

WHY HAVE YOU VISITED US TODAY?

Dear Customers,

We would like to find out which of our services are more popular than others, as this will be really useful with future decision making.

Please place a cross in the applicable box(s), plus comment in the “What do we do well/How can we do better?” box. **THANK YOU!**

Collect/return books/audio CDs

Read newspapers

Use public network computers

Print from smartphone/tablet/laptop via WiFi

Use WiFi only

Photocopying

Visit Drecklys Café

Take part in scheduled groups and activities

Visit social prescriber/benefits support advisor, signposting etc.

Pick up seagull proof sacks and/or recycling containers

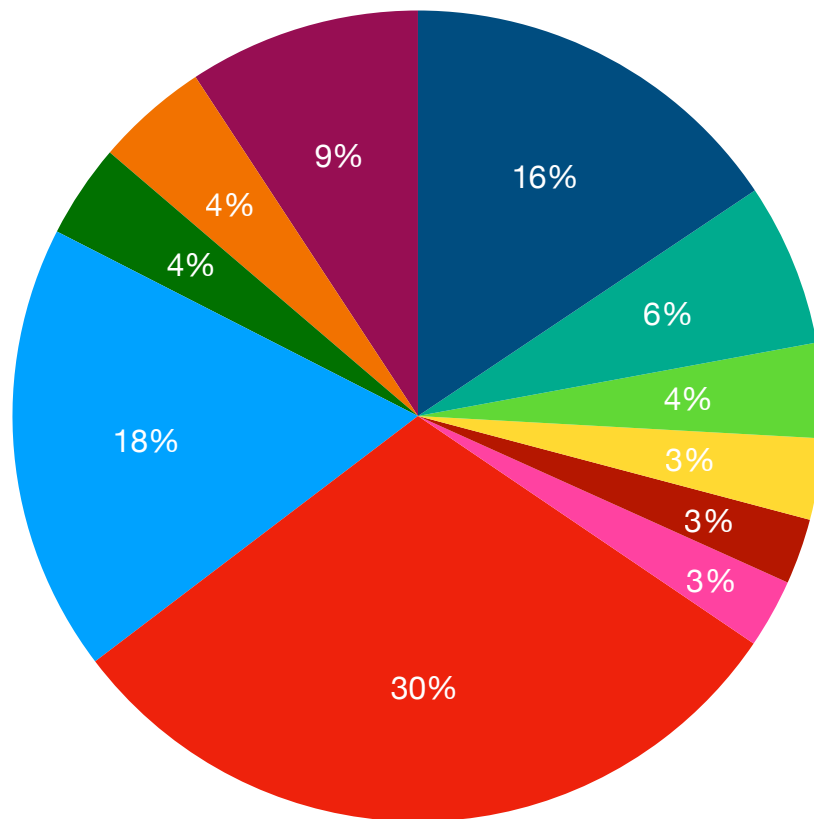
Visit Torpoint Archives & Heritage Centre

“What do we do well/How can we do better?”

Please post through the black metal box. THANK YOU!

CUSTOMER FEEDBACK RESULTS: 13-24 FEBRUARY 2023

Most Popular Services



Legend

- Collect/return books/audio CDs
- Read newspapers
- Use public network computers
- Print from smartphone/tablet/laptop via WiFi
- Use WiFi only
- Photocopying
- Visit Drecklys Café
- Take part in scheduled groups and activities
- Visit social prescriber/benefits support advisor, signposting etc.
- Pick up seagull proof sacks and/or recycling containers
- Visit Torpoint Archives & Heritage Centre

Customer Comments

"What do we do well?"	"What do we do well?"
I didn't know about printing from smartphone. Lovely social activities.	There is a good selection of books in Cornwall. Better than Plymouth.
Friendly atmosphere. Helpful staff.	Excellent place for everyone.
The children's areas are large and inviting. The librarian's are kind and helpful. This is our first time here. We'll be back for sure.	We enjoy the café a lot, and bring our grand daughter down to read books. We use the services as well.
All ok.	Friendly atmosphere. Thank you.
Nice atmosphere. Lovely staff.	Couldn't be better or more friendly.
Brilliant library. Great selection of other services. Love the café.	I'm very happy with Torpoint Library. Everyone is very helpful.
What a lovely welcoming place, and much more than a library. I wish more were like this!	It is always nice to come into the library. It is warm and welcoming.
Excellent customer service.	You could do nothing more. You are amazing!
We feel it is very well run. Lovely atmosphere. Getting our young grand daughter used to coming to the library and will encourage her to get books later on.	Friendly staff. Was a shame the coffee machine was not working. But was greeted with a gesture of free instant coffee. The library is a lovely place. Easy access and lovely staff.
There is a really lovely area for the children to play.	I think you provide an excellent service.
Terrific Community Hub. Lovely friends. Helpful staff.	Drecklys Café is so well supported and very popular.
To play and meet with others. Plus we love rhyme time.	Provide play areas indoors and outdoors. Great for parents to relax.
Every one of the volunteers are brilliant, helpful and cheerful. Good place to go if you're on your own.	Café and prices. You can't do any better. You are amazing!
The library is wonderful. I come to drink coffee and meet my friends. Kids love it. Well done!	All staff are friendly and helpful. The café is affordable and cake is lovely.
It's already good enough. I love it!	Wonderful café. Lovely staff.
Very friendly. And being dog friendly it is a huge bonus.	Completely lovey staff and volunteers in our library. Well done!
The café is amazing. An asset to the town.	Always friendly. May it stay the same!
Cheese scones are great.	Fine. No change needed.
Cake. No improvement necessary. Kind friendly staff.	Children enjoyed being here during half term. Space outside.
You are brilliant.	Came for rhyme time.
Great outdoor space.	I love the relaxed and welcoming atmosphere.
Everyone was and always is polite and friendly. It is a lovely atmosphere.	Wonderful Community Hub. Good coffee and home made cakes.
A friendly and welcoming place to go.	Good to meet people and chat.

“What do we do well?”	“What do we do well?”
Lovely atmosphere. Very friendly and welcoming.	Love it. Best library ever.
Amazing!	There is always someone to talk to.
Such an amazing library! Thank you to all involved!	Always helpful. Well organised.
You all do so wonderfully in our Library Hub.	You make everyone feel so welcome.
We love Kate’s yummy scones.	The friendly atmosphere.
The toilets are essential and beautifully maintained. Thank you.	Welcome is always the best. Keep it up. A happy place to be.
Nice place and staff.	Friendly and welcoming.
Help at desk.	Very good. Will come again soon.
Always warm and welcoming.	Drecklys Café is wonderful.
Fantastic café.	I come here to socialise as it’s amazing.
Lovely staff-can’t fault them! So friendly.	Staff are wonderful.
Lovely and helpful staff.	Nothing to improve.
Thoroughly enjoy our visits! Carry on doing an amazing welcoming job!!	The staff are very pleasant and helpful. Keep up the good work.
You are doing a good job.	Lovely place to visit for a cuppa.
Rhyme time.	Cake!
Friendly and helpful staff. Very accommodating. We enjoy some of the activities put on for kids.	Friendly helpful staff. I don’t know what I would do without the library.
I don’t think they could be better as everyone is so friendly. A very pleasant place to come. Good coffee and cakes. Thank you.	There is a nice relaxed atmosphere at the library. There is always someone there at the library to chat to, or to help with worries.
Always friendly and accommodating, especially towards mums and babies. Love the cake too. Favourite place to go.	Very helpful. Love coming to the library. They give so much information. Please keep going with all your hard work.
Show good customer care. Service with a smile.	Very friendly service. You all do very well!
Organise local fundraising events. Interact with all age groups. Get the community to interact with each other.	Staff are really helpful and accommodating. They allow me unlimited access to a computer.
“How can we do better?”	CH&LDM Comments
Could do with a high chair.	There is a high chair available, but due to lack of space, it is kept in the staff kitchen/storeroom area.
Maybe more kids clubs?	Unless opening times change, only potentially viable when open on the last Sunday of the month. A chess club is currently being looked at.
Encourage better parental control of young children.	A very good observation that staff are fully aware of, as some parents do allow their children to “run wild”.

“How can we do better?”	CH&LDM Comments
Later open times.	Staying open a couple of hours longer one day per week has previously been discussed.
Maybe more space.	Not possible inside. But the grassed areas around the building outside could be better utilised.
Privacy for people trying to access food bank.	It is very difficult to have a private conversation over the phone without being overheard. The interview room offers some privacy, but not that much. Sound proofing the room would not be VfM.
More scheduled activities for children always well received. And dairy free/vegan snacks at the café. But not a criticism!	Scheduled activities take up a lot of time and effort. Therefore staff can only facilitate activities/events. Outsourcing is an option if funding is available. Some dairy free/vegan snacks are available, but there is not enough custom to increase further.
Need ice cream.	The café sold ice cream last summer, and will do so again this summer.
More savoury hot food e.g. chips, sausage rolls, soup, sandwiches etc.	Selling hot food would mean operating the café at a higher level still. The considerable increase in time and effort required to manage and operate the café at this level, is therefore unfeasible with current staff/volunteer numbers, skillset and experience. Keeping local catering businesses happy e.g. not “stepping on toes” must also be taken into consideration, as the Com Hub currently enjoys very good relationships with those businesses.
Maybe savoury items, sausage rolls etc.	
Maybe make hot food.	
More food options e.g. toast and sandwiches.	
More food options.	
Need a one hour breakfast club e.g. bacon butties etc.	
More savoury food. Toast or crumpets etc.	
A larger oven would enable us to have more delicious cakes and savouries.	The current mini oven is a budget consumer type that was purchased to bake cakes/scones in small batches before café footfall greatly increased.
Needs a better oven.	Purchasing a larger commercial mini oven would enable more items to be baked in one batch. Thereby increasing profit while reducing labour time per batch baked.
Café needs an oven.	
Larger oven for more cakes etc.	
A larger oven would enable us to have more delicious cakes and savouries.	However the hourly rate of pay of any member of staff involved in baking, must be taken into account to more accurately assess the profits being made. Plus the opportunity cost of them doing so i.e. what mandatory/desirable activities they are not doing elsewhere because they are baking.