

**Notes of Library User Forum, Hook and Chessington Library**  
**Held on Saturday 30th May 11am to 12 noon**

The meeting was held in the library and was attended by 1 user of the library, the Strategic Head of the Library and Heritage Service, the Library Operations Manager and the Manager of Hook and Chessington Library. Below are the main questions and answers raised and points discussed.

1. Could the layout of the library be improved by transferring the children's library area to the adult area and vice versa. This would then reduce the amount of noise that regularly disturbs users of the computers. Currently the children's area is too near the IT area. It was agreed that this could be considered, but maybe costly and difficult to achieve. At present there are designated quiet times in the library and notices are displayed to this effect and also the times to avoid that could be noisy.
2. Is the IT equipment government funded? Originally money was given by the government to purchase IT equipment for public use, however replacement of kit has now become the responsibility of the library service. The equipment is used by all ages including silver surfers and homework clubs.
3. The Hook Centre is the focal point for the Hook and Chessington area should more charity and commercial organisations have a presence at the centre? This is something that could be investigated further.
4. Are visitor numbers and usage of the library falling? Currently 70 new members are enrolled each month, and generally membership has increased by 17.6% across the borough. This is being reflected nationally as well as usage of libraries as more people use the libraries during the recession.
5. Should there be more aggressive marketing of the library service and communication with the public? A report by MA Business students from Kingston University has been commissioned by the library service to produce a marketing strategy. They have visited all branch libraries and talked to various members of staff and which has generated some good ideas and proposals to improve the library service.
6. Could not more Reader's Festival events be held at the Hook Centre rather than focussing on Kingston? The organiser of the Festival is keen that it is centred in Kingston, however the library service are involved and will try and bring some influence for next year to have events elsewhere in the borough.
7. Would it be possible to ask local authors to be involved in local events which may help to encourage more non-users of the library to visit? This could be investigated.

8. What is the current usage of the late night opening on Tuesdays? This is gradually starting to build up and is mainly used by people accessing the computers and studying.
9. It would be good to see more local councillors in the library using the facilities and being available to talk to readers. This will be mentioned to local councillors.
10. Would it be possible to have an event in the library such as an 'Antiques Roadshow'? The possibilities will be investigated further.