

# What you told us

**CIPFA Plus Survey  
February 2010**



# What you told us

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# What you told us

## 1. Introduction

In February 2010, Peterborough library authority conducted a survey in all of its libraries to find out how our services are perceived and used. We were also keen to find out if they could be improved to better meet your needs.

The survey included a sheet for further comments.

These comment sheets have been compiled, collated and categorised to produce the evidence presented in this document.

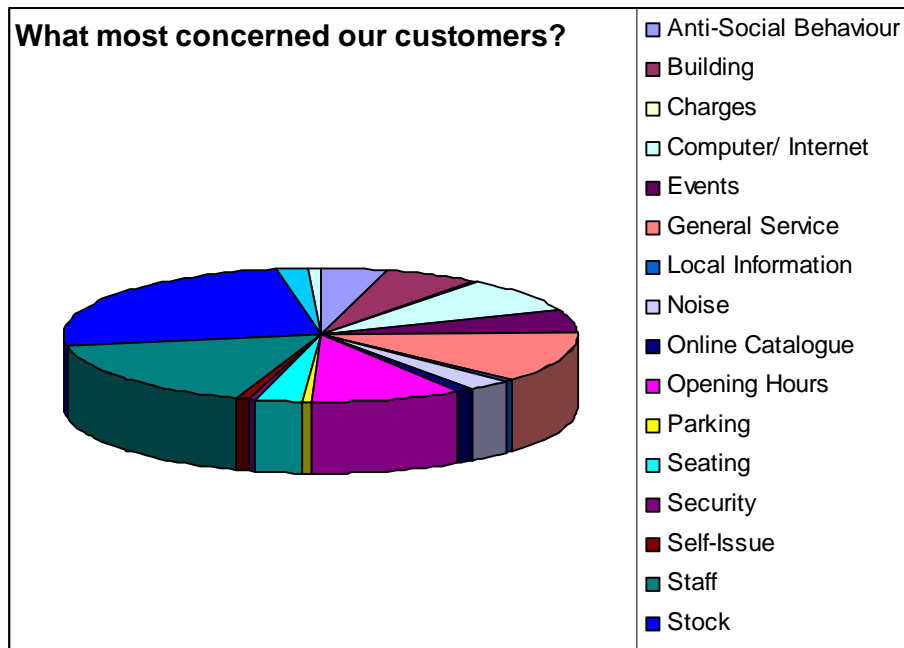
## What you told us

### 2. Summary of Results

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour	2		18	3	23
Building	11		16	6	33
Charges			3		3
Computer/ Internet	24	3	18	3	48
Events	8	18	1	3	30
General Service	10	57		2	69
Local Information	2			1	3
Noise		1	9	6	16
Online Catalogue	1	3		2	6
Opening Hours	41	1	5	6	53
Parking	1	1	1		3
Seating	14			4	18
Security	2				2
Self-Issue		1	3		4
Staff	6	85	3	2	96
Stock	81	21	18	20	140
Toilet	7		3	2	12
Van Lift				4	4
Grand Total	210	191	98	64	563

## What you told us

### 3. What most concerned our customers?



The issues that customers referred to most frequently were:

#### 1. Stock

Accounted for 25% of comments. Only 12% of these comments were actually expressed as complaints. Overall, customers were satisfied with stock.

#### 2. Staff

Accounted for 17% of comments. 89% of these comments were complimentary about staff.

#### 3. Opening Hours

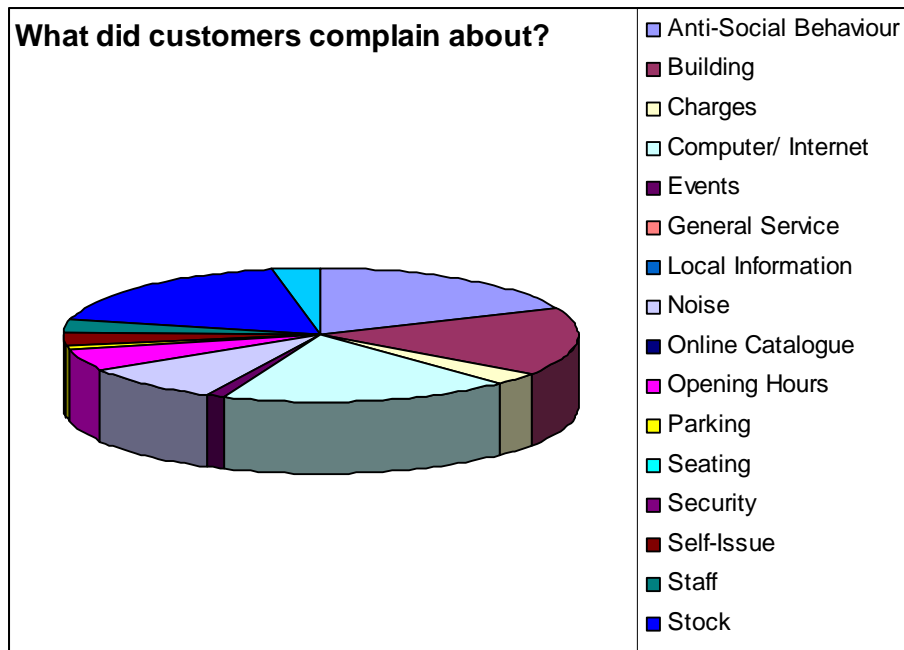
Accounted for 9% of comments. Only 9% of these comments were expressed as complaints but customers were clearly unhappy about arrangements at some of our libraries.

#### 4. General Service

Accounted for 12% of comments. 83% of comments were complimentary.

# What you told us

## 4. What did customers complain about?



Customers were concerned by:

### 1. Anti-social behaviour and noise

Accounted for 27% of all complaints. Customers were concerned about inconsiderate behaviour by other customers. The use of mobile phones was a particular focus for complaint.

Sample comment

*'Very concerned about inappropriate behaviour of children whilst in library - language, noisy, eating etc. Annoying use of mobile phones whilst in library'.*

#### Library response/ action

The complaint is more marked in some libraries than in others.

- In libraries where there is a great deal of anti-social behaviour we are working with community policing to address the problem.
- We are training staff to take a more proactive approach in tackling abuse of mobile phones.

### 2. Computers/ Internet

There was some dissatisfaction with computer hardware and restrictions such as filtering on the network.

Sample comment

*'Computer speed very slow very few computers for eyesight weak people'.*

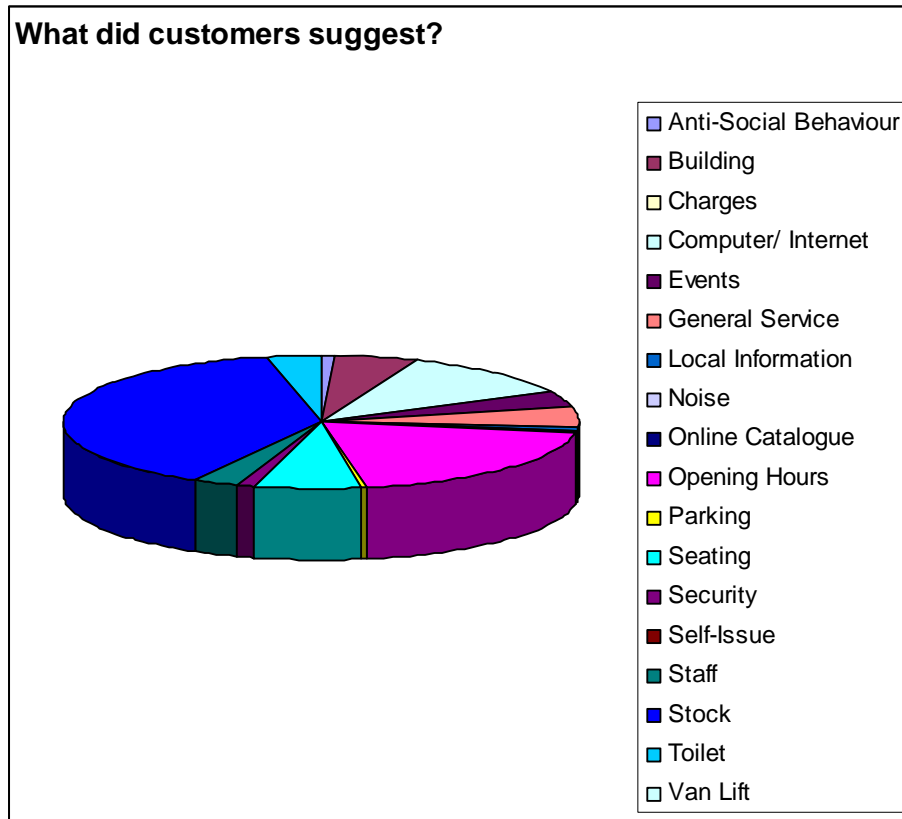
#### Library response/ action

- The computers are well-maintained but some of the hardware is beginning to show its age. We will begin a replacement programme but funding needs to become available before we can do so on any scale.

## What you told us

- Due to the age and range of users in the public library, the service has a duty to ensure child protection and adherence to legislation which means that Internet filtering on the network is of vital importance. The network is provided by Peterborough City Council who are, naturally, keen to protect the network from perceived threats. For this reason the filtering is very stringent and as a consequence some seemingly respectable sites are blocked by our filtering software. However, we quickly investigate all reports of blocked websites and, if appropriate, unblock them.

### 5. What did customers suggest?



Customers suggested changes to:

#### 1. Stock arrangements

39% of suggestions concerned our range of stock. Customers were keen for us to take a wider selection of newspapers and provide more new titles at smaller libraries.

Sample comment

*'Staff do their best and are friendly and helpful. Having been used to bigger libraries I find the choice limited Could these be more frequent exchanges of books between the small libraries in this area'.*

#### Library response/ action

- We have just begun a book contract with a new supplier. Their book selection tool will ensure that there is a better spread of new stock around our branches.
- We will review our arrangements as regards newspapers and journals.
- We already rotate our stock from library to library regularly but in spite of this there is clearly dis-satisfaction with the stock to be found in certain of our

## What you told us

libraries. We will, therefore, review our stock rotation activities in the coming year.

### 2. Opening Hours

20% of suggestions recommended changes to our opening times.

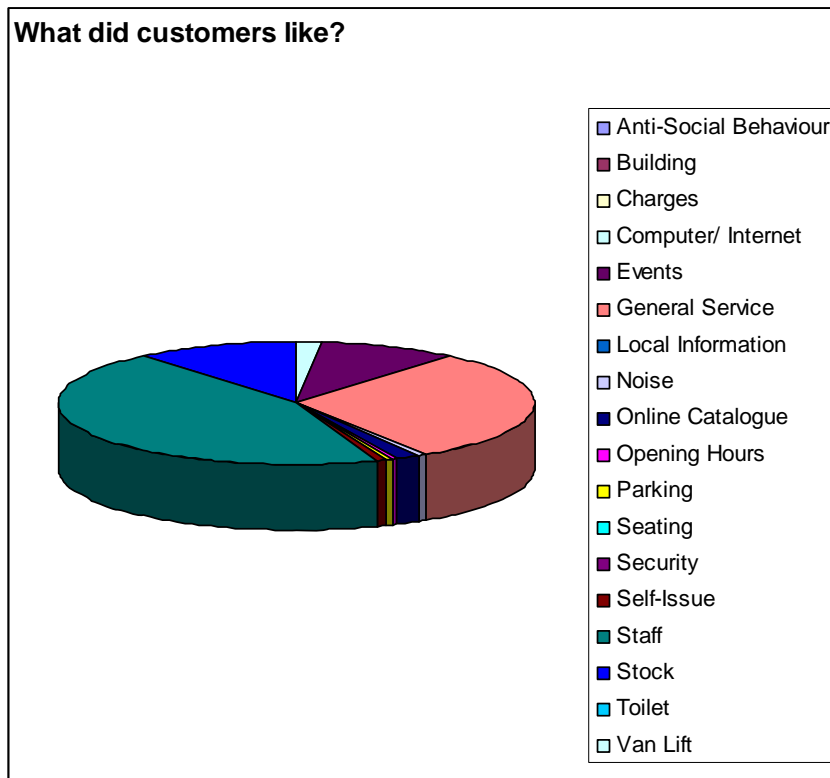
Sample comment

*'New opening hours difficult need more late nights. Staff always friendly'*.

#### Library response/ action

Opening hours are constantly being reviewed to reflect periods of greatest activity taking place within each of our libraries. We have taken every effort to consult with customers about opening times but inevitably we cannot satisfy everyone while ensuring a cost effective service.

### 6. What did customers like?



Customers were appreciative of:

#### 1. Staff

45% of compliments commended staff.

Sample comment

*'Excellent staff very helpful Warm atmosphere'*.

#### 2. General Service

30% of compliments expressed gratitude for the service and the high level of service.

Sample comment

*'Having been an avid reader most of my life would be lost without a good library such as Bretton offers'*.

## What you told us

### 7. Appendix - Summary of Results by Library

Shows a break-down of comments made at each library venue.



The present dual-use library at **Werrington** is the only library which serves the north of the City.



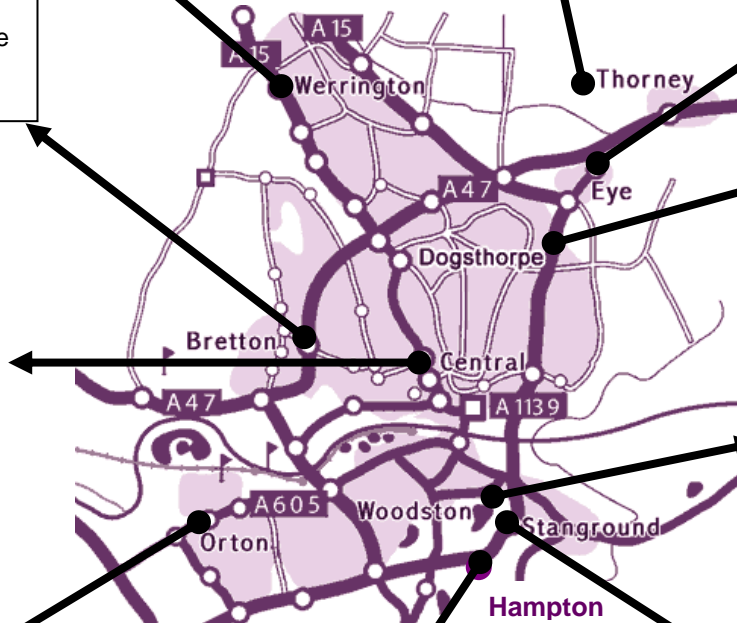
**Thorney Library** is located 6 miles outside Peterborough within the village of Thorney. The library is situated down a side street opposite Thorney Abbey.



**Eye Library** is located in the village of Eye on the outskirts of Peterborough. It is housed in a shared community centre building, close to the main street containing shops and a post office



**Bretton Library** is situated within the Bretton Centre and is located just inside the Cresset Leisure Complex;



**Dogsthorpe Library** is a real community library with the majority of its users coming from the immediate surrounding community of Dogsthorpe and Welland.



The **Central Library** serves as a community library for a distinct community living in the City Centre as well as serving as a Central Library for the City. Since it was built we have added an Archives Service and a store at the rear of the library



**Woodston Library** is one longest established libraries serving the communities of Woodston and Fletton and is just two miles away from the city centre.



**Orton Library** is a dual use library housed within Bushfield School at the Orton Centre.



**Hampton Library** is currently located with the Health Centre within the Serpentine Green Shopping Centre alongside a major superstore and other high street shops.



**Stanground Library** is located within the residential area of Stanground Central Ward, opposite a parade of shops and on a bus route

## What you told us

### 1. Bretton Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour			1		1
Building	5		4	1	10
Computer/ Internet	5	1	4	2	12
Events		2		1	3
General Service	3	14			17
Noise		1	2		3
Online Catalogue		2		1	3
Opening Hours	6			2	8
Parking		1			1
Seating	4				4
Self-Issue		1			1
Staff	2	28			30
Stock	16	4	7	2	29
Toilet	2		1		3
<b>Grand Total</b>	<b>43</b>	<b>54</b>	<b>19</b>	<b>9</b>	<b>125</b>

## What you told us

### 2. Dogsthorpe Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour	1		4	1	6
Building	1		2	1	4
Computer/ Internet	2		1		3
General Service		5			5
Local Information	1				1
Opening Hours	8				8
Seating	3				3
Security	1				1
Staff		8			8
Stock	4	3	1	2	10
Toilet				1	1
<b>Grand Total</b>	21	16	8	5	50

## What you told us

### 3. Eye Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Computer/ Internet	2				2
Events		4			4
Opening Hours	4			1	5
Parking			1		1
Seating				1	1
Staff		3			3
Stock	1	2			3
<b>Grand Total</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>19</b>

## What you told us

### 4. Hampton Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Building			1	1	2
Computer/ Internet			2		2
Events	3			1	4
General Service		2			2
Online Catalogue		1			1
Opening Hours	3				3
Seating	2			1	3
Staff		2			2
Stock	2		1	2	5
<b>Grand Total</b>	10	5	4	5	24

## What you told us

### 5. Orton Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour			1		1
Building	3		3	1	7
Charges			1		1
Computer/ Internet	3	1	2	1	7
Events	2	4	1	1	8
General Service	3	12			15
Noise			3		3
Online Catalogue				1	1
Opening Hours	4			1	5
Seating	1				1
Staff		15		1	16
Stock	15	4	3	5	27
Toilet	4				4
<b>Grand Total</b>	<b>35</b>	<b>36</b>	<b>14</b>	<b>11</b>	<b>96</b>

## What you told us

### 6. Peterborough Central Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour	1		11	2	14
Building	1		3	1	5
Charges			1		1
Computer/ Internet	9		4		13
Events	3	1			4
General Service		9			9
Local Information	1				1
Noise			4	5	9
Opening Hours	11				11
Parking	1				1
Seating	3			2	5
Security	1				1
Self-Issue			3		3
Staff	4	6			10
Stock	23		1	3	27
Toilet	1				1
<b>Grand Total</b>	<b>59</b>	<b>16</b>	<b>27</b>	<b>13</b>	<b>115</b>

## What you told us

### 7. Peterborough Mobile Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Computer/ Internet			1		1
General Service		4			4
Staff		5			5
Stock	3	2	1		6
Van Lift				1	1
Grand Total	3	11	2	1	17

## What you told us

### 8. Special Mobile Library

Category	Suggestions	Compliments	Complaints	Comments	Total
General Service		1	1	2	4
Stock	3	1		4	8
Van Lift			3	3	6
Grand Total	3	2	4	9	18

## What you told us

### 9. Stanground Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Building			1		1
Computer/ Internet	1		2		3
General Service		4			4
Local Information				1	1
Opening Hours	1				1
Staff		4	1		5
Stock	5		1	2	8
Toilet			1		1
Grand Total	7	8	6	3	24

## What you told us

### 10. Thorney Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Charges			1		1
Events		3			3
General Service		1			1
Opening Hours	2				2
Staff		1			1
Stock	2	1			3
Toilet			1	1	2
Grand Total	4	6	2	1	13

## What you told us

### 11. Werrington Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Anti-Social Behaviour			1		1
Building	1		1	1	3
Computer/ Internet	1		2		3
Events		2			2
General Service	4	5			9
Noise				1	1
Online Catalogue	1				1
Opening Hours	2		3	2	7
Seating	1				1
Staff		12	2		14
Stock	4	4	3	3	14
<b>Grand Total</b>	<b>14</b>	<b>23</b>	<b>12</b>	<b>7</b>	<b>56</b>

## What you told us

### 12. Woodston Library

Category	Suggestions	Compliments	Complaints	Comments	Total
Building			1		1
Computer/ Internet	1	1			2
Events		2			2
General Service				1	1
Opening Hours		1	2		3
Staff		1		1	2
Stock	3			1	4
Grand Total	4	5	3	3	15