

HEALTHY | ACTIVE | CREATIVE

“Changing lives by inspiring healthy, active and creative lifestyle choices.”



Arbroath Library ACCESS Customer Feedback 16 June – 13 August 2022

Survey responses are presented on pages 1 - 2 and customer comments are provided from page 3.



1. Are you happy to answer a couple of questions?			
Answer Choices		Response Percent	Response Total
1	Yes		98.25% 280
2	No		1.75% 5
		answered	285
		skipped	0

2. Had you visited Arbroath Library before coming here to use the ACCESS service for the first time?			
Answer Choices		Response Percent	Response Total
1	Yes		68.93% 193
2	No		31.07% 87
		answered	280
		skipped	5



3. Do you think you will use the Library in future now that you see what we have to offer? (Prompt the customer to list which services they would now use and record this in the comments)			
Answer Choices		Response Percent	Response Total
1	Yes		93.10% 81
2	No		6.90% 6
		answered	87
		skipped	198




4. Are you satisfied with the physical accessibility of the building ie. ramps, lifts, automatic doors?

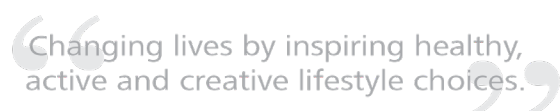
Answer Choices		Response Percent	Response Total
1	Yes		99.29% 278
2	No		0.71% 2
		answered	280
		skipped	5

5. Are you comfortable with the privacy of the ACCESS desk?

Answer Choices		Response Percent	Response Total
1	Yes		91.43% 256
2	No		8.57% 24
		answered	280
		skipped	5

6. Are you happy with the manner that your enquiry was dealt with today?

Answer Choices		Response Percent	Response Total
1	Yes		100.00% 280
2	No		0.00% 0
		answered	280
		skipped	5



2. Had you visited Arbroath Library before coming here to use the ACCESS service for the first time?

Comments: (34)

1	Brought my children to the library
2	Wanted to update bus pass
3	Word of mouth that ACCESS can help
4	Refugees - Had never used the library but they have helped with bus passes for all children, signed to library , given us packs for the children, helped with photocopying and printing- very helpful staff
5	Been in library numerous times and always been helped with all my council enquires as I am not good with computers and online things as I have learning difficulties
6	I am a library member
7	I use the computers in the library
8	All the time
9	6 years ago
10	To query transport
11	Heard that i could come in and get help with my blue badge application
12	Heard from friends that council girls were very good with applications etc
13	Came in to query blue badge application for my mum. She is too old to use phone.
14	Bookbug with my children
15	To access Bus pass
16	I came in to add travel to young scot card
17	For books
18	Friends told me council would be able to help me as i dont use phone or go online
19	Books and computer. Noticed Council services were also available.
20	But haven't been in a long time
21	I used to come all the time before covid. I have renewed my membership today.
22	Did not know that ACCESS face to face was available. Friends told me so i came in to get the kids bus passes
23	Came in to get blue badge application , my friend told me this is the place to go
24	Blue badge application for child
25	Heard that blue badge application can be picked up from here
26	Came in for green bin advice
27	Advised by Orchardbank to come in to get help to complete blue badge application - as I cannot see and have no online facilities
28	Learning difficulties so need to speak to someone
29	Was advised face to face service was available
30	Books, now can get council queries eg council tax information and forward queries



2. Had you visited Arbroath Library before coming here to use the ACCESS service for the first time?

31	Although haven't been here for a long time
32	Always get great service from the ladies as I struggle with online and over the phone services
33	for employment services
34	I used to come here before covid. Had no idea that Access was now in the same building. Seems odd but is handy having them together. Two birds with one stone :)

3. Do you think you will use the Library in future now that you see what we have to offer? (Prompt the customer to list which services they would now use and record this in the comments)

Comments: (58)

1	Boobug, Story Explorers
2	Only interested in using Access services. Nice to speak to someone face to face.
3	NEC
4	Girls were very helpful and enquiry was dealt with very efficiently - NEC
5	computers and Access services as prefer face to face
6	I will use the library with my grandchildren.
7	I will come back when I get my bus pass and join the library.
8	Good to have a council face that I can speak to.
9	Whilst asking about repairs I joined the library so could bring grandchild for books
10	I will as I prefer face to face - I am 80 years old and I wanted to make sure my blue badge form was completed correctly. The online system confuses me
11	Didnt know that the Access service was here and I had a complex homeless situation and wanted to speak to someone
12	Sometimes cant go online so know I can come in for help
13	computers
14	I needed to update my bus pass and was told that my bus pass could also be my library card. I intend to borrow a borrow book today.
15	Il will bring my children back to use the library, it looks great.
16	Help with libby app , library books and Council Services
17	Didnt realise Library did so much though it was just books
18	I have registered for an elderly bus pass and have used my reg number to re-register with the library.
19	Didn't know that we had other services in here - hope the library has a future
20	Access services, computers and photocopier - possibly sign children up
21	I will definitely return.
22	My children and I have now joined the library. Looking forward to visiting again soon.



3. Do you think you will use the Library in future now that you see what we have to offer? (Prompt the customer to list which services they would now use and record this in the comments)

23	not sure was made homeless and no phone so this is why I came here
24	possibly
25	Access , - repairs and bus times
26	Blue badge, bus pass and any other service that i can get help with - i dont like using the phone
27	Blue badge application
28	I have a housing application and cant upload documents
29	I would come in for any queries i have about service that are on offer. Housing and card if there are any problems with it.
30	great to have face to face
31	Good to have my enquiry answered with face to face service
32	It is good to be able to have face to face to assist in completing my blue badge application
33	I might, have only used Monifieth library a couple of times
34	Yes - i will come in with any queries i have re council services.
35	possibly
36	I noticed the graphic novels so will come back to join.
37	Will join the library again, being here has reminded me that I used to come all the time.
38	I am going to join my children now, it looks great
39	possibly - came in as a tourist and ladies were very helpful - library has a lot to offer
40	possibly - only came in to get my bus pass renewed as found online confusing due to my disability
41	probably use computers and Access - didnt know library dealt with Access enquiries
42	Will come back to join the library
43	Bus pass and housing queries
44	Not sure of all the services on offer, but as its council I will come in for any council service. My green bin needs updated soon and i dont have online services at home.
45	Very helpful staff - assisted with application
46	Didnt know council services were here so will come in for assistance with any housing issues and application forms
47	to help me deal with any issues I have as I struggle online and over the phone
48	Environmental and housing information
49	Blue badge
50	Can get help for waste and rubbish left at backdoor by neighbours. Also for a big tree that is hanging over my washing
51	Cant access online so now know I can come in re bins, buses and other services that council offer
52	Bin services and neighbours complaints
53	Didn't know the library had so many available services



3. Do you think you will use the Library in future now that you see what we have to offer? (Prompt the customer to list which services they would now use and record this in the comments)

54	Didn't know council services were in here and I struggle to do things online and the waiting times on the phone are dreadful
55	I will be back to use the face to face Access service again and will now join the library.
56	My children are in the kids library looking at books and drawing. It's great, will get them cards after I finish here.
57	I am going upstairs to see the exhibition now. will return to get a book
58	I have renewed my membership today. Great to see the place so busy. Will definitely use the online app to look at magazines.

4. Are you satisfied with the physical accessibility of the building ie. ramps, lifts, automatic doors?

Comments: (10)

1	Wheelchair user - access good - internal doors could be bit wider
2	Could be more updated
3	could be updated
4	Doors just on inside of library are a bit too small for my mobility scooter
5	Internal doors leading to exit could be wider for wheelchair
6	I am elderly and slow on my feet so having ramp with poles was good for me having to stop
7	Nice, open and bright
8	Bit disappointed that there is no mention of Access services when you come into library.
9	Exit doors a bit narrow for scooter
10	Great to be able to have both my problems sorted face to face.

5. Are you comfortable with the privacy of the ACCESS desk?

Comments: (35)

1	Very noisy today with a baby event happening. Also able to hear other people at next desk.
2	It was a bit noisy and not very private
3	could be bit more enclosed
4	It was ok but could be a bit more private as people passing to go to the computers or browse for books
5	Small private space -

5. Are you comfortable with the privacy of the ACCESS desk?

6	Found it very distracting trying to speak to someone on the phone whilst the Book bug was on - it was nice to see the children enjoying themselves but it was not great trying to hear on the freephone.
7	Homeless - didn't find it very private and it was very noisy.
8	Its ok but could be better
9	Too many people passing and my hearing i s not so good
10	Not enough room for myself and children.
11	The noise coming from the book bug was very distracting as I am hard of hearing - nice to hear the children but too loud
12	Was a bit noisy with the lady singing but lady took her time asking relevant question to complete application with me
13	Its ok but people are walking past and hard to hear sometimes
14	Yes was able to discuss without to much interuptions
15	its ok but was a bit noisy and struggled to hear the lady
16	Was discussing private council tax information. felt the desks were a bit public.
17	Its a bit noisy with the children singalong happening.
18	It is ok but a bit noisy today.
19	
20	not very private
21	A bit exposed
22	Not very private.
23	can be a bit noisy when kids singing , need to speak a bit louder
24	It was a bit noisy
25	Could be a bit more private
26	Could be more private, bit noisy with people at front desk
27	could be a bit more private as people coming and going around the pod area
28	Yes lady helped me pay for my green bin online
29	Although a bit concerned of people overhearing personal information
30	could be a bit more private for sensitive issues
31	Needed Scottish welfare vouchers printed out and was grateful that the lady could do it for me as I have no printer
32	not very private
33	cant hear over noise of people when chatting in background
34	I do feel a bit exposed. Everyone just walking past and having a listen. Better than nothing, so happy to speak to someone and have my problem sorted.
35	It was fine. Wee bit off-putting having people walking past though.

6. Are you happy with the manner that your enquiry was dealt with today?

Comments: (176)

1	Absolutely delighted - up from Glasgow to help my disabled son who had a brain injury and X* helped us get a disabled bus pass, advised we qualified for a blue badge and put a referral to occupational therapy for him. She was very helpful and we would not have known about the help he could get unless we came into the library. Service was fantastic.
2	Very happy been struggling with my council tax online for the last few days - the service was great and fab to have face to face
3	Very helpful, was unable to complete task at home as i do not have an email address.
4	Much quicker processing bus pass instead of online
5	Rent enquiry - always come to the library as girls are very helpful and make it easier for me
6	prefer face to face as all the options on the phone confuse me
7	Great service
8	Very happy tried for ages to get my childs NEC online and it was confusing me - got it done in 5 mins with the Access girls
9	The blue badge form was confusing and the lady helped me complete the form (very grateful)
10	Tried for a while to get through to council tax - put on to the freephone in the pod and was dealt with right away. Had been worrying about getting it sorted all weekend.
11	Very stressful situation which is helped enormously by having someone to talk to face to face.
12	Easy to get my disabled bus pass processed - so much easier than online
13	lady was very helpful to save me going home again to get a photo for my disabled husbands blue badge she took the photo from his bus pass. Extremely good service.
14	I am from Syria and needed to apply for my children's bus passes. I have also joined the library and intend to borrow books and use the libby app to borrow e books . My children are very happy to have library cards
15	friendly worker
16	Very happy - quick and efficient
17	I have mental health issues and no credit in my phone to say that I was roofless - lady was very helpful
18	Could not get online so came in and used ACCESS service. Can also get access to computer which is helpful
19	Very easy struggled doing my NEC online - much easier face to face
20	very helpful - wife is terminally ill and I am not in a fit place to be trying to get things done online - so much easier speaking to someone
21	Always come in and see the library girls about my housing application progress as I struggle to understand online systems - they are always very willing to help me and it is much appreciated.
22	I needed information about childrens clothing grant and free school meals. that was sorted and now I know how to get my children bus passes which will also be their library card.
23	Competent information given
24	I am dyslexic and have trouble with forms - so much easier face to face for me

6. Are you happy with the manner that your enquiry was dealt with today?

25	Very been going round in circles with the online NEC and couldn't get it done. Concerned that those who are having trouble online don't know how easy it is to do it in library. Will recommend to those I know that are struggling to get the pass for their children especially coming up to the summer holidays.
26	Always helpful
27	Tried to do my fathers blue badge app online but would rather have it checked by a member of staff
28	Was having trouble scanning a large document to the finance department using my phone so was told to come into the library where I would be offered the help. Great service
29	Yes very happy was trying to do my bus pass online but found it confusing much easier in the library
30	NEC applied for quick and easy
31	I am relieved as I have been able to update my blue badge application.
32	Was struggling to do my garden waste sticker online and the staff kindly helped me - much appreciated face to face service
33	Blue badge form helped to complete by member of staff - 80 years old and no-one else to help
34	Disabled bus pass - hate doing things online confuses me and have been using the access services since they first opened to do my pass
35	Under 22s for my children so much easier than online form and staff are always very helpful in Arbroath Library
36	Very happy confused trying to get my green bin sticker online - I am elderly and no access to computer and no interest to get one - lady helped me get my sticker and pay for it -Great service and would miss face to face if it was not available
37	Yes Good service
38	learning difficulties struggle with online services
39	I am deaf and struggle communicating - cannot afford computer and would rather see someone face to face
40	Council tax enquiry tried for ages to get through on phone - lady sorted my enquiry out in minutes - very grateful
41	Very friendly staff and quick service provided
42	I cant afford a phone or computer and the ladies always help me with my enquiries.
43	I am deaf and have always been helped by the ladies in the library - the service is great
44	Friendly staff, always going the extra mile to help
45	Very happy - quick and easy - bus pass damaged and lady ordered a new one and advised it would come in post. Great service having this in our local library.
46	alcohol and mental health issues - new pass ordered -the girls always help me in the library
47	NEC cards with travel done for my 2 boys much easier than the online system - much appreciated service - quick and easy
48	The lady was very helpful as I couldn't get though to Accessline this morning
49	NEC online too confusing - much easier in office
50	NEC expired - prefer face to face
51	Always get help from the ladies as no phone and no computer - also have learning difficulties and cannot manage myself.

6. Are you happy with the manner that your enquiry was dealt with today?

52	quick and easy applying for bus pass - found online confusing
53	lost bus pass - learning difficulties
54	sensitive housing matter - happy with how it was dealt but felt the Access area was a bit open and people passing to go to computers and access books could easily see into the area.
55	Very the online NEC for under 22s gave me a headache! much easier in here
56	Blue badge information given - explained and made easy.
57	No phone and needed a crisis grant - ladies all help me and its easy to put me on the phone in the library
58	Panicked because my bus pass was lost - quick and brilliant service to order a new one - panic over
59	Had to send back some information to Blue badge team - lady scanned it direct to them - much easier and quicker for me - great service.
60	struggle with uploading documents on my phone so ladies always help me with this
61	Under 22s NEC - easier to do in library than online.
62	council tax enq - made easier face to face
63	I am 89 and prefer help with the ladies in library - Garden waste service
64	struggling online with NEC didnt know library did this service - much easier
65	Always though library was just about books - hope they keep Access face to face as I was struggling with my C tax online
66	Girls are always very helpful with my housing enquiries as I struggle to understand all the jargon
67	Had to hand in keys and didnt know where to do this was prompted to library - quick and easy
68	I have tried three times to phone accessline but the queues were too long. So glad I was able to visit the library and my problem has now been dealt with.
69	I had tried to report my bus pass missing online but could not get the system to accept my details. So pleased to have the problem sorted now and new bus pass ordered.
70	Very got so frustrated with the Young persons online application I broke my phone! so much easier in the library
71	very I am disabled and was helped with my bus pass blue badge and housing matter - I cannot manage without face to face
72	Found the Under 22s system online frustrating - much easier in the library
73	very happy struggled to pay for sticker for bin online and no support to help me - lady helped me do it online and make payment - much appreciated.
74	prefer face to face
75	Struggle with online housing
76	Did not manage to complete application fully so girl was very good helping complete
77	Girl was very good checked system and advised me that i would get a call back. I came back in to pay for badge, unfortunately the girl could not accept payment. She put me on the phone which was also very helpful
78	Quickly and efficiently
79	Blue badge application was completed and service was quick. Will come back for other council servcies that are available

6. Are you happy with the manner that your enquiry was dealt with today?

80	I could not do my pass myself online so it was great to get help with it
81	very happy Refugees needing Under 22s bus pass - bit hard to hear and understand because of the noise but otherwise happy
82	Good to have face to face and it was also nice hearing the kiddies singing with the bookbug.
83	It was good to have face to face service
84	Could not have managed without assistance
85	Good to have face to face service
86	Rent query completed
87	NEC much easier than online
88	Blue badge checked and done face to face so much easier for me
89	Housing query dealt with promptly - very happy with service
90	After trying to contact accessline numerous times since 13th June to speak with someone regarding my husbands application for a disabled parking bay, it was great to actually speak with someone face to face and have my enquiry passed onto relevant department
91	Have tried to contact accessline, but too long to wait for an answer, so was very happy to receive face to face service and my enquiry dealt with quickly.
92	very happy to receive face to face service and my enquiry dealt with quickly.
93	Have tried to contact accessline, but too long to wait for an answer, so was very happy to receive face to face service and my enquiry dealt with quickly.
94	very happy to receive face to face service and my enquiry dealt with quickly.
95	Have tried to contact accessline, but too long to wait for an answer, so was very happy to receive face to face service and my enquiry dealt with quickly.
96	very happy to receive face to face service and my enquiry dealt with quickly.
97	very happy to receive face to face service for evidence for my housing application.
98	Did an online change of circumstances for council tax so was very happy to receive face to face service and have the required documents scanned and sent to council tax department
99	Ladies always help me - have trouble as learning difficulties
100	Need face to face I am deaf and also cannot use computers
101	very helpful staff
102	Had been trying to phone accessline to report a mistake on council tax record so was very happy with face to face to deal with my enquiry
103	worried about a rent account letter, so was very happy to have my enquiry dealt with face to face
104	Felt sorry for the staff as the counter was extremely busy, everyone run off their feet.
105	Very happy as didn't know who I should report my enquiry to so great to be dealt with face to face and have my enquiry passed to relevant department
106	Very happy, as was trying to apply for an NEC under 22 and found this impossible online
107	Replacement NEC ordered
108	under 22 nec was impossible to do online, so was very happy with face to face service

6. Are you happy with the manner that your enquiry was dealt with today?

109	Tried to do NEC for under 22 online and found it impossible, so help received was very grateful
110	Lost NEC so was able to ask for replacement to be sent out
111	Replacement NEC requested as expired, was very happy with face to face to have my enquiry dealt with.
112	Very - I am registered blind and I often come in to get help from the girls and it is much appreciated
113	Quick and easy unlike online
114	Glad to have face to face
115	Glad to have face to face service
116	Under 22s travel 3 children great easy service
117	lady helped with various places of interest around the area - great service just a shame the visitor centre is closed now.
118	very helpful struggled to change my address online for council tax and most grateful to the lady who did it for me.
119	Happy with face to face service
120	homeless but a bit uncomfortable with others hearing my business - would have preferred somewhere more private
121	Happy with face to face service
122	come in all the time and the ladies help me with all my problems as I find online frustrating and would rather speak to someone face to face
123	Happy with face to face service
124	No credit in phone and no way to contact council re rent arrears so glad that Access was here to help.
125	very - needed to apply for a SWF and no phone so glad to use freephone in Arbroath Library - no internet as no computer at home and no electric. Have learning difficulties also so makes things harder for me online.
126	did not take as long as online form that was rejected - lady quick and very helpful
127	Very helped with my garden waste subscription as I have no one else to help me -
128	No phone or computer so great to get the help
129	NEC under 22s much easier face to face
130	Very appreciated service - helped to complete my garden waste subscription as no family to help me
131	Blue badge completed and sent
132	Received info on services that are available
133	very happy
134	Delighted to be able to talk to a person face to face.
135	Quick and informative service
136	Extremely pleased with service - advised of what was required and help to complete my application
137	Yes lady was very good. I could not do this myself
138	Girl dealt with with request so quickly. Excellent service will return now I know I can get help with council services

6. Are you happy with the manner that your enquiry was dealt with today?

139	Good to have someone to talk to about services on offer , cant use online
140	Tried to contact council tax department many times, including in the library over the telephone, however no one there to answer call. So extremely happy that a member of staff helped to pass my enquiry onto customer services who hopefully will return my call.
141	Tried to contact council tax department from home, , however no one there to answer call. So extremely happy that a member of staff helped to pass my enquiry onto customer services who hopefully will return my call asap as needed to speak direct with someone from this department.
142	Tried to contact council tax department many times, including in the library over the telephone, however no one there to answer call. So extremely happy that a member of staff helped to pass my enquiry onto customer services who hopefully will return my call.
143	Very pleased with service, lost bus pass so requested replacement
144	Lost bus pass, so great to be able to request a new one face to face
145	very happy was totally struggling to do my young girls travel pass and nice to have someone to speak to face to face
146	very happy ladies always ready to help me
147	great service - struggled with my blue badge application
148	very
149	very happy -registered blind and could not have managed without the help from the ladies
150	Tried to contact Council Tax department over the phone, however no one was answering phone? Was pleased to have my query passed to this department by Access office staff
151	Had to hand in keys for previous property, very happy with face to face service
152	Needed help completing my Blue Badge form as no one at home and have learning difficulties, so very happy with face to face service to help me complete form.
153	Great to have face to face service
154	very happy with face to face service to renew my bus pass
155	Very happy with face to face service, was able to have my document scanned and sent to relevant department
156	very grateful needed my garden waste done and the lady helped me set up a direct debit online
157	very
158	yes
159	Helped to set up garden waste direct debit as I am elderly and was much appreciated
160	Everything done so much quicker than over the phone/online
161	very happy helped with setting up direct debit for garden waste
162	homeless no phone or access to computer - grateful to have face to face
163	very been trying to apply for Under 22s online and having no success - quick and easy in the library and no stress
164	Housing enquiry - don't understand the homefinder online service and the girls always help me with my bidding - I am elderly and have no desire to learn computers now
165	Very helpful in finding about immigration - uk.gov services



6. Are you happy with the manner that your enquiry was dealt with today?

166	very happy prefer face to face
167	Great to have face to face to request my expired bus pass
168	Great to have face to face service
169	Great to have face to face service to request a young scot card
170	Great to have face to face service to replace my expired bus pass
171	Had a council tax enquiry, couldn't get through on phones as always busy, so it was great my enquiry could be passed onto the department through face to face service
172	Bus pass request was dealt with very well, it was definitely more straightforward than trying to do it online
173	under 22 nec application, tried online however found it impossible, so it was great to have face to face service especially on a saturday to request this
174	under 22 nec application, tried online however found it impossible, so it was great to have face to face service especially on a saturday to request this
175	under 22 nec application, tried online however found it impossible, so it was great to have face to face service especially on a saturday to request this
176	under 22 nec application, tried online however found it impossible, so it was great to have face to face service especially on a saturday to request this

* Name removed for GDPR