

To receive Cornwall Council's Library Customer Survey and consider any actions and associated expenditure

Cornwall Council has released the results of its annual Library Customer Survey. While this summary doesn't cover the entire survey, it highlights several key areas of interest to Saltash Library Hub for Members consideration.

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?

76 responded and 33 skipped

45 answered no or not applicable.

One user stated 'no but they would when they have children.'

Popular events and activities are:

- Music Man
- Knit and Natter
- Meet the Author
- Free Yoga Classes
- Book Club
- Multiple children's activities (children's crafts, summer reading challenge, craft time, bio watch)

One suggestion to be followed up:

'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.'

In summary, the question does not explain why people have not attended events. There could be various reasons, such as inconvenient timing, lack of interest, or simply being unaware of the events.

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

26 responded and 83 skipped

Two suggestions to be followed up:

'My granddaughter does enjoy the SRC and has done it for several years. She is now 11 years old so cannot continue. It would be nice if the Reading agency had a scheme for 11+.'

'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.'

In summary, the Summer Reading Challenge is received as a fantastic and supportive tool to encourage children to read.

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

Pages 41 – 45

62 Responses 47 skipped.

In summary, users of the library would like to see improved facilities, longer opening hours, a café and a public convenience.

End of report

Administration Officer