

# Library Customer Survey 2024

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## SURVEY RESPONSE REPORT

10 December 2019 - 30 June 2024

### PROJECT NAME:

Library and Information Service

### FILTER BY:

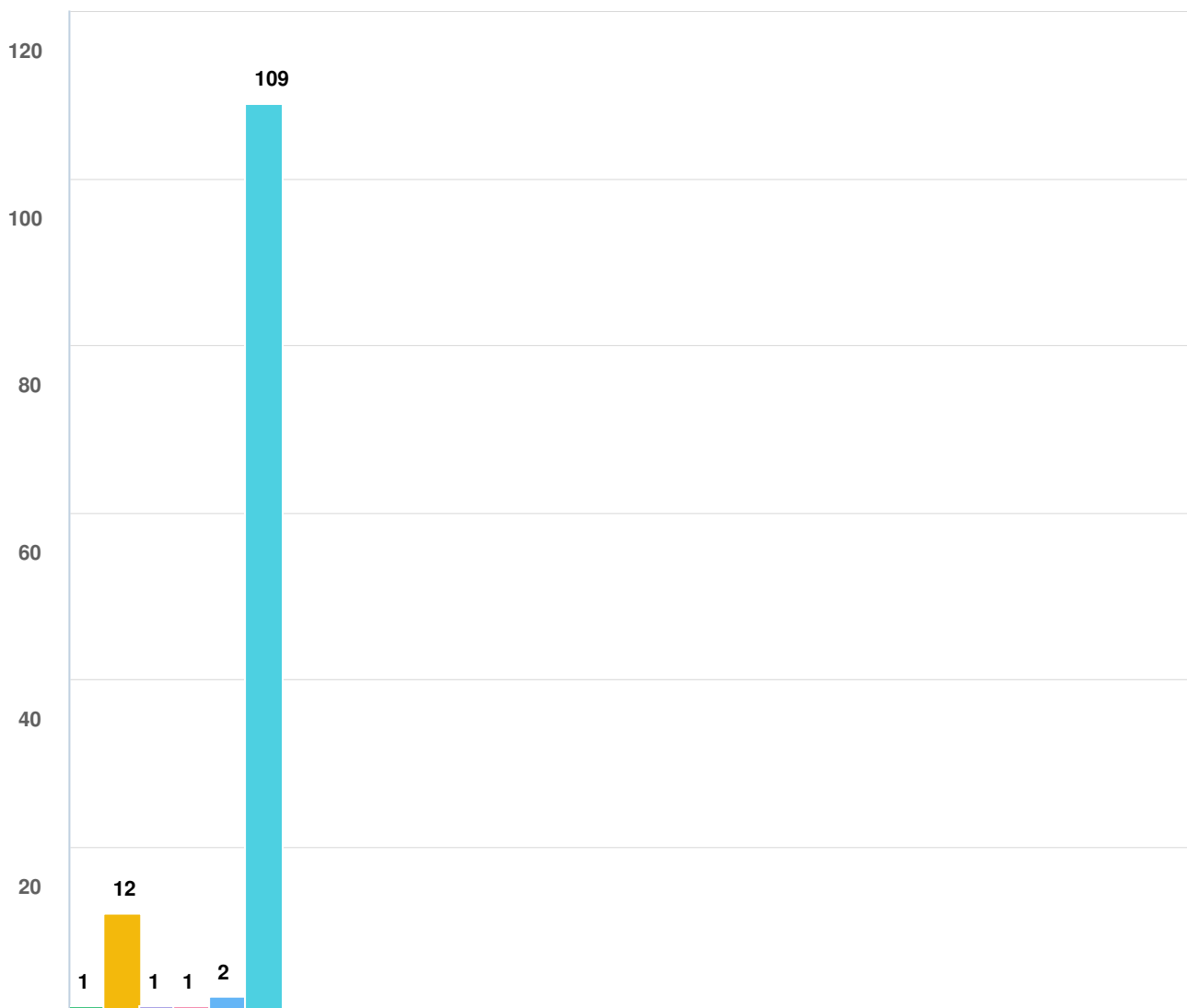
Which library branch do you use most often?

Answered : Saltash Library and Information Service



# SURVEY QUESTIONS

**Q1 Which library branch do you use most often?**



**Question options**

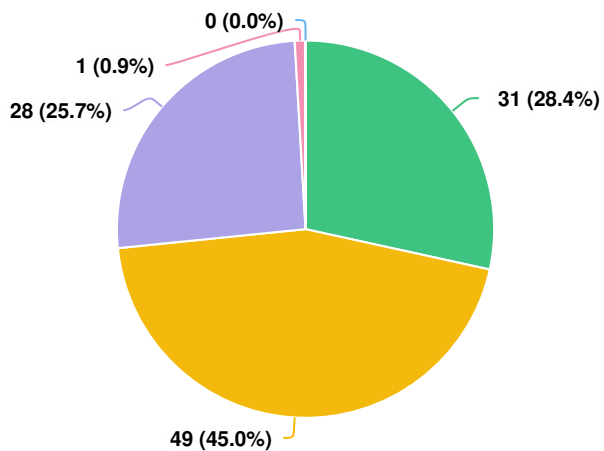
- Mobile Library Service    ● Online Library    ● Callington Library    ● Launceston Library and Information Service
- Liskeard Library    ● Saltash Library and Information Service    ● Bodmin Library and Information Service
- Bude Library and Information Service    ● Camelford Library and Information Service
- Falmouth Library and Information Service    ● Hayle Library and Information Service
- Helston Library and Information Service    ● Isles of Scilly Library    ● Lostwithiel Library
- Penryn Library and Information Service    ● Looe Library and Information Service    ● Perranporth Library
- Newquay Library    ● Camborne Library    ● Penzance Library and Information Service    ● St Austell Library
- St Agnes Library    ● St Columb Library    ● St Ives Library and Information Service    ● St Just Library
- Torpoint Library and Information Service    ● Truro Community Library    ● Micro Library - various locations
- Wadebridge Library and Information Service    ● Redruth Library and Information Service    ● Par Library
- If you use a mobile or micro library, please tell us which mobile library stop/location you use?

Optional question (109 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q2** How often do you usually use your Library?



**Question options**

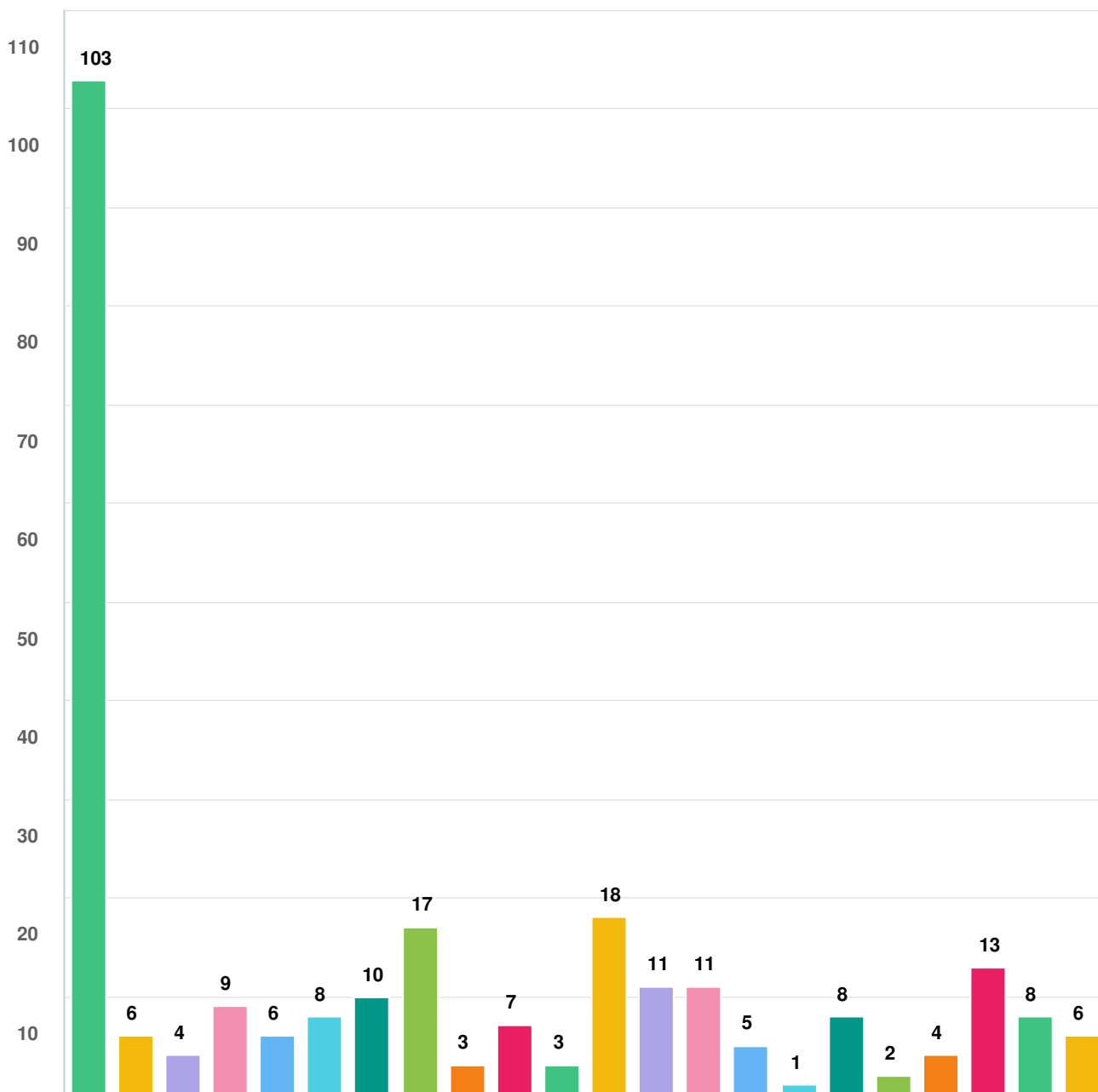
- Every Week
- More than once a month
- Several times a year
- Rarely
- Never

Optional question (109 response(s), 0 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q3 What do you currently use the Library Service for? (Tick all that apply)**



**Question options**

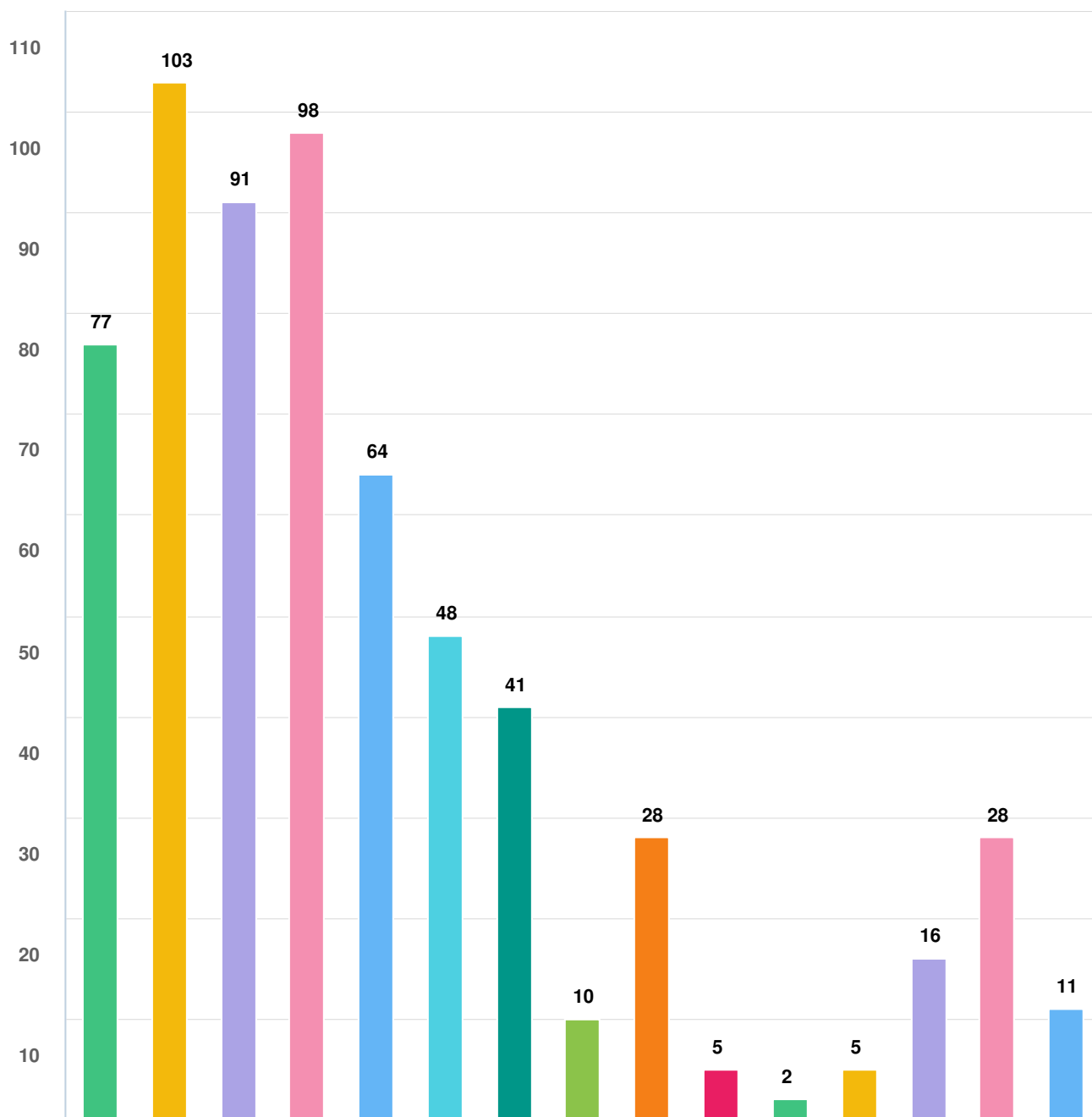
- Books
- Free public computers
- Talking books on CD
- Large print books
- E-Newspapers (Press Reader)
- E-Magazines (Press Reader)
- E-Magazines (Borrowbox)
- E-books (Borrowbox)
- Online resources
- Free WiFi
- Free family history research
- Community events
- Summer Reading Challenge
- E-audiobooks (Borrowbox)
- Regular adult group
- Home Library service (book delivery to people unable to visit the library)
- Regular children's group
- Mobile Library Service
- DVD's
- To find information
- Social activity
- Other (please specify)

Optional question (108 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q4** Our website [www.cornwall.gov.uk/library](http://www.cornwall.gov.uk/library) has the following activities. Please select any that you were aware of.



**Question options**

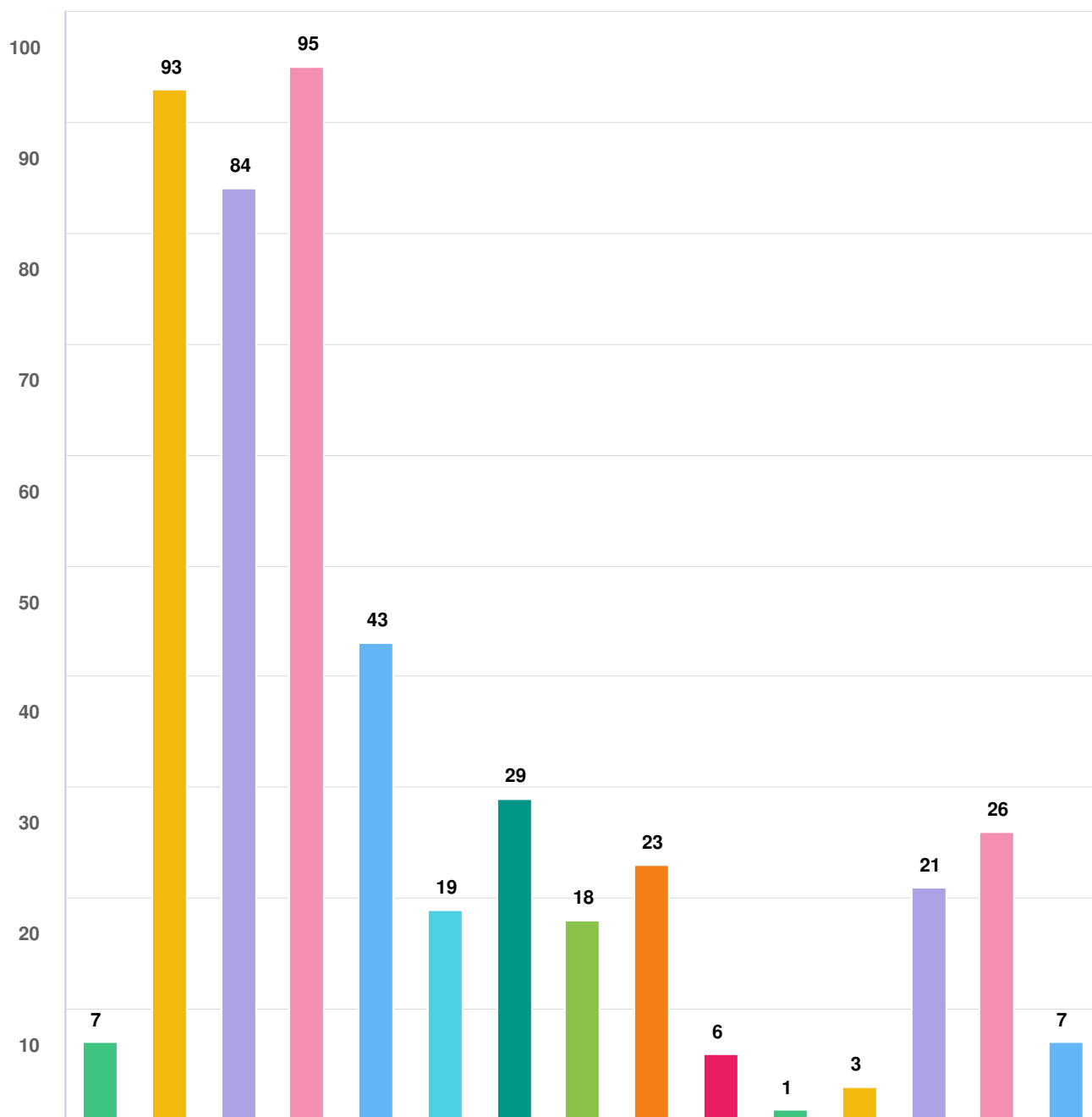
- Join the library    
 ● Renew items    
 ● Search our catalogue    
 ● Reserve items
- Download free e-books and e-audiobooks    
 ● Read newspapers    
 ● Download free magazines    
 ● Learn a language
- Find information    
 ● Find professionally checked and recommended information websites
- Online drivers hazard awareness training    
 ● Order music for choirs and orchestras    
 ● Request books for purchase
- Request to loan book from out of county    
 ● Request book group sets

Optional question (108 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q5** Which of the following are you fairly likely to use on our website in the future? (Please select all that apply)



**Question options**

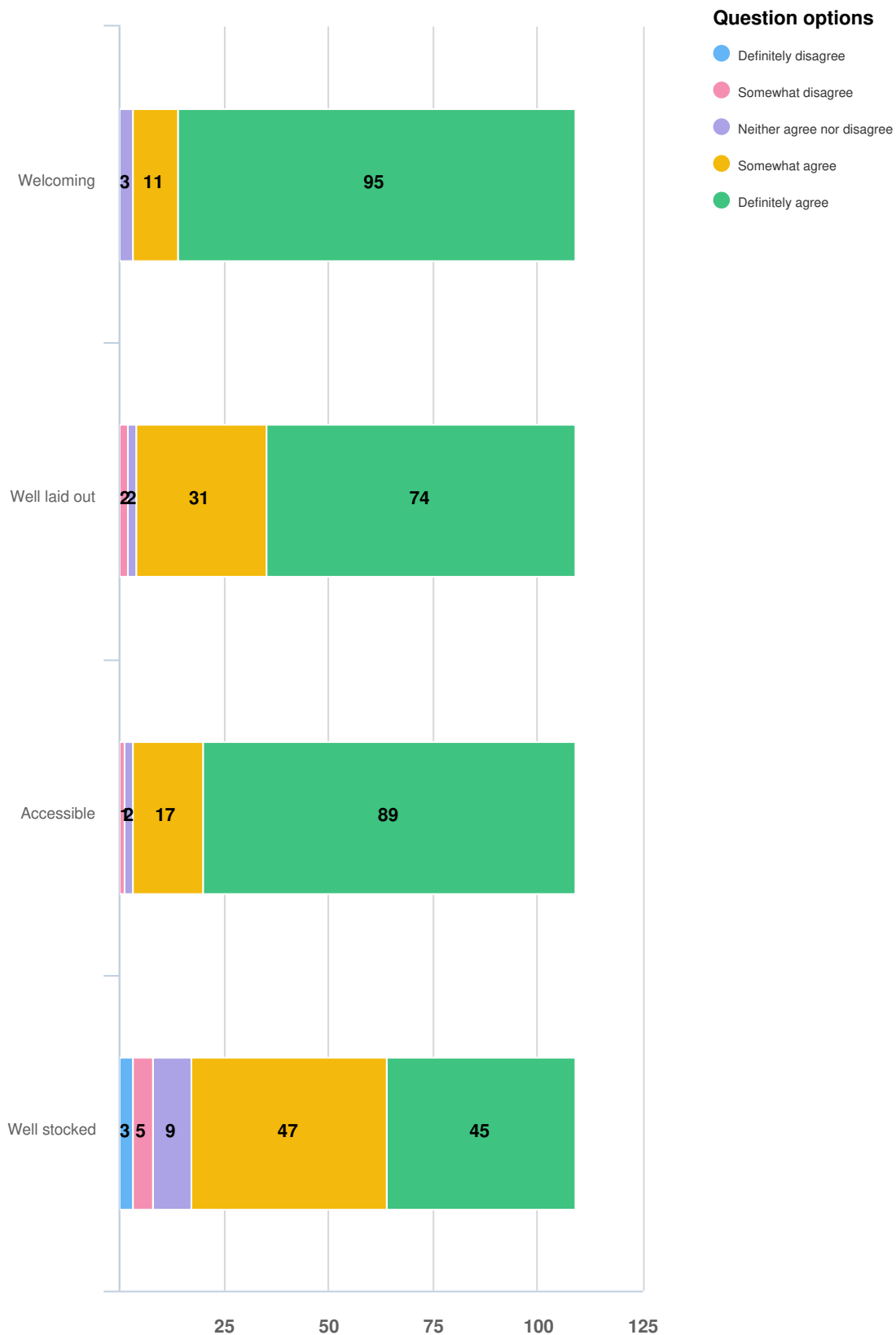
- Join the library    
 ● Reserve items    
 ● Search our catalogue    
 ● Renew items
- Download free e-books and e-audiobooks    
 ● Read newspapers    
 ● Download free magazines    
 ● Learn a language
- Find information    
 ● Find professionally checked and recommended information websites
- Online drivers hazard awareness training    
 ● Order music for choirs and orchestras    
 ● Request books for purchase
- Request to loan book from out of county    
 ● Request book group sets

Optional question (107 response(s), 2 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q6** How far do you agree that your local Library is: (Move to question 8 if you only use online)



Optional question (109 response(s), 0 skipped)

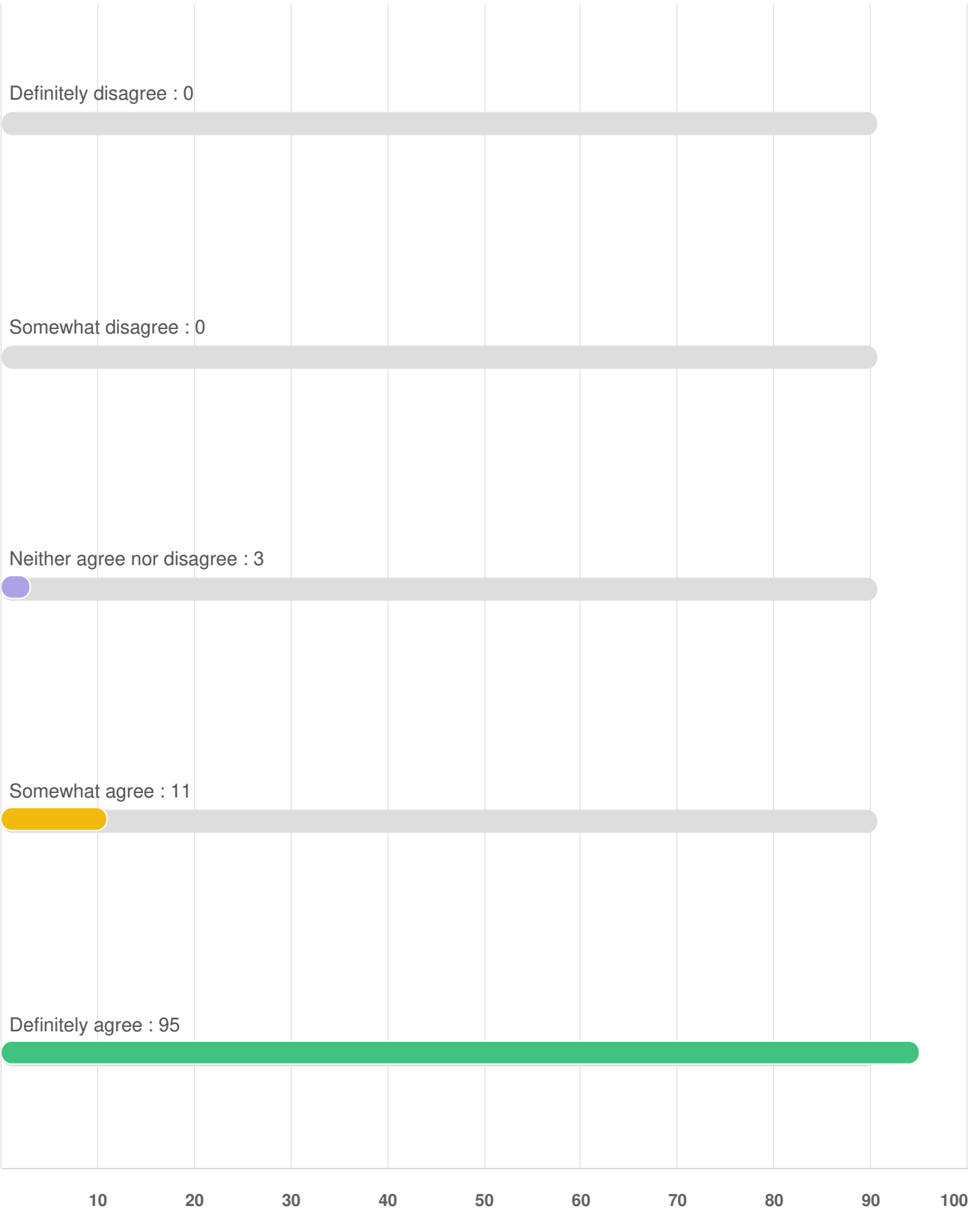
Question type: Likert Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

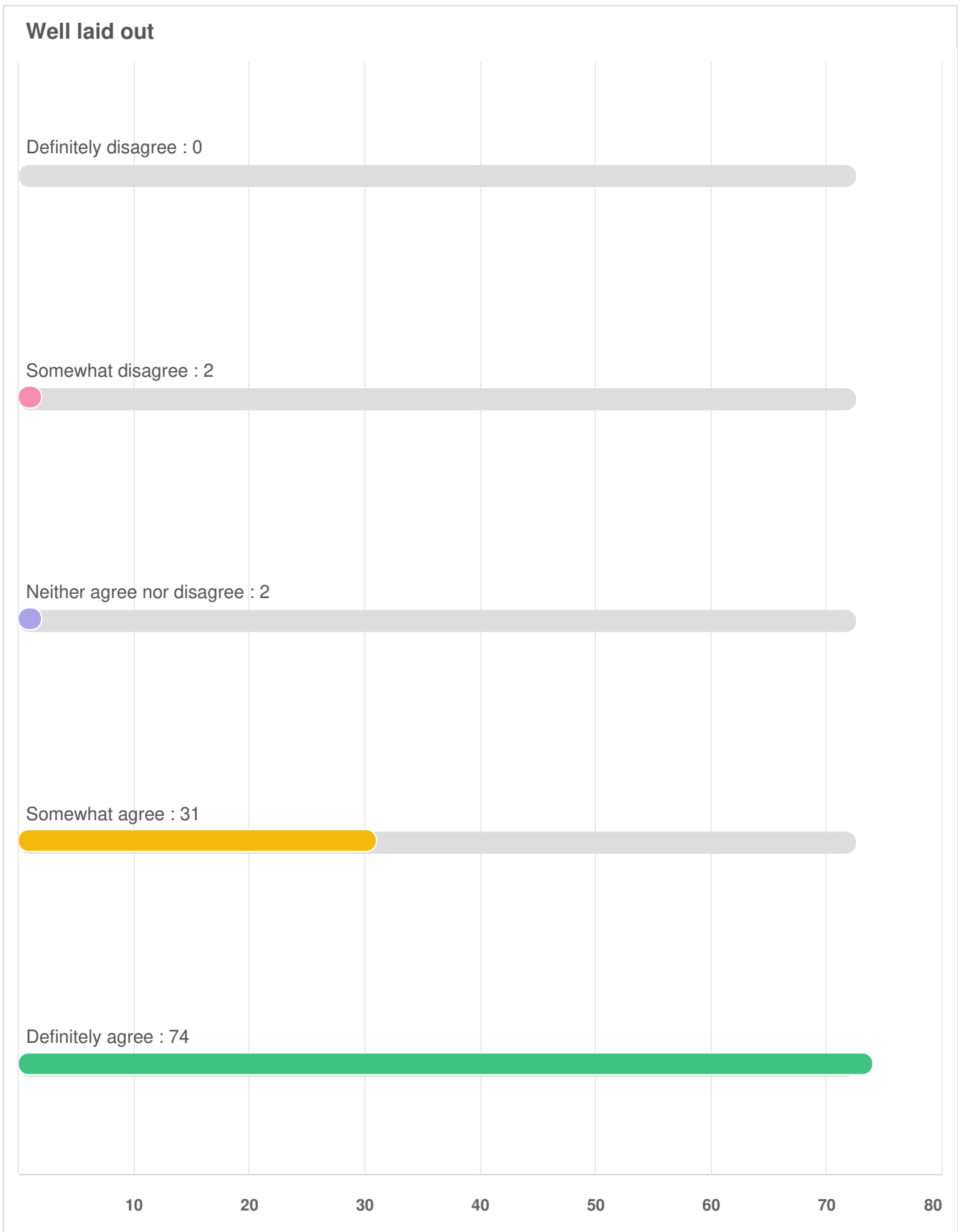


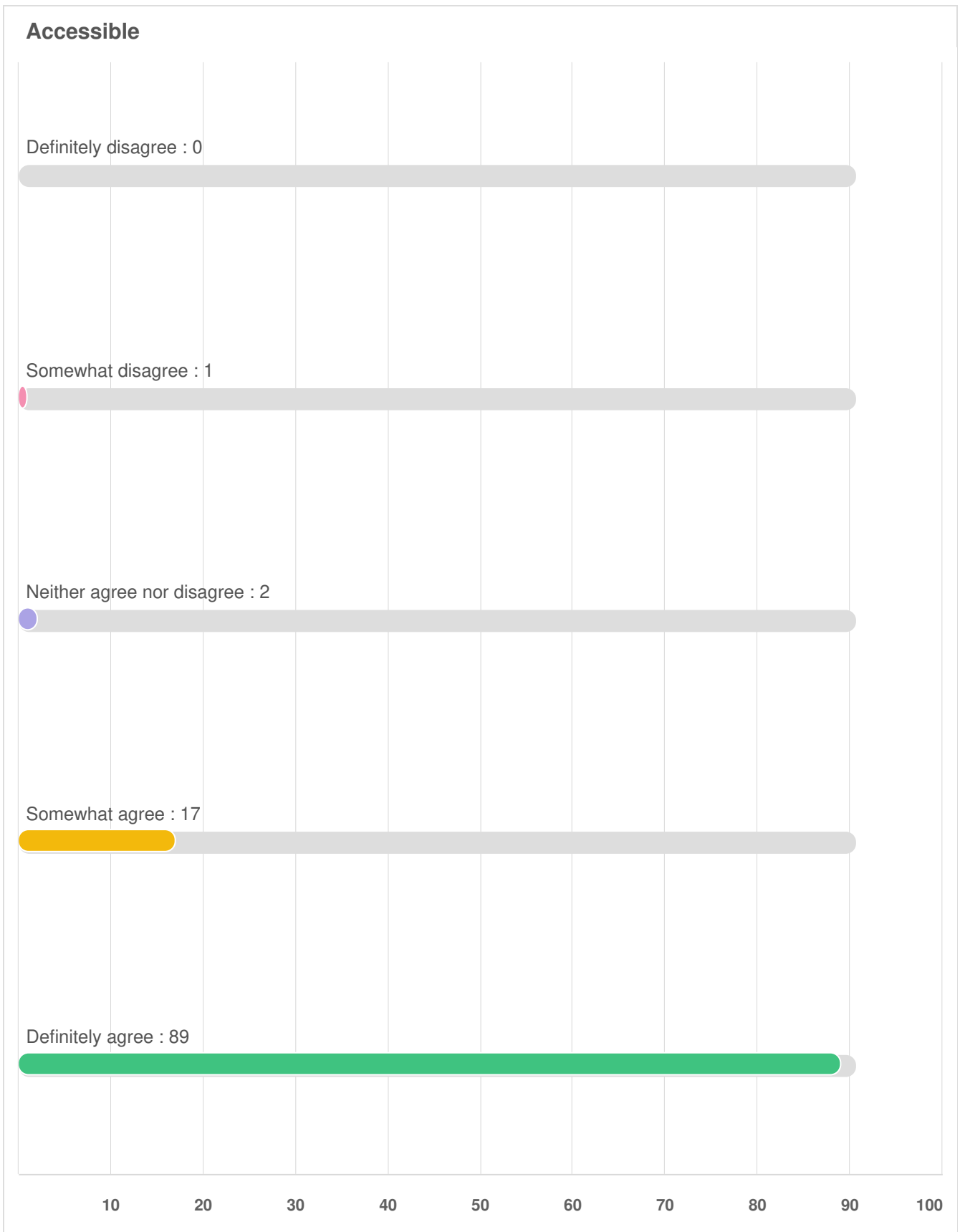
**Q6 | How far do you agree that your local Library is: (Move to question 8 if you only use online)**

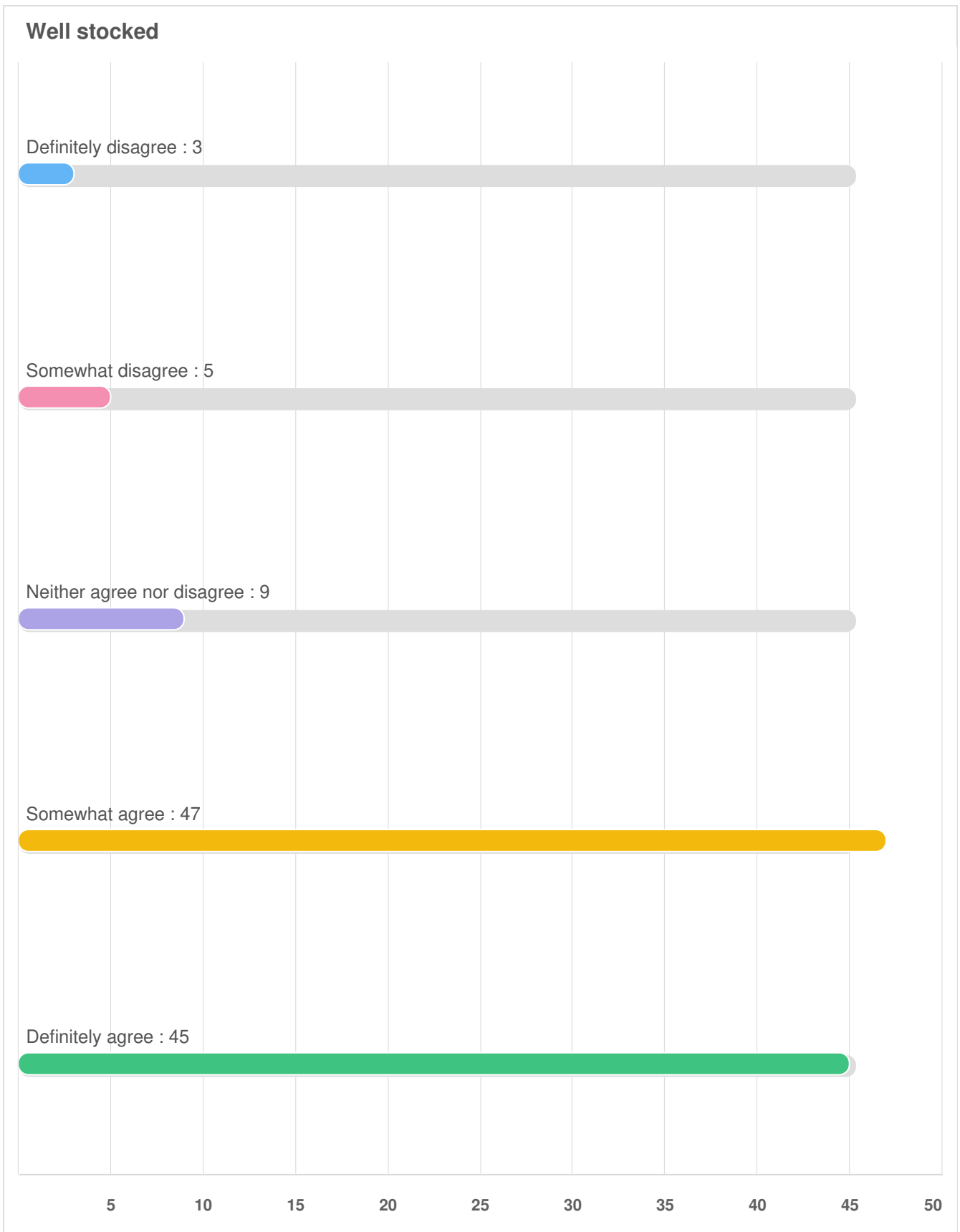
**Welcoming**



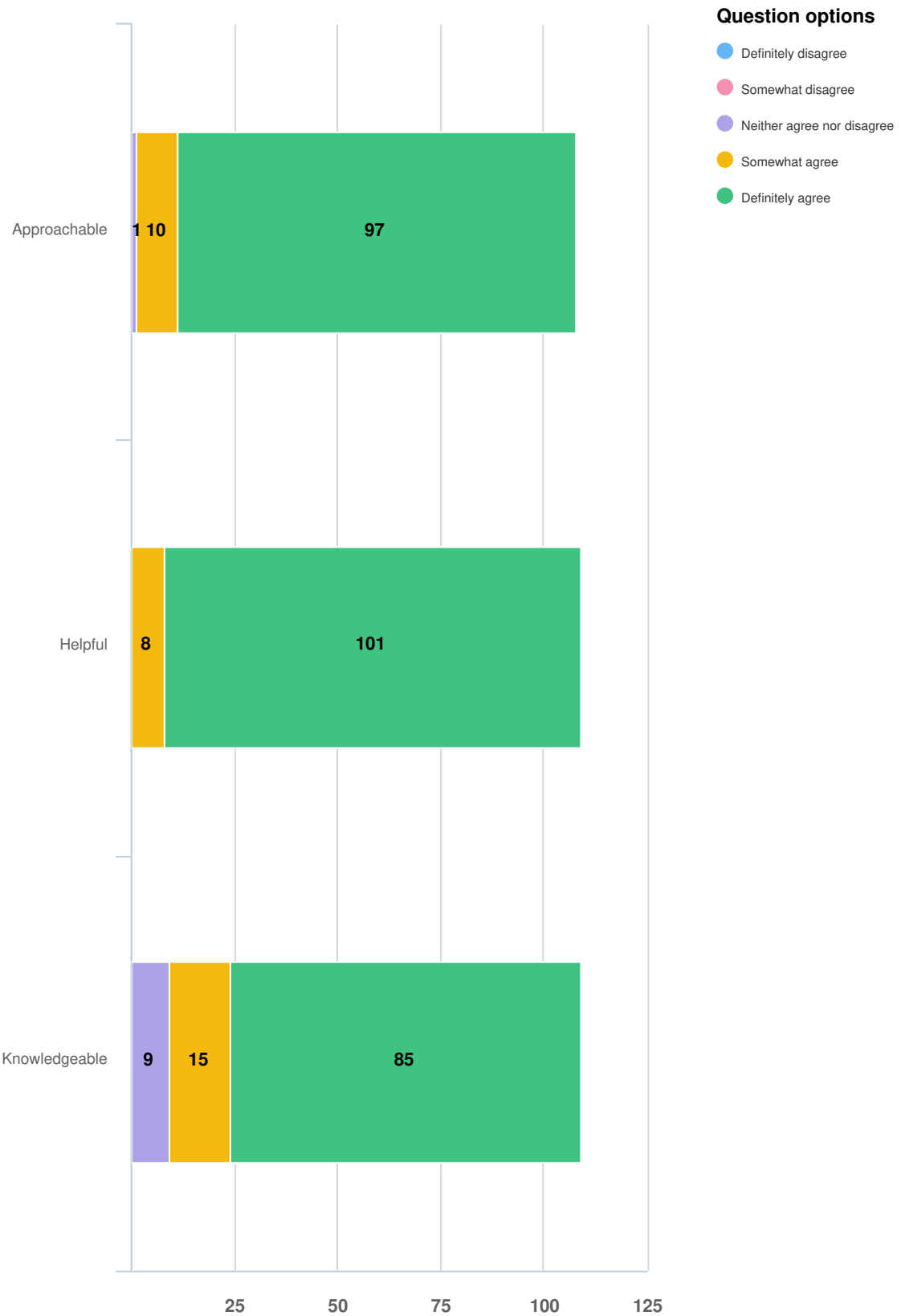








**Q7 | How far do you agree that the staff at your local Library Service are: (Move to question 8 if you only use online)**



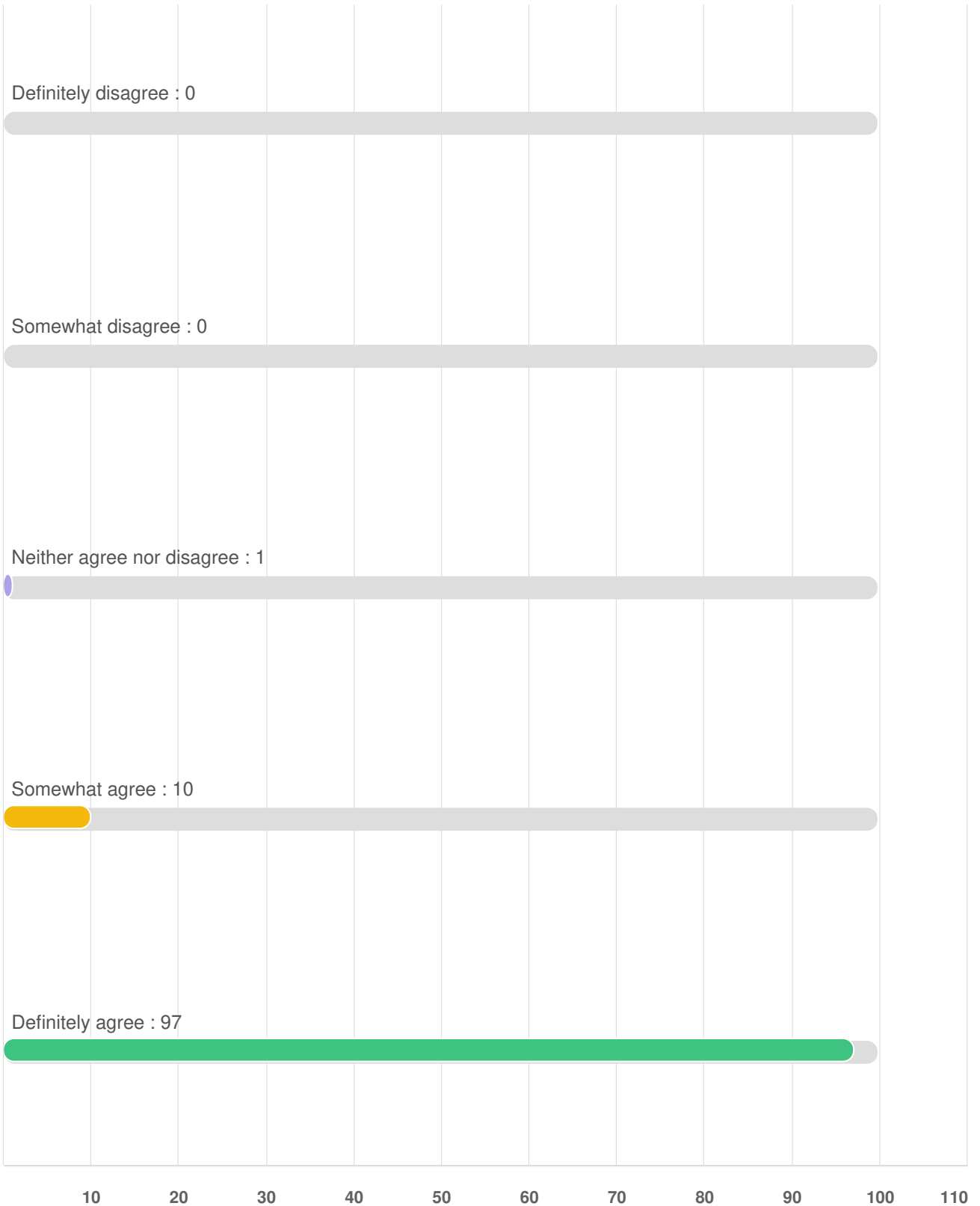
Optional question (109 response(s), 0 skipped)

Question type: Likert Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q7 | How far do you agree that the staff at your local Library Service are: (Move to question 8 if you only use online)**

**Approachable**







## Helpful

Definitely disagree : 0



Somewhat disagree : 0



Neither agree nor disagree : 0



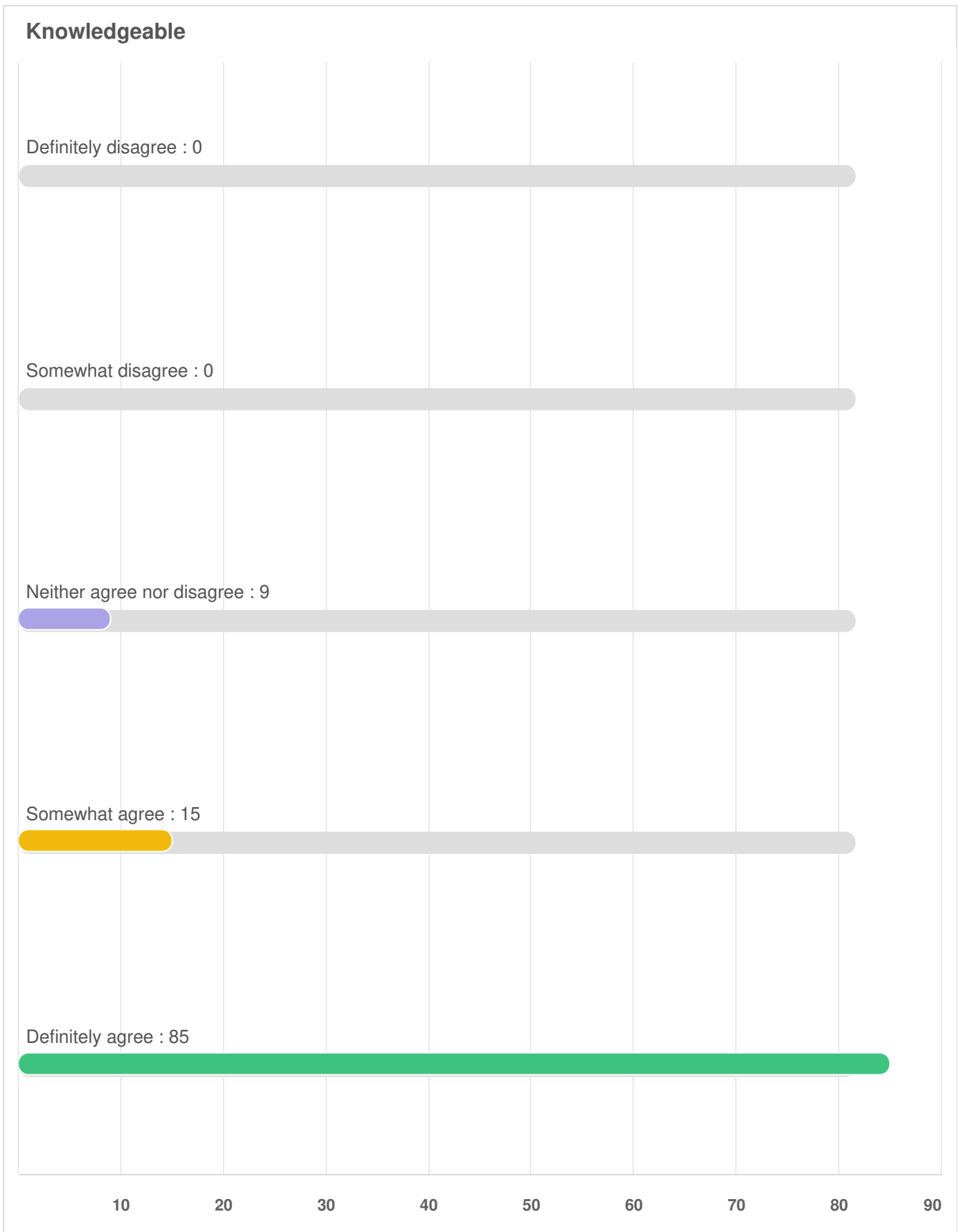
Somewhat agree : 8



Definitely agree : 101



10 20 30 40 50 60 70 80 90 100 110



**Q8 | Have you participated in any library events (such as Rhyme Time, Lego Club, Knit and Natter, or other community event) in the last twelve months?**

Anonymous  
5/31/2024 10:55 AM  
No - it's just not my sort of thing! I am pleased so many other people like it though.

Anonymous  
5/31/2024 10:55 AM  
No

Anonymous  
5/31/2024 10:56 AM  
Knit and Natter every week

Anonymous  
5/31/2024 10:59 AM  
Story Time, Toy swap, Music Man

Anonymous  
5/31/2024 10:59 AM  
yes, some sort of story thing

Anonymous  
5/31/2024 11:02 AM  
Knit and natter

Anonymous  
5/31/2024 11:03 AM  
No

Anonymous  
5/31/2024 11:06 AM  
No

Anonymous  
5/31/2024 11:06 AM  
No

Anonymous  
5/31/2024 11:07 AM  
No

Anonymous  
5/31/2024 11:08 AM  
No, but we will once we have children!

Anonymous  
5/31/2024 11:12 AM  
N/A

Anonymous 5/31/2024 11:12 AM	Yes. Book club
Anonymous 5/31/2024 11:13 AM	No
Anonymous 5/31/2024 11:15 AM	No
Anonymous 5/31/2024 11:16 AM	No
Anonymous 5/31/2024 11:20 AM	no
Anonymous 5/31/2024 11:26 AM	no
Anonymous 5/31/2024 11:28 AM	No
Anonymous 5/31/2024 11:29 AM	No
Anonymous 5/31/2024 11:29 AM	Storytime & Musicman
Anonymous 5/31/2024 11:36 AM	No.
Anonymous 5/31/2024 11:37 AM	Biowatch at Saltash library
Anonymous 5/31/2024 11:57 AM	We've done some science events at Saltash and Lego Robotics at Liskeard. We'd love a regular Lego robotics club at Saltash and I know the home ed community would likely get involved.
Anonymous 5/31/2024 12:13 PM	No
Anonymous	Yes

5/31/2024 12:24 PM

Anonymous

Music Man

5/31/2024 12:24 PM

Anonymous

No

5/31/2024 12:26 PM

Anonymous

No

5/31/2024 12:28 PM

Anonymous

Not sure whether this is relevant. A Librarian entered me for a regular reader as I always take more than six books approximately every two weeks.

5/31/2024 12:33 PM

Anonymous

No

5/31/2024 12:39 PM

Anonymous

No

5/31/2024 01:29 PM

Anonymous

No

5/31/2024 02:09 PM

Anonymous

n/a wasnt aware library heled events untill resently

5/31/2024 02:12 PM

Anonymous

Music man, big games event on 30th may

5/31/2024 02:12 PM

Anonymous

No

5/31/2024 02:15 PM

Anonymous

No

5/31/2024 02:20 PM

Anonymous

No

5/31/2024 02:24 PM

Anonymous

No

5/31/2024 02:29 PM

Anonymous 5/31/2024 02:47 PM	No
Anonymous 5/31/2024 02:48 PM	No
Anonymous 5/31/2024 03:18 PM	Meet the author event
Anonymous 5/31/2024 03:42 PM	Wordquiz
Anonymous 5/31/2024 03:43 PM	no
Anonymous 5/31/2024 03:52 PM	Story time
Anonymous 5/31/2024 04:02 PM	No
Anonymous 5/31/2024 04:28 PM	No
Anonymous 5/31/2024 05:09 PM	No
Anonymous 5/31/2024 05:58 PM	Went to the free yoga classes
Anonymous 5/31/2024 06:06 PM	No
Anonymous 5/31/2024 06:32 PM	My son did Lego club
Anonymous 5/31/2024 10:33 PM	no
Anonymous 6/01/2024 08:14 AM	Love coming to hear authors talk

Anonymous

6/01/2024 10:26 AM

I did the summer reading challenge

Anonymous

6/01/2024 02:43 PM

Yoga and volunteering for home book service

Anonymous

6/01/2024 03:37 PM

No

Anonymous

6/01/2024 05:23 PM

Rhyme time, children's theatre, children's author visit, children's crafts, Halloween party... lots of great children's events

Anonymous

6/01/2024 07:15 PM

No

Anonymous

6/01/2024 08:07 PM

Thyme time, music man, story time, the upcoming sensory puppet show,

Anonymous

6/02/2024 08:56 AM

No

Anonymous

6/02/2024 10:22 AM

Book club

Anonymous

6/02/2024 03:09 PM

No

Anonymous

6/02/2024 09:40 PM

No

Anonymous

6/03/2024 07:51 AM

Our Dementia Voice choir have performed there

Anonymous

6/03/2024 09:50 AM

Music man and children's holiday group

Anonymous

6/03/2024 10:12 AM

No

Anonymous 6/03/2024 11:19 AM	No
Anonymous 6/03/2024 03:15 PM	We've happened to turn up when a few of the activities for kids have been on, such as rock painting, and the toy swap. All absolutely excellent, and it's amazing that people are willing to give up their time to run these things.
Anonymous 6/04/2024 08:07 PM	Now
Anonymous 6/05/2024 04:13 PM	Yes
Anonymous 6/06/2024 02:24 PM	Knit & Natter
Anonymous 6/06/2024 02:40 PM	N/A
Anonymous 6/08/2024 09:37 AM	No
Anonymous 6/13/2024 09:12 AM	Knit and Natter
Anonymous 6/16/2024 08:12 PM	Rhyme time music man
Anonymous 6/21/2024 10:22 AM	No

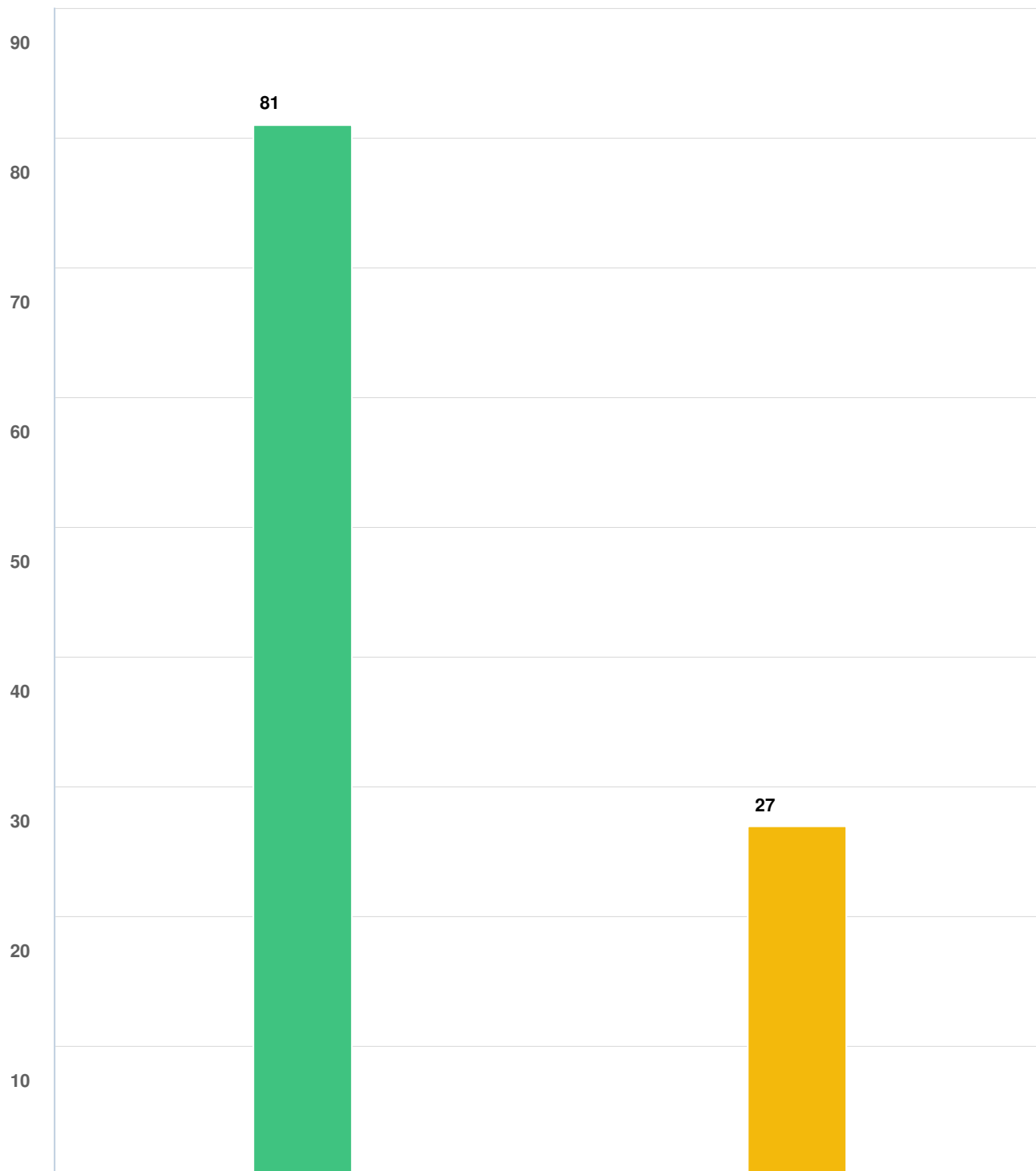
**Optional question** (76 response(s), 33 skipped)

**Question type:** Single Line Question

**Filtering by:** Which library branch do you use most often? Saltash Library and Information Service



**Q9** Have you heard about the Summer Reading Challenge for children which happens annually within Cornwall Libraries. Children are encouraged to sign up, set a reading goal and receive rewards for their progress. Over 8000 children in Cornwall are likel...



**Question options**

- No
- Yes

Optional question (108 response(s), 1 skipped)  
Question type: Checkbox Question

**Q10 | If you have previously supported a child/children through the Summer Reading Challenge – tell us what you think!**

Anonymous

5/31/2024 10:55 AM

Yes

Anonymous

5/31/2024 10:55 AM

N/A

Anonymous

5/31/2024 10:55 AM

Children enjoyed it and liked the reward at the end.

Anonymous

5/31/2024 11:03 AM

A brilliant idea to encourage children to read and use the library.

Anonymous

5/31/2024 11:03 AM

Loved it

Anonymous

5/31/2024 11:08 AM

I think it's a fantastic programme that encourages children without creating unnecessary pressure

Anonymous

5/31/2024 11:13 AM

No

Anonymous

5/31/2024 11:28 AM

Much enjoyed

Anonymous

5/31/2024 11:57 AM

My son enjoyed it (though we often use the library anyway!)

Anonymous

5/31/2024 12:39 PM

It's a fantastic idea, it gets my child reading.

Anonymous

5/31/2024 01:29 PM

Wonderful way to encourage reading

Anonymous

My grand daughter does enjoy the SRC and has done it for seve

5/31/2024 01:37 PM

years. she is now 11 years old so cannot continue. It would be nice if the Reading agency had a scheme for 11+.

Anonymous

5/31/2024 02:24 PM

My sons loved the opportunity to read books for rewards and acknowledgement.

Anonymous

5/31/2024 04:02 PM

N/A

Anonymous

5/31/2024 04:28 PM

I haven't done this yet

Anonymous

5/31/2024 05:09 PM

It's great

Anonymous

5/31/2024 06:32 PM

Yes my son did this last year. It's a great way to get children reading.

Anonymous

6/01/2024 05:23 PM

Great event, my children love this

Anonymous

6/01/2024 06:20 PM

My daughter has taken part in the challenge every year in primary school and has always enjoyed it. She is an avid reader anyway but still liked to participate.

Anonymous

6/01/2024 08:07 PM

Haven't

Anonymous

6/02/2024 10:22 AM

Great initiative. Children are competitive

Anonymous

6/03/2024 09:50 AM

Please get some new books in and stock up well as there is often limited choice Some of the longer books should also be encouraged rather than just the number of books read for older kids

Anonymous

6/03/2024 03:15 PM

It was a nice encouragement for them to read, and my recollection is that they both ended up reading far more than requested.

Anonymous

6/04/2024 12:18 PM

It encourages children to read and use the library regularly.

Anonymous

Not in a position to support a child

6/13/2024 09:12 AM

Anonymous

It's fantastic

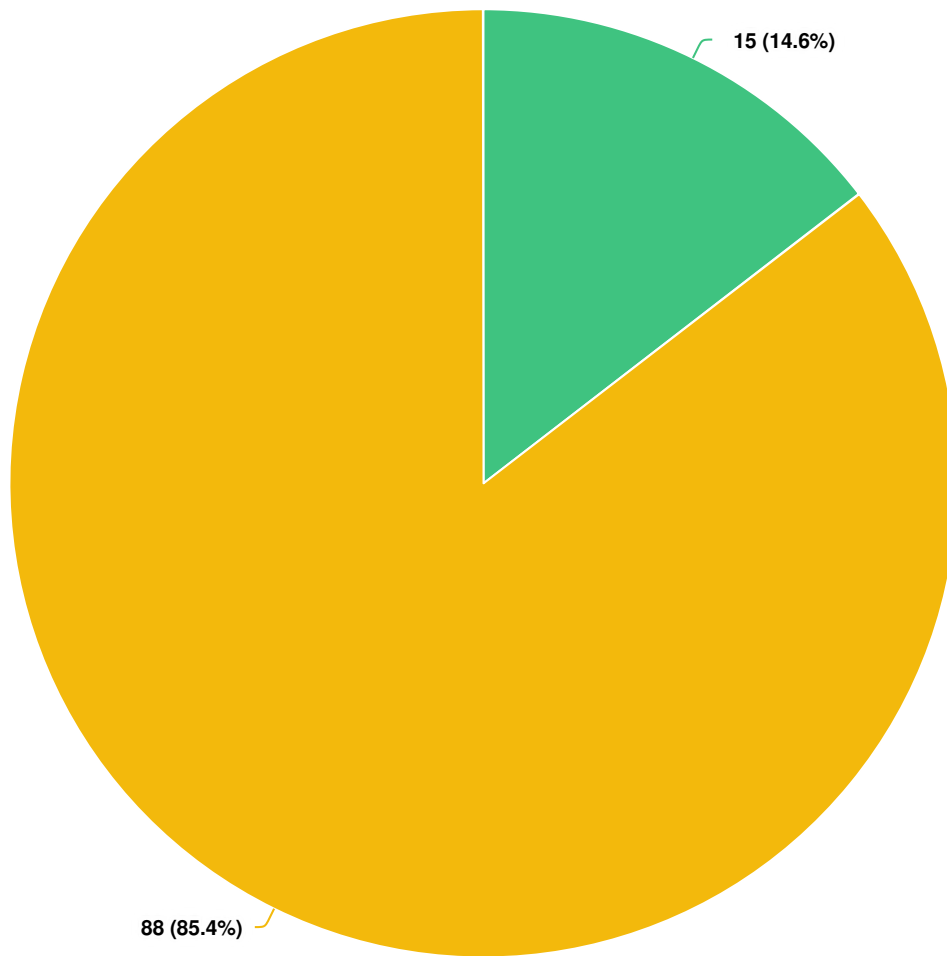
6/16/2024 08:12 PM

**Optional question** (26 response(s), 83 skipped)

**Question type:** Essay Question

**Filtering by:** Which library branch do you use most often? Saltash Library and Information Service

**Q11 | Do you use the library computers?**



**Question options**

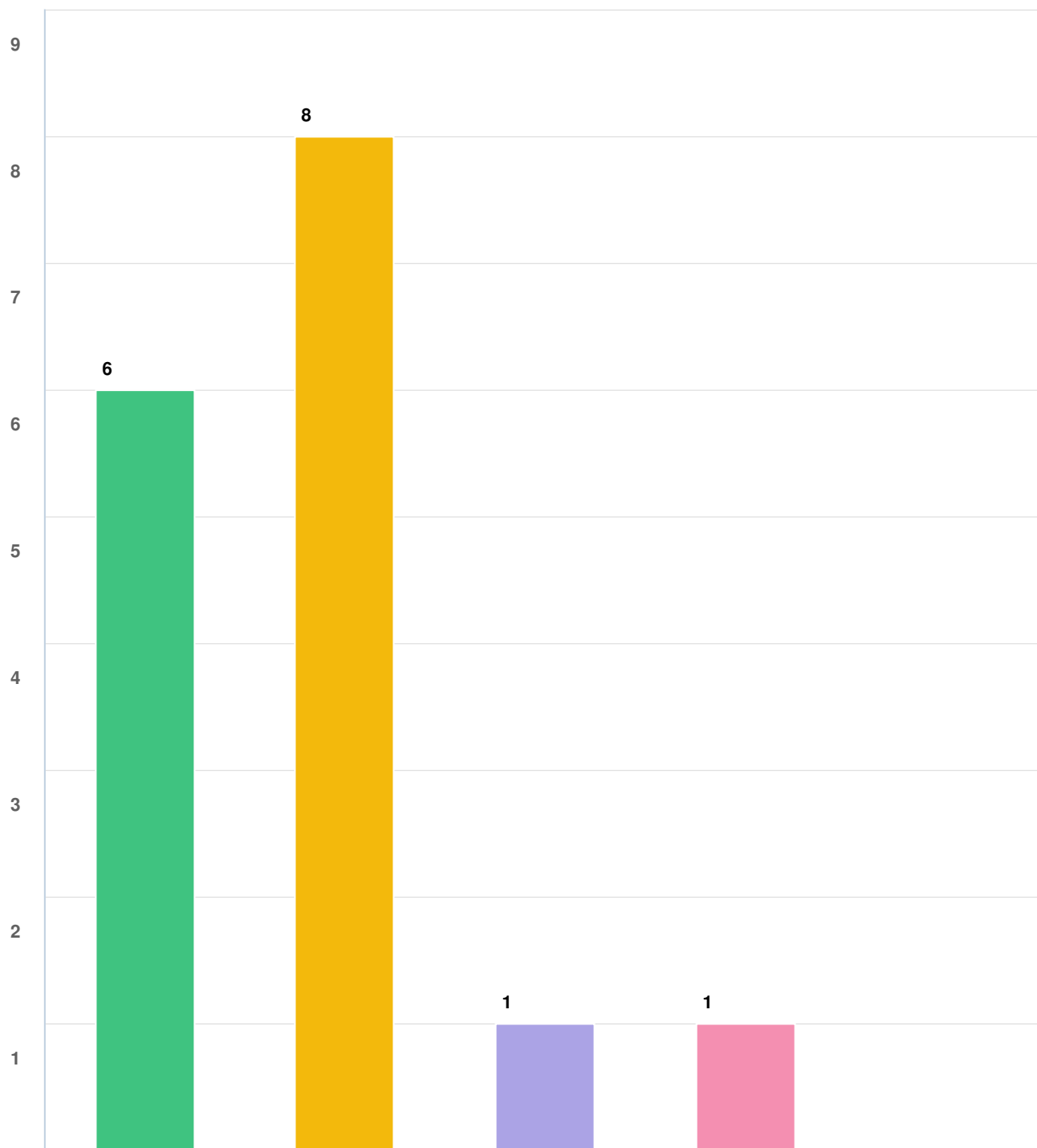
- No
- Yes

*Optional question (103 response(s), 6 skipped)*

*Question type: Dropdown Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*

**Q12** How comfortable is the space provided for customers to use the computers?



**Question options**

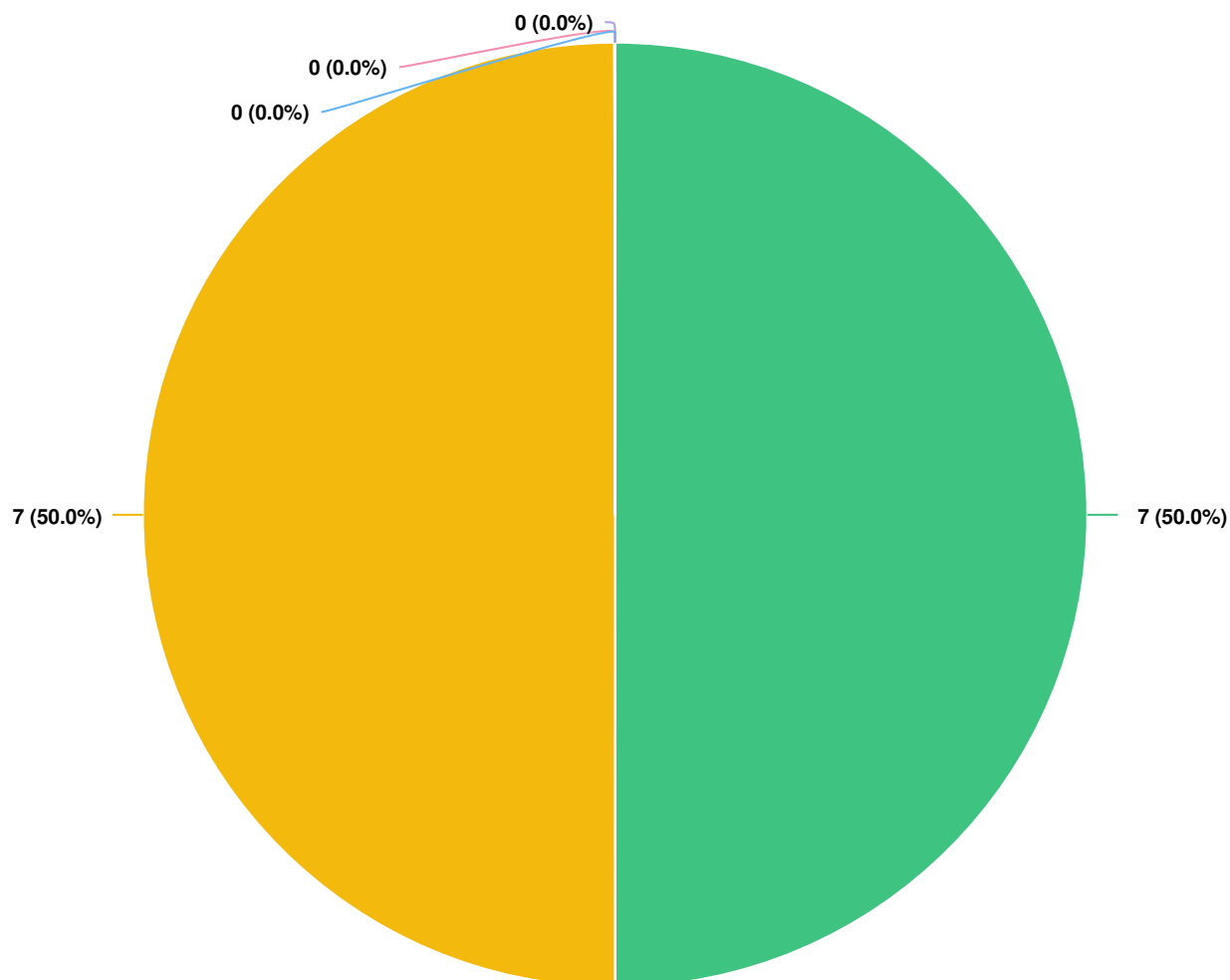
- Very Uncomfortable
- What could we do to improve this space?
- Uncomfortable
- Comfortable
- Very Comfortable

Optional question (15 response(s), 94 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q13** | What do you mainly use the public computers for?



**Question options**

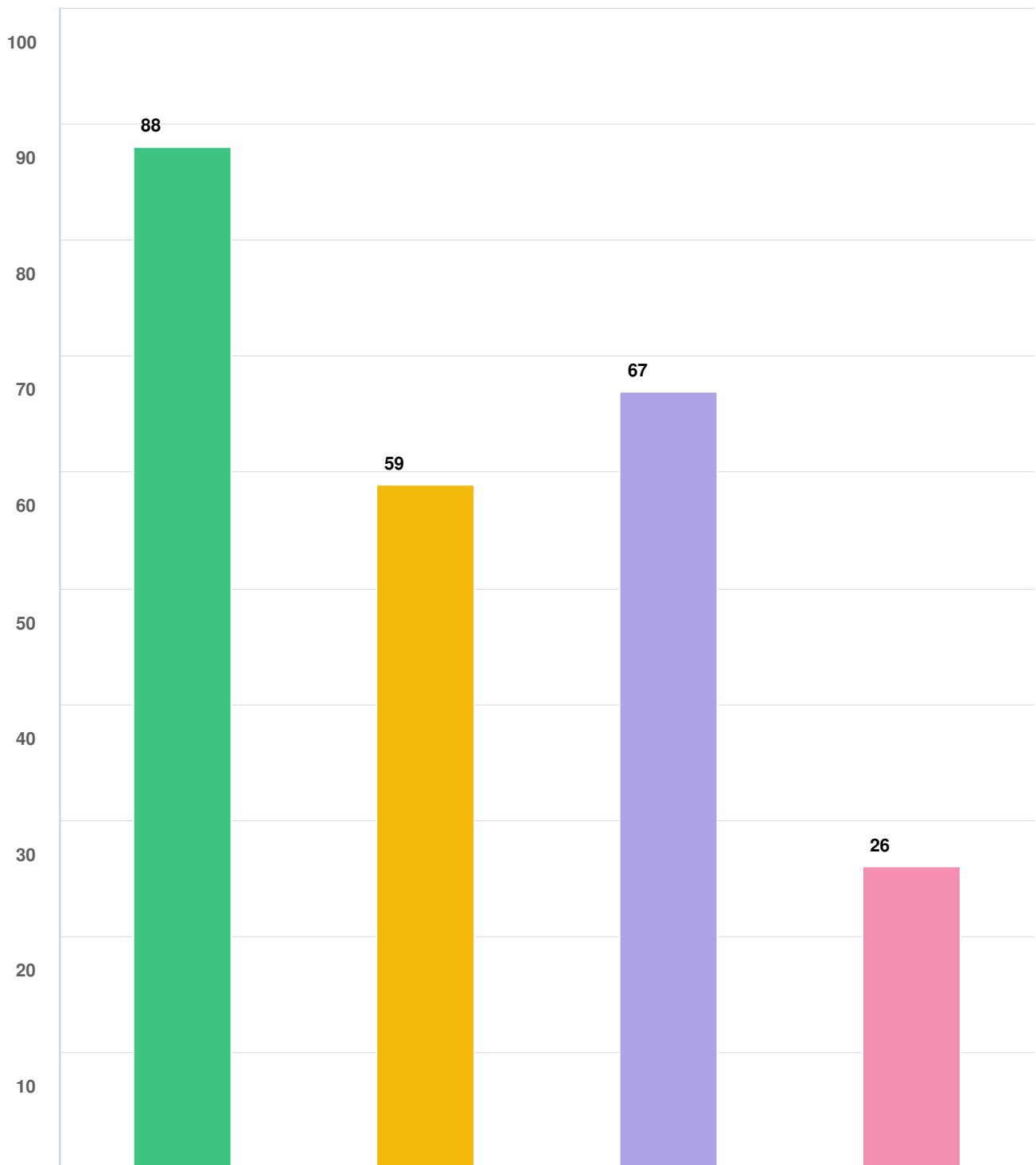
- Essential everyday needs such as Universal Credit and other GOV.UK webpages, your GP and/or NHS and Utility Companies.
- Job hunting and application
- Social media
- Printing
- Web Browsing

*Optional question (14 response(s), 95 skipped)*

*Question type: Dropdown Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*

**Q14** Which of the following do you regularly use at home?



**Question options**

- Desktop Computer   ● Laptop   ● Tablet   ● Smartphone

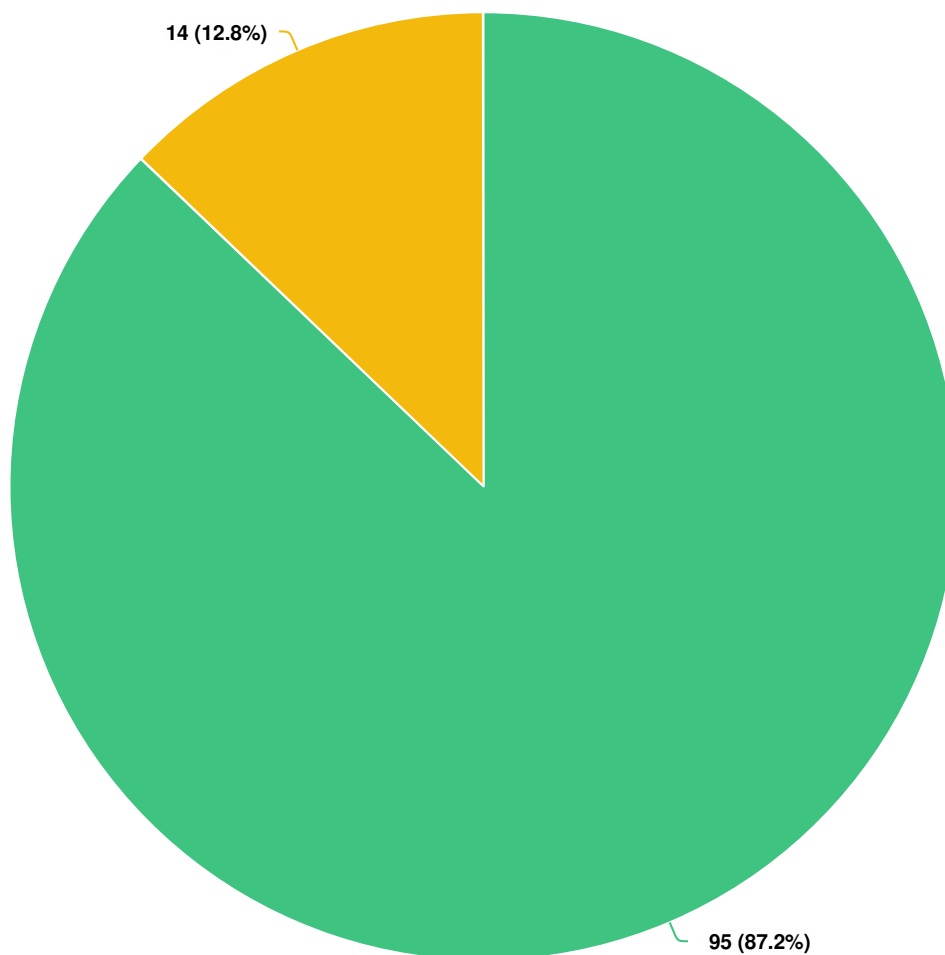
*Optional question (107 response(s), 2 skipped)*

*Question type: Checkbox Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*



**Q15** Do you bring your personal device in to one of our sites and connect to our wifi?



**Question options**

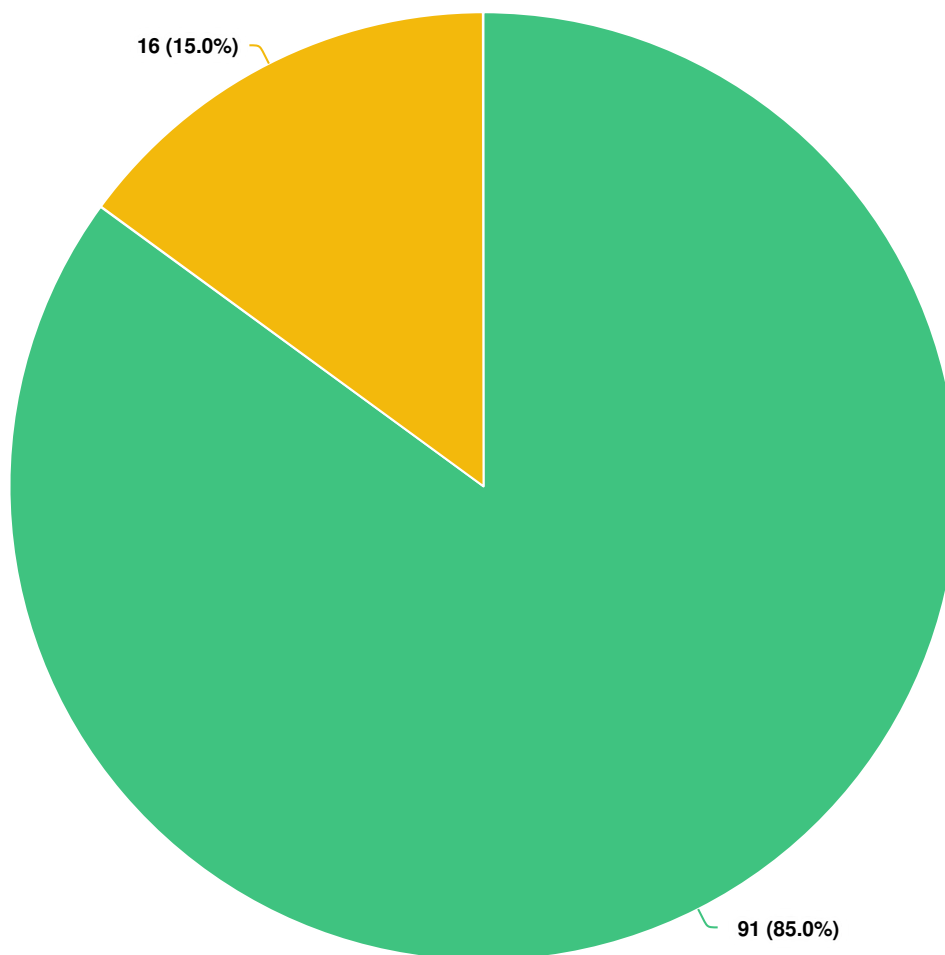
- If 'Yes', do you find this an easy process?
- No

*Optional question (109 response(s), 0 skipped)*

*Question type: Dropdown Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*

**Q16** | If you have a device at home, do you use it to access Cornwall Library Services



**Question options**

- No
- Yes

Optional question (107 response(s), 2 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q17 | What do you think Cornwall Libraries do well?**

Anonymous  
5/31/2024 10:55 AM  
Excellent selection of books to borrow. Very good about buying new books I suggest too!

Anonymous  
5/31/2024 10:55 AM  
Online services and being able to do everything online.

Anonymous  
5/31/2024 10:56 AM  
Easy web page. Welcoming local library

Anonymous  
5/31/2024 10:59 AM  
lots of choice ,great staff and easy to use website

Anonymous  
5/31/2024 10:59 AM  
the self service book system is nice and simple

Anonymous  
5/31/2024 11:02 AM  
Community events and book requests

Anonymous  
5/31/2024 11:03 AM  
Give a low cost alternative to purchasing books, magazines etc.

Anonymous  
5/31/2024 11:03 AM  
Friendly and kind

Anonymous  
5/31/2024 11:06 AM  
Have a wide range of books to borrow and have very helpful staff

Anonymous  
5/31/2024 11:06 AM  
Very good at having less well known books in stock, and very good when it comes to buying in requests

Anonymous  
5/31/2024 11:06 AM  
provide local information

Anonymous  
5/31/2024 11:07 AM  
I love to request books and receive an email when they are ready to collect.

Anonymous 5/31/2024 11:08 AM	Offer a wide range of books, and if it's not in my Saltash branch, they are great at quickly bringing it in from somewhere else.
Anonymous 5/31/2024 11:12 AM	Large variety of books that I can access from different libraries across Cornwall.
Anonymous 5/31/2024 11:12 AM	No fines
Anonymous 5/31/2024 11:13 AM	Friendly, welcoming atmosphere. Effective online service.
Anonymous 5/31/2024 11:15 AM	Love to request a book online and then collect from my chosen library. The emails are always useful reminder to renew the books.
Anonymous 5/31/2024 11:16 AM	Saltash Library is an excellent source of paper books and the staff are all helpful. Cornwall Libraries on line service is commendable for arranging for paper books to be sent to Saltash Library, even buying in when appropriate, and for the range of ebooks available. Thank you.
Anonymous 5/31/2024 11:20 AM	Provide facilities for community groups and children,provide access to computers,provide a good variety of books
Anonymous 5/31/2024 11:23 AM	Provide local information.
Anonymous 5/31/2024 11:29 AM	Music man Sorytime
Anonymous 5/31/2024 11:36 AM	Ordering books from other Cornwall libraries. In the Saltash library I experience a sense of local community.
Anonymous 5/31/2024 11:37 AM	Lend books, local information, on-line catalogue
Anonymous 5/31/2024 11:57 AM	Welcoming and good knowledge of books, community events and ability to search and reserve books

Anonymous

5/31/2024 12:13 PM

The service has always been exemplary, the staff have always gone above and beyond to help out, I can't fault them one bit

Anonymous

5/31/2024 12:24 PM

There is a need for libraries. Also saltash library is well stocked, has great child groups and is amazing.

Anonymous

5/31/2024 12:24 PM

Keeping well stocked with new books also.

Anonymous

5/31/2024 12:26 PM

Very Helpful and welcoming

Anonymous

5/31/2024 12:28 PM

I like the system for reserving a book that has to be ordered in, where you put the name of the person in a piece of paper into the book and wait for them to collect it.

Anonymous

5/31/2024 12:33 PM

Everything.

Anonymous

5/31/2024 12:39 PM

Accessibility

Anonymous

5/31/2024 01:29 PM

Everything. Very community minded and social and informative.

Anonymous

5/31/2024 01:37 PM

The books are usually in great condition, even older publications

Anonymous

5/31/2024 02:12 PM

Good selection of books that I can reserve across libraries. Saltash library does not have a wide selection but I like that I can order from any library in the service and it arrives fairly quickly once it's available

Anonymous

5/31/2024 02:15 PM

Helpful staff, very friendly; they know my name! Online catalogue useful. Acquire books in a very short time from Reserve stock and other libraries. One stop shop encourages people to use library facilities.

Anonymous

5/31/2024 02:24 PM

Provide requested books quickly

Anonymous 5/31/2024 02:47 PM	Easy access to books , reserve books. Access to computers for those who need it.
Anonymous 5/31/2024 02:48 PM	Loan and find books!
Anonymous 5/31/2024 02:56 PM	Offer a wide range of services. I like the children's section in Saltash.
Anonymous 5/31/2024 03:18 PM	Comfortable place to visit Very helpful staff Always leave with at least 4 books to read!
Anonymous 5/31/2024 03:30 PM	Range of books is fantastic. New books all the time. Helpful and lovely staff
Anonymous 5/31/2024 03:42 PM	Only have knowledge of Saltash library. Always been happy with facilities for 40 years.
Anonymous 5/31/2024 03:43 PM	engage the community. Online reservation service
Anonymous 5/31/2024 04:02 PM	Don't know
Anonymous 5/31/2024 04:04 PM	Everything
Anonymous 5/31/2024 04:28 PM	They always respond quickly to enquiries and are very knowledgeable and helpful. One staff member managed to locate a copy of Rebecca (Daphne Du Maurier) to request when I had failed to do that using the online process. She also noted that the most recent copy was from 2015 so advised that she would place the book on the future order list for a newer copy. Thank you.
Anonymous 5/31/2024 05:09 PM	I really like that there are no overdue fees.
Anonymous 5/31/2024 05:58 PM	The staff at saltash library are so welcoming, knowledgeable & helpful

Anonymous

5/31/2024 06:06 PM

All that is asked of them super staff

Anonymous

5/31/2024 06:21 PM

Friendly staff and you take your dog.

Anonymous

5/31/2024 06:32 PM

Very good at reserving books. Searching the catalogue. I have read many books from the library this way. Renewing is also good and all very easy on their website.

Anonymous

5/31/2024 10:33 PM

books

Anonymous

6/01/2024 07:36 AM

Their best to be helpful be helpful

Anonymous

6/01/2024 08:14 AM

Encouragement, lovely to hear children chatting about which books they're taking. (remember taking my 3 children, and they weren't allowed to speak!

Anonymous

6/01/2024 10:26 AM

Providing amazing books

Anonymous

6/01/2024 02:43 PM

Community resource/ encourage reading new genres

Anonymous

6/01/2024 03:37 PM

Good at resourcing books from across the county.

Anonymous

6/01/2024 04:34 PM

Reserving books and renewing books

Anonymous

6/01/2024 05:23 PM

Community events; the children's activities are so lovely. I love being able to order in books too. I'd love to be able to attend more author events outside of term time.

Anonymous

6/01/2024 06:20 PM

They are a social space as well as a library and provide an outlet for many people

Anonymous 6/01/2024 08:07 PM	Social activities for parents, inform of activities in local area
Anonymous 6/02/2024 08:50 AM	Free ordering within county, friendly staff,
Anonymous 6/02/2024 08:56 AM	Being able to order in books fast from other libraries and easily from home
Anonymous 6/02/2024 10:22 AM	I like to be able to order books to read, rather than browsing in the library
Anonymous 6/02/2024 02:49 PM	Will get books for you when not available in the library.
Anonymous 6/02/2024 03:09 PM	I very much appreciate the way the library gets books that I have seen reviewed and have requested. They often seem new, andi am very grateful for this opportunity.
Anonymous 6/02/2024 09:40 PM	Keep library well stocked and provide a valuable service to our community.
Anonymous 6/03/2024 07:51 AM	I think they offer an amazing range of services
Anonymous 6/03/2024 09:50 AM	Good social centre and supporting vulnerable
Anonymous 6/03/2024 10:12 AM	Deliver ordered books to your local library for collection.
Anonymous 6/03/2024 03:15 PM	Lovely, helpful staff, great activities for the kids, and making it easy and completely free to borrow books has really opened both of my kids eyes to the joy of the library.
Anonymous 6/03/2024 07:57 PM	Accessible books
Anonymous 6/04/2024 12:10 PM	Lend books and make papers etc free to read

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Anonymous

6/04/2024 12:18 PM

The staff are extremely welcoming and cater for customers needs and provide sufficient books and the online resources are excellent.

Anonymous

6/04/2024 08:07 PM

Website easy to use suits my needs

Anonymous

6/05/2024 04:13 PM

Supplying activities

Anonymous

6/05/2024 10:36 PM

Look after their customers. Talking to them to ensure all is well and helping to choose their books.

Anonymous

6/06/2024 02:24 PM

Community services

Anonymous

6/06/2024 02:40 PM

Give access to a large selection of books via the online reservation system, enabling users of smaller libraries access to a bigger catalogue. The range of different services local libraries offer.

Anonymous

6/08/2024 09:37 AM

Exist! Essential service for all ages

Anonymous

6/13/2024 09:12 AM

My library is extremely helpful and nothing is too much trouble

Anonymous

6/16/2024 08:12 PM

Community events

Anonymous

6/21/2024 10:22 AM

Provide a very useful service

**Optional question** (83 response(s), 26 skipped)

**Question type:** Essay Question

**Filtering by:** Which library branch do you use most often? Saltash Library and Information Service

## Q18 | Is there anything we could do to improve the service we offer?

Anonymous

I'm happy with it. I can't think of anything else.

5/31/2024 10:55 AM

Anonymous

5/31/2024 10:56 AM

Improve facilities at Saltash, which is planned but keeps getting delayed

Anonymous

5/31/2024 10:59 AM

it's perfect as it is

Anonymous

5/31/2024 10:59 AM

yes, when getting overdue reminders please list the books that are overdue, currently it doesnt and this doesnt help

Anonymous

5/31/2024 11:02 AM

Bigger selection of books in the actual library

Anonymous

5/31/2024 11:03 AM

Refreshments and toilet facilities.

Anonymous

5/31/2024 11:03 AM

Offer fact books for "inbetween age" brought my 12yr old up to research for his school project but there were only books aimed at younger kids

Anonymous

5/31/2024 11:06 AM

Not that I can think of

Anonymous

5/31/2024 11:06 AM

no

Anonymous

5/31/2024 11:07 AM

Audiobooks are great on my tablet but unfortunately can't use the ebooks on my Kobo as I don't have a laptop to load them. The Libby app that Devon library service had was brilliant but now they have swapped to Borrow box which isn't as useful.

Anonymous

5/31/2024 11:08 AM

More sci-fi, fantasy and YA books please!

Anonymous

5/31/2024 11:12 AM

Provide stock for the rest of a book series if have the first book or sometimes there is a middle book but not the first book. Also stock more manga.

Anonymous

No

5/31/2024 11:12 AM

Anonymous

5/31/2024 11:13 AM

Some newly published books take quite a long time to appear on the library catalogue.

Anonymous

5/31/2024 11:15 AM

Audiobooks are great on my tablet but unfortunately can't use the ebooks on my Kobo as I don't have a laptop to load them. The Libby app that Devon Libraries used was brilliant but they have also moved to Borrow box now. BorrowBox isn't as user friendly a

Anonymous

5/31/2024 11:16 AM

Whilst the ebook range is good, in many instances I would appreciate more titles from those authors who are featured.

Anonymous

5/31/2024 11:20 AM

Perhaps provide more classics and less crime, and a larger art section

Anonymous

5/31/2024 11:26 AM

more events, better advertising of events/social media presence

Anonymous

5/31/2024 11:36 AM

Clean the windows...

Anonymous

5/31/2024 11:57 AM

Home ed events

Anonymous

5/31/2024 12:01 PM

Move Saltash library to the high street

Anonymous

5/31/2024 12:13 PM

No

Anonymous

5/31/2024 12:24 PM

No

Anonymous

5/31/2024 12:24 PM

Provide toilets for library users in Saltash.

Anonymous

5/31/2024 12:26 PM

I have some hardback books in prisyine condition but was told that I cannot donate them to the library. As finance is an issue I would have thought that acquiring some books in excellent condition would be a bonus.

Anonymous  
5/31/2024 12:33 PM

No

Anonymous  
5/31/2024 12:39 PM

No

Anonymous  
5/31/2024 01:29 PM

Nothing I can think of

Anonymous  
5/31/2024 02:12 PM

No

Anonymous  
5/31/2024 02:15 PM

Perhaps better arrangements for pram parking. Keep monthly new acquisitions up to date. (Prefer the previous format!). I had some difficulty in getting kersen Kernow books, investigate whether this could be improved.

Anonymous  
5/31/2024 03:18 PM

Better signage in fiction

Anonymous  
5/31/2024 03:42 PM

Not for me personally.

Anonymous  
5/31/2024 03:43 PM

More stock particularly detective fiction where there are series or the same main character and getting in the latest book in a series.

Anonymous  
5/31/2024 04:02 PM

Tavistock library is much better stocked

Anonymous  
5/31/2024 04:04 PM

Teaching digital inclusion for seniors

Anonymous  
5/31/2024 04:28 PM

If Saltash are going to have a cafe, that would be something I would use often.

Anonymous  
5/31/2024 05:09 PM

No

Anonymous

Not at the moments

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5/31/2024 06:06 PM

Anonymous

Longer time opening time on a Saturday.

5/31/2024 06:21 PM

Anonymous

Reserving books can take a long time to receive. Perhaps people shouldn't be allowed to hold them for two long. Maybe only allowed to renew a couple of times.

5/31/2024 06:32 PM

Anonymous

was so grateful to have help with kind volunteer when not well. Now can manage on a good day

6/01/2024 08:14 AM

Anonymous

No

6/01/2024 10:26 AM

Anonymous

No

6/01/2024 02:43 PM

Anonymous

Longer opening hours.

6/01/2024 03:37 PM

Anonymous

More information about services offered and help to access it

6/01/2024 05:11 PM

Anonymous

More author visits would be super.

6/01/2024 05:23 PM

Anonymous

A cafe would be good

6/01/2024 06:20 PM

Anonymous

Better selection of audiobooks. Plymouth Library have a better selection of online magazines available in their catalogue through Libby and press reader magazines available through borrowbox are a pretty dull selection.

6/01/2024 08:07 PM

Anonymous

More choice of titles available.

6/02/2024 08:50 AM

Anonymous

Have the ability to request books that aren't currently available to order in

6/02/2024 08:56 AM

Anonymous

6/02/2024 02:49 PM

Stock a better selection of authors.

Anonymous

6/03/2024 09:50 AM

Regular drop in sessions with housing, health proff, council support teams etc

Anonymous

6/03/2024 03:15 PM

I sometimes wish there were more books on display (i.e. both floors), but I imagine the staff are doing what they can with pitiful funding. I hope a change of government might bring more money (and appreciation) for our libraries.

Anonymous

6/03/2024 07:57 PM

Receive books much quicker

Anonymous

6/04/2024 12:18 PM

Transfer a lot of the children's group activities over to the children's centre's in an aid to encourage a quiet library area.

Anonymous

6/04/2024 08:07 PM

Not for me

Anonymous

6/05/2024 04:13 PM

Easy access books

Anonymous

6/05/2024 10:36 PM

The male employees could do with being more friendly and approachable.

Anonymous

6/06/2024 02:40 PM

Longer opening hours at weekend for better access for those who have full time jobs

Anonymous

6/13/2024 09:12 AM

Be nice if a public toilet was available

Anonymous

6/16/2024 08:12 PM

No

Anonymous

6/21/2024 10:22 AM

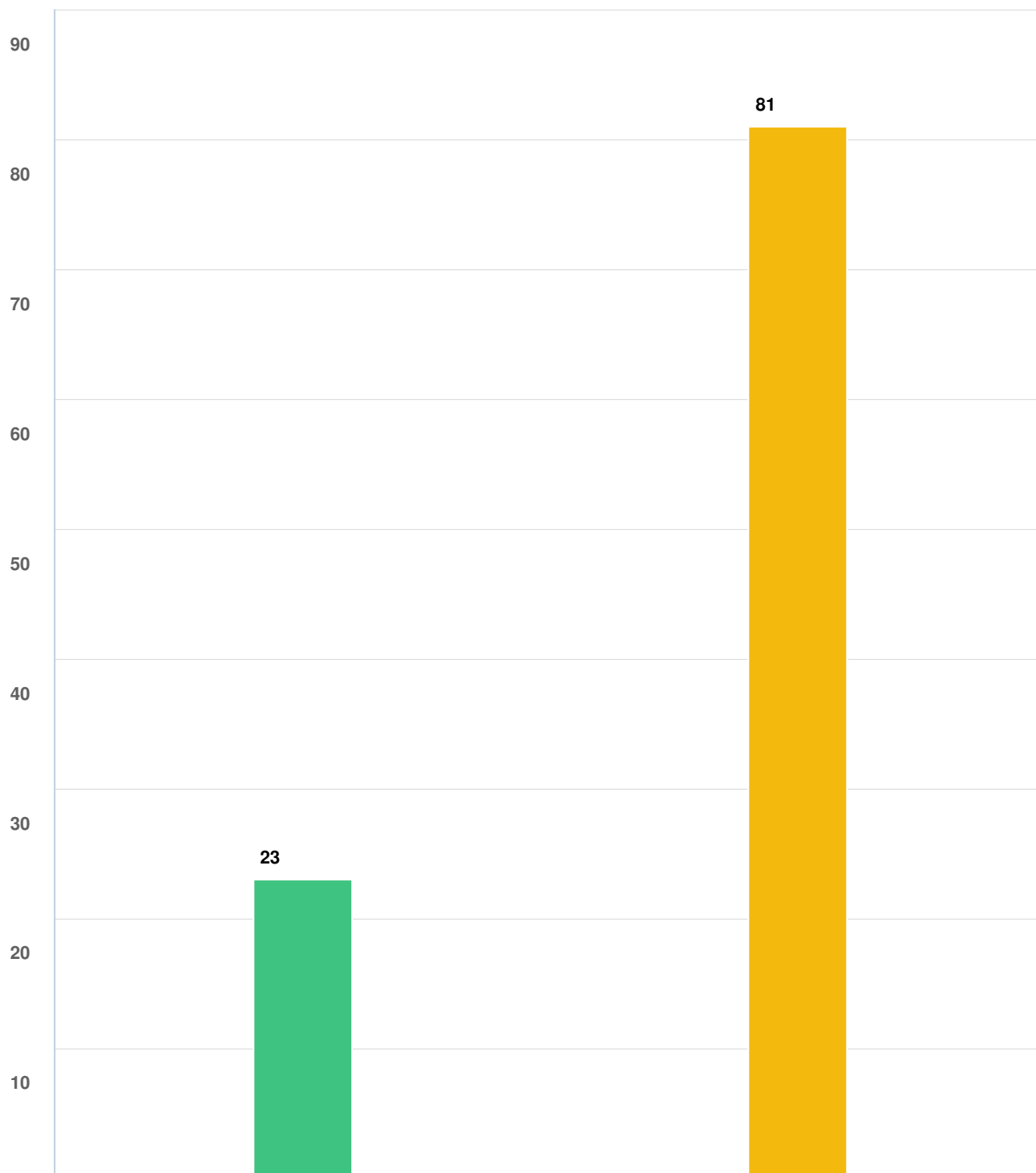
No

**Optional question** (62 response(s), 47 skipped)

**Question type:** Single Line Question

**Filtering by:** Which library branch do you use most often? Saltash Library and Information Service

**Q19** Have you recently joined or re-joined the library?



**Question options**

- No
- Yes

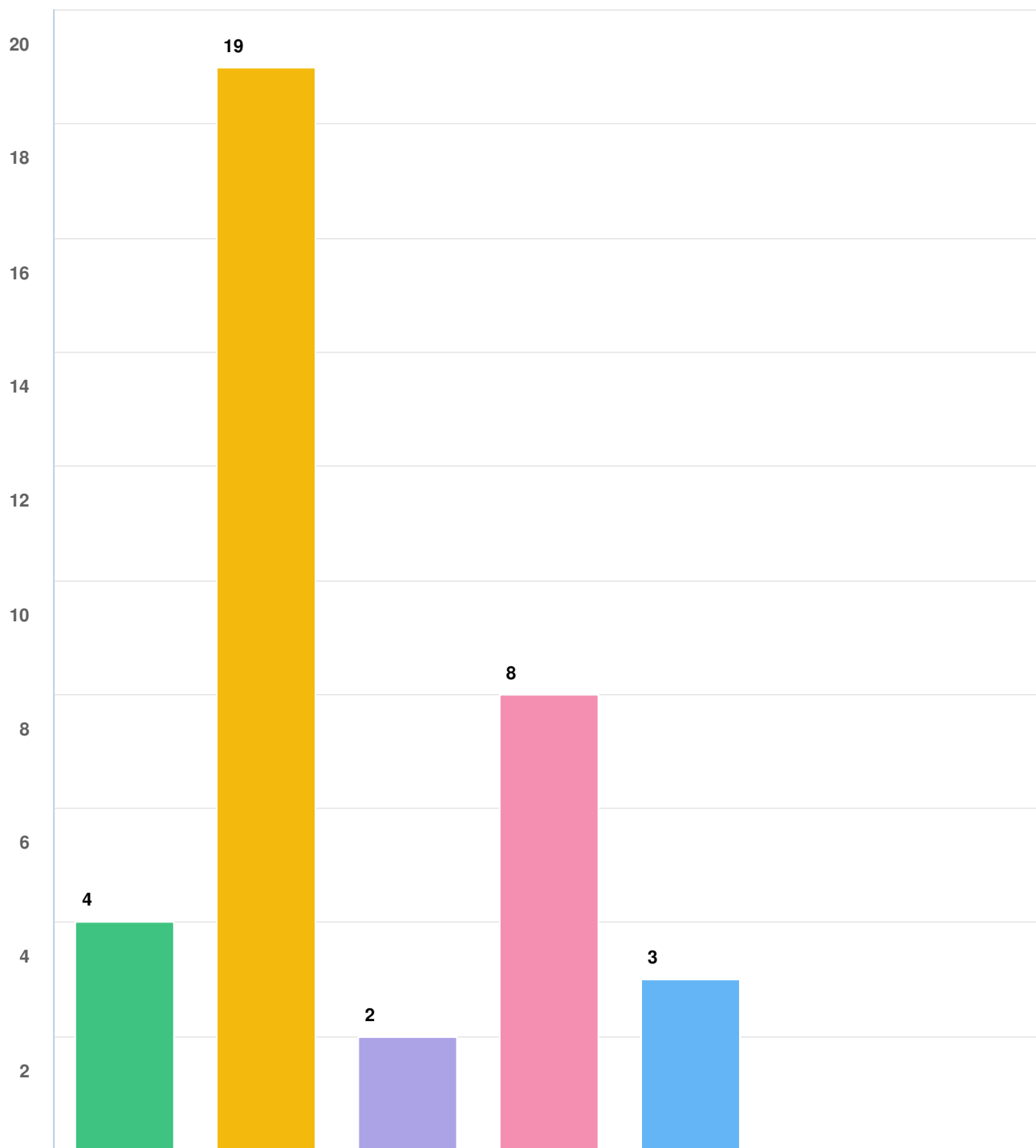
*Optional question (104 response(s), 5 skipped)*

*Question type: Checkbox Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*



**Q20** What made you recently join or re-join the library?



**Question options**

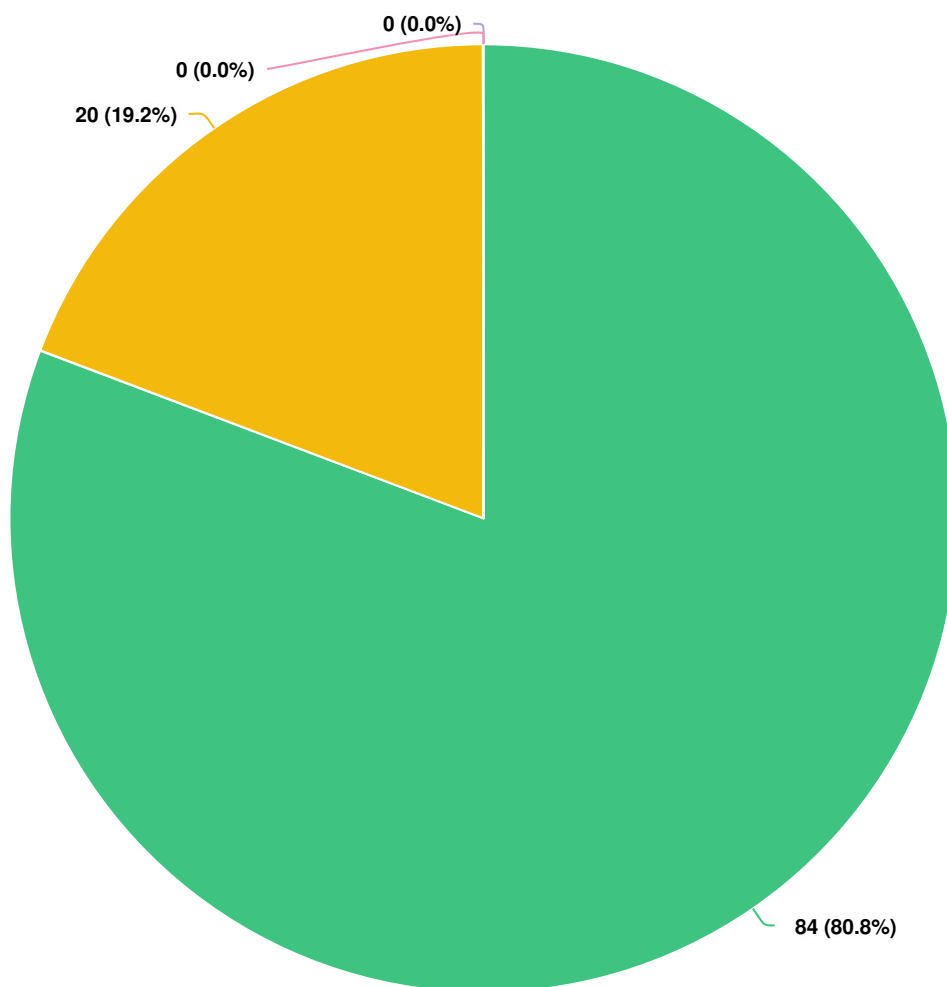
- Pandemic
- Social media/advertising
- Other
- Introducing a child/children to the library
- Free access to E-books, newspapers and magazines
- Free access to books
- Recommended by friends or family

*Optional question (23 response(s), 86 skipped)*

*Question type: Checkbox Question*

*Filtering by: Which library branch do you use most often? Saltash Library and Information Service*

**Q21** Overall, how satisfied or dissatisfied are you with the way the Library Service (online and local) is provided?



**Question options**

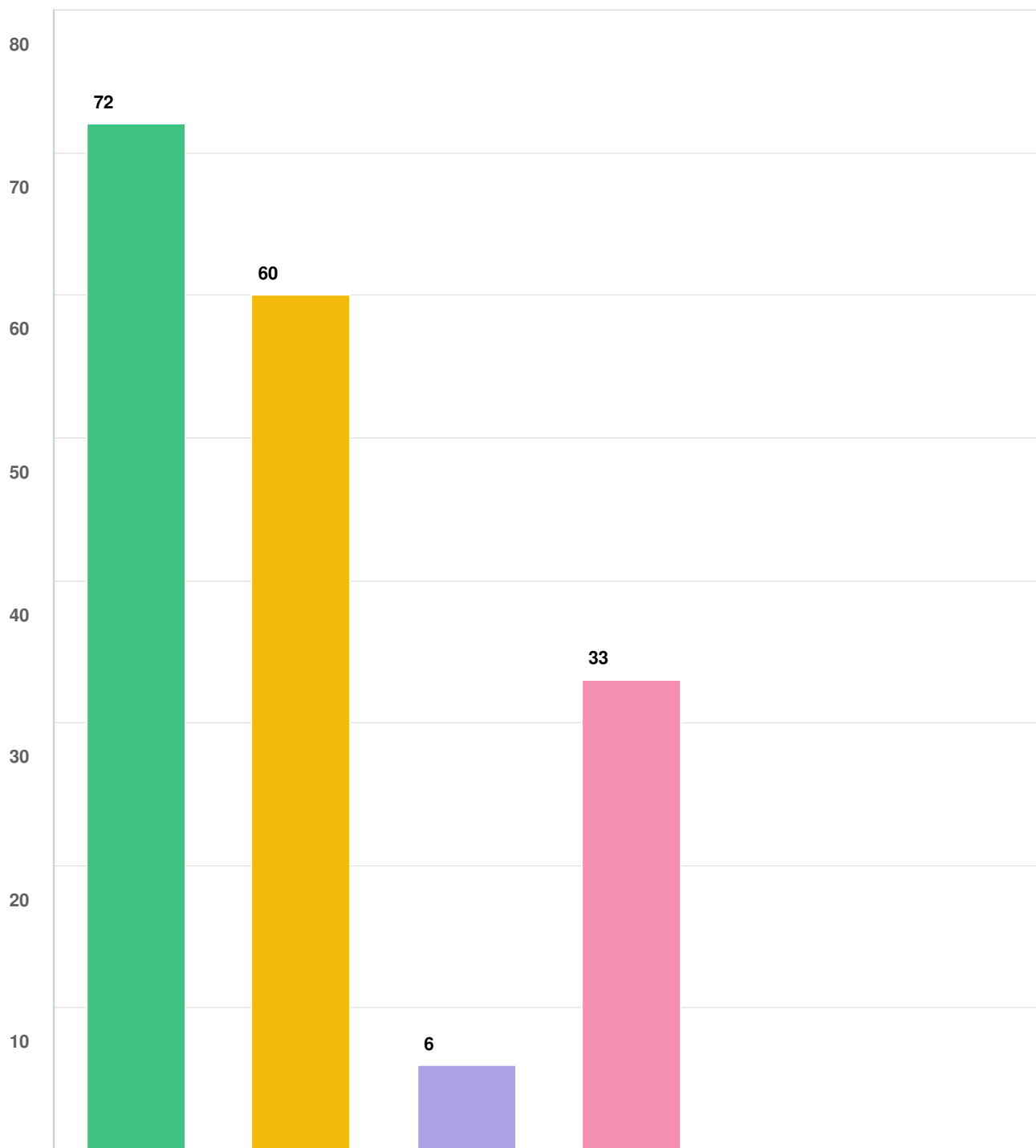
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied

Optional question (104 response(s), 5 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service

**Q22** How do you travel to your Library? Car, Walk, Cycle, Bus or Train.



**Question options**

- Train
- Cycle
- Generally ,do you incorporate your visit with other daily errands? (Tick to answer)
- Bus
- Walk
- Car

Optional question (104 response(s), 5 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Saltash Library and Information Service