%	8%	6%	8%	7%	9%	8%	8%
							d		
Wales	106	42	52	47	42	43	31	28	33
	5%	4%	5%	6%	6%	5%	5%	4%	4%
West Midlands	189	97	94	84	85	92	54	73	89
	9%	10%	9%	10%	11%	11%	9%	11%	12%
East Midlands	155	71	64	57	47	53	43	47	54
	7%	7%	6%	7%	6%	6%	7%	7%	7%
South-West	189	82	86	65	65	65	49	51	69
	9%	8%	8%	8%	8%	8%	9%	8%	9%
South-East	297	136	143	122	111	123	82	95	105
	14%	14%	14%	14%	15%	15%	14%	14%	14%
Eastern	204	76	86	62	43	64	38	52	60
	9%	8%	8%	7%	6%	8%	7%	8%	8%
			e						

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)
	b	c	d	e	f	g	h		
Significance Level: 95%									
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
London	287	143	159	133	117	116	92	105	128
	13%	15%	15%	16%	15%	14%	16%	16%	17%
NET: GB	2124	952	1019	826	743	798	564	646	750
	97%	97%	97%	98%	97%	97%	98%	98%	98%
NET: England	1833	844	880	707	641	684	490	573	664
	84%	86%	84%	83%	84%	83%	85%	87%	87%
									f
Social grade									
AB	598	333	358	295	259	280	219	247	287
	27%	34%	34%	35%	34%	34%	38%	37%	37%
C1C2	1060	469	482	427	386	407	289	334	371
	48%	48%	46%	50%	50%	49%	50%	51%	48%
DE	532	177	207	125	120	136	69	80	109
	24%	18%	20%	15%	16%	17%	12%	12%	14%
		gh	degh		gh	gh			
ABC1	1213	585	640	534	469	507	380	427	485
	55%	60%	61%	63%	61%	62%	66%	65%	63%
							bc	b	
C2DE	1001	411	427	332	313	333	216	256	296
	46%	42%	41%	39%	41%	41%	37%	39%	39%
Working status									
Net: Working	1264	609	655	559	539	522	406	473	508
	58%	62%	63%	66%	70%	63%	70%	72%	66%
					bcf		bcf	bcdf	
Working full time	999	490	525	456	436	430	336	392	415
	46%	50%	50%	54%	57%	52%	58%	59%	54%
					bc		bcf	bcdf	

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)
		b	c	d	e	f	g	h	
Significance Level: 95%									
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Working part time	265	119	130	104	103	92	70	81	93
	12%	12%	12%	12%	13%	11%	12%	12%	12%
Net: Not working	926	369	392	288	227	301	171	188	258
	42%	38%	37%	34%	30%	37%	30%	28%	34%
		egh	egh	h		egh			h
Student	128	69	65	69	57	68	49	53	61
	6%	7%	6%	8%	7%	8%	9%	8%	8%
Net: Retired	453	171	195	105	92	122	44	51	98
	21%	18%	19%	12%	12%	15%	8%	8%	13%
		degh	defgh	gh	gh	gh			gh
Children									
Children aged <5	210	128	144	125	118	124	129	130	128
	10%	13%	14%	15%	15%	15%	22%	20%	17%
							bcdef	bcdef	b
Children aged 5-10	280	175	169	154	147	158	141	170	155
	13%	18%	16%	18%	19%	19%	24%	26%	20%
							bcdef	bcdef	c
Children aged 11-15	277	153	164	157	139	127	107	140	141
	13%	16%	16%	19%	18%	15%	18%	21%	18%
							bcf		
Children aged 16-18 years old	133	58	65	56	51	43	31	42	46
	6%	6%	6%	7%	7%	5%	5%	6%	6%
Net: Children aged <18	699	387	409	378	357	349	316	373	356
	32%	40%	39%	45%	47%	42%	55%	56%	47%
				bc	bc		bcdef	bcdef	bc
No children aged <18	1459	578	627	457	399	459	254	283	400
	67%	59%	60%	54%	52%	56%	44%	43%	52%
		degh	degh	gh	gh	gh			gh

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)
		b	c	d	e	f	g	h	
Significance Level: 95%									
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Household income before tax									
Up to £21,000	557	230	261	202	196	200	131	151	181
	25%	23%	25%	24%	26%	24%	23%	23%	24%
£21,001 to £41,000	817	395	400	325	296	343	229	258	293
	37%	40%	38%	38%	39%	42%	40%	39%	38%
£41,001 to £62,000	419	189	198	173	140	147	115	137	143
	19%	19%	19%	20%	18%	18%	20%	21%	19%
£62,001 or more	240	122	139	113	102	94	79	94	118
	11%	12%	13%	13%	13%	11%	14%	14%	15%
									f
Ethnicity									
White	1889	811	870	679	612	660	441	506	603
	86%	83%	83%	80%	80%	80%	76%	76%	79%
		gh	gh						
BAME (Black, Asian, Mixed, Other)	275	159	167	159	146	152	129	148	153
	13%	16%	16%	19%	19%	18%	22%	22%	20%
							bc	bc	bc
Library use in the 12 months before lockdown									
Net: At least once a month	498	359	342	283	280	289	237	241	293
	23%	37%	33%	33%	37%	35%	41%	37%	38%
							cdf		cd
Net: At least once in the last a year	1129	708	730	582	533	579	440	486	571
	52%	72%	70%	69%	70%	70%	76%	73%	75%
							cdef	d	cde
Not in the last year or never	963	249	290	237	211	218	112	154	175
	44%	25%	28%	28%	28%	26%	19%	23%	23%
		g	gh	gh	g	g			

Library usage in lockdown

Q6. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

Unweighted Total

Total

House/flat ownership

Home ownership

Renting

Renting social housing

	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment online for people to chat and connect digitally with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	
Total	b	c	d	e	f	g	h		
Unweighted Total	2190	989	1069	888	843	858	633	711	789
Total	2190	978	1047	847	766	822	577	661	766
	100%	100%	100%	100%	100%	100%	100%	100%	100%
House/flat ownership									
Home ownership	1419 65%	628 64% e	665 64%	523 62%	454 59%	500 61%	356 62%	403 61%	470 61%
Renting	722 33%	333 34%	368 35%	312 37%	299 39% b	309 38%	212 37%	248 37%	281 37%
Renting social housing	466 21%	208 21%	227 22%	208 25%	197 26% bc	204 25%	135 23%	162 25%	177 23%

Library usage in lockdown

Q6_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	334 15%	144 13%	190 17%	52 21%	56 15%	73 21%	52 13%	32 10%	70 14%	108 17%	125 17%	102 12%
			a	bdefi	e	bdefi				ei	ei	
Likely	644 29%	351 33%	293 26%	91 37%	133 35%	119 34%	105 27%	66 20%	130 26%	224 36%	224 30%	196 24%
		b		defhi	defi	defi	e			defhi	ei	
Unlikely	449 20%	224 21%	224 20%	47 19%	101 27%	60 17%	88 23%	72 22%	82 16%	148 24%	147 20%	154 18%
					acfhi		f			cfi		
Very unlikely	574 26%	278 26%	296 26%	26 11%	54 14%	71 20%	105 27%	133 41%	185 37%	80 13%	177 24%	318 38%
						abg	abcg	abcdgh	abcdgh		abg	abcdgh
Don't know	188 9%	71 7%	117 10%	27 11%	35 9%	27 8%	37 10%	22 7%	39 8%	62 10%	65 9%	61 7%
			a	ei								
Net: Likely	978 45%	495 46%	483 43%	143 59%	189 50%	192 55%	157 41%	98 30%	200 40%	332 53%	349 47%	297 36%
				bdefhi	defi	defhi	e		e	defhi	defi	
Net: Unlikely	1023 47%	503 47%	521 46%	73 30%	155 41%	131 37%	193 50%	204 63%	267 53%	228 37%	324 44%	471 57%
					a	a	abcg	abcdfgh	abcgh	a	acg	abcdgh

Library usage in lockdown

Q6_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Total	Regions													NET: GB	NET: England
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London			
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%																
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795	
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very likely	334 15%	8 12%	14 8%	42 17% b	19 21% bh	38 21% bfhk	13 12%	31 17% b	18 11%	31 17% b	44 15% b	24 12%	53 19% bh	327 15% b	300 16% b	
Likely	644 29%	19 29%	51 28%	75 31%	25 28%	41 23%	29 28%	65 35% e	54 35% e	50 27%	92 31%	52 26%	90 31%	625 29%	544 30%	
Unlikely	449 20%	10 15%	51 27% acdjmn	44 18%	12 14%	43 24% d	27 25% dj	41 22%	29 19%	41 21%	49 16%	45 22%	58 20%	439 21%	362 20%	
Very unlikely	574 26%	22 33% el	45 24%	63 26%	27 30%	37 21%	31 29%	44 23%	39 25%	49 26%	82 28%	74 36% bceghlmn	62 21%	553 26%	477 26%	
Don't know	188 9%	7 11% gk	23 13% gk	20 8%	7 8%	20 11% gk	7 6%	8 4%	15 10% g	18 9% g	30 10% gk	9 4%	24 8%	181 9% g	151 8% g	
Net: Likely	978 45%	26 40%	66 36%	117 48% bk	43 49% b	79 44%	42 39%	97 51% bfk	71 46%	82 43%	136 46% b	76 37%	143 50% bfk	952 45% b	844 46% b	
Net: Unlikely	1023 47%	32 48%	96 52% l	107 44%	39 43%	80 45%	57 54% l	85 45%	69 44%	90 47%	131 44%	119 58% cdeghlmn	120 42%	991 47%	838 46%	

Library usage in lockdown

Q6_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	334 15%	112 19%	158 15%	64 12%	202 17%	138 14%	203 16%	162 16%	42 16%	131 14%	28 22%	50 11%	42 20%	70 25%	59 21%	14 10%	143 20%	189 13%
		bce		c		f	f		d	e	df	11%	df	df	df		df	
Likely	644 29%	220 37%	311 29%	112 21%	383 32%	273 27%	405 32%	328 33%	77 29%	238 26%	42 33%	121 27%	86 41%	106 38%	94 34%	44 33%	244 35%	389 27%
		bcde	c		ce	c	d	d					f	f	f		f	
Unlikely	449 20%	104 17%	234 22%	111 21%	258 21%	200 20%	272 22%	215 22%	57 22%	177 19%	27 21%	73 16%	49 23%	54 19%	51 18%	25 19%	150 21%	293 20%
		a					f	f										
Very unlikely	574 26%	117 20%	269 25%	188 35%	264 22%	307 31%	290 23%	230 23%	60 23%	284 31%	14 11%	176 39%	17 8%	35 13%	53 19%	36 27%	111 16%	458 31%
			a	abde		abd	e	e	e	abce		abcde			ab	abe	a	abce
Don't know	188 9%	44 7%	88 8%	57 11%	106 9%	83 8%	93 7%	63 6%	29 11%	96 10%	17 13%	32 7%	15 7%	16 6%	20 7%	14 11%	51 7%	129 9%
				a					ab	ab	abf							
Net: Likely	978 45%	333 56%	469 44%	177 33%	585 48%	411 41%	609 48%	490 49%	119 45%	369 40%	69 54%	171 38%	128 61%	175 63%	153 55%	58 43%	387 55%	578 40%
		bcde	c		ce	c	df	df			df		df	def	df		df	
Net: Unlikely	1023 47%	221 37%	503 47%	299 56%	522 43%	508 51%	562 44%	445 45%	117 44%	461 50%	41 32%	250 55%	67 32%	89 32%	104 38%	61 46%	261 37%	751 52%
			ad	abde	a	ad	e	e	e	abe		abce			ab		abce	

Library usage in lockdown

Q6_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	334 15%	93 17%	131 16%	58 14%	40 17%	276 15%	55 20% a	174 35% bc	277 25% c	52 5%	222 16%	107 15%	71 15%
Likely	644 29%	137 25%	264 32% a	131 31% a	82 34% a	535 28%	104 38% a	185 37% c	431 38% c	197 20%	406 29%	226 31%	137 29%
Unlikely	449 20%	115 21%	163 20%	98 23% d	40 16%	378 20%	60 22%	77 15%	215 19%	204 21% a	271 19%	168 23% a	110 24% a
Very unlikely	574 26%	147 26%	208 25%	106 25%	64 27%	533 28% b	39 14%	36 7%	143 13% a	422 44% ab	416 29% bc	149 21%	97 21%
Don't know	188 9%	66 12% bcd	51 6%	26 6%	15 6%	167 9%	16 6%	26 5%	64 6%	88 9% ab	103 7%	72 10% a	51 11% a
Net: Likely	978 45%	230 41%	395 48% a	189 45%	122 51% a	811 43%	159 58% a	359 72% bc	708 63% c	249 26%	628 44%	333 46%	208 45%
Net: Unlikely	1023 47%	261 47%	372 45%	204 49%	104 43%	911 48% b	100 36%	113 23%	358 32% a	625 65% ab	687 48% b	317 44%	207 44%

Library usage in lockdown

Q6_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	317	143	173	43	75	55	55	25	64	118	110	89
	14%	13%	15%	18%	20%	16%	14%	8%	13%	19%	15%	11%
				ei	defhi	ei	e		e	efhi	ei	
Likely	731	373	358	89	135	138	107	106	155	224	246	261
	33%	35%	32%	37%	36%	39%	28%	33%	31%	36%	33%	31%
				d	d	dfhi				d		
Unlikely	428	226	202	52	81	62	90	57	86	133	152	142
	20%	21%	18%	21%	21%	18%	23%	18%	17%	21%	21%	17%
							i			i		
Very unlikely	488	233	255	25	49	59	94	105	157	74	153	262
	22%	22%	23%	10%	13%	17%	24%	32%	31%	12%	21%	32%
						ag	abcg	abcdgh	abcgh		abg	abcdgh
Don't know	227	94	133	34	39	37	41	32	44	73	77	76
	10%	9%	12%	14%	10%	10%	11%	10%	9%	12%	10%	9%
			a	i								
Net: Likely	1047	516	531	132	210	193	163	131	219	342	356	350
	48%	48%	47%	54%	55%	55%	42%	40%	43%	55%	48%	42%
				defi	defhi	defhi				defhi	dei	
Net: Unlikely	916	459	457	77	130	121	184	162	242	207	305	404
	42%	43%	41%	32%	34%	34%	47%	50%	48%	33%	41%	49%
							abcgh	abcgh	abcg		abcg	abcgh

Library usage in lockdown

Q6_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	317 14%	6 9%	15 8%	41 17% bjk	14 16% b	31 17% bjk	19 17% bjk	23 12%	19 12%	39 21% abghjkmn	31 10%	17 8%	62 22% abghjkmn	311 15% bk	277 15% bjk
Likely	731 33%	22 34%	73 39% i	79 33%	30 33%	52 29%	33 31%	72 38% i	45 29%	47 25%	112 38% i	69 34%	97 34% i	708 33% i	603 33% i
Unlikely	428 20%	10 15%	31 17%	52 21%	13 14%	38 21%	22 20%	46 24% djl	37 24% l	42 22%	49 17%	43 21%	45 16%	418 20%	365 20%
Very unlikely	488 22%	21 31% celmn	42 23%	49 20%	19 22%	36 20%	24 23%	40 21% l	41 26% l	41 22%	68 23%	56 27% l	52 18%	468 22%	401 22%
Don't know	227 10%	7 10%	24 13% g	22 9% g	13 15% g	22 12% g	9 8%	9 5%	13 9%	20 11% g	38 13% g	19 10%	31 11% g	220 10% g	188 10% g
Net: Likely	1047 48%	28 43%	88 47%	121 49%	44 49%	83 46%	52 49%	94 50%	64 41%	86 46%	143 48%	86 42%	159 56% ahikmn	1019 48%	880 48%
Net: Unlikely	916 42%	31 47% l	74 40%	102 42%	32 36%	74 41%	46 43%	86 45% l	77 50% djlmn	83 44% l	117 39%	99 48% l	97 34%	885 42% l	766 42% l

Library usage in lockdown

Q6_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	317 14%	109 18%	151 14%	56 10%	201 17%	119 12%	204 16%	161 16%	43 16%	113 12%	23 18%	52 11%	52 25%	57 20%	49 18%	19 14%	136 20%	177 12%
		bce	c		ce		df	d					df	f	f		f	
Likely	731 33%	248 42%	331 31%	152 28%	440 36%	308 31%	451 36%	364 36%	88 33%	279 30%	42 33%	143 32%	92 44%	112 40%	115 41%	46 35%	272 39%	450 31%
		bcd	e		bce		d	d					f	f	f		f	
Unlikely	428 20%	100 17%	225 21%	103 19%	235 19%	201 20%	258 20%	202 20%	56 21%	170 18%	27 21%	79 18%	38 18%	54 19%	52 19%	19 14%	135 19%	284 20%
		a			a													
Very unlikely	488 22%	96 16%	232 22%	160 30%	228 19%	255 25%	241 19%	190 19%	51 19%	247 27%	11 9%	139 31%	16 8%	31 11%	41 15%	29 22%	94 13%	393 27%
			a	abde		ad	e	e	e	abce		abce			a	abe	a	abce
Don't know	227 10%	44 7%	120 11%	62 12%	110 9%	119 12%	109 9%	81 8%	28 11%	117 13%	25 19%	39 9%	12 6%	26 9%	19 7%	20 15%	62 9%	154 11%
			a	a		ad				ab	abcd					ace		a
Net: Likely	1047 48%	358 60%	482 46%	207 39%	640 53%	427 43%	655 52%	525 53%	130 49%	392 42%	65 51%	195 43%	144 69%	169 60%	164 59%	65 49%	409 58%	627 43%
		bcd	c		bce		df	df	d				bcdef	df	df		df	
Net: Unlikely	916 42%	196 33%	457 43%	263 49%	463 38%	456 46%	499 40%	392 39%	107 40%	417 45%	38 30%	219 48%	54 26%	85 30%	94 34%	48 36%	229 33%	677 46%
			ad	abd	a	ad	e	e	e	abe		abce			a	a	a	abcde

Library usage in lockdown

Q6_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	317 14%	81 15%	129 16%	56 13%	41 17%	253 13%	60 22% a	151 30% bc	255 23% c	52 5%	205 14%	108 15%	78 17%
Likely	731 33%	179 32%	271 33%	142 34%	98 41% ab	617 33%	107 39% a	190 38% c	475 42% c	239 25%	461 32%	260 36%	149 32%
Unlikely	428 20%	109 20% d	168 21% d	94 23% d	31 13%	369 20%	51 19%	82 16%	204 18%	197 20%	267 19%	151 21%	104 22%
Very unlikely	488 22%	119 21%	181 22%	91 22%	56 23%	452 24% b	33 12%	44 9%	119 11%	364 38% ab	358 25% bc	120 17%	77 17%
Don't know	227 10%	68 12% bd	68 8%	36 9%	14 6%	198 10%	24 9%	30 6%	77 7%	112 12% ab	129 9%	84 12%	58 12% a
Net: Likely	1047 48%	261 47%	400 49%	198 47%	139 58% abc	870 46%	167 61% a	342 69% c	730 65% c	290 30%	665 47%	368 51%	227 49%
Net: Unlikely	916 42%	228 41%	349 43%	185 44%	88 36%	821 43% b	84 31%	126 25%	322 29%	560 58% ab	625 44% bc	271 38%	181 39%

Library usage in lockdown

Q6_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	280	143	137	43	71	54	51	20	40	115	105	61
	13%	13%	12%	18%	19%	15%	13%	6%	8%	18%	14%	7%
				efi	defhi	efi	efi			defhi	efi	
Likely	567	272	294	84	127	113	95	54	94	211	208	147
	26%	25%	26%	35%	34%	32%	24%	17%	19%	34%	28%	18%
				defhi	defhi	defi	ei			defhi	efi	
Unlikely	451	233	218	49	89	68	80	73	91	138	148	165
	21%	22%	19%	20%	23%	19%	21%	23%	18%	22%	20%	20%
Very unlikely	667	328	340	38	55	76	122	145	232	93	198	377
	30%	31%	30%	16%	14%	22%	32%	45%	46%	15%	27%	45%
						abg	abcg	abcdgh	abcdgh		abg	abcdgh
Don't know	225	92	132	29	37	40	39	32	49	65	79	81
	10%	9%	12%	12%	10%	11%	10%	10%	10%	11%	11%	10%
			a									
Net: Likely	847	416	432	127	198	167	146	74	134	326	313	208
	39%	39%	38%	52%	52%	48%	38%	23%	26%	52%	42%	25%
				defhi	defhi	defi	efi			defhi	efi	
Net: Unlikely	1118	561	557	87	144	144	203	218	323	231	346	541
	51%	52%	50%	36%	38%	41%	52%	67%	64%	37%	47%	65%
							abcg	abcdgh	abcdgh		abg	abcdgh

Library usage in lockdown

Q6_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	280 13%	5 8%	14 8%	31 13%	11 12%	23 13%	24 23%	33 17%	22 14%	26 14%	30 10%	15 8%	46 16%	275 13%	237 13%
							abcdeijkmn	abjk					abjk		
Likely	567 26%	16 24%	58 31%	61 25%	26 29%	31 17%	23 22%	52 27%	35 23%	40 21%	92 31%	47 23%	87 30%	551 26%	470 26%
			ei		e			e			ei		ei	e	e
Unlikely	451 21%	8 13%	37 20%	54 22%	13 14%	53 30%	21 20%	40 21%	30 19%	45 24%	54 18%	51 25%	45 16%	443 21%	385 21%
				a		abdhjlmn				al			adl	al	al
Very unlikely	667 30%	29 45%	51 27%	78 32%	28 31%	48 27%	29 27%	52 28%	52 33%	60 32%	87 29%	73 36%	81 28%	638 30%	558 30%
		bcdefgijlmn													
Don't know	225 10%	7 11%	25 14%	21 8%	12 13%	23 13%	9 8%	13 7%	17 11%	19 10%	35 12%	17 8%	27 10%	218 10%	184 10%
			g												
Net: Likely	847 39%	21 32%	72 39%	92 38%	37 41%	54 30%	47 45%	84 45%	57 37%	65 34%	122 41%	62 30%	133 47%	826 39%	707 39%
							ek	aeik			ek		acehikmn	e	e
Net: Unlikely	1118 51%	38 57%	87 47%	132 54%	40 45%	102 57%	50 47%	92 49%	81 53%	105 55%	141 47%	125 61%	126 44%	1080 51%	943 51%
		l		l		l				l		bdfgjlmn		l	l

Library usage in lockdown

Q6_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	280 13%	95 16% ce	144 14% c	42 8%	177 15% ce	107 11% c	194 15% df	162 16% df	32 12% f	86 9%	25 19% cdf	25 6%	50 24% df	61 22% df	54 19% f	18 13% f	145 21% df	134 9%
Likely	567 26%	201 34% bce	282 27% ce	84 16%	357 29% ce	225 22% c	365 29% df	293 29% df	72 27% df	202 22%	45 35% df	79 17%	75 36% f	93 33% f	103 37% f	38 28% f	234 33% f	324 22%
Unlikely	451 21%	113 19%	220 21%	118 22%	244 20%	215 21%	274 22%	224 22%	50 19%	177 19%	22 17%	90 20%	44 21%	60 21%	46 17%	28 21%	147 21%	298 20%
Very unlikely	667 30%	142 24%	313 30% a	213 40% abde	329 27% ad	337 34% ad	321 25% e	244 24% e	77 29% e	346 37% abce	17 13%	215 47% abcde	26 13% a	40 14% a	54 20% a	32 24% abe	117 17% abcde	549 38% abcde
Don't know	225 10%	48 8%	101 10%	76 14% abd	107 9%	118 12% ad	109 9%	75 8%	34 13% ab	115 12% ab	20 16% ab	43 10%	14 7%	26 9%	20 7% ac	18 13% ac	58 8%	154 11%
Net: Likely	847 39%	295 49% bcde	427 40% ce	125 24%	534 44% ce	332 33% c	559 44% df	456 46% cdf	104 39% df	288 31% f	69 54% acdf	105 23%	125 60% df	154 55% df	157 57% df	56 42% f	378 54% df	457 31%
Net: Unlikely	1118 51%	255 43%	533 50% a	331 62% abde	573 47% abd	552	595 47% e	468 47% e	127 48% e	523 56% abce	38 30%	305 67% abcde	71 34%	100 36%	100 36%	60 45% a	264 38%	847 58% abcde

Library usage in lockdown

Q6_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	280	70	116	52	38	210	64	125	213	60	180	96	70
	13%	13%	14%	12%	16%	11%	23% a	25% bc	19% c	6%	13%	13%	15%
Likely	567	132	209	122	75	469	95	158	369	177	343	216	138
	26%	24%	26%	29%	31% a	25%	35% a	32% c	33% c	18%	24%	30% a	30% a
Unlikely	451	112	171	85	47	387	53	94	240	191	285	153	96
	21%	20%	21%	20%	19%	20%	19%	19%	21%	20%	20%	21%	21%
Very unlikely	667	173	249	130	65	623	42	99	239	420	490	165	99
	30%	31%	30%	31%	27%	33% b	15%	20%	21%	44% ab	35% bc	23%	21%
Don't know	225	71	72	31	16	200	20	22	69	114	120	92	63
	10%	13% bcd	9%	7%	6%	11%	7%	4%	6%	12% ab	8%	13% a	13% a
Net: Likely	847	202	325	173	113	679	159	283	582	237	523	312	208
	39%	36%	40%	41%	47% a	36%	58% a	57% bc	52% c	25%	37%	43% a	45% a
Net: Unlikely	1118	285	420	215	112	1010	95	193	479	612	776	318	195
	51%	51%	51%	51%	47%	53% b	35%	39%	42%	64% ab	55% bc	44%	42%

Library usage in lockdown

Q6_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	246	134	111	37	65	54	40	18	31	102	94	49
	11%	13%	10%	15%	17%	15%	10%	6%	6%	16%	13%	6%
				defi	defhi	defi	ei			defhi	efi	
Likely	520	264	256	83	114	104	87	53	79	197	192	132
	24%	25%	23%	34%	30%	30%	22%	16%	16%	32%	26%	16%
				defhi	defi	defi	efi			defhi	efi	
Unlikely	488	243	245	68	95	75	86	72	93	163	161	164
	22%	23%	22%	28%	25%	21%	22%	22%	18%	26%	22%	20%
				cfhi	fi					fhi		
Very unlikely	703	332	371	26	67	79	127	153	252	92	206	405
	32%	31%	33%	11%	18%	22%	33%	47%	50%	15%	28%	49%
					a	ag	abcg	abcdgh	abcdgh	a	abcg	abcdgh
Don't know	234	96	138	29	38	38	48	28	51	68	87	80
	11%	9%	12%	12%	10%	11%	12%	9%	10%	11%	12%	10%
			a									
Net: Likely	766	398	367	120	179	158	127	71	110	299	285	181
	35%	37%	33%	49%	47%	45%	33%	22%	22%	48%	39%	22%
		b		defhi	defhi	defhi	efi			defhi	efi	
Net: Unlikely	1191	575	616	94	162	154	212	225	345	255	366	569
	54%	54%	55%	39%	43%	44%	55%	69%	68%	41%	50%	69%
							abcg	abcdgh	abcdgh	abg	abcdgh	

Library usage in lockdown

Q6_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	246 11%	4 7%	12 6%	26 11%	12 14% b	30 17% abjkmn	20 19% abcghijklmn	20 11%	16 10%	19 10%	27 9%	15 8%	43 15% abjk	241 11%	209 11%
Likely	520 24%	18 28% ek	47 25% ek	60 25% ek	17 19%	28 15%	22 21%	65 35% cdefhiklmn	32 20%	46 24% ek	84 28% ek	28 14%	74 26% ek	502 24% ek	432 24% ek
Unlikely	488 22%	11 17%	35 19%	58 24%	19 22%	39 22%	20 19%	48 25%	34 22%	45 24%	66 22%	51 25%	62 22%	476 22%	422 23%
Very unlikely	703 32%	25 38% gl	70 38% gjl	78 32% g	32 36% g	55 31%	36 34% g	43 23%	59 38% gjl	56 30%	84 28% cegijlmn	89 43%	76 27%	678 32% g	572 31% g
Don't know	234 11%	7 10%	21 11%	23 9%	9 10%	28 15% fg	8 7%	12 6%	14 9%	23 12%	36 12% g	21 10%	32 11%	227 11%	198 11%
Net: Likely	766 35%	23 35% k	59 32% k	86 35% k	29 33%	58 32% k	42 40% k	85 45% bcdehiklmn	47 31%	65 34% k	111 37% k	43 21%	117 41% hkln	743 35% k	641 35% k
Net: Unlikely	1191 54%	36 55%	105 57%	136 56%	51 57%	93 52%	56 53%	91 48%	93 60% gjl	101 54%	150 50% abcefgijlmn	140 69%	138 48%	1154 54% l	994 54% l

Library usage in lockdown

Q6_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	246 11%	88 15% ce	121 11% c	37 7% c	155 13% ce	99 10% c	176 14% df	147 15% df	28 11% f	70 8% d	20 16% df	27 6% f	48 23% df	57 20% f	51 18% f	19 14% f	130 19% f	114 8% f
Likely	520 24%	171 29% ce	265 25% c	84 16% c	314 26% ce	214 21% c	363 29% df	288 29% df	75 28% df	157 17% d	36 29% df	65 14% f	70 33% f	90 32% f	88 32% f	32 24% d	226 32% df	285 20% f
Unlikely	488 22%	148 25%	227 21%	113 21%	292 24%	209 21%	264 21%	213 21%	51 19%	224 24%	36 28% c	91 20%	54 26%	64 23%	58 21%	24 18%	157 22%	324 22%
Very unlikely	703 32%	144 24%	329 31% a	230 43% abde	337 28% abd	361 36% abd	338 27% e	259 26% e	79 30% e	365 39% abce	12 9% abcde	226 50% abcde	27 13%	40 14%	66 24% ab	38 29% abe	129 18% a	570 39% abcde
Don't know	234 11%	47 8%	119 11% a	69 13% ad	115 9% a	118 12% a	123 10%	91 9%	32 12%	111 12% b	24 19% abdf	43 10%	10 5%	28 10% ac	15 5% ace	20 15% ace	56 8% ace	166 11% ace
Net: Likely	766 35%	259 43% bce	386 36% ce	120 23% c	469 39% ce	313 31% c	539 43% df	436 44% df	103 39% df	227 24% d	57 44% df	92 20% f	118 56% df	147 53% df	139 50% df	51 38% f	357 51% df	399 27% f
Net: Unlikely	1191 54%	292 49%	555 52%	343 64% abde	630 52% abd	570 57% abd	602 48% e	472 47% e	130 49% e	589 64% abce	47 37% abcde	318 70% abcde	82 39%	104 37%	123 45%	62 47%	286 41%	894 61% abcde

Library usage in lockdown

Q6_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	246 11%	66 12%	104 13%	40 9%	32 13%	185 10%	57 21% a	113 23% bc	192 17% c	46 5%	148 10%	96 13% a	66 14% a
Likely	520 24%	130 23%	192 24%	101 24%	70 29%	427 23%	88 32% a	167 33% c	341 30% c	165 17%	306 22%	203 28% a	131 28% a
Unlikely	488 22%	126 23%	165 20%	105 25%	53 22%	408 22%	73 27% a	100 20%	276 24% c	188 20%	310 22%	167 23%	108 23%
Very unlikely	703 32%	167 30%	275 34%	136 32%	72 30%	655 35% b	42 15%	91 18%	239 21%	451 47% ab	519 37% bc	172 24%	107 23%
Don't know	234 11%	68 12% d	81 10%	38 9%	14 6%	214 11% b	14 5%	27 5%	81 7%	112 12% ab	135 10%	85 12%	54 12%
Net: Likely	766 35%	196 35%	296 36%	140 33%	102 42% c	612 32%	146 53% a	280 56% bc	533 47% c	211 22%	454 32%	299 41% a	197 42% a
Net: Unlikely	1191 54%	293 53%	440 54%	241 58%	124 52%	1062 56% b	115 42%	191 38%	515 46% a	640 66% ab	830 58% bc	338 47%	215 46%

Library usage in lockdown

Q6_5. Providing a safe environment online for people to chat and connect digitally with staff and others in the community: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	266 12%	138 13%	128 11%	37 15% efi	67 18% efi	59 17% efi	50 13% efi	22 7%	30 6%	105 17% efi	110 15% efi	52 6%
Likely	557 25%	272 25%	284 25%	91 37% defhi	124 33% defhi	108 31% defhi	71 18%	52 16%	111 22%	215 35% defhi	179 24% dei	163 20%
Unlikely	473 22%	246 23%	227 20%	53 22%	84 22%	66 19%	92 24%	77 24%	101 20%	137 22%	158 21%	178 21%
Very unlikely	643 29%	314 29%	329 29%	34 14%	56 15%	77 22% abg	122 32% abcg	140 43% abcdgh	214 42% abcdgh	90 14%	199 27% abg	354 43% abcdgh
Don't know	251 11%	98 9%	153 14% a	28 11%	47 13%	40 11%	53 14%	33 10%	51 10%	75 12%	93 13%	84 10%
Net: Likely	822 38%	411 38%	412 37%	129 53% defhi	191 50% defhi	168 48% defhi	121 31% e	74 23%	140 28%	319 51% defhi	289 39% defi	214 26%
Net: Unlikely	1116 51%	560 52%	557 50%	87 36%	141 37%	143 41%	214 55% abcgh	217 67% abcdgh	314 62% abcgh	228 37%	357 48% abcg	532 64% abcdgh

Library usage in lockdown

Q6_5. Providing a safe environment online for people to chat and connect digitally with staff and others in the community: 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	266 12%	6 9%	11 6%	26 11%	15 17% b	22 12%	11 11%	27 14% b	15 10%	22 12%	40 13% b	21 10%	49 17% abchmn	260 12% b	237 13% b
Likely	557 25%	19 29%	60 32% cdeiklmn	57 23%	17 19%	33 18%	32 30% e	65 35% cdehiklmn	38 25%	43 23%	83 28% e	42 21%	66 23%	538 25%	446 24%
Unlikely	473 22%	9 13%	36 19%	56 23% a	17 19%	41 23%	23 21%	47 25% a	30 19%	48 26% a	58 19%	43 21%	67 23% a	464 22% a	406 22% a
Very unlikely	643 29%	24 37% gjl	60 32% g	81 33% gl	28 31% g	50 28%	34 32% g	36 19% g	53 34% gl	53 28% g	79 27% g	75 37% gjl	72 25% g	619 29% g	525 29% g
Don't know	251 11%	8 12%	19 10%	24 10%	12 14% bcfglmn	33 18%	7 7%	14 7%	19 12%	23 12%	38 13%	23 11%	32 11%	243 11%	218 12%
Net: Likely	822 38%	25 38%	71 38%	84 34%	32 36%	55 31%	43 40%	92 49% cdehikmn	53 34%	65 34%	123 41% ek	64 31%	116 40% e	798 38%	684 37%
Net: Unlikely	1116 51%	33 50%	95 51%	137 56% gj	45 50%	91 51%	56 53%	83 44%	83 53%	101 53%	136 46%	117 57% gj	139 48%	1083 51%	932 51%

Library usage in lockdown

Q6_5. Providing a safe environment online for people to chat and connect digitally with staff and others in the community: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	266 12%	104 17%	127 12%	35 6%	183 15%	87 9%	187 15%	155 16%	32 12%	79 9%	22 17%	25 5%	47 23%	69 25%	54 20%	14 10%	139 20%	125 9%
		bce	ce		bce		df	df	f		df		df	df	df		df	
Likely	557 25%	176 29%	280 26%	101 19%	324 27%	247 25%	335 26%	275 28%	60 23%	222 24%	46 36%	97 21%	77 37%	88 32%	73 26%	29 22%	211 30%	334 23%
		ce	c		c	c		f		abcdf			cdf	df			f	
Unlikely	473 22%	130 22%	230 22%	114 21%	275 23%	205 20%	292 23%	221 22%	71 27%	181 20%	26 20%	83 18%	48 23%	54 19%	67 24%	38 29%	169 24%	301 21%
								df								bf		
Very unlikely	643 29%	142 24%	300 28%	201 38%	311 26%	331 33%	321 25%	253 25%	67 25%	322 35%	13 10%	199 44%	26 12%	43 15%	63 23%	32 24%	124 18%	518 36%
			a	abde		abd	e	e	e	abce		abcde			ab	ab	a	abcde
Don't know	251 11%	47 8%	123 12%	81 15%	120 10%	132 13%	129 10%	95 9%	35 13%	122 13%	21 16%	50 11%	12 6%	25 9%	20 7%	20 15%	58 8%	181 12%
			a	abd		ad			b	ab	ab					ace		ace
Net: Likely	822 38%	280 47%	407 38%	136 26%	507 42%	333 33%	522 41%	430 43%	92 35%	301 32%	68 53%	122 27%	124 59%	158 56%	127 46%	43 32%	349 50%	459 31%
		bcede	ce		ce	c	cdf	cdf	f		abcdf		cdef	cdf	df		df	
Net: Unlikely	1116 51%	271 45%	530 50%	315 59%	586 48%	536 53%	613 48%	474 47%	138 52%	503 54%	39 31%	281 62%	74 35%	97 35%	130 47%	70 53%	292 42%	819 56%
				abde		ad	e	e	e	abe		abcde			ab	abe	b	abce

Library usage in lockdown

Q6_5. Providing a safe environment online for people to chat and connect digitally with staff and others in the community: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	266 12%	67 12%	107 13%	51 12%	35 14%	210 11%	52 19% a	123 25% bc	207 18% c	48 5%	165 12%	97 13%	70 15% a
Likely	557 25%	133 24%	236 29% ac	96 23%	59 25%	451 24%	100 36% a	166 33% c	372 33% c	169 18%	334 24%	212 29% a	134 29% a
Unlikely	473 22%	119 21%	155 19%	111 27% b	55 23%	400 21%	63 23%	105 21%	259 23%	193 20%	293 21%	169 23%	108 23%
Very unlikely	643 29%	156 28%	240 29%	128 30%	78 32%	601 32% b	40 15%	75 15%	213 19%	424 44% ab	482 34% bc	151 21%	93 20%
Don't know	251 11%	81 14% bcd	79 10%	34 8%	14 6%	228 12% b	19 7%	29 6%	79 7%	128 13% ab	145 10%	93 13%	61 13%
Net: Likely	822 38%	200 36%	343 42% ac	147 35%	94 39%	660 35%	152 55% a	289 58% bc	579 51% c	218 23%	500 35%	309 43% a	204 44% a
Net: Unlikely	1116 51%	276 50%	396 48%	239 57% ab	133 55%	1001 53% b	103 38%	179 36%	472 42% a	617 64% ab	775 55% bc	321 44%	201 43%

Library usage in lockdown

Q6_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	201 9%	106 10%	94 8%	33 13% defi	60 16% defhi	47 13% defi	34 9% efi	13 4%	14 3%	92 15% defhi	81 11% efi	27 3%
Likely	377 17%	195 18%	181 16%	67 27% defhi	97 26% defhi	96 27% defhi	50 13% ei	24 8%	42 8%	164 26% defhi	146 20% defi	67 8%
Unlikely	398 18%	216 20% b	182 16%	59 24% cefhi	101 27% cdefhi	60 17% fi	79 20% efi	47 14%	52 10%	160 26% cdefhi	139 19% fi	99 12%
Very unlikely	1021 47%	465 43% a	556 50% a	56 23%	89 23%	113 32% abg	191 49% abcgh	213 66% abcdgh	359 71% abcdgh	145 23%	304 41% abcg	572 69% abcdgh
Don't know	194 9%	87 8%	107 10%	28 12%	33 9%	33 10%	34 9%	27 8%	39 8%	61 10%	67 9%	66 8%
Net: Likely	577 26%	301 28%	276 25%	99 41% defhi	157 41% defhi	143 41% defhi	84 22% efi	37 12%	56 11%	256 41% defhi	227 31% defi	94 11%
Net: Unlikely	1419 65%	680 64%	738 66%	116 48%	189 50%	174 50%	269 70% abcgh	260 80% abcdgh	411 81% abcdgh	305 49%	443 60% abcg	670 81% abcdgh

Library usage in lockdown

Q6_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	201 9%	6 10%	12 6%	19 8%	10 11%	17 9%	14 13% bh	18 10%	9 6%	15 8%	28 9%	15 7%	38 13% bchmn	194 9%	168 9%
Likely	377 17%	6 10%	32 17%	36 15%	13 14%	37 21% ak	17 16%	36 19% a	35 22% ack	34 18%	55 18% a	23 11%	53 19% a	370 17% a	322 18% a
Unlikely	398 18%	9 14%	28 15%	56 23% bd	12 13%	30 17%	17 16%	37 19%	28 18%	31 16%	51 17%	37 18%	63 22%	389 18%	343 19%
Very unlikely	1021 47%	34 51% l	88 48%	114 47%	43 49%	78 44%	49 46%	84 44%	75 48%	95 50% l	138 46%	113 55% lmn	111 39%	987 46% l	850 46% l
Don't know	194 9%	10 15% cghilmn	25 13% hlmn	19 8%	11 13%	17 10%	9 9%	14 7%	9 6%	15 8%	26 9%	16 8%	21 7%	184 9%	150 8%
Net: Likely	577 26%	13 19%	44 24%	55 23%	22 25%	53 30% k	31 29%	54 29% k	43 28%	49 26%	82 28%	38 19%	92 32% ackm	564 27% k	490 27% k
Net: Unlikely	1419 65%	43 66%	116 63%	170 69% l	55 62%	108 60%	66 62%	121 64%	102 66%	125 66%	189 63%	149 73% ejlm	174 61%	1376 65%	1193 65%

Library usage in lockdown

Q6_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	201 9%	76 13% ce	103 10% c	21 4% c	136 11% ce	74 7% c	146 12% df	122 12% df	24 9% f	55 6% f	20 16% cdf	11 2% f	49 24% cdef	60 21% cdf	35 13% f	11 8% f	116 17% df	83 6% f
Likely	377 17%	143 24% bce	185 17% ce	49 9% c	245 20% ce	142 14% c	260 21% df	214 21% df	46 18% df	116 13% f	29 23% df	33 7% f	80 38% bcdef	82 29% df	71 26% df	20 15% f	200 29% df	171 12% f
Unlikely	398 18%	112 19% c	219 21% c	68 13% c	234 19% c	172 17% c	263 21% df	217 22% df	46 17% f	135 15% f	30 24% df	45 10% f	50 24% f	64 23% f	66 24% f	29 22% f	168 24% f	220 15% f
Very unlikely	1021 47%	231 39% abde	452 43% abde	337 63% abde	505 42% abd	514 51% abd	491 39% e	374 37% e	116 44% be	530 57% abce	29 23% abcde	330 73% abcde	22 11% a	57 20% a	92 33% abe	61 46% abce	173 25% a	845 58% abcde
Don't know	194 9%	36 6% a	100 9% a	57 11% ad	94 8% a	100 10% a	104 8% ab	72 7% ab	32 12% ab	90 10% abf	19 15% abf	34 8% abf	8 4% ac	18 6% ac	13 5% ac	13 10% ac	42 6% ace	139 10% ace
Net: Likely	577 26%	219 37% bcde	289 27% ce	69 13% c	380 31% bce	216 22% c	406 32% cdf	336 34% cdf	70 26% df	171 18% f	49 39% cdf	44 10% cdf	129 62% bcdef	141 51% cdf	107 39% df	31 23% df	316 45% df	254 17% df
Net: Unlikely	1419 65%	343 57% a	671 63% a	405 76% abde	739 61% abd	686 68% abd	753 60% e	591 59% e	162 61% e	665 72% abce	60 47% abcde	375 83% abcde	72 34% a	121 43% a	158 57% abe	90 67% abce	341 49% a	1065 73% abce

Library usage in lockdown

Q6_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	201 9%	45 8%	85 10%	43 10%	24 10%	155 8%	44 16% a	100 20% bc	153 14% c	37 4%	119 8%	79 11% a	50 11%
Likely	377 17%	86 15%	144 18%	72 17%	56 23% a	286 15%	86 31% a	137 27% c	286 25% c	76 8%	237 17%	133 18%	84 18%
Unlikely	398 18%	96 17%	147 18%	95 23% a	45 19%	312 17%	75 27% a	77 16%	232 21% ac	137 14%	228 16%	160 22% a	112 24% a
Very unlikely	1021 47%	265 48%	381 47%	178 42%	104 43%	963 51% b	54 20%	152 31%	383 34%	625 65% ab	740 52% bc	267 37%	160 34%
Don't know	194 9%	65 12% bcd	60 7%	31 7%	12 5%	173 9%	17 6%	31 6%	74 7%	88 9% b	96 7%	85 12% a	60 13% a
Net: Likely	577 26%	131 23%	229 28%	115 27%	79 33% a	441 23%	129 47% a	237 48% bc	440 39% c	112 12%	356 25%	212 29% a	135 29%
Net: Unlikely	1419 65%	361 65%	529 65%	273 65%	149 62%	1275 67% b	129 47%	229 46%	615 54% a	762 79% ab	967 68% bc	426 59%	272 58%

Library usage in lockdown

Q6_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	219	105	114	36	59	62	40	13	10	94	102	23
	10%	10%	10%	15%	15%	18%	10%	4%	2%	15%	14%	3%
				efi	defi	defi	efi			defi	efi	
Likely	442	244	198	69	117	105	61	36	53	186	166	90
	20%	23%	18%	28%	31%	30%	16%	11%	11%	30%	23%	11%
		b		defhi	defhi	defhi	i			defhi	defi	
Unlikely	382	204	178	55	86	52	70	49	68	142	123	118
	17%	19%	16%	23%	23%	15%	18%	15%	14%	23%	17%	14%
				cefhi	cefhi					cefhi		
Very unlikely	930	414	516	51	82	96	175	197	328	133	271	526
	42%	39%	46%	21%	22%	27%	45%	61%	65%	21%	37%	63%
		a				ag	abcgh	abcdgh	abcdgh		abcg	abcdgh
Don't know	217	102	115	32	35	35	40	28	46	67	76	74
	10%	10%	10%	13%	9%	10%	10%	9%	9%	11%	10%	9%
				i								
Net: Likely	661	349	312	105	175	167	102	49	63	280	268	113
	30%	33%	28%	43%	46%	48%	26%	15%	13%	45%	36%	14%
		b		defhi	defhi	defhi	efi			defhi	defi	
Net: Unlikely	1312	617	694	106	168	148	246	247	397	274	394	644
	60%	58%	62%	44%	44%	42%	63%	76%	78%	44%	53%	78%
		a					abcgh	abcdgh	abcdgh		abcg	abcdgh

Library usage in lockdown

Q6_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Total	Regions													NET: GB	NET: England
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London			
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%																
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795	
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very likely	219 10%	2 3%	10 5%	24 10% a	6 6%	20 11% a	11 10% a	25 13% ab	13 8%	22 12% ab	31 10% a	20 10%	36 13% ab	217 10% ab	196 11% ab	
Likely	442 20%	13 20%	36 19%	45 18%	22 25%	33 18%	17 16%	48 25% ik	34 22%	30 16%	64 22%	32 16%	69 24% ik	429 20%	376 21%	
Unlikely	382 17%	9 14%	35 19%	54 22%	12 13%	33 18%	18 17%	37 20%	24 16%	29 15%	50 17%	31 15%	50 18%	373 18%	320 17%	
Very unlikely	930 42%	32 49% gl	83 45% g	103 42% g	37 41%	76 43% g	50 47% gl	59 31%	68 44% g	95 50% gijmn	119 40% g	105 51% gijmn	104 36%	898 42% gl	765 42% g	
Don't know	217 10%	9 14% c	21 11%	18 8%	13 15% ci	17 9%	11 10%	21 11%	16 10%	14 7%	33 11%	16 8%	27 9%	208 10%	176 10%	
Net: Likely	661 30%	15 23%	46 25%	69 28%	28 31%	53 30%	28 26%	73 38% abcfikmn	47 30%	51 27%	95 32%	52 25%	105 37% abcfikm	646 30%	573 31%	
Net: Unlikely	1312 60%	41 62%	118 64% gl	157 64% gl	48 54%	109 61%	68 64%	96 51% g	92 59%	124 65% gl	169 57%	136 67% gl	155 54%	1271 60% gl	1085 59% g	

Library usage in lockdown

Q6_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	219 10%	87 15%	109 10%	23 4%	144 12%	78 8%	164 13%	133 13%	31 12%	55 6%	20 16%	7 2%	48 23%	67 24%	49 18%	15 11%	134 19%	82 6%
		bce	c		ce	c	df	df	df	f	df	f	df	df	f	f	df	df
Likely	442 20%	160 27%	226 21%	57 11%	282 23%	178 18%	309 24%	259 26%	50 19%	133 14%	33 26%	43 10%	82 39%	103 37%	91 33%	28 21%	238 34%	201 14%
		bce	c		ce	c	cdf	cdf	df	f	df	df	df	df	df	f	df	df
Unlikely	382 17%	107 18%	198 19%	77 14%	217 18%	173 17%	233 18%	184 18%	49 19%	149 16%	32 25%	52 12%	45 21%	48 17%	52 19%	21 16%	133 19%	239 16%
			c		f	f	f	f	f	df	df	df	df	df	df	df	df	df
Very unlikely	930 42%	190 32%	423 40%	317 60%	451 37%	478 48%	437 35%	341 34%	96 36%	492 53%	26 20%	313 69%	19 9%	38 14%	63 23%	52 39%	132 19%	795 55%
			a	abde	a	abd	e	e	e	abce	abcde	abcde	ab	abce	ab	abcde	abcde	abcde
Don't know	217 10%	54 9%	104 10%	58 11%	119 10%	94 9%	120 9%	82 8%	38 14%	97 10%	17 14%	37 8%	15 7%	25 9%	23 8%	18 14%	62 9%	142 10%
									abf	b					a			
Net: Likely	661 30%	247 41%	334 32%	80 15%	427 35%	256 26%	473 37%	392 39%	81 31%	188 20%	53 42%	51 11%	130 62%	170 61%	140 51%	42 32%	373 53%	283 19%
		bcede	ce		ce	c	cdf	cdf	df	f	cdf	df	cdef	cdef	df	f	df	df
Net: Unlikely	1312 60%	296 50%	622 59%	394 74%	668 55%	651 65%	671 53%	525 53%	146 55%	641 69%	57 45%	366 81%	64 31%	86 31%	114 41%	73 55%	265 38%	1034 71%
			a	abde	a	abd	e	e	e	abce	abcde	abcde	ab	abce	ab	abcde	abcde	abcde

Library usage in lockdown

Q6_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	219	58	84	45	25	161	53	102	174	36	136	78	53
	10%	10%	10%	11%	10%	9%	19%	21%	15%	4%	10%	11%	11%
							a	bc	c				
Likely	442	92	173	92	69	344	95	139	312	118	266	170	110
	20%	17%	21%	22%	29%	18%	35%	28%	28%	12%	19%	23%	24%
			a	a	ab		a	c	c			a	a
Unlikely	382	90	143	85	43	314	60	89	217	142	229	145	96
	17%	16%	17%	20%	18%	17%	22%	18%	19%	15%	16%	20%	21%
							a		c			a	a
Very unlikely	930	249	348	162	87	880	44	142	347	565	666	247	152
	42%	45%	43%	39%	36%	47%	16%	29%	31%	59%	47%	34%	33%
		d				b				ab	bc		
Don't know	217	67	69	35	16	190	23	25	79	101	122	82	56
	10%	12%	8%	8%	7%	10%	8%	5%	7%	11%	9%	11%	12%
		bd								ab		a	a
Net: Likely	661	151	258	137	94	506	148	241	486	154	403	248	162
	30%	27%	32%	33%	39%	27%	54%	49%	43%	16%	28%	34%	35%
					ab		a	bc	c			a	a
Net: Unlikely	1312	339	490	248	130	1194	104	231	564	708	895	392	248
	60%	61%	60%	59%	54%	63%	38%	46%	50%	74%	63%	54%	53%
						b				ab	bc		

Library usage in lockdown

Q6_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	236 11%	115 11%	121 11%	35 14% efi	65 17% cdefhi	43 12% efi	44 11% efi	19 6%	29 6%	100 16% defhi	87 12% efi	48 6%
Likely	530 24%	259 24%	272 24%	87 36% defhi	122 32% defhi	102 29% defi	84 22% ei	44 14%	92 18%	208 34% defhi	186 25% efi	136 16%
Unlikely	521 24%	260 24%	260 23%	58 24%	94 25%	84 24%	97 25%	78 24%	109 22%	152 24%	181 25%	188 23%
Very unlikely	688 31%	344 32%	344 31%	35 15%	56 15%	88 25% abg	128 33% abcg	147 45% abcdgh	235 46% abcdgh	91 15%	216 29% abg	382 46% abcdgh
Don't know	215 10%	91 8%	124 11% a	28 12%	42 11%	32 9%	35 9%	36 11%	41 8%	70 11%	67 9%	77 9%
Net: Likely	766 35%	373 35%	393 35%	121 50% cdefhi	187 49% cdefhi	145 42% defi	128 33% efi	63 19%	120 24%	309 50% cdefhi	274 37% efi	183 22%
Net: Unlikely	1209 55%	605 57%	605 54%	94 38%	149 39%	173 49% abg	224 58% abcg	225 69% abcdgh	344 68% abcdgh	243 39%	397 54% abg	569 69% abcdgh

Library usage in lockdown

Q6_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	236	3	11	26	9	21	13	17	13	29	32	24	37	233	209
	11%	4%	6%	11%	10%	12%	13%	9%	9%	15%	11%	12%	13%	11%	11%
				a		a	a			ab	a	a	ab	ab	ab
Likely	530	13	42	46	18	38	20	72	41	40	73	36	92	517	455
	24%	20%	23%	19%	21%	21%	19%	38%	26%	21%	24%	18%	32%	24%	25%
								abcdefghijklmn					abcdefghijklmn	c	c
Unlikely	521	16	46	61	18	48	31	39	33	43	74	43	70	505	429
	24%	24%	25%	25%	21%	27%	29%	21%	21%	23%	25%	21%	25%	24%	23%
Very unlikely	688	30	67	87	28	47	32	50	52	55	89	85	67	659	560
	31%	45%	36%	36%	31%	26%	30%	26%	34%	29%	30%	42%	23%	31%	31%
		defgijlmn	l	egl					l			egijlmn		l	l
Don't know	215	4	19	24	15	25	10	11	15	22	30	17	22	211	181
	10%	7%	10%	10%	17%	14%	9%	6%	10%	12%	10%	8%	8%	10%	10%
					acgklmn	gl				g					
Net: Likely	766	16	53	72	27	59	33	89	54	69	105	60	128	750	664
	35%	24%	29%	30%	31%	33%	31%	47%	35%	36%	35%	29%	45%	35%	36%
								abcdefghijklmn		a	a		abcdefghijklmn	a	ac
Net: Unlikely	1209	45	112	148	46	94	63	89	86	98	162	128	137	1164	988
	55%	69%	61%	61%	52%	53%	60%	47%	55%	52%	55%	63%	48%	55%	54%
		deghijlmn	gl	gln			gl					gl		gl	l

Library usage in lockdown

Q6_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	236 11%	98 16% bcde	104 10% c	33 6%	154 13% bce	86 9%	159 13% df	133 13% df	26 10% f	77 8% f	22 17% cdf	18 4%	40 19% df	62 22% df	50 18% df	12 9%	130 19% df	104 7%
Likely	530 24%	188 31% bce	267 25% ce	75 14%	331 27% ce	210 21% c	349 28% df	282 28% df	67 25% df	181 20% df	40 31% df	80 18%	89 42% bcdef	93 33% f	91 33% f	34 25%	227 32% f	296 20%
Unlikely	521 24%	129 22%	265 25%	127 24%	298 25%	232 23%	308 24%	242 24%	66 25%	213 23%	23 18%	97 21%	48 23%	64 23%	55 20%	38 29% c	165 24%	347 24%
Very unlikely	688 31%	140 23%	319 30% a	229 43% abde	329 27% abd	359 36%	341 27% e	260 26% e	81 31% e	347 37% abce	22 17% abcde	216 48%	23 11%	43 15%	61 22% ab	32 24% ab	128 18% a	557 38% abcde
Don't know	215 10%	43 7%	105 10%	67 13% ad	102 8% ad	113 11% ad	106 8%	82 8%	25 9%	109 12% ab	21 16% abcf	42 9%	10 5%	18 7%	19 7%	17 13% abce	50 7%	154 11% abe
Net: Likely	766 35%	287 48% bcde	371 35% ce	109 20%	485 40% bce	296 30% c	508 40% df	415 42% cdf	93 35% df	258 28% f	61 48% cdf	98 22%	128 61% cdef	155 55% df	141 51% df	46 34%	356 51% df	400 27%
Net: Unlikely	1209 55%	269 45%	584 55% a	356 67% abde	626 52% a	592 59% ad	649 51% e	502 50% e	147 55% e	560 60% abe	45 36% abcde	312 69%	71 34%	107 38%	116 42% abce	70 53%	293 42% a	904 62% abcde

Library usage in lockdown

Q6_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	236 11%	55 10%	101 12%	44 10%	31 13%	176 9%	53 19% a	111 22% bc	185 16% c	43 4%	142 10%	90 12%	58 13%
Likely	530 24%	126 23%	192 23%	99 24%	87 36% abc	427 23%	99 36% a	182 37% c	386 34% c	131 14%	329 23%	192 27%	118 25%
Unlikely	521 24%	137 25% d	195 24%	103 25%	43 18%	446 24%	65 24%	98 20%	273 24% a	225 23%	330 23%	180 25%	112 24%
Very unlikely	688 31%	172 31%	257 31%	139 33%	66 27%	650 34% b	36 13%	83 17%	208 18%	467 48% ab	498 35% bc	180 25%	122 26%
Don't know	215 10%	67 12% d	73 9%	34 8%	13 6%	190 10%	21 8%	24 5%	76 7%	97 10% ab	121 9%	82 11% a	56 12% a
Net: Likely	766 35%	181 33%	293 36%	143 34%	118 49% abc	603 32%	153 56% a	293 59% bc	571 51% c	175 18%	470 33%	281 39% a	177 38% a
Net: Unlikely	1209 55%	309 55% d	452 55% d	242 58% d	109 45%	1096 58% b	101 37%	181 36%	481 43% a	691 72% ab	828 58% bc	360 50%	233 50%

Library usage in lockdown

Q7. Summary: 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)?

BASE: All respondents

	Total	Scale						Net: Unlikely *g
		Very likely *a	Likely *b	Unlikely *c	Very unlikely *d	Don't know *e	Net: Likely *f	
Significance Level: 95%								
Access to information (e.g. information about council and community services, support available, health information etc.)	2190 100%	257 12%	615 28%	426 19%	673 31%	219 10%	872 40%	1099 50%
Access to books, audio-books and reading material such as newspapers and magazines	2190 100%	316 14%	547 25%	439 20%	680 31%	209 10%	863 39%	1119 51%
Access to IT and technology	2190 100%	269 12%	511 23%	454 21%	761 35%	194 9%	781 36%	1215 55%
Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	2190 100%	265 12%	514 23%	459 21%	743 34%	208 9%	779 36%	1202 55%
Providing a safe environment for people to chat and connect with staff and others in the community	2190 100%	230 10%	519 24%	458 21%	754 34%	229 10%	749 34%	1212 55%
Support to develop skills (e.g. digital, language, employability or literacy skills)	2190 100%	228 10%	469 21%	475 22%	810 37%	209 10%	697 32%	1284 59%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	2190 100%	229 10%	462 21%	499 23%	785 36%	215 10%	691 32%	1284 59%
Activities or events for adults (e.g. book group, author talk, knit and natter)	2190 100%	211 10%	475 22%	470 21%	822 38%	211 10%	686 31%	1292 59%
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	2190 100%	188 9%	383 17%	364 17%	1035 47%	220 10%	571 26%	1399 64%
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	2190 100%	194 9%	333 15%	374 17%	1081 49%	208 10%	527 24%	1455 66%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	872	441	432	127	191	157	125	86	186	319	282	272
	40%	41%	38%	52%	50%	45%	32%	27%	37%	51%	38%	33%
				cdefhi	defhi	defhi			e	cdefhi	ei	e
Access to books, audio-books and reading material such as newspapers and magazines	863	435	427	121	185	156	139	85	177	306	295	262
	39%	41%	38%	50%	49%	44%	36%	26%	35%	49%	40%	32%
				defhi	defhi	defi	e		e	defhi	ei	
Access to IT and technology	781	441	340	125	190	136	114	81	133	316	251	215
	36%	41%	30%	51%	50%	39%	29%	25%	26%	51%	34%	26%
		b		cdefhi	cdefhi	defi				cdefhi	efi	
Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	779	400	380	119	195	148	113	73	131	314	261	204
	36%	37%	34%	49%	51%	42%	29%	23%	26%	50%	35%	25%
				defhi	cdefhi	defhi	e			cdefhi	defi	
Providing a safe environment for people to chat and connect with staff and others in the community	749	394	355	123	160	148	120	68	130	283	268	198
	34%	37%	32%	51%	42%	42%	31%	21%	26%	46%	36%	24%
		b		bdefhi	defhi	defi	ei			defhi	efi	
Support to develop skills (e.g. digital, language, employability or literacy skills)	697	374	323	120	172	145	117	46	97	292	262	142
	32%	35%	29%	49%	45%	41%	30%	14%	19%	47%	36%	17%
		b		cdefhi	defhi	defhi	efi			defhi	efi	
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	691	346	345	112	176	144	108	61	89	288	252	151
	32%	32%	31%	46%	46%	41%	28%	19%	18%	46%	34%	18%
				defhi	defhi	defhi	efi			defhi	defi	

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for adults (e.g. book group, author talk, knit and natter)	686	352	335	101	185	136	114	54	96	286	251	150
	31%	33%	30%	42%	49%	39%	30%	17%	19%	46%	34%	18%
				defhi	acdefhi	defi	efi			cdefhi	efi	
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	571	319	252	98	159	138	84	29	62	258	222	91
	26%	30%	23%	40%	42%	40%	22%	9%	12%	41%	30%	11%
		b		defhi	defhi	defhi	efi			defhi	defi	
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	527	293	234	88	161	125	70	32	50	249	195	83
	24%	27%	21%	36%	43%	36%	18%	10%	10%	40%	26%	10%
		b		defhi	cdefhi	defhi	efi			defhi	defi	

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	872 40%	21 32%	61 33%	107 44% abk	30 34%	74 41% k	45 42% k	88 46% abdjkl	58 38%	80 42% k	107 36%	60 30%	140 49% abdhjkmn	851 40% k	745 41% k
Access to books, audio-books and reading material such as newspapers and magazines	863 39%	21 31%	61 33%	101 41% dk	26 30%	81 45% abdfk	34 32%	87 46% abdfjk	66 43% dk	76 40%	109 37%	63 31%	137 48% abdfjkmn	842 40% dk	747 41% dk
Access to IT and technology	781 36%	21 32%	55 30%	91 37% k	27 30%	73 41% bfk	30 28%	82 44% bdfkm	53 34% k	68 36% k	106 36% k	44 22%	131 46% abcdhijklm	760 36% k	675 37% fk
Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	779 36%	21 32%	52 28%	92 38% b	31 35%	62 35%	35 33%	72 38%	51 33%	65 35%	111 37%	60 29%	128 45% abefhikmn	759 36%	672 37% b
Providing a safe environment for people to chat and connect with staff and others in the community	749 34%	20 30%	49 27%	86 35%	26 30%	66 37% b	37 35%	78 41% bhk	44 29%	63 33%	109 37% b	56 27%	115 40% bhkm	729 34% b	643 35% b
Support to develop skills (e.g. digital, language, employability or literacy skills)	697 32%	17 26%	40 21%	71 29%	26 29%	63 35% bk	37 35% bk	75 40% abchikm	45 29%	53 28%	99 33% bk	45 22%	127 44% abcdhijklm	679 32% bk	602 33% bk

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	691 32%	18 27%	43 23%	80 33%	24 27%	72 40%	34 32%	75 40%	39 25%	51 27%	94 32%	48 24%	112 39%	673 32%	596 32%
				b		abdhikmn		abdhikmn					abdhikmn	b	bk
Activities or events for adults (e.g. book group, author talk, knit and natter)	686 31%	17 25%	46 25%	72 29%	24 27%	59 33%	38 35%	82 44%	41 26%	60 32%	89 30%	46 23%	115 40%	670 32%	587 32%
							bk	abcdehijkmn					abcdehijkmn	k	k
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	571 26%	12 18%	36 19%	59 24%	19 22%	46 26%	28 26%	65 34%	39 25%	53 28%	67 23%	46 22%	101 35%	559 26%	496 27%
								abcdijkmn					abcdehijkmn	b	ab
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	527 24%	9 14%	39 21%	51 21%	20 23%	40 23%	27 25%	56 29%	37 24%	50 26%	67 23%	39 19%	91 32%	517 24%	451 25%
							a	ack		a			abceijkmn	a	a

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	872 40%	304 51% bcde	410 39% ce	158 30%	551 45% bce	341 34%	546 43% df	433 43% df	113 43% df	326 35%	70 55% abcdf	155 34%	121 58% df	154 55% df	147 53% df	52 39%	358 51% df	505 35%
Access to books, audio-books and reading material such as newspapers and magazines	863 39%	311 52% bcde	401 38% c	151 28%	545 45% bce	336 34% c	542 43% df	432 43% df	110 41% df	321 35%	66 52% acdf	147 32%	129 61% cdef	154 55% cdf	129 46% f	53 40%	353 50% df	504 35%
Access to IT and technology	781 36%	264 44% bcde	384 36% c	132 25%	478 39% ce	328 33% c	504 40% df	412 41% cdf	91 34% f	277 30%	67 53% abcdf	115 25%	124 59% bcdef	137 49% df	133 48% df	47 35%	338 48% df	433 30%
Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	779 36%	281 47% bcde	366 35% c	133 25%	486 40% bce	311 31% c	496 39% df	403 40% df	94 35% f	283 31%	64 50% abcdf	116 26%	129 61% cdef	150 53% df	138 50% df	44 33%	346 50% df	423 29%
Providing a safe environment for people to chat and connect with staff and others in the community	749 34%	260 44% bcde	365 34% c	124 23%	467 39% ce	304 30% c	478 38% df	385 39% df	93 35% df	271 29%	64 50% abcdf	111 25%	116 55% cdef	143 51% df	125 45% df	44 33%	324 46% df	413 28%
Support to develop skills (e.g. digital, language, employability or literacy skills)	697 32%	253 42% bcde	340 32% ce	104 20%	441 36% bce	279 28% c	462 37% df	374 37% df	88 33% df	234 25% f	64 50% abcdf	87 19%	115 55% cdef	139 50% df	126 46% f	50 38% f	330 47% df	359 25%
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	691 32%	242 40% bce	351 33% ce	97 18%	437 36% ce	268 27% c	467 37% cdf	387 39% cdf	80 30% df	224 24% f	53 42% cdf	79 17%	126 60% bcdef	133 48% df	119 43% f	49 37% f	325 46% df	356 24%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for adults (e.g. book group, author talk, knit and natter)	686	258	328	101	449	251	466	374	92	221	61	80	115	141	111	42	314	360
	31%	43%	31%	19%	37%	25%	37%	37%	35%	24%	48%	18%	55%	50%	40%	32%	45%	25%
		bcde	ce		bce	c	df	df	df	f	abcdf		cdef	cdf	f		df	
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	571	228	271	72	372	214	408	331	77	164	47	49	124	139	120	35	317	244
	26%	38%	26%	13%	31%	21%	32%	33%	29%	18%	36%	11%	59%	50%	43%	26%	45%	17%
		bcde	ce		bce	c	df	df	df	f	df		bcdef	df	df	f	df	
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	527	201	265	60	354	190	380	311	69	147	45	38	122	132	107	32	307	209
	24%	34%	25%	11%	29%	19%	30%	31%	26%	16%	35%	8%	58%	47%	39%	24%	44%	14%
		bce	ce		bce	c	df	df	df	f	cdf		bcdef	cdf	df	f	df	

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to information (e.g. information about council and community services, support available, health information etc.)	872	215	327	177	107	699	164	318	653	198	541	317	202
	40%	39%	40%	42%	44%	37%	60%	64%	58%	21%	38%	44%	43%
							a	bc	c			a	a
Access to books, audio-books and reading material such as newspapers and magazines	863	213	330	175	103	695	158	360	688	158	533	315	202
	39%	38%	40%	42%	43%	37%	58%	72%	61%	16%	38%	44%	43%
							a	bc	c			a	a
Access to IT and technology	781	205	290	159	93	616	156	310	607	157	461	306	200
	36%	37%	35%	38%	39%	33%	57%	62%	54%	16%	32%	42%	43%
							a	bc	c			a	a
Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	779	198	293	159	92	608	161	307	594	164	461	304	195
	36%	36%	36%	38%	38%	32%	59%	62%	53%	17%	32%	42%	42%
							a	bc	c			a	a
Providing a safe environment for people to chat and connect with staff and others in the community	749	196	288	146	87	597	143	290	574	158	442	293	194
	34%	35%	35%	35%	36%	32%	52%	58%	51%	16%	31%	41%	42%
							a	bc	c			a	a
Support to develop skills (e.g. digital, language, employability or literacy skills)	697	194	265	123	88	540	150	273	533	145	408	274	181
	32%	35%	32%	29%	37%	29%	55%	55%	47%	15%	29%	38%	39%
							a	bc	c			a	a
Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	691	171	274	137	79	549	132	279	513	155	406	270	171
	32%	31%	33%	33%	33%	29%	48%	56%	45%	16%	29%	37%	37%
							a	bc	c			a	a

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership			
	Total	Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
	a	b	c	d	a	b	a	b	c	a	b	c	
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activities or events for adults (e.g. book group, author talk, knit and natter)	686	184	255	135	87	538	142	282	535	130	409	265	166
	31%	33%	31%	32%	36%	28%	52%	57%	47%	13%	29%	37%	36%
							a	bc	c			a	a
Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	571	133	221	113	86	424	141	239	460	95	342	217	144
	26%	24%	27%	27%	36%	22%	51%	48%	41%	10%	24%	30%	31%
					abc		a	bc	c			a	a
Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	527	127	211	101	72	385	137	224	424	85	311	207	137
	24%	23%	26%	24%	30%	20%	50%	45%	38%	9%	22%	29%	29%
					a		a	bc	c			a	a

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
		b	c	d	e	f	g	h	i	j	
Significance Level: 95%											
Unweighted Total	2190	882	902	742	756	790	593	626	738	832	829
Total	2190	863	872	691	697	749	527	571	686	779	781
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gender											
Male	1069 49%	435 50%	441 51%	346 50%	374 54%	394 53%	293 56% d	319 56% bcd	352 51%	400 51%	441 56% bcdij
Female	1121 51%	427 50% h	432 49% h	345 50% gh	323 46%	355 47%	234 44%	252 44%	335 49%	380 49%	340 44%
Age											
18-24	243 11%	121 14%	127 15%	112 16%	120 17%	123 16%	88 17%	98 17%	101 15%	119 15%	125 16%
25-34	379 17%	185 21%	191 22%	176 25%	172 25%	160 21%	161 31% bcdefj	159 28% bcf	185 27% bcf	195 25%	190 24%
35-44	350 16%	156 18%	157 18%	144 21%	145 21%	148 20%	125 24% bcj	138 24% bcfij	136 20%	148 19%	136 17%
45-54	388 18%	139 16%	125 14%	108 16%	117 17%	120 16%	70 13%	84 15%	114 17%	113 15%	114 15%
55-64	324 15%	85 10% egh	86 10% egh	61 9% h	46 7%	68 9% gh	32 6%	29 5%	54 8% h	73 9% egh	81 10% egh
65+	506 23%	177 20% deghi	186 21% defghij	89 13%	97 14% g	130 17% dgh	50 10%	62 11%	96 14% g	131 17% dgh	133 17% dgh
NET: 18-34	622 28%	306 35%	319 37%	288 42% bc	292 42% bc	283 38%	249 47% bcdefij	258 45% bcf	286 42% bc	314 40% b	316 40% b
NET: 35-54	738 34%	295 34%	282 32%	252 37%	262 38% c	268 36%	195 37%	222 39% cj	251 37%	261 34%	251 32%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
		b	c	d	e	f	g	h	i	j	
Significance Level: 95%											
Unweighted Total	2190	882	902	742	756	790	593	626	738	832	829
Total	2190	863	872	691	697	749	527	571	686	779	781
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: 55+	830	262	272	151	142	198	83	91	150	204	215
	38%	30%	31%	22%	20%	26%	16%	16%	22%	26%	27%
		degghi	defghij	gh	gh	degghi			gh	degghi	degghi
Regions											
Northern Ireland	66	21	21	18	17	20	9	12	17	21	21
	3%	2%	2%	3%	2%	3%	2%	2%	2%	3%	3%
Scotland	185	61	61	43	40	49	39	36	46	52	55
	8%	7%	7%	6%	6%	7%	7%	6%	7%	7%	7%
North-West	244	101	107	80	71	86	51	59	72	92	91
	11%	12%	12%	12%	10%	11%	10%	10%	10%	12%	12%
North-East	89	26	30	24	26	26	20	19	24	31	27
	4%	3%	3%	4%	4%	4%	4%	3%	3%	4%	3%
Yorkshire and the Humber	178	81	74	72	63	66	40	46	59	62	73
	8%	9%	8%	10%	9%	9%	8%	8%	9%	8%	9%
Wales	106	34	45	34	37	37	27	28	38	35	30
	5%	4%	5%	5%	5%	5%	5%	5%	5%	4%	4%
West Midlands	189	87	88	75	75	78	56	65	82	72	82
	9%	10%	10%	11%	11%	10%	11%	11%	12%	9%	11%
East Midlands	155	66	58	39	45	44	37	39	41	51	53
	7%	8%	7%	6%	6%	6%	7%	7%	6%	7%	7%
South-West	189	76	80	51	53	63	50	53	60	65	68
	9%	9%	9%	7%	8%	8%	9%	9%	9%	8%	9%
South-East	297	109	107	94	99	109	67	67	89	111	106
	14%	13%	12%	14%	14%	15%	13%	12%	13%	14%	14%
Eastern	204	63	60	48	45	56	39	46	46	60	44
	9%	7%	7%	7%	6%	7%	7%	8%	7%	8%	6%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
	b	c	d	e	f	g	h	i	j		
Significance Level: 95%											
Unweighted Total	2190	882	902	742	756	790	593	626	738	832	829
Total	2190 100%	863 100%	872 100%	691 100%	697 100%	749 100%	527 100%	571 100%	686 100%	779 100%	781 100%
London	287 13%	137 16%	140 16%	112 16%	127 18%	115 15%	91 17%	101 18%	115 17%	128 16%	131 17%
NET: GB	2124 97%	842 98%	851 98%	673 97%	679 98%	729 97%	517 98%	559 98%	670 98%	759 97%	760 97%
NET: England	1833 84%	747 87%	745 85%	596 86%	602 86%	643 86%	451 86%	496 87%	587 85%	672 86%	675 86%
Social grade											
AB	598 27%	311 36%	304 35%	242 35%	253 36%	260 35%	201 38%	228 40% cf	258 38%	281 36%	264 34%
C1C2	1060 48%	401 46%	410 47%	351 51%	340 49%	365 49%	265 50%	271 47%	328 48%	366 47%	384 49%
DE	532 24%	151 18% gh	158 18% dgh	97 14%	104 15%	124 17% gh	60 11% gh	72 13%	101 15% gh	133 17% gh	132 17% gh
ABC1	1213 55%	545 63%	551 63%	437 63%	441 63%	467 62%	354 67%	372 65%	449 65%	486 62%	478 61%
C2DE	1001 46%	336 39%	341 39%	268 39%	279 40%	304 41%	190 36%	214 37%	251 37%	311 40%	328 42% gi
Working status											
Net: Working	1264 58%	542 63%	546 63%	467 68% bc	462 66%	478 64%	380 72% bcejf	408 71% bcejf	466 68% bc	496 64%	504 65%
Working full time	999 46%	432 50%	433 50%	387 56% bc	374 54%	385 51%	311 59% bcejf	331 58% bcfj	374 54%	403 52%	412 53%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
	b	c	d	e	f	g	h	i	j		
Significance Level: 95%											
Unweighted Total	2190	882	902	742	756	790	593	626	738	832	829
Total	2190	863	872	691	697	749	527	571	686	779	781
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Working part time	265	110	113	80	88	93	69	77	92	94	91
	12%	13%	13%	12%	13%	12%	13%	13%	13%	12%	12%
Net: Not working	926	321	326	224	234	271	147	164	221	283	277
	42%	37%	37%	32%	34%	36%	28%	29%	32%	36%	35%
		dghi	dghi		gh	gh				gh	gh
Student	128	66	70	53	64	64	45	47	61	64	67
	6%	8%	8%	8%	9%	9%	8%	8%	9%	8%	9%
Net: Retired	453	147	155	79	87	111	38	49	80	116	115
	21%	17%	18%	11%	13%	15%	7%	9%	12%	15%	15%
		deghe	deghe	g	gh	dgh		g	dgh	gh	gh
Children											
Children aged <5	210	129	121	126	115	116	122	124	115	129	124
	10%	15%	14%	18%	17%	16%	23%	22%	17%	16%	16%
				c			bcddefij	bcefij			
Children aged 5-10	280	154	154	133	139	143	132	139	141	150	137
	13%	18%	18%	19%	20%	19%	25%	24%	21%	19%	18%
							bcddefij	bcdj			
Children aged 11-15	277	129	147	119	126	125	107	120	111	138	133
	13%	15%	17%	17%	18%	17%	20%	21%	16%	18%	17%
							bi	bci			
Children aged 16-18 years old	133	53	52	49	50	44	32	35	42	44	47
	6%	6%	6%	7%	7%	6%	6%	6%	6%	6%	6%
Net: Children aged <18	699	353	358	325	330	324	307	317	314	346	338
	32%	41%	41%	47%	47%	43%	58%	56%	46%	44%	43%
				bc	bc		bcddefij	bcddefij	b		
No children aged <18	1459	504	505	356	359	413	209	244	360	423	433
	67%	58%	58%	52%	51%	55%	40%	43%	52%	54%	55%
		deghe	deghe	gh	gh	gh			gh	gh	gh

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

	Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
	b	c	d	e	f	g	h	i	j		
Significance Level: 95%											
Unweighted Total	2190	882	902	742	756	790	593	626	738	832	829
Total	2190	863	872	691	697	749	527	571	686	779	781
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Household income before tax											
Up to £21,000	557 25%	213 25%	215 25%	171 25%	194 28%	196 26%	127 24%	133 23%	184 27%	198 25%	205 26%
£21,001 to £41,000	817 37%	330 38%	327 37%	274 40%	265 38%	288 38%	211 40%	221 39%	255 37%	293 38%	290 37%
£41,001 to £62,000	419 19%	175 20%	177 20%	137 20%	123 18%	146 20%	101 19%	113 20%	135 20%	159 20%	159 20%
£62,001 or more	240 11%	103 12%	107 12%	79 11%	88 13%	87 12%	72 14%	86 15%	87 13%	92 12%	93 12%
Ethnicity											
White	1889 86%	695 81%	699 80%	549 79%	540 77%	597 80%	385 73%	424 74%	538 78%	608 78%	616 79%
BAME (Black, Asian, Mixed, Other)	275 13%	158 18%	164 19%	132 19%	150 22%	143 19%	137 26%	141 25%	142 21%	161 21%	156 20%
Library use in the 12 months before lockdown											
Net: At least once a month	498 23%	360 42%	318 36%	279 40%	273 39%	290 39%	224 42%	239 42%	282 41%	307 39%	310 40%
Net: At least once in the last year	1129 52%	688 80%	653 75%	513 74%	533 76%	574 77%	424 81%	460 81%	535 78%	594 76%	607 78%
Not in the last year or never	963 44%	158 18%	198 23%	155 22%	145 21%	158 21%	85 16%	95 17%	130 19%	164 21%	157 20%

Library usage in lockdown

Q7. Net likely summary: 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)?

BASE: All respondents

Significance Level: 95%

Unweighted Total

Total

House/flat ownership

Home ownership

Renting

Renting social housing

Total	Access to books, audio-books and reading material such as newspapers and magazines	Access to information (e.g. information about council and community services, support available, health information etc.)	Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.)	Support to develop skills (e.g. digital, language, employability or literacy skills)	Providing a safe environment for people to chat and connect with staff and others in the community	Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session)	Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling)	Activities or events for adults (e.g. book group, author talk, knit and natter)	Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit)	Access to IT and technology
	b	c	d	e	f	g	h	i	j	
2190	882	902	742	756	790	593	626	738	832	829
2190	863	872	691	697	749	527	571	686	779	781
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1419	533	541	406	408	442	311	342	409	461	461
65%	62%	62%	59%	59%	59%	59%	60%	60%	59%	59%
722	315	317	270	274	293	207	217	265	304	306
33%	37%	36%	39%	39%	39%	39%	38%	39%	39%	39%
466	202	202	171	181	194	137	144	166	195	200
21%	23%	23%	25%	26%	26%	26%	25%	24%	25%	26%

Library usage in lockdown

Q7_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	316 14%	142 13%	174 15%	46 19% ehi	63 17% ei	52 15% e	54 14% e	25 8%	76 15% e	109 18% ei	106 14% e	100 12% e
Likely	547 25%	293 27% b	253 23%	74 31% defi	123 32% defhi	104 30% defi	85 22%	60 19%	101 20%	197 32% defhi	189 26% ei	161 19%
Unlikely	439 20%	223 21%	216 19%	53 22%	86 23% fi	69 20%	83 22%	66 20%	81 16%	139 22% fi	153 21%	147 18%
Very unlikely	680 31%	323 30%	357 32%	38 16%	72 19%	81 23% ag	129 33% abcg	148 46% abcdgh	212 42% abcdgh	111 18%	209 28% abg	360 43% abcdgh
Don't know	209 10%	87 8%	121 11% a	31 13% efi	36 9%	44 13% efi	36 9%	25 8%	37 7%	66 11% i	81 11% i	61 7%
Net: Likely	863 39%	435 41%	427 38%	121 50% defhi	185 49% defhi	156 44% defi	139 36% e	85 26%	177 35% e	306 49% defhi	295 40% ei	262 32%
Net: Unlikely	1119 51%	546 51%	573 51%	92 38%	158 42%	150 43%	212 55% abcg	214 66% abcdfgh	293 58% abcgh	250 40%	362 49%	507 61% abcdgh

Library usage in lockdown

Q7_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	316 14%	6 9%	16 9%	39 16% b	12 14%	26 15%	15 14%	36 19% ab	18 12%	27 14%	39 13%	28 14%	54 19% ab	310 15% b	279 15% b
Likely	547 25%	15 22%	45 24%	62 25%	14 16%	55 31% dfk	20 19%	51 27% dk	48 31% dfk	49 26%	70 23%	35 17%	84 29% dfk	532 25% dk	468 26% dk
Unlikely	439 20%	8 12%	37 20%	55 23% aj	20 22% a	40 22% a	26 25% aj	36 19%	29 19%	39 20%	45 15%	51 25% aj	52 18%	431 20% aj	367 20% a
Very unlikely	680 31%	33 50% bcdefghijklmn	64 35% el	66 27%	29 33% e	33 19%	38 36% el	51 27%	49 31% e	61 32% e	111 37% ceglmn	73 36% el	73 25%	647 30% e	545 30% e
Don't know	209 10%	4 7%	22 12%	22 9%	14 15% ghi	25 14% hi	8 8%	15 8%	11 7%	14 7%	32 11%	17 8%	25 9%	204 10%	174 9%
Net: Likely	863 39%	21 31%	61 33%	101 41% dk	26 30%	81 45% abdfk	34 32%	87 46% abdfjk	66 43% dk	76 40%	109 37%	63 31%	137 48% abdfjkmn	842 40% dk	747 41% dk
Net: Unlikely	1119 51%	41 62% ceglmn	102 55% el	121 50%	49 55% el	73 41%	64 60% ceglmn	87 46%	78 50%	100 53%	156 53% el	124 61% ceglmn	125 44%	1078 51% el	913 50% el

Library usage in lockdown

Q7_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	316 14%	102 17% ce	160 15% c	54 10% c	194 16% ce	125 13%	189 15%	145 15%	45 17%	126 14%	25 20% f	55 12%	49 23% df	58 21% df	49 18% df	11 8%	132 19% df	181 12%
Likely	547 25%	209 35% bcde	241 23% c	97 18% c	351 29% bce	211 21%	352 28% df	287 29% df	65 25%	194 21%	41 32% df	92 20%	80 38% cf	96 34% f	80 29% f	42 32% f	220 31% f	322 22%
Unlikely	439 20%	112 19%	226 21%	100 19%	244 20%	203 20%	272 22% df	215 21%	57 22%	167 18%	25 20%	73 16%	36 17%	55 20%	63 23%	33 25%	151 22%	281 19%
Very unlikely	680 31%	139 23%	326 31% ad	215 40% abd	321 26% abd	359 36% abd	341 27% e	272 27% e	69 26% e	339 37% abce	19 15%	195 43% abce	31 15%	43 15%	61 22% ab	31 23% ab	133 19% abcde	539 37%
Don't know	209 10%	36 6%	107 10% a	66 12% ad	103 9% ad	103 10% a	109 9%	81 8%	28 11%	100 11% b	17 13% b	38 8%	15 7%	28 10%	24 9%	16 12%	64 9%	135 9%
Net: Likely	863 39%	311 52% bcde	401 38% c	151 28% c	545 45% bce	336 34% c	542 43% df	432 43% df	110 41% df	321 35% df	66 52% acdf	147 32% df	129 61% cdef	154 55% cdf	129 46% f	53 40%	353 50% df	504 35%
Net: Unlikely	1119 51%	252 42%	553 52% ad	315 59% abd	565 47% abd	562 56% ad	613 48% e	486 49% e	127 48% e	506 55% abce	44 35%	268 59% abce	66 32%	98 35%	124 45% ab	64 48% ab	283 41% a	820 56% abce

Library usage in lockdown

Q7_1. Access to books, audio-books and reading material such as newspapers and magazines: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	316	87	128	55	36	246	63	165	269	39	194	118	79
	14%	16%	16%	13%	15%	13%	23% a	33% bc	24% c	4%	14%	16%	17%
Likely	547	126	202	120	67	448	95	195	418	119	340	198	123
	25%	23%	25%	29% a	28%	24%	35% a	39% c	37% c	12%	24%	27%	26%
Unlikely	439	113	170	75	47	377	57	68	209	210	276	152	100
	20%	20%	21%	18%	20%	20%	21%	14%	19% a	22% a	19%	21%	22%
Very unlikely	680	157	250	143	75	634	41	45	161	508	494	173	112
	31%	28%	31%	34% a	31%	34% b	15%	9%	14% a	53% ab	35% bc	24%	24%
Don't know	209	74	67	26	15	184	18	24	71	87	116	82	52
	10%	13% bcd	8%	6%	6%	10%	7%	5%	6%	9% ab	8%	11% a	11% a
Net: Likely	863	213	330	175	103	695	158	360	688	158	533	315	202
	39%	38%	40%	42%	43%	37%	58% a	72% bc	61% c	16%	38%	44% a	43% a
Net: Unlikely	1119	270	420	218	122	1011	98	113	370	718	770	325	212
	51%	49%	51%	52%	51%	54% b	36%	23%	33% a	75% ab	54% bc	45%	46%

Library usage in lockdown

Q7_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	257 12%	141 13% b	116 10%	36 15% efi	60 16% defi	52 15% efi	42 11% e	19 6%	48 9%	96 16% defi	94 13% ei	67 8%
Likely	615 28%	300 28%	315 28%	91 37% cdefhi	131 35% defhi	105 30% de	83 21%	67 21%	138 27%	222 36% cdefhi	187 25%	205 25%
Unlikely	426 19%	221 21%	206 18%	53 22% fi	85 22% fi	60 17%	90 23% cfi	64 20%	74 15%	138 22% cfi	150 20% f	138 17%
Very unlikely	673 31%	313 29%	360 32%	34 14%	69 18%	88 25% abg	125 32% abcg	146 45% abcdgh	211 42% abcdgh	103 17%	213 29% abg	357 43% abcdgh
Don't know	219 10%	94 9%	125 11%	29 12% i	33 9%	46 13% befi	48 12% fi	27 8%	36 7%	62 10%	94 13% befi	63 8%
Net: Likely	872 40%	441 41%	432 38%	127 52% cdefhi	191 50% defhi	157 45% defhi	125 32%	86 27%	186 37% e	319 51% cdefhi	282 38% ei	272 33% e
Net: Unlikely	1099 50%	534 50%	565 50%	87 36%	154 41%	148 42%	215 55% abcgh	211 65% abcdgh	284 56% abcgh	241 39%	362 49% abcg	495 60% abcgh

Library usage in lockdown

Q7_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	257 12%	6 10%	12 7%	32 13% b	13 15% b	24 13%	14 13%	26 14% b	19 12%	25 13% b	28 9%	15 7%	43 15% bjk	251 12% b	225 12% b
Likely	615 28%	15 22%	48 26%	75 31% d	17 19%	50 28%	31 29%	62 33% dk	39 25%	55 29%	79 27%	46 22%	97 34% adkmn	600 28%	521 28%
Unlikely	426 19%	10 16%	34 18%	45 18%	21 24%	40 23%	16 15%	49 26% afilm	36 23%	34 18%	48 16%	47 23%	46 16%	416 20%	366 20%
Very unlikely	673 31%	30 46% cdeghiklmn	69 37% ceglm	65 27%	27 30%	40 23%	38 35% eg	41 22%	52 33% eg	57 30%	110 37% ceglmn	69 34% eg	75 26%	642 30% eg	536 29% g
Don't know	219 10%	4 6%	21 12%	28 11%	10 12%	24 14% agh	8 7%	11 6%	9 6%	18 9%	32 11%	27 13% gh	26 9%	215 10%	186 10%
Net: Likely	872 40%	21 32%	61 33%	107 44% abk	30 34%	74 41% k	45 42% k	88 46% abdjk	58 38%	80 42% k	107 36%	60 30%	140 49% abdhjkmn	851 40% k	745 41% k
Net: Unlikely	1099 50%	41 62% cegilmn	103 56% cl	110 45%	48 54% l	80 45%	53 50%	90 48%	87 56% cel	91 48%	158 53% l	116 57% cel	121 42%	1058 50% l	902 49% l

Library usage in lockdown

Q7_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	257 12%	100 17%	114 11%	43 8%	170 14%	92 9%	172 14%	139 14%	33 12%	85 9%	20 15%	39 9%	46 22%	55 20%	47 17%	13 10%	120 17%	135 9%
		bce			bce		df	df			df		df	df	df		df	
Likely	615 28%	204 34%	296 28%	115 22%	381 31%	249 25%	374 30%	294 29%	80 30%	240 26%	50 39%	116 26%	75 36%	99 35%	100 36%	39 29%	238 34%	370 25%
		bce	c		ce					abdf			f	f	f		f	
Unlikely	426 19%	121 20%	214 20%	91 17%	245 20%	186 19%	264 21%	205 21%	59 22%	162 18%	23 18%	68 15%	41 20%	58 21%	52 19%	31 23%	147 21%	274 19%
							f	f	f									
Very unlikely	673 31%	131 22%	324 31%	218 41%	312 26%	358 36%	340 27%	275 28%	65 24%	333 36%	15 12%	189 42%	32 15%	41 15%	54 19%	32 24%	130 19%	537 37%
			ad	abde		abd	e	e	e	abce		abce			ab		abcde	
Don't know	219 10%	42 7%	112 11%	65 12%	105 9%	116 12%	113 9%	85 9%	28 11%	105 11%	20 16%	41 9%	16 7%	26 9%	24 9%	18 14%	65 9%	142 10%
			a	ad		ad				b	abf				a			
Net: Likely	872 40%	304 51%	410 39%	158 30%	551 45%	341 34%	546 43%	433 43%	113 43%	326 35%	70 55%	155 34%	121 58%	154 55%	147 53%	52 39%	358 51%	505 35%
		bcede	ce		bce		df	df	df		abcdf		df	df	df		df	
Net: Unlikely	1099 50%	252 42%	538 51%	309 58%	557 46%	544 54%	604 48%	481 48%	123 47%	495 53%	38 30%	257 57%	73 35%	99 35%	106 38%	63 47%	277 40%	812 56%
			ad	abd		ad	e	e	e	abce		abce			ab		abce	

Library usage in lockdown

Q7_2. Access to information (e.g. information about council and community services, support available, health information etc.): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	257 12%	73 13%	91 11%	49 12%	36 15%	201 11%	51 19% a	127 26% bc	209 18% c	42 4%	152 11%	101 14% a	73 16% a
Likely	615 28%	142 26%	236 29%	128 31%	71 30%	498 26%	113 41% a	191 38% c	444 39% c	156 16%	390 27%	216 30%	129 28%
Unlikely	426 19%	103 18%	181 22%	72 17%	46 19%	367 19%	54 19%	89 18%	214 19%	195 20%	258 18%	158 22% a	105 23% a
Very unlikely	673 31%	165 30%	237 29%	146 35% b	75 31%	629 33% b	39 14%	63 13%	182 16%	480 50% ab	500 35% bc	160 22%	103 22%
Don't know	219 10%	74 13% bcd	73 9%	24 6%	12 5%	194 10% b	18 6%	27 6%	81 7%	89 9% a	119 8%	87 12% a	57 12% a
Net: Likely	872 40%	215 39%	327 40%	177 42%	107 44%	699 37%	164 60% a	318 64% bc	653 58% c	198 21%	541 38%	317 44% a	202 43% a
Net: Unlikely	1099 50%	268 48%	417 51%	218 52%	121 50%	996 53% b	93 34%	152 31%	395 35%	676 70% ab	759 53% bc	318 44%	208 45%

Library usage in lockdown

Q7_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	229	125	104	31	69	44	43	14	28	100	87	42
	10%	12%	9%	13%	18%	12%	11%	4%	5%	16%	12%	5%
				efi	acdefhi	efi	efi			defhi	efi	
Likely	462	221	241	80	107	101	65	47	62	187	166	109
	21%	21%	21%	33%	28%	29%	17%	15%	12%	30%	22%	13%
				defhi	defhi	defhi				defhi	defi	
Unlikely	499	275	224	61	94	69	80	90	106	155	149	195
	23%	26%	20%	25%	25%	20%	21%	28%	21%	25%	20%	24%
		b						cdh		ch		
Very unlikely	785	359	426	42	76	99	151	151	267	118	250	417
	36%	34%	38%	17%	20%	28%	39%	46%	53%	19%	34%	50%
			a			abg	abcg	abcdgh	abcdgh		abg	abcdgh
Don't know	215	89	127	28	34	38	48	22	44	62	87	67
	10%	8%	11%	12%	9%	11%	12%	7%	9%	10%	12%	8%
			a	e			ei				ei	
Net: Likely	691	346	345	112	176	144	108	61	89	288	252	151
	32%	32%	31%	46%	46%	41%	28%	19%	18%	46%	34%	18%
				defhi	defhi	defhi	efi			defhi	defi	
Net: Unlikely	1284	634	650	103	170	168	231	240	372	273	399	612
	59%	59%	58%	42%	45%	48%	60%	74%	74%	44%	54%	74%
							abcg	abcdgh	abcdgh		abcg	abcdgh

Library usage in lockdown

Q7_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	229	4	11	34	11	22	11	26	11	15	26	18	41	225	203
	10%	6%	6%	14%	12%	13%	10%	14%	7%	8%	9%	9%	14%	11%	11%
				abhij				ab					abhij		
Likely	462	14	32	46	14	50	24	49	28	36	69	30	71	448	392
	21%	21%	17%	19%	16%	28%	22%	26%	18%	19%	23%	15%	25%	21%	21%
						bcdhk		bdk					k		
Unlikely	499	12	42	59	17	35	22	52	40	45	61	52	62	487	423
	23%	18%	23%	24%	19%	20%	21%	27%	26%	24%	21%	26%	21%	23%	23%
Very unlikely	785	32	81	82	36	50	38	49	62	76	112	81	85	753	634
	36%	48%	44%	34%	41%	28%	36%	26%	40%	40%	38%	40%	30%	35%	35%
		cefglmn	ceglmn		egl				egl	egl	egl	egl		gl	g
Don't know	215	4	19	23	11	21	12	13	14	18	30	22	28	211	180
	10%	7%	10%	10%	12%	12%	12%	7%	9%	9%	10%	11%	10%	10%	10%
Net: Likely	691	18	43	80	24	72	34	75	39	51	94	48	112	673	596
	32%	27%	23%	33%	27%	40%	32%	40%	25%	27%	32%	24%	39%	32%	32%
				b		abd hikmn		abd hikmn					abd hikmn	b	bk
Net: Unlikely	1284	43	123	141	54	85	60	101	102	121	173	133	147	1240	1058
	59%	66%	67%	58%	60%	48%	56%	53%	66%	64%	58%	65%	51%	58%	58%
		egl	eglmn	e	e				egln	egl	e	egl		el	el

Library usage in lockdown

Q7_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	229 10%	77 13% ce	120 11% c	32 6% c	138 11% c	95 10% c	161 13% cdf	138 14% cdf	23 9% f	68 7% f	23 18% cdf	20 4% f	43 20% cdef	42 15% f	39 14% f	13 10% f	106 15% f	122 8% f
Likely	462 21%	165 28% bce	231 22% ce	66 12% ce	298 25% ce	173 17% c	306 24% df	249 25% df	57 21% f	156 17% f	31 24% f	59 13% f	83 40% cdef	91 32% f	81 29% f	36 27% f	219 31% f	234 16% f
Unlikely	499 23%	127 21%	245 23%	127 24%	277 23%	233 23%	301 24%	228 23%	73 27% df	198 21%	34 27%	92 20%	41 20%	62 22%	63 23%	31 23%	162 23%	333 23%
Very unlikely	785 36%	188 31%	355 34%	242 45% abde	390 32% abd	394 39% abd	386 31% e	303 30% e	84 32% e	399 43% abce	19 15%	235 52% abcde	31 15%	55 19%	72 26% a	38 28% ab	151 22% a	630 43% abcde
Don't know	215 10%	41 7%	108 10% a	66 12% ad	110 9% a	107 11% a	109 9%	80 8%	29 11%	106 11% ab	21 17% ab	48 11%	12 6%	30 11% a	23 8% a	16 12% a	61 9% a	139 10% a
Net: Likely	691 32%	242 40% bce	351 33% ce	97 18% ce	437 36% ce	268 27% c	467 37% cdf	387 39% cdf	80 30% df	224 24% f	53 42% cdf	79 17%	126 60% bcdef	133 48% df	119 43% f	49 37% f	325 46% df	356 24%
Net: Unlikely	1284 59%	315 53%	601 57%	368 69% abde	667 55% abd	626 63% abd	687 54% e	531 53% e	156 59% e	597 64% abe	53 42%	326 72% abcde	72 34%	117 42%	135 49% a	68 51% a	313 45% a	963 66% abcde

Library usage in lockdown

Q7_3. Health and wellbeing support (e.g. support for people with long term conditions, books on prescription, armchair aerobics, reading therapy etc.): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	229	66	87	45	25	176	48	130	194	27	127	98	69
	10%	12%	11%	11%	10%	9%	17%	26%	17%	3%	9%	14%	15%
							a	bc	c			a	a
Likely	462	105	187	92	54	373	84	149	319	128	279	172	101
	21%	19%	23%	22%	23%	20%	31%	30%	28%	13%	20%	24%	22%
							a	c	c			a	
Unlikely	499	136	189	95	48	417	77	105	294	187	311	178	119
	23%	24%	23%	23%	20%	22%	28%	21%	26%	19%	22%	25%	26%
							a		ac				
Very unlikely	785	184	280	162	95	736	43	85	248	528	582	188	122
	36%	33%	34%	39%	40%	39%	16%	17%	22%	55%	41%	26%	26%
						b			a	ab	bc		
Don't know	215	66	75	25	17	187	22	28	75	92	120	86	55
	10%	12%	9%	6%	7%	10%	8%	6%	7%	10%	8%	12%	12%
		c								ab		a	a
Net: Likely	691	171	274	137	79	549	132	279	513	155	406	270	171
	32%	31%	33%	33%	33%	29%	48%	56%	45%	16%	29%	37%	37%
							a	bc	c			a	a
Net: Unlikely	1284	320	469	257	144	1153	121	190	542	716	893	367	241
	59%	57%	57%	61%	60%	61%	44%	38%	48%	74%	63%	51%	52%
						b			a	ab	bc		

Library usage in lockdown

Q7_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	228 10%	125 12%	103 9%	33 14% efi	64 17% defhi	52 15% defi	36 9% efi	17 5%	25 5%	98 16% defhi	88 12% efi	42 5%
Likely	469 21%	249 23% b	220 20%	87 36% bcdefhi	108 28% defi	93 27% efi	81 21% efi	28 9%	72 14% e	194 31% defhi	174 24% efi	100 12%
Unlikely	475 22%	237 22%	238 21%	58 24%	96 25% cdh	67 19%	76 19%	83 25% ch	96 19%	154 25% cdh	142 19%	178 21%
Very unlikely	810 37%	380 36%	430 38%	36 15%	74 19%	96 27% abg	152 39% abcg	170 52% abcdgh	283 56% abcdgh	109 18%	247 34% abcg	453 55% abcdgh
Don't know	209 10%	78 7%	131 12% a	29 12% fi	37 10%	43 12% fi	44 11% fi	27 8%	30 6%	67 11% fi	86 12% fi	56 7%
Net: Likely	697 32%	374 35% b	323 29%	120 49% cdefhi	172 45% defhi	145 41% defhi	117 30% efi	46 14%	97 19%	292 47% defhi	262 36% efi	142 17%
Net: Unlikely	1284 59%	617 58%	667 60%	94 39%	170 45%	162 46% a	227 59% abcg	252 78% abcdgh	379 75% abcdgh	264 42%	390 53% abcg	631 76% abcdgh

Library usage in lockdown

Q7_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	228 10%	3 4%	11 6%	25 10%	10 11%	16 9%	15 14%	25 13%	19 12%	17 9%	33 11%	14 7%	42 15%	225 11%	200 11%
							ab	ab	a		a		abkm	a	a
Likely	469 21%	14 22%	28 15%	46 19%	16 18%	47 27%	23 21%	50 27%	26 17%	35 19%	66 22%	31 15%	85 30%	454 21%	403 22%
						bhk		bhk					bcdhijkmn		b
Unlikely	475 22%	11 17%	44 24%	55 22%	18 20%	39 22%	20 18%	48 26%	33 21%	46 24%	57 19%	51 25%	54 19%	464 22%	400 22%
Very unlikely	810 37%	33 50%	79 43%	98 40%	37 41%	52 29%	41 38%	51 27%	64 42%	74 39%	112 38%	89 44%	80 28%	777 37%	658 36%
		egjlmn	egl	egl	gl		gl		egl	gl	gl	gl	egl	gl	gl
Don't know	209 10%	5 8%	23 12%	21 9%	9 10%	25 14%	9 8%	15 8%	13 8%	16 9%	30 10%	18 9%	26 9%	204 10%	173 9%
Net: Likely	697 32%	17 26%	40 21%	71 29%	26 29%	63 35%	37 35%	75 40%	45 29%	53 28%	99 33%	45 22%	127 44%	679 32%	602 33%
						bk	bk	abchikm			bk		abcdhijkmn	bk	bk
Net: Unlikely	1284 59%	44 66%	122 66%	153 62%	54 61%	91 51%	60 57%	99 53%	97 63%	120 63%	169 57%	141 69%	134 47%	1241 58%	1058 58%
		egl	egln	egl	l				el	egl	l	efgjlmn		l	l

Library usage in lockdown

Q7_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	228 10%	84 14% ce	118 11% c	27 5%	144 12% c	93 9% c	164 13% df	137 14% df	27 10% f	64 7% d	20 16% df	21 5% f	40 19% df	56 20% df	48 17% f	13 10% d	119 17% df	108 7%
Likely	469 21%	169 28% bce	222 21% c	78 15%	297 25% ce	186 19% c	298 24% df	237 24% df	61 23% f	170 18% d	44 35% abcdf	67 15% f	75 36% f	84 30% f	79 28% f	37 28% f	211 30% f	251 17%
Unlikely	475 22%	136 23%	228 22%	111 21%	281 23% e	197 20%	291 23%	227 23%	64 24%	184 20%	31 24%	81 18%	44 21%	68 24%	59 21%	26 19%	157 22%	312 21%
Very unlikely	810 37%	175 29%	383 36% ad	252 47% abde	387 32% abd	422 42% abd	405 32% e	319 32% e	86 32% e	405 44% abce	16 12% abcde	249 55% abcde	33 16% a	49 17% a	64 23% a	40 30% abe	148 21% abcde	653 45% abcde
Don't know	209 10%	35 6%	109 10% a	65 12% ad	104 9% a	104 10% a	106 8%	79 8%	27 10%	103 11% ab	17 13% b	35 8%	17 8%	24 9%	28 10%	17 13%	65 9%	135 9%
Net: Likely	697 32%	253 42% bcde	340 32% ce	104 20%	441 36% bce	279 28% c	462 37% df	374 37% df	88 33% df	234 25% f	64 50% abcdf	87 19% f	115 55% cdef	139 50% df	126 46% f	50 38% f	330 47% df	359 25%
Net: Unlikely	1284 59%	310 52%	611 58% a	363 68% abde	668 55% ad	618 62%	696 55% e	546 55% e	150 56% e	589 64% abce	46 36% abcde	330 73%	78 37%	117 42%	123 44%	66 50% a	305 44%	965 66% abcde

Library usage in lockdown

Q7_4. Support to develop skills (e.g. digital, language, employability or literacy skills): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	228	69	84	42	29	164	57	118	182	40	144	81	55
	10%	12%	10%	10%	12%	9%	21%	24%	16%	4%	10%	11%	12%
							a	bc	c				
Likely	469	125	181	81	59	376	92	155	351	105	264	194	126
	21%	22%	22%	19%	24%	20%	34%	31%	31%	11%	19%	27%	27%
							a	c	c		a	a	a
Unlikely	475	112	180	102	46	410	58	107	259	199	300	165	102
	22%	20%	22%	24%	19%	22%	21%	21%	23%	21%	21%	23%	22%
Very unlikely	810	175	306	170	95	762	42	87	262	536	601	196	129
	37%	31%	37%	41%	40%	40%	15%	18%	23%	56%	42%	27%	28%
			a	a	a	b			a	ab	bc		
Don't know	209	76	67	24	11	177	24	30	75	83	110	87	54
	10%	14%	8%	6%	5%	9%	9%	6%	7%	9%	8%	12%	12%
		bcd										a	a
Net: Likely	697	194	265	123	88	540	150	273	533	145	408	274	181
	32%	35%	32%	29%	37%	29%	55%	55%	47%	15%	29%	38%	39%
							a	bc	c			a	a
Net: Unlikely	1284	287	486	272	141	1172	100	194	522	734	901	361	231
	59%	52%	59%	65%	59%	62%	36%	39%	46%	76%	63%	50%	50%
			a	a		b			a	ab	bc		

Library usage in lockdown

Q7_5. Providing a safe environment for people to chat and connect with staff and others in the community: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	230	126	104	29	58	44	36	15	48	87	80	63
	10%	12%	9%	12%	15%	13%	9%	4%	10%	14%	11%	8%
		b	ei	ei	defhi	ei	e		e	dei	ei	
Likely	519	268	251	94	103	103	84	53	82	196	188	135
	24%	25%	22%	39%	27%	29%	22%	16%	16%	32%	25%	16%
				bcdefghi	efi	defi	i			defhi	efi	
Unlikely	458	236	222	54	95	65	81	80	83	149	146	163
	21%	22%	20%	22%	25%	18%	21%	25%	16%	24%	20%	20%
					cfhi			cf		cfh		
Very unlikely	754	354	401	40	80	96	147	149	243	120	242	392
	34%	33%	36%	16%	21%	27%	38%	46%	48%	19%	33%	47%
						abg	abcg	abcdgh	abcdgh		abg	abcdgh
Don't know	229	84	144	26	44	42	40	27	49	70	82	76
	10%	8%	13%	11%	12%	12%	10%	8%	10%	11%	11%	9%
			a									
Net: Likely	749	394	355	123	160	148	120	68	130	283	268	198
	34%	37%	32%	51%	42%	42%	31%	21%	26%	46%	36%	24%
		b		bcdefhi	defhi	defi	ei			defhi	efi	
Net: Unlikely	1212	590	622	94	174	161	227	230	326	268	388	556
	55%	55%	55%	39%	46%	46%	59%	71%	65%	43%	53%	67%
					a	a	abcg	abcdgh	abcdgh		abcdgh	abcdgh

Library usage in lockdown

Q7_5. Providing a safe environment for people to chat and connect with staff and others in the community: 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	230 10%	3 5%	8 4%	27 11% b	7 8%	21 12% b	15 14% ab	24 13% ab	15 10%	21 11% b	30 10% b	16 8%	42 15% abm	227 11% b	204 11% b
Likely	519 24%	17 25%	41 22%	58 24%	20 22%	45 25%	22 21%	54 28% h	29 19%	42 22%	79 27%	39 19%	73 26%	503 24%	440 24%
Unlikely	458 21%	10 15%	37 20%	56 23%	19 21%	38 21%	21 20%	42 22%	37 24%	42 22%	55 18%	47 23%	54 19%	448 21%	390 21%
Very unlikely	754 34%	30 46% cegjlmn	77 41% cegin	76 31%	33 37%	49 28%	39 37%	50 27%	58 38% g	72 38% eg	101 34% eg	80 39% eg	88 31%	724 34% g	608 33%
Don't know	229 10%	6 9%	22 12%	27 11%	11 12%	25 14% i	9 9%	19 10%	15 10%	12 7%	33 11%	21 10%	29 10%	223 10%	192 10%
Net: Likely	749 34%	20 30%	49 27%	86 35%	26 30%	66 37% b	37 35%	78 41% bhk	44 29%	63 33%	109 37% b	56 27%	115 40% bhkm	729 34% b	643 35% b
Net: Unlikely	1212 55%	40 61%	114 62% egl	132 54%	52 58%	88 49%	60 57%	92 49%	95 62% egl	114 60% egl	156 52% egl	127 62% egl	142 50%	1172 55%	998 54%

Library usage in lockdown

Q7_5. Providing a safe environment for people to chat and connect with staff and others in the community: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	230 10%	73 12%	120 11%	37 7%	132 11%	100 10%	154 12%	128 13%	26 10%	76 8%	14 11%	33 7%	41 20%	49 18%	45 16%	11 8%	115 16%	114 8%
		c	c		c	c	df	df					df	df	df		df	
Likely	519 24%	187 31%	245 23%	87 16%	335 28%	204 20%	324 26%	257 26%	67 25%	195 21%	50 39%	79 17%	75 36%	94 34%	80 29%	34 25%	209 30%	299 21%
		bce	c		bce	c	df	df	f		abcdf		df	f	f		f	
Unlikely	458 21%	127 21%	226 21%	105 20%	271 22%	193 19%	293 23%	229 23%	64 24%	165 18%	32 25%	68 15%	39 19%	59 21%	63 23%	34 25%	153 22%	301 21%
							df	df	df		f							
Very unlikely	754 34%	171 29%	351 33%	232 44%	370 31%	379 38%	376 30%	298 30%	78 30%	378 41%	17 13%	223 49%	37 18%	50 18%	65 23%	37 27%	154 22%	598 41%
				abde		abd	e	e	e	abce		abcde				ab		abcde
Don't know	229 10%	39 7%	118 11%	71 13%	104 9%	126 13%	116 9%	86 9%	29 11%	113 12%	15 12%	51 11%	17 8%	27 10%	25 9%	18 14%	68 10%	147 10%
			a	ad		ad				ab								
Net: Likely	749 34%	260 44%	365 34%	124 23%	467 39%	304 30%	478 38%	385 39%	93 35%	271 29%	64 50%	111 25%	116 55%	143 51%	125 45%	44 33%	324 46%	413 28%
		bcede	c		ce	c	df	df	df		abcdf		cdef	df	df		df	
Net: Unlikely	1212 55%	298 50%	577 54%	337 63%	642 53%	572 57%	670 53%	527 53%	143 54%	543 59%	48 38%	291 64%	76 36%	110 39%	127 46%	70 53%	307 44%	899 62%
				abde		ad	e	e	e	abe		abce			a	ab	a	abcde

Library usage in lockdown

Q7_5. Providing a safe environment for people to chat and connect with staff and others in the community: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	230	73	89	39	23	178	47	115	189	36	137	90	62
	10%	13%	11%	9%	10%	9%	17%	23%	17%	4%	10%	12%	13%
							a	bc	c			a	a
Likely	519	123	199	107	64	419	97	175	385	122	305	203	131
	24%	22%	24%	26%	27%	22%	35%	35%	34%	13%	21%	28%	28%
							a	c	c			a	a
Unlikely	458	103	185	82	55	385	68	98	243	198	286	161	104
	21%	18%	23%	19%	23%	20%	25%	20%	22%	21%	20%	22%	22%
Very unlikely	754	177	266	165	85	704	46	78	231	512	568	175	109
	34%	32%	33%	39%	35%	37%	17%	16%	20%	53%	40%	24%	23%
				ab		b			a	ab	bc		
Don't know	229	81	78	26	13	203	17	32	81	94	124	93	59
	10%	15%	10%	6%	6%	11%	6%	6%	7%	10%	9%	13%	13%
		bcd				b				ab		a	a
Net: Likely	749	196	288	146	87	597	143	290	574	158	442	293	194
	34%	35%	35%	35%	36%	32%	52%	58%	51%	16%	31%	41%	42%
						a		bc	c			a	a
Net: Unlikely	1212	280	451	247	139	1089	114	176	474	710	854	336	213
	55%	50%	55%	59%	58%	58%	41%	35%	42%	74%	60%	47%	46%
				a	a	b			a	ab	bc		

Library usage in lockdown

Q7_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	194 9%	107 10%	87 8%	31 13% defi	52 14% defi	49 14% defi	31 8% efi	11 3%	20 4%	83 13% defi	80 11% efi	31 4%
Likely	333 15%	186 17% b	147 13%	57 24% defhi	109 29% cdefhi	76 22% defhi	39 10% i	21 6%	31 6%	167 27% defhi	114 16% defi	52 6%
Unlikely	374 17%	201 19% b	174 15%	52 21% fi	87 23% cefhi	60 17% f	69 18% fi	53 16% f	54 11%	139 22% cefhi	129 17% fi	107 13%
Very unlikely	1081 49%	486 46% a	594 53%	71 29%	95 25%	127 36% abg	207 53% abcgh	220 68% abcdgh	359 71% abcdgh	167 27%	334 45% abcg	580 70% abcdgh
Don't know	208 10%	89 8%	120 11%	31 13% ei	35 9%	39 11% ei	41 11% e	19 6%	42 8%	67 11% ei	80 11% ei	61 7%
Net: Likely	527 24%	293 27% b	234 21%	88 36% defhi	161 43% cdefhi	125 36% defhi	70 18% efi	32 10%	50 10%	249 40% defhi	195 26% defi	83 10%
Net: Unlikely	1455 66%	687 64% a	768 68%	123 51%	182 48%	187 53%	276 71% abcgh	273 84% abcdgh	413 82% abcdgh	306 49%	463 63% abcg	686 83% abcdgh

Library usage in lockdown

Q7_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	194 9%	2 2%	13 7%	22 9% a	7 8%	19 11% ak	7 6%	22 12% ak	12 8%	20 10% ak	23 8%	9 4%	38 13% abfjkln	192 9% a	173 9% ak
Likely	333 15%	8 12%	26 14%	29 12%	13 15%	21 12%	20 19%	33 18%	25 16%	30 16%	44 15%	31 15%	54 19% c	325 15%	279 15%
Unlikely	374 17%	8 12%	32 17%	56 23% adijkmn	10 12%	39 22% adk	17 16%	35 18%	28 18%	28 15%	48 16%	25 12%	49 17%	367 17%	318 17%
Very unlikely	1081 49%	42 64% bcefg hijlmn	95 51%	117 48%	49 56% egl	75 42%	54 51%	79 42%	80 52%	98 52% l	154 52% gl	115 57% egl	121 42%	1038 49% l	889 48% l
Don't know	208 10%	6 10%	19 10%	21 8%	9 10%	24 14% hi	8 7%	19 10%	11 7%	13 7%	28 9%	24 12%	25 9%	202 10%	175 10%
Net: Likely	527 24%	9 14%	39 21%	51 21%	20 23%	40 23%	27 25% a	56 29% ack	37 24%	50 26% a	67 23%	39 19%	91 32% abcejkmn	517 24% a	451 25% a
Net: Unlikely	1455 66%	50 76% eglmn	127 69%	173 71% gl	60 67%	114 64%	71 67%	114 60%	108 70%	126 67% l	202 68% l	140 69%	171 59%	1405 66% l	1207 66% l

Library usage in lockdown

Q7_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	194 9%	80 13%	96 9%	18 3%	139 11%	60 6%	149 12%	124 12%	25 10%	44 5%	12 10%	9 2%	54 26%	49 18%	42 15%	10 8%	120 17%	72 5%
		bce	ce		ce	c	df	df	df	f	df		bcdef	df	df		df	
Likely	333 15%	121 20%	170 16%	42 8%	215 18%	130 13%	231 18%	187 19%	43 16%	102 11%	33 25%	29 6%	69 33%	83 30%	65 24%	22 17%	188 27%	136 9%
		bce	c		ce	c	df	df	df	f	acdf		cdf	df	f	f	df	
Unlikely	374 17%	113 19%	183 17%	78 15%	218 18%	163 16%	242 19%	196 20%	45 17%	133 14%	27 21%	45 10%	39 19%	59 21%	56 20%	28 21%	143 20%	227 16%
		c					df	df	f		df			f			f	
Very unlikely	1081 49%	244 41%	497 47%	340 64%	536 44%	546 55%	530 42%	404 40%	126 48%	551 59%	39 30%	330 73%	32 15%	57 21%	98 35%	57 43%	188 27%	890 61%
			a	abde		abd	e	e	be	abce		abcde			abe	abe	ab	abcde
Don't know	208 10%	40 7%	114 11%	54 10%	105 9%	102 10%	112 9%	87 9%	25 9%	96 10%	17 14%	40 9%	17 8%	31 11%	17 6%	16 12%	61 9%	133 9%
			a	a		a								c		c		
Net: Likely	527 24%	201 34%	265 25%	60 11%	354 29%	190 19%	380 30%	311 31%	69 26%	147 16%	45 35%	38 8%	122 58%	132 47%	107 39%	32 24%	307 44%	209 14%
		bce	ce		bce	c	df	df	df	f	cdf		bcdef	cdf	df	f	df	
Net: Unlikely	1455 66%	357 60%	680 64%	418 79%	755 62%	709 71%	771 61%	600 60%	171 65%	684 74%	66 51%	375 83%	71 34%	117 42%	153 55%	85 64%	331 47%	1117 77%
				abde		abd	e		e	abce		abcde			abe	abe	a	abcde

Library usage in lockdown

Q7_6. Activities or events for babies and toddlers aged 0-3 (e.g. rhyme and story session): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	194 9%	53 10%	75 9%	34 8%	29 12%	141 7%	49 18% a	108 22% bc	172 15% c	18 2%	122 9%	68 9%	47 10%
Likely	333 15%	74 13%	137 17%	67 16%	43 18%	244 13%	88 32% a	116 23% c	252 22% c	67 7%	188 13%	139 19% a	89 19% a
Unlikely	374 17%	89 16%	144 18%	78 19%	42 17%	308 16%	61 22% a	80 16%	209 19% c	145 15%	219 15%	144 20% a	91 20% a
Very unlikely	1081 49%	273 49%	394 48%	211 50%	113 47%	1017 54% b	55 20%	161 32%	416 37%	646 67% ab	778 55% bc	287 40%	181 39%
Don't know	208 10%	68 12% bcd	68 8%	29 7%	14 6%	179 9%	22 8%	32 7%	80 7%	86 9%	111 8%	84 12% a	57 12% a
Net: Likely	527 24%	127 23%	211 26%	101 24%	72 30% a	385 20%	137 50% a	224 45% bc	424 38% c	85 9%	311 22%	207 29% a	137 29% a
Net: Unlikely	1455 66%	362 65%	538 66%	289 69%	154 64%	1325 70% b	116 42%	241 49%	625 55% a	791 82% ab	997 70% bc	431 60%	272 58%

Library usage in lockdown

Q7_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	188 9%	99 9%	89 8%	33 14% defi	57 15% defhi	46 13% defi	30 8% efi	7 2%	15 3%	90 15% defhi	76 10% efi	22 3%
Likely	383 17%	220 21% b	163 15%	65 27% defhi	102 27% defhi	93 26% defhi	54 14% ei	21 7%	48 9%	167 27% defhi	146 20% defi	69 8%
Unlikely	364 17%	192 18%	172 15%	43 18% f	85 22% dfhi	61 18% f	64 17% f	58 18% fi	52 10%	128 21% fi	126 17% f	110 13%
Very unlikely	1035 47%	467 44% a	568 51% a	65 27%	103 27%	113 32%	194 50% abcgh	212 65% abcdgh	349 69% abcdgh	168 27%	307 42% abcg	560 68% abcdgh
Don't know	220 10%	90 8% a	130 12% a	36 15% befi	32 8%	38 11%	45 12%	26 8%	43 8%	68 11%	83 11%	68 8%
Net: Likely	571 26%	319 30% b	252 23%	98 40% defhi	159 42% defhi	138 40% defhi	84 22% efi	29 9%	62 12%	258 41% defhi	222 30% defi	91 11%
Net: Unlikely	1399 64%	660 62% a	739 66% a	108 45%	188 50%	174 50%	259 67% abcgh	270 83% abcdgh	401 79% abcdgh	296 48%	433 59% abcg	670 81% abcdgh

Library usage in lockdown

Q7_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Total	Regions													
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	188 9%	2 4%	7 4%	26 10% ab	4 5%	15 8%	7 6%	19 10% b	11 7%	23 12% ab	25 8% b	15 8%	35 12% abdm	186 9% b	173 9% b
Likely	383 17%	9 14%	29 16%	34 14%	15 17%	32 18%	21 20%	46 24% acijkmn	29 18%	30 16%	43 14%	30 15%	66 23% cijmn	373 18%	323 18%
Unlikely	364 17%	7 11%	32 17%	52 21% adik	10 12%	32 18%	15 14%	32 17%	33 21% adik	22 11%	58 19% ik	24 12%	48 17%	356 17%	310 17%
Very unlikely	1035 47%	39 60% ceghjlmn	98 53% egl	107 44%	46 51%	74 41%	53 50%	76 40%	72 46%	101 54% cegl	142 48%	110 54% egl	116 40%	996 47% l	845 46%
Don't know	220 10%	7 11%	20 11%	26 10%	14 15% hil	26 15% hil	10 9%	17 9%	11 7%	13 7%	30 10%	25 12%	22 8%	213 10%	183 10%
Net: Likely	571 26%	12 18%	36 19%	59 24%	19 22%	46 26%	28 26%	65 34% abcdjkmn	39 25%	53 28%	67 23%	46 22%	101 35% abcdehjkln	559 26% b	496 27% ab
Net: Unlikely	1399 64%	47 71% gl	129 70% egl	159 65% l	56 63%	106 59%	68 64%	108 57%	105 68%	123 65%	200 67% gl	133 65%	164 57%	1352 64% l	1155 63% l

Library usage in lockdown

Q7_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	188 9%	78 13%	93 9%	17 3%	133 11%	60 6%	144 11%	124 12%	20 8%	44 5%	16 13%	4 1%	48 23%	53 19%	41 15%	9 7%	116 17%	70 5%
		bce	ce		ce	c	cdf	cdf	df	f	df	f	cdef	df	df	f	df	df
Likely	383 17%	150 25%	178 17%	55 10%	239 20%	154 15%	263 21%	207 21%	56 21%	120 13%	30 24%	44 10%	76 36%	86 31%	79 29%	26 20%	201 29%	175 12%
		bcde	c		ce	c	df	df	df	df	df	df	def	df	df	f	df	df
Unlikely	364 17%	95 16%	194 18%	75 14%	215 18%	158 16%	241 19%	188 19%	53 20%	123 13%	23 18%	37 8%	42 20%	65 23%	55 20%	29 22%	146 21%	212 15%
			c		c		df	df	df	f	f	f	f	f	f	f	f	f
Very unlikely	1035 47%	236 40%	472 45%	326 61%	524 43%	510 51%	505 40%	399 40%	105 40%	530 57%	37 29%	325 72%	34 16%	44 16%	79 28%	56 42%	175 25%	855 59%
				abde		abd	e	e	e	abce		abcde			ab	abce	ab	abcde
Don't know	220 10%	38 6%	122 12%	59 11%	103 8%	118 12%	111 9%	80 8%	30 11%	109 12%	22 17%	43 9%	10 5%	32 11%	23 8%	14 10%	61 9%	147 10%
			ad	a		ad				ab	abf			a		a	a	a
Net: Likely	571 26%	228 38%	271 26%	72 13%	372 31%	214 21%	408 32%	331 33%	77 29%	164 18%	47 36%	49 11%	124 59%	139 50%	120 43%	35 26%	317 45%	244 17%
		bcde	ce		bce	c	df	df	df	f	df		bcdef	df	df	f	df	df
Net: Unlikely	1399 64%	331 55%	667 63%	401 75%	738 61%	669 67%	745 59%	587 59%	158 60%	654 71%	59 46%	362 80%	76 36%	109 39%	134 48%	84 63%	321 46%	1067 73%
			a	abde	a	ad	e	e	e	abce		abcde			ab	abce	ab	abcde

Library usage in lockdown

Q7_7. Activities or events for children aged 4+ (e.g. craft, Lego club, support with home schooling): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	188	52	65	43	27	130	55	111	170	14	125	61	44
	9%	9%	8%	10%	11%	7%	20%	22%	15%	1%	9%	8%	9%
							a	bc	c				
Likely	383	81	155	69	58	293	86	128	290	81	217	156	101
	17%	15%	19%	17%	24%	16%	31%	26%	26%	8%	15%	22%	22%
			a		ac		a	c	c			a	a
Unlikely	364	96	130	77	38	298	61	75	206	139	209	144	90
	17%	17%	16%	18%	16%	16%	22%	15%	18%	14%	15%	20%	19%
							a		c			a	a
Very unlikely	1035	255	393	196	105	974	53	150	377	639	749	273	174
	47%	46%	48%	47%	44%	52%	19%	30%	33%	66%	53%	38%	37%
						b				ab	bc		
Don't know	220	72	73	33	11	193	20	33	86	90	119	88	57
	10%	13%	9%	8%	5%	10%	7%	7%	8%	9%	8%	12%	12%
		bcd	d									a	a
Net: Likely	571	133	221	113	86	424	141	239	460	95	342	217	144
	26%	24%	27%	27%	36%	22%	51%	48%	41%	10%	24%	30%	31%
					abc		a	bc	c			a	a
Net: Unlikely	1399	352	523	273	143	1272	114	225	583	778	958	417	264
	64%	63%	64%	65%	60%	67%	42%	45%	52%	81%	67%	58%	57%
						b			a	ab	bc		

Library usage in lockdown

Q7_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	211	101	110	36	65	32	29	16	34	101	60	50
	10%	9%	10%	15%	17%	9%	7%	5%	7%	16%	8%	6%
				cdefhi	cdefhi	e				cdefhi	e	
Likely	475	250	225	65	120	104	86	38	61	185	190	100
	22%	23%	20%	27%	32%	30%	22%	12%	12%	30%	26%	12%
				efi	defhi	defi	efi			defi	efi	
Unlikely	470	234	236	62	75	79	79	83	93	137	158	176
	21%	22%	21%	25%	20%	23%	20%	26%	18%	22%	21%	21%
				f				f				
Very unlikely	822	403	419	53	87	94	156	161	271	140	250	432
	38%	38%	37%	22%	23%	27%	40%	50%	54%	23%	34%	52%
							abcgh	abcdgh	abcdgh		abcg	abcdgh
Don't know	211	80	131	27	32	42	38	26	46	59	80	73
	10%	8%	12%	11%	8%	12%	10%	8%	9%	9%	11%	9%
			a									
Net: Likely	686	352	335	101	185	136	114	54	96	286	251	150
	31%	33%	30%	42%	49%	39%	30%	17%	19%	46%	34%	18%
				defhi	acdefhi	defi	efi			cdefhi	efi	
Net: Unlikely	1292	637	656	115	162	173	235	243	364	277	408	607
	59%	60%	58%	47%	43%	49%	61%	75%	72%	45%	55%	73%
							abcg	abcdgh	abcdgh		abg	abcdgh

Library usage in lockdown

Q7_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Total	Regions													NET: GB	NET: England
		Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London			
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%																
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795	
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very likely	211	4	14	19	9	16	16	17	14	25	24	12	40	207	178	
	10%	6%	7%	8%	10%	9%	15%	9%	9%	13%	8%	6%	14%	10%	10%	
							abcjkmn			k			abcjkmn			
Likely	475	13	32	53	14	42	21	66	26	34	65	34	75	462	409	
	22%	19%	17%	22%	16%	24%	20%	35%	17%	18%	22%	17%	26%	22%	22%	
							abcdefhijklmn						bdhik			
Unlikely	470	12	44	61	16	38	16	42	38	39	61	44	61	459	399	
	21%	18%	24%	25%	18%	21%	15%	22%	24%	21%	20%	22%	21%	22%	22%	
				f					f							
Very unlikely	822	32	75	89	41	59	42	52	62	74	116	94	84	790	673	
	38%	49%	41%	36%	46%	33%	39%	28%	40%	39%	39%	46%	29%	37%	37%	
		ceglmn	gl		egl		gl		gl	gl	gl	eglmn		gl	gl	
Don't know	211	5	20	23	8	22	11	13	14	17	32	20	26	206	175	
	10%	8%	11%	9%	9%	12%	10%	7%	9%	9%	11%	10%	9%	10%	10%	
Net: Likely	686	17	46	72	24	59	38	82	41	60	89	46	115	670	587	
	31%	25%	25%	29%	27%	33%	35%	44%	26%	32%	30%	23%	40%	32%	32%	
							bk	abcdehijklmn					abcdhijklmn	k	k	
Net: Unlikely	1292	44	119	150	57	98	57	94	100	112	177	138	146	1248	1072	
	59%	67%	65%	61%	64%	55%	54%	50%	65%	59%	59%	68%	51%	59%	58%	
		efgl	gl	gl	gl				gl	gl	gl	efglmn		gl	gl	

Library usage in lockdown

Q7_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	211 10%	84 14%	102 10%	25 5%	143 12%	71 7%	144 11%	119 12%	25 9%	67 7%	21 17%	24 5%	48 23%	50 18%	35 13%	7 5%	104 15%	106 7%
		bce	ce		ce	c	df	df	f		cdf		cdef	df	df		df	
Likely	475 22%	174 29%	226 21%	75 14%	306 25%	180 18%	322 25%	255 26%	67 25%	153 17%	40 32%	56 12%	68 32%	91 33%	76 27%	36 27%	211 30%	254 17%
		bce	c		bce	c	df	df	df		df		f	f	f	f	f	
Unlikely	470 21%	120 20%	236 22%	114 21%	264 22%	219 22%	288 23%	225 23%	63 24%	182 20%	32 25%	79 17%	45 21%	56 20%	74 27%	33 25%	161 23%	308 21%
							f		f						f			
Very unlikely	822 38%	178 30%	393 37%	252 47%	396 33%	425 42%	408 32%	327 33%	81 30%	415 45%	18 14%	247 55%	37 17%	53 19%	69 25%	41 31%	163 23%	651 45%
			ad	abde		abd	e	e	e	abce		abcde			a	ab		abcde
Don't know	211 10%	43 7%	103 10%	65 12%	104 9%	106 11%	102 8%	73 7%	29 11%	109 12%	16 13%	47 10%	13 6%	29 10%	23 8%	17 13%	61 9%	140 10%
				ad		a			b	ab	b				a			
Net: Likely	686 31%	258 43%	328 31%	101 19%	449 37%	251 25%	466 37%	374 37%	92 35%	221 24%	61 48%	80 18%	115 55%	141 50%	111 40%	42 32%	314 45%	360 25%
		bcede	ce		bce	c	df	df	df	f	abcdf		cdef	cdf	f		df	
Net: Unlikely	1292 59%	297 50%	629 59%	366 69%	660 54%	644 64%	696 55%	552 55%	144 54%	597 64%	50 39%	326 72%	82 39%	110 39%	144 52%	74 55%	324 46%	959 66%
			ad	abd		abd	e	e	e	abce		abcde			ab	abe	ab	abcde

Library usage in lockdown

Q7_8. Activities or events for adults (e.g. book group, author talk, knit and natter): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	211	54	87	38	30	156	52	105	173	32	139	69	47
	10%	10%	11%	9%	13%	8%	19%	21%	15%	3%	10%	10%	10%
							a	bc	c				
Likely	475	130	168	97	56	382	90	177	362	98	271	196	119
	22%	23%	21%	23%	23%	20%	33%	36%	32%	10%	19%	27%	26%
							a	c	c		a	a	a
Unlikely	470	116	177	89	49	400	66	102	267	191	297	165	102
	21%	21%	22%	21%	20%	21%	24%	21%	24%	20%	21%	23%	22%
									c				
Very unlikely	822	185	310	174	91	767	48	88	252	553	589	216	149
	38%	33%	38%	41%	38%	41%	18%	18%	22%	57%	42%	30%	32%
				a		b		a	a	ab	bc		
Don't know	211	72	76	22	14	185	18	25	74	89	124	76	48
	10%	13%	9%	5%	6%	10%	7%	5%	7%	9%	9%	11%	10%
		bcd	c							ab			
Net: Likely	686	184	255	135	87	538	142	282	535	130	409	265	166
	31%	33%	31%	32%	36%	28%	52%	57%	47%	13%	29%	37%	36%
							a	bc	c		a	a	a
Net: Unlikely	1292	301	487	262	140	1166	114	191	520	744	886	381	252
	59%	54%	60%	63%	58%	62%	42%	38%	46%	77%	62%	53%	54%
			a	a		b			a	ab	bc		

Library usage in lockdown

Q7_9. Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit): 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
		a	b	a	b	c	d	e	f	g	h	i
Significance Level: 95%												
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	265	127	138	43	71	44	43	15	49	114	87	65
	12%	12%	12%	17%	19%	13%	11%	5%	10%	18%	12%	8%
				defhi	cdefhi	ei	e		e	cdefhi	ei	
Likely	514	273	241	77	124	104	70	58	82	200	175	139
	23%	26%	22%	32%	33%	30%	18%	18%	16%	32%	24%	17%
		b		defhi	defhi	defhi				defhi	defi	
Unlikely	459	234	225	57	74	72	85	72	98	131	157	171
	21%	22%	20%	23%	20%	21%	22%	22%	19%	21%	21%	21%
Very unlikely	743	351	392	39	77	90	140	158	240	115	230	398
	34%	33%	35%	16%	20%	26%	36%	49%	47%	19%	31%	48%
						ag	abcg	abcdgh	abcdgh		abg	abcdgh
Don't know	208	84	124	28	33	40	50	20	37	61	90	57
	9%	8%	11%	12%	9%	11%	13%	6%	7%	10%	12%	7%
			a	ei		ei	efi				efi	
Net: Likely	779	400	380	119	195	148	113	73	131	314	261	204
	36%	37%	34%	49%	51%	42%	29%	23%	26%	50%	35%	25%
				defhi	cdefhi	defhi	e			cdefhi	defi	
Net: Unlikely	1202	585	617	96	151	162	225	231	338	247	387	569
	55%	55%	55%	39%	40%	46%	58%	71%	67%	40%	52%	68%
						g	abcg	abcdgh	abcdgh		abg	abcdgh

Library usage in lockdown

Q7_9. Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit): 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	265 12%	9 14% b	11 6%	31 12% b	12 14% b	16 9%	18 17% bek	27 14% b	15 10%	27 14% b	33 11%	17 9%	50 17% behjkmn	256 12% b	227 12% b
Likely	514 23%	12 18%	41 22%	62 25% f	19 22%	46 26% f	17 16%	45 24%	36 23%	39 21%	78 26% f	42 21%	78 27% f	503 24% f	445 24% f
Unlikely	459 21%	8 12%	41 22% a	55 22% a	20 22%	40 22% a	21 20%	53 28% ajlmn	37 24% a	40 21%	51 17%	41 20%	52 18%	451 21% a	389 21% a
Very unlikely	743 34%	31 47% ceglmn	69 37% g	75 31%	30 33%	49 27%	42 40% egl	47 25%	55 36% g	68 36% g	111 37% egl	84 41% cegl	82 29%	713 34% g	601 33% g
Don't know	208 9%	6 9%	22 12%	23 9%	8 9%	27 15% hijlmn	8 8%	17 9%	11 7%	16 8%	25 9%	19 9%	25 9%	202 10%	171 9%
Net: Likely	779 36%	21 32%	52 28%	92 38% b	31 35%	62 35%	35 33%	72 38%	51 33%	65 35%	111 37%	60 29%	128 45% abefhikmn	759 36% b	672 37% b
Net: Unlikely	1202 55%	39 59% l	111 60% l	129 53%	50 56%	89 50%	63 60% l	100 53%	92 60% l	108 57% l	161 54%	125 61% l	134 47%	1164 55% l	990 54% l

Library usage in lockdown

Q7_9. Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit): 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	265 12%	90 15% ce	126 12%	49 9%	158 13% c	109 11%	170 13% d	135 13% d	35 13%	95 10%	23 18% df	45 10%	45 21% df	52 18% df	45 16% df	11 8%	113 16% df	152 10%
Likely	514 23%	191 32% bcde	240 23% c	84 16%	327 27% bce	202 20% c	326 26% df	268 27% df	59 22% f	188 20%	40 32% cdf	71 16%	84 40% df	98 35% df	92 33% f	33 25%	233 33% df	271 19%
Unlikely	459 21%	125 21%	218 21%	116 22%	252 21%	214 21%	269 21%	217 22%	52 20%	190 21%	26 21%	88 19%	41 19%	62 22%	63 23%	38 28% af	162 23%	293 20%
Very unlikely	743 34%	155 26% a	364 34% a	223 42% abde	371 31% a	371 37% ad	387 31% e	301 30% e	86 32% e	356 38% abce	18 14%	211 47% abcde	27 13%	47 17%	57 21% a	37 28% abe	137 20% a	603 41% abcde
Don't know	208 9%	37 6%	111 10% a	60 11% a	105 9%	106 11% a	111 9%	78 8%	33 13% ab	97 10%	19 15% abf	38 8%	13 6%	21 7%	19 7%	14 11%	54 8%	141 10%
Net: Likely	779 36%	281 47% bcde	366 35% c	133 25%	486 40% bce	311 31% c	496 39% df	403 40% df	94 35% f	283 31%	64 50% abcdf	116 26%	129 61% cdef	150 53% df	138 50% df	44 33%	346 50% df	423 29%
Net: Unlikely	1202 55%	280 47%	583 55% a	339 64% abde	623 51%	584 58% ad	656 52% e	518 52% e	138 52% e	547 59% abce	44 35%	299 66% abcde	68 32%	109 39%	121 44% a	75 56% abce	299 43% a	895 61% abce

Library usage in lockdown

Q7_9. Providing a safe space that is accessible to everyone and is free of charge (e.g. study space, meeting space, space to sit): 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	265 12%	81 14%	102 12%	51 12%	28 11%	201 11%	57 21% a	135 27% bc	219 19% c	39 4%	167 12%	94 13%	66 14%
Likely	514 23%	118 21%	192 23%	108 26%	65 27%	406 22%	104 38% a	171 34% c	375 33% c	125 13%	294 21%	209 29% a	129 28% a
Unlikely	459 21%	112 20%	185 23%	78 19%	48 20%	398 21%	58 21%	91 18%	248 22%	196 20%	287 20%	161 22%	104 22%
Very unlikely	743 34%	176 32%	274 33%	156 37%	87 36%	702 37% b	36 13%	72 15%	209 19% a	521 54% ab	558 39% bc	172 24%	111 24%
Don't know	208 9%	71 13% bcd	65 8%	27 6%	13 5%	182 10%	18 7%	28 6%	78 7%	82 8% a	113 8%	86 12% a	56 12% a
Net: Likely	779 36%	198 36%	293 36%	159 38%	92 38%	608 32%	161 59% a	307 62% bc	594 53% c	164 17%	461 32%	304 42% a	195 42% a
Net: Unlikely	1202 55%	288 52%	459 56%	234 56%	135 56%	1100 58% b	95 34%	163 33%	458 41% a	717 74% ab	846 60% bc	333 46%	215 46%

Library usage in lockdown

Q7_10. Access to IT and technology: 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)?

BASE: All respondents

	Gender		Age									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	NET: 35-54	NET: 55+
Significance Level: 95%		a	b	a	b	c	d	e	f	g	h	i
Unweighted Total	2190	1073	1117	358	446	388	373	364	261	804	761	625
Total	2190	1069	1121	243	379	350	388	324	506	622	738	830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	269 12%	155 14% b	114 10%	45 18% cdefhi	63 17% defhi	43 12%	44 11%	26 8%	49 10%	108 17% cdefhi	86 12%	75 9%
Likely	511 23%	286 27% b	226 20%	80 33% defhi	127 34% cdefhi	94 27% defi	71 18%	56 17%	84 17%	207 33% cdefhi	164 22% i	140 17%
Unlikely	454 21%	228 21%	226 20%	48 20%	82 22%	75 21%	84 22%	69 21%	96 19%	130 21%	159 22%	165 20%
Very unlikely	761 35%	327 31%	434 39% a	42 17%	71 19%	96 28% abg	148 38% abcg	149 46% abcdgh	254 50% abcdgh	113 18%	244 33% abg	403 49% abcdgh
Don't know	194 9%	73 7%	122 11% a	28 11% fi	35 9% fi	43 12% efi	42 11% fi	24 8%	23 4%	63 10% fi	84 11% efi	47 6%
Net: Likely	781 36%	441 41% b	340 30%	125 51% cdefhi	190 50% cdefhi	136 39% defi	114 29%	81 25%	133 26%	316 51% cdefhi	251 34% efi	215 26%
Net: Unlikely	1215 55%	555 52%	660 59% a	90 37%	153 40%	172 49% abg	232 60% abcg	218 67% abcdgh	350 69% abcdgh	243 39%	403 55% abg	568 68% abcdgh

Library usage in lockdown

Q7_10. Access to IT and technology: 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)?

BASE: All respondents

	Regions														
	Total	Northern Ireland	Scotland	North-West	North-East	Yorkshire and the Humber	Wales	West Midlands	East Midlands	South-West	South-East	Eastern	London	NET: GB	NET: England
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	2190	103	163	264	99	152	129	189	165	187	295	132	312	2087	1795
Total	2190	66	185	244	89	178	106	189	155	189	297	204	287	2124	1833
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	269 12%	5 8%	12 6%	32 13% b	15 17% bjk	27 15% b	12 11%	34 18% abjkm	24 15% bjk	23 12%	27 9%	15 8%	44 15% bjk	264 12% b	240 13% bj
Likely	511 23%	16 24%	43 23% k	59 24% dk	12 14%	46 26% dk	18 17%	48 25% dk	29 19%	45 24% dk	79 27% dfk	29 14%	87 30% dfhkmn	496 23% dk	435 24% dk
Unlikely	454 21%	7 11%	33 18%	53 22% a	22 24% a	32 18%	23 22% a	46 24% al	34 22% a	44 24% al	54 18%	60 29% abejlmn	45 16%	447 21% al	391 21% al
Very unlikely	761 35%	32 48% cegijlmn	77 42% egln	80 33%	33 37%	48 27%	45 42% egln	50 26% eg	59 38% eg	63 33% eg	110 37% eg	78 38% eg	87 30%	729 34% g	607 33% g
Don't know	194 9%	6 9%	20 11%	20 8%	7 8%	26 14% cghilmn	8 8%	11 6%	8 5%	14 7%	28 9%	23 11%	23 8%	188 9%	160 9%
Net: Likely	781 36%	21 32%	55 30%	91 37% k	27 30%	73 41% bfk	30 28%	82 44% bdfkm	53 34% k	68 36% k	106 36% k	44 22% k	131 46% abcdfhijkmn	760 36% k	675 37% fk
Net: Unlikely	1215 55%	39 59% el	110 60% el	133 55% l	55 61% el	80 45%	68 64% eglmn	96 51%	94 61% el	107 57% el	164 55% el	137 67% cegilmn	133 46%	1176 55% el	998 54% el

Library usage in lockdown

Q7_10. Access to IT and technology: 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)?

BASE: All respondents

	Social grade					Working status						Children						
	Total	AB	C1C2	DE	ABC1	C2DE	Net: Working	Working full time	Working part time	Net: Not working	Student	Net: Retired	Children aged <5	Children aged 5-10	Children aged 11-15	Children aged 16-18 years old	Net: Children aged <18	No children aged <18
	a	b	c	d	e	a	b	c	d	e	f	a	b	c	d	e	f	
Significance Level: 95%																		
Unweighted Total	2190	607	883	700	1185	1007	1423	1061	362	767	131	276	251	308	285	144	767	1389
Total	2190	598	1060	532	1213	1001	1264	999	265	926	128	453	210	280	277	133	699	1459
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	269 12%	91 15% ce	133 13% c	46 9%	164 13% c	109 11%	179 14% df	140 14% df	39 15% df	90 10%	21 16% df	36 8%	51 24% bcdef	48 17% f	47 17% f	14 11%	118 17% f	150 10%
Likely	511 23%	174 29% bce	251 24% c	87 16%	314 26% ce	219 22% c	325 26% cdf	272 27% cdf	52 20%	187 20%	47 36% abcdf	79 17%	73 35% df	89 32% f	86 31% f	33 25%	220 31% f	283 19%
Unlikely	454 21%	120 20%	217 20%	117 22%	256 21%	198 20%	281 22% d	219 22%	62 23%	173 19%	23 18%	89 20%	40 19%	56 20%	60 22%	32 24%	154 22%	296 20%
Very unlikely	761 35%	180 30%	355 34%	226 42% abde	385 32% ad	375 37% ad	376 30% e	292 29% e	85 32% e	385 42% abce	21 17% abcde	222 49%	33 16%	58 21%	61 22%	39 29% abe	146 21% abcde	605 41%
Don't know	194 9%	34 6%	104 10% a	57 11% ad	95 8%	100 10% a	102 8%	75 8%	27 10%	92 10%	16 13% f	28 6%	13 6%	29 10%	23 8%	15 11%	62 9%	125 9%
Net: Likely	781 36%	264 44% bcde	384 36% c	132 25%	478 39% ce	328 33% c	504 40% df	412 41% cdf	91 34% f	277 30%	67 53% abcdf	115 25%	124 59% bcdef	137 49% df	133 48% df	47 35%	338 48% df	433 30%
Net: Unlikely	1215 55%	300 50%	572 54%	343 64% abde	641 53%	573 57% ad	658 52% e	511 51% e	147 55% e	557 60% abe	44 35%	311 69% abcde	73 35%	114 41%	122 44% a	71 53% abe	300 43% a	901 62% abce

Library usage in lockdown

Q7_10. Access to IT and technology: 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)?

BASE: All respondents

	Total	Household income before tax				Ethnicity		Library use in the 12 months before lockdown			House/flat ownership		
		Up to £21,000	£21,001 to £41,000	£41,001 to £62,000	£62,001 or more	White	BAME (Black, Asian, Mixed, Other)	Net: At least once a month	Net: At least once in the last a year	Not in the last year or never	Home ownership	Renting	Renting social housing
		a	b	c	d	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Total	2190	646	786	378	234	1849	314	516	1189	889	1174	941	565
Total	2190	557	817	419	240	1889	275	498	1129	963	1419	722	466
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very likely	269 12%	86 16% bc	94 12%	46 11%	37 16%	215 11%	49 18% a	133 27% bc	213 19% c	51 5%	161 11%	102 14%	68 14%
Likely	511 23%	119 21%	196 24%	113 27% a	56 23%	401 21%	108 39% a	177 36% c	394 35% c	106 11%	300 21%	205 28% a	133 29% a
Unlikely	454 21%	109 20%	186 23%	83 20%	45 19%	395 21%	54 20%	98 20%	233 21%	205 21%	281 20%	164 23%	105 22%
Very unlikely	761 35%	176 32%	277 34%	154 37%	89 37%	708 37% b	48 17%	67 13%	227 20% a	520 54% ab	574 40% bc	172 24%	112 24%
Don't know	194 9%	67 12% bcd	65 8%	23 6%	13 5%	170 9%	17 6%	23 5%	62 5%	81 8% ab	104 7%	80 11% a	48 10% a
Net: Likely	781 36%	205 37%	290 35%	159 38%	93 39%	616 33%	156 57% a	310 62% bc	607 54% c	157 16%	461 32%	306 42% a	200 43% a
Net: Unlikely	1215 55%	285 51%	463 57% a	237 57%	134 56%	1103 58% b	102 37%	164 33%	460 41% a	725 75% ab	855 60% bc	336 46%	217 47%

Library usage in lockdown

Q3 x Q4

BASE: All respondents who used a library during lockdown

	Q4 Interactions						
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way
Total	a	b	c	d	e	f	
Significance Level: 95%							
Unweighted Total	709	433	444	471	445	456	445
Total	646	386	405	439	408	416	402
	100%	100%	100%	100%	100%	100%	100%
A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	120	86	81	82	78	90	90
	19%	22%	20%	19%	19%	22%	22%
I used a public library's digital service to access e-books, e-audio books or e-magazines	117	77	76	81	81	76	75
	18%	20%	19%	18%	20%	18%	19%
I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	109	69	67	80	77	77	74
	17%	18%	16%	18%	19%	18%	18%
I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	105	60	64	71	69	72	60
	16%	15%	16%	16%	17%	17%	15%
I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	102	69	69	72	73	69	77
	16%	18%	17%	16%	18%	17%	19%

Library usage in lockdown

Q3 x Q4

BASE: All respondents who used a library during lockdown

	Q4 Interactions						
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way
Total	a	b	c	d	e	f	
Significance Level: 95%							
Unweighted Total	709	433	444	471	445	456	445
Total	646	386	405	439	408	416	402
	100%	100%	100%	100%	100%	100%	100%
I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	99	69	70	67	69	65	69
	15%	18%	17%	15%	17%	16%	17%
I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	93	67	66	69	67	69	63
	14%	17%	16%	16%	16%	16%	16%
I contacted a public library for support around digital skills	81	53	62	65	60	63	61
	13%	14%	15%	15%	15%	15%	15%
I contacted a public library over the phone or online with a question or for information	69	42	54	48	48	46	51
	11%	11%	13%	11%	12%	11%	13%
Other	5	5	5	5	5	4	4
	1%	1%	1%	1%	1%	1%	1%
Don't know	30	13	14	12	14	11	15
	5%	3%	3%	3%	3%	3%	4%
None of these	111	38	52	69	49	56	49
	17%	10%	13%	16%	12%	14%	12%
			af				
Net: Used a public library's digital services	203	127	129	140	138	133	121
	32%	33%	32%	32%	34%	32%	30%

Library usage in lockdown

Q3 x Q4

BASE: All respondents who used a library during lockdown

Significance Level: 95%

	Q4 Interactions							
	Public library services helped me feel less alone	Public library services helped me feel more connected to my community	Public library services provided me with useful information	Public library services helped me/my child(ren) avoid boredom	Public library services helped me follow/develop an interest or a hobby	Public library services had a positive impact on my wellbeing in lockdown	Public libraries have helped me in some other way	
Total	a	b	c	d	e	f		
Unweighted Total	709	433	444	471	445	456	452	445
Total	646	386	405	439	408	416	410	402
	100%	100%	100%	100%	100%	100%	100%	100%
Net: Viewed or took part in an online activity for adults, children, babies or toddlers	255	165	165	179	177	169	180	175
	39%	43%	41%	41%	43%	41%	44%	43%
Net: Used a public library's physical services	194	139	134	140	136	143	138	143
	30%	36%	33%	32%	33%	34%	34%	36%
Net: Information and support	135	87	103	103	96	97	92	101
	21%	23%	26%	23%	24%	23%	22%	25%

Library usage in lockdown

Q4 x Q3

BASE: All respondents who used a library during lockdown

	Q3 interactions																				
		I contacted a public library over the phone or online with a question or for information	A public library staff member contacted me (e.g. to check how I was, to have a chat and/or to talk me through how to access their service digitally)	I used a public library's digital service to access e-books, e-audio books or e-magazines	I used a public library's digital service to access resources other than e-books, e-audio books or e-magazines (e.g. to find out more about my family history or access reference services)	I viewed or took part in an online activity for adults aged 18+ (e.g. book group, author talk, knit and natter), organised by a public library	I viewed or took part in an online activity for babies and toddlers aged 0-3 (e.g. rhyme and story session), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I received books or resources from a public library in book bags or via a Home Library Service or another charity or organisation	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	I viewed or took part in an online activity for children aged 4+ (e.g. craft, Lego club, support with home schooling), organised by a public library	Net: Viewed or took part in an online activity for adults, children, babies or toddlers	Net: Used a public library's physical services	Net: Used a public library's digital services	Net: Information and support	
Total	a	b	c	d	e	f	g	h	i	*j	*k	l	m	n	o	p					
Significance Level: 95%																					
Unweighted Total	709	83	135	120	128	117	122	120	86	100	5	29	110	225	294	212	151				
Total	646	69	120	117	105	102	109	99	81	93	5	30	111	203	255	194	135				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Public library services provided me with useful information	439	48	82	81	71	72	80	67	65	69	5	12	69	140	179	140	103				
	68%	70%	69%	69%	68%	71%	74%	68%	80%	75%	94%	40%	63%	69%	70%	72%	76%				
Public library services helped me follow/develop an interest or a hobby	416	46	90	76	72	69	77	65	63	69	4	11	56	133	169	143	97				
	64%	66%	75%	65%	69%	68%	71%	65%	78%	74%	84%	38%	51%	65%	67%	74%	72%				
Public library services had a positive impact on my wellbeing in lockdown	410	47	91	89	61	84	76	66	54	61	5	10	45	138	180	138	92				
	64%	69%	76%	76%	59%	82%	69%	67%	67%	65%	94%	34%	41%	68%	71%	71%	68%				
Public library services helped me/my child(ren) avoid boredom	408	48	78	81	69	73	77	69	60	67	5	14	49	138	177	136	96				
	63%	70%	65%	69%	66%	72%	70%	69%	74%	72%	94%	46%	44%	68%	69%	70%	71%				
Public library services helped me feel more connected to my community	405	54	81	76	64	69	67	70	62	66	5	14	52	129	165	134	103				
	63%	79%	67%	65%	61%	68%	61%	70%	76%	71%	100%	47%	47%	64%	65%	69%	77%				
Public libraries have helped me in some other way	402	51	90	75	60	77	74	69	61	63	4	15	49	121	175	143	101				
	62%	74%	75%	64%	57%	75%	68%	70%	76%	68%	84%	50%	44%	59%	69%	74%	75%				
Public library services helped me feel less alone	386	42	86	77	60	69	69	69	53	67	5	13	38	127	165	139	87				
	60%	62%	72%	65%	57%	67%	63%	70%	66%	72%	94%	45%	34%	62%	65%	72%	64%				