

## **Children's Plus Survey 2007**

### **Main Findings**

#### **Introduction**

A survey of all 0-15 year olds who entered a library in Kingston upon Thames was conducted during the week of 24-30 September 2007. 1332 children and young people filled in a questionnaire devised by CIPFA during the week set aside for the survey. In the case of very young children, it was the parents and carers who mostly filled in the forms but, as far as was possible, it was the children's own views that were being sought.

#### **General Findings**

- 85.6% thought the libraries were good, and 14.4% thought they were OK. There have been overtures to the MLA by several professional bodies to have the satisfaction rating made up of 'Good' plus 'OK' responses which would give Kingston a satisfaction rating of 100% if this ever came to fruition. In the last C+ survey conducted in 2004, 73% thought the libraries were good, so there was an increase of 12.6% the good rating in the 2007 survey. The benchmark set by the MLA for the satisfaction rating (i.e. respondents who said the libraries were 'Good') was 90% (the benchmark in 2004 was 77%).. This has subsequently been revised to 87%, a target reached by three libraries: Hook at 90.6%, Surbiton at 89.7% and Old Malden at 87.5%
- 82% thought the books in the library were good and 17.9% thought they were OK
- 81.7% said the library computers were good and 16% said they were OK. At Hook 88.3% thought the computers were good
- 100% of respondents said that Tudor Drive and Old Malden Libraries were friendly places to visit. 99.6% said the same for Hook Library, 99.1 % for Surbiton and Tolworth. 98.3% thought Kingston a friendly library and 97.1% for New Malden. Overall 98.9% of respondents thought libraries in Kingston were friendly places to visit
- 98.5% thought libraries were safe places, with Old Malden Library scoring 100%
- 95.6% said that libraries were easy places to get to with Hook scoring 97.7%. All the libraries scored over 90% in this category
- 85.6% said that the libraries were open when they wanted to use them
- 91.8% said that libraries were bright and cheerful inside, with Old Malden Library scoring 96.9%, Hook 96.5% and Tolworth 96.3%.
- 100% of respondents said that Surbiton and Old Malden Libraries were places they would want to come to. Overall 97.5% respondents gave the same answer.
- 93.2% of respondents said that the libraries had things to interest them. 96.8% said this of Tudor Drive Library, 95.3% for Kingston Library and 95.1% for Hook and Chessington Library.
- 79.2% of respondents were visiting with family members

- The popularity of children's events in libraries was highlighted by the fact that over 60% of respondents have come to the libraries for activities at one time or another
- 52.2% of respondents said that the libraries helped them to read better.
- 32.4% of respondents said that the libraries helped them do better at school
- 55.6% of respondents said that the libraries helped them to learn and find things out
- 15.4% of respondents said that libraries helped them to make friends
- 63.6% of respondents said that homework help in libraries was good and 33.6% said it was OK.

### **Summary**

The Childrens PLUS Survey conducted in 2007 has flagged up very heartening responses by young people to the library services we offer. In key areas the survey has shown that the Children's Library Services have improved since the last PLUS survey held in 2003. What the 2007 survey clearly flagged up was the variety of ways in which young people use and view the library services, and that the social side of library use is incredibly important in the lives of families. At the same time the survey has also shown the library service clear areas in which it needs to improve.

For a full report on the Childrens PLUS Survey and for copies of the 2007 report by IPF on Kingstons survey please contact Mike Treacy on 020 8547 6431 or e-mail: [michael.treacy@rbk.kingston.gov.uk](mailto:michael.treacy@rbk.kingston.gov.uk)