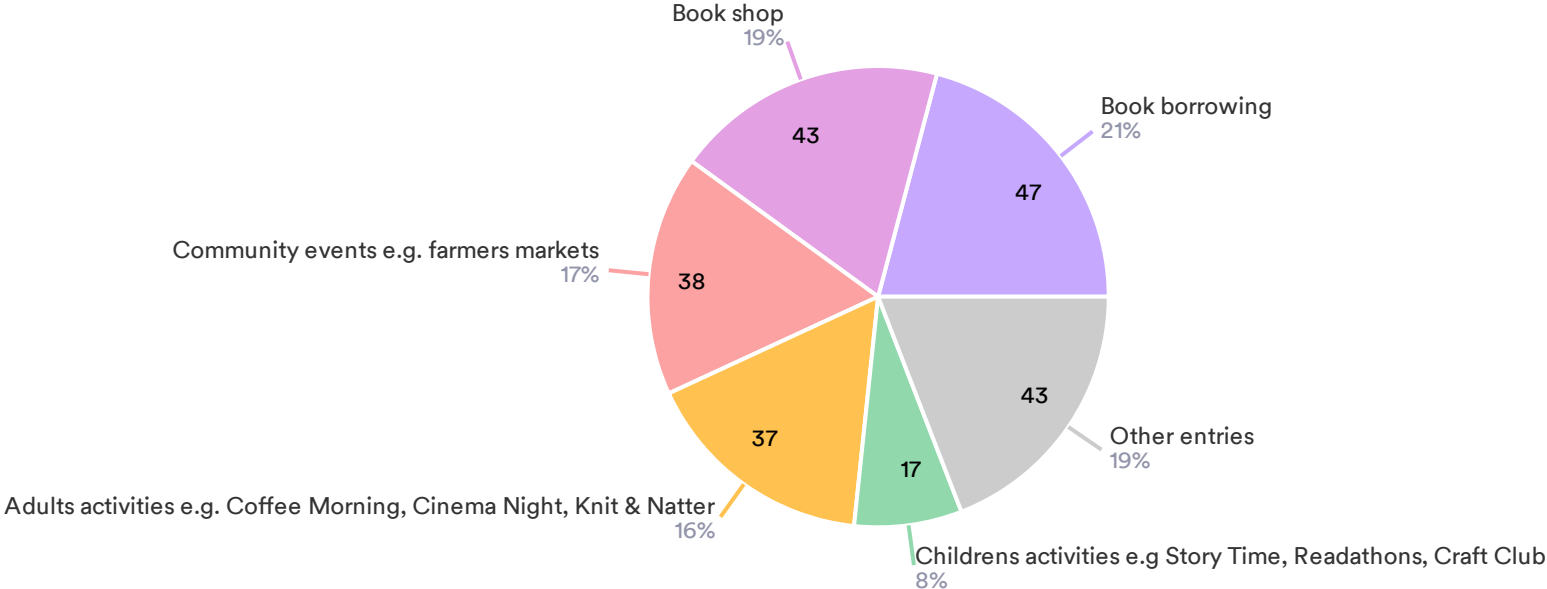


Greenhill Library Feedback Survey

April 2023

What do you use the library for? (you can select more than one answer)

225 Responses



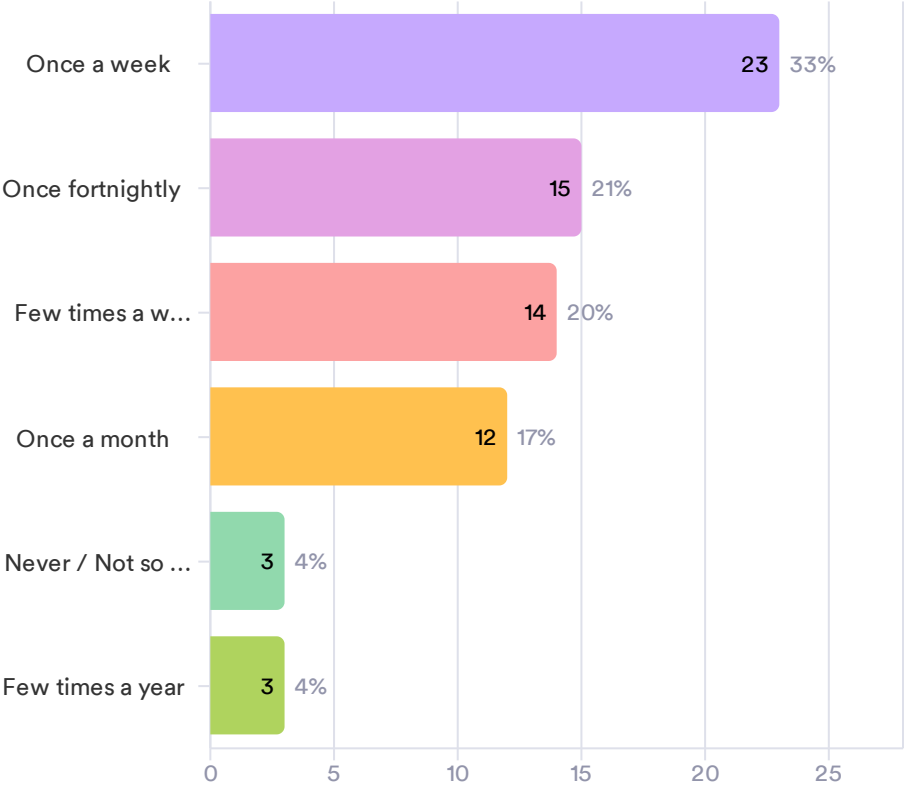
If you selected 'Other' please provide more detail below

5 Responses- 66 Empty

Data	Responses
As a channel for publicity for Greener Greenhill	1
just to sit and read/browse books and magazines - it's such a pleasant and welcoming place just to be	1
I like chatting to people in the library and talking about books	1
Events, eg. Chatsworth talk	1
It was very uplifting and friendly	1

On average, how often do you use the library?

70 Responses- 1 Empty



Is there anything that would make you use the library more often?

"Evening group for adults - craft /book group /etc"

"Later opening hours as I work till 4pm Mon-Fri"

"More kids activities such as pencils and paper for drawing"

"A drop in and draw group for adults"

"an art group, a Pilates class, other activities like this when the library isn't open for lending"

Are there any groups, activities or events you would like the library to set up or provide more of?

"Adult crafts" (three people suggested this)

"More Toddler and baby groups" (three people suggested this)

"more regular children's cinema, twice a month"

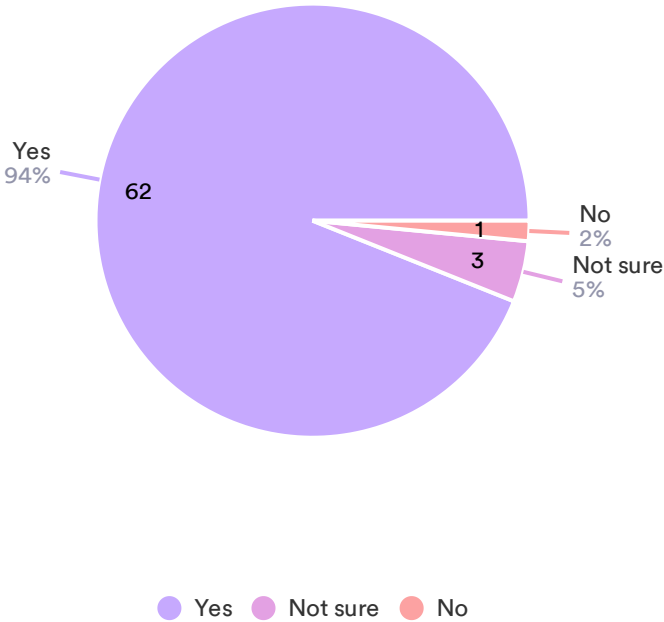
"Drop in and Draw like at central library"

"Language group"

"A walking group"

Do our current opening hours and days enable you to use the library?

66 Responses- 5 Empty



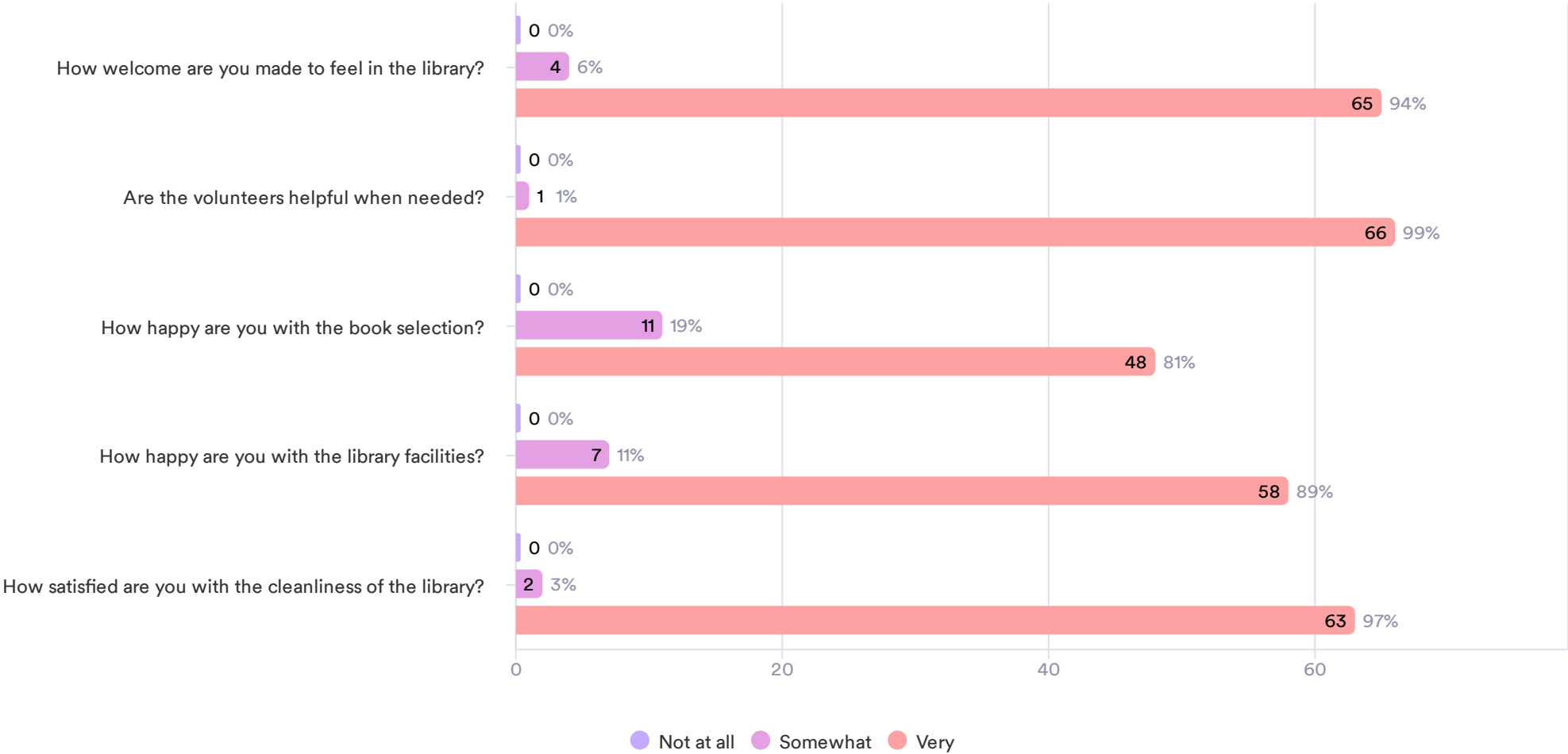
If you selected 'No' or 'Not Sure' to the question above could you provide some more detail below?

3 Responses- 68 Empty

Data	Responses
But every day would be better	1
more days would be great but I appreciate you are run by volunteers	1
I would like the opening hours to be extended	1

Please score the following questions:

69 Responses- 2 Empty



Use this space to give us more information about your scores above:

"As a single parent the community feel is very important to me"

"Very welcoming and helpful. Good book selection"

"Nothing too much trouble, very friendly staff"

"Brilliant community hub"

"would like to see more classic books"

"The staff always go above and beyond to make me and my family feel welcome, and to make sure we can find books to suit our needs"

"This is the first time I have visited the library and I am honestly blown away with the welcome. The staff were so friendly and helpful and I am so glad I have joined. I feel this is going to be a huge benefit to me and my boys"

"I think the library is an excellent asset for the benefit of the community"

"Charming, helpful and friendly"

"I use the library for social reasons do don't borrow books. I sometimes buy them or jigsaws"

"I struggle to study at home, coming to the library has been a huge benefit, especially as it's local"

"some of the children's books are very dated and tatty"

"It is a lovely library and I have attended many happy evening events here and always been made so welcome"

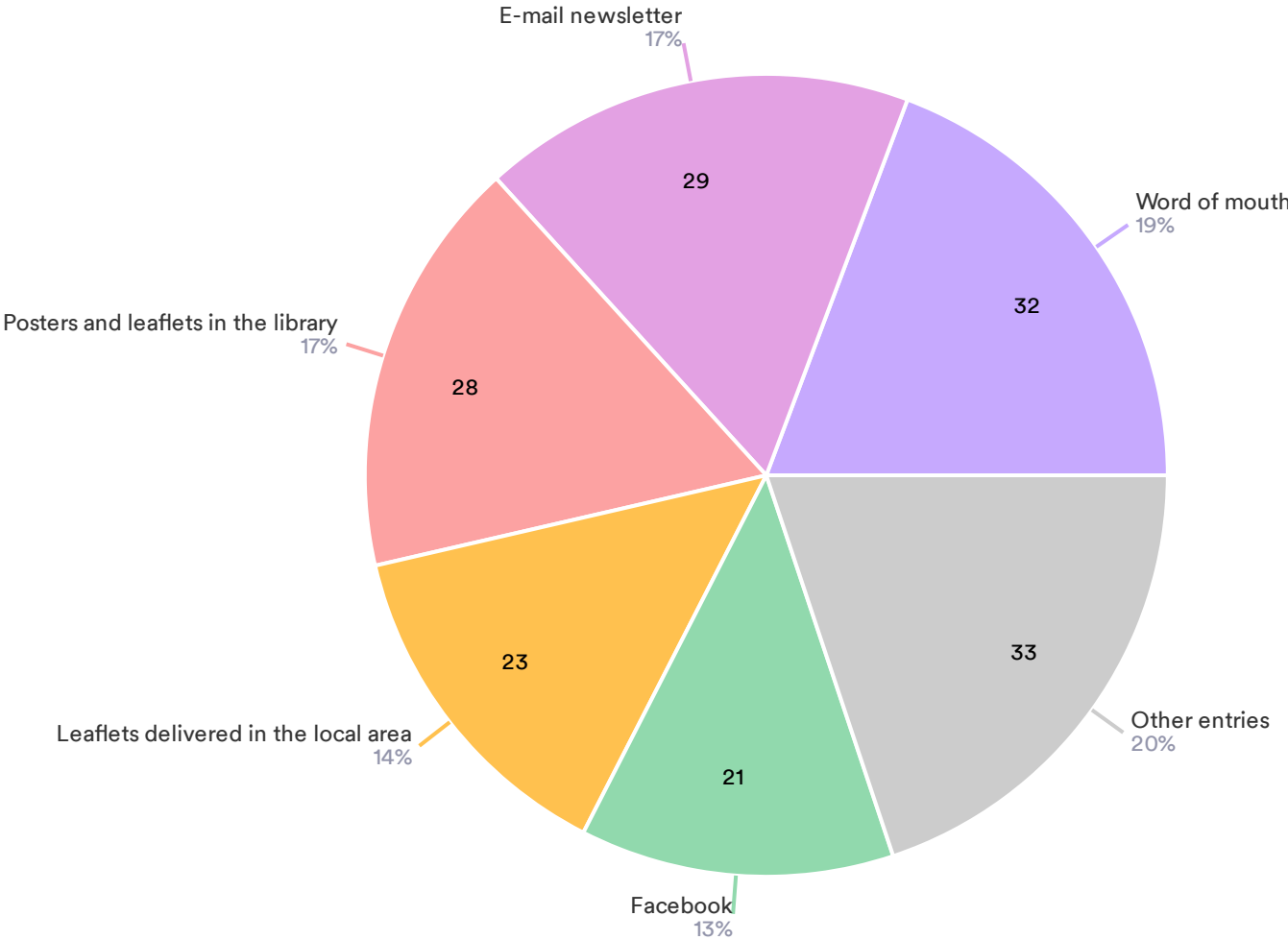
"lovely friendly place to come to"

"Volunteers are always helpful and cheerful. Ann is very kind and particularly friendly and helpful. She always comes over and asks how we are. She is an asset to the library. She ordered particular books for me which I appreciated. Big thank you to all volunteers"

"I particularly appreciate the care and attention to detail in which the library is run"

How do you hear about our events and activities?

166 Responses- 1 Empty



Would you like to be communicated with via any other means, if so please tell us below:

4 Responses- 67 Empty

Data	Responses
No	1
email newsletter	1
no	1
Maybe a text system	1

"The friendly atmosphere, the helpfulness, a great way to people in touch with others"

"I can bring my daughter to read a variety of books and play in new places"

What i like about the library most is...

"Friendly people and good books. Nice welcoming space"

"The staff, the space"

"A quiet, warm, welcoming space just to pass time - a haven really"

"sense of community"

"A good choice of books, good prices in sale room, love the farmers markets"

"the friendly atmosphere, anticipation of new reading experiences"

"the variety of activities"

"The yellow stickers. A lovely wide selection of books which is constantly changing and on display in a very obvious way for ease of selection. Brilliant idea. Loved the donation of magazines and children's books for free. Another great idea. Thankyou"

"its friendly and welcoming, big and varied facilities spaces"

"Friendliness, creating community"

"The friendliness of the volunteers and the community events"

"A community anchor, it promotes community development and provides services for local people"

"I am overwhelmed with how warm the welcome was when I first arrived. The staff are exceptional! I love the layout and find it very relaxing and inviting"

"The volunteers are all wonderful, the childrens section is wonderfully decorated, there are plenty of books of all genres to choose from. I have only praises for this great library"

"Community hub, fostering love of books for my children"

"Very friendly people, make you feel comfortable"

"very welcoming atmosphere and good company"

"meeting people at coffee morning"

"its a valuable community space which volunteers have kept open with enthusiasm and hard work"

"very friendly atmosphere, most welcoming"

"Book selection (you ordered new books in that I was after). Social activities"

"the friendly welcome and opportunity to meet new people"

"Good range of books and jigsaws"

"the community vibe"

"community feel"

"Jigsaws, somewhere to give books to"

"Just that its there and a community facility"

"the easy availability in the local area and community and evening events offered"

"The strong sense of community it provides. I feel it is the central hub for Greenhill, where people can come together from different backgrounds and ages to share in activities they enjoy and get a sense of purpose from. Its a vital part of the community!"

"its spacious and a friendly environment"

"The warm welcome, good company"

"An excellent resource at the heart of the community"

"book shop, a great selection of good quality books at fantastic prices"

"The welcoming and very accommodating volunteers"

"availability of a community meeting place - welcoming"

"good choice of books in the library and friendly people"

"everyone's friendly and helpful"

"Its central to the community, endeavouring to reach most people...it gives people a voice and, often, a purpose"

The library would be better if...

"It was cooler, very warm, too warm"

"Resources were a bit more current. We order in books for collection but in comparison to Woodseats etc the resources are old"

"Had occasional evening opening"

"Open Thursday after school"

"The council were able to provide stable long term funding"

"Teenagers could be reached, but that would mean opening hours would be later and more volunteers needed to address the needs of young people today"

"it had a morning keep fit class"

"if it were open more (and had a regular folk music night!)"

"you could check all the books out on the machines"

"the toilet facilities were improved"

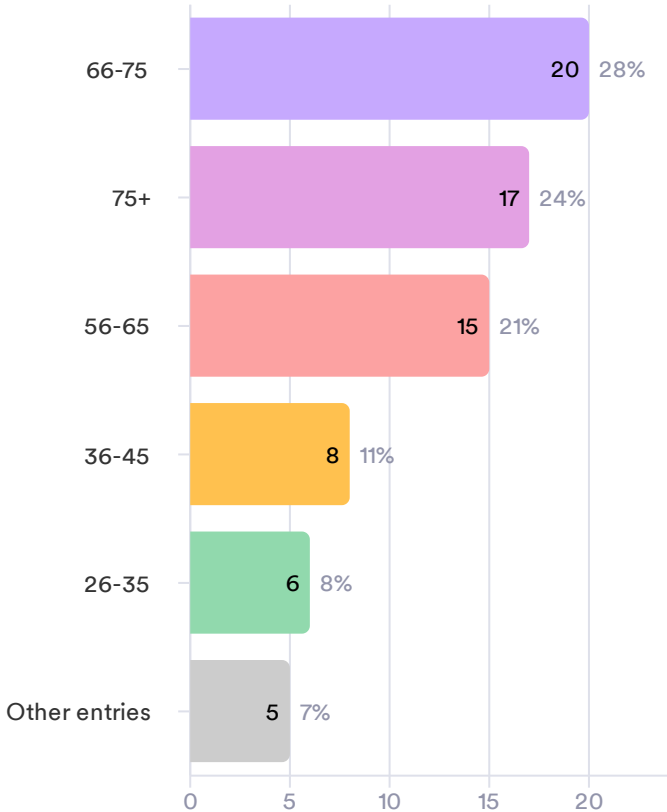
"it had more train books"

Respondent Demographics

where provided

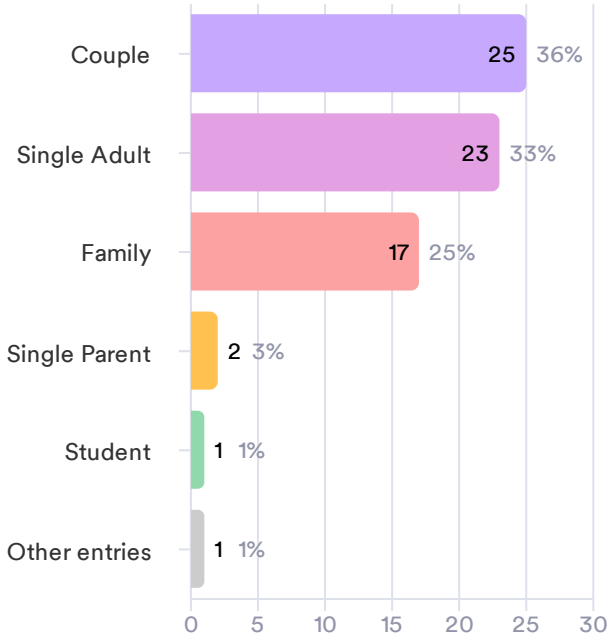
What age range are you in?

71 Responses



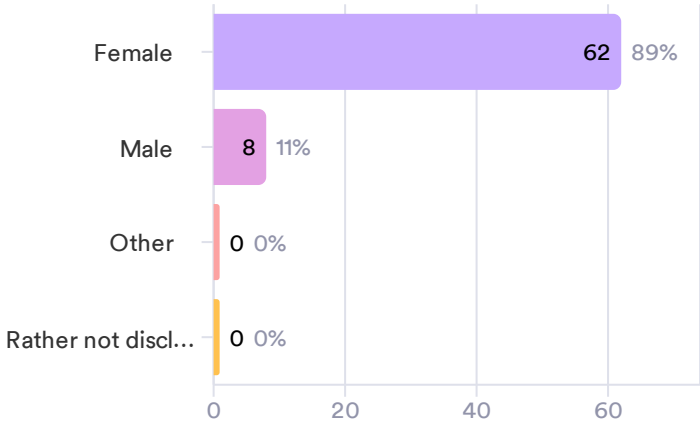
How would you describe your household?

69 Responses- 2 Empty



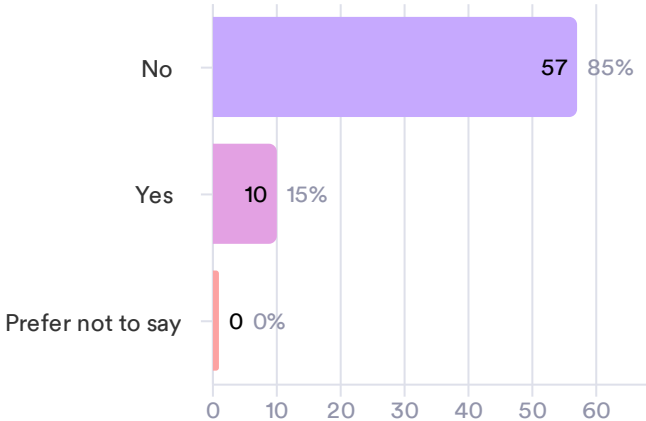
How would you describe your gender?

70 Responses- 1 Empty



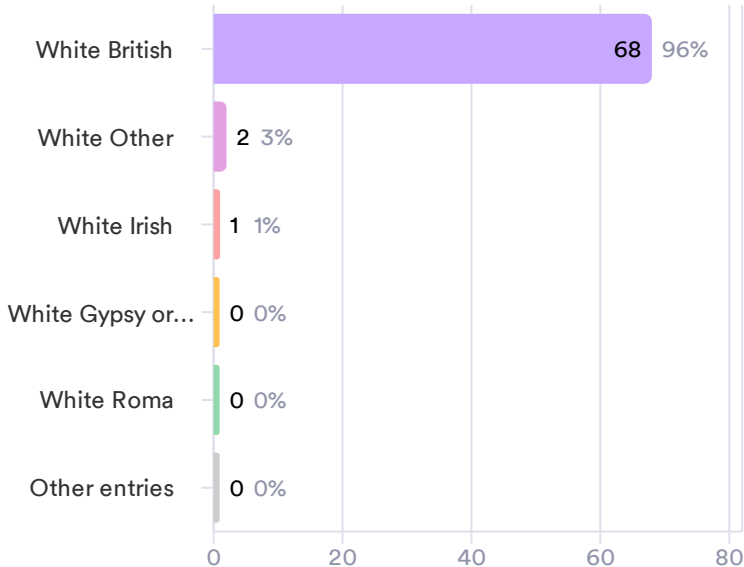
Do you consider yourself to have a disability?

67 Responses- 4 Empty



How would you describe your ethnicity?

71 Responses



Thank You!

Greenhill Feedback Survey