

## Appendix 3

### **Area Board response card summary**

In total there were 323 cards returned, giving 1,451 comments.

The response cards asked what the top 5 priorities were, for a library service of the future.

This summary has gathered the responses into subject headings, and a short paragraph is given to summarise the majority comment.

The number adjacent to the subject heading indicates the total number of responses for that heading.

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#### Stock (235):

The majority of comments related to maintaining, or increasing, current spending on books, covering all age groups and interests.

#### Building (207):

The general consensus was that buildings needed to be clean, friendly and inviting – a community facility, which required toilets and refreshment areas. A significant number expressed interest in a 'one stop shop' facility for other council services.

#### I.T. facilities (149):

Free and reliable Wi-Fi access was seen as a priority along with sufficient well-trained staff to assist as and when needed. Many responses also requested e-readers or download facilities.

#### Activities (135):

Across the community groups, it was felt that there should be a focus on reaching and supporting, people with low literacy levels, including adults, and organising events for all special interest groups (e.g. disability groups, knitting circles, book clubs, etc)

#### Information (91):

Respondents believed the information services, presently supplied by the libraries, to be a valuable local resource, which incorporates events, contact details, and tourist information. However, many would like this service to be extended to include aspects of all council services.

#### Opening hours (87):

Most required a 6 day service, with late night opening on several week days.

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### Mobile services (71):

Requests were for maintaining a service to rural areas, to increase the cover to more villages, and to extend the duration of each visit.

### Children (60):

Continue to promote the library service through pre-schools and schools. Adults with children of school age are happy to have a noisy library, which conflicts with others who requested a quiet library.

### Staff (44):

There needs to be adequate staffing levels of qualified and experienced personnel who can offer a friendly and professional service. There was support for the abolition of library uniforms.

### Charges (29):

The majority of comments indicated that the library should provide free services, but there was recognition that in times of austerity, small charges could be introduced for book loans and membership.

### Procedures (23):

There was no overall comment in this category, but a variety of requests concerning –

- Keeping noise levels to a minimum
- Check the quality of CD and DVD stock
- Books should be sold from libraries
- Quicker sourcing of books from other libraries

### Other (110):

There were many comments that Wiltshire Libraries are providing a good service, but that marketing of the library needs to be improved, in order that everyone is aware of the facilities provided.

Encouragement for the use of the voluntary sector was made, for extending current services.