

**Sure Start Friar Park, Sandwell  
2005  
BOOKS ON WHEELS SUMMARY**

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The aim of the Books on Wheels service is to increase the use of libraries by families with young children. Books on Wheels is a mobile library service run in partnership between Wednesbury Library and Sure Start, and it visits all the Sure Start playgroups, and activities as well as the local primary schools.

This project has been running since May 2003. Although the service was only running for 8 months of 2003, the average attendance for those months has been calculated as 24 contacts. In 2004 that has increased to 31, and in 2005 there has been an increase to a monthly average of 78. This has been calculated as a 40% increase in 2005 in the total number of contacts, since 2003.

It has also been noted that the majority of children used to visit the service once per month, but from October 2004 a significant number of children started using the service more than once in the same month. In 2005 this has been a regular occurrence. If each child is only counted once in each month, then the average number of users in 2003 was 22, 29 in 2004, and 53 in 2005.

There is an observable decrease in usage throughout the months of July and August in both 2003 and 2004, and a very large drop in August 2005. This has been attributed to the summer school holidays and a resulting reduction in places where Books on Wheels visit.

The most frequent Books on Wheels users have been children aged 2-4, and children 0-1 use it the least.

The user satisfaction questionnaire in 2005 has indicated that Books on Wheels has been successful in improving parents' reading practices with their children, and has also increased the number of parents who use the town library.

The convenience and the ease of getting to the service are the main reasons that parents prefer to use Books on Wheels rather than the town library, which is difficult for many parents to get to.

## KEY OUTCOMES

### TARGET

*"Increase the use of libraries by families with young children"*

### OUTCOMES

- ~ 222 children registered with BOW ~
- ~ Average monthly contacts in 2003 = 24, 2004 = 31, 2005 = 78 ~
- ~ 40% increase in total number of users between 2003 and 2005 ~
- ~ 68% of parents use BOW every 2-3 weeks, and 16% use it every week ~
- ~ 37% of parents have gone on to use the town library as a result of BOW ~

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### TARGET

*"Improve children's communication, language and literacy; improve children's personal, social and emotional development"*

### OUTCOMES

- ~ BOW encourages the children to start reading at an early age: 16.5% of users are 0-2 years of age, and 63.5% of users are 2-4 ~
- ~ 84% of parents read more with their children as a result of BOW ~
- ~ 37% read with their children every day ~

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- ~ Books on Wheels service has improved the likelihood that children within the Friar Park, Mesty Croft and Woods areas are introduced to a library service at an early age. ~

## BOOKS ON WHEELS

### INTRODUCTION:

As soon as Sure Start was set up in the area it was identified that young children do not use existing libraries, with some of the problem being the distance of the main library from Friar Park, Mesty Croft and Woods areas.

The team looked towards other Sure Start programmes and the successes that they had in setting up similar projects in promoting reading and use of libraries by families with children 0-4. Sure Start in Rowley set up a mobile library service named Lap Top Library, which proved to be a success. It operates by the librarian visiting various Sure Start groups, and registering new borrowers and items borrowed on a laptop computer, information from which is then downloaded into the main library system.

Data available has shown a 44% increase in number of users in January 2005 when compared to the number that joined in the first month it started running (November 2004). They have also registered 56 new members into the library within the first 3 months.

Other Sure Start areas, such as Cradley Heath, Capehill and Windmill, have all shown similar trends, and the service is considered a success in all areas by the librarians who run them, and the local libraries.

One other similar programme has been Bookstart. This is a national scheme which offers free books to every child and parent to encourage parents to share books with children from a very early age, giving them a lasting advantage when they start school and throughout life.

There are two Bookstart packs given out - pack1 is handed out at 7-9 months developmental check, but pack2 has to be collected at a local library at a later stage. As a result a much lower percentage of children receive the second pack.

Evaluation of the programme has shown that after introduction of Bookstart more parents valued reading with their babies and children, they promoted reading as an activity, interaction with their children improved, and their attitudes changed towards the role of reading in child development with an increased awareness of the role reading can play in speech and language development.

Statistically there was a 47% increase in reading after Bookstart, 21% increase in monthly library visits by parents, and 26% increase in library membership (Evaluation of the Bookstart Programme, 2001).

As Bookstart is aimed at children under 5 years of age, and Sure Start laptop librarians are in direct contact with this age group, it was thought ideal that they should also distribute Bookstart packs on behalf of the libraries to increase the percentage of children who receive pack2. This is something that all lap top librarians take part in, and is a further way of working in partnership with the library services.

Prior to setting up the service Sure Start wanted to find out what the current library use was amongst the community. They asked SS parents to complete a short library survey, but only 15 people returned them.

This small sample indicated an approximate 50% of parents would have used the library service within the previous 6 months. However, only 3 out of the 15 people indicated that it was to borrow books.

When asked about their frequency of visits 42% said it was less than once every three months, and a further 33% go once per month. From only 6 responses to the question on how the library services could be improved in the area, 4 said that there are no services and anything would be an improvement, whilst the other 2 indicated the mobile services need to be better advertised.

## **AIM:**

The Books on Wheels service is working towards the 2003 - 2006 PSA target: "To increase the use of libraries by families with young children."

The project is particularly aiming to meet 'Improve Learning' targets, but the nature of the project is such that it will play a part in reaching other Sure Start targets such as 'Improve social & emotional development'.

With regard to PSA targets 2005 - 2008, Books on Wheels contributes to Objective 1, target 1 - "Improve children's communication, language and literacy; improve children's personal, social and emotional development."

In terms of the Every Child Matters framework, Books on Wheels contributes to "Enjoy & Achieve".

This report will provide an account of how this service was set-up and how it developed over the years. It will then consider research evidence to establish how effectively the service is working towards the above targets.

## **OBJECTIVES:**

Based on all the research findings discussed in the introduction the team formulated a set of objectives:

- Develop a service that will encourage parents to read with their children.
- Make book lending more accessible to parents who cannot get to the local library easily.
- Promote the local library services.

## **SET UP:**

Sure Start's project manager, Wednesbury library manager and Wednesbury under 5's librarian got together to discuss the possibility of Sure Start working in partnership with Wednesbury Library (local to FPMCW) to create a service that will encourage parents to read with their children as well as to increase library membership and usage.

The agreement they came to was to create a mobile library service which would be taken into community by the under 5's librarian, who would be employed by Wednesbury Library and work under their terms and conditions, but whose salary would be paid by Sure Start. Sure Start would also be responsible for purchasing all stock for the service. The librarian would also be handing out Bookstart packs to appropriately aged children on behalf of the library.

After this initial meeting, meetings were continued between the library manager, under 5's librarian, SS public health practitioner, SS early years coordinator and research and evaluation coordinator.

Team thought it would be a good idea to engage the community in naming this service so a competition was held at the Christmas party 2002 to name the service. This was organised by the public health practitioner and the early years coordinator.

Initial marketing of the service was done through leaflets, fliers, visits to playgroups, schools and nurseries. Team agreed that the librarian will be employed for 10 hours per week delivering this service and would be expected to use own transport.

The initial Books on Wheels (BOW) stock was purchased and selected by SS early years coordinator, under 5's librarian, and to involve community participation, 2 of SS' parents also came along to assist with the selection process. All of SS stock was identified with a SS sticker, and then logged onto Wednesbury library system.

The process for lending out books has been agreed as follows. Whenever a new child decides to borrow a book through Books on Wheels, they are immediately registered with the town library, and they receive a library card on the spot. The BOW librarian firstly records the child's details into her laptop, and these are then downloaded into the main library system.

The BOW librarian then sends them a 'welcome letter' which will include promotional material for the library, informing them of any upcoming events (e.g. book crawls), and also all the dates and locations of the next BOW visits.

BOW borrowed books are always stamped with a 4 week return date. However, if a child is late returning a book they are not sent a library 'late letter', as the BOW librarian has found these can cause unnecessary upset for the parents and has found some parents react negatively towards the library service going as far as 'banning' their children from borrowing further books.

A letter is sent only in rare circumstances, and only if the librarian feels it is appropriate. In the meantime she goes through BOW records regularly and renews any late books for the children to avoid an automatic late letter being sent by the library.

The librarian (Pauline Hatton) has also found that many parents/children forget to bring their library cards to sessions, so as to prevent turning children away, she loans books out regardless by logging their user details manually.

BOW operates in two different ways - informal and formal. The formal way means that each child gets registered with the library as described above, and then takes the book home to read in their own time.

The informal way is provided to settings such as the Baby Clinic, as the attendance can vary greatly from week to week. In these cases, the venue at which BOW visits is registered, and each time the librarian visits she leaves a box of about 30 different books for the children to read whilst at the venue.

## **PROGRESS:**

### **2003**

When the BOW was started in 2003, it visited Mums and Tots at the Priory School, HoneyPot, Elim Church, and the Woods Play and Stay, and Playgroup. The librarian has always found the Elim Church a bit of a hit and miss attendance wise as different children attend each week. However, she found it had a great atmosphere and the service was well received, so she continued to visit there once per month.

### **2004**

Going into 2004, Mums and Tots at Priory School and Sure Start's HoneyPot stopped running. The service was then taken to Tameside Nursery, Priory School, and continued to visit Elim Church and the Woods sessions.

## 2005

In 2005, all of the above sessions continued to be visited, but the service also extended its reach to the Friar Park Baby Clinic, Friar Park Nursery and the Ball Pool.

This occurred as a result of Sure Start looking into expanding this service in 2005, and also making it sustainable for when Sure Start leaves the area as it has proved to be a success.

A meeting was held on the 17<sup>th</sup> March 2005 to discuss any problems the librarian might be having in delivering the service, and to discuss extending the reach to Our Place Nursery, and any other options/ideas on how to move the service on.

Meeting was valuable in identifying that 10 hours per week that the librarian has been putting into the service have become fully taken up. In the first two years of BOW the hours were sufficient but in 2005 the number of sessions the service is visiting has increased, as well as the number of children that use the service frequently. If the service was to extend its reach further, librarian's hours would have to be increased.

Meeting also established a successful relationship between BOW, Wednesbury library, and Our Place Nursery. As a result the nursery was added to the list of places visited by BOW, and following the meeting the nursery organised a day trip into the Wednesbury library for all children present on the agreed day.

Some of the ideas put forward regarding the expansion of the service included introducing the service at GP's surgeries and community parent involvement to free up some of the librarian's time, and take the service to more venues.

However the following problems were identified:

- Introducing the service at GP's surgeries would mean providing it on an informal basis. But, an important aspect of BOW is that it is a library joining opportunity, and this cannot be maintained on an informal basis.
- Librarian felt that the service can only be run by an experienced librarian or someone who has been well trained. Librarian didn't feel she had enough time to dedicate to training up community parents, and didn't feel she could spend too many hours on managing them. There is very little they could otherwise do to help her.

These issues were addressed at a later date, and as a result the community parents began to help out at the informal sessions at the Baby Clinic and the Ball Pool.

## **METHODOLOGY:**

The sources of data for this evaluation have been as follows:

- Discussions with the Books on Wheels librarian and other Sure Start staff to establish the way the service was set up
- Results from the Sure Start 2004 survey
- 2005 user satisfaction questionnaires (Appendix 4)
- Quantitative data collected from E-Start database

## **RESULTS:**

### **2004 USER SURVEY**

Approximately after a 1½ years of the service running (mid 2004), a questionnaire was circulated by Sure Start throughout a number of laptop library services in the region, to assess their progress and how it is affecting the local library use. The sample for FPMCW area was very small, with a total of 14 questionnaires returned.

The answers indicated that the majority of users are children 2-3 years of age, with the percentages being as follows:

Age up to 1	13%
Age up to 2	27%
Age up to 3	47%
Age 4 and above	13%

Parents were asked how frequently they use the service, and majority seem to be regular borrowers - 67% using it every 2 to 3 weeks, 20% once per week, and only 13% using it every 4 or more weeks.

Their reasons for using BOW service showed 69% use it because it is available during sessions, and the rest use it for the ease of it. This could infer that convenience is the key to encouraging people to use a library service - especially in the area where the main library is far away.

Questions relating to their use of the main library service showed 73% did not use the library before BOW, and still, 67% haven't used it since they started borrowing from BOW. It seems to have encouraged only a very small percentage - 6%, to start using the main library.

They were asked to give reasons as to why they do not use the main library, and the answers mainly fell in two categories - library is too far (31%) and they will use it when the child is older (46%). Other responses mentioned the convenience of BOW.

As this was a small sample of users it cannot be assumed that these are the opinions of the majority. However, the survey has pointed to an underlying issue though - that if BOW service was ceased, parents would most probably not start using the main library instead, as the fundamental problem of distance still remains. This finding has been supported by anecdotal evidence, and indicates an issue faced by a larger number of parents in the area.

## **SEPTEMBER 2005 USER SATISFACTION QUESTIONNAIRE**

Books on Wheels (BOW) satisfaction questionnaire was distributed in September 2005 to examine any changes in parental views regarding the

service they are receiving. The questionnaire also attempted to establish BOW users' reading practices with their children and whether these have been affected at all by their use of the service.

The questionnaire was distributed by the BOW librarian during some of her sessions, and a total of 19 parents completed the questionnaire. Based on the total number of individual users, this sample formed 29% of September's users. A sample of the questionnaire can be found in Appendix 4.

The sessions during which the questionnaire was given out are as follows:

- 10 questionnaires were completed at the Woods,
- 4 at the Priory Primary school,
- 3 at the Tameside Nursery,
- 1 at Our Place Nursery,
- 1 at the Ball Pool.

The responses could be divided into 4 categories: their level of engagement and reasons for use, their satisfaction and ideas for improvements, their reading practices with their children, and their use of the town library.

### **1) Level of engagement and reasons for use**

Majority, or 68% of parents use BOW every 2-3 weeks (13 out of 19), and further 16% (3) use it every week. There were two parents who didn't reply to this question, and it was one parent's first time at BOW.

The reasons parents gave for using BOW varied greatly, but the responses mainly fell into 2 categories: convenience and the choice of books.

**CONVENIENCE** - 53% of parents (or 10) use BOW because its convenient, and 26% (5) of parents also mentioned that this is what they really like about the service. Some of the comments included - right place at the right time, its joined to the group, comes to the daughters school.

53% of parents also find the service easy to get to.

CHOICE OF BOOKS - 47% of parents (9) felt BOW had a very good choice of books, and that was another reason why they visit it. This is also something they really like about it.

Some of the other things parents mentioned were that they like the informal nature of the service as its difficult being in a public library with children. 2 parents mentioned how the service made them realise that even babies can borrow books, although one of these parents expressed her concern about the child ripping the books. 1 mum also commented on how the librarian seems to know all the parents, and that is something that she likes about the service.

## **2) Their satisfaction and ideas for improvements**

95% of parents are very satisfied with the service (18 out of 19). The 1 parent who was there for the first time remained neutral in her reply.

None of the parents gave any criticisms or things that they didn't like about the service.

The parents were asked how they would like to see the BOW service improve, and 63% (or 12) parents felt there was no need for improvement.

The suggestions from the other 7 parents included expanding the book selections, introducing DVDs and Videos, and visits to the morning sessions. 1 parent's response was that she didn't care.

## **3) Their reading practices with their children**

84% (16 out of 19) of parents have said they read more with their children now as a result of using BOW. Out of these parents:

- 37% (7) read with their children every day
- 42% (8) read with their children more than 4 times per week
- 5% (1) reads with their child 3 times or less per week

11% (2) of parents have said their reading practices with their child are the same as before (1 reads 3 times or less, and 1 reads every day).

5% (1) of parents have said they still don't read with their child.

With regard to parents' use of BOW, only 1 mum has said she has borrowed books for herself.

#### **4) Their use of the town library**

47% of parents do not use the town library. However, 37% of parents (7) have started using the town library since borrowing books from BOW, and a further 16% (3) were already using it.

Out of the 10 parents that do use the library, 2 visit it just for their child, and the rest visit it for themselves and their child.

Their frequency of visits is as follows:

- 2 visit weekly
- 3 visit monthly
- 3 visit every 2-3 months, or for special events
- 1 used to visit it before the pregnancy
- 1 has only just started going

If BOW closed down 42% (8) would go on to borrow books from the town library, and further 11% (2) would go but not as often as they visit BOW.

21% (4) would like to go to the town library but not at the moment as their children are too young.

11% (2) were uncertain as to whether they would visit the library or not.

5% (1) parent replied that it would be too much bother, and she had better things to do with her time.

11% (2) of parents did not respond to this question.

#### **Summary**

The results of this questionnaire have indicated that BOW has been successful in improving parents' reading practices with their children, with 84% of respondents saying they now read more with their children

as a result of BOW. 37% reported they read with their children every day.

BOW has also been successful in increasing the number of local parents who use the town library, with 37% of respondents having started using the town library as a result of BOW.

It is clear from the questionnaires though that if BOW became unavailable in the area, the parents would be less likely to visit the town library as often as they visit BOW - mainly due to practical problems relating to getting to the town library. This indicates that BOW adds an important addition to the local services, and increases the likelihood that children are introduced to a library service at an early age.

## **QUANTITATIVE ANALYSIS**

All the data used in the following quantitative analyses has been gathered from the E-Start database.

### **LEVELS OF NEW REGISTRATIONS**

To give an indication of the reach of the Books on Wheels service, the number of new registrations per month has been plotted on a graph (see attached graph in Appendix 1).

The graph shows a clear reduction of new registrations during the summer months, this being attributed to summer school holidays, and some of the activities visited by BOW not running during the summer. Same situation arises during December time, again this is due to the reduction of the groups that run during the school holidays.

There was a high number of new registrations in 2003 due to the fact that it was a new service. The numbers reduced during 2004, but then there is a sudden increase throughout 2005 (please also see Table 1).

A reason for the increase in 2005, could be due to BOW expanding its reach, and visiting more places than it has done over the past 2 years, and as a result reaching children it hasn't so far. In 2003 and 2004 BOW

visited 5 different venues and activities, but now in 2005 it is visiting 8, and hoping to expand even further.

The described trends can also be observed looking at the average number of new registrations per year as presented in the following table:

**Table 1: Average and total numbers of new registrations**

	Average No of New Registrations	Total No of New Registrations	Range
2003	10	76	1 - 16
2004	4	50	0 - 9
2005	11	96	1 - 19

In total 222 children have registered for BOW since May 2003.

### NUMBER OF USERS

The total and average number of users has been calculated for 2003, 2004 and 2005, and is presented in Table2. Please note that (as in the above) the data for 2003 only includes 8 months, as the service wasn't set up until May, and 2005 data contains 9 months. The total number of children using the service has been calculated, however, some children do use BOW more than once per month, so a total number of all contacts has also been worked out. In addition to this, the range in the number of contacts within each year has been established, which showed that the maximum number of users in a month has been 98, in May 2005.

**Table 2: Average points of contact**

	Total Number of Children	Average No of Individual Child Contacts	Range	Total Number of Contacts	Average Total No of Contacts	Range
2003	174	22	9 - 31	192	24	9 - 45
2004	342	29	10 - 46	374	31	10 - 47
2005	477	53	17 - 73	699	78	27 - 98

Attached graph (see graph in Appendix 2) shows the trends over the years, looking at monthly numbers of users. Both the table above and the graph show a clear increase in the number of children using the service, showing a dramatic increase in 2005, where the total number of individual child users has increased by 30% since 2003, and the total number of contacts has increased by 40%.

Same reductions in number of users in the summer months and December can be seen as with the numbers of new registrations.

The graph and the table also show that the majority of children in 2003 and 2004 used the library once per month, but since October 2004 this started to change, and now in 2005 many children are borrowing books more than once per month. This is a good indication that due to the number of sessions visited having increased in 2005, BOW is reaching a lot of children more than once during a 4 week period, inferring that some children are attending more than one type of Sure Start session.

Again, the reasons for the general increase in numbers in 2005 can be attributed to the increased number of sessions the service is now visiting.

### **Have BOW users gone on to use the town library?**

Through interviews with the BOW librarian and SS staff involved in the original set up of the service, it has been identified that before the service started a way of tracking and monitoring the data between the main library and BOW was not put into place. As a result it cannot be established how many children were library users **before** BOW, or how many have gone on to use the main library **after** they registered with BOW as new library members.

For this information to be gathered it would involve inputting each individual child's details into the main library system, and then checking their borrowing details and cross-referencing them with BOW borrower information. This process would be very lengthy if undertaken, and after discussing this with the librarian no other options could be found. Other problem with attempting this exercise is the confidentiality issue and the libraries policy on sharing user information.

The 2005 user questionnaire has however indicated that BOW has had a positive influence over the number of children that do go on to use the town library after coming into contact with BOW (please see the previous section about the 2005 questionnaire for more details.)

### **AGES OF CHILDREN USING BOW SERVICE**

The survey undertaken in 2004 indicated that the majority of children using BOW were in the 2-3 age category. A more detailed analysis of data has produced the following findings:

**Table 3: Showing ages of children using BOW over the 3 years**

<b>YEAR</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>TOTAL</b>
<b>AGE GROUP</b>				
<b>0-1</b>	8	23	30	<b>61 (5%)</b>
<b>1-2</b>	36	43	68	<b>147 (11.5%)</b>
<b>2-3</b>	99	122	142	<b>363 (28.5%)</b>
<b>3-4</b>	47	184	208	<b>439 (35%)</b>
<b>4-5</b>	2	2	187	<b>191 (15%)</b>
<b>5-6</b>	0	0	64	<b>64 (5%)</b>
<b>TOTAL</b>	192	374	699	<b>1265</b>

The data indicates that the majority of children using the service are between the age of 2 and 4, making up 63.5% of the total number of users. The age group that uses the service the least is 0-1, although the numbers have been slowly increasing from year to year. In 2005 it can also be noticed that there has been a large increase in children aged 4-6 that use the service. These findings have also been represented in the attached graph in Appendix 3.

### **SUMMARY:**

The research findings have indicated that BOW service has been a great success in the Friar Park area based on the large numbers of users. It has registered a total of 222 children since May 2003, and the average number of contacts per month has been 24 in 2003, 31 in 2004, and 78 in 2005. The total number of contacts have increased by 40% between 2003 and 2005 time period.

63.5% of all BOW users fall in the 2-4 age category. Children between 0-1 are the least frequent category of users.

The 2005 questionnaires indicated that BOW has been successful in improving parents' reading practices with their children and has also encouraged a greater number of parents to use the town library.

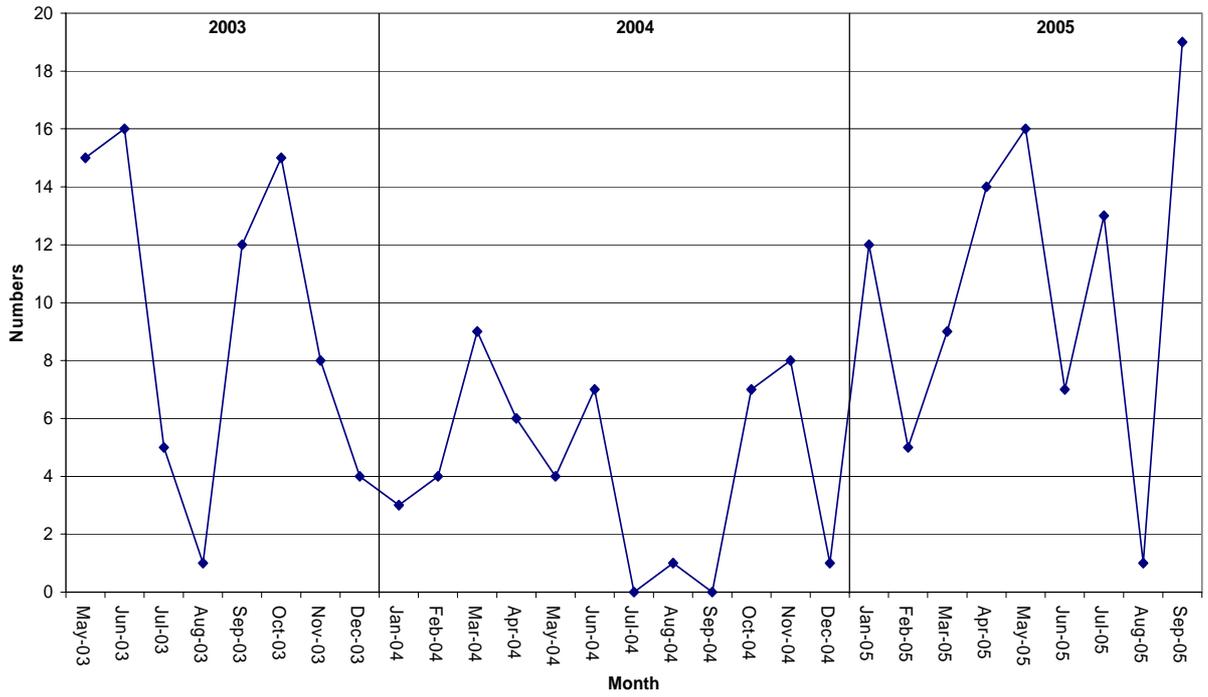
In terms of Sure Start targets that this service contributes to, there is evidence that BOW has successfully increased the use of libraries by families with young children (2003-2006 PSA target).

By encouraging parents to read with their children as well as encouraging children to start reading from a very early age, it is working towards 'improving children's communication, language and literacy', as well as improving parent-child interaction.

Findings have also indicated that BOW is an important addition to the local services especially as it seems to increase the likelihood that children are introduced to a library service at an early age. Otherwise, many parents would not take their children to the town library primarily due to practical obstacles of getting to it.

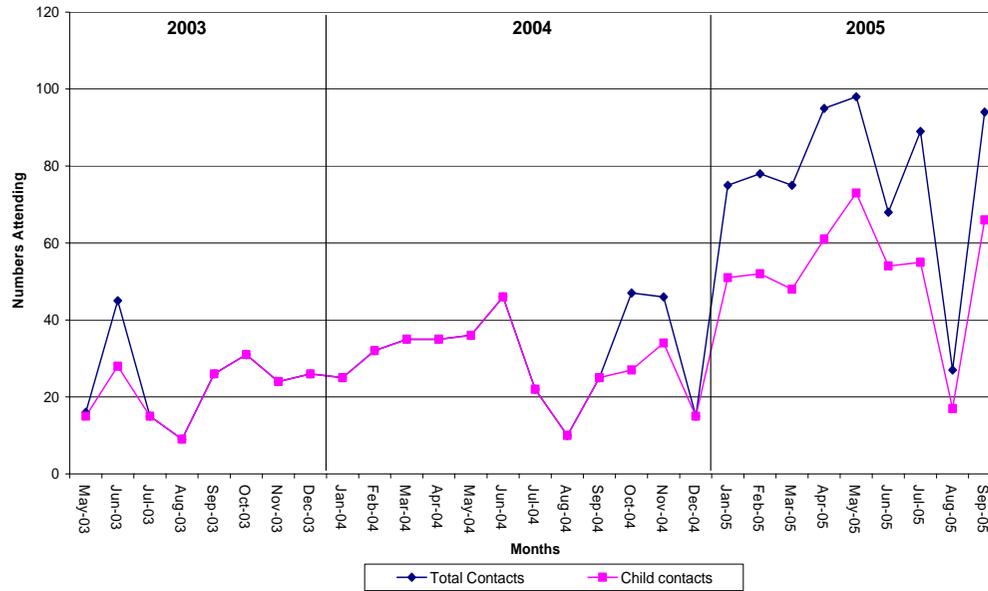
**APPENDIX 1.**

**Numbers of new Registrations**



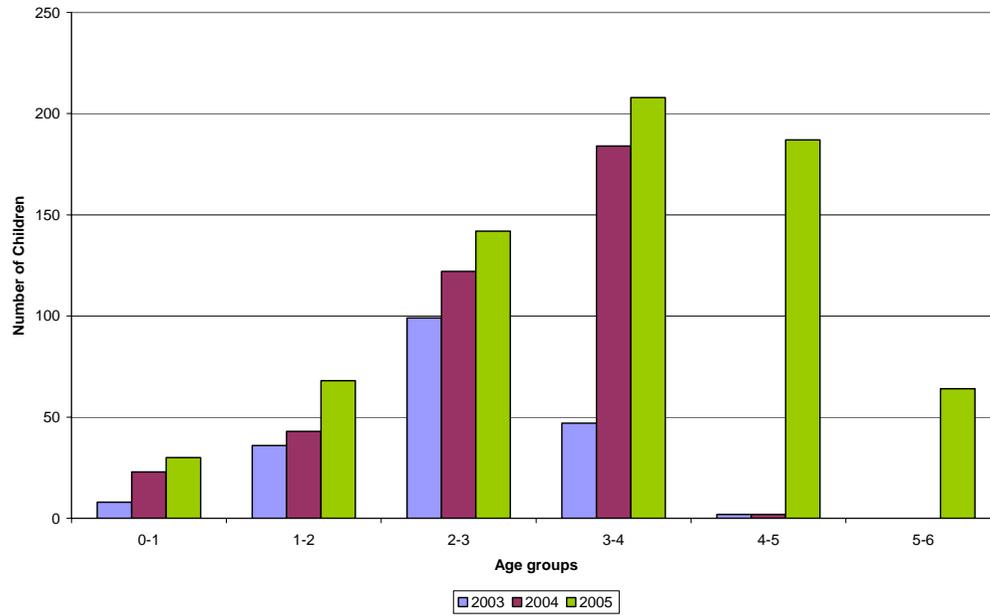
**APPENDIX 2.**

**Books on Wheels Attendance  
Contacts per month**



APPENDIX 3

Ages of Children using Books on Wheels



**APPENDIX 4 - September 2005 User Satisfaction Questionnaire**

**BOW Questionnaire**

1) How often do you use Books on Wheels?

Weekly	<input type="checkbox"/>
Every 2-3 weeks	<input type="checkbox"/>
Monthly	<input type="checkbox"/>
Other:	<input type="checkbox"/>
<hr/>	
<hr/>	

2) Where do you use Books of Wheels?

Tameside Nursery	<input type="checkbox"/>
Priory School	<input type="checkbox"/>
Friar Park Baby Clinic	<input type="checkbox"/>
Friar Park Nursery (Our Place)	<input type="checkbox"/>
Woods	<input type="checkbox"/>
Elim Church	<input type="checkbox"/>
Other:	<input type="checkbox"/>
<hr/>	

3) How satisfied are you with the service that you have been receiving?

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Not satisfied at all	<input type="checkbox"/>

4) Why do you visit Book on Wheels?

Easy to get to	<input type="checkbox"/>
Convenient	<input type="checkbox"/>
Good choice of books	<input type="checkbox"/>
Other:	<input type="checkbox"/>
<hr/>	
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5) Please write down a few things you really like about Books on Wheels:

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6) Please write down any criticisms you may have about any aspect of the Books on Wheels service:

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7) Has Books on Wheels affected your reading practice with your child/children?

I read with them more often than I used to   
I read with them same as before   
I still don't read with them

Other: \_\_\_\_\_  
\_\_\_\_\_

8) How often do you sit down with your child/children to read?

Every day   
More than 4 times per week   
3 times or less per week   
1 – 2 times per month   
Never

9) Do you borrow books for yourself from Books on Wheels?

Yes   
No

10) Since using Books on Wheels have you started visiting your local library?

I was already visiting it prior to Books on Wheels   
Yes   
No

11) If yes, who do you visit the library for?

Myself  
My child  
Both


12) If you visit the local library, how often do you go there?

Weekly  
Every 2-3 weeks  
Monthly  
Other:

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13) If Books on Wheels had to be closed, would you go on to borrow books from your local library?

Yes  
No, not interested  
No, its too far  
Other:

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14) How would you like to see Books on Wheels service develop and improve in the future?

It's fine as it is  
Expand the book selections  
Expand to other locations, such as:  
Please write any other suggestions:

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