

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

<b>8 LIBRARY LOCATIONS VISITED BY MEMBERS</b> →	<b>ST BARNABAS</b> 26/09/07	<b>AYLESTONE</b> 24/09/07	<b>HAMILTON</b> August 07	<b>WESTCOTES</b> 22/10/07	<b>BEAUMONT LEYS</b> 27/09/07	<b>EVINGTON</b> 27/09/07	<b>CENTRAL LENDING</b> 22/10/07	<b>BELGRAVE</b> 10/10/07
<b>QUESTIONS</b> ↓								

<b>1) First impression of the building - OUTSIDE</b>	<ul style="list-style-type: none"> <li>-Untidy with litter, graffiti on wall.</li> <li>-An old &amp; tired looking building.</li> <li>-Cannot tell from the main road what the building was.</li> <li>-Parking in the area not good.</li> </ul>	<ul style="list-style-type: none"> <li>-Inviting, but dated (most buildings around it are dated too)</li> <li>-Externally needs refreshing</li> </ul>	<ul style="list-style-type: none"> <li>-Excellent</li> <li>-It stands well.</li> <li>-Cannot be missed.</li> </ul>	<ul style="list-style-type: none"> <li>-Looked very welcoming.</li> <li>-There was lots of community information</li> </ul>	<ul style="list-style-type: none"> <li>-No signage anywhere,</li> <li>-Set back from car park behind church.</li> <li>-Bland – no window displays.</li> <li>-Bike racks available.</li> <li>-Nothing that says “come inside”.</li> <li>-Social care centre attached.</li> </ul>	<ul style="list-style-type: none"> <li>-Insufficient disabled parking, just 3 spaces for staff.</li> <li>-Modern building with external seating.</li> <li>-Bin needed emptying.</li> <li>-Nice window displays.</li> <li>-Hand rails needed painting and treating for rust.</li> <li>-Needs a bit of TLC,</li> <li>-Good disabled access.</li> </ul>	<ul style="list-style-type: none"> <li>-Untidy, dark glass, quiet institutional.</li> <li>-Initial interior is dark and it is not immediately obvious that it is a library.</li> </ul>	<ul style="list-style-type: none"> <li>-One of the better buildings we have seen.</li> <li>-Good condition.</li> <li>-Only downfall was the amount of litter outside the building.</li> </ul>
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<b>2) First impression of the building – INSIDE</b>	<ul style="list-style-type: none"> <li>-Open &amp; bright</li> <li>-Nice settees &amp; other furniture, but a little cluttered around DVDs section.</li> <li>-Childrens section very well laid out,</li> <li>-Very welcoming.</li> </ul>	<ul style="list-style-type: none"> <li>-Dated with wooden beams and lino tiling.</li> <li>-Clean, tidy &amp; good layout, and appeared to be recently decorated,</li> <li>-Laid out with posters and childrens artwork.</li> <li>-Childrens space well laid out with books and playmat.</li> <li>-Good DVD and books selection</li> <li>-2 computers available for public use.</li> </ul>	<ul style="list-style-type: none"> <li>-Excellent.</li> <li>-It looks like a library</li> </ul>	<ul style="list-style-type: none"> <li>-Very well organised.</li> <li>-Clear subject headings &amp; obvious categories.</li> <li>-Many displays (Eid &amp; Diwali).</li> <li>-Very busy library</li> </ul>	<ul style="list-style-type: none"> <li>-Nice open area – very nice and airy.</li> <li>-Well laid out.</li> <li>-Good stocks of books, DVDs, resource information</li> <li>-12 computers available.</li> </ul>	<ul style="list-style-type: none"> <li>-Very well laid out</li> <li>-Excellent community information area.</li> <li>-Easy to find what you want.</li> <li>-Very welcoming and comfortable interior.</li> <li>-Very neat looking building.</li> <li>-10 hen and star books were available as we walked in.</li> <li>-Very well presented DVD stock.</li> </ul>	<ul style="list-style-type: none"> <li>-Staircase to reception was like a nightclub entrance.</li> <li>-Interior was very dated.</li> <li>-3<sup>rd</sup> floor carpet in main section is badly soiled.</li> <li>-Signage is clear.</li> </ul>	<ul style="list-style-type: none"> <li>-Very bright and positive open space.</li> <li>-Old building but well modernised.</li> <li>-Very good display areas.</li> <li>-Nice ambience.</li> <li>-Good use of lighting.</li> <li>-Lots of hanging artwork.</li> <li>-Very good feel to the place.</li> </ul>
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<b>3) Were staff welcoming?</b>	-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).
<b>4) After browsing which book attracted you?</b>	-‘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 <sup>th</sup> 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’
<b>5) Was it easy to find a book of your interest?</b>	-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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<b>6) Your assessment of the service received Re: other books on library catalogue</b>	-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.
<b>7) Your assessment of the service received Re: to reserve a book currently out on loan</b>	-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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<b>8) What do you think of the stock condition and layout in general?</b>	-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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<b>9) Were there any additional rooms available for public use?</b>	-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.
<b>10) Were there any activities taking place? If so, what were they and how well were they being used?</b>	-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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<b>11) Are there any other activities you felt could be offered at this library?</b>	<ul style="list-style-type: none"> <li>-It has been involved in the 'Big Wild Read' and saw a good selection of childrens book posters.</li> <li>-We were told that there was: Toddler time,</li> <li>-homework help,</li> <li>- summer activities,</li> <li>-school visits,</li> <li>-pathways worker.</li> <li>-Jobcentre Pus holds surgeries.</li> </ul>	<ul style="list-style-type: none"> <li>-No, the size of room limits the activities, as it is an open plan large room.</li> </ul>	<ul style="list-style-type: none"> <li>-No.</li> </ul>	<ul style="list-style-type: none"> <li>-To provide some advice services and give diverse needs of the local community.</li> <li>-Perhaps CAB or Welfare Rights could offer a local service here.</li> </ul>	<ul style="list-style-type: none"> <li>-No previous information</li> <li>-2,700 visitors per week on average.</li> <li>-Toddler time.</li> <li>-Computer courses.</li> <li>-Home library feeder service.</li> <li>-Homework help.</li> <li>-Volunteer help</li> <li>-Home delivery.</li> <li>-School visits.</li> <li>-Summer Scheme.</li> </ul>	<ul style="list-style-type: none"> <li>-No previous information</li> <li>-IT Training</li> <li>-3 computers available (70% use).</li> <li>-Under 5's .</li> <li>-Reading discussion group.</li> <li>-Summer scheme.</li> <li>-Diwali Celebration.</li> <li>-lots of different events in past: – winetasting,</li> <li>-digital photography,</li> <li>-meet the writer sessions,</li> <li>-yoga.</li> </ul>	<ul style="list-style-type: none"> <li>-More involvement of partner agencies i.e. youth services and health.</li> </ul>	<ul style="list-style-type: none"> <li>-Already offering many activities like:- ESOL level 1&amp;2 training.</li> <li>Computer classes. Job search and CV help – application forms.</li> <li>-Citizenship tests.</li> <li>-School visits.</li> <li>-Toddler time.</li> <li>-Homework help for under 16's.</li> <li>-Womens only sessions.</li> <li>-Summer &amp; Easter schemes.</li> <li>-Reading groups.</li> </ul>
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<b>12) What other services/community provision were being provided from the building? Can you think of any services/community provision that could be offered from this building?</b>	<ul style="list-style-type: none"> <li>-Omnibus visits,</li> <li>-large talking book service.</li> <li>-Councillor services.</li> <li>-British Citizenship test help.</li> <li>-Driving theory test support.</li> <li>-Developing youth area.</li> <li>-Felt DVD area could have been better.</li> <li>-Could introduce discussion groups.</li> </ul>	<ul style="list-style-type: none"> <li>-Fridays - Senior Citizens Tea, biscuits &amp; books</li> <li>-Saturdays – Childrens activities – parent/child out sessions.</li> <li>-Vulnerable groups regularly use it.</li> <li>-Regular visits by the Police CSO.</li> </ul>	<ul style="list-style-type: none"> <li>-Member's Surgeries held regularly</li> </ul>	<ul style="list-style-type: none"> <li>-EAL Lessons, Basic skills, - citizenship classes,</li> <li>-IT basic,</li> <li>-under 5's activities,</li> <li>-class room for community, family events – story telling/crafts, study support – with worker, (Bede action group?)</li> </ul>	<ul style="list-style-type: none"> <li>-Health &amp; Social Care centre.</li> <li>-No other information available.</li> </ul>	<ul style="list-style-type: none"> <li>-Computers – 3 available.</li> <li>-Good children area.</li> <li>-School visit.</li> <li>-Councillor Surgeries.</li> <li>-Driver theory test training.</li> <li>-House bound service.</li> <li>-Minibus service.</li> </ul>	<ul style="list-style-type: none"> <li>-African Innovations – advise session.</li> <li>-Babies of the world.</li> <li>-Citizenship classes.</li> <li>-Red Cross. PRU's</li> </ul>	<ul style="list-style-type: none"> <li>-Police Recruitment Seminars previously.</li> <li>-Get online day.</li> <li>-Other events around major festivals.</li> </ul>
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<b>13) Speak to the users to get their opinions and ask if they have any suggestions of how their library can be improved?</b>	-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.	-Easy access near to home. -Really liked using internet facility. -Good stock of books. -Would like to see library extended with more books.	-Some have been slightly critical of car parking, -Some said they have never had problems with car parking.	-Selection for independent reading is good. -Environment is a good balance of traditional and modern.	-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.	-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.	-Lack of room is an issue -More computers. -More tables for homework. -Paint & decorate more colourful. -More Asian music.	-One women enjoyed the women only sessions, described it as 'special time'. -Another user enjoyed the reading time.
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<p><b>14) Speak to the staff to get their opinions and ask if they have any suggestions of how their library can be improved?</b></p>	<ul style="list-style-type: none"> <li>-More money, -Computers and events.</li> <li>-Suggested a local photography competition to tell the story of life in the area.</li> <li>-Self – purchasing better than central purchasing.</li> <li>-Extra staffing required pm when young people attend.</li> </ul> <p style="text-align: center;"><i>---continued over</i></p>	<ul style="list-style-type: none"> <li>-Love the job, but problems with security &amp; safety of staff.</li> <li>-Disabled access would help. (although listed building a problem)</li> <li>-Private rooms would help</li> <li>-Extra Computers would help.</li> </ul>	<ul style="list-style-type: none"> <li>-Staff not 100% happy with working conditions.</li> <li>-It was difficult for Library users and drivers of delivery vehicles to park close to the Library.</li> <li>-Efforts had been made to arrange for disabled parking at Hamilton without success.</li> </ul>	<ul style="list-style-type: none"> <li>-Staffing levels –busy.</li> <li>-Carpet – although new – looks dirty, needs a darker colour.</li> <li>-Could help form filling.</li> <li>-EAL issues – polish translation (a wish list).</li> </ul>	<ul style="list-style-type: none"> <li>-Book fund needs to be funded.</li> <li>-Unlimited renewals not a good idea.</li> <li>-New carpet needed.</li> <li>-Could improve shelving.</li> <li>-Improve childrens area book stock.</li> <li>-More computers.</li> <li>-Possibly have a toilet.</li> </ul>	<ul style="list-style-type: none"> <li>-Extend if possible.</li> <li>-Cooling system. Preferred by for centre rather than central purchasing.</li> <li>-Computers should have their own area away from books.</li> <li>-Heating in winter – update.</li> </ul>	<ul style="list-style-type: none"> <li>-Pay evaluation – haven't lost out.</li> <li>-IT use.</li> <li>-New library site in wrong place.</li> <li>-Effective consultation. Premises management – caretaker.</li> <li>-Parking issues (disabled).</li> <li>-Coffee shop or Vending machine required.</li> </ul> <p style="text-align: center;"><i>---continued over</i></p>	<ul style="list-style-type: none"> <li>-Thursday opening.</li> <li>-Extra staff during busy times.</li> <li>-Book stock could be improved.</li> </ul>
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<b>14) conti....</b>	<ul style="list-style-type: none"> <li>-There are no other local facilities for young people and stress levels are high during this period.</li> <li>-Continue study support provision during summer hols.</li> <li>-Possible mobile youth provision.</li> <li>-Need to invest in building – windows leak.</li> <li>-Floor needs maintenance.</li> </ul>						<ul style="list-style-type: none"> <li>-Large: book sale revenue very costly to run.</li> <li>New disabled lift.</li> <li>-Open hours.</li> <li>Self service.</li> <li>-Clean frontage.</li> <li>-Decorate front.</li> <li>-Basic skills &amp; ESOL books.</li> </ul>	
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<b>15) Can you make any suggestions as to how this library could be improved?</b>	<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 &amp; 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 Reuphol-stering          -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 &amp; 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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Culture and Leisure Task Group – Libraries Review – Members Questionnaire  
**ANALYSIS OF LIBRARY SITE VISITS – January 2008**

<b>8 LIBRARY LOCATIONS VISITED BY MEMBERS</b> →	<b>ST BARNABAS</b> 26/09/07	<b>AYLESTONE</b> 24/09/07	<b>HAMILTON</b> August 07	<b>WESTCOTES</b> 22/10/07	<b>BEAUMONT LEYS</b> 27/09/07	<b>EVINGTON</b> 27/09/07	<b>CENTRAL LENDING</b> 22/10/07	<b>BELGRAVE</b> 10/10/07
<b>QUESTIONS</b> ↓								

<b>15) conti...</b>	-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.			2) There is a sufficient polish community to warrant a polish speaking p/t library assistant.	-Top 10 books – have pictures of covers, better than empty shelf. -A lot of empty space not being used.			-Good displays, -CDs and talking books in children section. -Best Childrens section seen so far.
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