

Derby Community Managed Libraries

CUSTOMER FEEDBACK 2018



1. Introduction

Background: Community Managed Library (CML) services have now been open in Sinfin and Spondon since May and June 2018. The Council decided to review the services that have already been handed over to Direct Help and Advice during August 2018. A snapshot survey of library users was therefore undertaken in July/ August 2018 in order to understand customer feedback and inform the review. This report sets out the main findings of that survey.

Methodology: Paper based questionnaires were used to gain feedback from customers. Questionnaires were available at the counters of Sinfin and Spondon libraries between Thursday 26 July and Wednesday 8 August.

Data in the report: Data from the questions is presented in the report as a % score. This data in the text of the report is rounded up or down. Charts therefore may result on occasions adding up to 99% or 101%. If a chart does not match exactly to the text in the report this occurs due to the rounding up or down when responses are combined. Results that differ in this way should not have a variance that is any larger than 1%.

When reading the data, please note that there is a base number against all charts; this is the valid number of responses for that particular question and the figure that the percentages are calculated from. **In total there were 72 responses to the survey.**

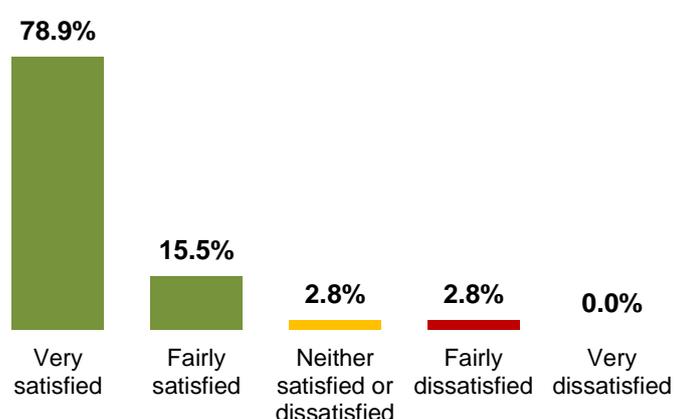
2. Main findings

2.1 Support at the library

Respondents were asked how satisfied they were with the service provided by the library team member or volunteer that they dealt with on the day of their visit.

The majority (79%) were very satisfied with the service provided, and just two respondents were fairly dissatisfied [Chart 1].

Chart 1: Satisfaction with the service provided by the library team member/ volunteer

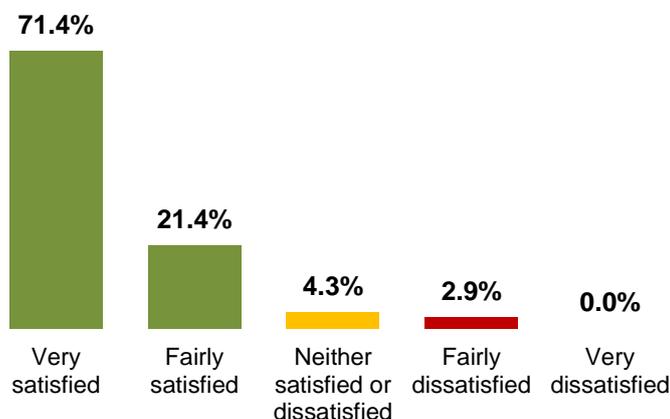


Base: 71 respondents

There was no significant differences in satisfaction levels between Sinfin and Spondon libraries although a higher proportion of Spondon users responded that they were 'very satisfied' with the service provided by the library team member or volunteer (84% compared to 74%).

Respondents were also asked how satisfied they were with the way the library team member or volunteer responded to any enquiry they had. Once again, satisfaction levels were high with almost three quarters (71%) responding that they were very satisfied and 21% fairly satisfied. Just two individuals reported that they had been fairly dissatisfied [Chart 2].

Chart 2: Satisfaction with the way the library team member/ volunteer responded to any enquiry



There was no significant difference in satisfaction levels between the two libraries although a higher proportion of those that had used Spondon library responded that they were 'very satisfied' (81% compared to 63% in Sinfin).

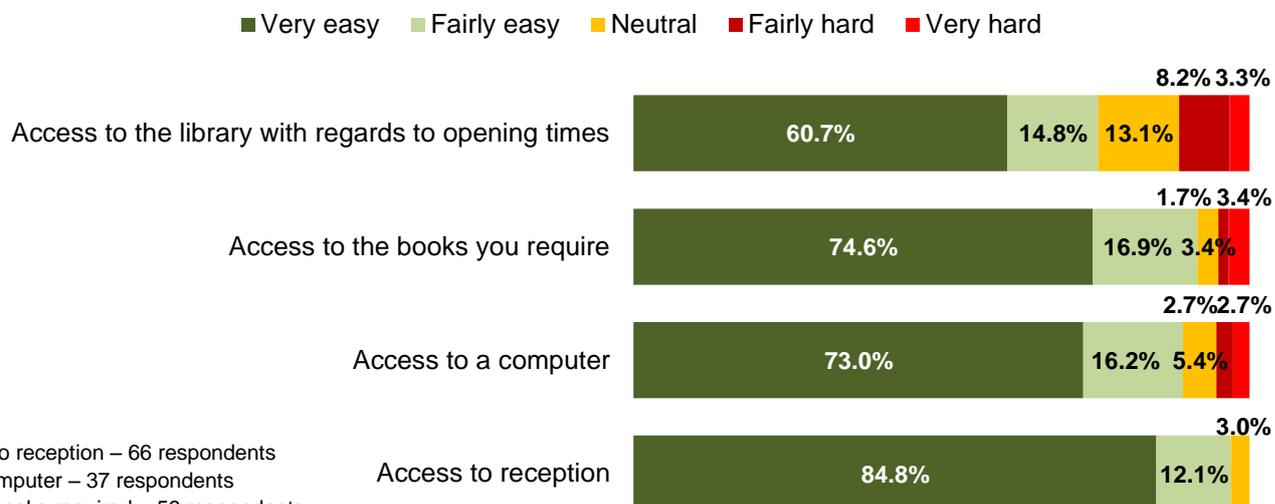
Base: 70 respondents

2.2 Services at the library

Library users were asked about how easy it was to access the services they required at the library. Overall the vast majority of respondents felt that it was easy to access all aspects of the library [Chart 3].

- The most positive response was with regard to access to reception with almost all (97%) saying that this was easy (85% responding 'very easy').
- The least positive response was about opening times with three quarters (75%) of those that responded saying that they found access to the library with regard to opening times easy.
- 11.5% responded that they found access to the library hard due to opening times.

Chart 3: How easy it is to access the services required in the libraries

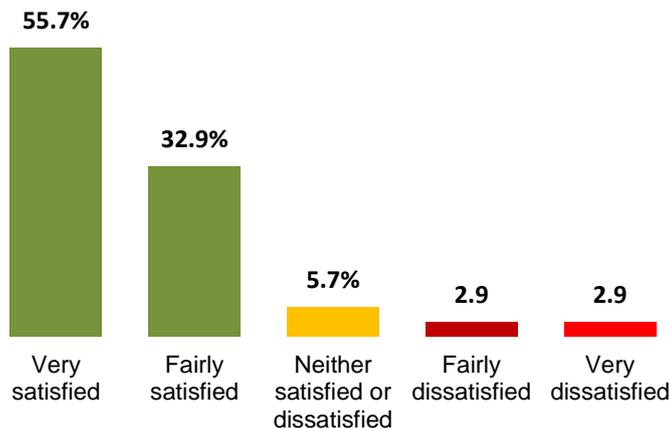


Base: Access to reception – 66 respondents
 Access to a computer – 37 respondents
 Access to the books required – 59 respondents
 Access to the library with regards to opening times - 61 respondents.

Again there was no significant difference between responses at the two libraries but Spondon library users were more likely to respond that access was ‘very easy’ across all aspects.

In terms of overall satisfaction for services available at the library, just over half (56%) of respondents said they were very satisfied and around a third (33%) were fairly satisfied. Just 4 respondents (6%) were dissatisfied [Chart 4]

Chart 4: Overall satisfaction with the services available at the library



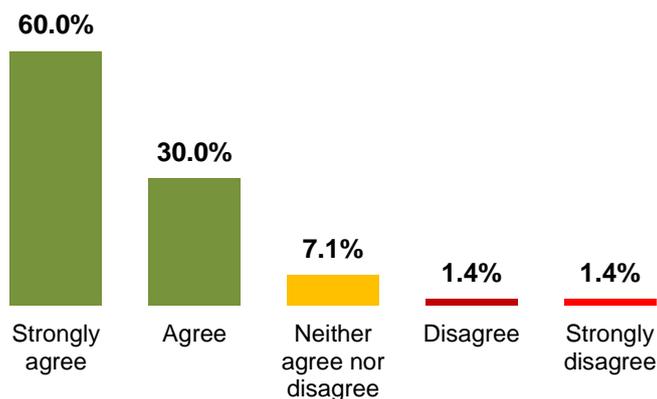
Again whilst Spondon library users were more likely to be very satisfied than those at Sinfyn (65% compared to 49%) overall satisfaction levels were similar (90% and 87% respectively).

Base: 70 respondents

2.3 Experience as a customer

90% of respondents felt valued as a customer during their visit, in fact only two respondents disagreed that this was the case.

Chart 5: The extent to which respondents agree/ disagree that they felt like a valued customer during their visit



91% of Spondon and 90% of Sinfyn customers felt valued during their visit. The two respondents that said they had not felt valued had visited Spondon library.

Base: 70 respondents

2.4 Other comments

Respondents were given the opportunity to make other comments about their experience of visiting the library.

It was my first time and I felt welcome and there was a friendly atmosphere. I was very pleased to find the library functioning so well

Feel that Saturday morning and/or late evening would be beneficial especially for children

- Of the comments made the most (38%) were positive comments about the library team or volunteers.
- A further 30% requested an extension of the opening hours, with many disappointed that the libraries were not open on Saturday mornings.
- 10% were general positive comments about the library visited.

Would like the library to be open for taking books, photocopying service by a volunteer whilst knit and natter is on.

Figure 1: Most common words used in comments boxes

