

Customer Survey - Adult 16+

We would like to know how important this library and its services are for you. Your answers can help us to develop even better services so please take a few minutes to complete this survey. All answers are anonymous.
Thank you for your time.

In which library are you completing this survey? (Please tick one)

272 Blaenavon

621 Cwmbran

533 Pontypool

On average, how often do you visit this library? (Please tick one)

94 every day

564 several times a month

121 less often

317 several times a week

255 about once a month

27 this is my first visit

What do you usually do when you visit the library? (Tick all that apply)

1013 borrow or return books and/or audio visual materials

244 use the photocopier

370 read books, newspapers, magazines etc. in the library

131 attend events

400 ask the staff for help, information or suggestions

36 attend training programmes

149 study/work in the library

172 use the children's area together with children

487 use library computers

113 meet friends

145 use Wi-Fi

16 none of the above

97 Other

If other, please specify

89

Which library services do you use online? (Tick all that apply)

256 online catalogue

56 borrow e-books

278 check my account, renew loans

37 borrow e-magazines

213 make a reservation for a book or other item

126 online reference resources

184 the library's website

487 I do not use online services

106 something else

If 'something else', please specify below
94

Do you think that using this library has helped you learn something or develop new skills?

1040 Yes	198 No	109 Don't know
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Have you found helpful information for health and well-being at the library?

840 Yes	108 No	87 Don't know	306 Not applicable
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Do you think this library is an enjoyable, safe and inclusive place to visit?

1322 Yes	10 No	28 Don't know
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What is your opinion of the choice of books in this library?

Very good 764	Good 456	OK 126	Poor 6	Very poor 2
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What is your opinion of the standard of customer care in this library?

Very good 1029	Good 269	OK 56	Poor 3	Very poor 2
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Taking everything into account, what is your opinion of this library?

Very good 1019	Good 287	OK 55	Poor 4	Very poor 1
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Would you say that using this library has made a positive difference to your life?

1189 Yes	63 No	103 Don't know
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Please describe how the library has affected your life (optional)

319

Parents / Carers of Children aged 0- 6
Please tell us your opinion of our services for this age group

How would you describe this library's services for young children?

Very good	Good	OK	Poor	Very poor
521	213	54	2	0

How would you describe the books in this library for young children?

Very good	Good	OK	Poor	Very poor
469	221	64	5	0

Has your child been to the library for any of the following? (Tick all that apply)

- 226 Under 5s story / rhyme time
- 170 Holiday story and craft session
- 129 School / Nursery / Playgroup visit
- 300 None of these

Do you think that for young children this library is: (Tick all that apply)

- 668 A friendly place
- 570 A safe place
- 482 Easy to get to
- 371 Open at the right times
- 455 Bright and cheerful inside
- 429 A place with lots to interest them
- 462 A place they want to visit

Comments

127

Do you think that using the library has helped your child: (Tick all that apply)

- 428 Enjoy books and stories more
- 335 Read better
- 147 Make friends
- 201 Join in and try new activities
- 305 Learn and find things out
- 112 Anything else

Thank you for taking the time to complete this short survey

Please click the **SUBMIT** button below once to finish

This survey has been created by Torfaen's Public Services Support Unit
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