The Home Library Service is for anyone who finds it difficult to leave their home, either because of their own ill health or responsibilities as a carer.

Books (including large print and spoken word) are delivered on a regular basis (usually once a month) by our 53 volunteers.

There are currently 126 customers.

There were 92 responses to the Home Library Service in early 2014, a response rate of 73%.
“Getting books is like having a mini ‘birthday present’. Before my care system was sorted it was reassuring to have nice people calling. Sometimes they are the only people I talk to in the week.”

A Home Library Service customer
The Home Library Service helps...

99%
I use it to keep my mind active

91%
It gives me confidence to remain at home

88%
It reduces my feelings of isolation

91%
The service is a lifeline
Customers say…

“It gives one contact with other humans, which one would otherwise not have”

“It's a life line for people who have trouble sleeping, the time slips away.”

“It brings opportunities to the doorstep that you wouldn’t have if you can’t get out”
Customer satisfaction

100% of Home Library Service customers are satisfied with the service
Volunteers...

98% Volunteers come to my home when they say they will

98% Volunteers are helpful

“For me it is perfect. The volunteer is friendly, helpful and very reliable.”

We have 53 volunteers who deliver the Home Library Service
“Fantastic. Social, ideal, gives me what I want. Lovely volunteers. They're delivering books, they're volunteers but they don't just drop the books and run. The volunteers are lovely, nothing's too much trouble.”

“For me it's a lifeline. It's excellent. It is both effective and enjoyable. The volunteers deserve our great thanks for making it so.”
“Wonderful! It enables me to enjoy my lifesaver – reading.”

“I really rely on the listening books I receive, and also really enjoy them. I have found that the choice of books I get are varied and interesting, and am always pleased to get the books in chronological order- which they always are.”

“Books are my company. I don’t get visitors. Thank you”

Books are received in a variety formats including:
- Standard text
- Large print
- Audio books
- Playaways
Books...

Type of books enjoyed
(% of respondents, excludes no replies)

- Family sagas: 66%
- Crime or thrillers: 54%
- Historical fiction: 52%
- Autobiographical or: 50%
- Romance: 45%
- Best sellers e.g. Da Vinci: 40%
- Local history or history: 37%
- Nature, animals and: 28%
- Homes and gardens: 20%
- Arts and crafts: 16%
- Fantasy or science fiction: 15%
- Other: 22%
I like the books I get...

- 57% Always
- 37% Usually
- 6% Sometimes
How did you hear about the Home Library Service?

- Library service: 35%
- Friend, family or neighbour: 41%
- Can't remember: 10%
- Carer or support agency: 8%
- Magazine: 5%
- Internet: 1%
- Can't remember: 10%
- Library service: 35%
- Friend, family or neighbour: 41%
- Can't remember: 10%
- Carer or support agency: 8%
- Magazine: 5%
- Internet: 1%
Home Library Service Customers use of the internet...

- No: 87%
- Yes: 13%
Customers health

- 91% difficulties walking
- 51% eyesight difficulties
- 33% difficulties using hands and fingers
- 26% hearing difficulties
- 8% memory loss
- 3% mental health condition
- 26% other
Customers

21% I have a carer

69% I can’t get around the local area easily

3% I care for someone else

7% I have transport issues
Opportunities to improve…

Choice of books

– Tools such as ‘Most borrowed’ booklists and *Who writes like* to be offered to volunteers
– Review spoken word non fiction

Enjoyment of books

– Likes and dislikes will be reviewed annually
Opportunities to improve…

Time spent
– Promote services such as befriending

Carers use of the service
– Work with partners to promote the service

Information about other services
– Strengthen links with Community Connect
– Reminiscence and Information tablet project
Thank you

• We’d like to take this opportunity to thank all of our Home Library Service customers who took the time to respond to this survey

• And also our wonderful volunteers, who’s efforts make such a difference to the lives of the people they visit