



**CYNGOR BWRDEISTREF SIROL**  
**RHONDDA CYNON TAF**  
**COUNTY BOROUGH COUNCIL**

**A virtual meeting of the STRATEGIC CULTURE AND ARTS STEERING GROUP  
will be held on THURSDAY, 16TH NOVEMBER, 2023 at 2.00 PM**

**Contact: Hannah Jones - Council Business Unit, Democratic Services (07385401954)**

**LIST OF ITEMS FOR CONSIDERATION**

**1. DECLARATION OF INTEREST**

To receive disclosures of personal interest from Members in accordance with the Code of Conduct.

**Note:**

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest; and
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they **must** notify the Chairman when they leave.

**2. MINUTES**

To approve as an accurate record, the minutes of the meeting of the Strategic Culture and Arts Steering Group held on 13<sup>th</sup> July 2023.

**(Pages 3 - 8)**

**3. EXTERNAL FUNDING ACCESSED BY THE ARTS SERVICE DURING  
2023/24**

To receive an update on external funding accessed by the Arts Service during 23/24 and for future years in respect of the Arts Council Wales and Levelling Up funding.

**(Pages 9 - 16)**

**4. LIBRARIES SERVICE UPDATE**

To receive an update on the performance of the Council's Library Service.

**(Pages 17 - 70)**

## 5. URGENT BUSINESS

To consider any items which the Chairman by reason of special circumstances is of the opinion should be considered at the Meeting as a matter of urgency.



**Service Director of Democratic Services & Communication**

### **Circulation:-**

Members of the Committee:

County Borough Councillors Councillor B Harris (Chair), Councillor A Crimmings (Deputy Chair), Councillor R Lewis, Councillor J Brencher and Councillor D Grehan

Ms L Davies, Director, Public Health, Protection and Community Services  
Mr C Hanagan, Service Director of Democratic Services & Communication  
Ms C O'Neill, Strategic Arts & Culture Manager  
Mr A Williams, Theatre Operations and Development Manager  
Mr N Kelland, Principal Libraries Officer  
Ms A Gould, Theatre Programme and Audience Development Manager  
Mr A Owen-Hicks, Arts Council Wales

*Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh*



**RHONDDA CYNON TAF COUNCIL STRATEGIC CULTURE AND ARTS STEERING GROUP**  
Minutes of the virtual meeting of the Strategic Culture and Arts Steering Group held on Thursday, 13 July 2023 at 10.00 am.

**County Borough Councillors - Strategic Culture and Arts Steering Group Members in attendance:-**

Councillor B Harris (Chair)

Councillor A Crimmings    Councillor J Brencher  
Councillor D Grehan

**Officers in attendance:-**

Ms C O'Neill, Strategic Arts & Culture Manager  
Mr A Williams, Theatre Operations and Development Manager  
Ms A Hayes, Arts & Creative Industries Manager

**1 Welcome and Apologies**

The Chair welcomed attendees to the meeting of the Strategic Culture and Arts Steering Group and apologies for absence were received from the Cabinet Member for Education, Youth Participation & Welsh Language, the Director for Public Health, Protection & Community Services, the Theatre Programme & Audience Development Manager and the Principal Librarian.

**2 Declaration of Interest**

In accordance with the Council's Code of Conduct, County Borough Councillor J Brencher declared the following personal interest in relation to the items pertaining to the agenda: 'Should there be any reference or discussions in relation to YMA, Pontypridd, I am a Former Trustee.'

**3 Minutes**

The Strategic Culture and Arts Steering Group **RESOLVED** to approve the minutes of the meeting held on 17<sup>th</sup> January 2023 as an accurate record.

**4 Strategic Culture and Arts Steering Group Work Programme 2023-2024**

The Senior Executive and Regulatory Business Officer provided Members with the Strategic Culture and Arts Steering Group Draft Work Programme for the 2023-24 Municipal Year.

The officer informed the Steering Group that the draft Work Programme was a fluid document, which could be amended to reflect any changes to business

needs throughout the year.

The Chair thanked the officer for the report and the Strategic Culture and Arts Steering Group **RESOLVED:**

1. To provide comment and approve the draft work programme as a basis, which can be amended to reflect any changing priorities throughout the year

## **5 RCT Theatres and Carbon Reduction Plans**

The Strategic Arts and Culture Manager updated Members of the Strategic Culture and Arts Steering Group of the carbon reduction plans within RCT Theatres and how the service is supporting the Council in the delivery of its Think Climate Strategy 2022-2025.

The Cabinet Member for Environment & Leisure commented that as a Member of the Council's Climate Change Cabinet Sub-Committee, she was pleased to note that staff were identifying carbon reduction opportunities within theatres and passing the positive ways of working onto the groups who use the theatres, such as the use of biodegradable confetti. The Cabinet Member was pleased to note the partnership work with Corporate Estates, which results in both carbon and financial savings.

One Member spoke of the financial challenges faced by all Local Authorities and echoed earlier comments in respect of the savings identified. Referring to Section 4.7 of the report, the Member questioned whether there were any funding opportunities available to take forward the Theatre Green Book aspirations. The Manager acknowledged that ensuring sustainability within historic theatre buildings was an issue across the whole of the Arts sector and advised that Arts Council Wales had recently undertaken a survey of the capital needs across the sector and that funding could become available as a result, if deemed suitable by Welsh Government.

One Member was pleased to note the estimated annual energy costs savings to the Council and to the planet itself. Referring to the research detailed within Section 4 of the report, the Member questioned whether this was undertaken by RCT. The Manager informed the Steering Group that the research was undertaken by the sector and not specifically commissioned by RCT.

The Chair recognised that Wales had declared both Climate and Nature emergencies and felt that the report was a positive example of how Rhondda Cynon Taf County Borough Council is committed to playing its part in tackling those emergencies.

The Chair thanked the officer for the report and the Strategic Culture and Arts Steering Group **RESOLVED:**

1. To consider the contents of the report and comment on the information provided.

## **6 Production and Co-production Programme of the Arts Service**

The Strategic Arts and Culture Manager updated Members of the Strategic Culture and Arts Steering Group on the production and co-production programme of the Arts Service

The Manager drew Members' attention to Section 5 of the report and provided an overview of each of the following productions and co-productions:

- Turning the Wheel – a co-production between RCT Theatres and the writer and producer, Keiran Bailey;
- Knuckles – an RCT Theatres' co-production with Gurnwah Productions;
- Ink'd – an RCT Theatres' co-production with Gurnwah Productions;
- Sue (the Hippopotamus Who Doesn't Identify as a Hippopotomus) – an RCT Theatres' production developed with local creatives, Menna Rogers and Jemima Nicholas;
- RCT Pantomime – an RCT Theatres' production directed by Richard Tunley;
- Carwyn – in co-production with Cardiff-based writers and producers, Gareth Bale and Owen Thomas;
- No Man's Land – an RCT Theatres' co-production with local producer, Kyle Stead; and
- Gen Z Fest – produced by Kyle Stead, supported by RCT Theatres.

One Member looked forward to seeing the productions in the future. The Member noted that an objective of the service was for *'Welsh Language events and activities form an integral part of our artistic programme'* and questioned how many of the productions listed were available in Welsh and queried how much is spent on developing Welsh artists throughout the County Borough.

The officer advised that at least two of the above-mentioned productions had an element of the Welsh Language, whether that be a standalone Welsh Language project or an every-day, bilingual way of working. In terms of expenditure, the officer advised that there wasn't currently a high percentage spent on Welsh Language productions, which was partly due to the availability of product that is suitable for the venues and audiences. The officer spoke positive of the production of *'Shirley Valentine'*, which was presented in the Welsh Language at Park and Dare Theatre last year but emphasised that the whole sector had come to the realisation that both English Language and in particular, Welsh Language products must be of relevance to the audience. The officer also spoke positive of Garth Olwg, where most of the programmes delivered were through the Welsh Language, which provides the service with the opportunity to build on the audience at that venue to engage with more Welsh Language products. It was explained that the ambition was to increase the number of Welsh Language within the production programme in anticipation for the 2024 Eisteddfod and that the legacy of the Eisteddfod would result in an increase in Welsh Language programmes across the County Borough.

The Member thanked the officer for the response and questioned the work undertaken with young people through medium of Welsh in order to bring them together to develop work. The officer recognised that there was an opportunity to promote the language and develop work through young people and spoke of a recent *'Make It!'* showcase at the Park & Dare Theatre, which brought together a number of young creatives. The officer was encouraged to see several of the young people incorporating the Welsh Language as part of the production and using both languages interchangeably, which was accepted by the audience.

The Arts and Creative Industry Manager added that within the Arts and Creative Industry Team, many of the Welsh Language speakers were mentors and Workshop Leaders and were used to promote productions through the medium of Welsh. The officer spoke positive of the continuation of Welsh Language

Singer/Songwriter workshops within the service and explained that one of the Singer/Songwriters within the team had been supported and encouraged to develop her confidence in speaking Welsh so she can take the lead with other young people.

The Member recognised that the service had spoken of the 2024 Eisteddfod but noted that there were no Welsh Medium productions detailed within the programme and questioned if there were any specific ambitions of the service to build towards the Eisteddfod. The Head of Arts, Culture and Libraries advised that discussions were underway with the Eisteddfod regarding the possibility of developing a project, either in partnership or as an RCT project. Members were assured that money had been set aside to ensure a project would be included within the programme of events, to take place either before or after the 2024 Eisteddfod, as part of its legacy.

The Cabinet Member for Environment & Leisure spoke positive of the report and felt that the vision of the Arts Service, detailed at Section 4.2 of the report, was already evident when visiting the theatres. The Cabinet Member spoke of the cost-of-living crisis and was pleased to see that residents would have the opportunity to experience a first-class pantomime for an affordable price.

The Cabinet Member praised the service and the opportunities which can become available to people of all ages as a result of its varied programmes.

One Member echoed earlier comments in respect of the available pathways for local people and spoke of an individual who had performed on the Park & Dare Theatre stage and had gone onto perform at the Edinburgh Fringe Festival.

Referring to Section 4.2 of the report and objective 2 of the Arts Service Business Plan 2024-2027: '*We will create a community engagement plan that builds on the learning from our programme of community conversations, our work as part of the Designing Public Value with purpose programme*', the Member questioned how the community would be brought together under one strategic plan. The Head of Arts, Culture and Libraries advised that the Community Engagement Plan had stemmed from work undertaken with the community and that the service would continue its work. The Officer informed the Steering Group of the Creative Pontypridd Strategic Partnership Group, which had membership of cultural institutions within Pontypridd; and likewise, a newly established group in Treorchy; and explained that the groups would work collaboratively and engage with the community, with a particular emphasis on programmes of events for the 2024 Eisteddfod. The officer advised that the Community Engagement Plan would capture the learnings from the above-mentioned groups and community conversations to further the work across the County Borough. It was explained that due to limited resource within the service, the service would work with community organisations to learn from their work to ensure a breadth of community representation.

The Chair praised the report and was proud of the number of cultural opportunities within the County Borough.

The Strategic Culture and Arts Steering Group **RESOLVED:**

1. To consider the contents of the report and comment on the information provided.

**7 Urgent Business**

On behalf of the Strategic Culture and Arts Steering Group, the Chair took the opportunity to extend his gratitude and well wishes to the Arts and Creative Industry Manager who was due to retire from the Local Authority.

**This meeting closed at 10.54 am**

**CLLR B HARRIS  
CHAIR.**

*Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh*

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **STRATEGIC CULTURE AND ARTS STEERING GROUP**

**16<sup>th</sup> NOVEMBER 2023**

#### **REPORT ON THE EXTERNAL FUNDING ACCESSED BY THE ARTS SERVICE**

#### **REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSIONS WITH THE CABINET MEMBER FOR PUBLIC HEALTH & COMMUNITIES, COUNCILLOR BOB HARRIS**

**Author(s):** Adrian Williams, Strategic Arts & Culture Manager - 01443 570031

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to update members of the Strategic Culture and Arts Steering Group on external funding accessed by the Arts Service during 23/24 and for future years in respect of the Arts Council Wales and Levelling Up funding.

#### **2. RECOMMENDATIONS**

It is recommended that the Strategic Culture and Arts Steering Group:

- 2.1 Consider the contents of the report and comment on the information provided.

#### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 This report provides an opportunity for the Strategic Culture and Arts Steering Group to comment on the external funding accessed by the Arts Service.

#### **4. BACKGROUND**

- 4.1 RCT Arts Service manages RCT Theatres, comprising of the Park & Dare Theatre, Treorchy and the Coliseum, Aberdare; Gartholwg Lifelong Learning Centre, ensuring that investment in the arts inspires and connects our communities; unlocks, nurtures, and celebrates latent creative talent; ignites pride in and a sense of belonging to Rhondda Cynon Taf for now and future generations.
- 4.2 The service's Youth Arts & SONIG Youth Music Industry team develop targeted arts interventions with young people, supporting them to

improve their personal resilience and make positive lifestyle choices through engaging in arts projects.

- 4.3 The service also hosts the Beacons project that works across Wales establishing, nurturing, and maintaining a vibrant and inclusive music sector through creating transformative opportunities for every young person, irrespective of their backgrounds.
- 4.4 The service is working in partnership with University of South Wales to pilot the development of a Creative Industries Cluster Hub that aims to support creative freelancers and companies to develop their business skills, network with others in the sector, and take advantage of opportunities within the Cardiff Capital City Region.
- 4.5 The Arts Service has been successful in accessing external funds from a range of sources including Arts Council of Wales, Levelling Up, Families First, Creative Wales and Cardiff University, to support the delivery of projects across the range of its activities.

## **5. SOURCES OF EXTERNAL FUNDING**

### **5.1 Arts Council of Wales**

- 5.1.1 The Arts Council of Wales is the country's official public body for funding and developing the arts.
- 5.1.2 The Arts Council undertook an investment review this calendar year and announced the outcomes of the review in September, offering multi-year funding agreements to 81 organisations across Wales a total of £29.6 million.
- 5.1.3 RCT Arts Service, which incorporates RCT Theatres, has received a conditional offer of £153,065 per year (for the next 3 years) subject to the conclusion of the Arts Council Wales' investment review appeals process and confirmation of their own Welsh Government funding. The new funding agreement will be in place by the end of March for funding to commence April 2024.
- 5.1.4 Applications for the Investment Review were assessed against six principles, closely aligned with the goals of the Well-being of Future Generations (Wales) Act and designed to reflect aspects of the sector that need positive action:

- Creativity
- Widening Engagement
- Welsh Language
- Climate Justice
- Nurturing Talent
- Transformation

They were also assessed across five balancing factors that aimed to take a Wales-wide view of the sector and the issues and gaps in arts funding that require addressing:

- Serving communities across Wales
- A wide range of artforms and creative opportunities
- Underfunded and unheard voices
- Public Value
- The size and shape of applicant organisations

5.1.5 Commenting on the service's application to the investment review, the Arts Council of Wales indicate that RCT Theatres have presented a good case for multi-year funding and in terms of balancing factors, particularly serving communities, they are a priority for support. However, there is more development needed particularly in widening engagement and in their work with ethnically and culturally diverse communities. The Arts Council of Wales would like to see clear plans developed that will support a clear fair pay policy, and support for staff and freelancers to access Welsh Language learning opportunities.

5.1.6 The Arts Service and Arts Council Wales will draw up a funding agreement before April 2024 to jointly agree key priority areas for development and actions required.

## **5.2 Levelling Up**

5.2.1 The service has been awarded at total of £666,300 from the UK Government Levelling Up Fund for improving facilities at the Coliseum and Park & Dare theatres and increasing the quantity of day-time events at the Park & Dare theatre.

5.2.2 At the Coliseum theatre £156,300 to replace the seats and carpet in the auditorium, improving customer comfort and accessibility.

5.2.3 At the Park & Dare there are plans to use £440,000 to redesign the Dyfodwg Street entrance, the foyer and box office, and the entrance to Stiwdio 1. The works are scheduled to take place between January and March 2024.

5.2.4 The Park & Dare theatre has £70k of revenue funding over the two financial years, 2023 & 2024 to develop a day-time activity programme and increase the number of events held at the Park & Dare theatre.

5.2.5 The service continues to develop capital projects so that it can take advantage of additional funding opportunities as and when they become available.

### **5.3 Families First**

5.3.1 The Youth Arts & SONIG Youth Music Industry team have been commissioned and awarded £94,350 of Families First funding this year by the Resilient Families Service, to work with children and young people aged up to 25 residing in RCT who are vulnerable, disengaged or at risk of disengaging, who have an interest in the arts and creative industries.

5.3.2 The specific objectives of the commission are to:

- Support children and young people to improve their emotional well-being and build their resilience through participation in arts, and creative activities.
- Empower children and young people to raise their aspirations and support them to flourish and realise their full potential.
- Support children and young people to make healthy, informed decisions and reduce negative behaviours.
- Contribute towards the outcomes of the new Families First Performance Framework, and the key priorities of the Resilient Families Programme (RFP).

5.3.3 The Youth Arts & SONIG Youth Music Industry team engage with young people through a number of projects including Wildlife Photography, Fortitude through Music, Project Prosper and Hot Jam Rock School.

5.3.4 The service is hopeful of maintaining Families First funding next year so that it can continue to support vulnerable young people aged between 8 and 25 to make positive lifestyle choices and develop their personal resilience through the arts.

### **5.4 Creative Wales**

5.4.1 The service's Beacons project team has this year drawn down £116,119 in revenue funding from Creative Wales, a Welsh Government Agency set up to support the Creative Industries, to work across Wales establishing, nurturing, and maintaining a vibrant and inclusive music sector.

5.4.2 The Beacons project team has also drawn down £130,000 in project funding from Creative Wales to deliver a range of interventions such as 'Resonant' which empowers people (18+) of marginalised genders to work behind the scenes in the Welsh music industry, and Amlen which is a Research & Development project aiming to break down barriers for

young Welsh-Language speakers (18-25) pursuing careers in the music industry.

- 5.4.3 A successful application to the Arts Council of Wales for a total of £90,000, and to the Performing Rights Society Foundation for £20,000, has also been received for the delivery of the Forte project which annually delivers a ground-breaking talent development model that supports and celebrates 10 young music creators aged between 16 and 28 in Wales.
- 5.4.4 Beacons project workers have recently been working in partnership with the Future Generations Commissioner's office to establish priorities for the Future Generations Commissioner's office team in terms of areas of focus for the second Commissioner's term,
- 5.4.5 The Beacons team is working towards the development of a Community Interest Company and is in discussion with Creative Wales in relation to a multi-year funding agreement.

## **5.5 Cardiff University**

- 5.5.1 This year, the service has been taking part in a pilot Creative Industries Cluster Hub project in partnership with University of South Wales and a successful grant application to Cardiff University for £50,000 was made.
- 5.5.2 Cardiff University was the lead applicant to Arts and Humanities Research Council ("**Funder**") for a research project called "Clwstwr Creadigol: Research and Development for a high performing creative cluster in Wales". The Funder, in partnership with the Department for Digital, Culture, Media and Sport granted additional funding to the University to carry out the 'Creative Industries Culture Hubs' pilot project, which aims to extend the benefits and impact of the Clwstwr project more equitably across the Cardiff Capital City Region.
- 5.5.3 The key objectives of the pilot project are to build resilience and social capital for creative businesses and individuals by facilitating collaboration, partnership working and resource sharing, and to extend the legacy of Cardiff University's Creative Economy Unit's current and previous work by driving further creative industries growth across the region.
- 5.5.4 The pilot project is due to end in December 2023, although some activities will continue in the period January to March 2024 whilst Cardiff University seek additional funding to support the Creative Industries across the Cardiff Capital City Region.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

6.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

## **7. CONSULTATION / INVOLVEMENT**

7.1 No consultation exercise has been required.

## **8. FINANCIAL IMPLICATION(S)**

8.1 There are no financial implications aligned to the recommendations in this report.

## **9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

9.1 There are no legal implications aligned to the recommendations in this report.

## **10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.**

10.1 As the projects are funded by Arts Council Wales, UK Government and Welsh Government we contribute to the delivery of Welsh Government priorities and the Council's corporate priorities, 'Economy', 'People' and 'Place'.

10.2 The Arts Service contributes to the seven national wellbeing goals, particularly:

- A Wales of vibrant culture and thriving Welsh language;
- A prosperous Wales;
- A healthier Wales;
- A Wales of cohesive communities.

10.3 The programme and our involvement is consistent with the sustainable approach promoted by the Wellbeing of Future Generations (Wales) Act through the five ways of working:

- Long-term – enabling us to co-create work, engage with our communities and build partnerships that seek to achieve a more resilient and sustainable arts and creative industries provision within the County Borough;
- Prevention – by understanding our community's needs, concerns, opportunities and aspiration, we can provide engagement, participation and performance opportunities that address the early intervention and prevention agenda;
- Integrated – through community engagement work with key partners and contributing more effectively to a range of local, regional and national strategic priorities in an integrated and coherent way;

- Collaboration – through creating and working with our communities in collaboration with key artists and arts organisations whose values align with ours and with whom we can work in partnership to achieve our goals;
- Involvement – developing our creativity and community engagement through consultation, feedback, advisory groups and professional networks.

## **11. CONCLUSION**

- 11.1 This report informs members of the Strategic Culture and Arts Steering Group of the external funding in excess of £1.28M accessed by the Arts Service during the 2023/2024 financial year, and the ways in which it supports the delivery of national, local and service objectives.

### **LOCAL GOVERNMENT ACT 1972**

#### **AS AMENDED BY**

### **THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

#### **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

#### **STRATEGIC CULTURE AND ARTS STEERING GROUP**

**16<sup>TH</sup> NOVEMBER 2023**

**REPORT OF DIRECTOR PUBLIC HEALTH, PROTECTION AND  
COMMUNITY SERVICES IN DISCUSSIONS WITH THE CABINET MEMBER  
FOR PUBLIC HEALTH & COMMUNITIES, COUNCILLOR BOB HARRIS**

**Report on External Funding Accessed by the Arts Service**

**Officer to contact:** Mr Adrian Williams, Strategic Arts & Culture Manager

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## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### STRATEGIC CULTURE AND ARTS STEERING GROUP

16<sup>th</sup> NOVEMBER 2023

#### LIBRARIES SERVICE UPDATE

#### REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSIONS WITH THE CABINET MEMBER FOR PUBLIC HEALTH & COMMUNITIES, COUNCILLOR BOB HARRIS

**Author(s):** Nick Kelland – Principal Libraries Officer.

#### 1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to update Members of the Strategic Culture and Arts Steering Group on the performance of the Council's Library Service.

#### 2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Note the content of the report:
- 2.2 Consider whether they wish to scrutinise in greater depth any further matters.

#### 3. BACKGROUND

- 3.1.1 Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons'. The Act does not specify how local authorities should ensure they deliver a modern and efficient Library Service that meets the needs of their communities, except that they should:

- have regard to encouraging both adults and children to make full use of the Library Service;
- Lend books and other printed material free of charge to those who live, work or study in the area.

- 3.1.2 Within Rhondda Cynon Taf the Council's fulfils its statutory duty by providing the following services:

- **3 Area Libraries:** Llys Cadwyn (Pontypridd), Treorchy Cultural Hub, and Aberdare Library, with each open 49 hours a week including a Saturday morning and one late evening every week;
- **10 Branch Libraries:** Rhondda - Porth, Yr Hwb (Ferndale), Tonypany; Cynon – Abercynon, Canolfan Pennar (Mountain Ash) and Hirwaun; Taf - Rhydyfelin, Llantrisant, Pontyclun and Church Village, with each closed 1.5 days every week, with a cluster model ensuring that each area has a library open six days a week;
- An **At Home Library Service**;
- A **Schools Library Service**;
- A **Children and Youth Librarian**;
- A comprehensive **e-library**.
- A **Reference Library and Local Studies Collections**;

#### 4. AREA AND BRANCH LIBRARIES

- 4.1 Our libraries are valuable community spaces which not only loan books but provide many other services such as access to community meeting rooms, IT training, literacy support and cultural events. Dedicated Reference Libraries and Local Studies collections are available at the three Area Libraries with Aberdare holding the Local Studies collection for the Cynon Valley, Llys Cadwyn (Pontypridd) the collection for the Taff area and Treorchy the collection for the Rhondda Valleys. The Library Service has a dedicated reference librarian who visits each Area Library on a rota basis to deal with more in-depth Local Studies enquiries with members of the public being able to book appointments to meet with him. Enquiries are also dealt with via email, phone and letter with Area Library staff dealing with more basic enquiries daily.
- 4.2 11 of our 13 libraries have community meeting rooms which range from small one-to-one facilities to larger rooms able to accommodate 20 - 30 people. As can be seen from the table below we offer a significant number of activities and events, and it is these facilities which community groups and non-profit organisations can use free of charge that allow us to offer such a broad range of activities. This small sample of what we offer shows the diversity of activities and events taking place within libraries:
- Reading Groups
  - Knit and Natter Groups
  - Welsh Language Classes
  - ICT Classes
  - Sign Language Classes
  - Breast Feeding Clinic
  - Essential Skills
  - Lego Clubs
  - Bore Coffi
  - Dementia Café

- Work Clubs
- School Visits
- Baby Massage

4.3 The Library Service offers face to face delivery of the One4all information service at Treorchy Cultural Hub, Aberdare, Llys Cadwyn, Canolfan Pennar, Porth Plaza and a one day outreach service is provided at Pontyclun.

4.3.1 The co-location of Library and One4All Services at Community Resilience Hubs has also led to the provision of other services at these facilities by other services, and other public, private and third sector organisations. For example, the long-term hire of rooms at Aberdare Library and potentially (pending further discussion) Llys Cadwyn by Barclays Bank to offer banking services to the community; the regular provision of Work Clubs and Digital Fridays by the Council's Employment Skills programme and community classes by the Adult Community Learning Service.

4.4 The Library Service experienced extensive closures during the pandemic and a key priority identified for the service after reopening in 2021/22 was to increase visitor numbers, issues and activity levels to pre-pandemic levels. The tables below illustrate the services progress in achieving this goal with steady progress being made with regard visitor numbers and activity levels. Progress with issues has seen a dip however and this may be due to recent efficiencies which have led to a reduction in our book budget.

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 (April – September)
Visitor Numbers	727992	711588	11952	376108	607672	328596 (Same period in 2022/23 = 272041)
Issues	420505	538954	98737	314211	348143	191971 (Same period in 2022/23 = 193913)
Activities / Events	5306	6503	Covid	626	4019	2578 (same period in 22/23 = 1621)
Attendees	51396	53047	Covid	4070	35567	25985 (same period in 22/23 = 13887)

## 5. e- Library

5.1 The Covid pandemic led to an increase in electronic engagement, with significant increases being seen in the e-lending of books, audiobooks and magazines. During this period, we substantially increased our spending on e-resources moving funding of materials from physical to digital. Borrowing of e-resources has remained high even after the removal of Covid Restrictions. This trend in e-borrowing can be clearly seen in the following table which shows the number of electronic downloads reported to the Welsh Government as part of our annual return for the Welsh Public Library standards.

<b>Electronic Downloads</b>				
18/19	19/20	20/21	21/22	22/23
30,309	48,330	88,289	82,179	67,745

5.2 This sustained interest in e-resources has increased pressure upon our e-lending service with waiting times and reservation numbers for e-stock rising significantly. This has required us to evaluate the use of our book budget, allocating more funds to the acquisition of e-stock. We have also broadened the scope of the collection with the introduction of an e-newspaper lending subscription.

- Borrowbox – Online collection of e-audiobooks and e-books
- uLibrary – Collection of e-audiobooks
- Libby – Collection of e-magazines
- Pressreader – Collection of e-newspapers

5.3 In addition to the e-borrowing services listed above the Library Service also provides access to a range of other digital services including:

- Transparent Language Online – Language learning resource.
- Theory Test Pro – Practise your driving theory test online.
- Ancestry and Find My Past – Family History resources only available in libraries.
- Photographic Archive - A collection of over 22,000 digital images of the people and places of Rhondda Cynon Taf taken from the collections held at RCT Libraries.
- Our Past - A website created using items from Rhondda Cynon Taf's local history collections.

## 6. At Home Library Service

6.1 The 'At Home' service delivers books and other items to residents of Rhondda Cynon Taf who are unable to use a static library. The service is free, and users receive a visit to their home every four weeks. The service can deliver books in ordinary and large print as well as talking books in CD.

6.2 The Covid pandemic forced Library Services to adapt their services to serve the community and in the case of remote services this led to the mobile library service being suspended in March 2020 with staff and resources being transferred to provide an expanded 'At Home' service. The expanded service was able to operate throughout

large periods of the Covid pandemic providing a service to existing 'At Home' and Mobile Library users.

6.3 In 2022 following a re-evaluation of Library remote services and after a public consultation a decision was made to retain the model adopted during the Covid pandemic as it was seen to offer improved levels of service at reduced costs. Approval was given for the following changes:

- To discontinue the Mobile Library Service and to expand the 'At Home' service within existing library service resources to ensure it meets current need. Creating an additional 'At Home' librarian recruited from the existing Mobile Librarians.
- To retain 50% of the mobile library service book budget to ensure the service can continue to provide resources that meet the needs of our 'At Home' service users.

6.4 The following table shows how the 'At Home' service has grown since 2019 both in the number of users and issues.

	2019/20	2020/21	2021/22	2022/23
Users	262	359	491	501
Issues	13219	10582	15515	14756

## 7. Schools Library Service

7.1 The Schools' Library Service offers primary schools a value for money loan and advice service providing a range of up-to-date resources, linked to the national curriculum to encourage all pupils regardless of ability to enjoy reading. Participating schools can make use of the service via a core service subscription or on a pay as you go (PAYG) basis. The following services are offered by the Schools Library Service:

- Project Loans
- Class Reader Sets
- Group Reading Sets
- Block Loans
- Advice, Support and Training

7.2 57 schools are currently signed up for the core service which is an increase of 4 schools on last year. The following table provides a breakdown of the loans issued to schools over the last two years:

	2022		2023	
	Project Loans	Class Readers	Project Loans	Class Readers
Summer Term	126	33	140	27
Autumn Term	131	37	136	51

7.3 Recent changes to the National Curriculum have impacted upon the delivery of the Schools Library service with the old Foundation Phase and Keystage 1 & 2 having been replaced by Progression Steps 1, 2 & 3. This has resulted in a move away from requests for more traditional curriculum topics such as Victorians and Romans to topics such as well-being, feelings, health, empathy, and the expressive arts. There is also much more emphasis on Cynefin, which encompasses local history, geography, nature, and community. Diversity topics now include gender issues, sexuality, and neurodiversity as well as a cultural diversity. The topics being asked for have become less easy to predict and as a result the service has begun the process of developing its collection to match these changes although the requirement to do this within budget does mean that this will need to take place over a period of time.

## 8. **Children and Youth Librarian**

8.1 Each Summer the Library Service takes part in the Summer Reading Challenge which is a national reading programme that encourages children to keep reading during the school holidays. This is managed and run by the Children and Youth Librarian and her team. Children can sign up for the challenge at their local library where they are given a collector folder, they set a reading goal for the summer and choose anything they like to read. Each time they return a book to the library they earn a reward until they have met their reading goal. This summer 1041 children took part in the challenge which is more than the 967 that took part in 2019 the last pre-Covid year it was run.

8.2 The Children and Youth Librarian is also responsible for organising and running in-house events whose aim is to instil a love of reading in children and make visiting a library a regular and familiar part of their lives. This year from April to October we have held 69 events which were attended by 1075 children and 657 adults. This includes:

- Stories & crafts at Easter, Summer Holidays & October Half Term. This year was the first year we resumed our full pre-COVID level summer events programme of 3 events per library. Since appointing 2 new staff members in 2022 who are Welsh speaking, we can now deliver our stories & crafts sessions bilingually.
- Monthly Lego Clubs at 4 branches
- Craft workshops at Treorchy, Aberdare & Pontypridd Libraries (2 sessions) in partnership with the Youth Arts Service
- Fun Palace & Food Festival events at Treorchy Library
- Aberdare's 60<sup>th</sup> Birthday celebrations
- Visits by local authors Martyn Evans & Megan Matravars

## 9. **Welsh Public Library Standards (WPLS)**

9.1 In Wales, the duty 'to superintend and promote the improvement of the public library service provided through local authorities has been devolved to the relevant Welsh Minister and since 2002 this duty has been fulfilled through the Welsh Public Library Standards.

9.2 These standards consist of 12 core entitlements and 15 Quality Indicators. An annual

assessment is undertaken of the performance of each Library Service in Wales against the WPLS. In 2022/23, Rhondda Cynon Taf Library's Service met all 12 core entitlements in full. Of the 9 quality indicators which have targets, Rhondda Cynon Taf achieved 5 in full, 1 in part and failed to achieve 3 (based on the draft 2022/23 report).

- 9.3 One of the Core Entitlements is to 'provide access to the library service's strategy, policies, objectives, and vision, in print and online, in a range of languages appropriate for the community.' This is available here:  
[LibraryStrategy20222025English.pdf \(rctcbc.gov.uk\)](https://www.rctcbc.gov.uk/LibraryStrategy20222025English.pdf)

## 10. Customer Satisfaction Surveys

- 10.1 As part of the WPLS each Library Service in Wales is required to carry out at least one survey each for adults, and children aged under 16 during the three years cycle of the Framework. Rhondda Libraries carried out an adult survey in 2022 and a children's survey in 2023. Some key results from this survey as reported in the 2022/2023 WPLS annual return are:

	Adult	Children
% who think the choice of books is 'Very Good' or 'Good'	94%	81%
% who think the IT facilities are 'Very Good' or 'Good'	83%	54%
% who think the library is 'Very Good' or 'Good'	99%	83%

The full survey results can be seen in Appendix 1.

## 11. Conclusion

- 11.1 RCT council is proud of its Library Service and the manner in which it adapted its services during the Covid pandemic and the hard work it's staff have carried out to return service delivery to pre-pandemic levels after the lifting of Covid restrictions.
- 11.2 It recognises that the Library Service faces a challenging future with funding levels dropping and increasing numbers of people visiting libraries including those in need visiting libraries looking for assistance and advice or to simply keep warm. These challenges may in the short-term lead to a drop in performance against the WPLS and against local targets.
- 11.3 This report informs members of the Strategic Culture and Arts Steering Group on the Library services performance within the Community and Children's Services group.





## RCT Library Service Survey 2022 – Adult

This document is about the RCT Libraries Adult Library User – Customer Satisfaction Survey 2022 in line with the requirements of the Welsh Public Library Standards.

The survey comprised a paper form to be completed at branch libraries or an online form to be completed from elsewhere. The paper survey commenced on Monday 14<sup>th</sup> March 2022 and ended on Saturday 26<sup>th</sup> March 2022. The on-line survey commenced on 14<sup>th</sup> March 2022 and ended on Saturday 9<sup>th</sup> April 2022.

Due to low completion rates the paper survey at Treorchy library was extended by one week.

In total 606 responses were received. 582 paper forms and 24 online forms.

The following charts show the results of the survey.

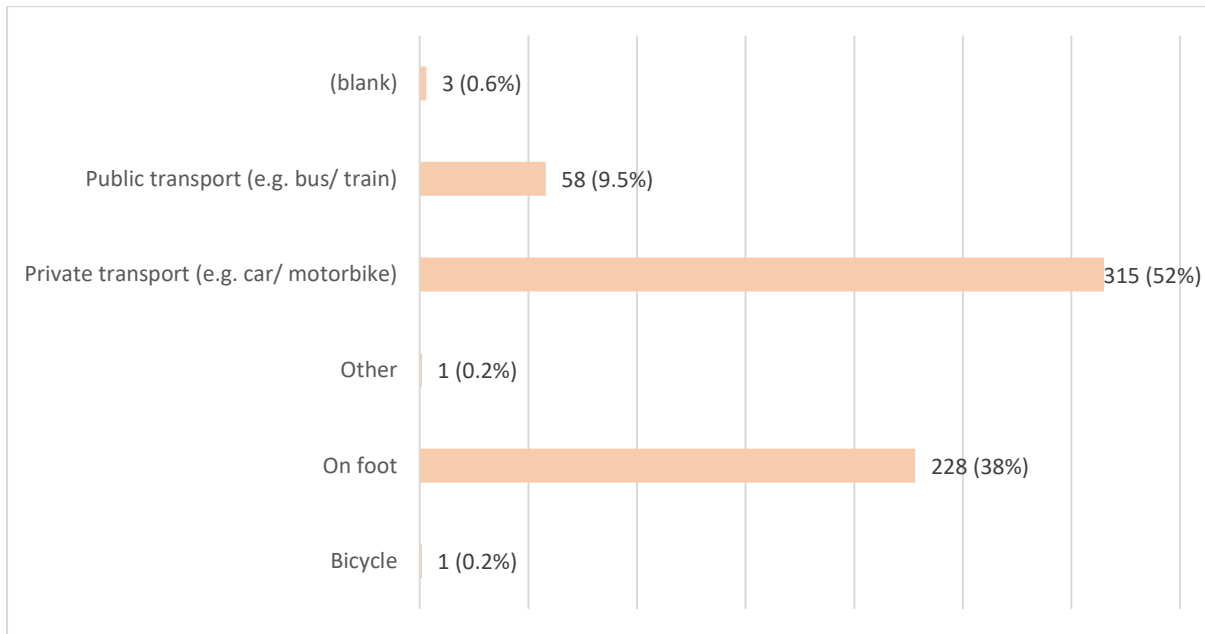
### Participation

#### Q1. Which RCT library do you normally visit?

A target of 100 returned and completed forms was set for Aberdare, Pontypridd and Treorchy libraries, all other libraries had a target of 50 returned forms. Five of thirteen branches met this target.

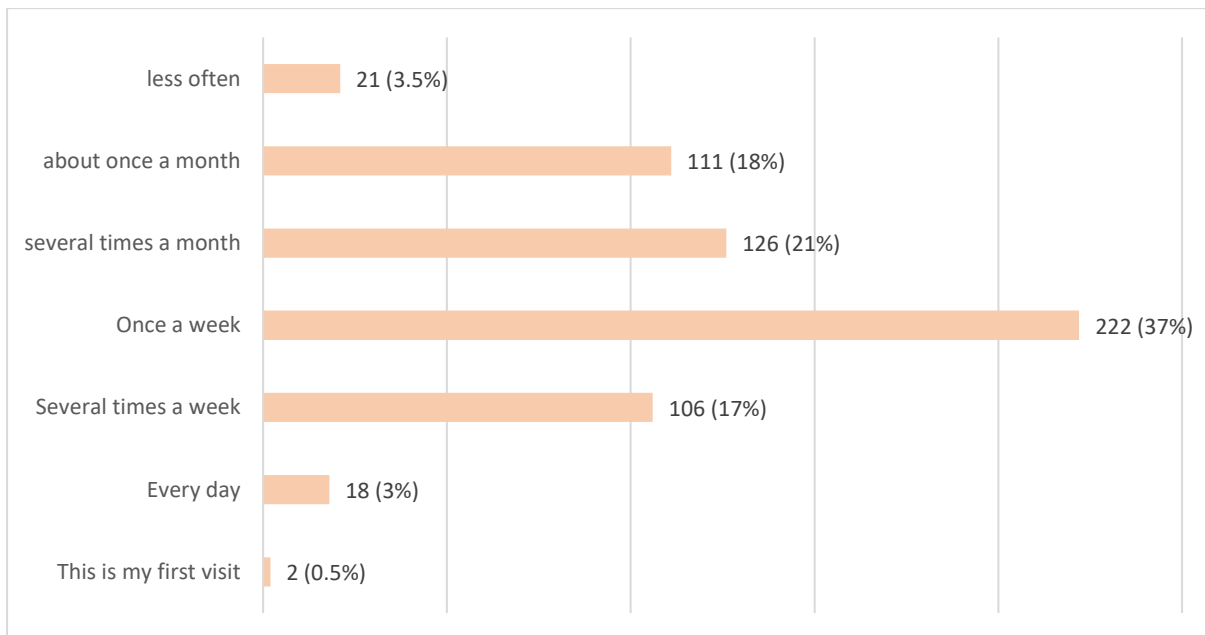
Library	Paper form	Online form	Target met
Abercynon	10	0	20%
Aberdare	67	3	70%
Church Village	53	5	116%
Ferndale	31	0	62%
Hirwaun	51	1	104%
Llantrisant	52	0	104%
Mountain Ash	64	1	130%
Pontyclun	30	5	70%
Pontypridd	87	4	91%
Porth	9	0	18%
Rhydyfelin	35	2	74%
Tonypandy	53	0	106%
Treorchy	38	4	84%

## Q2. What is your primary method of travel to this area/ library?

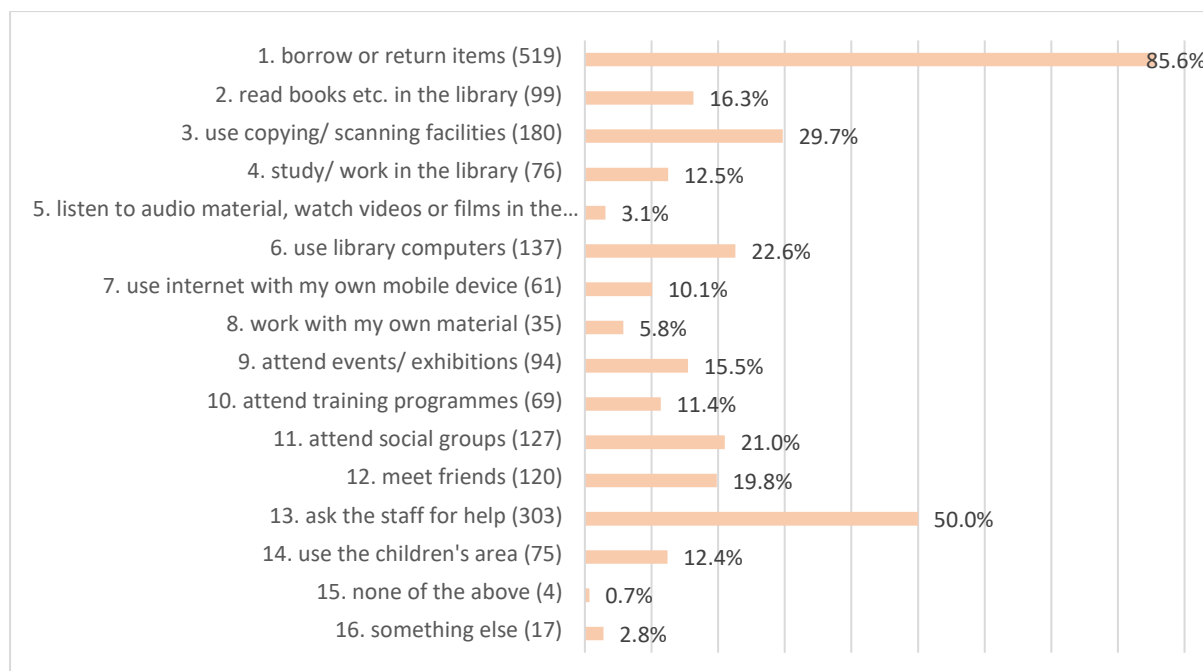


Other: Wheelchair.

## Q3. On average, how often do you visit the library?



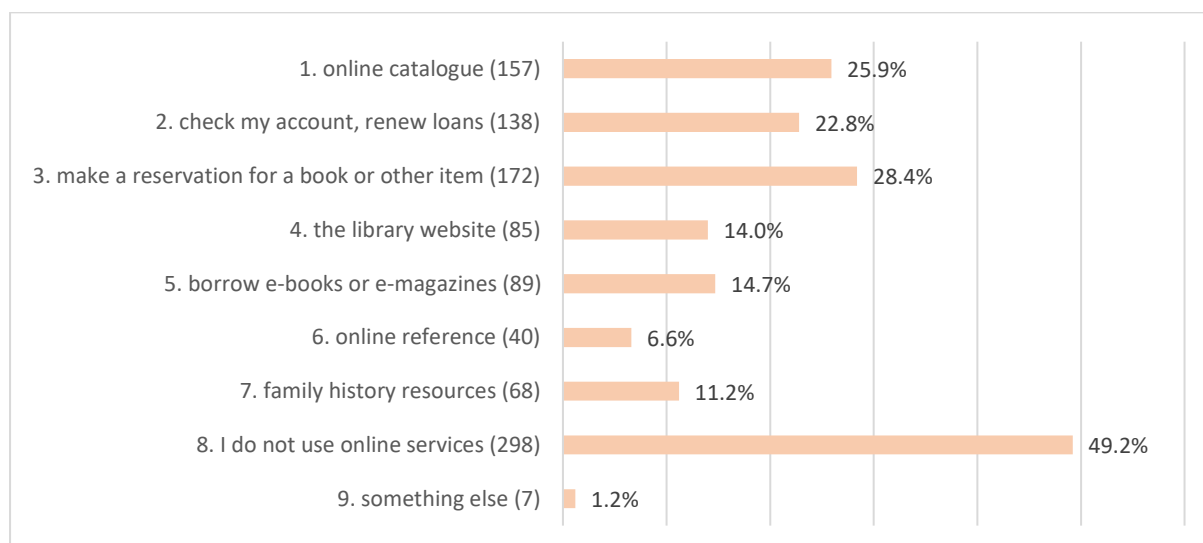
## Q4. What do you usually do when you visit the library?



Something else:

Collect Recycling Bags	18
Tai Chi class	1
Collect trade waste bags	3
Attend Welsh language coffee morning	1
Home educate children	1
Practice Welsh language	1
Set up display	1

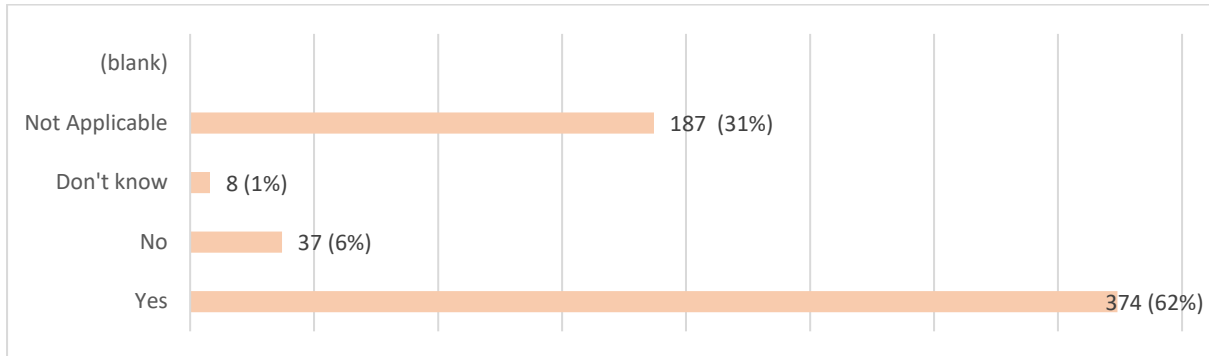
## Q6. Which library services do you use online?



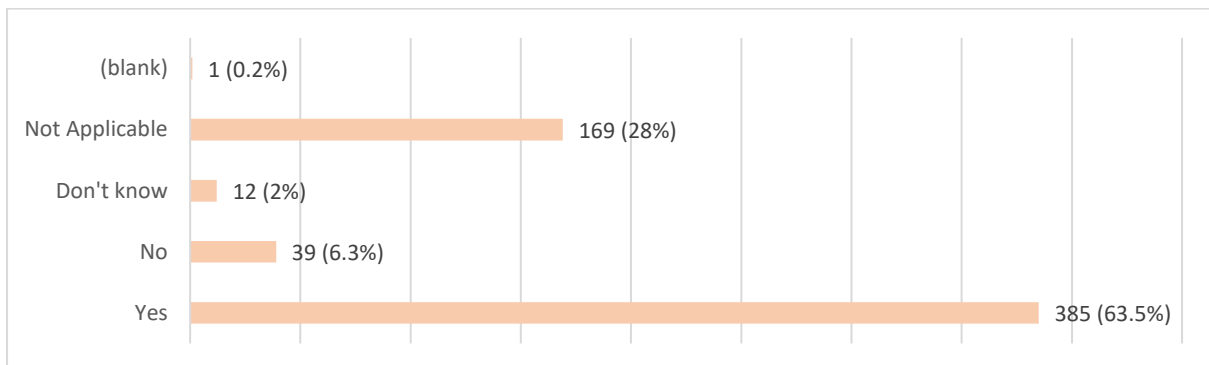
Something else:

Use Library Facebook Page	1
Use Order & Collect	1

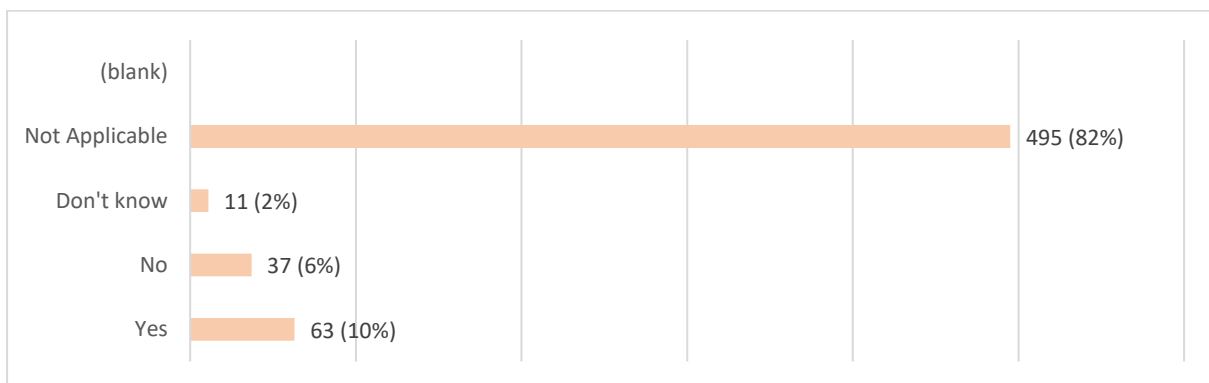
**Q8. Do you think that using this library has helped you learn something, or develop new skills?**



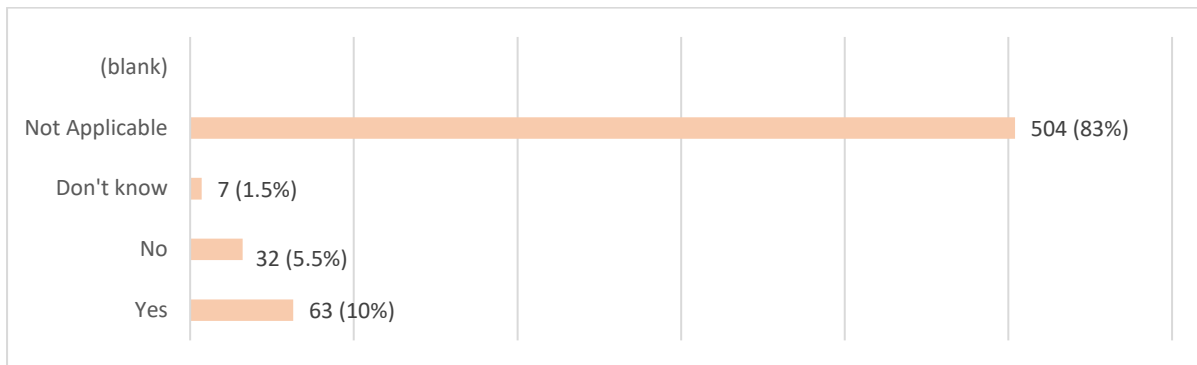
**Q9. Do you think that using this library has given you new ideas and new interests?**



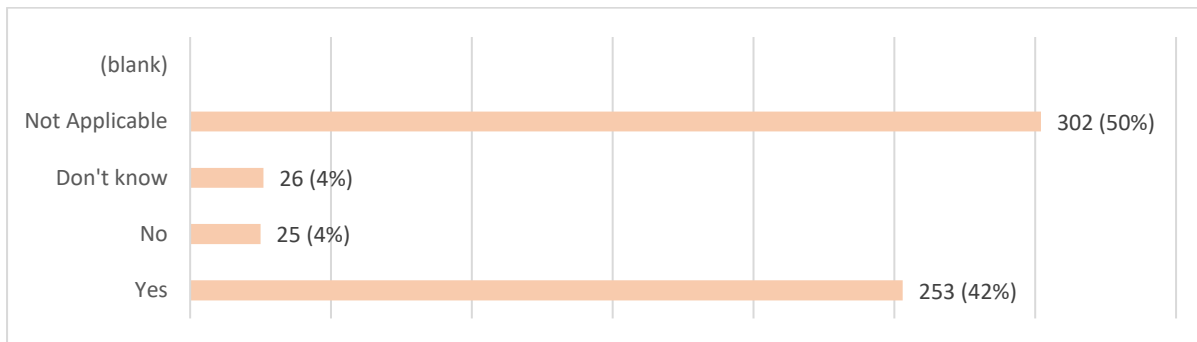
**Q10. Do you think that using this library has helped you do better in examinations?**



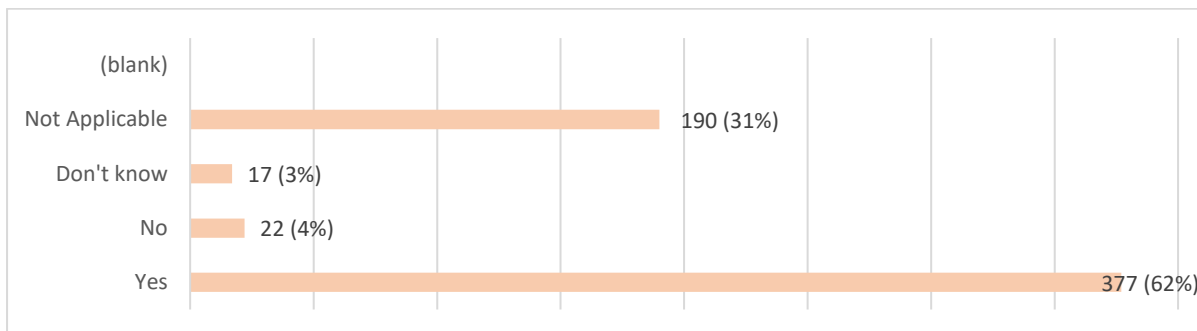
**Q11. Have you found helpful information for job seeking at this library?**



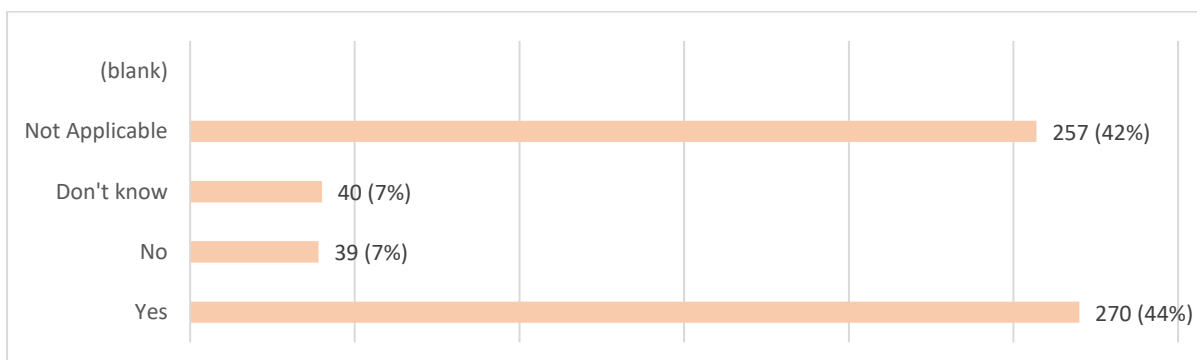
**Q12. Have you found helpful information for health and well-being in this library?**



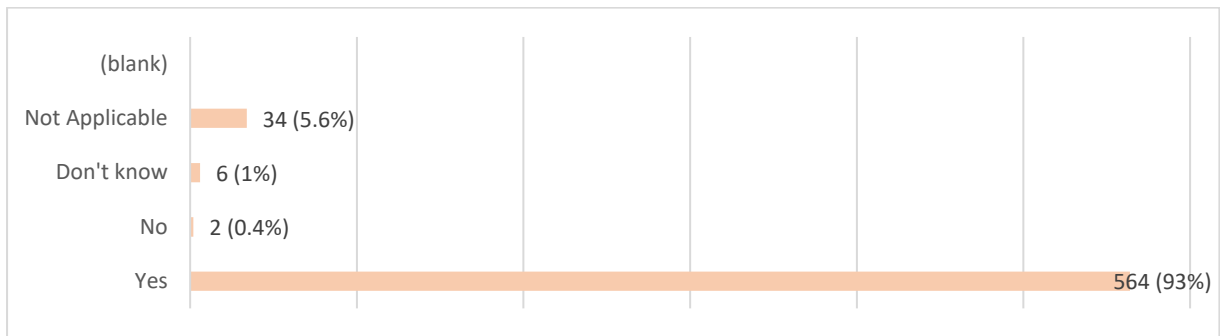
**Q13. Have you found helpful information about your local community at this library?**



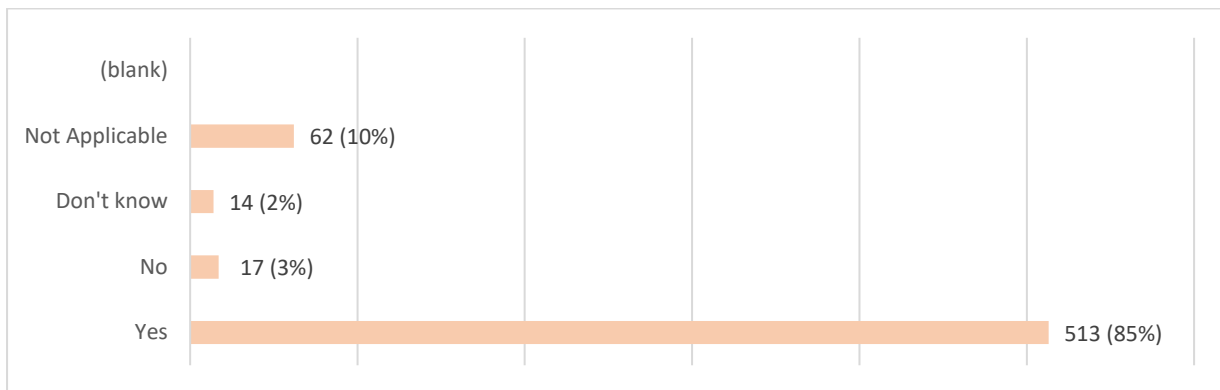
**Q14. Do you think that using this library has helped you save time?**



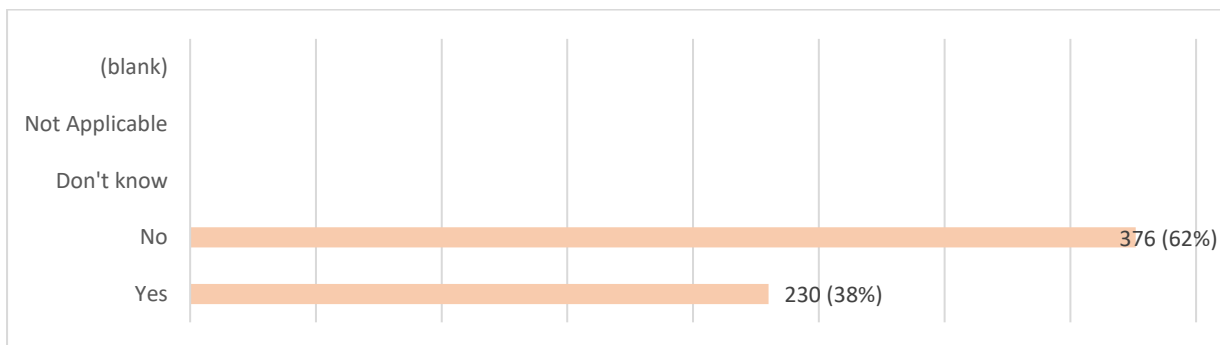
**Q15. Do you think this library is an enjoyable, safe, and inclusive place to visit?**



**Q16. Would you say that using this library has made a difference to your life?**

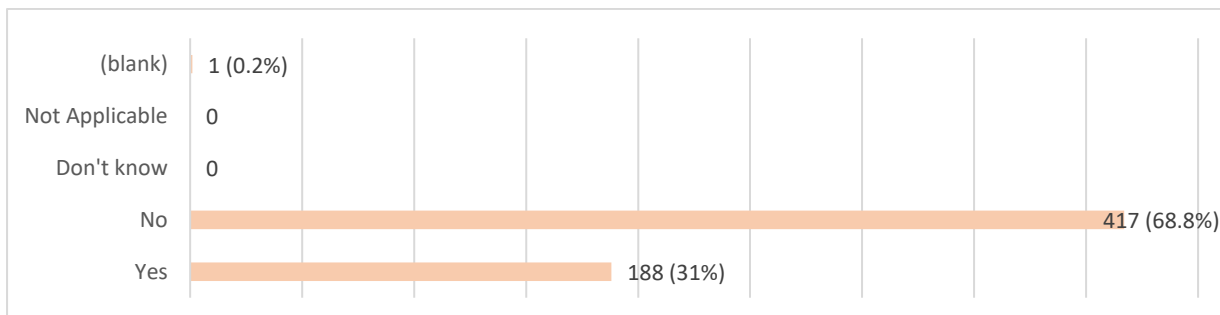


**Q17. Has the Covid-19 pandemic changed the way that you view the library service?**



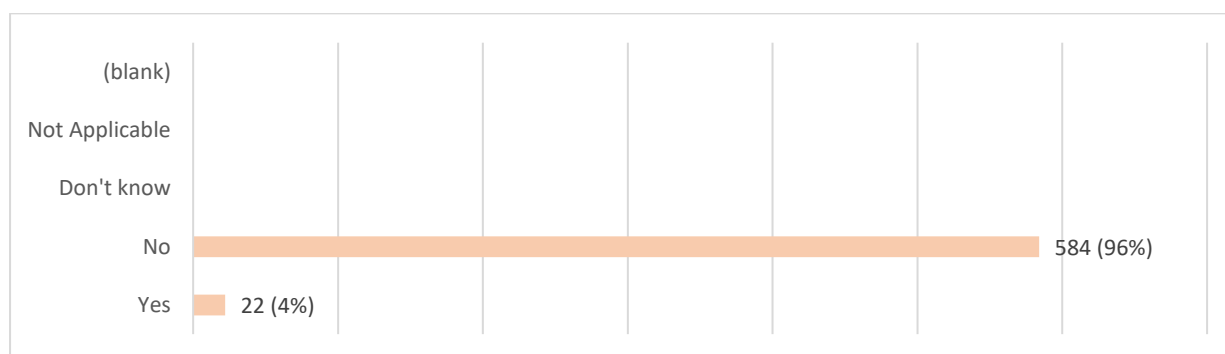
**Q18. See appendix**

**Q19. Has the Covid-19 pandemic changed how you use the library service?**



**Q20. See appendix**

**Q21 Has the Covid pandemic made you less likely to use public services in the future?**



**Q22. See appendix**

**Q23. Library – general**

	Very Poor	Poor	Adequate	Good	Very Good
<b>Opening hours (respondents)</b>	2	5	48	134	414
<b>Opening hours (%)</b>	0.2%	0.8%	8.0%	22.0%	69.0%
<b>Attractiveness of library exterior</b>	7	24	77	173	322
<b>Attractiveness of library exterior</b>	1.0%	4.0%	13.0%	29.0%	53.0%
<b>Attractiveness of library interior</b>	0	4	41	146	412
<b>Attractiveness of library interior</b>	0.0%	1.0%	7.0%	24.0%	68.0%
<b>Standard of customer service</b>	0	0	8	41	554
<b>Standard of customer service</b>	0.0%	0.0%	1.0%	7.0%	92.0%
<b>Standard of IT facilities</b>	2	6	95	168	332
<b>Standard of IT facilities</b>	0.2%	0.8%	16.0%	28.0%	55.0%

**Q24. What do you think of the choice of books in this library?**

	Very Poor	Poor	Adequate	Good	Very Good
<b>Choice (respondents)</b>	1	2	32	154	417
<b>Choice (%)</b>	0.7%	0.3%	5.0%	25.0%	69.0%
<b>Physical condition</b>	0	1	21	143	441
<b>Physical condition</b>	0.0%	1.0%	3.0%	24.0%	72.0%

**Q25 Taking everything into account, what do you think of the library?**

	<b>Very Poor</b>	<b>Poor</b>	<b>Adequate</b>	<b>Good</b>	<b>Very Good</b>
<b>Respondents</b>	0	1	2	64	538
<b>%</b>	0.0%	0.2%	0.8%	10.5%	89.0%



## Appendix

The following are comments, observations etc made by library users about question asked.

### **Q18. Has the Covid-19 pandemic changed the way that you view the library service?**

- During the pandemic the staff in the library have been really helpful in choosing books for me and my husband and the choice of books has been excellent.
- To value it more
- I feel that during the pandemic the library was one of the most important links to wellbeing.
- Throughout most of the pandemic the library was here for us where there were specific procedures for borrowing and returning books. I was really impressed.
- Yes, I appreciate it more.
- Shielding
- Missed library when shut.
- In some ways no but I miss reading the newspapers upstairs and saying hello to other visitors who came in regularly.
- Still love the library, missed it during the pandemic
- I appreciate it more now because when it wasn't available for browsing, I missed it.
- Yes, in that during the pandemic I used the library less but no in that when restrictions eased, I use the same way and my view of the service has not changed
- How important it is to be able to read.
- Have always used library since aged 6/7 years and always will even now being 90! Could not do without it! Books are everything!
- Provided an excellent order and collect service throughout the covid 19 pandemic.
- Always enjoyed using this library. It is a vital source of reading that I could not afford if I had to buy books.
- When in accessible reread old books.
- Need it more than ever.
- It was missed so much during first three months of pandemic!! Really couldn't manage without it – the ability to browse for books, talk about authors or new books due to be published. Computers don't do it for me - shelves full of books and dipping into different ones works so much better!

- It enables me to stay in touch with community.
- Been difficult to have interaction with staff.
- Yes, it was a lifeline for many people.
- Missed the library.
- My wife died of covid the library was a fantastic help.
- It changed my whole life.
- Still provided an excellent service.
- Value the library more.
- Prior to covid used local library bus.
- More important than ever!!
- Online ancestry facility has helped enormously.
- Able to borrow books on an extended basis.
- Used less frequently.
- So helpful during covid, read such a wide range of books.
- Longer browsing.
- During the pandemic when the library started the click and collect service, I realised what an important part of the community the library is.
- More modern than I previously thought.
- Appreciate the library service even more so after the pandemic when library services were curtailed/ closed.
- More use of the online services in line with lockdown rules.
- Lockdown effected everything.
- A hugely important venue in the community, vital for wellbeing and education.
- Didn't use before
- Nice to have a safe and quiet place to study.
- Info share with clients.
- Realised how beneficial the library is to my life.
- Use library more often
- It's been a lifeline.
- Made me more careful.
- Very important social centre
- Appreciate library more.

- Realised how beneficial the library is to my life.
- Used Click and collect,
- All staff have coped very well always cheerful and helpful.
- it has made me appreciate the library far more. It is such an essential service for the community.  
Thank you for what you do. x
- Missed the interaction and meeting people.
- Made me appreciate having the facility close at hand in the village.
- Appreciate service more.
- I appreciate the service more.
- It was extremely good to be able to still borrow books collect recycling bags etc.
- Click and collect.
- It is a vital service and kept me sane.
- Because my books keep me amused and interested.
- Appreciate the service that the library staff offer.
- Realised what an important role it plays in village life.
- We use more frequently.
- Reading more
- Ordered books by phone.
- Having access to the library has kept me sane
- Dal i fod ar agor - er rheolau cadw pellter ac ati.
- More vital.
- I don't spend time in the library now
- I didn't know about the online services until covid, so being able to borrow books online is great because I can't always get to the library due to working hours
- Yes, we missed the library during covid and are very happy to now return.
- More options for online services
- It had proved how much it is an essential service to the community.
- Yes, it made me realise the importance of having a local library even more.
- Realise how important this facility to the community and myself
- Realise how important it is.
- Have not stopped!
- I've read a lot more.

- I missed the contact.
- More important than ever
- I realised during the lockdowns how much I missed the library.
- The extended book loan has been great
- Very reactive to change e.g. 'order +collect' service delivery pandemic. Also allowing home access to ancestry! Staff very much appreciated for keeping service running.
- Made me realise how much information is available.
- It was a lifesaver during lockdown.
- The staff were so helpful in choosing books for me and telephoning to let me know when to collect them.
- A service which continued through very difficult times and gave at least some social interaction.
- Online.
- Didn't realise I could reserve books etc online
- I felt very isolated during covid and the library and staff were a godsend.
- I appreciate it all the more.
- I appreciate the facilities
- Really missed the libraries when they were closed during lockdowns. It makes me use and appreciate the service even more now that libraries are open.
- Appreciated the efforts to continue the service. Missed it when not available.
- Realised how much the service meant during shutdown.
- Forever grateful to be able to continue to borrow books, during lock-downs. To be provided with pick lists to be able to continue with this enjoyment.
- For my wellbeing and meeting new people.
- Helped me with the wellbeing class.
- For meeting new people.
- Wellbeing and making new friends.
- Keeping distance adhering to covid rules.
- When I was unable to visit to meet my friends in the knit and natter group, missed meeting up with them.
- Met new friends now and staff very helpful.
- Didn't realise it was so important.
- Reading lots more books

- More personal.
- I very rarely come out.
- I missed the company and helpfulness.
- Been ideal to reserve books and able to choose books not able to find myself!
- I now use borrowbox where before I came into the library to choose my audio books.
- Primary schools and junior schools haven't been able to use the facilities.
- Saved my sanity.
- During the two years of restrictions it was necessary to find new avenues of interest and the library provided that with a large selection of books. I have read more books in 2 years than I have done in my near 90 years.
- Facemasks to be worn, Handwash all times.
- I feel the community aspect of the library is more important than ever.
- made me aware of how much I missed having reading books.
- I realised how important the service is and missed it very much.
- When closed had many lonely days. So glad now open.
- It has made me more appreciative.
- The service has been a godsend during the pandemic.
- Because before covid I just took for granted that I could just walk into the library.
- I now look at the online library more.
- I am more hesitant to go in, I got so used to the order and collect .
- During the pandemic we started using the borrow box system. It showed me that the library could adapt and be more than a building.
- I didn't realise how much was available online or how good the online account/ reservation is.
- Made me realise just how indispensable it is.
- Wear a mask in the library.
- Click and collect.
- Unable to visit local library during lockdown.
- Wearing a mask, observing the rules.
- Having been in isolation for such a long period of time it is a 'welcome home' to go to.
- Michelle & Yvonne in Ferndale branch will select books they know I will enjoy and place them so I don't have to go far.
- I missed it a lot it was closed as I enjoy reading.

- Yes. It made me aware of the online service. I came to appreciate the friendly staff more.
- How much I used it. Meeting people/ discussing local affairs.
- It has made me realise what a valuable service libraries offer my community. The libraries remained open and accessible when other local authority services did not.
- Yes, it's beneficial for health and wellbeing and staff have been exceptional.
- More appreciation for their services. When the library was shut, I was lost and spent more money on buying books.
- Pleased that guidelines were put in place.
- You have to social distance and wear face masks which I always do.
- Value it more.
- The staying well at work project wanted to be able to support people in their local community.
- When we couldn't use the library when we were shielding and it was closed I realised how I depended on the service.
- When the library was shut it left a gap in my access to resources. (Reference books and PCs).
- I have always used and enjoyed the local library but during pandemic a lifesaver.
- The library found safe ways to continue to function. I used the service much more and received friendly help finding new authors.
- During lockdown we were able to borrow books as often as we needed when we couldn't buy them.
- Being more realistic in what the library can offer.
- The family history online access during shielding was a big help keeping me safe and occupied – thank you. I hardly used the books during the pandemic but am really glad to be back regularly now.
- It has been a lifeline when things were not running smoothly.
- Proved itself to be even more of a valuable asset when it was not available.
- Contributed to a sense of connectivity to the local area. Very accomplished and helpful staff.
- It was a huge factor in my life before covid but during covid it was literally a life saver.
- I view it as an ESSENTIAL service for mental health.
- Pontyclun Library staff Gareth and Julia ensured a bag of books were ready for me. They know my taste in books out of all the customers they deal with.
- The staff were fantastic in supplying books and suggestions when I was not able to choose for myself.
- The staff at Pontyclun library are most helpful always providing the books to my taste, without them it would have been a difficult two years.
- Informed to use on-line service for click & collect of DVDs etc - very good choices made by staff.

- I was so please that the library found a safe way to remain open. Also extending renew dates was useful.
- It became a very important part of coping with being locked up.
- It's been an accessible service online even in the worst lockdowns. Borrowbox particularly.
- I used the ordering service which the staff have been marvellous
- It was missed when it shut down.
- During the pandemic I have realised how important it is to have a local library to have access to books and information.
- I value the library services even more and encourage friends to use them. The library needs to market itself better as a whole to the local areas.
- It's been wonderful still being able to access books.
- I realise how much I would miss the library if it were to close.
- Library service is always excellent, friendly and most helpful.
- Hadn't used much before.
- More appreciated.
- Staff ordering books I would be interested in has been excellent.
- I joined library several weeks ago - a member previously but not during pandemic.
- Appreciate it more.
- The library service was already excellent but during the pandemic the team's efforts to assist library users were even more outstanding. A huge thank you to them!
- I am an avid reader anyway and always use the library.
- By obtaining greater insight into how the library staff work so hard in meeting the needs of people in the local community.
- It has made the last two years much easier to cope with thanks to staff at Tonypany - Debbie Wigley and Sean Hughes who never fail to accommodate and also not forgetting the good humour we have shared along the way! I thank you both.
- The library was a lifeline during the pandemic as i was still able to pick up books to read. Without this I would have had little to stimulate me as I had a lot of extra time at home.
- I've asked for more help choosing books for me and my children. I asked for advice and suggestions more because there was less time to browse.
- Being there to provide books when other places were closed.
- Moe important than ever as a Hub for local people.

- We normally take the librarians job for granted but seeing how they worked through the pandemic I personally think that they have worked above and beyond their duties.
- The library used to be useful, now it is NECESSARY as well.
- My librarian friends have put what books I want on table, even had other libraries to deliver to Tonypandy for me as I read on average 3 books a week.
- Missed it so much when it was not available. Appreciate the way the staff have coped so well and are still helpful and friendly - it is NOT an impersonal service and do not know what I would do without it.
- We appreciate it much more. Everyone is really friendly and helpful. Don't know what we'd do without them.
- As a tutor I can have fewer people attend my class due to restriction.
- The library has been most helpful in regard to borrowing book i.e., the 'no charge' for books kept overtime.
- Due to covid not able to spend as much time inside the library.
- I valued the library service highly before the pandemic and still do.
- More aware of keeping safe by mask wearing and hand lotion and keeping apart from other people.
- Made me realise how much I misses it.
- It's more important.
- Excellent service during pandemic. Always books available.
- Impressed with the way the service dealt with the situation.
- The library wasn't open in the lockdowns, but now I'm back to using the library as normal.
- It has become in many ways more of a resource.
- Using online catalogue more.
- It became a major help in obtaining information and providing support/ interests in lockdown.
- Library is more important than I previously realised.
- Library was & still is essential as so much is done online.
- Being able to order books to collect - essential to me keeping up with my reading.
- Yes as was still able to access the online service whilst in lockdown.
- Visit more often now. Borrowed lots of books during pandemic.
- Under extreme pressure this library has gone above and beyond to serve the community.
- We missed visiting the library when covid forced it to shut, so our visits are even more appreciated now.
- Tried different authors.



- Aberdare library has been a lifeline for me personally I am impressed with the fervour which the changed social circumstances challenge was embraced.
- gwerthfawrogi mwy defnyddio gwasanaethau ar-lein i ganfod llyfrau yn hytrach na chwilio'r silffoedd.

### **Q19. Has the Covid-19 pandemic changed how you use the library service?**

- Appreciate all the library has to offer which didn't realise until it could not be used.
- Before covid I only took what was on the shelves. During covid I started using the ordering system to get hold of books from other rct libraries.
- Being able to order books to collect - essential to me keeping up with my reading.
- Borrowbox
- Borrowbox is a revelation
- By being more covid aware of guidelines.
- Change books less often.
- Checking books and authors online.
- Click & collect was great service
- Complying with covid restrictions.
- Could not browse
- Didn't visit library
- Do not browse as much as previously and tend to order books now or enquire of staff if certain books are available.
- Don't meet friends.
- During lockdown was unable to browse but Pontyclun library kept me informed by email that books I had ordered were ready for collection and bag of books ready to be collected.
- During the pandemic used the order and collect service. Now back to browsing.
- ensuring the above rules are followed
- Even more helpful. Used catalogue more. Ordering online.
- Go online more.
- Has to make appointment to use library
- Have not stopped!
- Having lost it for 3 months I try to call in more often (no hardship!) and I borrow and order more books, in the hope that my support (and others) will ensure it stays open! Such a valuable amenity.
- How much I used it. Meeting people/ discussing local affairs.
- However, it must be stated that this library is a jewel and needs to be safeguarded at all costs.
- I am reading more as I go out less
- I appreciate it more
- I attend more social events and classes at the library.
- I began to use the online access to books during pandemic.
- I can only praise the library staff in Llantrisant for their help in selecting books and phoning when they are ready for collection. During the pandemic I have realised how helpful with local knowledge and literacy knowledge the staff in Llantrisant library.
- I checked my account more often and used click and collect service.

- I didn't borrow many books during pandemic, lovely to see it open again.
- I didn't use it before the pandemic
- I enjoy visiting the library in person and being given information on book selection and chatting to the lovely staff there.
- I go online more
- I have books chosen for me so it has broadened my choice.
- I have not attended the library which has left me feeling isolated
- I have switched to using online resources
- I joined library several weeks ago - a member previously but not during pandemic.
- I make use of the online catalog to look for new books or see if I can find a book that is not in my local library.
- I now use borrowbox and libby which I'd never used before.
- I now use the online catalogue far more than I used to.
- I prefer the click and collect sometimes because it means not having to wait if staff are busy eg
- I search the library catalogue and order books online more.
- I study, bring my work to the library more.
- I use ebook and audio books more.
- I use it more.
- I use the Borrowbox service in addition to the library
- I use the computing & printing service more. I borrow more fiction.
- I use the library now for things I would never have used a library for.
- I use the online services more but feel like I have lost the friendly relationship with the staff.
- I use them more for borrowing books. A trip to the library has motivated me to get moving.
- I used the ipad lessons which were a major help. I also made use of the printing equipment with the very kind help from all of the staff they were great.
- I used the online catalogue more
- I used to come in to chill out and spend time in the quiet. I used to bring my children here to play - but I am worried about them touching things which would make others uncomfortable.
- I usually ordered books and called in to pick them up when available whereas I used to browse more before.
- I wear a mask in the library
- In respect of ordering books only.
- In some ways no but I miss reading the newspapers upstairs and saying hello to other visitors who came in regularly.
- Informed to use on-line service for click & collect of DVDs etc - very good choices made by staff.
- It did during lockdown, but now I'm pleased to be able to visit again.
- It did during shielding obviously, but I am back to visiting as normal (with a mask).
- It did when the library was shut.
- It enabled me to expand my love of reading as being locked up freed me time to read even more.
- It made me realise how important books are in my life.
- It was a shame when it was closed, really happy that things are getting back to normal. It has been missed.
- I've used 'Borrow Book' a lot and ordered more books from the catalogue. I was so grateful to be able to continue to access the books. I read around 12 books a month.
- I've used it to read online far more than before covid 19.
- Limited access to meet
- Make sure I use it so we don't lose it. Books are expensive to buy and I work but can't afford a new

book or two every month.

- More books ordered online
- More careful of others.
- More convenient me to visit working from home.
- More frequent visits.
- More online now.
- More online reservations than coming in and browsing
- More ordering and looking online to order books
- More regular use.
- More use of online library catalogue. However, prefer to use reference and family history reserves in library where help is available.
- My child used to go every Saturday for lego workshops.
- Need to consider covid rules
- No access to the library
- No use it regularly
- Not able to come t Knit nd natter
- Not able to visit as often.
- Not so often
- Once again, I appreciate it and the staff have been great.
- online
- Only in the use on cleaning and the wearing of masks.
- Only the way I pick up books and order them.
- Only to follow the instructions because of covid.
- Only with social distancing
- Ordered more books
- Ordering books from monthly lists
- Probably slightly but having time to browse again is wonderful.
- Reading Borrowbox but not impressed b the range available.
- Reduced hours meant we visited less as a family. Our children also miss the colouring and ball pit.
- Requesting books via online account.
- Shielding.
- Spent more time online, but I would rather visit.
- Staff ordering books I would be interested in has been excellent.
- Still more aware of keeping safe.
- Telephone contact to arrange for book pick ups
- Telephoned I was coming in and the staff had my books ready - excellent!
- temporarily
- The library team gave more suggestions for books I might like, or services (local) which might be of interest. I very much appreciated the bag of books collection service, where I was able to frequently drop off and collect books.
- The ordering and returning of books were well organised and felt safe.
- The ordering and returning of books were well organised.
- The service they provided during this pandemic was fantastic and very well organised.
- The suspension of fines was a thoughtful measure. The drop off and collections contributed to a high standard of service to young and elderly members.
- There are quite a few authors I like to read and the staff have supplied lots of books for me and my husband also new books from the monthly new book lists.

- They've developed an app which is brilliant.
- To some extent I now look at the online library which I never used to do, But I still choose to walk to the library.
- tueddu i gadw llyfrau am gyfnod hirach. yn enwedig llyfrau barddoniaeth a ffeithiol. - darllen trwyddynt fwy nag unwaith cyn dychwelyd
- Unable to visit.
- Use it less.
- Use it more often
- Use it more.
- Use more frequently.
- Use more often, weekly rather than randomly between 5 - 10 each time. Have read a broader range of subjects increasing vocabulary a hundred fold.
- use more often
- Use of e-books
- Use often now and we didn't before. Covid made us re-evaluate spending on this.
- Use online facilities less during pandemic as due dates etc were changed. Reserved/ ordered books on line for collection which was easy and allowed to choose books that weren't in local library.
- Use online more.
- Use online reservations/ renewals more than before covid-19.
- Used e book borrowing.
- Used far more often.
- Used online search more.
- Used the online catalogue and ordered books for the 1st time.
- Used to ring down and get the staff to pick some books for me and then used to just go and pick them up.
- using e services
- Using mask during my visit.
- Using the service more.
- Usual pandemic problems.
- Usual routines used for usual covid rules
- Visit more often now. Borrowed lots of books during pandemic.
- Visits have been brief.
- We have missed the baby and toddler group that use to be run from the library.
- We now use the library more.
- We visit more often - my son loves getting new books!
- Wearing a mask, observing the rules.
- While we were in lockdown we could not collect books but soon as it was over the helpful staff could not do enough for us.
- Will be using it more often
- Yes, when the library was closed.

## **Q21. Has the Covid pandemic made you less likely to use public services in the future?**

- All necessary steps taken to ensure safety so no hesitation to use public services
- As long as we (The public) are prepared to maintain vigilance (Masks, using sanitisers etc) and the library requires conformity/ distancing, I will continue to use and support public services.
- As long as we take care and follow government outlines, we can do no more. I will still use our wonderful library.
- Because the library took every care to stop the spread of covid, I was very happy to continue to borrow books.
- By 'public services' I assume you mean 'library services'. I have no idea where I might obtain and other 'public service'.
- Everything was hygienic and the staff very considerate at all times!
- Gov rules to covid have changed
- I am reading more books these days and am looking for books to help with my learning to speak Welsh and use the Welsh language.
- I don't know, maybe. Its more unsociable now! I go to less community events now because I am feeling socially awkward now.
- I don't take a bus.
- I enjoy visiting the library.
- I felt completely safe using the library, with masks in use and hand sanitiser available.
- I find the libraries of RCT in particular Church Village and Llantrisant essential public services I will continue to use them.
- I have been encouraged on every visit.
- I live in a household with vulnerable family members so do not go indoors at the present time.
- I really need these services they are a lifeline to other worlds not internet related.
- I still avoid being in closed spaces with other people which is even more important to me now that masks are no longer compulsory.
- I still go once a week or two weeks depends on the amount of books I take out.
- I still wear a mask and feel safe in this library.
- I think it has made me appreciate the value of the library.
- I use the car.
- I will continue to use the library and other services but using a facemask for the foreseeable future.
- I will probably use public services more as I realise how vital these services are in times of need and when you need to keep some 'normality' in your life.
- I would only be happy if people wore masks and or there was good ventilation.
- I would still use the library and buses and trains. But I am reluctant to stop wearing my mask yet. It has made me conscious when in public places.
- Internet communication has been invaluable and telephone communication.
- It is OK if you are sensible and wear a mask, use a hand sanitizer and social distance.
- Libraries are a lifeline in the community. Socializing, collecting books or LFTs, reading new books. Information on community education or activities.
- Library is a safe place to visit.
- My library has a mine of information.
- No, I am an avid reader and appreciate the savings I make by using the library.
- Not at all - not only does it provide reading and IT material - there is a lot of social interaction in the groups which are available. We need our libraries.

- Not really, but like anyone I am just a little bit more cautious.
- Pleased that guidelines were put in place.
- Providing the standard of safety that's in place now continues.
- Rules in the library were made very clear regarding wearing masks and hand sanitizer provided.
- Staff abiding by rules during pandemic.
- Thank God for the library - kept me sane. Denise & Chris went out of their way to have books for me.
- The dangers of close contact contamination have left me viewing it differently.
- The fear of catching it
- The library has been a very helpful service during the pandemic.
- The local library is like a sanctuary in a busy world, it is a pleasure to be greeted by its staff and to use its service.
- The pandemic required change of use, requiring pre ordering by telephone etc and collecting, pre-packed at appointed time. All processed with optimum efficiency and professionalism, hopefully ensuring perpetuity of service.
- The precautions taken to quarantine the books/ CDs were adequate, I felt.
- This library feels really safe. I have seen the staff cleaning and adhering to strict covid safety.
- This library makes it work for everyone.
- We really need our libraries. They do so much. We don't realise until they are not there.

**Q26. (Optional) Please describe how the library has affected your life.**

- The library staff have kept a constant supply of books for myself and my husband some really good stories from some authors we haven't read before. They have kept us sane as the programmes on tv tend to be a lot of repeats so we have been reading books instead.
- A brilliant source for education, mental health wellbeing and the ability to borrow free books which are too expensive to buy. The ability to trace my family tree free of charge. Staff are always extremely helpful at all times.
- A good selection of books to read and before covid enjoyed attending a book club here where I met new people.
- A library has always been an important part of my life since childhood, and still is now I am retired. I regularly bring my two young grandchildren to the library (aged 2 and 4 years). They both have membership cards. The 2-year-old has an age appropriate card whilst the 4 year old has the same design as an adult. Is there a possibility of producing a younger style card for the younger children over 3 years? They both use the card themselves at the desk and they place a value on the cards as to them it means they can have books and is a big motivator to use the library.
- A life saver!
- A lifeline during covid.
- a real hub of the community
- A visit to the library brightens up my day. It is a friendly safe place to visit and the staff at Aberdare provide an excellent customer service. Well done Aberdare library.
- A visit to the library is always a pleasant experience the staff are very helpful to find the books I like to read.
- A visit to the library was something to look forward to during difficult times.
- Aberdare library and its staff provide an excellent service to the community, it's always a pleasure to come in and browse.
- Access to books for reference for my own writing. Finding good books unexpectedly.

- Access to the library has been a boon to me over many years. During the pandemic more so and the staff have been very helpful and patient at all times.
- Accessible to heart of Pontyclun. Great learning base for youngsters. Libraries are essential to learners for life - enriching understanding, knowledge and skills raising standards of literacy. The benefits of wider reading is not to be over emphasized!
- Added pleasure to my leisure time.
- After a lifetime in education at all levels it has allowed me to continue my studies into retirement.
- Allowing me to use computers not only to search for jobs but research/ look at other things. Making it easier to pick up books to read keeping me healthy.
- As a child it was a safe space when family life was difficult. I read a lot of books we couldn't have bought. I was a literature student and borrowed many books and academic books. I used the library as a study space. I used internet for homework when we didn't have a computer or internet when I was a teenager. As young working adult I used the internet to communicate with friends because I didn't have internet in my flat. As a parent I socialize with the craft activities and fuelled my children's love of books too! Overall, the library provided IT services when I couldn't afford it; allowed me to study and read many more books than I would have been able to; helped me pass on the love of reading to my own children: been a peaceful, welcoming space when life gets busy and stressful, so it's been helpful for my mental health over the years!
- As a local researcher and author, the library service has been invaluable in research/ reference sources etc in order to produce books/ talks.
- As a teacher it was so useful in getting books about different projects. In retirement it has meant I could join a book reading group- discuss various authors etc. Staff always been so helpful in obtaining books I've wanted to read from other libraries if they are not in this library.
- As I live alone it gives me a connection to other people who have become friends and I look forward to visiting. The staff are very welcoming and you leave with a smile on your face.
- At my age it keeps my brain active. I'm 82.
- Attending knit and natter meeting people with similar interests and age group.
- Availability of books. Somewhere to meet friends.
- Avid reader and would be lost without this library.
- Being able to bring my little one down to play and explore has been fantastic. I love seeing her engage with the books and people we meet. It's become a regular activity for us to both get out of the house. The staff are all so wonderful, easy to talk to and kind. The library has an overall relaxed feeling, it is comfortable and warm, a lovely place to enjoy as a family, meet friends or get some quality time with my little one.
- Being able to look for or order books that I enjoy reading in a very pleasant atmosphere is wonderful for me. The staff are friendly and helpful and never fail me even during the pandemic, I can't praise them enough.
- Being able to order and collect good books helped keep me sane in lockdown
- Being an OAP and living alone, I can access new books which I could not afford to buy. I browse for other books, and it provided a source of talking to staff who are always friendly and helpful. All in all the library is very important to me.
- Best people
- Bok group monthly meetings introduced me to new people and new authors. Always very pleasant atmosphere and super helpful staff!
- Books enrich everyone's life, either through pleasure or educational, to be able to borrow books for free is a bonus. Without a local library, accessible to all, would be a detriment to the town.
- Borrowing books encourages me to try different genres. I prefer not to store books at home, the shelves are already groaning!
- Braf cwrdd a phobl a theafod llyfrau ar lefel mor uchaf yn ein Cylch Darllen Cymraeg.

- Bring enjoyment on my visit to get more books.
- Broadened my interests. Re engaged with past interests. Undoubtedly positively.
- Can order books and they telephone to say when they have arrived, staff very good and always helpful.
- Can't imagine life without books! To be able to borrow any book that interests me, with no charge is amazing, something that should not be lost.
- Coming into the library or any one has really given me a sense of calm in these troubled times. The staff are really friendly and helpful and are really good with my 2 year old granddaughter who has a really good time there and is loving the books and the fact that she is allowed to run about. She is also learning to look after books as well.
- Could wheelchair users have access to library and local studies on floor one through door as they have no access without assistance.
- Couldn't exist without it!
- Difficult to find (if not aware of library) as it is poorly signposted. As i am deaf and without home broadband/ computer, the library gives me a feeling of 'belonging'. I am able to speak to the librarians and they are extremely helpful-even when they repeat things several times!
- During covid being given a steady supply of books has helped considerably. (Denise in particular has been excellent).
- During covid the librarians were excellent
- During covid the library has been a lifeline of help, listening and overall being open when covid was around. The staff have been extremely helpful and understanding during this pandemic. Many thanks to them.
- During lockdown I truly missed the friendly and welcoming staff and overjoyed when it reopened. I do think though that the staff have a raw deal with the opening hours which could be arranged better for them to have at least 2 full working days off and where is the sign for the library as an identification of same.
- During the pandemic it was a life saver. The staff were always cheerful and willing to help with suggestions to read and obtaining books from other libraries. I always find the library a relaxing place to be. The staff are always courteous and helpful. Book/ author suggestions are frequently displayed. I have discovered several authors because of this.
- During the pandemic the library and its wonderful staff have kept me sane, introducing me to different authors and genres.
- Dw i'n darllen mwy ac dw i'n ddysgu mwy hefyd.
- Encouraged me to read more where there is plenty of choice of subject.
- Enhanced by plenty of reading.
- Enjoyable and free activities that the children enjoy. The staff at Aberdare library are great. They are friendly, approachable and helpful.
- Enjoyed meeting people
- Enriched it immeasurably!
- er fy mod yn prynu llawer o lyfrau pob mis mae'n braf medru dibynnu ar y llyfrgell i gael darllen ambell lyfr nad wyf yn sicr os byddwn yn ei ystyried yn werth y pris
- Essential to the well being of our village. I'm speaking for myself AND the village.
- Establishing connections with like minded people who bring their own contributions to class enhancing personal knowledge.
- Excellent service, frequently provided books and media I may not financially accessed otherwise.
- Excellent service, lovely staff.
- Excellent staff. Always helpful and pleasant, it's a pleasure going in the library.
- Excellent, Julia and the team have been a Godsend, truly! (Smiley face).



- Extremely helpful staff.
- For many years I didn't read much at all. Since I started the library, I have rediscovered the pleasure of reading and relaxing.
- For me the library and facilities provided has been a part of my life in the local community for the past forty years or so. Always a friendly welcome and helpful communication from the staff personnel.
- Friendly, warm, inviting, always happy to answer questions.
- Gets me out of the house more to meet people as I live on my own.
- Gets me out of the house on a Monday to meet and mix with friends and likeminded people.
- Gives me a wide range of books to choose from and so opens my horizons. I look forward to visiting the library as the staff are so helpful and friendly.
- Great place to visit, very helpful staff.
- Great staff, excellent service, Great social group. However, I frequently have to order popular books as it seems the bigger libraries get them over the smaller ones.
- Has helped me focus on new interests at a difficult time in my life. Helps with anxiety and stress.
- Haven't been since first covid lockdown. Regular visitor before.
- Having a choice of books.
- Having a local library enhances my life and is also very essential in offering support to all people in the community.
- Having a local library means a lot to me as I can then visit more often. It also offers a good choice of books and excellent customer service.
- Help me to have a wide choice of books. As a pensioner could not keep buying the amount of books. The excellent staff are always helpful, cheerful and take great care of all the borrowers.
- Helped me become one of the community by making friends and being able to read, listen to etc interesting books. Very helpful, understanding and valuable staff!
- Helped me make friends.
- Helped me meet new friends in the local community when I reached retirement.
- Helped me to increase my reading time and enjoyment.
- Helped with engineering training and building work.
- Helps me to use the computers for jobs.
- Hirwaun library provides a range of activities for all ages in the community I attend arm chair tai chi). Paul and Aled go beyond their normal duties with advice and help and are a credit to the library.
- I always come to this library with my daughter as it offers lots of interesting things to read and do. The staff here are very lovely and always ready to help.
- I am 88 years old and has always loved the library.
- I am an 88 year old lady who has used a library all her life. I could not imagine life without one.
- I am grateful we have this library and enjoy using it.
- I am not sure how it has affected my life. I am just glad we have one to go to when we need one.
- I am retired and use the library very often and I don't know what I would do without it.
- I borrow books as a means of relaxing, they take me to another place. The tai chi class benefits my health and has improved my balance and concentration.
- I bring my children here they have become more interested and confident in reading & love having a choice of books.
- I bring my sons to the library they love choosing their own books, also they attended the lego event here.
- I can not remember a time when I have not been a member of Rhondda libraries even as far back to the lovely room that we had in the now demolished Maerdy Workmen's' Hall of which I have such fond memories and have never been disappointed ever. Long may it last.
- I can't imagine not having a library it would be awful. I have come to this library as a child, brought my

own children and now my grandchildren. We are so lucky to have this library it improves our knowledge, a safe place to play and learn, so good for the community. Thank you.

- I could not live without it EXCELLENT SERVICE.
- I couldn't imagine a life without the library - I have been borrowing books for more than 6 decades, The staff have been an enormous help over the years with local information (buses, classes, health etc) and with making me more computer literate. Their support with IT and photocopying have enabled me to gain jobs, pay bills etc. A big thank you to Porth team for their helpfulness, patience and friendliness.
- I couldn't manage without it! It is a respite from work & the Llantrisant team is friendly and knowledgeable. Thank you RCT for continuing to provide this valuable library service.
- I enjoy coming to the library it is an asset to the area.
- I enjoy going to the library. The standard of customer service is excellent, I enjoy picking the books sometimes having help to choose.
- I enjoy my time in the library.
- I enjoy reading and have brought my children to enjoy books and appreciate the library. Staff are very helpful and have good suggestions on good reads
- I enjoy reading. I have a physical disability and I rely on my local library. I could never afford to buy all the books I read. Without the library my life would be very restricted.
- I enjoy visiting the library chatting to the staff there and having their opinions on new books & older ones. They are all very helpful.
- I feel disappointed the voluntary staff who helped with the internet are no longer available.
- I feel the pandemic caused much loneliness. Knowing the library was there was great.
- I find the librarians who work there always friendly and helpful with all my needs and questions.
- I find the staff at this library (Aberdare) to be helpful, polite and friendly.
- I get great pleasure from reading.
- I have always enjoyed using the public library. The new library has further enhanced that pleasure. Congratulations, to all involved.
- I have always used the library on a regular basis. During the covid lockdown we had a wonderful service from the staff, very helpful on all occasions.
- I have been a member in the library since 1957 and gave me freedom to expand my knowledge of everything and I'm still learning today. I enjoy history lessons every week learning more each time, I am 78.
- I have been a member of a library since I was a child and I very much value the excellent service you provide. The staff in Llantrisant library are absolutely fantastic and I very much enjoy seeing them and chatting on a regular basis. They are all extremely knowledgeable about the service provided as well as lots of other things! Well done RCT!
- I have been a member of Pontypridd library since I was a young child. It has been an integral part of my life from studying for A-levels back in 1981/82 and since. An invaluable community and educational resource. We are lucky to have it. Diolch yn fawr!
- I have been a member of the library for over 65 years and have used its facilities as and when required. During the covid pandemic I became more reliant upon the 'lending' facilities available due to the restrictions on movement etc. and even when the books I wanted were not to hand the staff were more than helpful in obtaining them for me. My 8 year old grandson has also become an avid reader and here again the staff helped him along the path to become a lifelong member of the library. Once again I would like to thank the staff at Aberdare library for their helpfulness, courtesy and patience during these troublesome times.
- I have been able to access books without having to buy them
- I have joined Knit and natter and made some good friends and learned some new skills.
- I have met lovely friends both other library users and the staff at Porth library. The staff in Porth are

friendly, helpful and always willing to help others.

- I have met new friends and have a better social life.
- I have met new friends and it takes me out of the house.
- I have read more during the pandemic and ordered books. The library staff always met my needs and provided books, they continue to do so.
- I have received first rate professional support from the library service over many years - work with local school and church organizations benefit considerably from this service - Thank you.
- I have spent many an hour reading the newspapers there.
- I have started bringing my grandchildren here. They love the library and the editions like the very hungry caterpillar hanging from the ceiling. It has improved their reading skills.
- I have used Pontypridd library for 45+ years as I read a great deal! From making friends through favourite authors to discussing current topics with staff or other users the library is the hub of the community. If I go to town, I visit the library!
- I have visited the library on a regular basis since retiring and widowed. It has been a lifeline. The staff are friendly and welcoming. I enjoy chatting to them. This library is the heart of the community.
- I have visited this library all my life. Grandchildren now come with us. I belonged to a community group who took a coach full of people to @cardiff Courts to keep our library open. And very glad we did too!
- I home educate my children, so the library is an essential resource for their learning and development.
- I look forward to each trip staff are pleasant and very helpful.
- I love all the things the library has to offer and the tea rooms.
- I love it. Reading gives me much pleasure and the staff is friendly!
- I love reading and could not afford to buy the amount of books I borrow from the library. The staff are excellent and did an excellent job of keeping services going during lockdown.
- I love reading and having a library means I can afford - because it costs nothing for a book, except the odd late return fee - to read as many books as I can. There are local events advertised that I wouldn't know about because there's no local paper anymore. When I was unemployed, I could use the internet for job searching. It's nice to have a friendly, human face and voice to see and hear, not a machine.
- I love reading and it's helped me cope through the pandemic.
- I love reading, enjoyable experience, all staff friendly and most obliging. A vital service here.
- I love the borrowbox app. As I use audible regularly, so ow I expanded it more. Free choices of books!
- I meet people I haven't seen in years. I also meet new people.
- i read a lot and this is my main library so it's essential to my well being.
- I read more.
- I suffer with depression attending art class enables me to meet people, learn a new skill and as a result helped my general wellbeing. The staff here are amazing, always informative and friendly and provide an essential service in our community.
- I think its a excellent service, with very helpful staff. It's a resource for the community.
- I used to go regularly before covid for books and learning Welsh. Covid really changed everything but the staff rung me when books ordered were available. They have been really good.
- I usually visit the library with my eldest son who's now 8. When we go there it feels very homely, like we are visiting friends. The staff are always smiling and friendly and the service they provide is excellent. Always more than happy to help. They have even picked up on my son's interests and now he takes part in the Lego club and has contributed to their Easter display. For me, I feel very at home there, and that if I needed any help the staff would go the extra mile to help me out. I see our library as part of my community centre, not as a separate service. Please extend my thanks to all the staff at Church Village library.
- I visit the library regularly with my two-year-old. It's become a part of our routine that we both enjoy

and helped develop her love of books. It's an afternoon out for us which is invaluable as a stay at home mum and we always receive a warm welcome!

- I visit with my young daughter who is 6 years old, and she benefits greatly from using the library. She uses both Welsh and English books and we get to spend time together reading.
- I wouldn't have any internet service to use without the library. I like reading so borrow books. Library staff will help you.
- I'd be lost without it, give the staff a pay rise!
- I'm an avid book reader and I've passed this interest onto my children. They make full use of the library materials to help them as they go through life - as I do too.
- Improved IT with further education.
- Increased my reading capacity.
- Increases social, economic, individual and collective inclusion.
- Integrated me into new community when moved to area.
- Introduced grandson to concept of library books.
- It allows me to read books that I wouldn't be able to afford to purchase otherwise.
- It enables me to keep in touch with activities in the community. The library is an essential part of the village.
- It has been a godsend to me over the last 3 years and staff has been very helpful.
- It has certainly helped in covid 19.
- It has enabled me friends with people that I would not otherwise have met and it has introduced me to the pleasure of reading books.
- It has enabled me to read books that I probably couldn't have afforded to buy. Staff are always friendly and welcoming!
- It has enabled me to research travel guides without the expense of buying them. This has helped in my choice of locations, hotels, and time of year to travel. Also the library was extremely helpful when studying my Art History degree.
- It has enhanced my life. It helps health wise but also for meeting new people. The staff at Hirwaun library are wonderful, can't praise them enough.
- It has given me a interest since I retired and very good library staff that can't do enough to help you.
- It has given me somewhere to meet friends and chat and learn new things from others.
- It has helped by allowing me to meet others.
- It has helped improve my computer skills and gave me a designated place to work and chill out.
- It has helped me et over the loss of my husband, helped me get over my grief, helped me make new friends. The staff are very friendly and welcoming, and it is a pleasure to avce a conversation with them.
- It has helped me with my blue badge
- It has improved my social skills and knitting and reading.
- It has improved the quality of my life as I have attended IT classes at the library, local history and have improved my knowledge of both subjects. Also enjoy Knit and Natter for friendship and company.
- It has increased my reading scope, as I am able to select different books and return them unread if I don't like them. I have found many new authors this way.
- It has made me a better person.
- It has made my literary interests change for the good.
- It has not affected me.
- It has provided reading materials, some helpful, some entertaining and has afforded space to exhibit the results of my hobbies.
- It has really helped with my grandsons reading and its lovely place to meet my friends or daughter. There's nowhere else like it!

- It is a big part of our lives. Lots going on there. Lots of services, information etc. There's not much left in our valleys which makes keeping them VERY IMPORTANT.
- It is a big part of the community - there is a lot going on (even if you do not want to participate). There are a lot of services, information, support and help available. When the library closed for renovations, we still had the service via the mobile library which was parked in the local car park. The staff were wonderful at that time even though they had no sanitary arrangements available. There are very few libraries left in the valleys and so it is very important to help keep them open.
- It is a joy to visit. The staff are really helpful and knowledgeable. A fantastic resource for fiction and nonfiction - interior design, cooking and self-help books. I've joined ramblers' walks - their leaflets were there. Visited local historical sites. Accessed social services. The library service is its own worst enemy by not having continuous regular advertising in the local community. No excuse in these days of community FB hubs!
- It is a lovely place to meet people. I find it very relaxing with a good atmosphere.
- It is a warm welcoming environment. The staff are fabulous like friends. Could not be without it!
- It is a wonderful resource, and the librarians go out of their way to help you.
- It is always nice to visit, staff are kind, considerate and helpful.
- It is an essential service for life. It is so important to ensure a friendly/ informative atmosphere (and events where appropriate) for people of all ages - say, starting at five years old ending at 105 (or more). Accessible to and usable to all - whether individuals or families. Libraries have always been a reference point for me since I can remember - records, books, archival material, census data etc. Every community must have one. Newspapers (e.g. for job searches). And the staff at Ferndale library are excellent!
- It is my belief that Hirwaun library is essential to the wellbeing of the community.
- It is very enriching and i enjoy the experience. Staff always helpful and pleasant.
- It keeps me in touch with other people - as well as the books that are on offer. It plays a very important function in the community.
- It made me more creative and gave me more to do on a rainy day.
- It pleases me to get books to read. As I love reading the stories stay with me for a long time. I could never go for long without a book to read.
- It used to be my happy place but recently I've been struggling and felt rushed rather than welcome
- It would be useful if parking could be free for a short period of time especially if just returning books. It is a good community space which has helped my wellbeing for many years. Staff are friendly and helpful. My family and now my grandchildren too have benefitted for education and social activities.
- It's a pleasure to come here.
- It's an enjoyable place to visit and the staff are so welcoming. It makes a great difference when you are able to come somewhere so nice.
- It's an excellent facility for both young and ol. Good source of information an all services and advice. Hub of local community.
- Its easy for me to get here. Very good service.
- It's given me new interests and more sociability. The staff are most helpful.
- It's nice to be able to pop in on a whim whenever I pass
- It's nice to have a chat when calling in to drop off or collect books. I can easily order most books that I need that aren't available there. Staff always friendly and helpful. I missed it when everything shut down during the pandemic.
- It has helped keep me interested and engaged nd increased my knowledge.
- I've been a member of this (and old library) since moving to the area in 1967, plus my children when young used it.
- I've made new friends, I feel valued.

- I've met friends and learned things I've wanted to for ages.
- I've met friends and other parents, although I really miss the baby rhyme sessions. It's saved me a lot of money too!
- I've used libraries all my life, The Mountain Ash library gives an excellent service. The staff are very helpful and friendly. The choice of books is brilliant. I was so glad I was able to order books during the covid pandemic.
- Joined book club, so read books in series. Joined a craft group which has helped with my mental health.
- Julia, Helen and other staff members at Mt Ash library have always been most polite and helpful to the requests made. Without books myself and my wife would be lost.
- Keep me occupied, come rain or shine. Always welcomed by staff.
- Keeps me up to date with latest news. IT etc and meeting new people in various groups.
- Kept me sane as I've been able to get books to read which is a hobby. The staff are brilliant - always have time for you - chat - help when needed.
- Kept me sane during lockdowns & always polite, helpful staff extremely good at Llantrisant Library.
- Libraries are an essential resource. I would not wish to purchase and store books in the numbers I borrow. The CDs/ audio books accessed by my mother is a life saver in old age with impaired sight.
- Libraries make life more interesting. Reading is a huge part of my life.
- Library staff (who are not referred to in your survey which is regrettable) are wonderful - helpful, patient all the time.
- Life saver during pandemic. I use the library twice a month, staff really helpful.
- Lots of resources for education and entertainment. Allowed me to learn new things and enriches my research. Would love to see more entertainment events for adults.
- Love it, love it, love it. DO NOT REMOVE. I get so much pleasure from this library and the librarians are lovely and helpful.
- Lovely environment and helpful staff and nice coffee from the cafe.
- Lovely people, very helpful.
- Lovey staff and very approachable. I read a great deal and they really helped to supply me with books and a friendly face during the pandemic. It was a great help as I was bereaved at the beginning of the covid outbreak. Sincere thanks for a lovely service.
- Made friends learned more skills.
- Made me read more books like I did when I was younger.
- Mae'n bwysig bod stor helaeth o lyfrau yn y Gymraeg a'r Saesneg ar gael I bawb - boed yn oeddy neu blentyn. Mae darllen bob dydd y hynod o buysig I fi.
- Mae'r llyfrgell Hirwaun wedi cyfoethogi nid yn unig fy mywyd i, ond bywyd yr gyndeithas.
- Meeting new friends and helping people with social activities.
- Meeting new friends' opportunity to develop new hobbies.
- Meeting new people and learning new skills.
- Meeting people, chatting to very nice and friendly staff, who are very helpful.
- Meeting my friends on a Monday and chatting to staff makes me look forward to coming.
- Michelle and team provide a warm welcome to all. Everyone is super helpful, polite and friendly and it's always a pleasure to pop in and pick up or return a book. The library saves me money and makes a massive difference to people's lives.
- My husband recently passed away after suffering from Motor Neurons Disease. During this time, he requested many books from the library. The library staff were extremely diligent in sourcing the books requested - excellent service.
- My kids love books. I have brought all three of them to the library from a very young age.
- My son and I come every Friday after school. He really looks forward to it and it encourages him to

read.

- Needs a refurbishment
- Never did much reading but the help from staff in choosing the right books ones which suit me has helped so much I thoroughly enjoy the time I spend reading thank you so much.
- Nice to meet new people.
- Now I have retired I read more books.
- Opened doors on subjects wouldn't normally look into.
- Our librarians Yvonne and Michelle are very friendly, helpful and informative. It is a pleasure to go to our library in Ferndale.
- Out and about to meet friends.
- Pleasant place for a quiet read, intend to visit more often. Staff helpful and courteous.
- Pre-covid, it as my happy place where I felt welcome and listened to. Over the various periods of lockdown the relationship with the library changed and while I still value it as a fantastic place to get books and information I no longer feel a personal connection with it.
- Provided a range of books for my young sun.
- Reading has made a big difference to my life since I have retired (I did very little reading before). I love picking up new books from the library and then living the lives of the characters in each book.
- Reading is a great pleasure of mine and the librarians have always been very good at getting books that they think I will enjoy, if they can get them from another library.
- Reading is a pastime I really enjoy and access to books is very important.
- Reading is an essential part of my life and wellbeing, and I have used the library since a small child (I am now in my 60s). The staff at Tonypany library excel at finding books for me and often provide good advice. Prior to my recently obtaining a computer at home the IT facilities were my only means of job seeking and thus claiming benefit. I still use the computers non occasion. Please do not close any more libraries - it is a crime.
- Reading is one of my delights. I joined the library in Tonypany 17 years before that Gelli library 16 Years-ish. Also Treorchy depending on where I've lived. This library is very important to my life I am 78 years old by the way.
- Reading more non-fiction books.
- Really enjoy coming down to a friendly greeting and a great selection of books for children.
- Really good customer service where everyone feels welcome. Thanks Denise, Chris and others.
- Relax with a good book. talk to very pleasant staff.
- Safe place to be, facilities for whole family.
- Saved my sanity. Special thanks to the staff of Mountain Ash library.
- Saves me money and cheers me up.
- Since childhood the library has bee a cherished joy in my life.
- Since childhood wherever I've lived the local library has always been an essential part of my life and a vital public service.
- Since I've joined the library it has given me the option of reading so many books and its nice to see and talk to a friendly person when you enter.
- Since moving into the village 6 years ago it has allowed me to meet new people and expand my interest in art, It has made me proud of and to appreciate my community.
- Since retirement have done significantly more reading, and staff have always been helpful in recommending books and help with I.T. Looking forward to the proposed coffee facility.
- Since the library is in the hub it offers so much as a complete unit. Books, computers cafe, meet friends it really does implement collaborative working (drawing of smiley face).
- So please to have this library.
- Staff always helpful and friendly.

- Staff are always on hand to help especially when I am using IT equipment. All my business needs to be done on a computer, I don't have internet at home.
- Staff are excellent.
- Staff are extremely helpful and friendly. An enjoyable place to visit.
- Staff are helpful and very willing to suggest new books when looking to expand my knowledge of flower arranging and art staff very helpful in getting me books.
- Such a pleasure to be met by helpful, cheerful staff that know your name and taste in book selection. They help with research, contacts etc which has been brilliant for this 80-year-old.
- Supplied me with a wide variety of reading materials.
- Tai Chi has changed my life and given me the confidence to be more independent.
- Thank you. All staff at Llantrisant is excellent!
- The benefit of being able to read the books, there are a lot of books but not always what I like.
- The books in this library have helped with relaxation, historical education and information.
- The cooperation of staff is excellent. The senior librarian is always available for assistance and has years of devoted assistance to the library. It's always a pleasure to visit the library.
- The fact that the library staff were available throughout the pandemic to fulfil orders for books and various enquiries is amazing. They were pleasant and helpful at all times, preserving a very important and much needed link for our community.
- The last two years affected many people in different ways, but the library with it's great number of books provided a new interest to me. I can not praise the staff at Mountain Ash library enough. Fantastic.
- The level of service given by the staff at Aberdare library is second to none. They are an exceptional group of people who, at all times, be it on the phone or within the building are always courteous and helpful. Indeed, suffice to say that it cheers one up when one considers the level of service provided by Aberdare library. Diolch yn fawr iawn am bopeth. Thank you for everything.
- The librarians are fantastic! Knowledgeable and friendly.
- The library help me improving my reading skills
- The library allows me hours of pleasure from reading and enables me too order new release books.
- The library and staff are exceptional and of incredible value to the community.
- The library and staff are exceptional, knowledgeable, helpful and a huge resource to the community.
- The library enhances my life, without books I would be lost.
- The library has made my children excited about reading and choosing books.
- The library has provided a good range of reading material. The staff provide excellent advice regarding suitable books to read and are always cheerful and helpful.
- The library is a great and wonderful part of my life and has been since I was a child. I am now in my 70s and reading books is my joy in life. The staff are wonderful I'd like to add.
- The library is a place of knowledge. The staff as very helpful and kind to everyone who uses Llantrisant Library.
- The library is a place open to all. I've used it as a place to revise to access groups, to socialise and brought my children to groups.
- The library is a very enjoyable & calming area to work in.
- The library is small, very friendly and good staff.
- The library is the only safe and quiet place for me to study. Too noise at home and in coffee shops. Also the staff are friendly and helpful. They got me a book from outside RCT (Smiley face).
- The library is very important to me as I am an avid reader. Also the staff are very friendly and brighten up my day.
- The library is vital to me. The staff are exceptional, nothing is too much trouble! I am an avid reader from lists and staff manage always to source books for me,



- The library kept a link to the outside world that would have been isolating for many people if it was not open.
  - the library was a lifeline during lockdown. The staff worked hard choosing books and having them ready for us to collect, they still are always available to recommend books. They have helped to source books for my grand-daughter who was struggling with her reading - nothing is too much trouble. We as a family always enjoy our library visits and I think the library has played a big part in encouraging a love of reading in my grandchildren.
  - The personnel are very approachable and helpful and knowledgeable. They have assisted in expanding my author knowledge and given ideas for new authors.
  - The staff are always very friendly and helpful. My daughter enjoys coming to the library after swimming every week.
  - The staff are always very helpful.
  - The staff are very helpful and always help me with every question or task I enquire about.
  - The staff are very pleasant and helpful (Smiley face)
  - The staff are very pleasant and helpful.
  - The staff at this library (particularly Gareth & Julia) go out of their way to help me with book choices, ordering books etc. I am an avid reader (3-4 books a week) and I would be totally lost without this library. Pay rise for your staff please!! (Smiley face)
  - The staff in this library are amazing. They are patient, polite, knowledgeable and extremely helpful. Nothing is too much trouble. All queries are treated with interest and suggestions plus answers. They are all a credit to the library. It is a community Centre and it is a joy and a pleasure to visit to collect a book ordered or just to browse and get other reading topics - love it (Smiley face)
  - The staff make each visit a very pleasant, personal experience. They are all helpful and kind and leave one feeling valued. Thank you to all.
  - The staff, Michelle and Yvonne are the most helpful, friendly, and informative of people. The library service should be proud to have these people in their employ.
  - The team at the library are always welcoming and engaging. It is a pleasure to drop in and say hello. They are very attentive and are a credit to the service they provide.
  - the two ladies who work in this library are very friendly and always willing to offer any help required. e.g. Suggesting new authors whom I may be interested in, knowing my liking for a certain genre of authors.
  - This library is a community hub. It's inclusive of all. Facilities are very good.
  - This library is a source of knowledge and information wonderful, friendly and helpful staff a joy to visit.
  - This library is an asset to the community. The staff have always gone out of their way to help. It makes a difference to my wellbeing.
  - Tonypany library is a central hub for our community. It is an invaluable service that is enjoyed by all ages. Staff are so helpful and welcoming.
  - Use the library often and love the fact it is on my doorstep.
  - Use the library regularly and met new friends through bingo in the library.
  - Very good parking facilities here.
- Llantrisant library has been an excellent source to borrow books and has proved an interest for me during the pandemic. I am also able to borrow Welsh language books to help me with my interest in learning and using the Welsh language. It would be helpful though if there were a section within the library for books suitable for Welsh learners. Within this section books could be placed in different learning levels i.e. Menydiad, Sylfaen, Canolradd and Uwch. I know that some books are colour coded for Welsh learners but they are very difficult to find in the normal library filing system. I know many Welsh learners who would use a local library more often if it were easier to identify and borrow books suitable for their level of learning. Reading books is so important when you are trying to learn Welsh but finding the right level that you can read, enjoy and understand is important too.

- Very good. Getting to know more authors.
- Very helpful
- Very pleasant.
- Very positive influence, have made new friends and have become more confident in following a hobby I always wanted to pursue.
- Very positive. I always belong to the library.
- Very useful and welcoming staff really helpful.
- We are lucky in our library to have great staff who are always friendly and always ready and willing to give a hand when needed.
- We use it as a family, have had excellent service and help from the friendly staff. I am reading much more for pleasure now.
- We visit the library as a family and enjoy being able to access it so easily in the local community.
- Wedi mwynhau'r dosbarth hanes meol. Taith gerdded o gwmpas Pontypridd gyda Elin Jones yb ardderchog. Cyfle I gael sgwrs gyda aelodau'r grwp yn fuddiol iawn.
- What would have been a stressful task, printing, signing, scanning, sending documents was made a lot easier with great success (computer, scanner etc) and amazing, very helpful staff!
- When I didn't have access to a computer, laptop, scanner I used the library. I love learning here with my daughter. More activities please!
- When I first moved to the area (April 2019) I used Aberdare library because it was bigger. I decided to try the M.A. library as it was closer to home, I'm glad that I did. In comparison the M.A. staff are far more welcoming, friendly and helpful. It is a very valuable community resource. I made new friends during a wreath making workshop too. Access to books and a good library is very important to me.
- When I needed help they gave it.
- Widened my choice of books and authors.
- Widened my reading interest and become more aware of what is happening locally.
- Without books y life would be very sad,
- Without this library I do not know how I would have survived the last two years. My husband contracted covid and passed away 15 months ago. Without this library I don't know how I would have coped. The staff have always been really second to none.
- Wonderful staff.
- Would miss it greatly if it wasn't here. Always been a big part of my life. What we need now is the cafe re-open.
- Your staff are excellent and very kind and welcoming at all times. Make sure you keep them - I don't think I could manage without them!

# RCT Library Service Survey 2023

## Children's and Young People

This document relates to the RCT Libraries Children's and Young People Library User – Customer Satisfaction Survey 2023, a requirement of the Welsh Public Library Standards.

The survey comprised a paper form to be completed at branch libraries or an online form to be completed from elsewhere. The paper survey commenced on Monday 15<sup>th</sup> May 2023 and ended on Saturday 27<sup>th</sup> May 2023. The on-line survey ran for the same duration of time.

In total 268 responses were received.

The following charts show the results of the survey.

### Participation

A target of 40 returned and completed forms was set for Aberdare, Pontypridd and Treorchy libraries, all other libraries had a target of 20 returned forms. Seven of thirteen branches met this target.

16 forms were ineligible due to missing pages or being completed by users over the target age range.

Library	Paper form	Online form	Target met
Abercynon	6		30%
Aberdare	42		105%
Church Village	20		100%
Ferndale	17		85%
Hirwaun	25		125%
Llantrisant	20		100%
Mountain Ash	30		150%
Pontyclun	13		65%
Pontypridd	46		115%
Porth	21		105%
Rhydyfelin	4		20%
Tonypandy	12		60%
Treorchy	10		25%

### Q1. How old are you?

Age range	No of respondent	% of respondents
Under1	6	2.5%
1	14	5%
2	35	14%
3	21	9%
4	18	6.5%
5	20	7%
6	23	8%
7	18	6.5%
8	25	9%
9	16	6%
10	25	9%
11	12	4%
12	10	3.5%
13	5	2%
14	6	2.5%
15	6	2.5%
16	7	3%

### Q2. Who did you come to the library with today?

	No of respondent	% of respondents
Family member	207	74%
Carer	3	1%
Friends	41	15%
School/ nursery/ playgroup	15	5%
On Own	10	4%
Someone else	3	1%

**Q3. How good do you think your library is (scale 1 – 10 where 10 is very good))**

<b>Score</b>	<b>No of respondent</b>	<b>% of respondents</b>
<b>1</b>	0	0
<b>2</b>	0	0
<b>3</b>	0	0
<b>4</b>	0	0
<b>5</b>	2	1%
<b>6</b>	3	1%
<b>7</b>	7	3%
<b>8</b>	32	12%
<b>9</b>	48	18%
<b>10</b>	176	65%

**Q4. I come to the library to...**

	<b>No of respondent</b>	<b>% of respondents</b>
<b>Look around</b>	103	14%
<b>Play with toys</b>	84	11%
<b>Use computers</b>	7	1%
<b>Wait for parent/ family/ carer</b>	18	3%
<b>Meet friends</b>	43	6%
<b>Borrow items</b>	194	27%
<b>Read</b>	139	19%
<b>Do homework</b>	19	3%
<b>Have somewhere to go</b>	43	6%
<b>Attend activities</b>	73	10%

**Q5. Why do you borrow books from this library?**

	<b>No of responses</b>	<b>% of responses</b>
<b>I like reading</b>	174	24%
<b>I want to get better at reading</b>	95	13%
<b>So someone else can read to me</b>	111	16%
<b>Library recommendation</b>	26	4%
<b>Library has good books</b>	141	20%
<b>Homework</b>	24	3%
<b>Fact finding</b>	60	8%
<b>Don't have to buy books</b>	56	8%
<b>I do not borrow books</b>	25	4%

**Q6. How good do you think the books are in the library? (scale 1 – 10)**

<b>Score</b>	<b>No of respondent</b>	<b>% of respondents</b>
<b>1</b>	0	0
<b>2</b>	1	0
<b>3</b>	1	0
<b>4</b>	0	0
<b>5</b>	1	0
<b>6</b>	5	2%
<b>7</b>	12	5%
<b>8</b>	32	12%
<b>9</b>	49	19%
<b>10</b>	159	62%

**Q7. Do you use computers in the library?**

	<b>No of responses</b>	<b>% of responses</b>
<b>Yes</b>	26	10%
<b>No</b>	245	90%

**7b. If yes, what do you use computers for?**

	<b>No of responses</b>	<b>% of responses</b>
<b>e-mail</b>	15	25%
<b>Playing games</b>	14	25%
<b>Messaging Service</b>	2	2.5%
<b>Looking at websites</b>	12	20%
<b>Word processing</b>	2	2.5%
<b>Homework</b>	15	25%

**Q8. Do you use the free library wi-fi?**

	<b>No of responses</b>	<b>% of responses</b>
<b>Yes</b>	33	13%
<b>No</b>	223	87%

**Q9. How good do you think the computers in the library are? (scale 1 – 10)**

<b>Score</b>	<b>No of respondent</b>	<b>% of respondents</b>
<b>1</b>	2	2.5%
<b>2</b>	0	0
<b>3</b>	0	0
<b>4</b>	2	2.5%
<b>5</b>	10	12%
<b>6</b>	8	9%
<b>7</b>	8	9%
<b>8</b>	9	11%
<b>9</b>	6	7%
<b>10</b>	40	47%

**Q10. Have you been to a library for any of the following?**

	No of responses	% of responses
Under 5's event	82	31%
Holiday activity	76	29%
After school activity	25	10%
Book or reading activity	46	18%
Reading Group	3	1%
Other	30	11%

**Q11. I think the library is...**

	No of responses	% of responses
A friendly place	236	19%
A safe place	203	16%
Easy to get to	179	14%
Open when I want to use it	115	9%
Bright and cheerful inside	187	15%
A place I want to come to	189	15%
A place with lots of things to interest me	154	12%

**Q12. Using the library has helped me to...**

	No of responses	% of responses
Make friends	73	25%
Join in and try new activities	113	39%
Use computers better	12	4%
Learn about my local area	38	13%
Other	53	19%



**Q13. How does the library help you at home and school?**

**a. The library has helped me get better at reading.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
180	86%	8	4%	21	10%

**b. The library helps me do better at school.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
142	74%	13	7%	37	19%

**c. The library helps me learn and find things out.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
207	90%	7	3%	16	7%

**d. The library is a fun place to visit.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
245	96%	5	2%	6	2%

**e. The library is a safe place to visit.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
240	96%	3	1%	8	3%

**f. Using the library has made a difference to my life.**

Yes		No		Don't Know	
Number	%	Number	%	Number	%
169	76%	17	8%	35	16%

## Appendix

### Q4. I came to the library to...Other reasons.

Because my school brings me

Colouring

Hide shoes

Draw

For children to connect with other children of their own age

For my genius hour

Hear the lovely singing

I come to learn about cars

I come to library because it is very fun to read books

I come to the library for creche with mum and friends

I get used to borrowing books so it will help with my reading

I have attended science sessions here

Lego club

Listen to/ play piano (Pontypridd Library)

Lliwio ar ol ysgol (Trueni nad yw'r llyfrgell ar agor mwy aml!)

Play with the toys

Revise

Socialise with other children/ parents

To be relaxed

To find a good book to read

To read with my friends

Toddler group

### Q5. Why do you borrow books from this library? Other reasons.

Free

I come to the library because it's very peaceful

I like to see and read the books

I love books and reading

learning to read

Learning and development

Practice reading Welsh books

They have different books than the ones I have at home so I can read about lots of different things.

To borrow Welsh books as they are difficult to buy in town

To have more resources

### **Q7a. Do you use computers in the library, if yes, what for? Other reasons.**

Because I am too young to use the computer well at home

Learn more about space

Printing service

#### **Comments**

A lovely, fun place

A quiet and open place to revise

A quiet place to revise

All the books to choose from and everyone is friendly

All the different books

All the toys and books

Always a warm friendly welcome. Nice environment kids enjoy and always new books

Anyone can go in so it's free, accessible and just nice

Awesome

Because you can read better

Being able to meet friends who like book as well

Borrowing books

Colouring the pictures and also getting new story books

Coming to lego club and borrowing books. Thank you.

Convenience - Close to swimming lessons

Doing colouring and getting books for bedtime

Encouraging kids to pick up books

Everyone is friendly and I enjoy the songs and playing with the toys

Everyone is friendly and there's lots to look at and loads of books to choose from

Free services, socialising, safe space, children's areas

Friendly, helpful staff great that we can order books from other libraries

Fun, warm, toilet

Getting to choose books I like to take home

Helps with getting on with others

I can have fun and look at all the books

I can read for hours, and it is calm. The staff are kind.

I can read lots of books, do colouring and borrow books that I like.

I feel at ease and the staff are easy to talk to and when I need support, they are amazing,

Thanks to the library I'm more confident reader and all my daughters love coming

I get to choose my own books and see familiar faces

I get to learn more through borrowing and reading books

I go to the e-teens room at lunch and sometimes after school

I just like to read

I like reading different books every week

I like reading the books

I like the colouring. I like the ladies they always say hello and goodbye.

I like the colours  
I like the place to colour  
I like to play with the lego. I like to listen to a story. I miss the big TV screen to colour.  
I love all the books, toys and speaking to people. I love the blue bear.  
I love all the different story books and books to help with my homework.  
I love it  
I love the library!  
I love the songs at Rhyme Time  
I love to choose new books each week for my parents and sister to read to me and I love attending story and rhymes.  
I meet my friends, we like to read.  
I use the e-teens room at lunch and after school  
It is fun  
It is so much fun I get to read books and do colouring.  
Its quiet, the staff are really nice, it is warm in winter, the books are good, I can always order books if I want them and overall it's just a great place.  
It's wonderful quite place to see and read as many books as I like  
Kids books and lego, comfy seats!  
Llyfrgell Pentre'r Eglwys 'Y llyfrau a'r lliwio'.  
Lots and lots of facts and different things  
Lots of animal and craft books!  
Lots of books to choose  
Lots of choice of books and crafts!  
Lots of good books (information books about animals)  
Love to colour and choose new books to read with my nan  
Lovely environment to visit with interesting puzzles/toys and books to look at/ borrow. Breaks day up and gives mummy some peace and quiet for a few minutes.  
Lovely helpful staff and a good selection of books  
Me reading books and speaking to the staff who are always friendly.  
Meet my friends and enjoy choosing new stories  
Meeting my tutor. Learning more about the things that fascinate me.  
My gran can meet friends too while I'm occupied.  
New books every week and lots of colouring. Need more colouring pencils.  
Read in the quiet  
read more often  
Reading book and meeting the lovely staff  
Reading different books every week  
Reading stories helps me learn new ways of writing, helps me focus and gives me new ideas for creativity. Loads of interesting books to choose from. Friendly and helpful staff. Lovely children's area.  
She loves the colouring and the toys  
Staff are lovely and friendly always a warm welcome when visiting. Plenty of books and activities to keep little ones happy.  
Starting our journey with books

Story & rhyme time, looking at books, borrowing books, playing with toys, staff  
The atmosphere and the books and the staff  
The best thing about my library is using the computer, reading and borrowing books to read before bed and meeting people.  
The best thing is that it is very cheerful and lots of books.  
The books are amazing and the librarians nice. The books are interesting, and I like the choice.  
The calm quiet space helps the children improve their reading and expands the imagination.  
The children love to draw and play with toys. The library is always clean and tidy, calm and the staff are always friendly.  
The friendly staff nothing is ever too much trouble for them  
The Librarians and the books  
The library helped me and my elder brother to increase our reading skills. I love to read books with my mom and even my elder brothers. Me and my brother love to come to the library as we can spend quality time. The staff of this library is really friendly and very helpful. We love participating events held by the library, thank you for being so helpful and giving us amazing opportunities.  
The local library is very useful for learning and very friendly and kind staff.  
The people there always make you feel welcome, and the children love to see them  
The staff are brilliant, and the selection of books is good.  
The variety of books for children to help them learn. Friendly staff and an engaging environment the kids enjoy.  
There are lots of books the librarians are very kind.  
They have lots of interesting books and the library people are very friendly and helpful  
To find information from books  
To learn more for in school  
Using the books and using the stamps. I love the Big Bad Boogey story  
Very friendly staff, the books  
Very helpful staff  
we come every week  
We have fun in the library, it is a lovely place thank you  
When it rains it is somewhere to stay

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