

Library News

What do visitors to BILLINGHAM library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Billingham Library were highly rated (see table opposite).

The main areas of satisfaction were staff assistance and staff helpfulness, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

99%	Staff assistance
98%	Staff helpfulness
94%	Physical condition of books
93%	Information services
92%	Library overall
90%	Library as a safe place to visit
88%	Opening hours
86%	Choice of books
82%	Computer facilities
80%	Attractiveness of the library inside
78%	Provision of seating and tables
76%	Talking books
65%	Music CD's
64%	Video's / DVD's
63%	Computer games
29%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). All agreed that the library was a friendly place and a safe place, while 68% said the library has helped them to read better.

% of children who think that the library is...

100%	a friendly place
100%	a place I want to come to
100%	a safe place
98%	bright and cheerful inside
97%	easy to get to
96%	a place with lots of things to interest me
86%	open when I want to come in / use it

% of children who think that overall this library is...

Good	OK	Bad
92%	8%	0%

% of children who think that the books in this library are...

Good	OK	Bad
91%	9%	0%

% of children who said that using the library has helped them to...

68%	read better
57%	learn and find things out
45%	do better at school
30%	join in and try new things
25%	use computers better
23%	make friends
7%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
79%	21%	0%

% of children who think that the homework help in this library is...

Good	OK	Bad
75%	23%	2%

Library News

What do visitors to EGGLESCLIFFE library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Egglecliffe Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

100%	Staff helpfulness
99%	Staff assistance
97%	Library overall
96%	Information services
95%	Library as a safe place to visit
93%	Physical condition of books
89%	Provision of seating and tables
84%	Opening hours
83%	Attractiveness of the library inside
77%	Choice of books
76%	Computer facilities
72%	Music CD's
72%	Video's / DVD's
69%	Talking books
63%	Computer games
41%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). All agreed that the library was a friendly place and a safe place, while 67% said the library has helped them to read better.

% of children who think that the library is...

100%	a friendly place
100%	a place with lots of things to interest me
100%	a safe place
98%	easy to get to
97%	bright and cheerful inside
97%	a place I want to come to
86%	open when I want to come in / use it

% of children who think that overall this library is...

Good	OK	Bad
88%	12%	0%

% of children who think that the books in this library are...

Good	OK	Bad
84%	16%	0%

% of children who said that using the library has helped them to...

75%	learn and find things out
67%	read better
47%	do better at school
31%	join in and try new things
17%	use computers better
11%	make friends
3%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
62%	34%	3%

% of children who think that the homework help in this library is...

Good	OK	Bad
68%	28%	4%

Library News

What do visitors to FAIRFIELD library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Fairfield Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

100%	Staff helpfulness
100%	Staff assistance
96%	Library as a safe place to visit
95%	Library overall
94%	Information services
93%	Physical condition of books
92%	Opening hours
85%	Choice of books
83%	Provision of seating and tables
79%	Attractiveness of the library inside
71%	Music CD's
71%	Talking books
69%	Computer facilities
69%	Video's / DVD's
65%	Computer games
39%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a safe place and a friendly place, while 71% said the library has helped them to read better.

% of children who think that the library is...

100%	a safe place
99%	a friendly place
97%	a place I want to come to
97%	easy to get to
94%	a place with lots of things to interest me
87%	open when I want to come in / use it
85%	bright and cheerful inside

% of children who think that overall this library is...

Good	OK	Bad
90%	10%	0%

% of children who think that the books in this library are...

Good	OK	Bad
88%	11%	1%

% of children who said that using the library has helped them to...

71%	read better
57%	learn and find things out
40%	do better at school
34%	join in and try new things
16%	use computers better
13%	make friends
7%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
73%	26%	1%

% of children who think that the homework help in this library is...

Good	OK	Bad
61%	36%	3%

Library News

What do visitors to INGLEBY BARWICK library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Ingleby Barwick Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the talking books and computer games, which received the lowest ratings.

% of adults who rated the following services as "very good" or "good"

100%	Staff helpfulness
99%	Staff assistance
98%	Library as a safe place to visit
95%	Physical condition of books
93%	Library overall
93%	Attractiveness of the library inside
93%	Information services
85%	Opening hours
84%	Computer facilities
82%	Provision of seating and tables
78%	Choice of books
72%	Attractiveness of the library outside
71%	Video's / DVD's
69%	Music CD's
66%	Computer games
66%	Talking books

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a friendly place and a safe place, while 66% said the library has helped them to read better.

% of children who think that the library is...

98%	a friendly place
98%	a safe place
98%	easy to get to
97%	a place I want to come to
97%	bright and cheerful inside
92%	a place with lots of things to interest me
89%	open when I want to come in / use it

% of children who think that overall this library is...

Good	OK	Bad
91%	9%	0%

% of children who think that the books in this library are...

Good	OK	Bad
83%	16%	1%

% of children who said that using the library has helped them to...

66%	read better
52%	learn and find things out
49%	do better at school
33%	join in and try new things
16%	use computers better
15%	make friends
6%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
70%	29%	1%

% of children who think that the homework help in this library is...

Good	OK	Bad
65%	34%	1%

Library News

What do visitors to NORTON library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Norton Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of **adults** who rated the following services as "very good" or "good"

99%	Staff helpfulness
98%	Staff assistance
98%	Library as a safe place to visit
96%	Library overall
95%	Information services
92%	Opening hours
89%	Physical condition of books
85%	Choice of books
82%	Attractiveness of the library inside
82%	Provision of seating and tables
75%	Computer facilities
72%	Music CD's
67%	Computer games
66%	Talking books
66%	Video's / DVD's
61%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a friendly place and a safe place, while 54% said the library has helped them to read better.

% of **children** who think that the library is...

100%	a friendly place
98%	a safe place
98%	a place I want to come to
95%	easy to get to
95%	a place with lots of things to interest me
93%	bright and cheerful inside
91%	open when I want to come in / use it

% of **children** who think that overall this library is...

Good	OK	Bad
84%	16%	0%

% of **children** who think that the books in this library are...

Good	OK	Bad
78%	19%	3%

% of **children** who said that using the library has helped them to...

56%	learn and find things out
54%	read better
32%	do better at school
24%	join in and try new things
15%	use computers better
13%	make friends
6%	do other things

% of **children** who think that the computers in this library are...

Good	OK	Bad
82%	18%	0%

% of **children** who think that the homework help in this library is...

Good	OK	Bad
64%	33%	3%

Library News

What do visitors to ROSEBERRY library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Roseberry Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

97%	Staff helpfulness
95%	Staff assistance
94%	Library as a safe place to visit
91%	Library overall
90%	Information services
88%	Physical condition of books
88%	Opening hours
86%	Provision of seating and tables
79%	Computer facilities
76%	Choice of books
72%	Attractiveness of the library inside
59%	Talking books
57%	Music CD's
55%	Video's / DVD's
55%	Computer games
44%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). All agreed that the library was a friendly place and a safe place, while 67% said the library has helped them to read better.

% of children who think that the library is...

100%	a friendly place
100%	a safe place
98%	a place with lots of things to interest me
97%	easy to get to
96%	a place I want to come to
95%	open when I want to come in / use it
93%	bright and cheerful inside

% of children who think that overall this library is...

Good	OK	Bad
91%	9%	0%

% of children who think that the books in this library are...

Good	OK	Bad
91%	9%	0%

% of children who said that using the library has helped them to...

67%	read better
63%	learn and find things out
40%	do better at school
28%	join in and try new things
10%	use computers better
8%	make friends
3%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
64%	33%	3%

% of children who think that the homework help in this library is...

Good	OK	Bad
63%	37%	0%

Library News

What do visitors to ROSEWORTH library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Roseworth Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

99%	Staff helpfulness
99%	Staff assistance
97%	Information services
95%	Library overall
95%	Opening hours
95%	Library as a safe place to visit
92%	Physical condition of books
89%	Provision of seating and tables
87%	Choice of books
87%	Talking books
85%	Computer facilities
81%	Attractiveness of the library inside
76%	Video's / DVD's
76%	Music CD's
73%	Computer games
47%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a safe place and a friendly place, while 70% said the library has helped them to read better.

% of children who think that the library is...

100%	a safe place
99%	a friendly place
97%	easy to get to
97%	a place I want to come to
96%	bright and cheerful inside
90%	open when I want to come in / use it
89%	a place with lots of things to interest me

% of children who think that overall this library is...

Good	OK	Bad
86%	14%	0%

% of children who think that the books in this library are...

Good	OK	Bad
83%	17%	0%

% of children who said that using the library has helped them to...

70%	read better
61%	learn and find things out
55%	do better at school
43%	join in and try new things
30%	use computers better
27%	make friends
4%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
60%	40%	0%

% of children who think that the homework help in this library is...

Good	OK	Bad
72%	24%	4%

Library News

What do visitors to STOCKTON CENTRAL library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Stockton Central Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and information services, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

97%	Staff helpfulness
96%	Information services
95%	Library overall
95%	Staff assistance
94%	Opening hours
92%	Library as a safe place to visit
85%	Physical condition of books
83%	Provision of seating and tables
82%	Choice of books
82%	Computer facilities
80%	Talking books
78%	Attractiveness of the library inside
70%	Music CD's
68%	Video's / DVD's
66%	Computer games
64%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a friendly place, while 59% said the library has helped them to read better.

% of children who think that the library is...

99%	a friendly place
94%	a safe place
92%	a place I want to come to
92%	open when I want to come in / use it
89%	a place with lots of things to interest me
89%	easy to get to
88%	bright and cheerful inside

% of children who think that overall this library is...

Good	OK	Bad
81%	18%	0%

% of children who think that the books in this library are...

Good	OK	Bad
74%	25%	1%

% of children who said that using the library has helped them to...

59%	read better
50%	do better at school
49%	learn and find things out
35%	join in and try new things
27%	make friends
24%	use computers better
4%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
62%	35%	4%

% of children who think that the homework help in this library is...

Good	OK	Bad
58%	40%	2%

Library News

What do visitors to THORNABY CENTRAL library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Thornaby Central Library were highly rated (see table opposite).

The main areas of satisfaction were staff assistance and staff helpfulness, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

100%	Staff assistance
98%	Staff helpfulness
96%	Library overall
95%	Information services
94%	Library as a safe place to visit
92%	Opening hours
87%	Physical condition of books
83%	Choice of books
81%	Computer facilities
81%	Provision of seating and tables
79%	Talking books
77%	Video's / DVD's
74%	Music CD's
71%	Attractiveness of the library inside
70%	Computer games
27%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). Nearly all agreed that the library was a friendly place and a safe place, while 63% said the library has helped them to read better.

% of children who think that the library is...

99%	a friendly place
99%	a safe place
94%	easy to get to
93%	a place I want to come to
86%	bright and cheerful inside
85%	open when I want to come in / use it
83%	a place with lots of things to interest me

% of children who think that overall this library is...

Good	OK	Bad
76%	24%	0%

% of children who think that the books in this library are...

Good	OK	Bad
81%	19%	0%

% of children who said that using the library has helped them to...

63%	read better
56%	learn and find things out
51%	do better at school
40%	join in and try new things
26%	use computers better
13%	make friends
6%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
69%	30%	2%

% of children who think that the homework help in this library is...

Good	OK	Bad
55%	44%	2%

Library News

What do visitors to THORNABY library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Thornaby Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

99%	Staff helpfulness
98%	Staff assistance
98%	Library overall
95%	Information services
95%	Library as a safe place to visit
94%	Physical condition of books
91%	Provision of seating and tables
91%	Opening hours
85%	Choice of books
84%	Attractiveness of the library inside
78%	Computer facilities
70%	Computer games
69%	Video's / DVD's
69%	Music CD's
68%	Talking books
52%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). All agreed that the library was a friendly place and a place they want to come to, while 60% said the library has helped them to read better.

% of children who think that the library is...

100%	a friendly place
100%	a place I want to come to
95%	easy to get to
95%	a safe place
89%	a place with lots of things to interest me
86%	bright and cheerful inside
69%	open when I want to come in / use it

% of children who think that overall this library is...

Good	OK	Bad
75%	21%	4%

% of children who think that the books in this library are...

Good	OK	Bad
61%	32%	7%

% of children who said that using the library has helped them to...

60%	read better
56%	do better at school
53%	use computers better
47%	learn and find things out
40%	join in and try new things
35%	make friends
5%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
64%	26%	11%

% of children who think that the homework help in this library is...

Good	OK	Bad
67%	24%	10%

Library News

What do visitors to YARM library think about the services provided?

Public Libraries are required to survey their services at least once every three years. The results are used to measure performance and to ensure we give best value for our services.

The last **Adult Plus Survey** was undertaken in October 2006 and this showed that services provided by Yarm Library were highly rated (see table opposite).

The main areas of satisfaction were staff helpfulness and staff assistance, while 9 out of 10 visitors rated the library overall as either "very good" or "good".

On the negative side, visitors were less satisfied with the attractiveness of the library outside, which received the lowest rating.

% of adults who rated the following services as "very good" or "good"

100%	Staff helpfulness
99%	Staff assistance
98%	Library as a safe place to visit
94%	Library overall
93%	Information services
88%	Physical condition of books
86%	Opening hours
80%	Choice of books
71%	Provision of seating and tables
69%	Computer facilities
67%	Music CD's
65%	Talking books
63%	Video's / DVD's
61%	Computer games
59%	Attractiveness of the library inside
42%	Attractiveness of the library outside

The **Children's Plus Survey**, aimed at library users aged 0 - 15 years, was last conducted in September 2007 and this showed that children also thought very highly of the library and the services it provides (see tables below). All agreed that the library was a safe place and easy to get to, while 57% said the library has helped them to read better.

% of children who think that the library is...

100%	a safe place
100%	easy to get to
98%	a friendly place
93%	a place I want to come to
93%	a place with lots of things to interest me
92%	open when I want to come in / use it
78%	bright and cheerful inside

% of children who think that overall this library is...

Good	OK	Bad
88%	12%	0%

% of children who think that the books in this library are...

Good	OK	Bad
90%	10%	0%

% of children who said that using the library has helped them to...

57%	read better
55%	learn and find things out
34%	join in and try new things
30%	do better at school
13%	make friends
2%	use computers better
4%	do other things

% of children who think that the computers in this library are...

Good	OK	Bad
60%	36%	4%

% of children who think that the homework help in this library is...

Good	OK	Bad
50%	50%	0%