



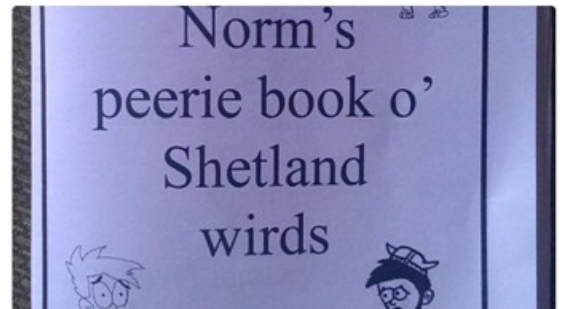
Shetland Library's performance from April 2015 - March 2016

Achievements and new projects

- We launched a new bigger better mobile library
- Jane Spall from Aith library reached the final three of School Librarian of the Year
- We published two new books about Shetland's wartime history with the Museum and Archives
- We hosted the Scots Makar Liz Lochhead
- We improved our online catalogue to make it quicker to find eBooks, eMagazines and eReference books
- Our Every Child a Library Member project ensured most bairns have a library card
- Pupils at AHS library made a special book of dialect words for visiting author Jonathan Meres
- Our school libraries ran Shared Reading projects which got different age groups reading together
- We started monthly Bookbug sessions at Mid Yell community library
- We delivered New Technologies staff training to help us help you with ICT
- We expanded Bookbug and worked with partners to reach more families
- We were the location for a pivotal scene in the BBC crime drama 'Shetland'!
- Yoel Howard who helps with 'Click' computer drop-ins won a top volunteering award
- We sparred with Orkney on Twitter and got our libraries into the news



Jonathan Meres @JonathanMeres 19/01/2016
Great morning @AndersonHighLib & look what they gave me. Brilliant! 🙌 😊 @pencilrobot @orchardbooks @ShetlandLibrary



Some statistics...

- Our Facebook following went up from 1,232 to 1,596, and Twitter by an amazing 230% from 1,511 to 5,000
- We ran 295 events in and outside the Library and 35% more people came than last year
- We supplied 59% of our requests within 7 days - up from 56% last year
- We now stock over 1,800 eBooks and eMagazines, plus 250 eAudiobooks
- ...and we have 160,402 traditional books



Jeremy Vine @theJeremyVine



Shots fired between Shetland and Orkney Libraries - this looks like getting out of hand



Wendy Price @wendyprices



Follow

@OrkneyLibrary @ShetlandLibrary @okeresa Orkney, Shetland, my local... The main thing is that LIBRARIES are winning!!! 📖 😊

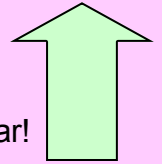
How well are we doing? (Responses as % excluding 'don't knows')				
Answer Options	Excellent	Good	Fair	Poor
Opening hours	51	46	2	1
Computer facilities and wi-fi	69	30	1	0
Help with using computers	67	32	1	0
Website and online services	57	38	4	1
eBooks/eMagazines	58	33	9	0
Choice of books and materials	57	35	7	1
Requests and reservations	78	19	3	0
Space and layout	36	35	19	10
Customer service	82	16	2	0
Children/young people services	68	22	10	0

Your feedback

Our annual customer survey is very short and simple (because we know you are fed up with filling in surveys) but it gives us a useful snapshot of what you think of us. In 2015 our overall 'satisfaction' score went up:

93%

Up by 2% since last year!



Space and layout

scored lowest again. You'd like:

- More space in general
- A bigger children's area
- More books on display
- Quiet study space

*In February this year, the SIC approved refurbishment of the old library so that the service can be moved under one roof. In designing the refurbishment, we will be taking account of what customers have been telling us over the years, and hope to improve that 'space and layout' score. The building work is due to start in 2017/18.

Computers and support in using them:

99% 'good' or 'excellent'

"Superb library and IT suite, staff extremely helpful and courteous too."



Staff will help anytime, but remember we run 'Click' drop-in help sessions every Tuesday 10 - 11am

"I love the library but find it a bit crowded and would like a quiet study area where you can block out background noise"

"Don't change a thing except more space"

"Our school librarian has revitalised the library, making it a fun place to visit. Our family use the library a lot!!"

"Very good selection of books and staff are very helpful"

"Fantastic service on the mobile library"

"Online reservation service is excellent."

Plans for 2016-17

- We will plan the refurbishment of the old library, consulting with staff and public to create a more efficient space and service
- Meantime we'll reorganise our computer access so we can work from one building at times, maintaining opening hours with fewer staff
- Our Scottish Book Trust-funded 'Reading Champion' will expand our reading activities
- We'll update our talking newspaper to digital recording so it is accessible to more people
- We will evaluate our service using the How Good is Our Public Library framework
- We're shortlisted for British Book Industry Library of the Year - we'll try to win!

2015/16 was a busy year! Events and projects included:

'Social Settings' Internet safety drop-in; Basement Browsing every month; storytime every Saturday; Makkin n' Yakkin; Harry Potter Night; Up Helly Aa Bookbug, Wool Week and Shetland Noir welcome evenings; three resident book groups; Young Writer comp; Book Week Scotland; da Shetland Gruffalo and Ooriks dialect book launches; IT and biscuits drop-in; Summer Reading Challenge, Bards in da Bruck poetry comp AND author events including Judy Fairbairns, Jonathan Meres, Carol Tweedie, Millie Vigor, Donald Murray, Malachy Tallack, Marsali Taylor, Matthew Fitt and Doug Forrest

Find out more about the Shetland Library: check our website, or call us on 01595 743868

www.shetland-library.gov.uk