

# YOU SAID, WE DID

Plymouth Libraries



In the most recent Public Library Users Survey undertaken by Plymouth Library Services, in the autumn of 2009, customers at the Central Library made comments about various aspects of the library, including staffing and customer service, facilities and the library environment, and stock.

We are able to act on some of the comments made to make improvements to our services, and below are listed a number of changes that we have made already in response to your suggestions:

- You expressed concerns at the standard of flooring throughout the library.
  - We 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.
  
- You wanted an area of the library in which to study, conduct research and to read in undisturbed peace.
  - We created a Quiet Room on the first floor to fit that purpose exactly.
  
- You asked to be able to plug-in and use your own laptop computers.
  - We set aside desk space to enable just that.
  
- You asked for improved comfortable seating throughout the library.
  - We put additional comfortable seating and low tables in the fiction area on the ground floor, and added a brand new sofa in the Quiet Room on the first floor.
  
- You asked for the history stock to be improved.
  - We amalgamated our local studies, naval studies, family history and general history stock into one reference history collection, which, with the addition of many new volumes, is held in a newly-created History Room on the first floor.