Insert your introduction

Insert Logo here

NAME OF PUBLIC LIBRARY

QUESTIONNAIRE

**HOW TO FILL IN THE QUESTIONNAIRE**

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

Female

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

You should find at least one response that fits you for each item. Only leave an item blank If absolutely all the responses shown would be seriously misleading.

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

**OVERALL USE AND ACCESS**

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 its 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 [8]
* Don’t need to get to a branch –the library’s online services give me what I want [7]

**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 ?………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………------------------------------------------------------------------------------------------------------------------------------**OPINIONS ABOUT COLLECTIONS**Q3. In my experience, I have found……………(HOW GOOD) [ PLEASE MARK ‘X’ IN ONE BOX ON EACH ROW]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Good[1] |  OK[2] |  Poor[3] | Have not used this [4] |
| Adult fiction books |  |  |  |  |
| Adult nonfiction books |  |  |  |  |
| Young adult books |  |  |  |  |
| Children’s books |  |  |  |  |
| Children’s toys and puzzles |  |  |  |  |
| Reference works |  |  |  |  |
| Graphic novels |  |  |  |  |
| Local history collections |  |  |  |  |
| DVD collection |  |  |  |  |
| Music on CD |  |  |  |  |
| Audio book on CD |  |  |  |  |
| EBooks |  |  |  |  |
| Items in languages other than English |  |  |  |  |

 |  |  |

**OPINIONS ABOUT SERVICES, PROGRAMS AND TECHNOLOGY**

Q4. In my experience, I have found…………. (HOW GOOD) [PLEASE MARK ‘X’ IN ONE BOX ON EACH ROW]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Good[1] |  OK[2] |  Poor[3] | Have not used this [4] |
| Computers in the library |  |  |  |  |
| Internet access at the library |  |  |  |  |
| Wifi internet access at the library  |  |  |  |  |
| The online computer catalogue |  |  |  |  |
| Other library online resources to search for material eg. databases  |  |  |  |  |
| Classes, programs and activities for adults. Eg book clubs, author talks |  |  |  |  |
| Opening hours |  |  |  |  |
| The Library as a space to do my own activities |  |  |  |  |
| Library mobile apps |  |  |  |  |
| The library newsletter |  |  |  |  |
| SMS messages from the library |  |  |  |  |
| Online email notification of new books/events |  |  |  |  |

Q5. In my experience, I have found…….……. [ PLEASE MARK ‘X’ IN ONE BOX ON EACH ROW]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Good[1] | OK[2] | Poor [3] | Have not used this [4] | No Children in this age group[5] |
| Activities for children aged 10 or below |  |  |  |  |  |
| Activities for young people aged over 10 |  |  |  |  |  |
| Homework help for students |  |  |  |  |  |

**OPINIONS ABOUT LIBRARY STAFF**

Q6A. Overall, the service from Library staff is…..(MARK “X” IN ONE BOX)

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

Q6B. I ask for help from library staff…..(MARK “X” IN ONE BOX)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Never [1]
 | * Rarely [2]
 | * On some visits [3]
 | * On every visit [4]
 |  |

**SOURCES OF INFORMATION**

Q7. 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 [1] |
|  | Sent by SMS [2] |
|  | In the local paper [3] |
|  | On council’s website [4] |
|  | On flyers and posters [5] |
|  | On twitter or Facebook [6] |
|  | On a smart phone app [7] |
|  | In a library newsletter [8] |
|  | In a school newsletter[9] |
|  | In advertising in the library [10] |
|  | On community notice boards [11] |
|  | Spread by library staff [12] |
|  | In some other way [please describe] [13] |
|  | None of these would be likely to reach me [14] |
|  | I do not need to learn about what is happening in the library [15] |

**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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q8. | I am .... (MARK “X” FOR ONE ANSWER) |  | Male | Female |  |
| Q9. | I am aged: (MARK “X” FOR ONE ANSWER) |  |  |  |  |
|  | Under 15 | 15-19 | 20-24 | 25-29 | 30-34 | 35-39 |
|  | 40-44 | 45-49 | 50-54 | 55-59 | 60-64 | 65-69 |
|  | 70-79 | 80 or over |  |  |  |  |

|  |  |
| --- | --- |
| Q10. | 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] |

Q13. Is there anything else you would like to tell us about your library and its services and facilities? Please write in your answer below.

...................................................................................................................

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Q11. 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)

The lower level of secondary school [5]

(equivalent to the NSW School

Certificate)

Did not complete the lower level

of secondary school [6]

Something else [7]

Q12. I read in languages other than English...

(MARK “X” FOR ONE ANSWER)

Not at all [1]

A little [2]

A lot [3]

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**THANK YOU**

That is the end of the questions.

Please return the completed questionnaire

to

Insert return address here