

## Consultation results

This form is for consultation team members to input results of a consultation which will then be published on the NCC website.

All fields marked with an asterisk \* are mandatory.

What is the consultation title?\*

What were the results?\*

### Adult Public Library User Survey 2016

In total, 6,284 adult library visitors completed questionnaires and 2,543 added handwritten comments.

The overall net satisfaction rate with the Library Service has gone up from 90% to 92% and we are currently working through all the results and the comments received. We will use these to track the progress we've made since the last survey in 2014 and to identify areas for improvement which can feed into library plans for the new financial year, starting April 2017.

We would like to thank everyone who took part in this process: the comments we've received have been extremely helpful and informative.