

How are we Doing? Shetland Library Customer Survey 2016		
Any further comments?		
*We have removed identifying personal detail from just a couple of responses		
Categories	Response Text	Library comments
Buildings	Glad that it is situated in a central position.	We will never have as much space and we'd like - nobody does! However, the Old Library refurbishment gives us a chance to keep the library in its central location and create a little more room for books. It will also be easier to separate 'noisy' from quieter areas. St Ringans is a beautiful building and it will be sad to leave it, but it is not big enough for the service.
Buildings	Nice warm facility to spend time in.	
Buildings	I do not think the SIC should keep cutting front line services like the library. Also please keep services like this in town centre so that they are easy for rural dwellers like me to get to.	
Buildings	I would have given a 10 to question 3 if you had a dedicated quiet reading room like you had in the old library. This is the only fault I have with the present library.	
Buildings	Wasn't sure how to answer the space question, because I know you don't have enough, but I still think you do an excellent job with what you've got. Hope you get the space you deserve before too long.	
Buildings	An extension would be good, particularly for the well attended bookbug sessions! It is good to have up-to-date stock to choose from and we hope this continues.	
Buildings	It will be nice to have the library back in the old building, when it is re-furbished. There is no point in any temporary interim move, which will seriously disrupt services.	
Buildings	Computer I have used is very slow and out of date. I love the building, and will be sad when you move back to the old library, it is not such a nice building.	
Buildings	I do hope you will not move into the ugly, dilapidated 60s ish building next door - built on a brutal scale, not for human beings!	
Buildings	Although the current building is excellent it could be larger! That though isn't a criticism just an observation.	
Buildings	Would be better with more space and sitting areas. More for bairns.	
Buildings	More space needed. A bigger children's area.	
Buildings	More space needed! Especially quiet study space. And an enclosed childrens' area would be great.	
Buildings	Building bright but is still letting things down due to cramped space and books hidden everywhere.	
Buildings	I would appreciate a bit more quiet space in the library, if you are moving back to the old building.	
Buildings	don't let the powers that be move you from St. Ringans, It's a beautiful building, the library is worthy of it.	
Children	I work in the school and the bairns LOVE going to the library. It amazes me how much some of the younger bairns read, this is partly due to Julie finding books they will like.	Our work with children is a key priority and staff put a lot of effort in. It is great to get these comments back, thank you.
Children	Love the bookbug!	
E-Services	i just long for more e books to save having to climb the hill ☹	Thanks for the comments. Just a snapshot of how libraries are always introducing new things!
E-Services	Also I am very excited about the 3D printer on display.	
E-Services	Love the online catalogue and the ability to reserve books	
E-Services	Great for all ages. Love the 3D printer!!!!	
E-Services	My scores are based entirely on what I have seen on Twitter. Keep on with the good work of making sure that your customers and the wider public receive.👍	

General	Great library.	Thanks for all the lovely comments.
General	I love my library!!!	
General	Keep up the good work.	
General	Thank you all very much! Merry Christmas and a Happy New Year.	
General	Congratulations. It is a real pleasure to come to the Library.	
General	Just keep up the good work.	
General	All's great has to pass as my dad would say.[]	
General	To myself it would be a disaster if the library had to be closed.	
General	Well done everyone!	
General	Keep up the good work.	
General	The library is needed very much in Shetland.	
General	Thank you.	
General	Excellent!!!	
General	A great resource which is much appreciated. Keep up the good work, everyone.	
General	Great facility!	
General	Keep it up!	
General	We hope these amenities will always be available in the future, and the current 'cutback' climate does not affect these wonderful facilities.	
General	Your all doing fine.	
General	The library in Shetland has always been an essential venue for all ages. I've spent many hours here in the last 50 years. It would be a huge loss to all age groups if hours were reduced at all. The community events are wonderful and encourage young readers.	
General	Well done!	
General	Jacqueline Wilson is sooooo good! Thank you for having Jacqueline Wilson books.	
General	Don't change this SIC service, libraries are important.	
General	Couldn't contemplate not having a library. It would be mass disenfranchisement.	
General	Keep on keeping on.. and thanks!	
General	Keep doing the great work and please don't consider cutting the service at all - it is a lifeline for many of us	
General	Love Shetland library.	
General	Thank you!	
Mobile and outreach	Feel the new layout for community library has made it easier to find books. Nice displays by classes.	We'll pass your comments on to our staff - thank you.
Mobile and outreach	A huge thank you to Annette, who brings the van to us in all weathers.	
Mobile and outreach	Annette offers an excellent service to the isles. She always remembers which type of books I like and will often look out or recommend suitable books for me. I love the feel of a real book, I don't think I'd ever like to replace that with an Ebook.[]	
Other	Yes, I could say a thing or two.	Intriguing comments!
Other	this is being completed by my daughter, I do not use computers	
Other	Fh-whooh-hah! I could tell you a tale or two!	

Staff support	I love my library and librarian. Baltasound Junior High School.	Thank you! We are really proud of our customer service and will pass your comments on.
Staff support	Pleasant friendly staff.	
Staff support	Keep doing what you are doing, you do a great job	
Staff support	Excellent service always.	
Staff support	First class service and so friendly.	
Staff support	Just to thank you for the excellent service.	
Staff support	Thanks to all librarians for unfailing help and kindness.	
Staff support	Staff always very helpful and obliging.	
Staff support	I love my local library. Well done to all the library staff!	
Staff support	The staff are wonderful.	
Suggestions/ Complaints	Hope you will keep the good job but some of the staff are not social they should do something about that. Thanks!	Oh dear - sorry you weren't happy. We will pass this comment on too.
Suggestions/ Complaints	Not enough space for books - limited choice of books as a result.	We will ensure our stock is rotated so you can see as much a possible. We try to ensure series are complete - let staff know if something is missing and we'll try to get it. Unfortunately our book budgets are tight, but we'll do all we can to meet demand.
Suggestions/ Complaints	A pity so many books are in the basement although the staff willingly go get them. However browsing down there is very limited	
Suggestions/ Complaints	Would be good to have some more up to date books/new collections, especially aged 0-1, 1-2 year books, adult.	
Suggestions/ Complaints	One quibble: please get in all the books of a series! I can't take these cliffhangers! ;-)	
Suggestions/ Complaints	Would be fine to have more choice in ebooks.	
Suggestions/ Complaints	I am sad that the visits from the mobile service are becoming less frequent. The library is VERY important in the furthest island communities. The local community library is excellent but it is 6 - 7 miles away and sometimes I am not well enough to go there.	We have not decreased the frequency of mobile runs to the islands. Sometimes there can be delays because of weather or staff absence, for which we apologise. We will do all we can to ensure isolated or housebound customers do not suffer undue delay to their service.
Suggestions/ Complaints	Sometimes find it hard to find new titles on website	Our librarian is looking for ways to make this easier. Thanks for the comment.
Suggestions/ Complaints	Library staff do a great job in a difficult building. I would like to see a catalogue of DVDs online.	Try typing 'DVD' into our catalogue search box and you will be able to bring up a complete list.
Suggestions/ Complaints	The learning centre is very cold and unpleasant to visit for any length of time.	Apologies. We try to keep the temperature comfortable for everyone but it's not the easiest building to heat - or to cool. Remember there are also PCs in the library you can use if you prefer.
Suggestions/ Complaints	I acknowledge people are interested in the new map section and the explanation given to me but perhaps the audiobook space could be extended?	We will have some more shelf space after the library refurbishment and we will extend the most overcrowded areas of stock.
Suggestions/ Complaints	I find the system of finding books very difficult. How they are on the shelf - alphabetically? Rows?	Fiction is alphabetical by author and non-fiction by Dewey number. Sorry it can be a bit tricky due to the building layout. Please ask staff to help if you aren't sure. Our librarian is working on better signage and information.
Suggestions/ Complaints	Less need for things like 3D printers. Concentrate more on books and services related to reading and enjoying words etc.	The 3D printer was externally funded and has proved very popular. A major part of library work is providing ICT facilities and support, and helping folk keep up with new technology. The support we give reading has not diminished, we just make sure we are providing for everyone's needs.
Suggestions/ Complaints	Would be nice to see the library being used occasionally for other community based events/groups/courses to encourage more usage of the library and the resources (eg. language group/course held monthly; young enterprise/dragons den event etc)	The library is in fact used for a wide variety of events, many of them run by partners and community groups. A lot of these are public and advertised on our website or Facebook/Twitter.

<p>Suggestions/ Complaints</p>	<p>31 - 60 Age Group - this is a very large age group. Why do you not hold recruitment/job fairs here? Why do you not have CAB advice days here? Do you have a breakdown of library budget? ie resources allocated in and what these resources are spent on? What efforts do you make to acquire book donations from the public? This could even be extended to old laptop, or DVD/CD.</p>	<p>Do please come along and find out more about the library. As above, we hold many events and drop-ins with partners. We are limited by space and especially lack private space, so while services find the busy library a useful place to do promotion, nearby premises like CAB or Islesurgh are best suited for advice sessions. We acquire a great many good books and CDs by donation and carefully select those suitable for stock. The DVDs we lend have to be 'rental' copies for copyright reasons so most donations are not suitable. Our staffing budget does not allow time to recondition and configure old ICT equipment - this service is offered by COPE. There is budget and savings information in our service plan (published on our website) though not a detailed breakdown at present, This seems a good idea for all public services however, so we are happy to put it forward.</p>
------------------------------------	--	--

Suggestions/ Complaints	More evening opening would be good.	In an ideal world we would open longer hours, but just now with the budget situation as it is that's not possible. We are pleased to say that despite cutting staff by over 25% in the past 5 years we have managed to preserve evening and Saturday opening, which is very important for people who cannot get to the library at any other time. We will certainly look at opening hours after our refurbishment as the building will be more efficient to staff then. However, budget cuts are a reality years into the future, so sorry, we can't make promises! (On the broadband comment - sorry you had a bad experience, usually our internet is very fast. Also, we have just had a major upgrade to our public PC network as well as new Windows 10 PCs, so fingers crossed it is all going well...)
Suggestions/ Complaints	Could do with being open late on other evenings.	
Suggestions/ Complaints	I would like more opening hours. Relaxed area for discussions so keeps other areas quiet.	
Suggestions/ Complaints	Broadband needs improving. Would like to see school library's extended for community use, including online access. Would like longer opening hours and definitely a 9.00 am morning opening time please. I am pretty sure my comments reflect the views of my husband and our three daughters, they have all hugely benefited from library services.	