

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 14th March 2022 and ended on Saturday 26th March 2022. The on-line survey commenced on 14th March 2022 and ended on Saturday 9th 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.

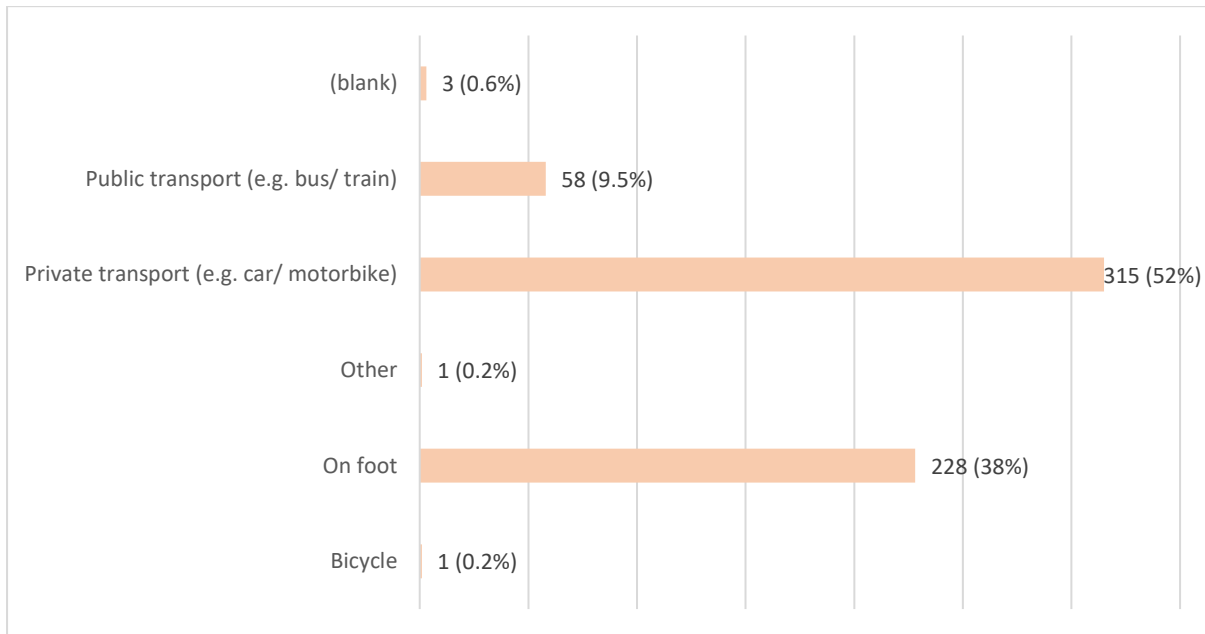
Participation

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.

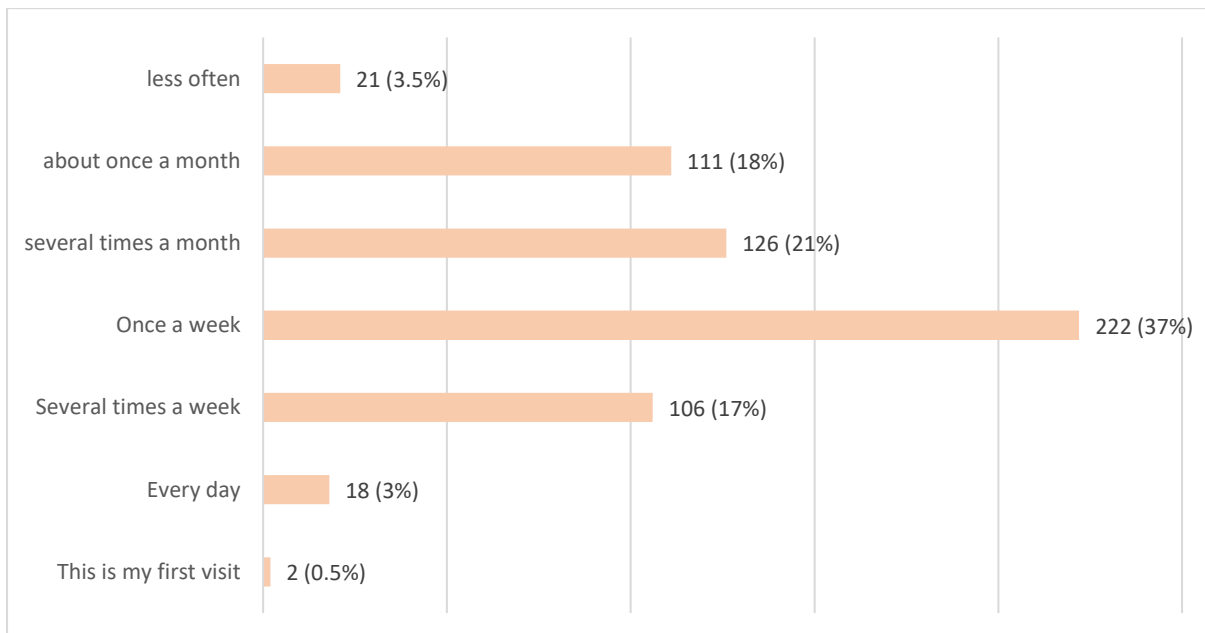
Library	Paper form	Online form	Target met
Abercynon	10	0	20%
Aberdare	67	3	70%
Church Village	53	5	116%
Ferndale	31	0	62%
Hirwaun	51	1	104%
Llantrisant	52	0	104%
Mountain Ash	64	1	130%
Pontyclun	30	5	70%
Pontypridd	87	4	91%
Porth	9	0	18%
Rhydyfelin	35	2	74%
Tonypandy	53	0	106%
Treorchy	38	4	84%

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

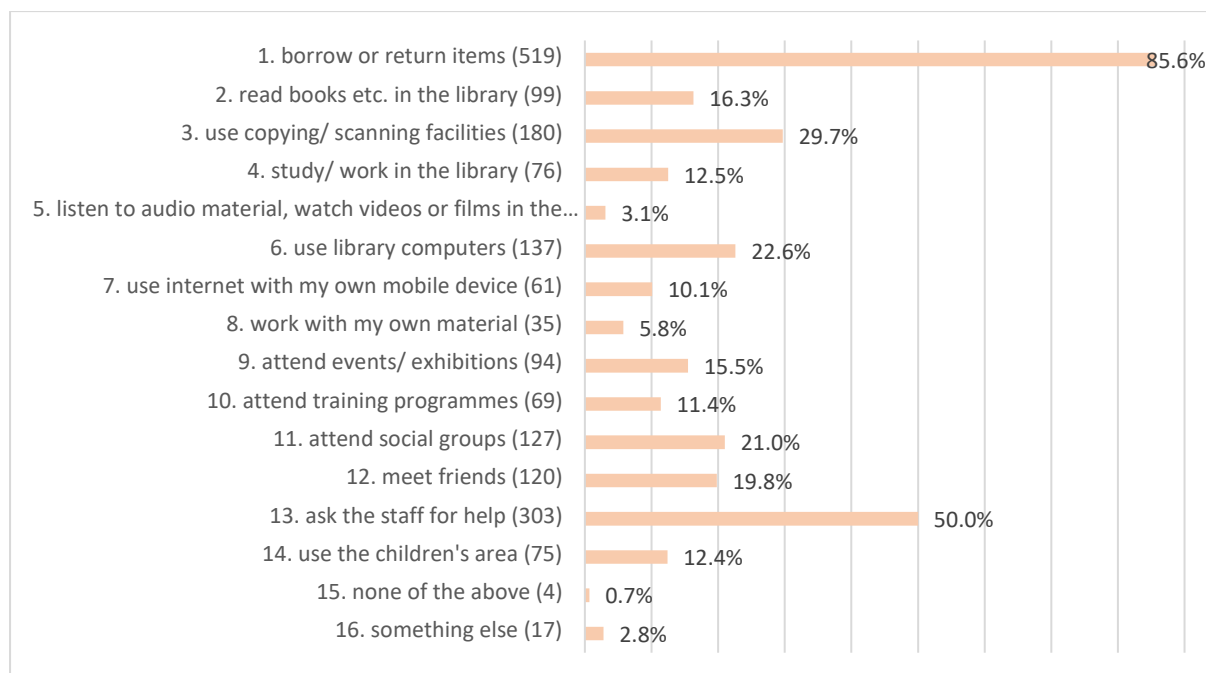


Other: Wheelchair.

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



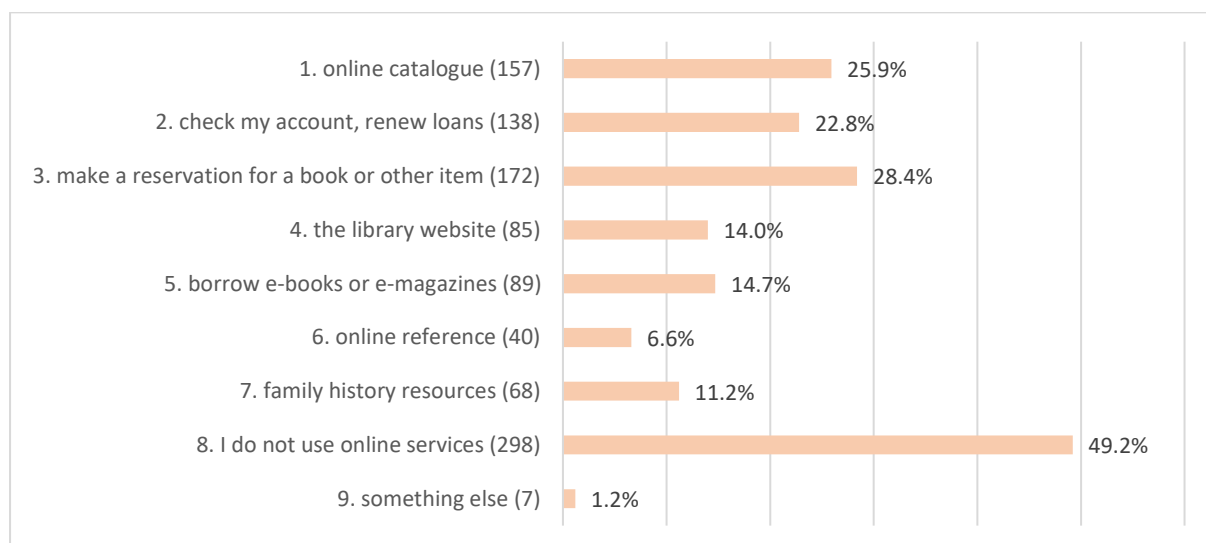
Q4. What do you usually do when you visit the library?



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

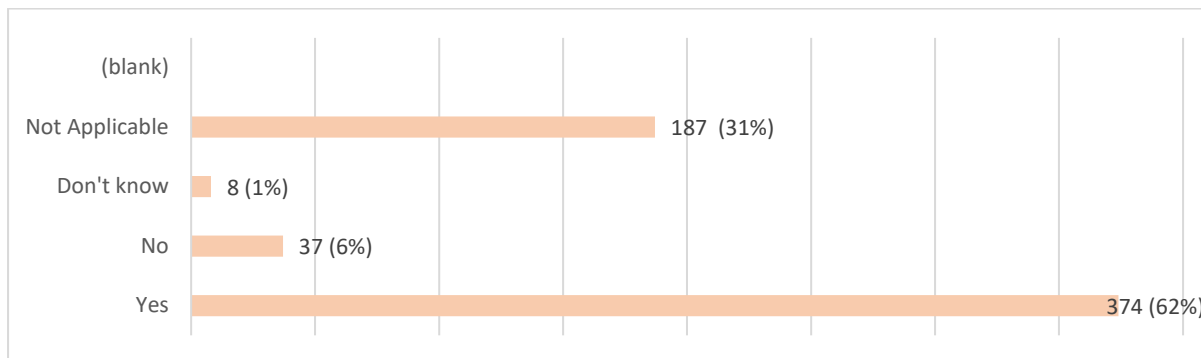
Q6. Which library services do you use online?



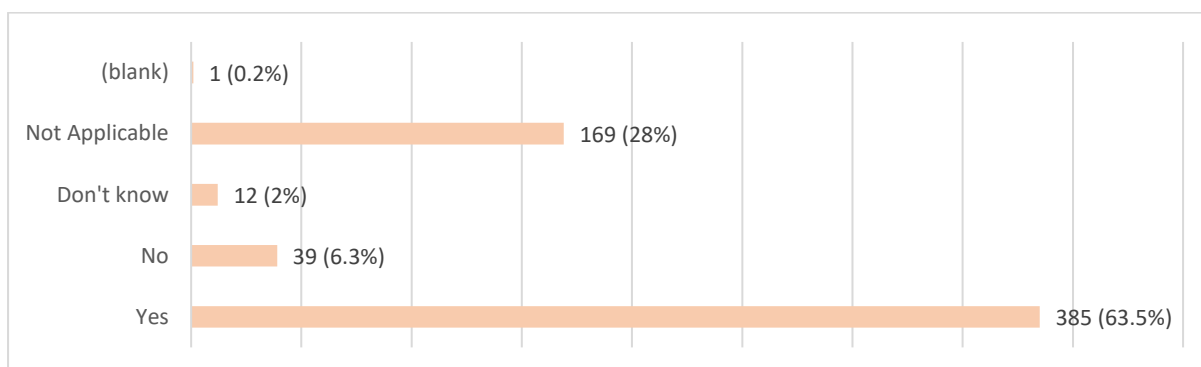
Something else:

Use Library Facebook Page	1
Use Order & Collect	1

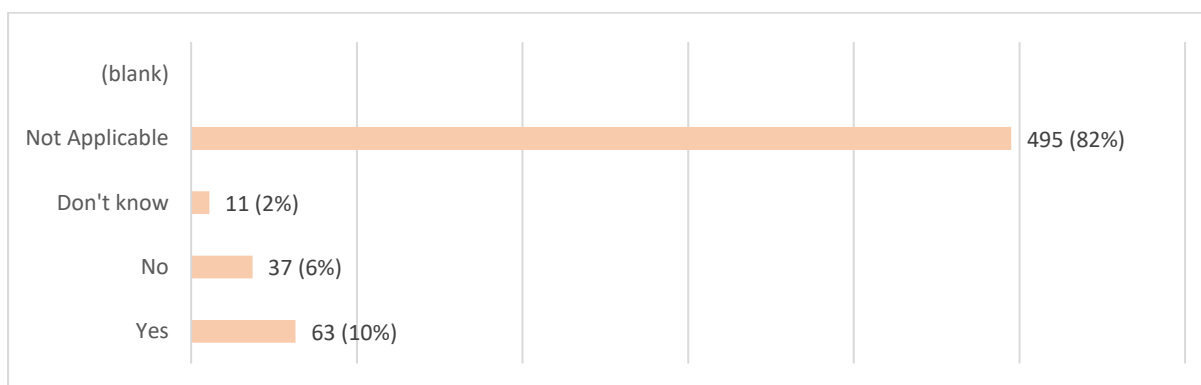
Q8. Do you think that using this library has helped you learn something, or develop new skills?



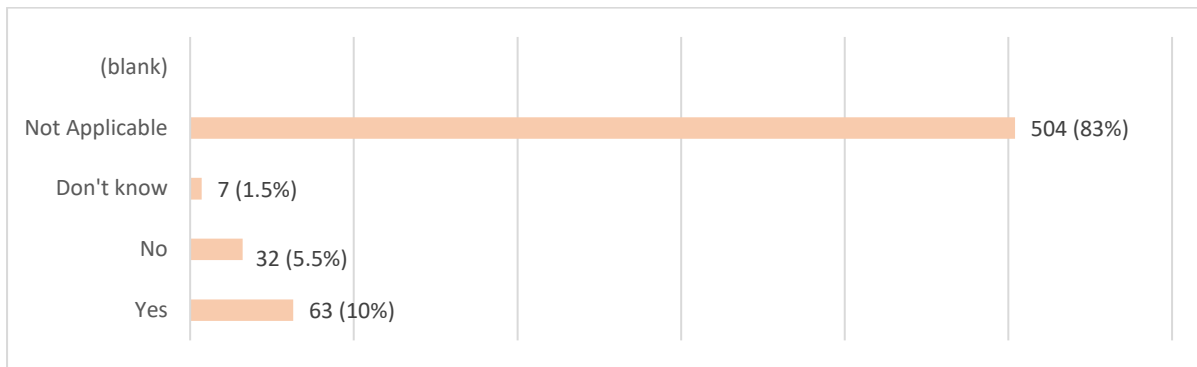
Q9. Do you think that using this library has given you new ideas and new interests?



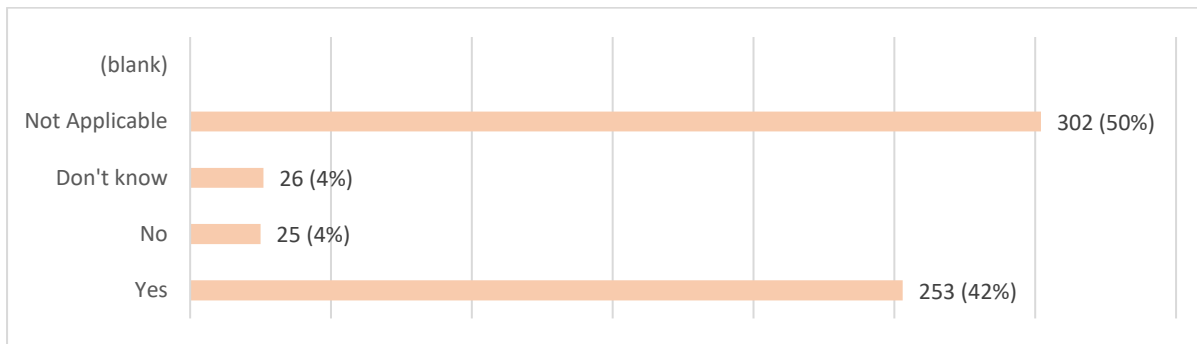
Q10. Do you think that using this library has helped you do better in examinations?



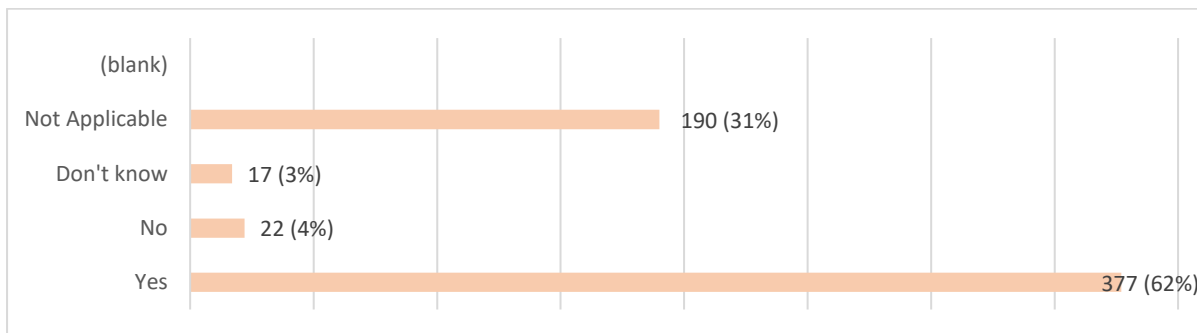
Q11. Have you found helpful information for job seeking at this library?



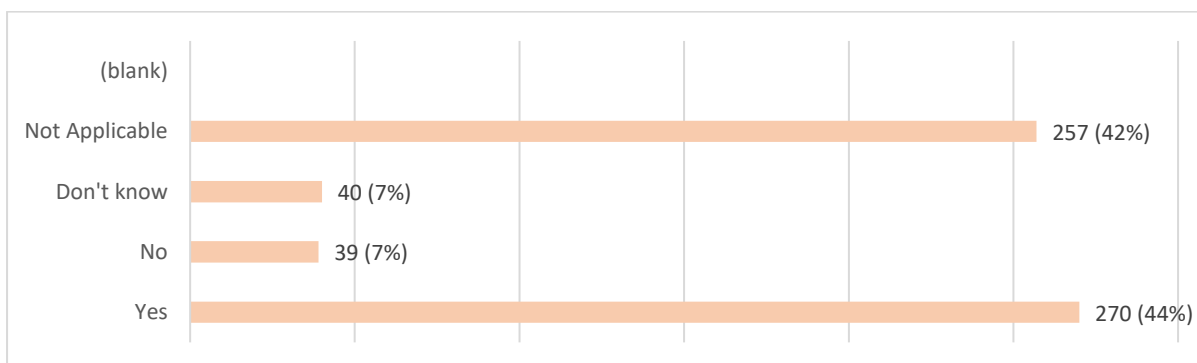
Q12. Have you found helpful information for health and well-being in this library?



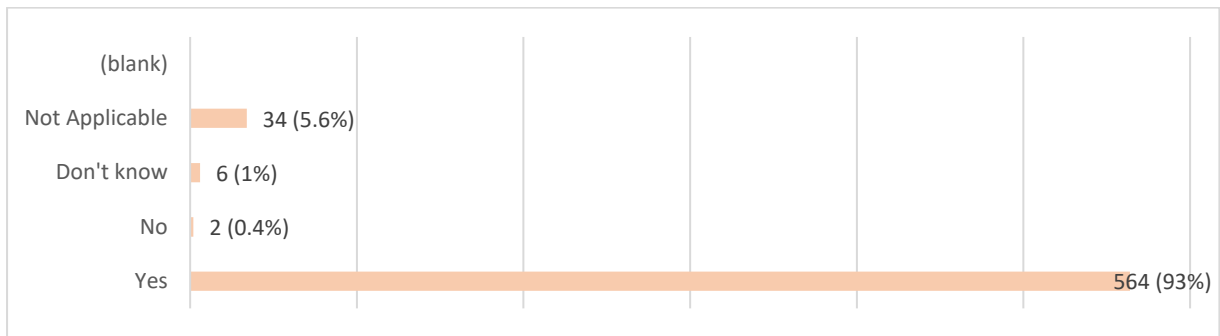
Q13. Have you found helpful information about your local community at this library?



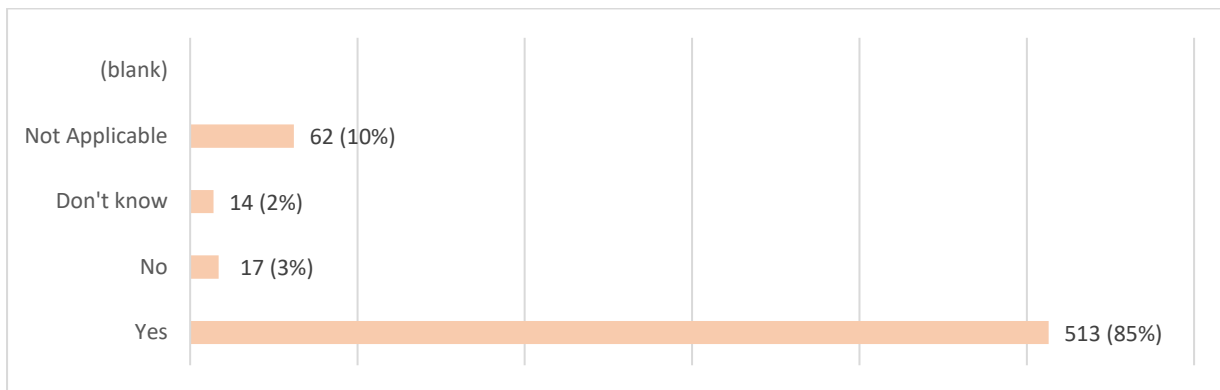
Q14. Do you think that using this library has helped you save time?



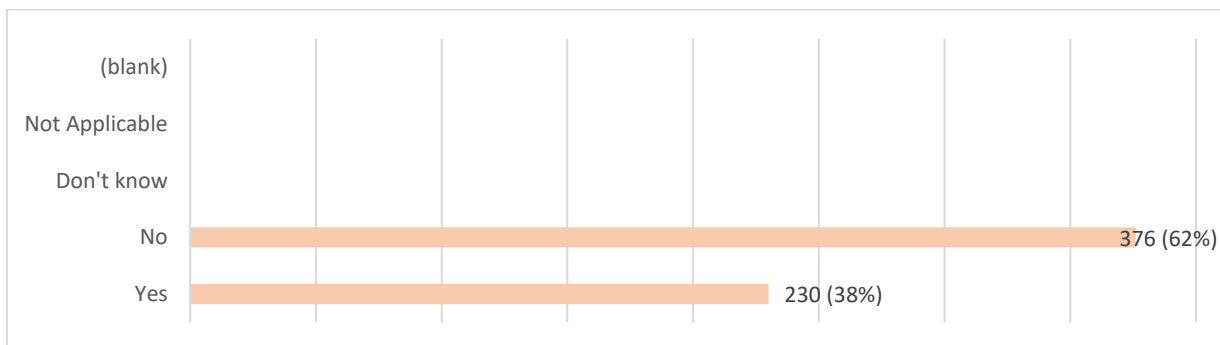
Q15. Do you think this library is an enjoyable, safe, and inclusive place to visit?



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

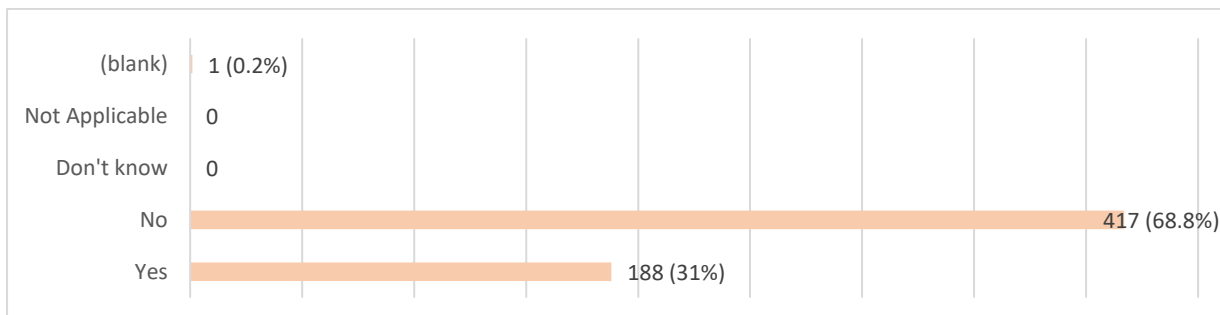


Q17. Has the Covid-19 pandemic changed the way that you view the library service?



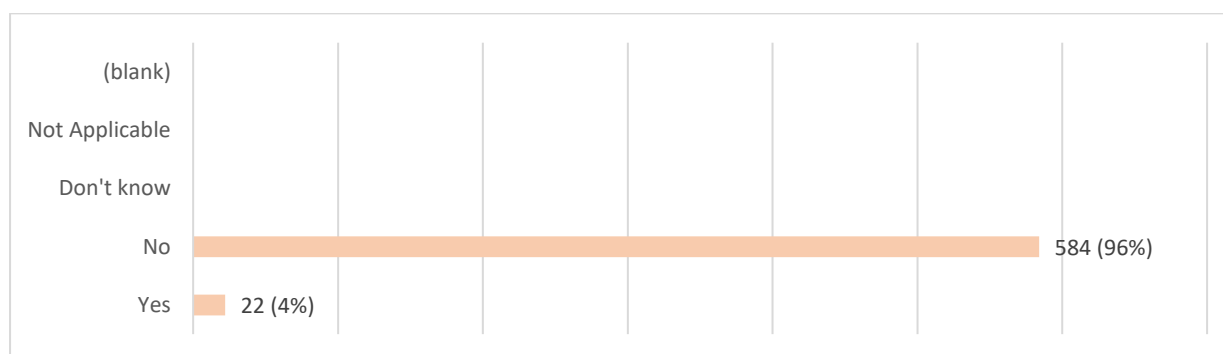
Q18. See appendix

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
Opening hours (respondents)	2	5	48	134	414
Opening hours (%)	0.2%	0.8%	8.0%	22.0%	69.0%
Attractiveness of library exterior	7	24	77	173	322
Attractiveness of library exterior	1.0%	4.0%	13.0%	29.0%	53.0%
Attractiveness of library interior	0	4	41	146	412
Attractiveness of library interior	0.0%	1.0%	7.0%	24.0%	68.0%
Standard of customer service	0	0	8	41	554
Standard of customer service	0.0%	0.0%	1.0%	7.0%	92.0%
Standard of IT facilities	2	6	95	168	332
Standard of IT facilities	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
Choice (respondents)	1	2	32	154	417
Choice (%)	0.7%	0.3%	5.0%	25.0%	69.0%
Physical condition	0	1	21	143	441
Physical condition	0.0%	1.0%	3.0%	24.0%	72.0%

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

	Very Poor	Poor	Adequate	Good	Very Good
Respondents	0	1	2	64	538
%	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 where 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 thankyou 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 get 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 have 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!