

**Rotherham Libraries
And Information
Services**

**Exchange Collection
Service
Customer Satisfaction
Report of Findings**

Introduction

The Exchange Collection is a service run by Rotherham Library and Information service for the benefit of elderly people living in residential homes and sheltered accommodation. The service consists of leaving deposit collections of both fiction and non-fiction books in communal areas, where residents have either constant or a good level of access to them. The collections vary in size depending on the number of residents and are left for three months before being changed.

In the light of imminent changes to the provision of residential care, which means that some homes will close, we decided to undertake a survey of users. We will use the results to ensure that we are benefiting the maximum number of people and that our resources are targeted in the most appropriate way. We run two other services to the elderly, the Home Delivery Service and Bookability, which is a small Mobile Library travelling to similar venues as those used by the Exchange Collection Service. It is possible that as a result of the survey we will find that we can streamline any overlap and produce a more efficient and cost-effective service.

The survey results will allow managers to make an informed decision about the future direction of the service. In particular, residents of Sheltered Accommodation Units might derive more benefit from a visit by Bookability, a Mobile Library service targeted at the elderly. This would give them a more frequent service with more choice of books. We may also find that we are sending the wrong number of books to some centres or possibly the wrong kind of material. The survey will allow us to make adjustments to residents needs.

When final decisions have been taken linked to the results of the survey, we will publish the report on the Library service website.

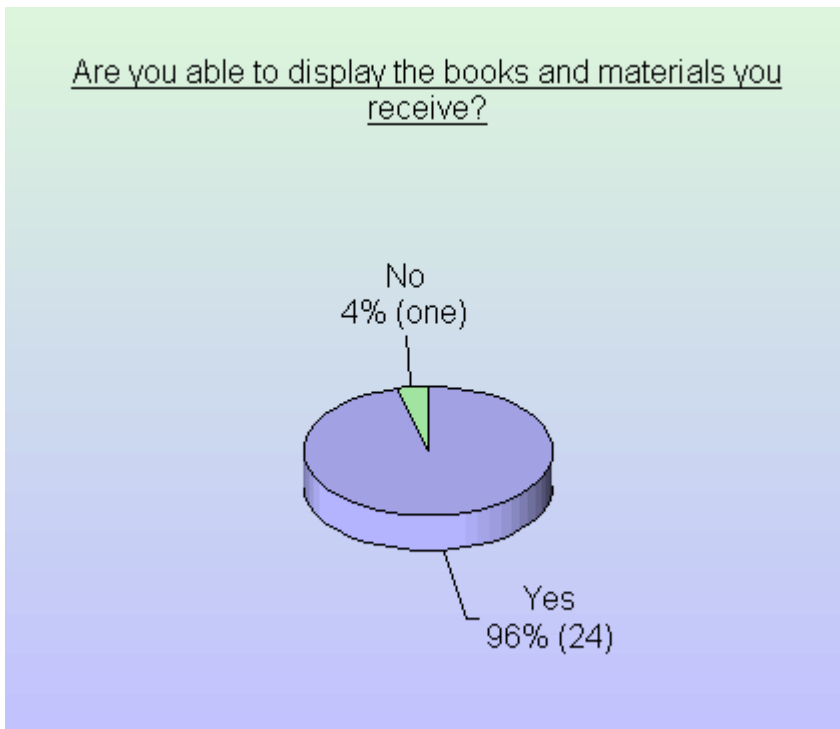
Exchange Collection Service to Residential Homes, Day Centres And Sheltered Accommodation Units.

This consultation was carried out in June 2008 to determine the value of this service and to measure customer satisfaction. All establishments who receive this service were surveyed by questionnaire. We received an extremely high response rate of 96% from the following sites:

Sheila's intro and something about 'withdrawn books'

Name of Establishment	No of Residents
Rothwell Grange.....	32
Laudsdale.....	13
Parkstone	26
Chindit Courts 1 & 2	86
Durham Place – Herringthorpe.....	54
Woodland Drive Learning Centre	13
Eastwood House	37
Viking Way Sheltered Housing.....	56
Hampstead Green	31
Manor Lodge Sheltered Accommodation	36
Blenheim 1 Housing 21	40
Age Concern	24
Warren Vale Road	53
Highfields Nursing Home.....	43
Broom Lane Care Home	61
Wellgate House.....	50
Anne Rhodes Centre, Brampton Bierlow	42
Rotherwood Residential Home.....	18
Netherfield Court	21
Warren Vale Road.....	60
Highgreave Place	57
Churchfields Residential Home	25
Station Road	D/K
Howarth House.....	23

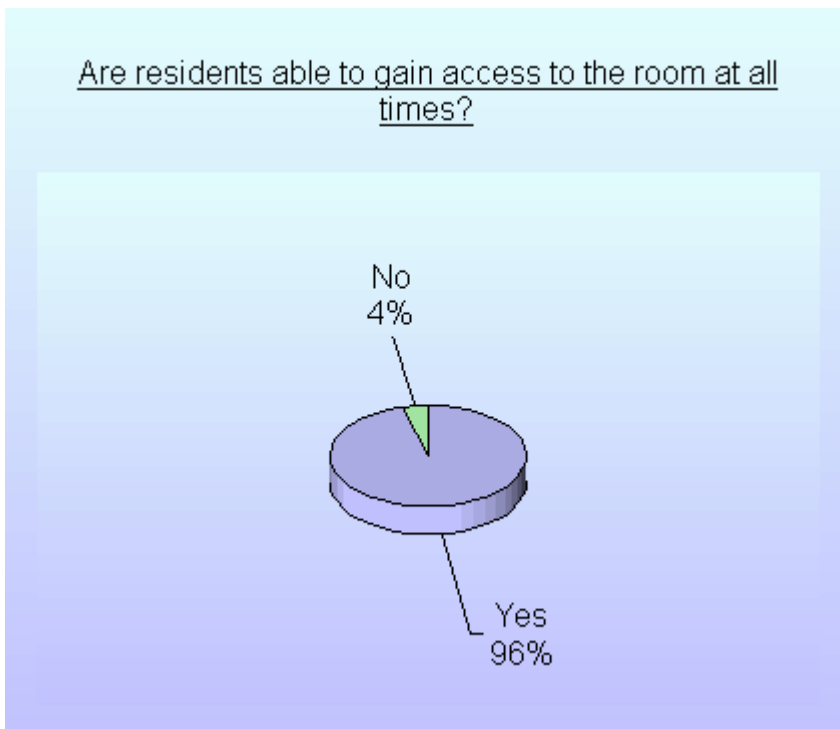
When asked if they were able to display the books and materials, received from Rotherham Libraries and Information Services, on shelves in a room which is freely available to all, 96% of respondents said yes. Only 4% said they were not able to for the following reasons.



“The books are kept in the box as we have no shelf space. Residents are aware of where they are as they are kept in the lounge. Staff assist residents to choose a book from the box.”

- Rotherwood Residential Home

We asked respondents whether residents were able to gain access to the room where books and materials were kept. 24 (96%) said that the room was accessible at all times. Only one (4%) respondent, Age Concern, said “no” and that this was due to Day Care being closed at certain times.



“Day Care open Tuesday – Friday 9:30 – 3pm daily. Other times closed”

- Age Concern

Respondents were asked to tell us if there was anything else, regarding the exchange collection system, that they thought we should know about, to help us to improve our service. Only 3 (12%) replies to this question were received and they were as follows:

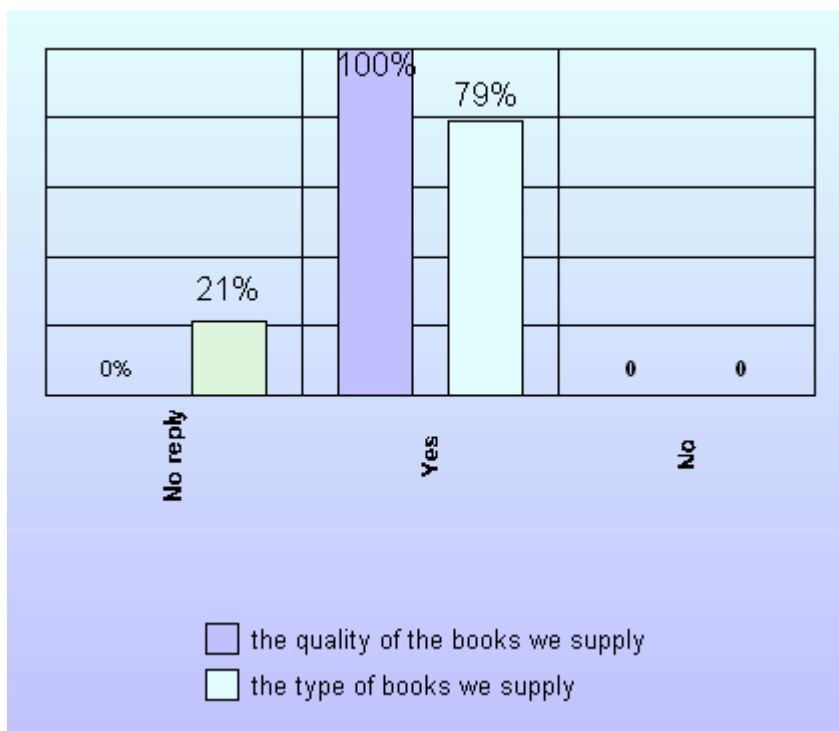
"The gentlemen are always polite and helpful"

"I think you provide an excellent service"

"Nothing - the service suits us very well"

Whilst 83% (20) respondents said that we send the right amount of books each time, 4% (Chindit Courts 1 & 2) said they needed more books in the collection. However 13% (3, Durham Place, Blenheim and Broom Lane Care Home) said that we could send fewer books.

We asked how satisfied residents were with the quality and type of books we supply. Of those who answered 100% said yes to both questions.



However, although no one said they were not satisfied with the quality or type of books we supply, the following comments were left:

"We would like more large print and talking books for poorly sighted people".

- Age Concern

"Mills & Boon, Danielle Steel, many more of that kind. No Western and Cowboy Books".

- Anne Rhodes Centre

"Possibly a few more large print books. Do circulate the same turn over of books in Large Print".

- Churchfields Residential Home

In order to determine how well used the service is, we asked respondents how many residents they estimated made use of the collection

6 respondents said up to 25% of their residents used the service

- Parkstone
- Durham Place
- Manor Lodge
- Highfields Nursing Home
- Broom Lane Care Home
- Station Road

9 said more than 50% of residents used the serv

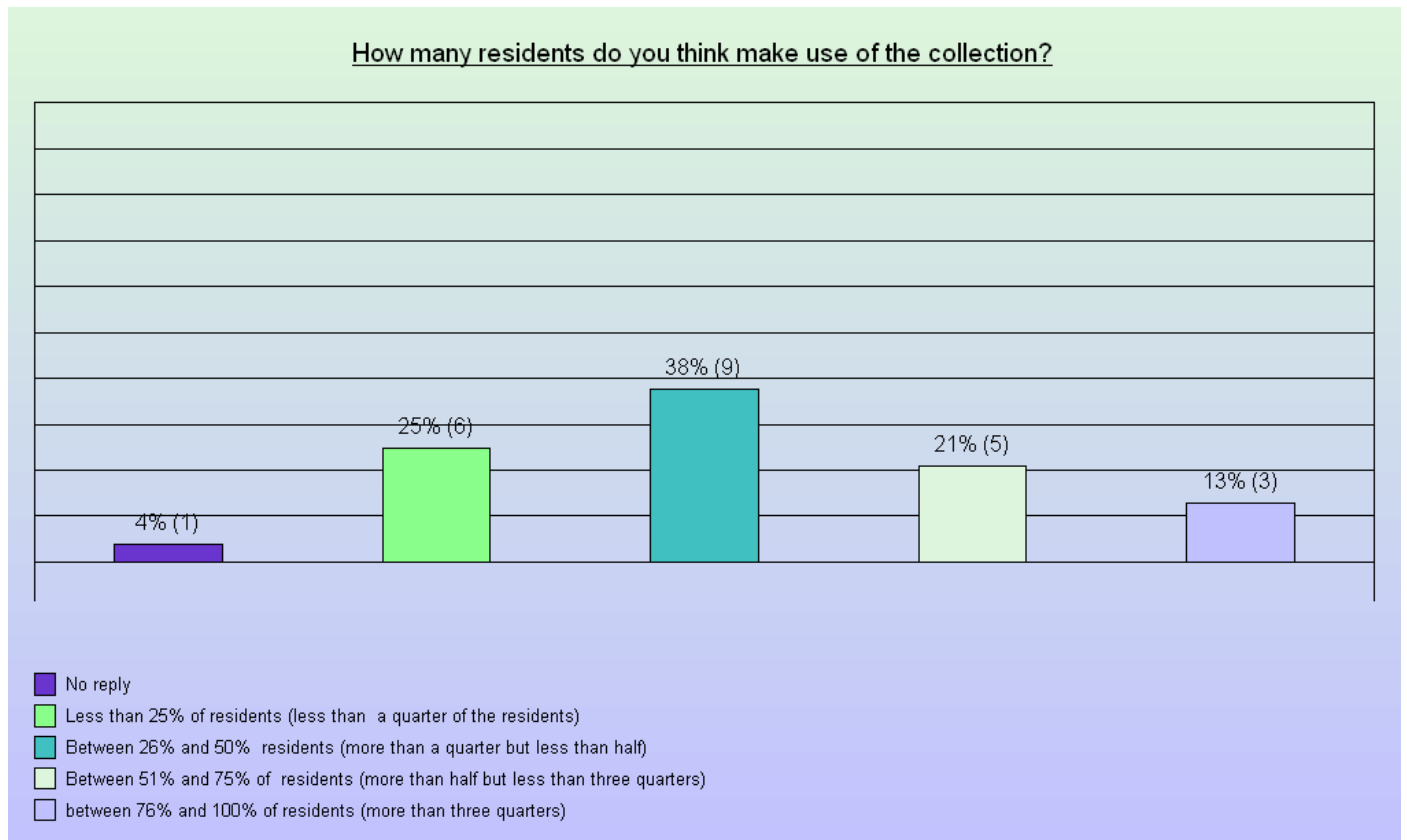
- Laudsdale
- Eastwood House
- Blenheim 1 Housing 21
- Age Concern
- Warren Vale Road
- Wellgate House
- Anne Rhodes Centre
- Highgreave Place
- Churchfields

5 said up to three quarters

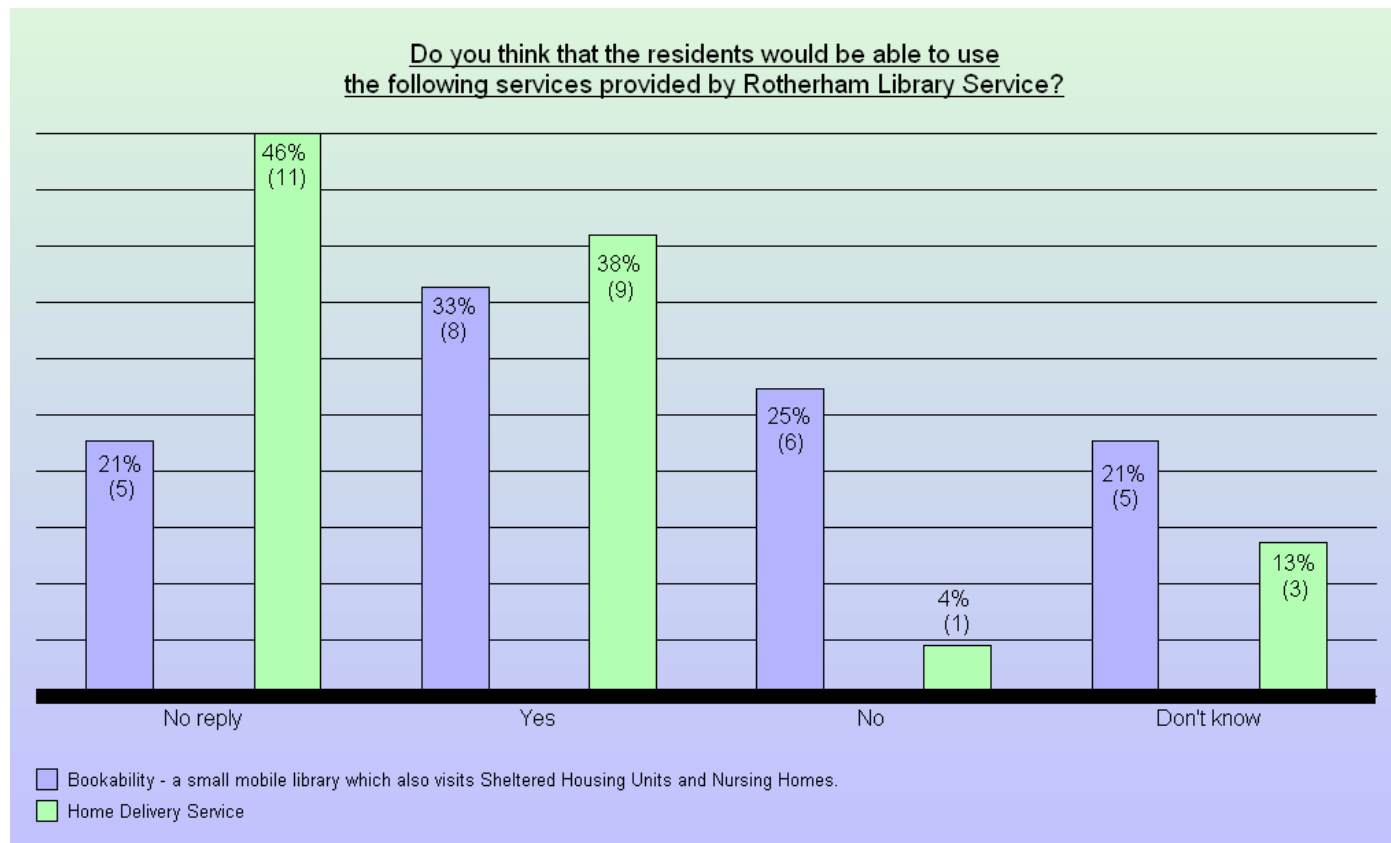
- Rothwell Grange
- Viking Way Sheltered Housing Scheme
- Rotherwood Residential Home
- Netherfield Court
- Howarth House

3 said that more than three quarters of residents used the service.

- Chindit Courts 1 & 2
- Woodland Drive Learning Centre
- Hampstead Green



We asked respondents if they thought that residents would be able to use the Bookability Service and the Home Delivery Service.



Those who said Yes to the Bookability Scheme were:	Those who said No to the Bookability Scheme were:	Those who said Yes to the Home Delivery Service were:	Those who said No to the Home Delivery Service were:
Viking Way Sheltered Housing Scheme Manor Lodge Sheltered Accommodation Blenheim 1 Housing 21 Highfields Nursing Home Wellgate House Warren Vale Road Station Road Howarth House	Rothwell Grange Laudsdale Hampstead Green Rotherwood Residential Home Highgreave Place Churchfields Residential Home	Rothwell Grange Laudsdale Hampstead Green Blenheim 1 Housing 21 Age Concern Wellgate House Rotherwood Residential Home Netherfield Court Howarth House	Manor Lodge Sheltered Accommodation

<p>The following Respondents said they did not know either way:</p> <p>Parkstone Woodland Drive Learning Centre Eastwood House Warren Vale Road Netherfield Court</p>	<p>The Following Respondents did not reply to the Bookability Service question:</p> <p>Chindit Courts 1 & 2 Durham Place – Herringthorpe Age Concern Broom Lane Care Home Anne Rhodes Centre, Brampton Bierlow</p> <p>The Following Respondents did not reply to the Home Delivery Service question:</p> <p>Chindit Courts 1 & 2 Broom Lane Care Home Anne Rhodes Centre, Brampton Bierlow Durham Place – Herringthorpe Viking Way Sheltered Housing Scheme Warren Vale Road Highfields Nursing Home Warren Vale Road Highgreave Place Churchfields Residential Home Station Road</p>
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When we asked respondents how long they envisaged the establishment where they worked would continue to use the services, the majority at 63% (15) said indefinitely. 13% (3) respondents said they did not know. A further 3 (13%) establishments reported less and one year and Age Concern said between 1 – 5 years. The following reasons were given as to why they thought they would not be using the service in the future.

- Parkstone - Due to closure
- Churchfields Residential Home - Modernisation agenda
- Howarth House - We are due to close on 19/1028

We asked respondents to tell us anything else that they thought we should know about to help us improve our service and the following responses were received:

"I have usually found the service to be very effective and helpful. If a resident has requested a particular book, I have found staff very approachable and helpful in providing whatever is requested".

- Rothwell Grange

"Home delivery service does already visit the schemes"

- Chindit Courts 1 & 2

"I would like gardening books also books by, Lee Child, Karin Slaughter, Kathy Riches, James Patterson. I read a lot but usually go to a main library. Q14 I think this is correct for this centre as we do not have many men and the ones we have do not use the service".

- Manor Lodge Sheltered Accommodation

"The service has improved considerably over the past 18 months. Calls are returned and it is a lot easier to contact someone if needed".

- Wellgate House

"The residents seem satisfied with the service you provide. In our house, I do not think you could improve any part of the service".

- Rotherwood Residential Home

"Cannot really suggest any ways to improve the service. Our clients appear to be very satisfied with the books available with no negative comments or complaints".

- Netherfield Court

"The service is good for the residents, they miss the About Rotherham monthly books which you used to enclose"

- Netherfield Court.

"Yes service is excellent; our service users read the large print books and would be lost without them".

- Howarth House

When we asked if residents felt our materials were evenly balanced 67% said yes it was. Only 8% said they didn't know. 17% said they thought the material was geared too much towards women and no one thought it was geared too much towards men.

<i>geared too much towards women</i>	17% (4)
Durham Place – Herringthorpe	
Woodland Drive Learning Centre	
Eastwood House	
Manor Lodge Sheltered Accommodation	
<i>geared too much towards men</i>	0%
<i>evenly balanced</i>	67%(16)
<i>Don't know</i>	8% (2)
Chindit Courts 1 & 2	
Station Road	
<i>No reply</i>	8% (2)
Broom Lane Care Home	
Anne Rhodes Centre, Brampton Bierlow	

79% (19) of respondents did not feel that any of the residents were disadvantaged from using the service because of a disability. However 17% (4) said yes and gave the following explanation as to why. Did not reply to this question.

Due to uncontrollable impairment - Parkstone

A few residents have asked for the 'Talking Books' due to poor eyesight - Durham Place - Herringthorpe

Some people have poor mobility. I have spent a bit of time at Vale Rd., but don't spend all morning there.- Warren Vale Road

Will access other formats when needed - Churchfields Residential Home

We asked respondents if they thought any of their residents were disadvantaged from using the service because the materials supplied were not in their mother tongue. 88% said no it did not, however the respondent from Wellgate House made the following comment *“Although they do not use the library service often, it might be nice to have a handful of books in Korean/German”* and Highgreave Place responded with: *“All residents speak English as their first language but I realise that could change at any time. If it did and any new residents wished to use the library service, then I would phone to ask if you could supply suitable reading for them”*.