

Appendix H – Slough library service user feedback

Customer feedback from Reading Friends activity (2020/21):

“This had a very calming and relaxing effect. This is what is needed during this difficult times. I would love to have this reading session on a regular basis.”

“The last poetry reading session made me smile. The person reading these poems make you feel so welcomed, included and the way she reads the poem made me feel so relaxed and I forgotten anything bad that happened that morning or prior to attending.... The poems feed your imagination & take you to lovely places.”

“Maybe continue these reading sessions please as I loved the poetry reading. Yes, I would like face to face drop-ins for this activity too at the library if ever happened, where I can come in and talk easily and get a little break out of the house.”

“It felt so relaxing attending the Carers Poetry and Reading sessions”

“This year the activities put on really helped with connecting carers and reducing social isolation. It is essential to remember those millions of unsung carers out there doing a wonderful job, day in, day out. Especially with reading stories, poems and giving us a chance to reflect on any we had written during lockdown!”

“To hear when trying to reflect on what the poem or story was about and is just the cherry on the icing! I've no hesitation in recommending the reading sessions to other carers, friends or family who are quite isolated at the moment and have in fact already done so!”

“It meant a great deal to have a warm and welcoming Friday night activity with Reading Friends, Libraries, EmpoWORD and Aik Saath”

Partner feedback from Reading Friends activity (2020/21):

“I have seen first-hand the positive benefits of shared reading. Feedback from participants was it was very relaxing. We were able to create a comfortable virtual space where participants felt empowered and supported to share their thoughts and, in some cases, share their own work. I would love to take this forward into face-to-face provision.”

Parent feedback from Summer Reading Challenge 2019

“It's so empowering to my family & kids for future.”

“The challenge made the summer break a bit relaxing!”

“Excitement on my child's face every time he finished the book, read it to staff and earned his sticker...priceless! Well done you guys!”

“It's good for the kids to come to library very frequently to complete that challenge. Little kid was overjoyed every time when coming with older sister.”

“It encourages children to read during summer holiday instead of watching TV. Also, it motivated them to express their emotions.”

Child feedback from Summer Reading Challenge 2019

"I liked reading all 6 of the books in the challenge because reading is my own passion to success. The challenge for me was fun and success."

Summer Reading Challenge 2021

Starting challenge questionnaire showed that 34% were joining the challenge for the first time, 32% joined the library specifically to take part in the challenge. Almost all (98%) said registering for the challenge was easy.

"It's very exciting as I've not joined the challenge before. Get to spend quality time with my mum."

"Motivation for my daughter to read. She's good but for the 6 weeks she's not at school this gives her encouragement, gets her excited to read. Something for her to rise to the challenge of. She loves a challenge."

In the mid-challenge question 'Was the challenge what you expected?', 100% of children said they wanted to finish the challenge.

"Yes, and more. My son has been behind on his reading because of lockdown and the challenge has really inspired him to read more enthusiastically"

In the end of challenge questionnaire, 100% of parents/carers agreed that the challenge has made my child feel better (74% strongly agree, 26% agree).

General feedback and reviews

Comment from staff at Cippenham library building: *"pre-Covid a customer regularly came to the library for a weekly chit-chat and seated exercises, and they came to the monthly Reading Group. They've now been asking when the activities would resume and said that without them, they were finding it difficult coping with the lack of structure to their days or weeks that the sessions would normally provide. They said their concentration levels had dropped and although they had managed to read a book the past week this was the first for a while and was finding it difficult to find motivation to do things generally. They were glad the library is now open to browse as it gives her a purpose for coming out and they are hoping the activities resume soon for the social contact with other members of the group."*

Langley Library Google reviews in last 12-months:

"Lovely quiet atmosphere. Very helpful and friendly staff. Good access."

"Not enough book choices but small and beautifully tidy place with free parking and essential shops around."

"Feel blessed to have this local within walking distance. Decent choice of books. Helpful staff."

"Lovely library, lots of books for all age group, good activities for children too, we always go to this library."

"Friendly staff"

Britwell Library Google reviews in last 12-months:

"We went there to exchange our reading books and the staff there were helpful and friendly. The book challenge is on now for the children, they got their first prize, some stickers and a bookmark. My children were able to return their own books on the user-friendly machine. This place is welcoming, and we are never told to leave for the long times we are there. I thank you for such a great place to come with children. Oh, and there's a lot of up-to-date big screen computers we are able to use. Very nice place for disabilities as the venue is all on one floor."

"Very polite and helpful staff when I took my 2 Granddaughters on Tuesday. Thanks to them we are fully signed up for the reading challenge."

Cippenham Library Google reviews in last 12-months:

"I had proper advice and a chat from one librarian. Thank you very much."

"Wonderful service as don't have access to computer much. They kindly got me books that I wanted. Thank you so much."

The Curve Library Google reviews in last 12-months:

"Love books. Curve taking care with covid situation and following guidelines."

"Great experience. Excellent safety and hygiene."

Feedback from customers at Libraries Week and Virtual Reality events (2019)

The Curve was selected as the location for a short film, made by the BBC, to celebrate the library, its impact and the great feedback and reactions from library visitors. There was also a Virtual Reality tour <https://vimeo.com/359092435>. The film was used for internal and industry presentations

"It is an experience everyone should have."

"In over sixty years of seeing films, of all kinds, I have never felt so emotional. The world is our oyster with virtual reality!"

"We were wowed. It has put a big smile on our faces. I would never have expected to see something like this offered in our local community library."

"The VR experience was amazing at The Curve. Alex helped me out and I got to learn a lot about technology."

Customer feedback on Instagram 2019

"This afternoon, we took our first trip to the @thecurveslough_culture_library for an autism friendly showing of WALL-E. We had such a great experience, so I wanted to share in case anyone else is close to Slough. The cinema room is at the back of the downstairs level of the library and easily accessible. We were able to take T's mobility pushchair into the room with us, which was great as T often uses this as a safe space when we are out and he's feeling overwhelmed. Before the film started, one of the members of staff explained that the children were able to do anything that made them feel comfortable and relaxed. She also explained that there was separate room, adjacent to the cinema room, that we could use as a quiet room, if needed. T was super excited to run around and explore the room and happily flapped and stimmed to his heart's content. Usually, I would feel really conscious that he was

disturbing others, but I did not feel like this at all whilst we were here; the staff truly made us feel comfortable and relaxed to be there. We managed to stay in the cinema main room for almost the whole film, which was great. We then used the quiet room for a small amount of time, when T was starting to feel a little overwhelmed. Tickets were £2 each, so only cost £8 to go out for a couple of hours, which makes it so accessible for so many. We need more places like this in our communities We have tried going to the actual cinema with T at the autism showings they have there, but it's still too much, so this was a much better experience for him."

Impact Stories

In 2019, Slough library service adopted a new method of collecting qualitative data about the service. Collecting these stories was a way of bringing the data to life and evidencing the positive impact Slough library services have on resident's lives. We wanted to record the "so what?" impact of our service for our residents. All staff are trained in Making Every Contact Count (MECC), and this has enabled them to communicate with and signpost residents more easily to other support services. These impact stories are collected in a database which links to local and national outcomes and priorities.

Slough Libraries Impact Stories #1

Impact stories are collected at every library to evidence the impact of specific library services on individual library customers

	Example A	Example B	Example C
What was the situation for your customer?	Elderly gentleman withdrawn and unable to communicate fully due to language barrier.	A customer had come in to join the Wool Craft activity. She did not normally go to groups she was not familiar with due to confidence/anxiety issues	A participant of the Summer Reading Challenge (SRC) brought a friend along to sign up to the challenge – I signed them up and encouraged them to stay on for the Summer Stories session I was delivering later that morning.
Action – what did you do?	<p>Gentlemen approached me to make a library card. He was very quiet and not altogether clear of what was going on around him. I helped him set it up and spoke to him about the service we have. He began to come in and sit at the computers. I asked him if he needed help. He didn't seem to know very much about it, but he seemed to want to learn even though he didn't really understand how to use it.</p> <p>I helped him log on and explained to him how to do it. Unfortunately, he sometimes forgets how to login properly. So, over the past three months I help him by encouraging him to do it himself and helping him when he forgets. He knows how to do it now and is confident logging on himself sometimes. He seems happier as I explained to him, we have books in his native language, and he has started reading</p>	<p>I sat in the session to help deliver the activity and to speak about and promote library activities.</p> <p>I was sat next to this customer and made general chit chat about how quickly they had picked up the activity and the customer shared that they were a regular crafter (the customer attended a craft group with friends).</p> <p>I encouraged them to attend the next session on card making the following day and they said they would.</p> <p>Halfway through the session a large group of people arrived to join the activity and this customer left before we could understand why they left so suddenly as they seemed to be enjoying the activity up until then.</p>	<p>The child in question came with their Romanian grandmother who could not speak English. I spoke to the child and the child was interpreting on their behalf. I signed the child up to the SRC and then also encouraged him to stay on for the summer stories, telling him I would be reading some fun stories and we would also be playing some games. He was very enthusiastic and keen to stay so he persuaded his grandmother to let him do so.</p>

	<p>these and making friends in the library. I also explained that we had I.T courses and he did follow this up.</p> <p>He has started to come more often and has expressed how grateful he is for all my help.</p>	<p>We were pleased to see the customer return following day for the card making session and she also brought along two friends and once again I had the chance to speak to the customer.</p> <p>I asked the customer if they were interested in volunteering with us/ running a group using their craft knowledge and it was at this second session that the customer revealed their anxiety issues/how this was the first time they had attended a group with strangers. They also explained they were not comfortable with large groups and that is why they had left early the day before.</p> <p>We were able to provide support and assistance in an unfamiliar surroundings. We also provided encouragement so that she would be able to step out of her comfort zone.</p>	
<p>Result for the customer?</p>	<p>The customer is happier and feels less isolated.</p>	<p>The customer was able to attend a group in which they learnt new crafting skills that they helped to teach others in another crafting group which she takes part in.</p> <p>The customer also had an opportunity to see how they would feel with interacting with strangers as well as explore the possibility of becoming a volunteer in the library. This would lead to less social isolation and give her the skills she needed to overcome her anxiety</p>	<p>The child enjoyed the session, listening intently to the stories and joining in by telling some space jokes. We also did some physical games involving a parachute and balls. His grandmother sat with the other parents and had a chance to practise exchanging pleasantries in English.</p>

<p>How does this contribute to customer's improvement curve?</p>	<p>The customer is learning I.T skills and making good use of his time.</p>	<p>These sessions gave the customer the opportunity to explore how their anxiety levels would be in a new surrounding and also allowed them to increase their confidence in becoming a volunteer in the future. This would improve her mental wellbeing.</p>	<p>Reading to the children would help them with their literacy in school. The games were physical, so the child got some exercise, which links to the outcome on health. The grandmother had an opportunity to try and gain more English language skills from fellow adults in the session.</p>
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<p>Slough Libraries Impact Stories #2</p>			
	<p>Example D</p>	<p>Example E</p>	<p>Example F</p>
<p>What was the situation for your customer?</p>	<p>An ESOL tutor from Langley College contacted the library via our email address and requested a tour of the Library for her ESOL class.</p>	<p>The customer came in to join the seated exercise session with her husband. She was very nervous as she suffers from anxiety.</p> <p>She also has severe arthritis. She was advised by her doctor to take seated exercise which would help with her condition.</p>	
<p>Action – what did you do?</p>	<p>I forwarded the email to my supervisors who arranged a mutually suitable day in which the tour could be conducted.</p> <p>I conducted the tour. Upon the arrival of the Class and their tutor, I remained on the ground floor with them to ensure each student could be issued with a library card. Once everyone had a card, I assisted them in downloading the RB Digital app on their</p>	<p>I was approached by the husband at the customer service desk regarding the lady wanting to join the seated exercise session.</p> <p>I gave out the registration form and explained the process from this step onwards.</p> <p>The husband completed the form, on checking the form it was highlighted that</p>	

	<p>respected phones as their tutor was keen for them to use this resource to improve their reading skills. I explained the benefits of a library card and then proceeded with the tour.</p> <p>I explained the Museum pods, a magic table session was running so I took them all inside allowing them to participate. I took them upstairs to the first floor and demonstrated to them how to borrow and return a book on the RFID. I also demonstrated how to logon to a public computer and how to access online resources/learning aids such as Theory Test Pro and Tense Buster.</p> <p>I then explained to them the difference between Fiction and non-fiction. We walked around the First Floor and they browsed the books. As we had already established on the ground floor that the beginners English reading books were too simple for them, I showed them the young adult section which seems apt as they were aged between sixteen and twenty.</p> <p>I then showed them around the second floor, the local history books, bound copies of the newspapers and explained the functions of The Registry Office</p>	<p>she suffers from severe anxiety. I spoke to the husband regarding this and asked a few further questions for satisfaction, asked the husband if he would be happy to accompany his wife in the first session which may help her to settle in. The husband found this helpful; he filled in the form and took part in the session with her. I spoke to both of them assuring them that they can go through the session at their own pace and follow me in their own comfort zone. I asked the lady where she would feel comfortable sitting for the session. On her request I put 2 chairs out for them at the back but also checked if they could hear and see me from where they were. I asked if they would be happy to talk to me after the session for a quick catch up regarding the session.</p> <p>After the session I spoke to them, and the lady seemed to be happy with how the session was carried out and said she felt comfortable being at the back and following me at her own pace. The lady said she would be happy to come every week and take part as she felt she wasn't being judged. She still felt anxious but was willing to give it a go.</p>	
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<p>Result for the customer?</p>	<p>I received eleven letters via email from the students explaining what they gained from the tour. Here is one example:</p> <p><i>I'm writing to thank you for giving us the tour at Slough Library because I had never been to Slough Library before, so I didn't know most of the things. There were so many books, I could read. The books were also in different languages. You showed us how to use the computer and how many books you could issue at the same time.</i></p> <p><i>I especially liked the magic table because it was so much fun, and you could play different games on it. Thank you again for the tour.</i></p> <p><i>Best wishes"</i></p> <p>Some quotes from other students:</p> <p><i>"There were a lot of different books of different languages. There were also a lot of books about fiction, non-fiction and about different subjects."</i></p> <p><i>"Thank you for showing me how to take out books, using an app in my phone and making a Library card. I especially liked that the takeout book system is good, fast and simple."</i></p>	<p>She has been coming for 3 weeks now and in the last session she took a seat more to the front. I also found her talking to another lady.</p> <p>I asked her before starting the session she said she felt happier attending the sessions and has been for 3 weeks now. I asked if she had come on her own as there was no sign of the husband. She informed me that he dropped her off and she feels confident now to walk home on her own. She also informed me that this was due to attending the session which got her out of the house where she had met other ladies with similar problems and felt the session was designed around their needs.</p>	
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	<p><i>"I especially liked the mini museum, because I really like history and it's so good, because we can learn something about our city, Slough. I will use the library to borrow some books in English and Polish. I really enjoyed this trip."</i></p>		
<p>How does this contribute to customer's improvement curve?</p>	<p>Empowers the students to achieve their full potential by giving them the encouragement to come into the library. By being made aware of this entitlement of using the library they can improve their English by borrowing books, using RB Digital to access a vast range of magazines/comics, use public computers/their own laptops to access learning tools accessible via their Library card. They can also borrow books in other languages, learn about the history of Slough and attend events and activities in The Curve thus encouraging them to get involved in the art and culture aspect of The Curve.</p>	<p>The lady felt the session caters for the needs of the people attending. She also liked the fun factor put into session and that it didn't feel like a military run session or a session where any one was being judged.</p>	