

**Lib @ Home Nov 2014**

Returns 80 87%

% of customers who answered "Yes" to the question "Does the Library at Home Service make a positive difference to your life"

Yes	No	Not Answered	%
77	1	2	96.25%

*The customer who responded in the negative is a former Mobile user who is unahppy that the service was discontinued*

% of customers who answered "Yes" to the question "Are you satisfied with the service"

Yes	No	Not Answered	%
78	1	1	97.50%

*The customer who answered in the negative also said "very good service" so the "No" response may have been inadvertent*

**Comments**

% of customers who expressed dissatisfaction with the items sent 21.25% (17 customers)

**A selection of customer comments about the service:**

"Being an avid reader it is to my regret that I can not visit the library. Hence I look forward to the three weekly calls"

"It's like Christmas every three weeks, wondering what I will get next especially as I can't get out and about as I used to"

"It is a lifeline and I'm delighted with the service. It has improved the quality of my life by 100% and I don't know what I would do without it"

"I am delighted with the service. I enjoy the variety of books I receive and the people who bring them are very nice."

"I've enjoyed every book I've had and it also means I read some new authors"

"Couldn't do without it"

"Wonderful service. Always very polite and helpful"

"I don't see how you could improve it. I don't know where I would be without my talking books. Thank you"

"This makes a lot of difference to my life as I am mainly housebound and I enjoy listening to the books"

"As an 87 year old widow and housebound, your home delivery service is very important to me"

"A lifeline!"

"I can't go out of the house. The books help"

"Really pleased with the service, helps to pass the time and enables me to enjoy audio books"