Adult Plus User Survey 2012

Headlines

The Adult Public Library User Survey was carried out in all libraries across North Somerset between 12 and 25 of November 2012.

Customers visiting the library were asked to complete a short survey.

3,038 customers completed the survey.

Opening Hours
Satisfaction with opening hours remained fairly static, with a higher percentage of respondents stating that hours in Pill, Portishead and Weston were very good or good. There was a drop for HLC and Yatton.

Customer service
97% said that customer service was very good or good across libraries.

Library buildings
There has been a dramatic increase in the percentage of customers saying the outside of Portishead Library is very good or good.

The new mobile, Portishead and Weston have seen significant increases in very good and good ratings for their interiors. Notably Weston increased from 66% to 93% and Portishead from 39% to 97%.

Both Pill and Winscombe saw the most significant percentages of poor ratings for the exterior of the buildings, 28% and 26% respectively.

Services
There is increased satisfaction in the choice of books on offer at Portishead and Weston, although there has been a decrease at Yatton and Congresbury.

Computer facilities fared better in the recent survey, although it is noted that the was a small decrease at Congresbury.

Views about Information provision stayed relatively static, with increases in satisfaction at Portishead and the mobile. It is noted that there may be an issue to be addressed at Congresbury.

Impacts
The impacts tab demonstrates that we have significant value in supporting our customers in a range of needs. This data will be of particular importance to our Community Librarians as they get to know the dynamics of the communities in which they work.

About our customers
This data will be of particular importance to our Community Librarians as they get to know the dynamics of existing user groups to enable relevant partnerships and events, as well as crossing referencing with community profiles to identify areas for outreach.
**Notes about the data**
It is worth noting that the 2009 figures also included the two mobile libraries, as well as Banwell and Backwell Libraries. The mobile figures have been merged to give an overview.

More in depth data is available that will be used to inform how we adapt and run specific services moving forward.

The customer comments are also being processed to enable us to act on themes of responses.