

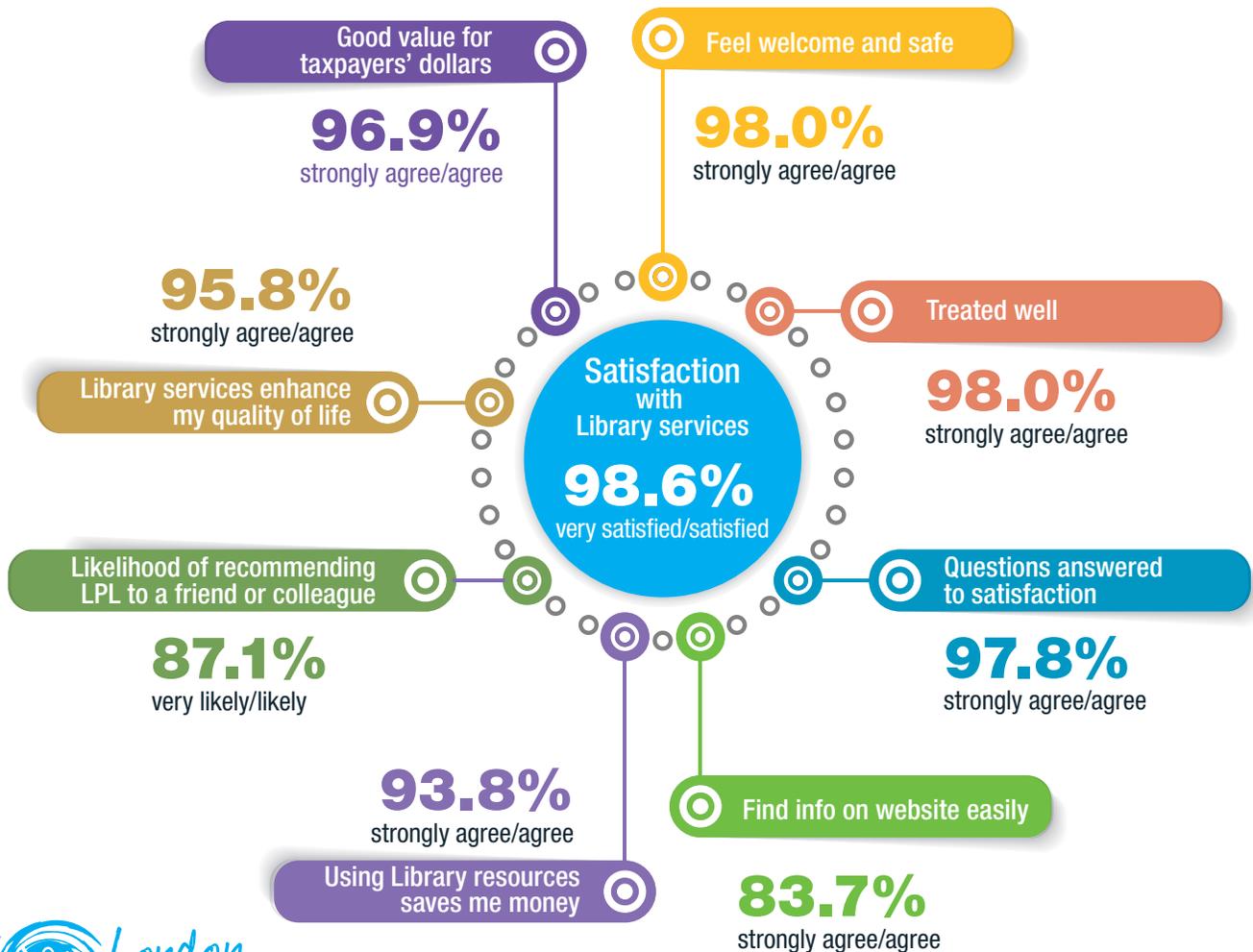
The Results are In!

Customer Satisfaction Survey

Your Library measures its performance in many ways – attendance, circulation of books and other lending materials, and key usage statistics such as how many times the computers and wireless are used, how many programs are delivered, how many times our website/catalogue is visited and how many library cards have been renewed; however, your voice is the most important tool we have to know if we are meeting your needs and your feedback helps to ensure that our decision-making is community focused and community led.

In the fall of 2015 LPL conducted a customer satisfaction survey. Why? We hadn't done a satisfaction survey since 2012 and wanted to know if we were still meeting your expectations. Were we doing a good job? We're we treating you well? What did you like most? What could we improve upon? Did LPL provide real value to you?

Realizing that everyone leads busy lives (that often includes requests to complete lots of surveys!) your Library tried to make it easy for you by keeping our survey brief. We are very appreciative that more than 2500 patrons responded, either by completing a paper survey when you were in your neighbourhood branch or doing so online via the LPL website. Many of you even took the time to provide comments about how the Library impacted you personally or the community in general.



So, what else did you tell us?

38.3% of respondents told us that LPL helps them with their leisure needs, 22.3% with education needs, followed closely by meeting self-improvement and work-related needs.

What you appreciate most are books/reading, computer and internet use, the holds and delivery system, programs, the quiet and relaxing environment, and welcoming, friendly staff.

Where you'd like us to do better is to provide even more books and DVDs, hours of service, cleaning, quiet spaces for studying and reading, and improvements to the website/catalogue.

As a result of this and other patron feedback your Library has made several improvements including:

- Installation of more electrical outlets in most of our locations
- Introduction of DVD quick picks
- Extension of loan periods for most DVDs, including TV series
- Increasing the number of items that can be borrowed
- Re-organizing branch layouts to create more quiet areas
- Introduction of Hoopla
- Provision of more computer training and help with devices
- Installation of scanners
- Digitization of more London Room material
- Making coffee available for purchase in many locations
- Introduction of more maker/creative activities
- Improvements to Library catalogue
- InterLibrary Loan online

Some other requested changes cannot be made so readily due to legislation, funding, or operational requirements but do know you're your Library is committed to continuous improvement. We do listen to and value your feedback and will continue to look for ways to delight you.

Keep that feedback coming!

www.londonpubliclibrary.ca/contact

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