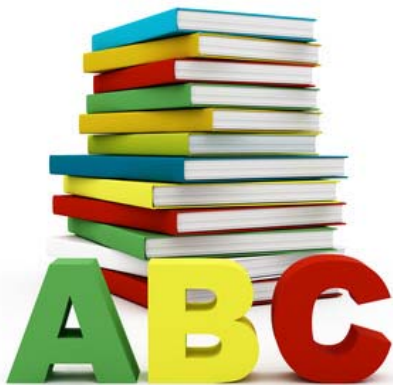


# Library Service Annual Report 2009-2010



CUSTOMER SERVICE EXCELLENCE

**If you have any comments or queries about anything in this annual report please contact:**

**Library and Customer Services Manager  
Central Library  
Broadway  
Peterborough  
PE1 1RX**

**Vivacity**

Peterborough  
Culture and Leisure

# Overview of last year

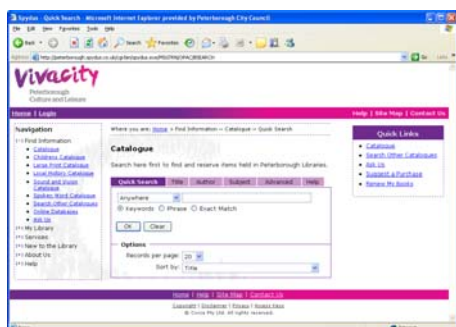
## New library computer system

A new computer system was introduced which offered better value for money and also improvements for our customers.

These include:

- Email notices and reminders
- Ability to set up profiles to email you when a book by a favourite author (or on a favourite subject) is added to stock.
- New look internet catalogue with lists of new items added to stock, special interest catalogues, ability to add and read book reviews and to request items not in our catalogue.
- Improved automated telephone renewal system

Go to <http://peterborough.spydus.co.uk> to see for yourselves



## New VIP reading group

In addition to supporting many reading groups in Peterborough, we have set up a new reading group for people who are blind or visually impaired. Please contact your local library if you would like more details.

## Programme of archives and local history events

10 talks by local historian Stephen Perry on subjects such as the Peterborough Workhouse were put on by the archives service and were attended by an average of 80 people. The service also ran its first family history basics course and family history next step course. Several workshops on preserving your photographs were also run by a creative memories consultant. During the summer children could follow a local history detective trail and in the autumn a World War 2 day was enjoyed by many.



## Library and Archives Service to move into a Cultural Trust

The City Council cabinet took the decision that libraries and archives along with sports, the museum and the arts service were to move into a Cultural Trust.

## New electronic resources

This year we took out subscriptions to 2 new quality information resources available from our web pages by typing in your library card number.

These are **Time Digital Archive** which allows you to look at historical newspaper articles from the Times since 1885.

We also now subscribe to **Who's Who** online so you can find out information about key people.

These subscriptions (and more!) are available on library computers and from our web site from wherever you are 24/7.

Also available:

- Searchable newspaper database including Peterborough Evening Telegraph
- Ancestry.com for family history research (only available in libraries).
- Encyclopaedia Britannica online
- KnowUK—your own reference library online
- Internet resources you can trust!



## Plans for 2010/11

### More Beginner Computer Sessions

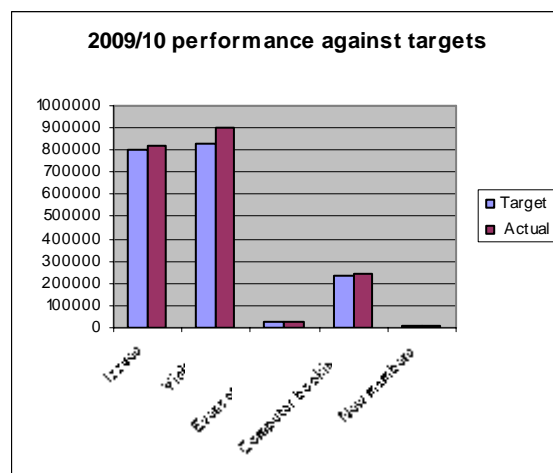
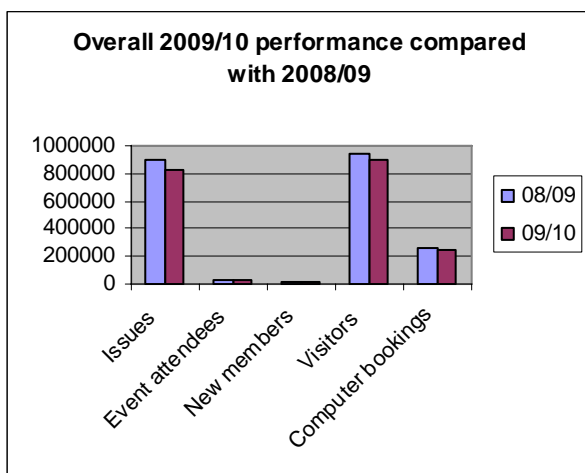
We have been successful in bidding for funding to increase the number and range of computer beginners courses we can support up until March 2010. We will offer supported Online Basics courses for absolute beginners on different days of the week at all our libraries, but also introduce new taster courses on other subjects including Online services (public services websites, shopping online etc) and job-seeking on the internet.



### New Online Archives Catalogue

By September 2010 the archives service will have its searchable archives catalogue available online for the public to view and to aid research

# How we are doing

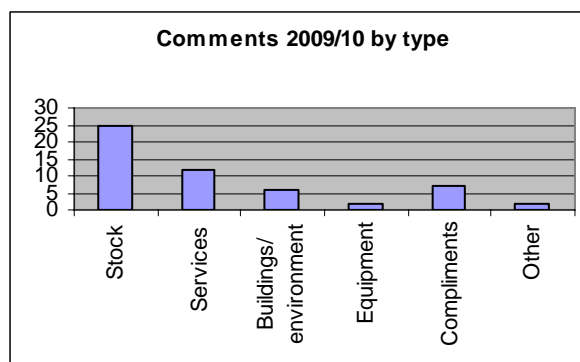
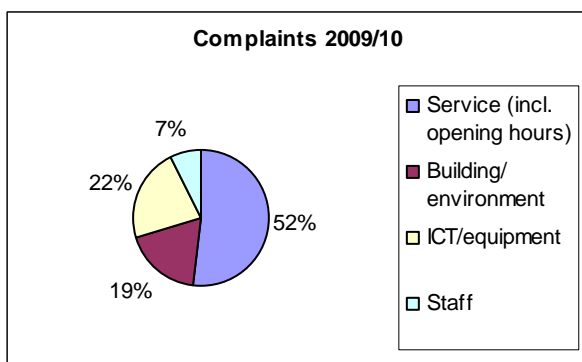


Library opening hours were reduced by 10% in 2009/10 and therefore our targets were adjusted down by 10%. Libraries which saw no reduction in opening hours showed an improvement on 2008 performance and many libraries still showed an improvement in at least one of their performance targets irrespective of the reduction in opening times.

## Customer satisfaction survey

Results from the Customer satisfaction survey held in libraries in February 2010 gave a 90% satisfaction rating for libraries in Peterborough with 49% of you rating the service good and 41% very good. 91% of you thought the standard of customer care was good or very good, 85% of you praised our opening hours and 100% of you said that your library was easy to get to.

## What you told us



During 2009/10 we received a total of 27 complaints which is a reduction of 5 from last year. All complaints were replied to within 5 days. In the same period we received a total of 54 comments and suggestions, many of which were suggestions for new books. We welcome your feedback about the service. Responses to these comments and suggestions are displayed in libraries on our "You say, we say posters"

## How much does it cost?

These costs compare favourably with our comparator authorities

Cost per head of population	Cost per visit
£18.88	£3.31

08/09 figures