Young People’s Library Survey 2016 - Results

1. 1,989 children aged 0-16 or their parents/carers completed the Young People’s Library Survey in North Somerset libraries between 16 and 29 October 2016.

2. Children’s satisfaction levels with the library service remain high with 91% of children rating overall satisfaction with the library as 8 out of 10 or above. 41% of children rated their library as 10 out of 10.

3. The average rating for helpfulness of library staff was 9.5 out of 10 for 0-7 year olds and 9.3 out of 10 for 7-11 year olds.

4. Average rating for attractiveness of library 8.8 (KS1).

5. On average parents and carers of children aged 0-7 rated how family friendly the library is as 8.1 out of 10 on average and 8.8 out of 10 for how child friendly the library is.

6. 88% of 0 to 7 year olds enjoyed choosing books in the library.

7. 96% of 7 to 11 year olds thought the library had helped them with getting better at reading.

8. 97% of 7 to 11 year olds thought the library had helped them with enjoyment of reading.

9. 92% of 7 to 11 year olds thought the library had helped them with finding out things for themselves.

10. 72% of 7 to 16 year olds had borrowed a book for pleasure this term.

11. 63% of 11-16 year olds thought they may be interested in volunteering opportunities if they came up in future.

12. Many respondents commented on how staff were welcoming, friendly and helpful. Several people mentioned how good the activities were such as rhyme time. Positive comments were that the libraries helped with homework and learning, made reading fun and were interesting places to visit.

13. There were several suggestions for improvement which will be fed into the community access review which will allow for improvements such as baby changing and longer opening hours where possible.