

Your voice

Your feedback is important to us and helps us to shape our service.

You said...

- “Can you please put a scanner in at Lamberhead Green Library”
- “Can you please fix the scanner at Aspull”
- “Add signs from canal towpath to Trencherfield Mill Engine”
- “Sorry that no portable hearing loop system in use in Discover Room”

We did...

- This is now being done
- This is now working
- Thank you for your feedback. Your suggestion is being considered
- This is now available and staff awareness session has been completed

Your comments...

- “The staff at Atherton are always very helpful” (Libraries)
- “Standish is a very good library” (Libraries)
- “Personal attention for the children was great” (Heritage)
- “Never been before. Didn’t think it would be so good” (Heritage)
- “Well done. So much jammed into a short time. Excellent use of resources. Great ‘hands on’ opportunities” (Heritage)

Our performance...

- Between April and June we handled 42749 enquiries (Libraries)
- Between April and June we loaned 310955 items (Libraries)
- 94% overall visitor satisfaction level (Heritage)
- 93% of visitors agreed that they would visit again or recommend (Heritage)
- Since April, 1,381 support hours by Volunteers (Heritage)