

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

LIBRARY VISITATIONS INITIATED BY MEMBERS →	ST BARNABAS 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 - OUTSIDE	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -Inviting, but dated (most buildings around it are dated too) -Externally needs refreshing 	<ul style="list-style-type: none"> -Excellent -It stands well. -Cannot be missed. 	<ul style="list-style-type: none"> -Looked very welcoming. -There was lots of community information 	<ul style="list-style-type: none"> -No signage anywhere, -Set back from car park behind church. -Bland – no window displays. -Bike racks available. -Nothing that says “come inside”. -Social care centre attached. 	<ul style="list-style-type: none"> -Insufficient disabled 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. 	<ul style="list-style-type: none"> -Untidy, dark glass, quiet institutional. -Initial interior is dark and it is not immediately obvious that it is a library. 	<ul style="list-style-type: none"> -One of the better buildings we have seen. -Good condition. -Only downfall was the amount of litter outside the building.
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First impression of the building – IDE	<ul style="list-style-type: none"> -Open & bright -Nice settees & other furniture, but a little cluttered around DVDs section. -Childrens section very well laid out, -Very welcoming. 	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -Excellent. -It looks like a library 	<ul style="list-style-type: none"> -Very well organised. -Clear subject headings & obvious categories. -Many displays (Eid & Diwali). -Very busy library 	<ul style="list-style-type: none"> -Nice open area – very nice and airy. -Well laid out. -Good stocks of books, DVDs, resource information -12 computers available. 	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -Staircase to reception was like a nightclub entrance. -Interior was very dated. -3rd floor carpet in main section is badly soiled. -Signage is clear. 	<ul style="list-style-type: none"> -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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Were staff welcoming?	-Were welcoming, but apprehensive to start with as they were not aware of our visit.	-Very welcoming, a credit to the library. -Very helpful to all users, young & old. -The 2 staff were excellent.	-Yes.	-Yes, offered a drink and asked 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 leaving which book was 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 a book of interest?	-Yes, very well laid out. -Could have been more options.	-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 there.	-Not as easy to find as in other libraries.

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Our assessment of the service received Re: reserving books from the 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 book myself on website. -Very approachable.
Our assessment of the service received Re: reserving a book currently on loan	-Very good service. - Request logged onto system to reserve. -Very helpful.	-Very good, staff explained system to me in a way that was easily understandable.	-Good.	-Very good assistant explained about the library stock and would be contacted when book available	-Very knowledgeable and offered an excellent service.	-Very well explained. -If not available in City will obtain from county or suggest purchasing from elsewhere. -Very informative.	-Very good, unfortunately the book I wanted was missing from the shelf at Aylestone.	-Excellent service. -Went through what was needed to be done to receive a book on order.

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What do I think of stock condition layout general?	-Layout is good & easy to use. -Book stock in general is good However, some of the stock was old, browning and in need of replacing.	-Stock condition seemed good, although a few books looked dated & brown, but none appeared damaged.	-Very good	-Book stock could be replenished with more new books. -Although, lots of different language books available.	-Book stock could do with being increased with more variety. although, existing book stock condition was good.	-Book stock good, but some books showing signs of browning and needed replacing	-Although book stock was generally in good condition, there was an overall decline in the number of new books. -Layout is logical and clearly identified.	-General layout is very good. -Some books were old and dated, book stock was good, but a need for more new up to date books. -14 computers available for community use, including 5 dedicated for teenage use and 1 dedicated for under 5's use with special keyboard. -Excellent selection of foreign language books.
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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 to 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? If so, what were they and how well were they being used?	-No specific activities. -Computers being well used, 12 available for use. -Books & Newspapers being read, no other activities going on.	-2 people using internet on computers, of which one was supported by staff.	-Computer activities.	-IT equipment in use and all computers are on a booking system. -It is very busy.	-PCs in use. -No other activities going on whilst we were there.	-One woman on the computer and 3-4 people using the library in general.	-IT facilities used in Childrens section – no supervision or instruction sign said only for young people yet 2 out of 4 PCs had adults on.	-A number of women using computers.

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Are there any other activities that could be offered at this library?	<ul style="list-style-type: none"> -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 help, - summer activities, -school visits, -pathways worker. -Jobcentre Pus holds surgeries. 	<ul style="list-style-type: none"> -No, the size of room limits the activities, as it is an open plan large room. 	<ul style="list-style-type: none"> -No. 	<ul style="list-style-type: none"> -To provide some advice services and give diverse needs of the local community. -Perhaps CAB or Welfare Rights could offer a local service here. 	<ul style="list-style-type: none"> -No previous information -2,700 visitors per week on average. -Toddler time. -Computer courses. -Home library feeder service. -Homework help. -Volunteer help -Home delivery. -School visits. -Summer Scheme. 	<ul style="list-style-type: none"> -No previous information -IT Training -3 computers available (70% use). -Under 5's . -Reading discussion group. -Summer scheme. -Diwali Celebration. -lots of different events in past: – winetasting, -digital photography, -meet the writer sessions, -yoga. 	<ul style="list-style-type: none"> -More involvement of partner agencies i.e. youth services and health. 	<ul style="list-style-type: none"> -Already offering many activities like:- ESOL level 1&2 training. Computer classes. Job search and CV help – application forms. -Citizenship tests. -School visits. -Toddler time. -Homework help for under 16's. -Womens only sessions. -Summer & Easter schemes. -Reading groups.
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What services/community vision are being provided in the building? Do you think of any services/community vision that could be offered in this building?	<ul style="list-style-type: none"> -Omnibus visits, -large talking book service. -Councillor services. -British Citizenship test help. -Driving theory test support. -Developing youth area. -Felt DVD area could have been better. -Could introduce discussion groups. 	<ul style="list-style-type: none"> -Fridays - Senior Citizens Tea, biscuits & books -Saturdays – Childrens activities – parent/child out sessions. -Vulnerable groups regularly use it. -Regular visits by the Police CSO. 	<ul style="list-style-type: none"> -Member's Surgeries held regularly 	<ul style="list-style-type: none"> -EAL Lessons, Basic skills, - citizenship classes, -IT basic, -under 5's activities, -class room for community, family events – story telling/crafts, study support – with worker, (Bede action group?) 	<ul style="list-style-type: none"> -Health & Social Care centre. -No other information available. 	<ul style="list-style-type: none"> -Computers – 3 available. -Good children area. -School visit. -Councillor Surgeries. -Driver theory test training. -House bound service. -Minibus service. 	<ul style="list-style-type: none"> -African Innovations – advise session. -Babies of the world. -Citizenship classes. -Red Cross. PRU's 	<ul style="list-style-type: none"> -Police Recruitment Seminars previously. -Get online day. -Other events around major festivals.
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<p>Speak to users to their suggestions how they can be improved?</p> <p>What do you think we should ask if we have suggestions how they can be improved?</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>-Some have been slightly critical of car parking, -Some said they have never had problems with car parking.</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. -Used to use Central Library -There needs to be shaded areas when it is sunny. -Looked shut from the outside, probably due to the shaded glass. A sign was needed in the window to inform members of the public that the library was open.</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 find out what questions they have and suggestions they can offer to improve?</p>	<ul style="list-style-type: none"> -More money, computers and events. -Suggested a local photography competition to tell the story of life in the area. -Self – purchasing better than central purchasing. -Extra staffing required pm when young people attend. <p>---continued over</p>	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -Staff not 100% happy with working conditions. -It was difficult for Library users and drivers of delivery vehicles to park close to the Library. -Efforts had been made to arrange for disabled parking at Hamilton without success. 	<ul style="list-style-type: none"> -Staffing levels –busy. -Carpet – although new – looks dirty, needs a darker colour. -Could help form filling. -EAL issues – polish translation (a wish list). 	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -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. 	<ul style="list-style-type: none"> -Pay evaluation – haven't lost out. -IT use. -New library site in wrong place. -Effective consultation. Premises management – caretaker. -Parking issues (disabled). -Coffee shop or Vending machine required. <p>---continued over</p>	<ul style="list-style-type: none"> -Thursday opening. -Extra staff during busy times. -Book stock could be improved.

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REMARKS ↓								
conti....	<ul style="list-style-type: none"> -There are no other local facilities for young people 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. 						<ul style="list-style-type: none"> -Large: book sale revenue very costly to run. New disabled lift. -Open hours. Self service. -Clean frontage. -Decorate front. -Basic skills & ESOL books. 	

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<p>Can you make any suggestions to how the library could be improved?</p>	<p>-That a layout map be more prominent a feature as you walk in as the library covers a big area. -Improve the DVD display area – very cluttered. -Building is tired – needs work doing on it. -Litter-picking outside – the general outer area was untidy.</p> <p>---continued over</p>	<p>-An old listed building that feels like an old church hall. - Extending the building 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.</p>	<p>-Looks like a library – even got a clock. -Improved bus route via public transport be looked into, so that the Library can be accessed by Hamilton residents.</p>	<p>-A very well used community resource. -Very welcoming and deserves any further improvement that we can make to it.</p> <p>-Suggestions: 1) Parking – either this task group or Coun Russell needs to look parking issues connected with the library</p> <p>---continued over</p>	<p>-Needs a layout map, very large area. -New carpets, tripping hazard. -Lighting not all working – replace tubes. -Needs own public toilets. -Health & safety care centre concern, -Signage from main road, - shopping centre, car parks.</p>	<p>-Looks closed from outside, possibly have visible sign outside. 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.</p>	<p>-Clean up of frontage. -More welcoming entrance with more local information. -More basic skills & ESOL books. -More furniture.</p>	<p>-There were no books on Theology – should be included in faith books section. -Book display in wrong place and was tired and tatty. -Good selection of books in other languages (Asian languages) -Also good selection of DVDs and traditional music.</p> <p>---continued over</p>
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conti...	<ul style="list-style-type: none"> -More for adults – possibly some focus groups on different topics. -Better cycle storage. -Improve parking/disabled parking – possibility of putting bays where bushes were present. 			<p>2) There is a sufficient polish community to warrant a polish speaking p/t library assistant.</p>	<ul style="list-style-type: none"> -Top 10 books – have pictures of covers, better than empty shelf. -A lot of empty space not being used. 			<ul style="list-style-type: none"> -Good displays, -CDs and talking books in children section. -Best Childrens section seen so far.