

# 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?**

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

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

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

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

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