

Culture and Leisure Task Group – Libraries Review – Members Questionnaire
ANALYSIS OF LIBRARY SITE VISITS (DRAFT) – January 2008

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LIBRARY VISITS SCHEDULED BY MEMBERS →	ST BARNABUS 26/09/07	AYLESTONE 24/09/07	HAMILTON August 07	WESTCOTES 22/10/07	BEAUMONT LEYS 27/09/07	EVINGTON 27/09/07	CENTRAL LENDING 22/10/07	BELGRAVE 10/10/07
REMARKS ↓								

First impression of the building - EXTERIOR	Untidy with litter, graffiti on wall. An old & tired looking building. Cannot tell from the main road what the building was. Parking in the area not good.	Inviting, but dated (most buildings around it are dated too) Externally needs refreshing	Excellent It stands well. Cannot be missed.	Looked very welcoming. There was lots of community information	No signage everywhere, set back from car park behind church. Bland – no window displays. Bike racks available. Nothing that says “come inside”. Social care centre attached.	No parking just 3 spaces for staff. Modern building with external seating. Bin needed emptying. Nice window displays. Hand rails needed painting and treating for rust. Needs a bit of TLC, good disabled access.	Untidy, dark glass, quiet institutional. Initial interior is dark and it is not immediately obvious that it is a library.	One of the better buildings we have seen. Good condition. Only downfall was the amount of litter outside the building.
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STATIONS ↓								

First impression of the building – IDE	Open & bright, nice settees & other furniture, but a little cluttered around DVDs section. Childrens section very well laid out, very welcoming.	Dated with wooden beams and lino tiling. Clean, tidy & good layout, and appeared to be recently decorated, laid out with posters and childrens artwork. Childrens space well laid out with books and playmat. Good DVD and books selection 2 computers available for public use.	Excellent. It looks like a library	Very well organised. Clear subject headings & obvious categories. Many displays (Eid & Diwali). Very busy library	Nice open area – very nice and airy. Well laid out. Good stocks of books, DVDs, resource information (12 computers available).	Very well laid out Excellent community information area. Easy to find what you want. Very welcoming and comfortable interior. Very neat looking building. 10 hen and star books were available as we walked in. Very well presented DVD stock.	Staircase to reception was like a nightclub entrance. Interior was very dated. 3 rd floor carpet in main section is badly soiled. Signage is clear.	Very bright and positive open space. Old building but well modernised. Very good display areas. Nice ambience. Good use of lighting. Lots of hanging artwork. Very good feel to the place.
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QUESTIONS ↓								
Were you welcomed?	Were welcoming, but apprehensive to start with as they were not aware of our visit.	Very welcoming, credit to the library. Very helpful to all, young & old. The 2 staff were excellent.	Yes.	Yes, offered a drink and ask if needed help	Yes, friendly and polite.	Very welcoming and friendly.	Yes, although we were left waiting in a room whilst staff checked whether they could talk to us.	Very welcoming, although it was womens only morning on this day (2 male councillors allowed in on official visit only).
After visiting which book checked out?	'Day After Roswell' 'The Mind – improving Mental Health' 'Morris Minor'	'This Spectred Isle' and 'Memoirs of an Exorcist'	'Me and My Mouth'	'Fashion Accessories – complete 20 th century source book'	'Contacting the spirit world' 'Women who changed the world' 'The Bible'	'Are you Psychic' 'Chinese Herbal Secrets' 'Haunted Leicester'	'Destination India'	'The Planets' 'Jimmy Nail Biography' & 'Complete Book of Beads'
Was it easy to find book of	Yes, very well laid out. Could have been more	Yes, on ghosts, found a full shelf load	Yes.	Yes it was easy to find	Yes and Yes.	Yes and Yes.	I couldn't find which floor it was on, but was clearly labelled	Not as easy to find as in other libraries.

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QUESTIONS ↓								
Continued interest?	options.						there.	
Your assessment of the service received Re: reserve books library catalogue	Catalogue on computer and can be checked from home p.c. Service was not bad, but staff seemed suspicious of us and our actions.	Very good, had another section of books pointed out to me.	Good.	Very good assistant explained the reservation service	Very knowledgeable and offered a good service both inside of the library and ordering. Very good service.	Very clearly explained. Left knowing exactly what I needed to know. Excellent service from the Librarian.	Very good, assistant turned the screen round so that I could see it for myself.	Excellent, suggested that I can either use her help or find myself on website. Very approachable.
Your assessment of the service received Re: request	Very good service. Request logged on system to reserve.	Very good, staff explained system to me in a way that was easily	Good.	Very good assistant explained about the library stock and would be	Very knowledgeable and offered an excellent service.	Very well explained. If not available in City will obtain from	Very good, unfortunately the book I wanted was missing from the shelf at	Excellent service. Went through what was needed to be done to receive

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QUESTIONS ↓								
How do you think the service is currently on loan?	Very helpful.	understandable.		contacted when book available		county or suggest purchasing from elsewhere. Very informative.	Aylestone.	a book on order.
What do you think of the stock condition and layout in general?	Layout is good & easy to use. Book stock in general is good and in good condition. Approx 15% of books were showing browning of pages.	Stock condition appeared very good, very few books looked dated or brown and none appeared damaged.	Economic ??? out	A good variety of stock and in good condition. Lots of different language books.	Stock condition was very good. Saw very few books that were being borrowed.	Book stock looks very good with only a few books showing signs of borrowing.	Stock is generally in good condition. Layout is logical and clearly identified.	General layout is very good. Book stock is in very good condition with very few books showing damage of browning. 14 computers available for community use, including 5 dedicated for teenage use and 1 dedicated for under 5's

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QUESTIONS ↓								
								use with special keyboard. Excellent selection of foreign language books.
Were there any additional rooms available for public use?	A small room used for Councillor surgeries. There was a toilet facility available to the public.	No, one open plan church hall style room	None seen.	Yes, the classroom is available for community hire.	Yes, small computer suite & 3 small study rooms.. Health & social care centre in same building.	Only main areas and toilets available in public. Has two private areas.	No, although there is an area for childrens books/activities. (some rooms available at reference library on Bishop Street)	The space is open plan, with 2 side spaces which are also open plan.
Were there any activities going on	No specific activities. Computers being well used, 12	2 people using internet on computers, of one was	Computer activities.	IT equipment in use and all computers are on a booking system.	PCs in use. No other activities going on whilst we	One woman on the computer and 3-4 people	IT facilities used in Childrens section – no supervision or instruction sign	A number of women using computers.

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QUESTIONS ↓	available for use. Books & Newspapers being read, no other activities going on.	supported by staff.		It is very busy.	were there.	using the library in general.	said only for young people yet 2 out of 4 PCs had adults on.	
Are there any activities that were not well used? Are there any activities that were not well used? Are there any activities that were not well used?	It has been involved in the 'Big Wild Read' and saw a good selection of childrens book posters. We were told that there was: Toddler time, homework	No, the size of room limits the activities, as it is an open plan large room.	No.	To provide some advice services and give diverse needs of the local community. Perhaps CAB or Welfare Rights could offer a local service here.	No previous information (2,700 visitors per week on average). Toddler time. Babington College do computer courses. Home library	No information before visit. IT Training – Adults –3 computers available (70% use). Under 5's . Monthly reading discussion group.	More involvement of partner agencies i.e. youth services and health.	Already offering many activities like:- ESOL level 1&2 training. Computer classes. Job search and CV help – application forms. Citizenship tests. Theory

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CONTINUATION								
CONTINUATION	help, summer activities, school visits, pathways worker. Jobcentre Plus holds surgeries.				feeder service. Homework help. Volunteer help delivering books to housebound people. School visits. Summer Scheme.	Summer scheme. Diwali Celebration. Family learning week sessions. Had a lot of different events in past – winetasting, digital photography, meet the writer sessions, yoga.		test training. Toddler time. Homework help for under 16's. Womens only sessions. Summer & Easter schemes. Reading groups. School visits.
What services/community	Omnibus visits, large talking book service. Councillor	Fridays - Senior Citizens Tea, biscuits & books	Left blank	EAL Lessons, Basic skills, citizenship classes, it basic, under	Health & Social Care centre. No other information	Computers – 3 available. Good children	African Innovations – advise session. Babies of the world.	Police Recruitment Seminars previously. Get online day.

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QUESTIONS ↓								
<p>continued vision being provided in the building? Do you think of any services/community vision that could be offered in this building?</p>	<p>services. British Citizenship test help. Driving theory test support. Developing youth area. Felt DVD area could have been better. Map of layout needs to be more prominent. Could introduce discussion groups.</p>	<p>Saturdays – Childrens activities – parent/child out sessions. Vulnerable groups regularly use it. Regular visits by the Police CSO.</p>		<p>5's activities, class room for community, family events – story telling/crafts, study support – with worker, (Bede action group?)</p>	<p>available.</p>	<p>area. School visit. Councillor Surgeries. Driver theory test training. House bound service. Minibus service.</p>	<p>Citizenship classes. Red Cross. PRU's</p>	<p>Other events around major festivals.</p>

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<p>Speak to users to find out what they like and what suggestions they can offer to improve the service?</p>	<p>A homeless person said he uses the library to forget about his problems. A person from saffron area uses this library, likes layout, staff helpful. (saffron library too busy & noisy) A Leics Univ student uses internet regularly.</p>	<p>Easy access near to home. Really liked using internet facility. Good stock of books. Would like to see library extended with more books.</p>	<p>Neighbours have been slightly critical of car parking, although I have never had problems.</p>	<p>Selection for independent reading is good. Environment is a good balance of traditional and modern.</p>	<p>Good selection of books, staff friendly and helpful. Need more computers, happy with service. Loves coming here and feels it is ideal for disabled users in wheelchairs. Has asked about street book bus visits.</p>	<p>Staff very helpful, using computers daily to trace family tree. She used to use Central Library. For the computers, there needs to be shaded areas when it is sunny. Not always clear when the library is open and could do with a sign.</p>	<p>(Lack of room is an issue) More computers. More tables for homework. Paint & decorate more colourful. More Asian music.</p>	<p>One woman enjoyed the women only sessions, described it as 'special time'. Another user enjoyed the reading time.</p>

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<p>Speak to staff to their questions I ask if they have suggestions how their library can be improved?</p>	<p>More money, computers and events. Suggested a local photography competition to tell the story of life in the area. Felt that buying for the library was better than central purchasing. Extra staffing when young people are in as is very busy pm. There are no other local facilities for young people</p>	<p>Love the job, but problems with security & safety of staff. Disabled access - would help. (although listed building a problem) Private rooms -- would help Extra Computers would help.</p>	<p>Staff not 100% happy with working conditions.</p>	<p>Staffing levels –busy. Carpet – although new – looks dirty, needs a darker colour. Could help form filling. EAL issues – polish translation (a wish list).</p>	<p>Book fund needs to be funded. Unlimited renewals not a good idea. New carpet needed. Could improve shelving. Improve childrens area book stock. More computers. Possibly have a toilet.</p>	<p>Extend if possible. Cooling system. Preferred by for centre rather than central purchasing. Computers should have their own area away from books. Heating in winter – update.</p>	<p>Pay evaluation – haven't lost out. IT use. New library – site in wrong place. Effective consultation. Premises management – caretaker. Parking issues (disabled). Coffee shop/Vending machine required. Large: book sale revenue very costly to run. New disabled lift. Open hours.</p>	<p>Thursday opening. Outside needs working on. Extra staff during busy times. Book stock could be improved.</p>

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RECOMMENDATIONS ↓								
	and stress levels are high during this period. Continue study support provision during summer hols. Possible mobile youth provision. Need to invest in building – windows leak. Floor needs maintenance.						Self service. Clean frontage. Decorate front. Basic skills & ESOL books.	
Can you make any suggestions on how to improve the library	That a layout map be more prominent a feature as you walk in as the library covers a big area.	An old list building that feels like an old church hall. Extending the building	Looks like a library – even got a clock.	A very well used community resource. Very welcoming and deserves	Needs a layout map, very large area. New carpets, tripping	Looks closed from outside, possibly have visible sign outside.	Clean up of frontage. More welcoming entrance with more local information.	There were no books on Theology – should be included in faith books section. Book display in

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SUGGESTIONS ↓								
could be improved?	Improve the DVD display area – very cluttered. Building is tired – needs work doing on it. Litter-picking outside – the general outer area was untidy. More for adults – possibly some focus groups on different topics. Better cycle storage. Improve parking/disabled parking – possibility of	would be an option as it is well-placed in the heart of the community. would make use of it. Some small changes regarding staff security and extra computers would make all the difference.		any further improvement that we can make to it. Suggestions: 1) Parking – either this task group or Coun Russell needs to look parking issues connected with the library 2) There is a sufficient polish community to warrant a polish speaking p/t library assistant.	hazard. Lighting not all working – replace tubes. Needs own public toilets. Health & safety care centre concern, Signage from main road, shopping centre, car parks. Top 10 books – have pictures of covers, better than empty shelf.	Some of the chairs are tired needs reupholstering. Could extend from the front. Disabled parking at side could be useful. User-ship figures from Pat would help.	More basic skills & ESOL books. More furniture.	wrong place and was tired and tatty. Good selection of books in other languages (Asian languages) Also good selection of DVDs and traditional music. Good displays, CDs and talking books in children section. Best Childrens section seen so far.

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REMARKS ↓								
conti.	putting bays where bushes were present.				A lot of empty space not being used.			