

Presentation Evaluation

Library Name: Bishop Lydeard Community Library

External Checks

	Score (1-10)	Comments
Street Signs/ External Guiding	8	A good clear sign, would benefit from a clean and removal of cobwebs. The flag would benefit from being refreshed with the new SC logo.
Opening Hours	10	Accurate, clean, clear and in a prominent position
Cleanliness of Entrance	7	Would benefit from the doors and windows being cleaned and varnished, the window display is very attractive and can be viewed externally and internally.
Access into the library	9	Fully accessible, the library is all on one level. An automated door would be a good addition. The rail outside is secure and offers good assistance to those coming up the ramp.
Grounds		n/a
Windows	7	Would benefit from painting and varnishing. Ideally it would be nice to have the posters on a board as opposed to in the window

- Street signs/External Guiding: Clear, professional, easy to understand.
- Opening Hours' notice: Accurate, clear, not faded/
- Cleanliness of the entrance: Doors, windows, carpets.
- Access into the library: How easily can the library be accessed, ramps, etc.
- Grounds/Immediately outside the library: Garden, weeds, seating, litter, broken pavement stones.
- Windows: Blinds (Broken, up/down), posters, clutter-free, Sellotape, flies, stickers, etc.

Overall Evaluation and Comments 8

The entrance to the library is imposing with a clear sign identifying the library and the flag, which makes it difficult to miss! The flag would benefit from a refresh as it is slightly sun damaged and the SC branding is dated but overall the presentation from the outside is great.

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Internal Checks

	Score (1-10)	Comments
Staff Desks	9	The staff desk is very clean and well organised
Guiding	9	This is clear and easy to use for library users. The signage on the shelving is a great guide for customers and for staff e.g. YA signage
Flooring	10	flooring is very clean and in excellent condition
Decoration	8	Clean, may benefit from a refresh in the next couple of years as last decorated in 2019
Furniture	9	the children's area has been updated with new stools, cushions and a rug. All other furniture is in good condition and is well presented. Additional space has been provided at the PN desk for older children to work or colour in etc The draughtsman's chair has marks and a slight rip in it which is surprising when it is so new.
Space	9	Limited, but the library is innovative and moves furniture around to accommodate changing situations.
Entrance Area	9	Superb, a lovely display of new to us front facing stock and Playaway's.
Posters/Leaflets	9	All notices, branding and leaflets are up to date and relevant

- Staff Desks- staff belongings out of sight, clean, tidy, clear
- Guiding: Around the library, on shelves.
- Flooring: Flooring in good repair, no rugs.
- Decoration: No dead plants (remove), cushions (remove), paintwork.
- Furniture: Clean, In good repair.
- Space: Flexibility of space.
- Entrance Area: Clean, clutter free, tidy, welcoming, front on displays.
- Posters/Leaflets: Relevant, up to date, displayed where and how, no handwritten, kept to minimum, library branding, displayed in correct dispensers.

Overall Evaluation and Comments 9

The work completed in the children's area is wonderful, with board books in a designated area, toys and Lego clearly marked in crates and lots of front facing and exciting stock for children to choose from. Bishop Lydeard has benefitted from in more than 50 new children's books in May this year.

The library has certainly benefited from a change to the cleaning regime, and this is hugely improved upon since last year.

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Stock Presentation

	Score (1-10)	Comments
Shelving	9	Dust free and in very good condition
Stock Matters	10	The new copy is being used and is also available on the desktop
Stock Standards	10	Superb condition, lots of front facing stock, shelves are not too tight, maybe consider increases the number of picture books in the kinder boxes.
Stock Promotion	10	New to us is strongly promoted throughout the library, play away promotion was apparent and there was a lovely YA presentation in the library.
Stock Collections	10	Reading well is available and prominently displayed with promotional leaflets available.

- Shelving: Dust free, not broken, in good condition, using correct dividers.
- Stock Matters: Do they have an up-to-date copy, no out of date copies, awareness of weeding (Stock Matters 3.11.1.1)
- Stock Standards (Stock Matters 3.10): Stock Currency, Stock condition, balance of stock, shelves not too tight or too slack.
- Stock Promotion: Mix of popular and under-used titles, all books on display in good condition, displays topped up, use of correct stands.
- Stock Collections (if applicable): Dyslexia friendly, reading well- how are these displayed

Overall Evaluation and Comments 10

There was a lovely trail in the library for children and great to see board books displayed separately for the younger children. The signage on the shelves especially in the children's area is helpful for customers and volunteers. It was good to see "new to us" books being promoted heavily within the library.

The non-fiction area has benefited from a lot of hard work and attention to detail by the librarian to focus on customers interests including nature and agriculture and crafts.

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Staff Checks

	Comments
Name Badge/Lanyard	Yes
Personal Appearance	Very professional and smart
Greetings	Super friendly and very welcoming
Engaging customers	Absolutely
Promoting Library Services	The librarian regular orders in books from genres and authors that she knows her customers enjoy

- Name Badge/Lanyard: Wearing a name badge on Library Staff Lanyard.
- Personal appearance: Clean and tidy
- Greetings: Customers greeted on arrival, positive, open, friendly, smiling, eye contact.
- Engaging Customers: aware of customer needs, engaging with customers whilst shelving.
- Promoting Library Services: mentioning library services and events whilst in conversation with customers.

Overall Evaluation and Comments

The LIO is extremely welcoming and friendly with her customers and works hard to ensure the library is well presented and that stock focuses on customers interests. The work that has taken place to improve the children's area is superb and books are easier to locate and well presented.