

PLYMOUTH LIBRARIES

Public Library User Survey (PLUS)



- 93% thought the library was either very good or good
- 99% thought the standard of customer care either very good or good
- 98% thought the library a safe place to visit
- 96% thought the library an easy place to get to
- 69% intended to borrow a book(s)
- 90% of those customers actually did borrow a book(s)
- 80% though the books either very good or good
- 18% intended to use a computer
- 93% of those customers actually did use a computer
- 80% thought the computer facilities either very good or good
- 24% intended to find something out
- 98% actually did find something out (83% complete and 13% partial)

YOUR COMMENTS	OUR ACTIONS
Would like the doors from music and drama to open onto foyer please. They are always closed and a little fresh air would be welcome. (Central)	This was done in December 2010, when access into and out of, and around the Central Library was improved significantly.
The state of the flooring on the first floor is disgusting. (Dirty and of different types of carpeting) such a let down. (Central)	From late 2010 the Central Library had brand new carpets laid throughout most of the ground floor and half of the first floor. All remaining carpets were deep cleaned. Visible terrazzo flooring was scrubbed and polished and is regularly maintained.
The library sadly looks very grubby, not enough stock, particularly copies of the fiction classics! (Central)	During December 2010 the Central Library was painted throughout, whilst dark wooden bookcases and counters were removed giving the Library a much lighter, fresher atmosphere. Adult fiction stock was relocated into a larger area of the ground floor, and new books, including classics, were purchased.
Increase the size of the library. (Plympton)	A new library at Plympton, much larger than the present premises, is currently under construction and is due to open in February 2012.
The service would benefit from extended opening hours for the general public (Estover)	During 2011 opening hours to the public at Estover, in the new dual-use library in the Tor Bridge High campus, were extended from 14.5 to 34.5 hours per

	week.
Greater selection of books. Better rotated selection of large print books. (Peverell)	During 2010 stock layout at Peverell was changed in order to increase stock, including more new titles and large print books.
I sometimes find it irritating when people sit in the reference and computing sections and talk to each other at the top of their voices. (Central)	As part of the 2010 refurbishment a Quiet Room was created in order that customers could research and read in peace.
Would like to see more computers and be able to use them for longer. (Devonport)	The former Devonport Library had three public computers. The Library Service installed 14 public computers in the new St Aubyn Library that opened in February 2011.
Longer time on Computers for children. (Stoke)	The use of computers for children has been increased from half-an-hour or one hour to up to two hours in all libraries.
I think the range of books could be improved, widened.	Adjustments to layouts have been made in a number of libraries and stock categorisation introduced in order to expand the range and subject matter of books provided.