

2019

The following results come from a face to face survey with over 1300 customers at our Libraries and Community Facilities in August 2019.

Libraries Overall Results

Overall Customer Satisfaction Rating - 100%

Customer Satisfaction Target for 2019/2020 - 95%

	Rating
Satisfaction	100%
Welcoming, safe, clean and accessible?	99%
Recognisable by our badge or uniform?	99%
Professional and courteous?	99%
Providing information that was clearly worded, accessible and accurate?	99%
Respectful of your confidentiality?	99%
Providing information about our services in a range of formats including large print, audio and community languages if requested?	99%
We responded	
Within five minutes of your appointment time?	99%
Within 15 seconds to your phone call during opening hours (including voice mail or automated phone service)?	97%
Within one working day to your voicemail, phone messages or social media enquiries?	98%
Within three working days to text phone and emails?	99%
Within five working days to letters/faxes?	97%
Within 24 hours to direct messaging from social media?	96%

Community Facilities Overall Results

Overall Customer Satisfaction Rating - 99%

Customer Satisfaction Target for 2017/2018 - 95%

	Rating
Satisfaction	99%
Welcoming, safe, clean and accessible?	100%
Recognisable by our badge or uniform?	99%
Professional and courteous?	99%
Providing information that was clearly worded, accessible and accurate?	100%
Respectful of your confidentiality?	100%
Providing information about our services in a range of formats including large print, audio and community languages if requested?	98%
We responded	
Within five minutes of your appointment time?	99%
Within 15 seconds to your phone call during opening hours (including voice mail or automated phone service)?	98%
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