

# Welsh Public Library Standards Adult User Survey 2024

In November 2024 we carried out user surveys in our libraries and also online, to find out what people thought about their local library service and to obtain feedback required for the Welsh Public Library Standards. We received a total of 489 responses.

## Highlights

58% of respondents said they visited the library every week



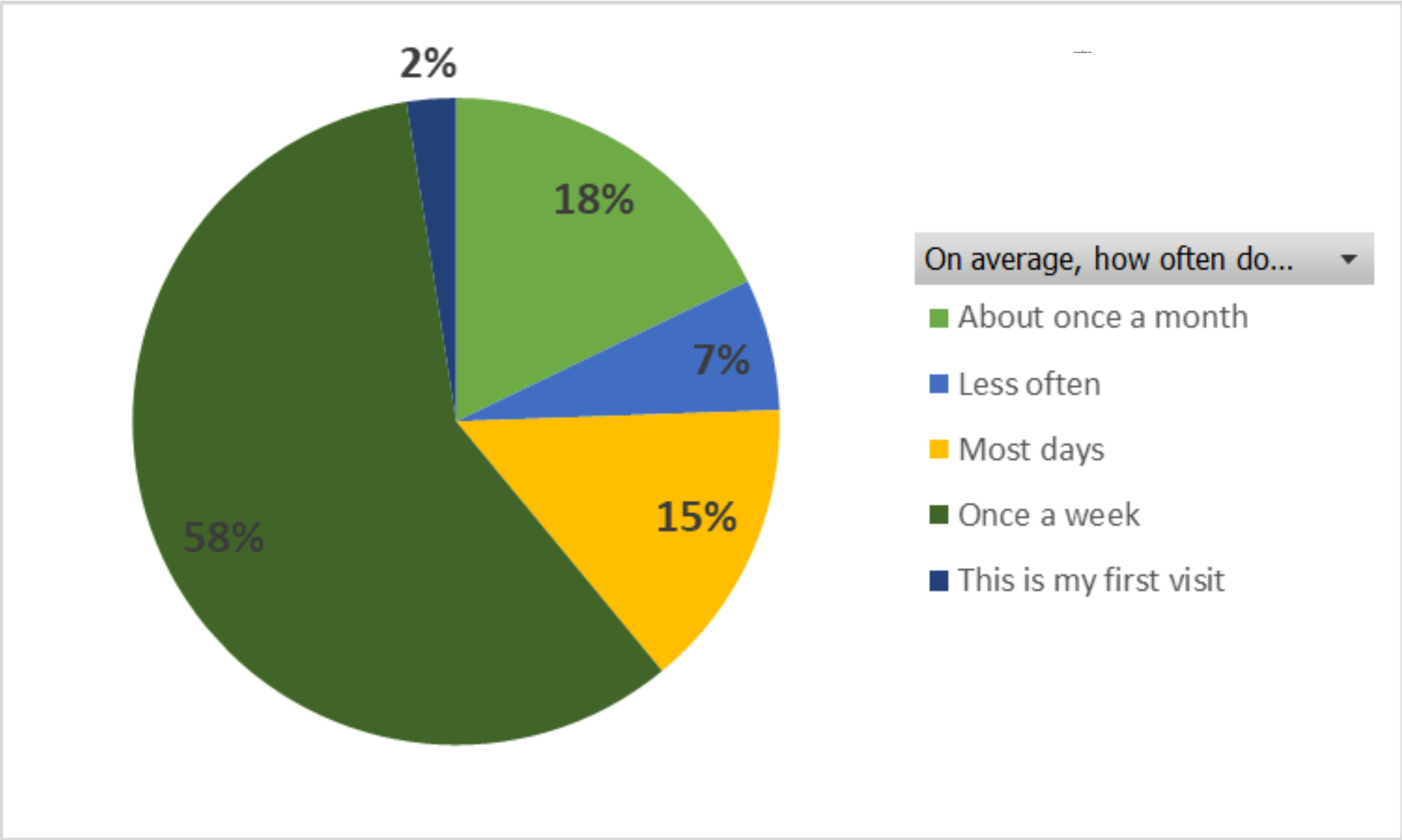
Over 94% of respondents thought the standard of customer care was either good or very good



78% thought that their library was very good



## How often do you visit the library?



More than half the people surveyed visited the library every week, with 15% visiting most days. Books are borrowed for 3 weeks, so you might expect people to visit less frequently

*‘It has helped in my mental health , my computer skills & day to day socialising, but only on when days it's open’.*

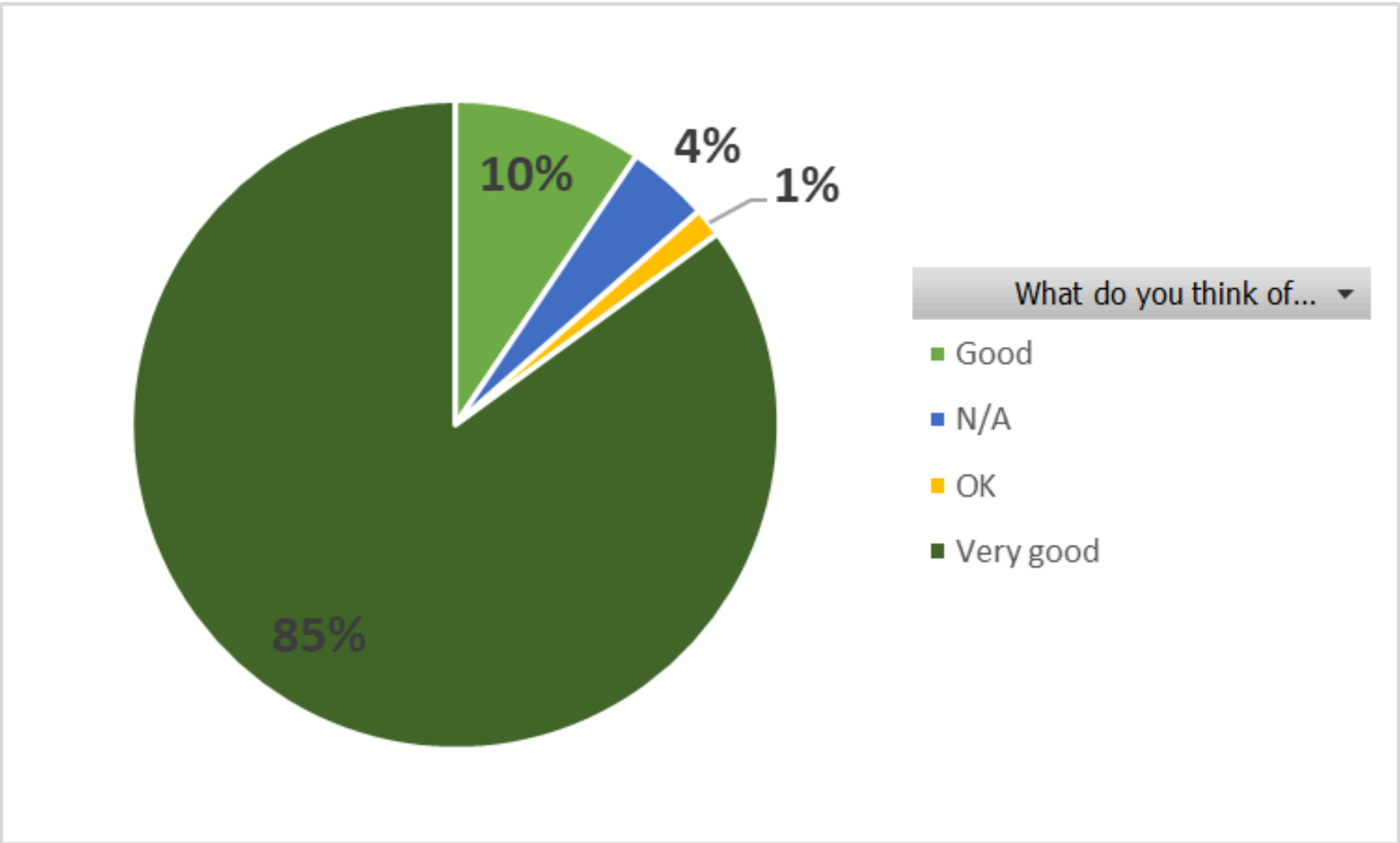
*‘During the cold wet days it is a warm dry place where I can spend a few hours’*

## Why have you come to the library today?

People have a variety of reasons for visiting the library, and many have more than one reason. Although the majority of people visit the library to borrow a book they usually visit for more than one thing, for example they might also ask for help at the One Stop Shop, attend a course or meet with friends.

To borrow or return books, audio-books or other library resources	297
To read books, newspapers, magazines etc in the library	110
To use the photocopier	74
To scan documents	26
To study /work in library	56
To use the computers	65
To use the WiFi	44
To meet people and have a chat	103
To attend a One to One meeting e.g with a mentor	18
To attend a class or group meeting	77
To get help to use the computers / photocopier / scanner etc	32
To get help to find and choose books	59
To get information	84
To use the children’s area	63
To attend Bookstart rhymetime	83
To make a payment	32
To ask for help or information at the One Stop Shop	68
To find out more about the history of my local area	20
None of these – I’m completing the form online	31
Other	27

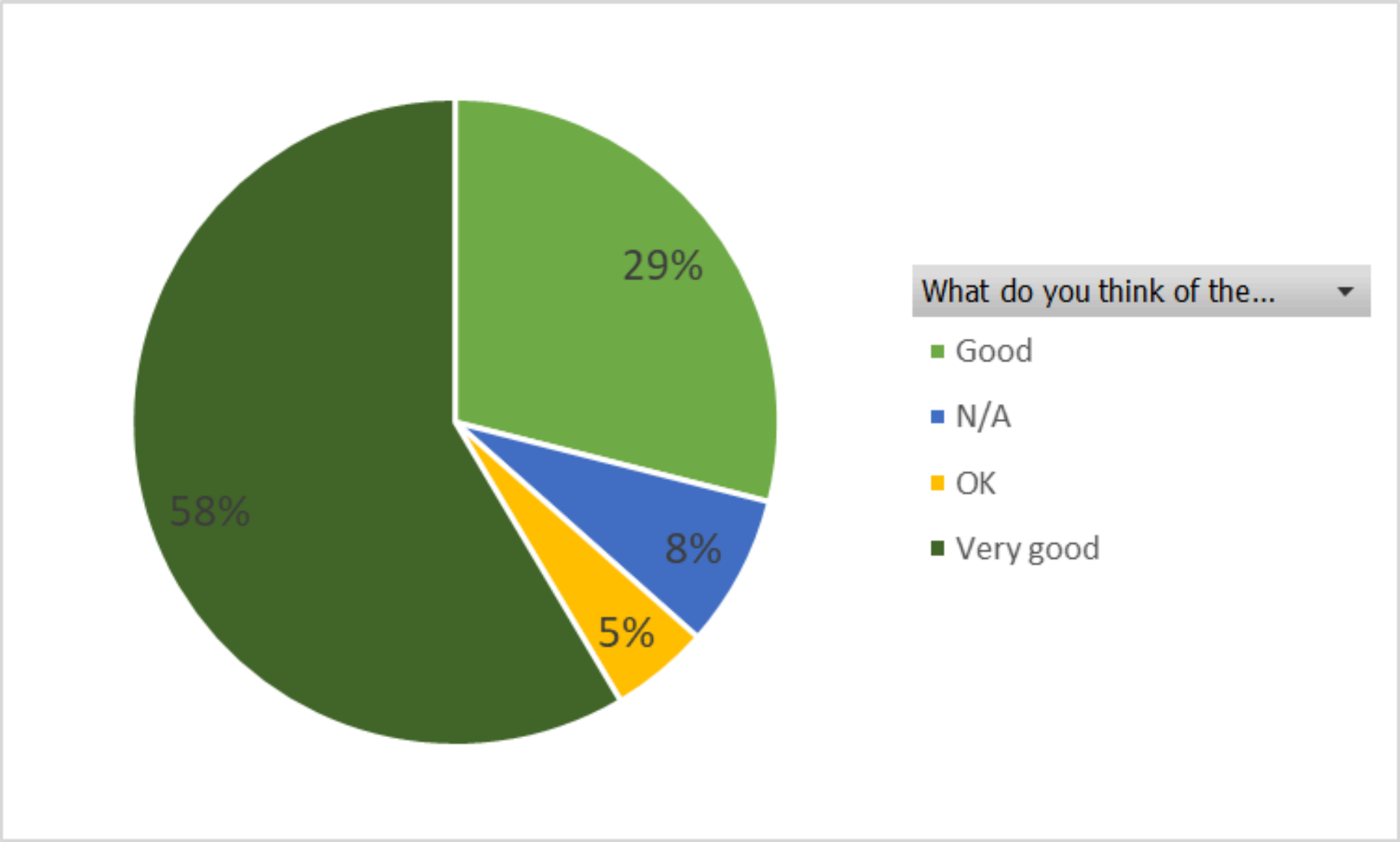
## What do you think of the standard of customer care?



Over 94% of respondents thought the standard of customer care was either good or very good, which demonstrates how much the library customers value the frontline staff. Examples of feedback -

*Firstly the staff are excellent, very helpful, make you feel very welcome. I don't like noisy environments and a lot going on, so when I'm lonely or have work to do I need somewhere where there it's quiet ,warm and with others. But most of all the quality of service provided every visit by the librarians*

## What do you think of the choice of books?



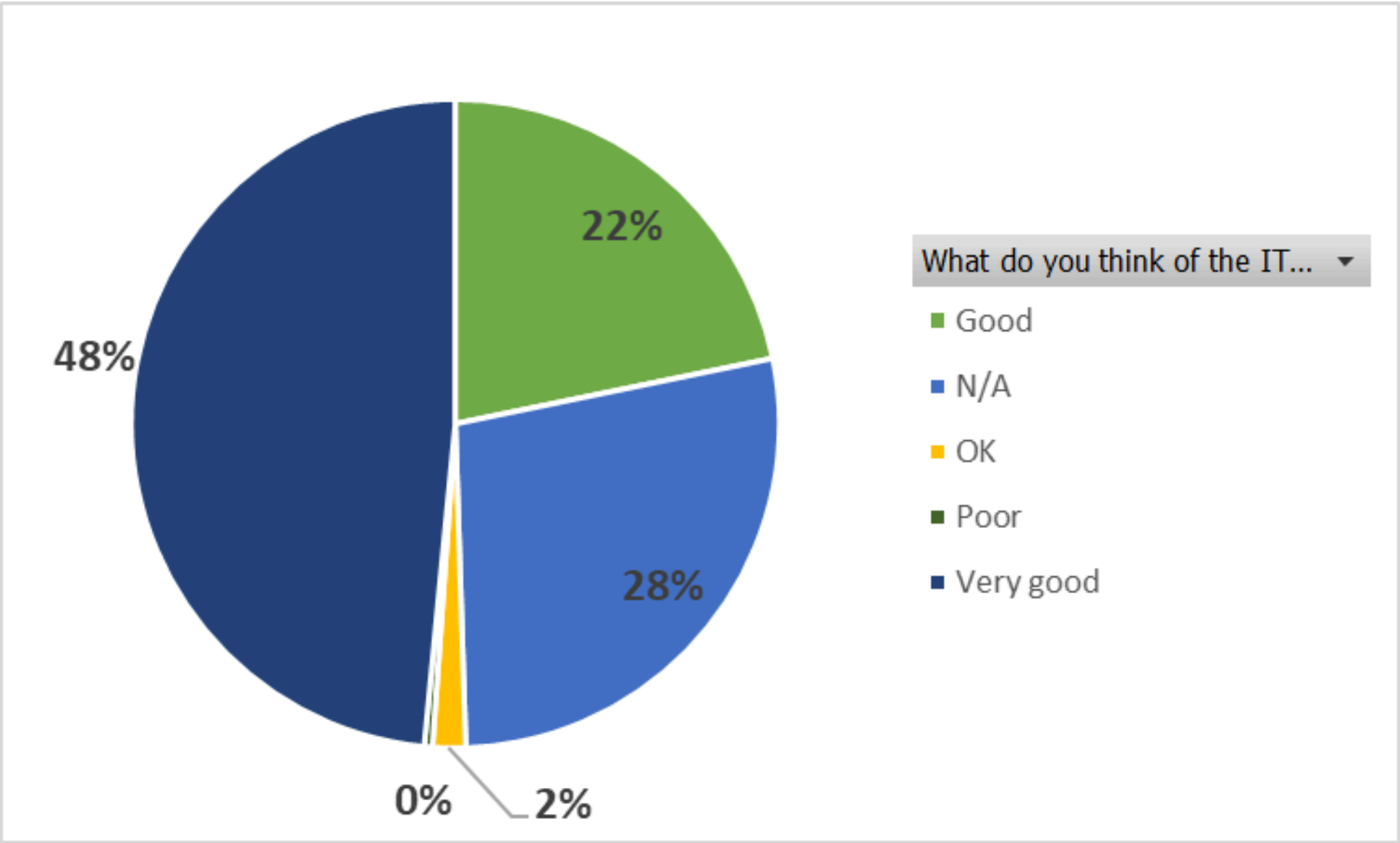
58% of the respondents agreed that the library had a very good choice of books. No one responded that the choice was poor. Examples of feedback -

*Access to so many books on such a variety of subjects.*

*Friendly helpful staff, excellent choice books. OSS INVALUABLE*

*I have broadened my taste in literature. The library has a large selection of many different types of books and with the ability to order books in the online catalogue is fantastic*

## What do you think of the IT services available, eg computers, printers, scanners, wi-fi?



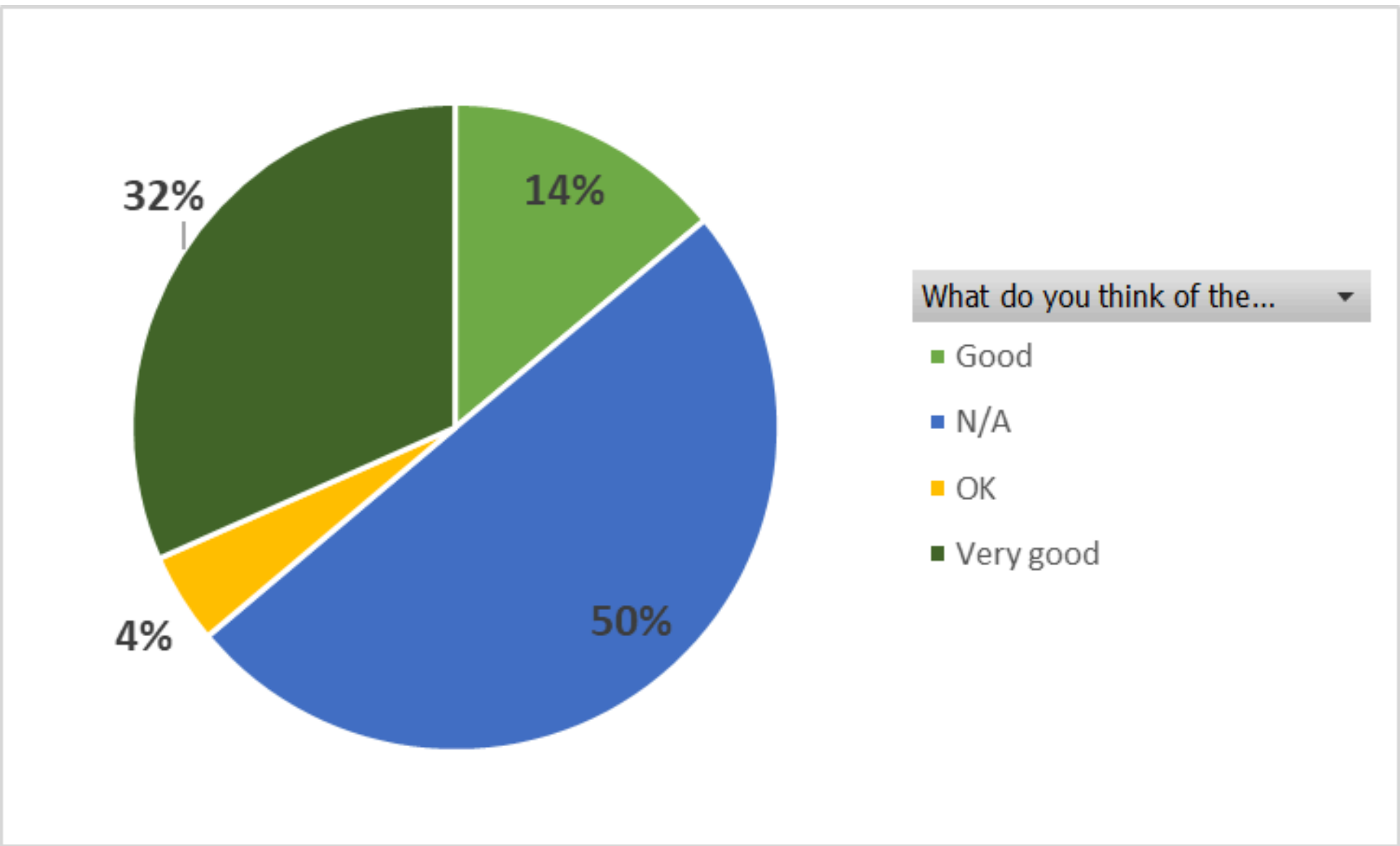
Almost half the people asked thought that the IT services were very good, but over a quarter said that it was not applicable, so it has to be assumed that they do not use the IT services in the library.

*‘Got me started on Ancestry which in turn lead me to uncover many things about my family/ancestors.’*

*‘I could not otherwise print or copy important documents ‘.*

*‘Been there for me and my children when we couldn't afford Internet or computers.’*

## What do you think of the free eBooks, audiobooks, digital newspapers and magazines?

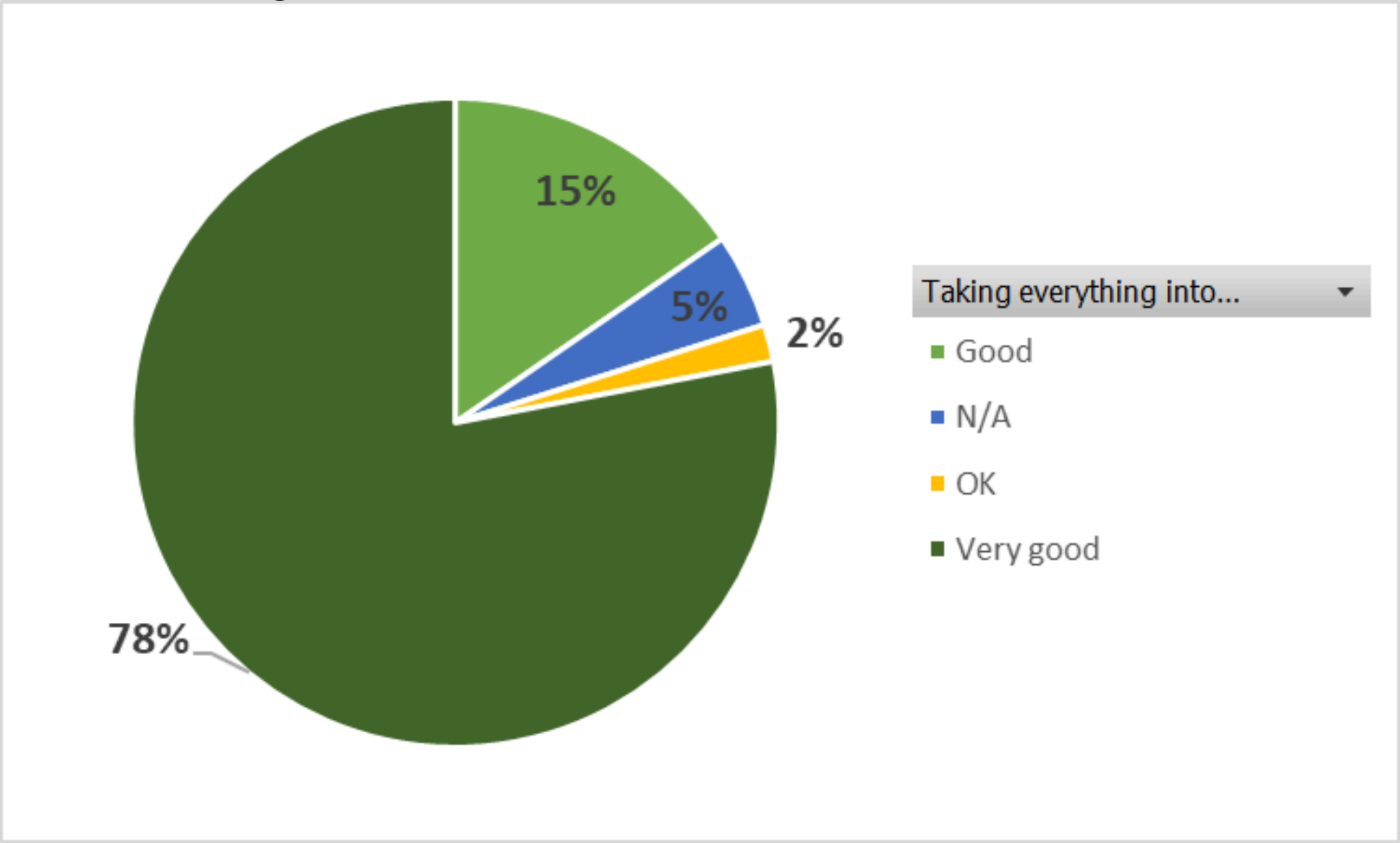


When asked about the digital services, for example eBooks and audiobooks available via Borrowbox, and digital magazines available via the Libby app, 50% of people said it wasn’t applicable. This highlights the need for better marketing of the digital services.

*‘I think the online resources available (eg reserving books, Borrowbox) could be promoted much more’*

*‘I’ve learnt new skills, languages and planned trips abroad due to borrowing books in person and online.’*

## Taking everything into account what do you think of this library overall?



78% of people asked thought their library was very good.

*‘Knowledgeable friendly staff good choice of books and easy to order books in‘*

*‘It's such a warm friendly place, the staff are super helpful and I love reading’*



## We also asked people for feedback and suggestions for services they would like to see in the library.

A number of people did express dissatisfaction with the reduced opening hours, but on the whole we received lots of positive feedback about the libraries, the staff and the services. A few examples have been included below.

### Corwen Library

‘It is an important centre for getting in touch with the council, as the only way is by computer, which i do not have at home. It is my window into a world, I would be a little lost without’.

‘I totally believe that the people of Corwen are missing a very valuable resource within the community with D.C.C cutting staff hours, and the change to opening hours and number of days open. They are open 2.5 days a week, and their service is so good. In fact brilliant .Everyone who comes into the Library they are treated as individuals, they are friendly, listen to their customers and are given whatever time they need to solve their enquiries There is nowhere like the library in Corwen where you can sort out and get help with bill, letters etc. I’ve witnessed the the librarians making calls for the elderly, who don’t have phones at home and get confused with how bills etc and need to explained or speak to the council

Having visited some of the other libraries in Denbighshire , it appears that Corwen Library has not had the investment to revamp the place, like others in the county  
To me the technology could be updated, PC, Photocopiers  
Corwen always appears to be the poor relation to other towns.’

‘The staff helped me find books on upholstery and i went on to re upholster a sofa and chair. I now have a new skill which I wouldnt have done otherwise’.

### Denbigh Library

‘The access to such a wide range of reading material (ordered from distant libraries) is really appreciated. Lots of up to the minute titles are provided - I know that this is far better provision than for most of the UK.... Long may it continue...’

‘Mae'r adeilad ynnun arbennig a mai bob amser yn bleser mynd yno a chyfarfod y staff a chwsmeriaid eraill’.

‘Knowledge is everything and staff are so helpful and the Building is amazing’.

‘A place to have peace and quiet and read paper/magazine’.

‘Sense of belonging and community, access to experiences eg author visits, Welsh events, reading that I would not otherwise have experienced and which have enhanced my life’.

### Llangollen Library

‘For the council to recognise the importance of a library for the community and the availability of books for all age groups. Reading is essential as it develops our understanding, allows us to see the world from different perspectives and helps with stress management by providing pleasure and escapism’.

‘The library is a pivotal point of the community in Llangollen.  
It is essential in helping people live a purposeful life here.’

‘Helped my daughter learn to read, meet new people, find new interests. Been to various baby groups here too. Mum also gets books out so good for my own brain expansion and getting out of the house’.

### Prestatyn Library

‘This library should be open 5 days a week & not 3 as it is at the moment.  
Too many elderly & needed people rely on this facility not just as a library but fir socialising & meeting people face to face not online or on a computer. Even though I use the computers we still need face to face.  
A need in every town. Don't close such a valuable asset just for the sake of penny pinching.’

‘It was a lifeline during covid for getting books. I regularly order and collect books. Also good for paying bills and finding information’.

‘I have never used a library as much as I do now. The staff are friendly, it's useful being able to place a hold, request and renew online, although the wait for some books can be off putting. Borrowbox is useful but can be limited. The library is a useful resource.’

### **Rhuddlan Library**

‘Medru benthyg llyfrau yn lle eu prynu nhw yn gysur mawr yn y byd cost of living rydym yn byw ynddo. Hefyd yn gysur fod gweithwyr yno ellai ofyn unrhyw gwestiwn wrthynt, mae nhw’n wych a mor wybodus’.

‘Its helped me meet other parents in the town and is helping my children to learn to read more challenging books.’

‘I think the use of the library for all these things is a great idea and should ensure the longevity of libraries. I was in Rhyl library last week to use the bank and it was great to see a party of school children there. The staff there were pleasant and helpful too. ‘

‘whilst on mat leave my new born son and I went to rhymetime, he joined as a member and absolutely loves books. I had been a member as a child but hadn't used the library for years. So I now regularly borrow books myself, it has reignited my love of reading. We use Rhyl Prestatyn and now Rhuddlan library regularly. My son loves just to visit and colour in etc, it is a great free activity for us’.

### **Rhyl Library**

‘There should be no barrier to reading and having a safe warm space in the community, the library offers this to everyone in society regardless of income. It is a vital resource in today’s society.’

‘The library provides a high level of service. It helped during lockdown allowing people to continue to read and that service alone deserves our grateful thanks. The library has introduced me to books I would never chose, and new friends at my monthly book club. As a student [older] it also helps with my OU studies.’

‘I would like to see more after school activities provided for example help with homework, help with writing and reading. It would have to be provided at low / no cost as those who really need the service tend to come from families on a low income.’

### **Ruthin Library**

‘Staff very friendly and welcoming but also very ready to help to find appropriate books or information. Also safe and warm space especially for older lonely people. I always see older people sitting in the foyer reading the paper and chatting to others or the librarians who make a point of welcoming them. This is a vital service for well being.’

‘We come to the Bookstart classes which has helped me develop a little Welsh through the nursery rhymes and my daughter really enjoys and looks forward to the sessions’.

‘I'm perfectly satisfied and bless all the wonderful staff !’

### **St Asaph Library**

‘The library has made a very positive difference to my life by allowing me to read new books on variety of topics which enriches my life. The workers there are friendly faces who have watched my children grow. I have met new mums and my babies have met new friends at the groups.’

‘THE FRIENDLINESS OF THE STAFF. THE WELCOME GIVEN IN TIMES OF STRESS. FINDING ELUSIVE BOOKS NOTICING HOW OTHER USERS PRESENT ARE LOOKED AFTER.’

‘Provides quality reading material which I could not generally afford’.

I bring people living with dementia down to the st Asaph library. The ladies that work there could not be more accommodating or friendly , they welcome us with open arms and make the visit an extremely pleasant one.