

What did children think of the services provided by the library service?

Every three years the library service carries out a User Survey of children under 16, with the most recent survey being undertaken in June 2004. The survey showed that the services provided by Stockton Borough Libraries were highly rated, especially when they were compared with the National and English Unitary Authority returns. This can be seen in the table below which shows the percentage of children rating a service as "good".

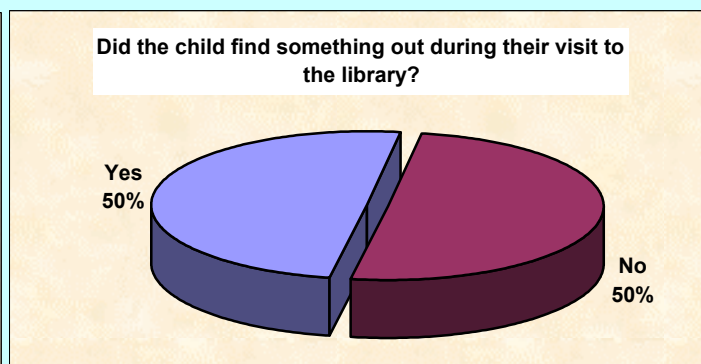
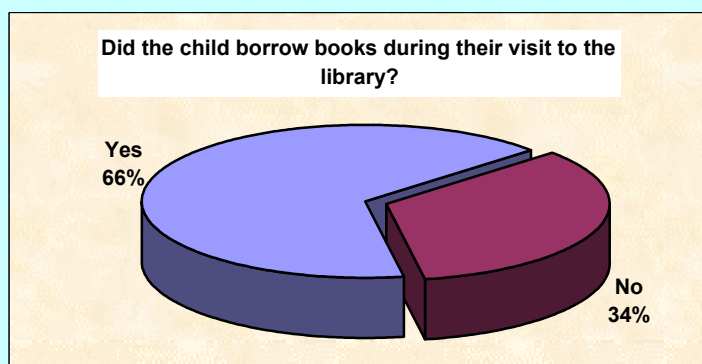
	Stockton Borough Libraries	National	English Unitary
Library staff	89%	83%	86%
Books	86%	82%	87%
Help from staff in choosing books	79%	70%	74%
Computers	79%	76%	74%
Library Looks	77%	72%	70%
Information to help with homework	73%	66%	71%
Video's/DVD/s	70%	70%	74%
Help from staff with homework	69%	60%	64%
Space to sit and work	66%	61%	69%
Library opening times	64%	63%	63%
Storytimes/events	56%	52%	59%
Story tapes/CD's	54%	46%	52%
Music CD's	43%	45%	49%

As with Stockton Borough Libraries overall returns the main areas of satisfaction within each community library are library staff, books, help from staff in choosing books and computers.

The only other service to be highly rated at any community library is the library looks at Ingleby Barwick. Thornaby Library and Egglescliffe Library performed particularly well in comparison with the other libraries.

On the negative side, at the majority of community libraries music CD's was the lowest rated service provided.

How successful were children in finding books and/or information?



When asked if they borrowed any books during their visit to the library 66% of the children surveyed said they did, which is slightly higher than both the National and English Unitary Authority returns

When asked if they found something out during their visit to the library 50% of the children surveyed said they did, which is also slightly higher than both the National and English Unitary Authority returns

In contrast to the above, only 15% of the children said that they used the internet/computer during their visit to the library, which is well below both the National (28%) and English Unitary Authority return (24%).