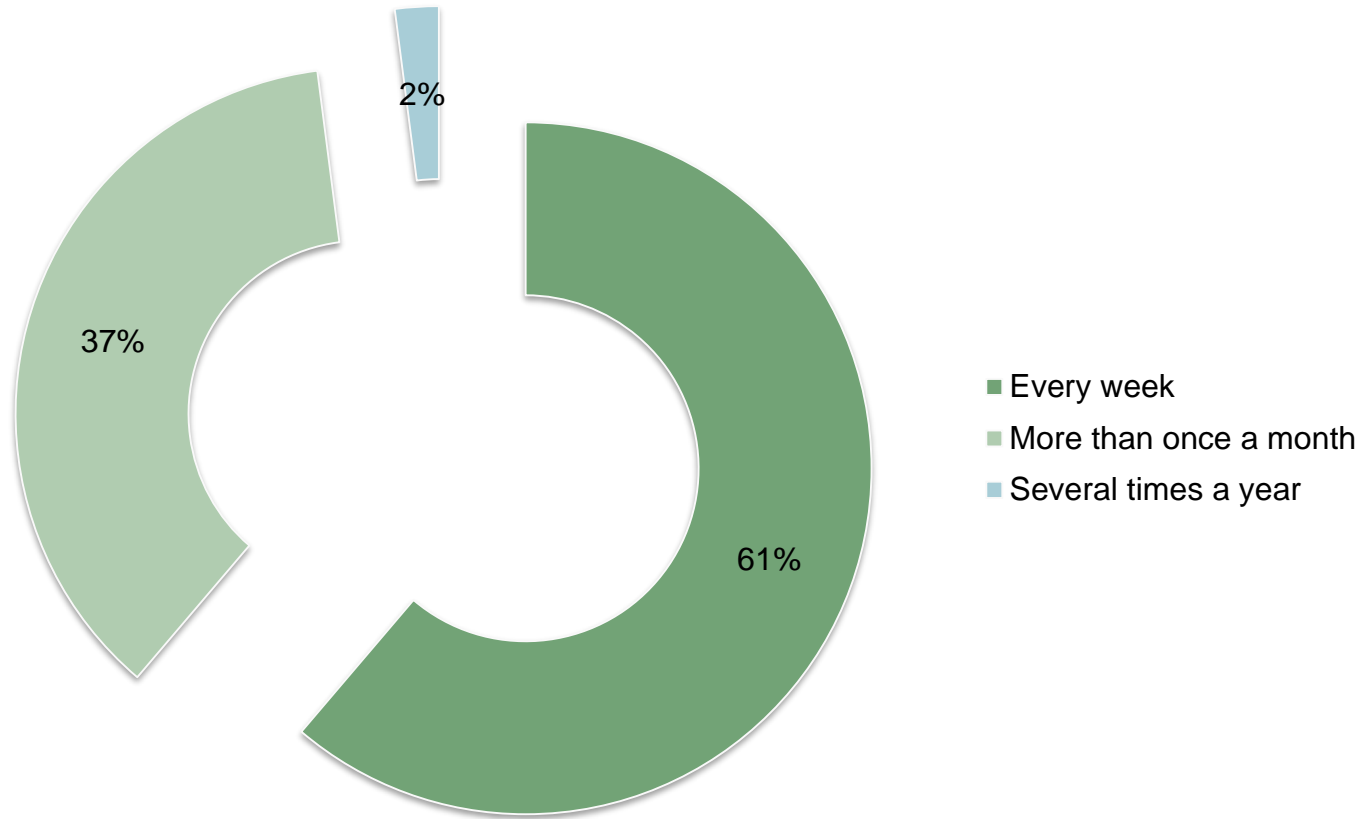


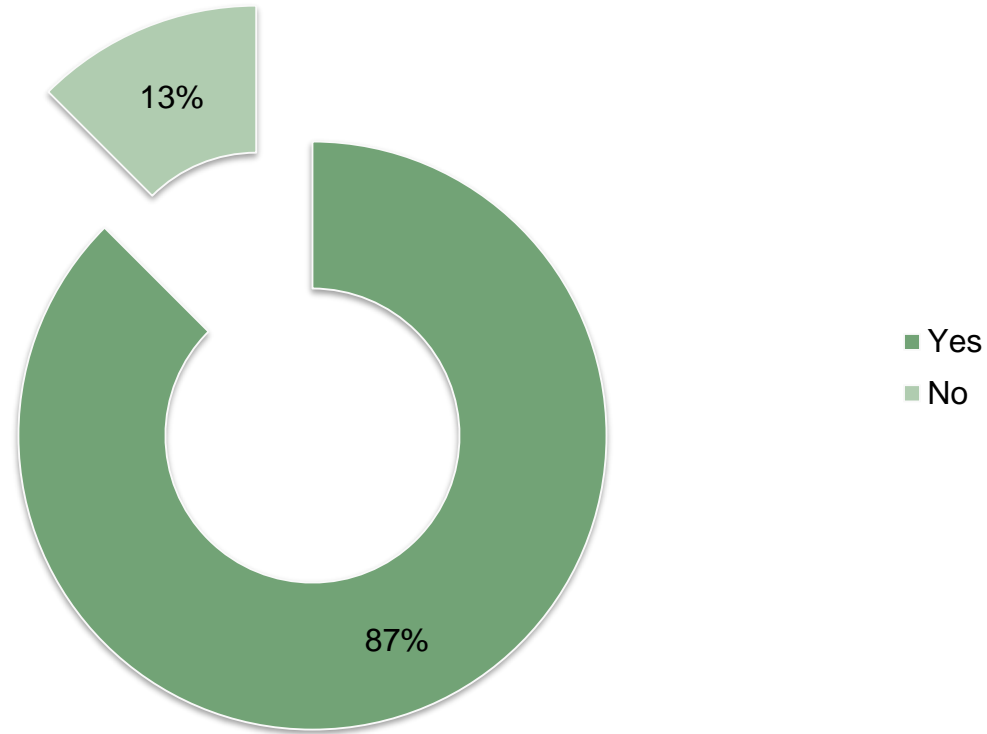
SALTASH LIBRARY AND INFORMATION SERVICE

SURVEY RESULTS MAY 2019

1. HOW OFTEN DO YOU VISIT THE LIBRARY AND INFORMATION SERVICE?



2. ARE YOU AWARE OF ALL SERVICES AVAILABLE AT THE LIBRARY AND HOW MANY FREE SERVICES ARE PROVIDED?



2. ADDITIONAL COMMENTS:

“probably not aware of everything, just the bits I use”

“I am grateful we still have our library. I would be lost without it.

Thank you everyone”

“It is good to have a library in the town”

Not entirely sure what is available”

Very pleased with the service provided”

“Would visit more if the library was open on a Friday”

“I think more people need to be made aware on how to order

books and borrow box through Facebook and twitter”

“Groups and services need to be advertised more on social media, the Fore street notice board and in schools and colleges”

“There maybe some services online that I haven’t used yet.

Most of the services are not generally advertised”

“I have now learnt what is available”

“Think all services and clubs should be advertised in the library”

“Need to promote services, availability and clubs etc.”

“Saltash library is very important to me – reading books, audio books, large print all very good, excellent. Would also like music, tourist information on Saltash, such as post cards for sale etc.”

“The registry office needs to have disabled access”

“Facilities for refreshments”

“Afraid of dogs! Prefer not to allow dogs into the library unless assistance dogs”

“I find the library staff extremely polite and helpful. Sue has been extremely helpful for many years”

“I think so, but I am sure there is always something to learn”

It is a nice, albeit small, library with a good selection of books and friendly and helpful staff”

“Please can you open six days a week and two late nights”

“Would be nice to have a class for the ‘oldies’ who know nothing about computers”

“Regular meeting of knit and natter, allowing people to meet up which would not be available elsewhere”

“So well used we could do with more days open, registry office service upstairs, no lift. So needs to be downstairs”

“The library has proved invaluable for all sorts of information in particular for my age group (sixty plus”

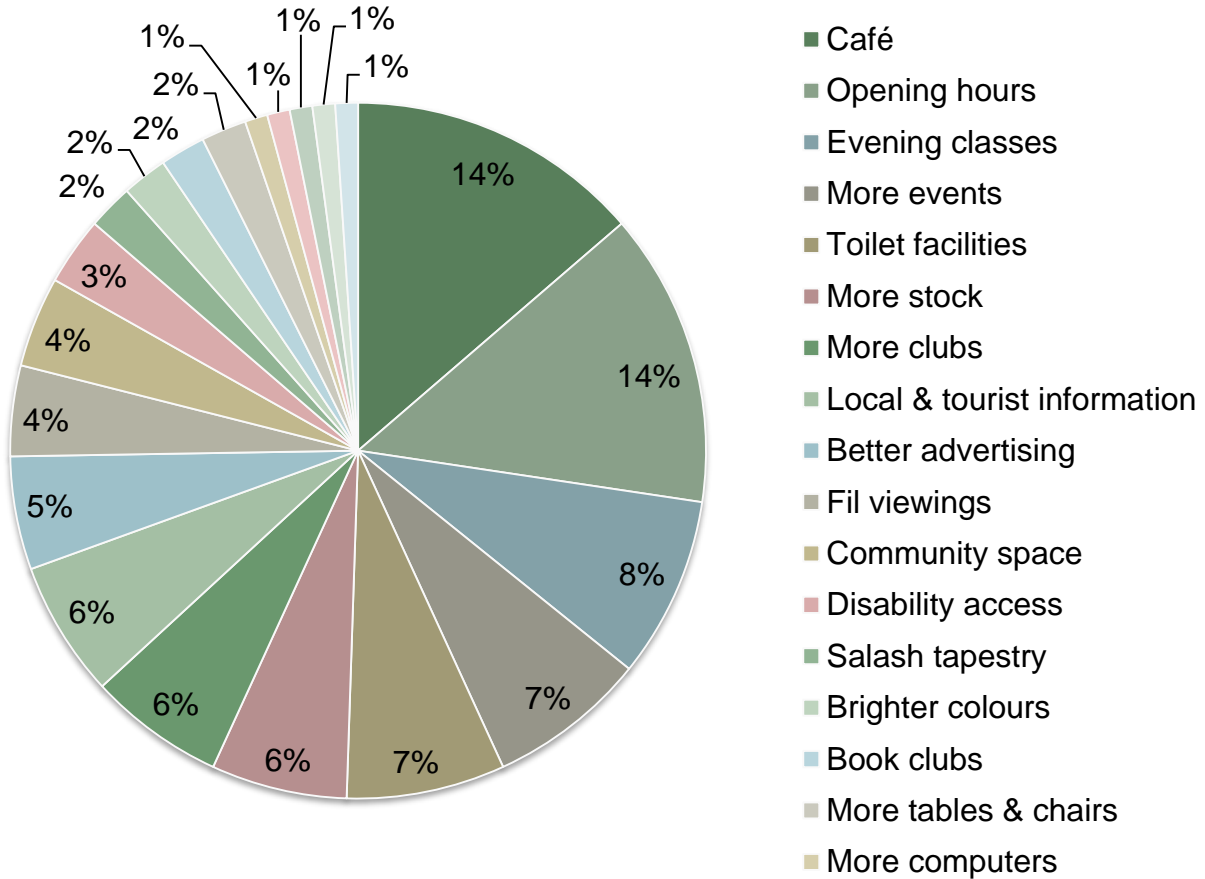
“Childrens services and local interest all excellent. Dave the music man!”

“We would be lost without the library and its services”

“Excellent service provided”

“I find every one at the library very helpful”

3. WHAT WOULD YOU LIKE TO SEE AT THE LIBRARY? PLEASE ADD YOUR COMMENTS:



4. WHAT DO YOU THINK SALTASH TOWN COUNCIL COULD DO TO IMPROVE THE LIBRARY SERVICE? PLEASE ADD YOUR COMMENTS:

“Brighter colours to make it more cheerful as it looks like an old ladies house”

“Opening hours would be better from 10:00 to 15:00 each day”

“Look at other libraries which offer a good model and reuse of services, such as Ivybridge”

“Increase opening hours to incorporate events, such as art exhibitions”

“Clubs, make more efficient use of the space and community resources, run classes in the evening”

More craft clubs”

“A refreshment area would encourage people to sit and talk”

“Open the library more days”

“More tables and chairs, extend the opening hours”

“A café would be excellent, craft groups during the day, up to date releases advertised in the library and online, a meeting group for a book club during the day, a selling point for used books like the charity shops”

“Advertise more through social media. Make the place user friendly and modern, a café so people can get together for a coffee”

“Have the library available five days a week, build up and advertise more events”

“To keep things as they are”

“I regularly borrow books and order books online. I also regularly use borrow box. Many people I have spoken to said they use amazon because they want a book quickly, but if they knew what the library had to offer and how easy it was to use they might change their minds”

“Good to have the Saltash tapestry in the library to get visitors numbers up”

“Small café or tea shop at the front possibly making use of the outside paved area in sunny summer weather would bring in much needed revenue to support the running and upkeep of the library and possibly encourage more users generally”

“Toilet facilities would be an advantage”

“Perhaps a film night, vending machine and more efficient heating”

“I am sorry I do not know what they do at present”

“A public toilet, tea or coffee bar or machine”

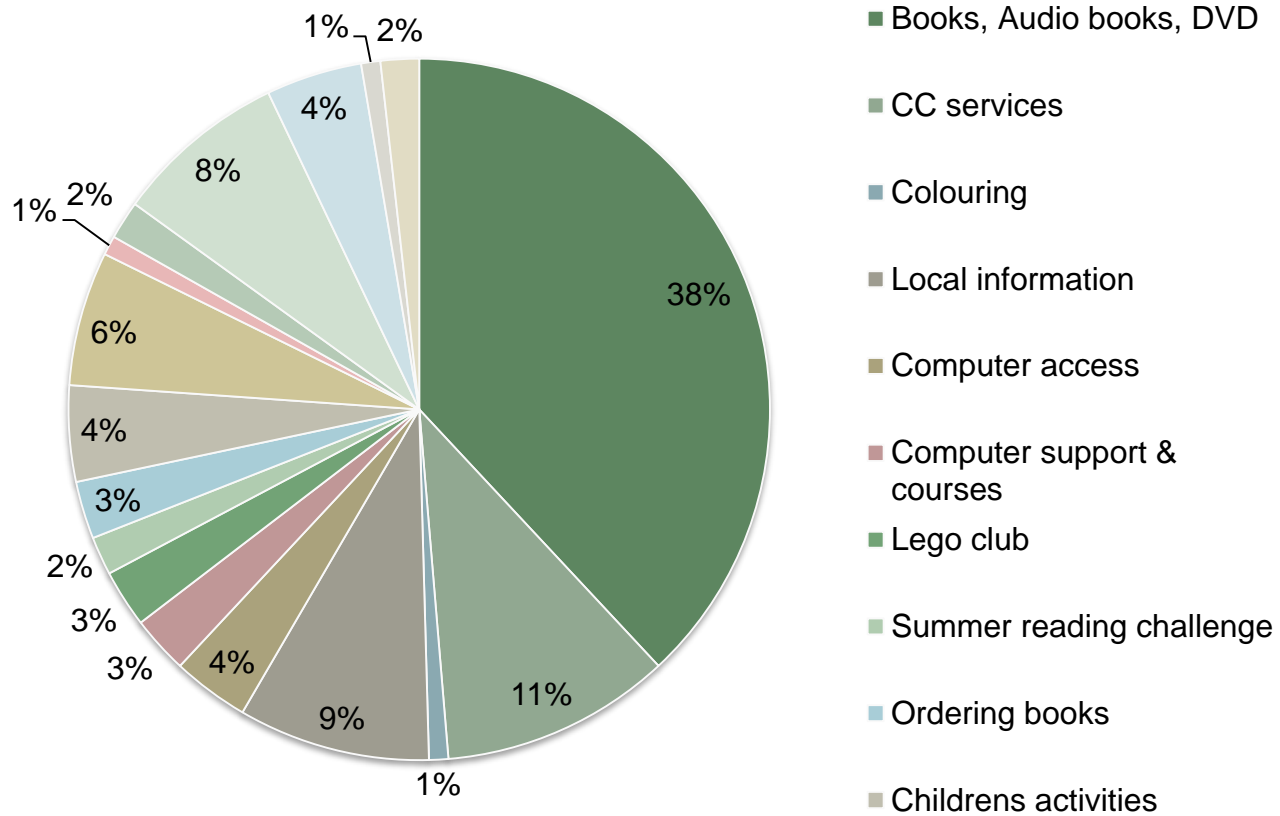
“Have an information board of all things available from the library, have a notice board of Saltash events”

“Larger choice as if something wanted is specific, you need to reserve it on line before hand “

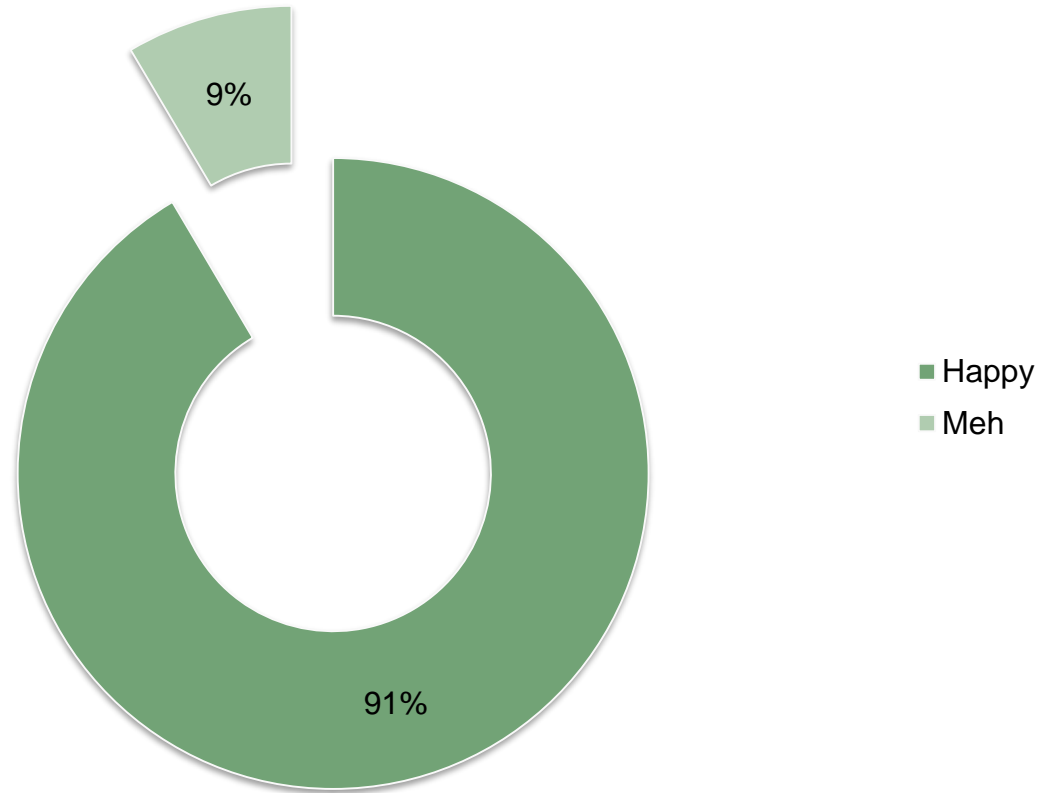
“Maybe one late evening opening to help people who work full time”

“Talks on different topic, discussion groups”

5. WHAT SERVICE DO YOU USE THE LIBRARY FOR? PLEASE ADD YOU COMMENTS:



6. HOW HAPPY ARE YOU WITH THE SERVICES THAT ARE CURRENTLY AVAILABLE TO YOU IN THE LIBRARY?



7. PLEASE ADD ANY COMMENTS YOU FEEL WOULD CONTRIBUTE TO THE LIBRARY SERVICES:

"I like Saltash library. I will continue to support it. Thank you"

"More help as to what is available through links"

"Generally a good resource would benefit from more colour, vibrancy, cultural influences to make the space really special"

"Please maintain the existing service"

"It is okay, but a bit old fashioned and outdated for a library. I always have to order a book I want because it is not there"

"Would be nice to see the Saltash tapestry in the library to draw people in. Renting DVDs should be cheaper to attract people"

"The staff are very helpful, friendly and keep the library service going, but they need better facilities to do their job"

"I have in the past attended occasional music performances by solo artists and event interesting talk in the early evening"

"The north wall at the front of the library could be used for screen space and some of the DVDs could be given an occasional showing"

"Promote yourself more!"

"Mobile delivery or collection schedule"

"Donation box for the up keep"

"Already very happy. Staff helpful and friendly"

"Provide an improved Wi-Fi service"

"Brilliant local service, very important to keep open and not reduce services"

"IT training and Art classes"

"The building of the library needs modernising, all access issues to be implemented, lift to the first floor, pedestrian crossing"

"The staff and volunteers are excellent, however they can provide what is available"

"Very happy with Saltash Library"

"Open and friendly service, staff could not be more helpful. More days available please"

"Mainly borrow books, but also a lot of general information. I find the staff are very helpful for help in that quarter"

"Library service is vital for older people and the staff are always helpful"

"It is also essential to introduce and nurture children's reading development"

"Kind, friendly staff always"

"Excellent staff, really helpful. Feel the library is a lifeline for older people and children"

"Love this library, borrow books all the time. The website could be more user friendly for renewing loans"