Young inspector report

Date	Venue	Young inspector
26 September 2026	Aylesbury Library	Emily and Bird

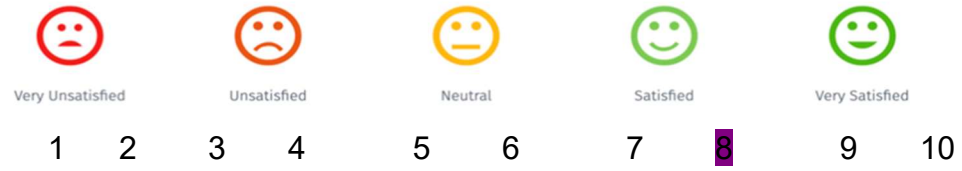
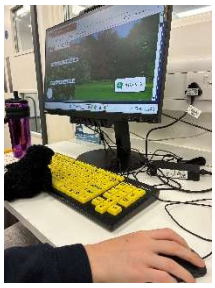
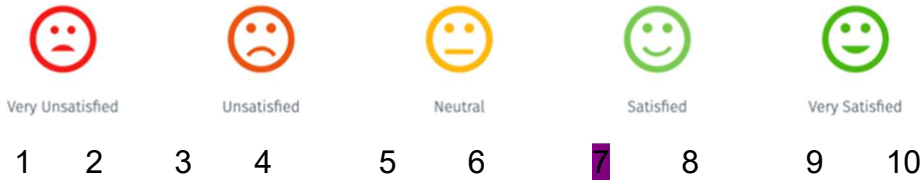
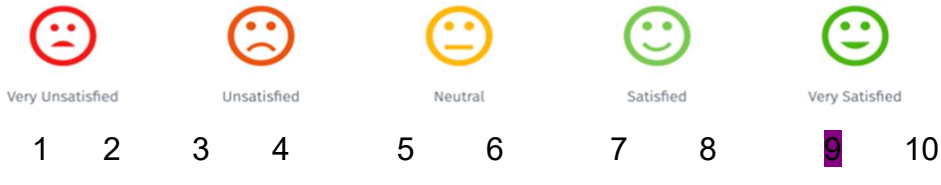
What's going well?



- Staff were nice and showed care about making the library accessible.
- Lots of room, spacious and seemed wheelchair accessible.
- Children's space is lovely and warming, very friendly.
- Good art section and lots of leaflets and information on days out.
- Good selection of teen books, very inclusive.
- Nice to see the baby changing room was separate from the accessible changing room, good gender-neutral inclusive toilets.
- For the adult section – good use of leaflets, lots on cancer and dementia.
- Website gives good information on parking, what the building looks like, and timetable.

Small wins	Big wins
Improve signage – e.g. the "different language" book sign should be displayed in other languages and the "big text" sign should be in big text. The Dewey decimal system sign should be clearer and bigger. 	Upgrade the VIP computer. Having a VIP computer for people with visual impairment is great. However, the user interface does not function smoothly – there are lots of minor errors, such as words you could not see as they went off screen, and words appearing too small. A quieter keyboard would be good too.
Showcase the accessibility offer more, both online and within the library. For example, better promote the "VIP" computer and support on how to access it, including explaining that you may need headphones.	Install more private booths to create quiet spaces for people who are neurodivergent, have sensory issues, and/or have auditory issues.
Add visuals to the signs. For example, for fantasy books, have a picture/symbol reflecting this.	Better showcase extra resources available from the library that people may not know about – for example audio books, apps, and equipment.
Increase signage around general SEND and what the venue is doing to support and understand people with SEND. The poster for Understanding Autism is good – build on this to be inclusive of all SEND.	Make the quiet computer room wheelchair-accessible. Currently there is no automatic-open button, the door is small (no access to use both doors), and the door is forward-opening.

Accessibility

How did the environment make you feel?	   • Nice space, lots of room, children section was nice, good temperature and good noise volume. • Would be nice If the adult section was as lovely as the children section, normalise being sensory and having sensory objects near the adult chairs.
How were the facilities at the location? 	 • It was nice to see the baby changing room was separate from the accessible changing room, good gender-neutral inclusive toilets. • The emergency string was on the other side of the toilet which would make it harder for someone to use if they fell. • Great “VIP “computer for people with VI, some work to make to even more accessible but an amazing option to have.
How was the experience accessing the location? 	 • Non flex card - easy to get into the building and good use of ramps, automatic doors. Parking information online and disabled parking outside. • On the way into the quiet computer room, it was hard to access the room if you were in a wheelchair, as there was no automatic realise button, the door was small (no access to use both doors) and the door was forward opening.

Staff and communication

How was the venue with understanding SEND support?





- They had a good selection of posters for Autum but nothing else, they need more signage of general SEND and what the venue is doing to support and understand people with SEND, for example a poster to say “please be patient with everyone “as it can be hard to detect people with SEND, for example ticks, ADHD and other.
- Also, something to say how the staff will help if a person is struggling, sensory bags, quiet space – what is on offer and how is that advertises?

How inclusive was the signage?







- Better signage – i.e. the” language” book sign should be displayed in other languages and the “big text “sign should be in big text.
- The Dewey decimal system sign should be clearer and bigger.
- Great for kids but not as good for adults with SEND needs.

Accessible leaflets/displays







- More leaflets for young people/teenager – on subjects that are important to them, for example: SEND, School, LGBTQ+, mental health, could have information on health (vaping and food)

- For the adult section – good use of leaflets, lots on cancer and dementia but would be good to have more. For example – Mental health, parenting support, money, gambling.

Atmosphere and inclusion

Did the venue feel safe and inclusive? **Yes/ no / some** Could be advertised a bit better about how they are inclusive and non-judgemental.	**Did you enjoy the visit?** **Yes/ No / Some** It was nice to set to see the things that I would not normally get to see or use, like the VIP computer and the children section.
Was the Website accessible and easy to use? **Yes/No/some** Good information on parking, what the building looks like, the timetable was good. More information on what is on offer would be helpful, SEND, the VIP PC	**Did you get all the information you needed from the website?** **Yes/No/Some** Could be organised better and have more photos of what is on offer (accessibility / SEND/ quiet place) A long list can be overwhelming and confusing to read
Would you recommend this location to someone else? **Yes/No** 	**What would you recommend to someone about the library.** Good amount of computers / quiet space 

Thank you so much for having me and your time and the opportunity to visit Aylesbury Library

