

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)

19.1% Blaenavon 43.5% Cwmbran 37.4% Pontypool

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

6.8% every day 40.9% several times a month 8.8% less often
23.0% several times a week 18.5% about once a month 2.0% this is my first visit

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

72.2% borrow or return books and/or audio visual materials	17.4% use the photocopier
26.4% read books, newspapers, magazines etc. in the library	9.3% attend events
28.5% ask the staff for help, information or suggestions	2.6% attend training programmes
10.6% study/work in the library	12.3% use the children's area together with children
34.7% use library computers	8.0% meet friends
10.3% use Wi-Fi	1.1% none of the above
	6.9% Other

If other, please specify

100.0%

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

22.1% online catalogue	4.8% borrow e-books
24.0% check my account, renew loans	3.2% borrow e-magazines
18.4% make a reservation for a book or other item	10.9% online reference resources
15.9% the library's website	42.0% I do not use online services
	9.1% something else

If 'something else', please specify below
100.0%

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

77.2% Yes 14.7% No 8.1% Don't know

Have you found helpful information for health and well-being at the library?

62.6% Yes 8.1% No 6.5% Don't know 22.8% Not applicable

Do you think this library is an enjoyable, safe and inclusive place to visit?

97.2% Yes 0.7% No 2.1% Don't know

What is your opinion of the choice of books in this library?

Very good	Good	OK	Poor	Very poor
56.4%	33.7%	9.3%	0.4%	0.1%

What is your opinion of the standard of customer care in this library?

Very good	Good	OK	Poor	Very poor
75.7%	19.8%	4.1%	0.2%	0.1%

Taking everything into account, what is your opinion of this library?

Very good	Good	OK	Poor	Very poor
74.6%	21.0%	4.0%	0.3%	0.1%

Would you say that using this library has made a positive difference to your life?

87.7% Yes 4.6% No 7.6% Don't know

Please describe how the library has affected your life (optional)

100.0%

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
65.9%	27.0%	6.8%	0.3%	0.0%

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

Very good	Good	OK	Poor	Very poor
61.8%	29.1%	8.4%	0.7%	0.0%

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

- 35.6% Under 5s story / rhyme time
- 26.8% Holiday story and craft session
- 20.3% School / Nursery / Playgroup visit
- 47.2% None of these

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

- 88.6% A friendly place
- 75.6% A safe place
- 63.9% Easy to get to
- 49.2% Open at the right times
- 60.3% Bright and cheerful inside
- 56.9% A place with lots to interest them
- 61.3% A place they want to visit

Comments

100.0%

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

- 80.6% Enjoy books and stories more
- 63.1% Read better
- 27.7% Make friends
- 37.9% Join in and try new activities
- 57.4% Learn and find things out
- 21.1% Anything else

If 'anything else', please describe below
100.0%

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
email: research@torfaen.gov.uk tel: (01495)766259