# G21. QUALITATIVE DATA COLLECTION WORKSHEET

|  |  |
| --- | --- |
| Library / Branch: | |
| Completed by: | Date: |

## Objective

Community opinions on library services are important in assessing performance. Libraries and their councils may collect information for a variety of reasons, for example, to:

* monitor performance for continuous improvement
* establish trends in performance for management and training purposes
* compare performance of different council services
* assess community response to plans
* assess customer response to new or changed services
* identify services that might encourage non-members to join the library.

For suggested survey questions and techniques please consult <http://www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Library_user_satisfaction_survey.html>

Relevant standard: S18, Satisfaction with library services

| **Guidelines**  *These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator**  *Select from drop down list* | **Commentary**  *Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| Survey of satisfaction with library service is conducted every two years |  | Comments: |
| Survey samples include members and non-members, users and non-users |  | Comments: |
| Surveys cover aspects of library services such as:   * collection and resources * programs * staffing (number, knowledge, helpfulness) * facilities * website |  | Comments: |
| Surveys are designed to obtain both qualitative and quantitative data, collected by a variety of methods |  | Comments: |
| Responses of library users to the question in S17 achieve the suggested target |  | Comments: |
| Library services are included in Council surveys of ratepayer/community satisfaction |  | Comments: |