

Appendix B

Library Customer Survey for adults November 2015 – summary of results and outcomes:

Top 5 services used:

- Borrow books 67%
- Ask staff for help, information or suggestions 39%
- Use computers 26%
- Read books and newspapers in library 26%
- Use scanning/copying/printing facilities 18%

99% respondents had successfully achieved what they had set out to achieve on their visit to the library on that day

Top online services used: (31% of respondents use online services as well as a branch)

- Search online catalogue 21%
- Check account and renew books 23%
- Place request 24%
- Use library pages on website 9%
- Borrow e-books 5%

Outcomes:

- Has the library helped you to learn something new? 76% agreed
- Has the library helped you with education? 48% agreed
- Has the library helped you with job seeking? 31% agreed
- Have you found information about health and wellbeing? 69% agreed
- Does the library make you feel better? 91% agreed
- Have you found information about your community? 83% agreed
- Does the library make you feel part of your community? 90% agreed
- Do you find the library an enjoyable, safe and friendly environment? 99% agreed
- Has the library helped you access other PCC services? 61% agreed
- Has the library been of economic benefit to you? 78% agreed

- Does the library make a difference to your life?

97% agreed

Overall satisfaction rate: Good or very good rating: 98%