

## Summary of responses from Greenhill Community Library User Survey (Compiled by Liz Coates)

**February/March 2016**

### 1.0 Introduction

Friends of Greenhill Library (FOGL) are aware of the good work done by the many professional librarians who have worked in the library. We are most sad that the funding situation has meant that the City Council has now had to close the library, and grateful for the professional training members of the group have received to help them to keep the library open since autumn 2014.

### 2.0 Context

A questionnaire was included in the February 2016 newsletter of the Friends of Greenhill Library, which was delivered to addresses around the Greenhill area. Respondents were invited to return completed forms to the library. People visiting the library were also encouraged to fill in and return a copy of the questionnaire. This summary is a description of the replies received from this self-selected group, of 114 people. No inferences can be made about those who did **not** return the questionnaires. The words in italics are a copy of those on the questionnaire. Some respondents did not answer all of the questions, so the totals do not all add up to 114.

### 3.0 The current situation

#### *How are we doing now ?*

*Please spare a few moments to tell us what you think about your library since it came under voluntary management in September 2014. Based on your experience, is it performing better than, the same as, or not as well as it did before?*

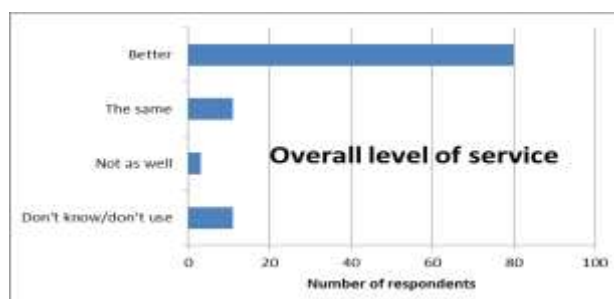
	<i>Better</i>	<i>The same</i>	<i>Not as well</i>	<i>Don't know/don't use</i>
<i>Selection of books and DVDs</i>	62	28	2	15
<i>Borrowing from other libraries</i>	16	39	3	47
<i>Cleanliness and overall appearance of the library</i>	83	15	0	10
<i>Children's Activities</i>	42	10	0	53
<i>Computing, Internet, printing &amp; photocopying facilities</i>	25	38	1	43
<i>Overall level of service</i>	80	11	3	11

#### **Comment:**

The most obvious point here is the way respondents appreciate the cleanliness and overall appearance of the building and surroundings.

People still value the wide selection of books and DVDs.

91 out of the 114 (80%) think the overall level of service is the same as, or better than, before, most of these thinking it better (see diagram →)



## 4.0 Main thing

**Comment:**

These are given in no particular order.

Numbers in brackets indicate similar responses from several people.

*What is the main thing that keeps you coming back to the library? Please be specific.*

### 4.1 Books

Books, DVDs and other resources (21).

Learning a lot about my city, from the Local Section, even though I've lived here all my life.

### 4.2 Atmosphere

Welcoming, homely, calm atmosphere (20).

Info displayed on walls.

The outside is very much cleaner and the steps particularly are kept clear of leaves and rubbish.

The community 'feel' to the library. Important resource to maintain and use.

If we don't use it we will lose it (2), and that would be disastrous for future generations.

### 4.3 Friendliness

Friendly, welcoming, helpful staff (22). Its commitment to the Greenhill community.

### 4.4 Children's

Children's books and activities (e.g. Art, Chatterbooks, noodle arts) (23).

My children enjoy books and reading. Great children's activities.

The library is VITAL to my children's learning and support.

### 4.5 Location

Close to where I live, convenient (13). Good opening hours (4).

### 4.6 Facilities

Facilities, e.g. computers, photocopier, printer (6).

Great on-line book ordering service.

### 4.7 Bookshop/yellow sticker books

Ever-tempting bookshop (6).

The donated books help me find new authors. I can't get enough of them.

### 4.8 Social

Important for the community. It is essential for my well-being as it gives me the motivation to get out. A destination for purposeful activity. Meeting the other volunteers. Volunteering.

Good community centre for talks/events/regular group meetings (25). Reading Group.

### 4.9 To support the volunteers

A big thumbs up for all the volunteers which keep this Library going (9).

## 5.0 Personal data

### Frequency of use

<i>How often do you use the library?</i>	<i>Never</i>	<i>Seldom</i>	<i>Often</i>
	2	22	75

### Age range

<i>11 or less</i>	<i>12-18</i>	<i>19-29</i>	<i>30-39</i>	<i>40-49</i>	<i>50-59</i>	<i>60-69</i>	<i>70+</i>
6	0	2	23	12	13	25	29

### Postcode

<i>What is your home postcode?</i>	<b>S8</b>	<b>S17</b>	<b>other</b>
	83	16	7

## 6.0 The future?

### *How could we do better in the future?*

*We intend to seek support from the Big Lottery fund (and elsewhere) with the aim of transforming the library into a self-sustaining community resource. Please help by indicating, for each of the facilities listed below, how you think it would affect your use of the library by scoring:*

- 1 = I would be much more likely to use the library  
 2 = I would be slightly more likely to use the library  
 3 = It wouldn't affect my use of the library one way or the other  
 4 = I would be slightly less likely to use the library  
 5 = I would be much less likely to use the library

	1	2	3	4	5
<i>A refreshed stock of modern, good-quality books</i>	63	27	19	2	0
<i>Availability of refreshments</i>	23	26	41	7	12
<i>Public toilet facility with disabled access</i>	41	23	40	1	5
<i>A larger seating/relaxation area</i>	29	24	50	1	5
<i>More evening events, e.g. talks, entertainment, quizzes</i>	32	33	38	2	5
<i>More daytime adult classes</i>	26	34	42	1	4
<i>An extension of our programme of children's activities</i>	26	20	48	3	7
<i>A cinema club</i>	36	24	43	1	6

#### **Comment:**

Books again received the highest ranking.

If we look at responses 1 & 2 combined, a toilet (64) almost ties with more evening events (65), followed closely by more daytime adult classes (60) and a cinema club (60).

A fairly large minority (19) said refreshments would make them **less** likely to use the library.

## 7.0 Open ended question

### **Comment:**

Notice the question that was asked here. It specifically asks what **MORE** can be done. The responses have been grouped by topic, but in no particular order.

*What more can be done to make Greenhill the library you want? (We think this is the most important question on the form so please give it some thought.)*

### **7.1 Events**

More community events like the Farmers' market, children's activities (6).  
Daytime and evening entertainment, indoors and outdoors in summer.  
Family oriented specials, e.g. cinema (2), arts (e.g. theatre groups) and crafts. Poetry and reading evenings. Meeting authors. How about having a 'young meets old' event. Older people have so much to tell.

### **7.2 Classes/regular meetings**

More activity/hobbies classes, courses/lectures on local topics e.g. local history, archaeological studies, water wheels, industry. U3A groups. Continue with NHM meetings bi-monthly.  
Classes for learning how to use computers (2) + ipads, for over 55s.  
Activities for adults and children with learning disabilities.  
To have children's art club and have one day a week to talk to people with disabilities to show they're not alone.

### **7.3 The building**

The current building is very good.  
Better security e.g. cctv.  
Fix the heating (2). More space for groups. A relaxing area to sit and read, or talk to friends and a larger, comfier seating area.  
Toilet for library users (2) and refreshments area. More private area. Outdoor areas for seats/coffee/garden. Maybe more/better parking facilities would be helpful if cinema nights are to be considered.

### **7.4 Opening hours**

I think now that opening times are fine as they are (2).  
Ultimately longer opening hours (5) - particularly on a Saturday.

### **7.5 Stock**

More up-to-date books (12), including non-fiction, biographies, large print, magazines, talking books, and DVDs/CDs to rent.  
Donated books a good idea.  
A post box to return books when the library is closed.  
Suggested reading lists for different genres.

### **7.6 Children**

We have used the library since 2012 and since takeover the facilities/clubs for children have vastly improved. Fantastic work! More children's activities during the school holidays. School link - children's writing competitions.  
Similar to Totley Library children's activities, different days.  
Soft play area (3) - kids toys.

## **7.7 Computing**

Update library computer facilities (8), e.g. newer computers, more flexible interface.

## **7.8 Criticisms**

Clearer aims, objectives and systems.

A recent visitor was kept waiting whilst the volunteers chatted. Whilst realising it may have been library-related, he would like to have been acknowledged and would then have waited patiently until his request could be dealt with.

## **7.9 General**

Continue to develop as a library service, encourage reading, discussion and study while at the same time becoming a community centre with classes, activities and outreach work to promote community development, a useful resource, and a happy place (8).

Ensure that the library meets the needs of all ages. Don't promise too much - be honest. Keep doing the simple things, professionally and successfully.

You are doing a fine job! Please keep it up.

Refreshments would be lovely. Film club. Regular exhibitions of local work. Notices of local activities and facilities. MP/Councillors' surgeries, CAB, U3A groups.

Make it more a community library so that residents can regard it as 'their own' and take pride in it.

I think you are already doing a great job, so thank you (10).

I have been using Greenhill Library since I was a teenager, it would be a great loss were it not here. So far so good - keep up the great work.

I can't see apart from above suggestions how it could be better improved.