

Library, Information & Advice Services

Customer Survey 2022

What did we do?

Between 14th and 26th March 2022 we carried out an exit survey of our Library, Information & Advice Services customers at Bath Central Library, Bath Housing, Welfare & Advice Services (previously called the Bath One Stop Shop), Keynsham Library, Information & Advice Centre and Midsomer Norton Library, Information & Advice Centre. The survey was also available online to make sure we reached as many customers as we could.

What was it for?

We wanted to know what you think about our Libraries, Information & Advice Centres, how you use them now, and how you want to use them in the future.

We're always looking for ways to improve the services we offer, never more so than after the restrictions of the last two years. The information we have from the survey will help inform our decisions, and keep our customers at the heart of everything we do.

As well as answers to our specific questions, you gave us **1,375 suggestions and comments** – sometimes complimentary, sometimes critical, sometimes united, sometimes contradictory, but always interesting and useful. We've read every one and we'll keep returning to them over the next couple of years.

This survey is only one part of how we'll work with you to make sure our services develop in the best way, so look out for more opportunities to Have Your Say.

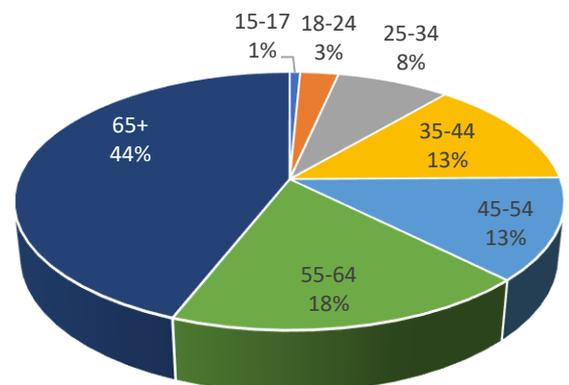
Who took part?

2,455 of you completed a survey – thank you!

There was a really good spread of responses across all of our locations.

More of you placed yourselves in the older age brackets, however there were still a good number across all ages. We also carried out a separate survey of 11-18 year olds and their library use.

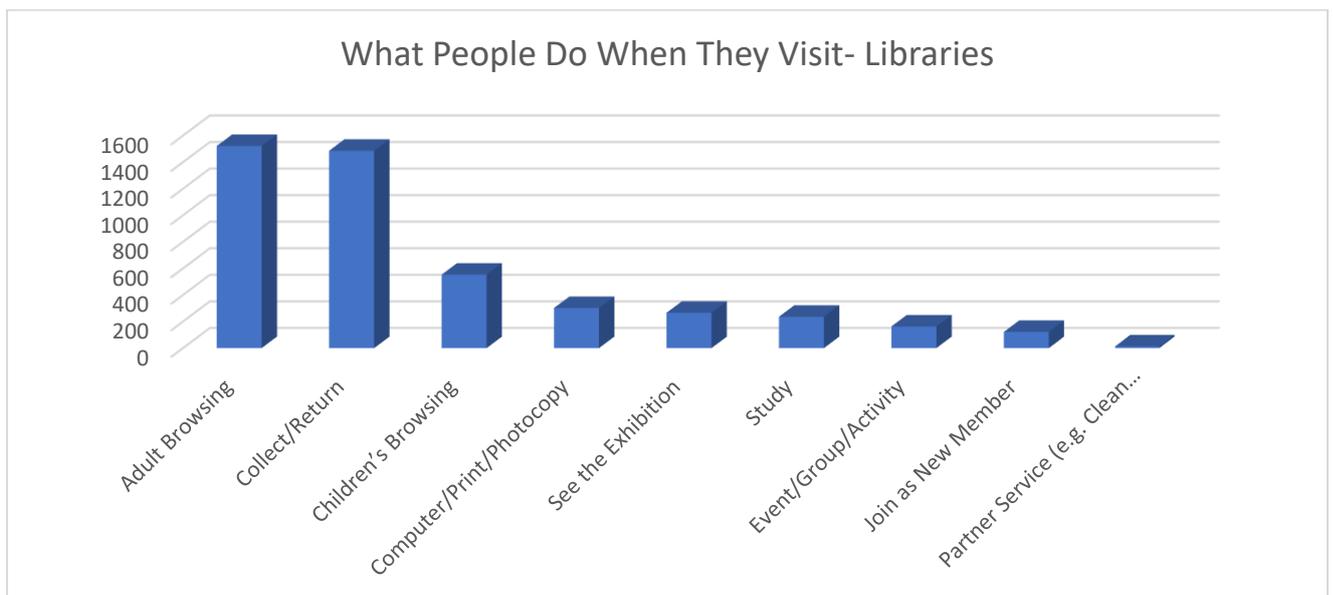
Completed Surveys by Age Group



What you told us.....

.....about Libraries

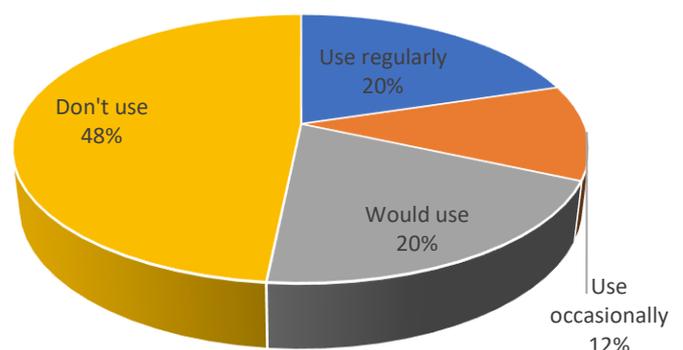
- While most of you have a primary library, many of you also use a second library. This was as high as a quarter of customers at Keynsham and a third at Midsomer Norton.
- **24%** visit the library with **children**.



- **23%** of you attended an **Activity or Event** in the year up to the survey.
- **13%** of you said you were unaware of the **Mobile Library**, but would be interested in using it. See our website for route details: [Mobile Library Service](#)
- **427** of you said you'd be interested in **Volunteering** with us. We now have a new Volunteering Portal to make it easy to register and see what opportunities are available: [Volunteering Portal](#)

Digital Library Use

- **32%** of you already use our **Digital Library** for eBooks, eAudio, eNewspapers etc. **20%** of you weren't aware of it but would like to use it.



- **34%** of you would like to know more about our [Library Blog](#) .
- **19%** of you are engaged with our **Social Media** platforms, with another **16%** interested in finding out more.

You said you wanted more activities for adults and children

We've significantly increased the activities and events on offer, from Lego Lab to Jobs Fairs, and we've got a lot of plans for more to come! Have a look at the Monthly Events Calendar on our Library Blog, on our social media and on display in all our libraries.

.....about Bath Central Library

Children's Library

- **60%** of Bath Central Library customers use the Children's Library, mostly for browsing, reading stories and spending time with children.
- **Two thirds** of children using the children's Library are aged **under 11**. **One third** are aged **between 12 and 17**. Alongside this survey we ran a survey of 11-18 year olds to better understand what they want from all our libraries, and we'll be doing more on that over the coming months.
- We asked you what you'd like us to offer or do more of in the Children's Library and you gave us a lot of suggestions. We're already starting to work on the top three:
 - Make the space more welcoming and fun
 - More activities – you've suggested a whole range of ideas
 - More books

You said you wanted Bath Central Library to feel more welcoming again after covid.

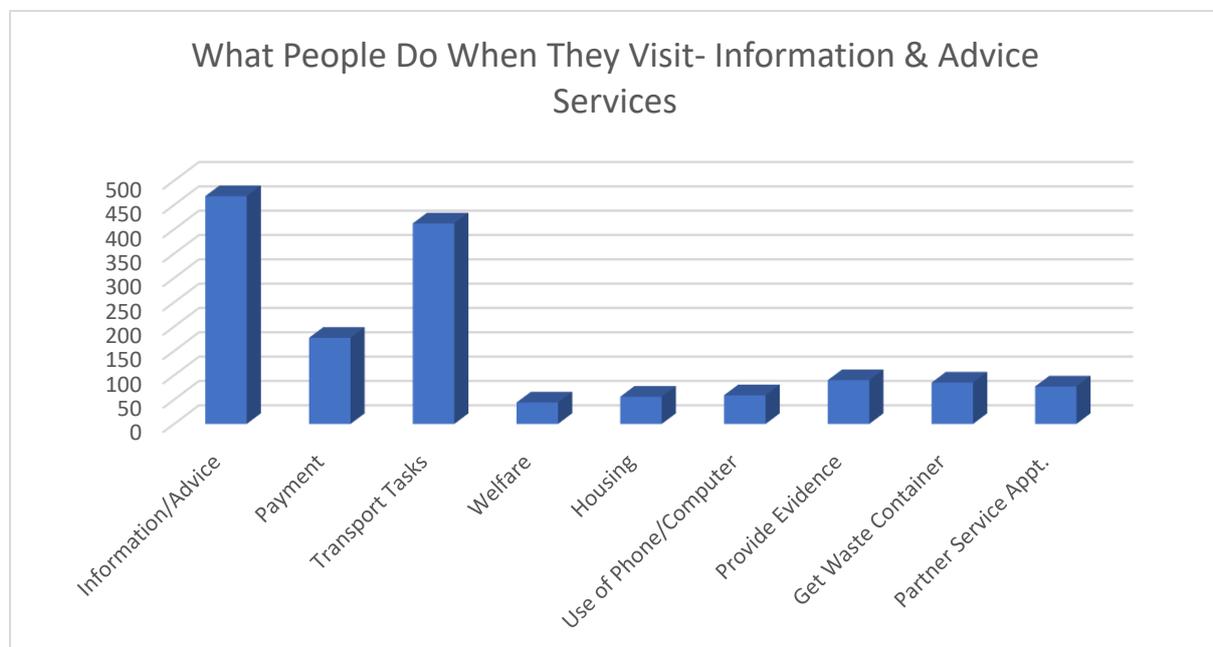
We've brought back more seating, more shelving, and moved the Enquiries Desk to a more open place. We're planning a small refurbishment over the next 12 months and all of your comments and suggestions will form part of what we do – there will be more opportunities to make suggestions so keep an eye out for those.

Study Area

- **49%** of Bath Central Library customers use the Study Area, mostly for reading, carrying out research, or as a quiet space to work.
- Nearly a **third** of people who use the study area use it **regularly**, between monthly and daily.
- We asked you what you'd like us to offer or do more of in the Study Area and you gave us a lot of suggestions about the space including more tables, improved lighting and comfier seating. We'll feed all of your suggestions into the refurbishment work planned for this year.

.....about Information & Advice Services

- Of all the services you access at our Information & Advice Centres (formerly called One Stop Shops), **72%** fall into three categories: information and advice, transport related tasks (bus pass, blue badge, parking, CAZ) and making a payment.
- While most of you also use online options to access services, **23%** of you told us you can't/don't use **digital options** and need the Information & Advice Centres to help.



- Nearly **half** of you have met with a **Partner Organisation** in our Information & Advice Centres before, with Citizen’s Advice being the most popular. Bringing our partners back after covid was your main request in suggestions and we’ll keep working to help them offer as many opportunities for you to speak to them as they can.

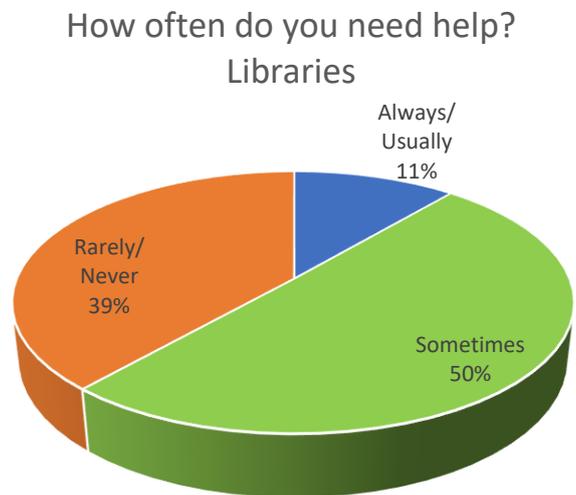
You said you wanted to be able to see Citizen’s Advice in our Information & Advice Centres again.

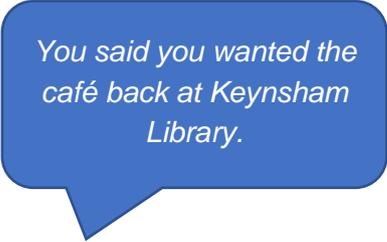
Citizen’s Advice will be running drop-ins and appointments at Bath Housing, Welfare and Advice Services again from June 2022

.....about Opening Times and Staff Support

- We asked what were the most useful times for you to visit our Libraries and Information & Advice Centres. While there were a small number of people who would like earlier or later opening, most of your preferred times are between 9am and 5pm.
- The most popular time is **10am-12noon** with **29%** of preference, followed by **2-4pm** with **18%**.
- All comments and suggestions will be considered and form part of our decision making when we next review our opening hours and days.

- Across our Libraries, 61% of you said you need staff support at least sometimes, with just over a third of you feeling self-sufficient.
- More of the services you access at our Information & Advice Centres need to be carried out by a staff member, and 26% of you said you always/usually need staff support.





*You said you wanted the
café back at Keynsham
Library.*



*The café at Keynsham Library re-opened in March
for a trial with a new partner. Come in and try it
out!*

Next Steps

All of the information you've given us, along with all your comments and suggestions, will be an important part of the decisions we make over the next year or two. In the short term they'll feed into:

- **Bath Central Library refurbishment** – your comments and suggestions will drive this project, and there'll be more opportunities for you to make suggestions in the coming months.
- **Activities & Events** – we're continuing to increase the number of activities and events we offer, and your comments and suggestions will help us focus on the things you most want to do.
- **Information & Promotion** – we'll work to make sure you know what we're doing and how to join in.
- **Developing our Spaces** after lockdown – we've already made a lot of changes to make our spaces more welcoming again after the restrictions of the last two years. The information from this survey will help us understand what you want from our spaces as we continue to develop them.
- **Books** – we'll go through all of your book suggestions and do our best to meet as many as we can. If you have any other thoughts please talk to any of our library staff who can help you make a Stock Suggestion.