

Common themes from across Focus Groups:

- Staff are excellent resources
- Coffee shops with easy chairs and tables needed – requested by most groups
- Toilet facilities required, or nearby – requested by most groups
- Core opening hours – Mon – Sat with late night opening over a minimum of two evenings – this is sometimes dependant on the availability of late night transport.
- Some requests for Sunday opening
- Mail order facilities – as with ‘Love Film’
- Library staff to be trained as trainers of I.T. etc
- Clear display guides available to assist customer selection
- Different areas of the library used for different sectors of the community
- Increase variety of shelf stock (elderly / youth / learning disabilities) including large print books
- Different sound levels requested for different sectors of the public
- Rather than wait more than a week for a book, may as well order from Amazon
- Groups do not fully appreciate what services are available from a library
- Mobile libraries do not visit places regularly enough and do not have enough titles to display, to replace a library building.
- Mobiles were viewed by all groups as essential for people who could not visit a physical building.
- Space requested for community use – rooms and facilities
- Cost of fines for late returns and hiring of DVD’s is prohibitive
- Libraries to be the ‘face of the council’ – a one stop shop for all enquiries.