Insert logo here

Insert introduction here

NAME OF PUBLIC LIBRARY

QUESTIONNAIRE

## INTRODUCTION

Thank you for agreeing to help us learn about your experience using library services.

Your answers are completely anonymous and cannot be linked to you in any way that can identify you.

Please answer the following questions by putting an “x” in the box for the answer or answers that come closest to your opinion, or by writing your answer in your own words in the box provided. For example, if you were asked to indicate your gender and you are female, you should answer the question as follows:

Q. Are you ...

* Male
* Females

Throughout “the library” refers to your Council library and its services.

If there are any questions you cannot answer just leave them blank.

If you need to change an answer, please fill in the box you marked at first and want to change. So to change “In the last six months” to “More than six months ago, but in the last year”, mark it as shown below:

* In the last six months
* More than six months ago, but in the last year

Please note that optional questions are coloured blue, all other questions are core questions

---------------------------------------------------------------------------------------------------------------------------

Q1A. The last time I visited the library or used any of its services (including the website and online services) was ...

(PLEASE MARK “X” FOR THE FIRST REPLY THAT FITS FOR YOU)

* In the last six months [1]
* More than six months ago, but in

the last year [2]

* More than one year ago, but in the last

 three year [3]

* More than three years ago [4]
* Have never used the library or any of its services [5]

Q1B. In the last year, I have usually visited the library or used one of its services

(including website and online services):

(PLEASE MARK “X” FOR THE FIRST REPLY THAT FITS YOU BEST)

* More than once a week [1]
* About once a week [2]
* Two or three times a month [3]
* About once a month [4]
* Once every two to three months [5]
* Two to three times in the year [6]
* Once [7]
* Not used in the past year [8]

Q1C. In the last year, I have usually visited the library or used one of its services

(including the website and online services): [PLEASE MARK “X” FOR THE FIRST REPLY THAT FITS YOU BEST]

* The main (or only) library branch [1]
* Another branch of the library [2]
* The mobile library service [3]
* The home library service [4]
* Online services e.g., website, online catalogue, online reservations [5]
* A deposit station (to pick up or return books) [6]
* None of these [7]
* Do not need to get to a branch –the library’s online services give me what want [8

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q1D. In the past year when I visited a branch I usually (MARK/CLICK ALL THAT APPLY):

* Drove myself or rode my motorbike [1]
* Rode my bicycle [2]
* Used public transport (bus, train, taxi etc) [3]
* Walked [4]
* Got a lift from a friend [5]
* Got a lift from a community service [6]
* Some other way PLEASE DESCRIBE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [7]
* Have not visited a branch in the past year [8]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q1F. Which, if any, of the following problems do you have in getting to a branch of the library [or a mobile library location]? (MARK/CLICK ALL THAT APPLY):

* Do not have my own transport [1]
* Public transport not available [2]
* Transport costs too much [3]
* Public transport is too difficult [4]
* It takes too much time to get there and back [5]
* Some other problem (PLEASE DESCRIBE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[6]
* Don’t need to get to a branch – use the home library service [7]
* Don’t need to get to a branch –the library’s online services give me what I want [8]
* No problems getting to a library branch [9]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OVERALL OPINIONS**

Q2A Overall, I find the library facilities and services…………………. (MARK “X” IN ONE BOX)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Very Poor [1]
 | * Poor [2]
 | * Just right [3]
 | * Good [4]
 | * Very good [5]
 |

Q2B. What (if anything) would make the library and its services even better?

----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Q2C. What (if anything) is missing or frustrating about the library and its services?

----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------Q2D. If asked, I would .... (PLEASE MARK “x” THE OPTION THAT BEST EXPRESSES HOW YOU FEEL)

* Strongly recommend using the library[1]
* Suggest using the library[2]
* Mention the library might be useful[3]
* It would depend [4]
* Not offer an opinion [5]
* Suggest the library might not be useful [6]
* Suggest the library would not be much use[7]
* Say the library would be no use at all [8]

Q2E. What leads you to choose that option?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q2F. Whether I use the library’s services or not, having it there for others is .. (MARK “x” IN ONE BOX):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| [1]Completelyunnecessary | [2]Not worththe cost | [3]Just worththe cost | [4]Well worththe cost | [5]Absolutely essential |
| □ | □ | □ | □ | □ |

**USE OF COLLECTIONS AND SERVICES**

|  |  |  |
| --- | --- | --- |
| Q3A. In the past year, I have used...[PLEASE MARK “x” IN ONE BOX ON EACH ROW] | IN THE PAST YEAR I HAVE USED THE FOLLOWING COLLECTIONS  | Did not know I the library had this collection |
| [1]None  | [2]1-2 | [3]3-5 | [4]6-10 | [5]Over 10 |
| Adult fiction books | □ | □ | □ | □ | □ | □ |
| Adult non-fiction books | □ | □ | □ | □ | □ | □ |
| Young adult books | □ | □ | □ | □ | □ | □ |
| Children’s books | □ | □ | □ | □ | □ | □ |
| Children’s puzzles and toys | □ | □ | □ | □ | □ | □ |
| Reference works | □ | □ | □ | □ | □ | □ |
| Graphic novels  | □ | □ | □ | □ | □ | □ |
| Magazines and newspapers | □ | □ | □ | □ | □ | □ |
| Local studies and local history  | □ | □ | □ | □ | □ | □ |
| Books, magazines or DVDs in languages other than English  | □ | □ | □ | □ | □ | □ |
| Ebooks (including audio ebooks) | □ | □ | □ | □ | □ | □ |
| DVDs | □ | □ | □ | □ | □ | □ |
| Audio books on tape or CD | □ | □ | □ | □ | □ | □ |
| Music on CD | □ | □ | □ | □ | □ | □ |
| Q3B. In the past year, I have used... [PLEASE MARK “x” IN ONE BOX ON EACH ROW] | IN THE PAST YEAR I HAVE USED EACH SERVICE LISTED THAT I KNOW ABOUT | Did not know I could do this |
| [1]None | [2]1-2 | [3]3-5 | [4]6-10 | [5]Over 10 |
| Computers in the library  | □ | □ | □ | □ | □ | □ |
| Internet access at the library  | □ | □ | □ | □ | □ | □ |
| Wifi internet access at the library  | □ | □ | □ | □ | □ | □ |
| The online library catalogue  |  |  |  |  |  |  |
| Databases and other electronic resources (not including e books) | □ | □ | □ | □ | □ | □ |
| Online/email notification of new books  | □ | □ | □ | □ | □ | □ |
| The library online/emailed newsletter  | □ | □ | □ | □ | □ | □ |
| Library mobile phone apps  | □ | □ | □ | □ | □ | □ |
| SMS messages from the library  | □ | □ | □ | □ | □ | □ |
| Classes, programs and activities for adults (eg. Book clubs, author talks, technology classes) | □ | □ | □ | □ | □ | □ |
| Help finding information | □ | □ | □ | □ | □ | □ |
| The Library as a space to do my own activities (eg. study) | □ | □ | □ | □ | □ | □ |
| Activities for children aged ten or under | □ | □ | □ | □ | □ | □ |
| Activities for young people aged over 10 | □ | □ | □ | □ | □ | □ |
| Homework help for students | □ | □ | □ | □ | □ | □ |

**OPINIONS ABOUT COLLECTIONS, SERVICES, PROGRAMS AND TECHNOLOGY**

|  |  |  |
| --- | --- | --- |
| Q4. In my experience, I have found...[PLEASE MARK “x” IN ONE BOX ON EACH ROW] | HOW GOOD | [4]Have not used this collection |
| [1]Good | [2]OK | [3]Poor |
| Adult fiction books | □ | □ | □ | □ |
| Adult non-fiction books | □ | □ | □ | □ |
| Young adult books | □ | □ | □ | □ |
| Children’s books | □ | □ | □ | □ |
| Children’s puzzles and toys | □ | □ | □ | □ |
| Reference works | □ | □ | □ | □ |
| Graphic novels  | □ | □ | □ | □ |
| Magazines and newspapers | □ | □ | □ | □ |
| Local studies and local history collection | □ | □ | □ | □ |
| Books or magazines in languages other than English  | □ | □ | □ | □ |
| Ebooks (including audio ebooks) | □ | □ | □ | □ |
| DVDs | □ | □ | □ | □ |
| Audio books on tape or CD | □ | □ | □ | □ |
| Music on CD | □ | □ | □ | □ |
|  |
| Q5. PLEASE MARK “x” IN ONE BOX ON EACH ROWIn my experience, I have found... | HOW GOOD | [4]Have not used this |
| [1]Good | [2]OK | [3]Poor |
| Computers in the library  | □ | □ | □ | □ |
| Internet access at the library  | □ | □ | □ | □ |
| Wifi internet access at the library  | □ | □ | □ | □ |
| The online library catalogue  | □ | □ | □ | □ |
| Databases and other electronic resources (not including e books) | □ | □ | □ | □ |
| Online/email notification of new books  | □ | □ | □ | □ |
| The library online/emailed newsletter  | □ | □ | □ | □ |
| Library mobile phone apps  | □ | □ | □ | □ |
| SMS messages from the library  | □ | □ | □ | □ |
| Classes, programs and activities for adults (eg. Book clubs, author talks, technology classes) | □ | □ | □ | □ |
| Help finding information | □ | □ | □ | □ |
| Opening hours at the library  | □ | □ | □ | □ |
| The Library as a space to do my own activities (eg. study) | □ | □ | □ | □ |
| Q6. PLEASE MARK “x” IN ONE BOX ON EACH ROWIn my experience, I have found...... | HOW GOOD | [4]Have not used these | [5]No children in this group |
| [1Good | [2]OK | [3]Poor |
| Activities for children aged 10 or below | □ | □ | □ | □ | □ |
| Activities for young people aged over 10 | □ | □ | □ | □ | □ |
| Homework help for students  | □ | □ | □ | □ | □ |

## Opinions About Library Staff

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q7A. Overall, the service from library staff is.... | [1]Very poor  | [2] Poor | [3]Just alright | [4]Good | [5]Very Good |
| (MARK “x” IN ONE BOX): |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q7B. I ask for help from library staff..... | [1]Never | [2]Rarely | [3]On some visits | [4]On most visits | [5]On every visit |
| (MARK “x” IN ONE BOX): |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q7C. I find the staff at the Library.... | [1]Never | [2]Some-times | [3]Usually | [4]Always | [5]Not relevant – no contact with staff |
| Friendly and approachable  |  |  |  |  |  |
| Promote library programs and events |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q7D.I find the staff at the Library…  | [1]Never |  [2]Some times | [3]Usually | [4]Always | [5]Not relevant –help not needed |
| Helpful on the phone |  |  |  |  |  |
| Helpful in response to emails |  |  |  |  |  |
| Available to help when I need them |  |  |  |  |  |
| Know enough to help me |  |  |  |  |  |
| Effective in resolving my problems or questions |  |  |  |  |  |
| Helpful when asked about what to choose |  |  |  |  |  |
| Know enough to help in using computers and the internet |  |  |  |  |  |
| Actively seek to help me  |  |  |  |  |  |

## Opinions About The Buildings and Facilities

**PLEASE MARK x FOR ONE ANSWER IN EACH SET BETWEEN DASHED LINES BELOW\***

|  |
| --- |
| Q8. The library branch that I use most ... |
| □ Is kept in good repair□ Neither good nor poor□ Is in poor condition |
| □ Is easy to get to□ Neither easy nor hard □ Is too hard to get to |
| □ Has plenty of seating□ Neither □ Lacks enough seating |
| □ Is neat and tidy enough□ Neither□ Is too often untidy |
| □ Is safe and secure for users□ Neither□ Feels risky |
| □ Feels warm and welcoming□ Neither□ Feels off-putting |
| □ Has bright cheerful children’s □ areas□ Neither□ Dull, drab children’s areas |
| □ Has wide enough aisles□ Neither□ Has aisles that are too narrow |
| □ Has all shelves at a comfortable height□ Neither□ Has too many shelves that are too high or too low for comfort |
| □ Quiet enough□ Neither□ Too noisy |
| □ Always has enough resources for the numbers using it□ Neither□ Usually overloaded |
| □ Easy to identify staff□ Neither□ Too hard to identify staff |
| □ Has enough staff at all times□ Neither□ Rarely has enough staff |
| □ Has enough clear, helpful signs |
| □ Does not have enough clear helpful signs |
| □ Is easy to get around in□ Neither □ Is too hard to get around in |
| □ Is easy to find what I want□ Neither□ Is too hard to find what I want |
| □ Has an excellent building□ Neither□ Too limited by its building |
| □ Is well enough lit□ Neither□ Is too dark |
| □ Has enough spaces for special activities□ Neither□ Lacks spaces for special activities |
| □ Keeps books and material in good, clean condition□ Neither□ Too much dirty or damaged stock |
| □ Has enough well-serviced, up to date equipment□ Neither□ Equipment too often poorly maintained or outdated  |

|  |
| --- |
| Q9 In the past year, have you ...[PLEASE MARK x FOR ALL THOSE THAT APPLY] |
| * Used the internet from outside any library branch to obtain information from the library or its online services [1]– IF SO PLEASE ANSWER Q10
 |
| * Logged in to the library’s online catalogue from outside the library [2]– IF SO PLEASE ANSWER Q10
 |
| * Logged in to the library’s online catalogue from inside the library [3]
 |
| * None of these[4]
 |

|  |
| --- |
| Q10 The library’s web site is accessible on the internet from outside the library (not just an online catalogue)... |
| * Is well organised & easy to use [1]
* Neither [2]
 |
| * Is confusing & too hard to use- [3]
 |
| * Lets me do whatever I want to do from home [1]
* Neither [2]
 |
| * Lacks features that I would like to have [3]
 |
| * Is kept right up to date [1]
* Neither [2]
 |
| * Gets too far out of date [3]
 |

## Sources of information

|  |
| --- |
| * Q11A. I remember seeing or hearing advertising, promotion or information about the library in ... (MARK “x” IN THE BOX FOR ALL THAT YOU RECALL. WRITE IN EXTRA DETAILS)
 |
| * An advertisement in a newspaper or magazine [01]
 |
| * An article in a newspaper or magazine [02]
 |
| * An eNewsletter from Council [03]
 |
| * On the library’s or council’s website [04]
 |
| * Somewhere else on the internet [05]
 |
| * In a printed library brochure [06]
 |
| * In a banner, sign or poster at a library branch [07]
 |
| * In a banner, sign or poster away from any library branch [08]
 |
| * In an email from the library [09]
 |
| * Someone I know told me about it [10]
 |
| * Somewhere else PLEASE DESCRIBE…………………………………………….. …………………………………………………………………………………………..[11]
* Don’t remember any [12]
 |

|  |
| --- |
| Q11b. I would be likely to learn about what is happening in my library if the information was … [MARK “x” IN THE BOX FOR ALL THOSE THAT WOULD BE LIKELY TO REACH YOU] |
| * Sent by email [01]
 |
| * Sent by SMS messaging [02]
 |
| * In a local newspaper [03]
 |
| * On Council’s website [04]
 |
| * On flyers or posters [05]
 |
| * Available on Twitter or Facebook [06]
 |
| * Sent through a smart phone app [07]
 |
| * In a Library newsletter in my mail [08]
 |
| * In a Library newsletter sent by email [09]
 |
| * In school newsletters [10]
 |
| * In advertising in the library [11]
 |
| * On community notice boards [12]
 |
| * Spread by library staff [13]
 |
| * In some other way (PLEASE DESCRIBE ) [15]
 |
| * None of these would be likely to reach me [16]
 |
| * I do not need to learn about what is happening in my library [17]
 |

|  |
| --- |
| Q11c. I find out about what is happening in my local area from...  |
| □ Local newspaper [01] |
| □ Local TV News [02] |
| □ Local ABC Radio [03] |
| □ Other local commercial radio[04] |
| □ Posters[05]  |
| □ Someone I know telling me about it[06] |
| □ In some other way[07] (PLEASE DESCRIBE )  |
| □ I do not follow what is happening locally [08] |

## Personal Characteristics

The following items will help us be sure we have a good cross section of library users and help us to assess how well the library serves different sub-groups.

|  |  |  |
| --- | --- | --- |
| Q12. I am .... (MARK “x” FOR ONE ANSWER) | □ Male [1] | □ Female [2] |
| Q13. I am aged: (MARK “x” FOR ONE ANSWER)□ Under 15 □ 15-19 [1] □ 20-24 □ 25-29 [2] □ 30-34 [3] □ 35-39 [4] □ 40-44 [5] □ 45-49 [6] □ 50-54 [7] □ 55-59 [8] □ 60-64 [9] □ 65-69 [10] □ 70-79 [11] □ 80 or over [12] |
| Q14. My main occupation is ... (MARK “x” FOR ONE ANSWER) |
| * Paid full time work [1]
 |
| * Paid part time or casual work [2]
 |
| * Unemployed and looking for work [3]
 |
| * Studying [4]
 |
| * Retired from paid work [5]
 |
| * Caring for my family and household [6]
 |
| * Not doing paid work for other reasons [7]
 |
| Q15. The highest level of education I have completed is... (MARK “x” FOR ONE ANSWER) |
| * A University degree or post-graduate qualification [1]
 |
| * A diploma or certificate [2]
 |
| * An apprenticeship [3]
 |
| * The upper level of secondary school [4](equivalent to the NSW Higher School Certificate) [5]
 |
| * The lower level of secondary school [6](equivalent to the NSW School Certificate) [7]
 |
| * Did not complete the lower level of secondary school [8]
 |
| * Something else [9]
 |
| Q16 I read in languages other than English... (MARK “x” FOR ONE ANSWER) |
| * Not at all [1]
 |
| * A little [2]
 |
| * A lot [3]
 |
| Q17A. I am... (MARK “x” FOR ONE ANSWER) |
| * Not enrolled in any course of study GO TO Q19
 |
| * Enrolled in a course part time
 |
| * Enrolled in a course full time
 |
| Q17B. IF STUDYING, MARK “x” FOR ALL THOSE THAT APPLY |
| * In primary school
 |
| * In secondary school year 7-10
 |
| * In secondary school year 11 or 12
 |
| * Studying at TAFE or a vocational college
 |
| * Studying at university
 |
| Q18. I live with children aged...(MARK “x” FOR ALL THOSE THAT APPLY) |
| * Under five
 |
| * Five to nine
 |
| * Ten to twelve
 |
| * Thirteen to fifteen
 |
| * Sixteen to seventeen
 |
| * Eighteen to nineteen
 |
| * Twenty or over
 |
| * Do not live with any children
 |

|  |
| --- |
| Q19. I have difficulty using the library due to ... (MARK “x” FOR ALL THAT APPLY) |
| * Limited eyesight
 |
| * Limited hearing
 |
| * Limited mobility
 |
| * Learning or reading difficulties
 |
| * Some other disability
 |
| * None of these
 |

|  |
| --- |
| Q20. Is there anything else you would like to tell us about your library and its services and facilities? Please write in your answer below.         |

Thank you. That is the end of the questions. Please place the completed questionnaire in the box or return it in the reply-paid envelope.

Q1B. In the last year, I have usually visited the library or used one of its services

(including website and online services):

(PLEASE MARK “X” FOR THE FIRST REPLY THAT FITS YOU BEST)

* More than once a week [1]
* About once a week [2]
* Two or three times a month [3]
* About once a month [4]
* Once every two to three months [5]
* Two to three times in the year [6]
* Once [7]
* Not used in the past year [8]

Q1A. The last time I visited the library or used any of its services (including the website and online services)was ...

(PLEASE MARK “X” FOR THE FIRST REPLY THAT FITS FOR YOU)

* In the last six months [1]
* More than six months ago, but in

the last year [2]

* More than one year ago, but in the last

 three year [3]

* More than three years ago [4]
* Have never used the library or any of its services [5]