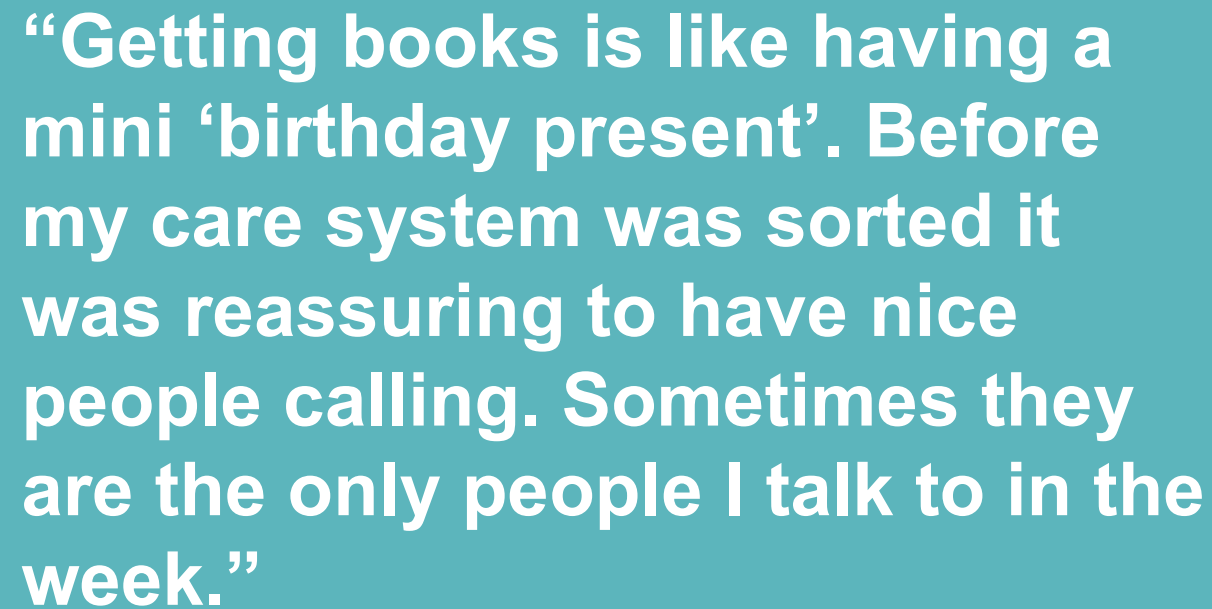


Home Library Service

- The Home Library Service is for anyone who finds it difficult to leave their home, either because of their own ill health or responsibilities as a carer.
- Books (including large print and spoken word) are delivered on a regular basis (usually once a month) by our 53 volunteers.
- There are currently 126 customers.
- There were 92 responses to the Home Library Service in early 2014, a response rate of 73%

A teal speech bubble with a black outline and a tail pointing towards the bottom left. Inside the bubble, there is a quote in white text.

“Getting books is like having a mini ‘birthday present’. Before my care system was sorted it was reassuring to have nice people calling. Sometimes they are the only people I talk to in the week.”

A Home Library Service customer

The Home Library Service helps...

99%
I use it to keep
my mind active

91%
It gives me
confidence
to remain at
home

88%
It reduces
my
feelings of
isolation

91%
The service
is a lifeline

Customers say...

“It gives one contact with other humans, which one would otherwise not have”

“It's a life line for people who have trouble sleeping, the time slips away.”

“It brings opportunities to the doorstep that you wouldn't have if you can't get out”

Customer satisfaction

**100% of Home
Library Service
customers are
satisfied with the
service**

Volunteers...

98%
Volunteers
come to my home
when they say
they will

**“For me it is perfect.
The volunteer is
friendly, helpful and
very reliable.”**

98%
Volunteers are
helpful

We have 53 volunteers
who deliver the
Home Library Service

Volunteers...

“For me it's a lifeline. It's excellent. It is both effective and enjoyable. The volunteers deserve our great thanks for making it so.”

“Fantastic. Social, ideal, gives me what I want. Lovely volunteers. They're delivering books, they're volunteers but they don't just drop the books and run. The volunteers are lovely, nothing's too much trouble.”

Books...

“Wonderful! It enables me to enjoy my lifesaver – reading.”

“Books are my company. I don’t get visitors. Thank you”

“I really rely on the listening books I receive, and also really enjoy them. I have found that the choice of books I get are varied and interesting, and am always pleased to get the books in chronological order- which they always are.”

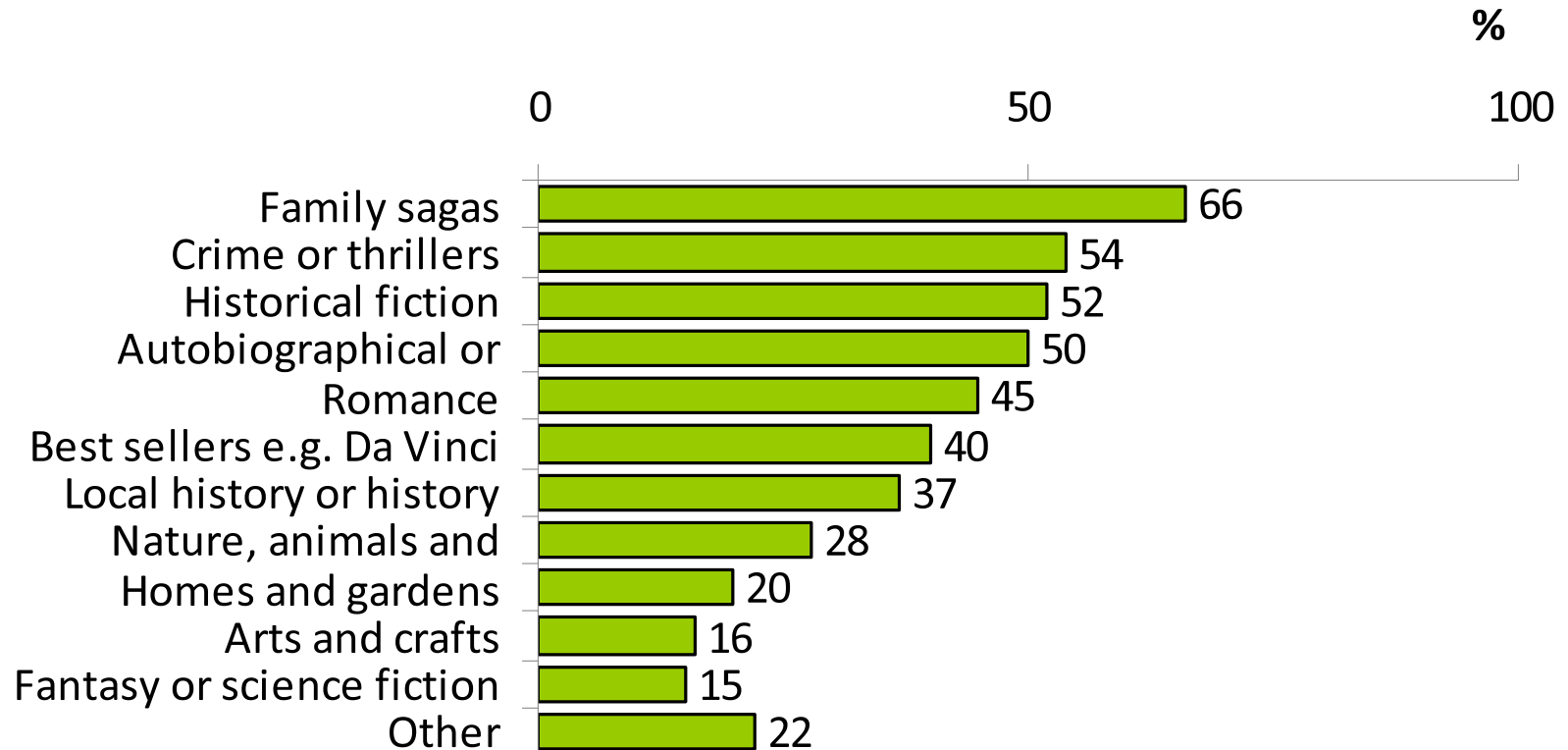
Books are received in a variety of formats including:

- Standard text
- Large print
- Audio books
- Playaways

Books...

Type of books enjoyed

(% of respondents, excludes no replies)



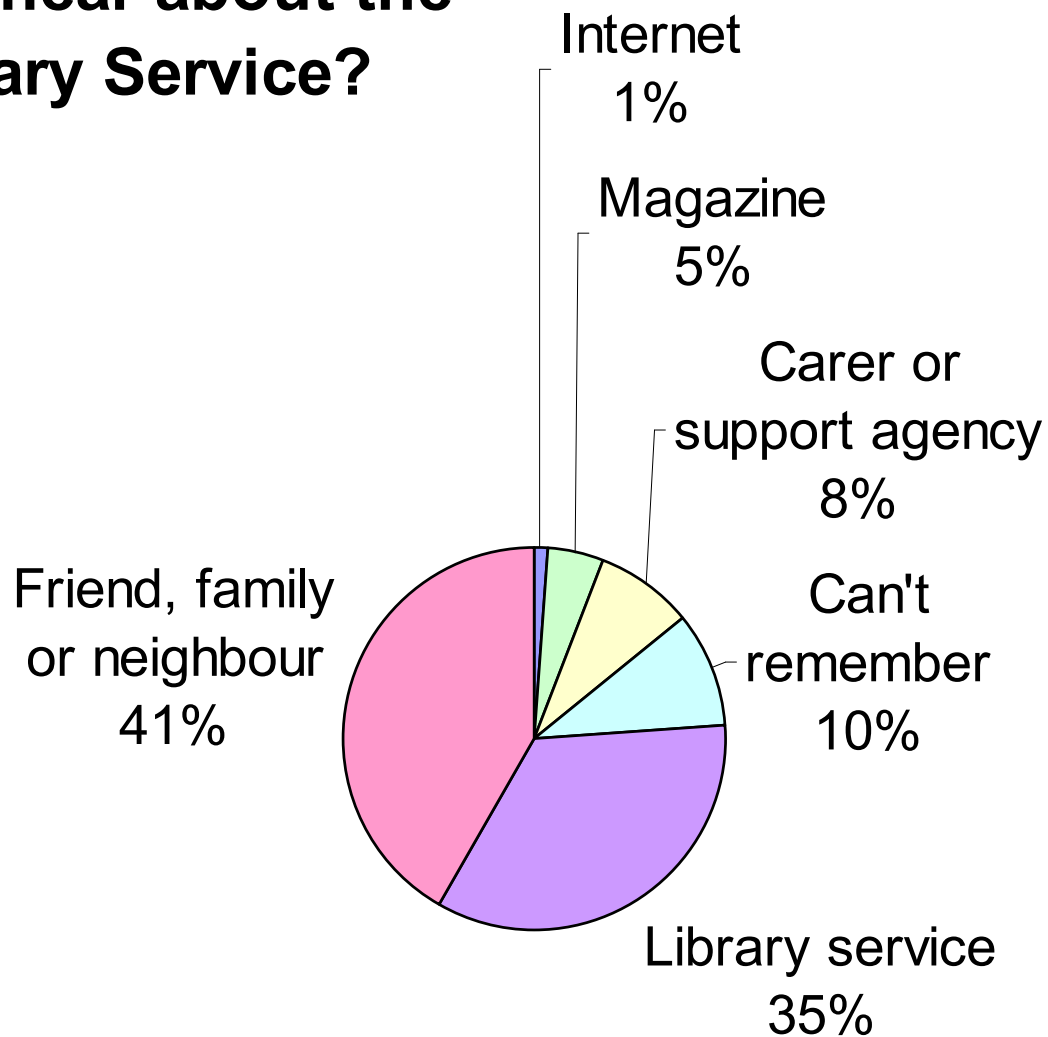
I like the books I get...

57%
Always

37%
Usually

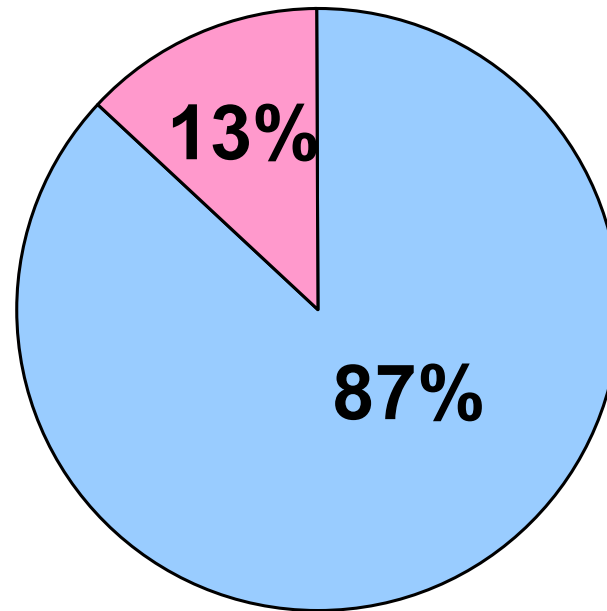
6%
Sometimes

How did you hear about the Home Library Service?



Home Library Service Customers use of the internet...

■ No ■ Yes



Customers health

- 91% difficulties walking
- 51% eyesight difficulties
- 33% difficulties using hands and fingers
- 26% hearing difficulties
- 8% memory loss
- 3% mental health condition
- 26% other

Customers

21%
I have a
carer

3%
I care for
someone
else

7%
I have
transport
issues

69%
I can't get
around the local
area easily

Opportunities to improve...

Choice of books

- Tools such as 'Most borrowed' booklists and *Who writes like* to be offered to volunteers
- Review spoken word non fiction

Enjoyment of books

- Likes and dislikes will be reviewed annually

Opportunities to improve...

Time spent

- Promote services such as befriending

Carers use of the service

- Work with partners to promote the service

Information about other services

- Strengthen links with Community Connect
- Reminiscence and Information tablet project

Thank you

- We'd like to take this opportunity to thank all of our Home Library Service customers who took the time to respond to this survey
- And also our wonderful volunteers, who's efforts make such a difference to the lives of the people they visit