

## Library User Survey - Adult users

Libraries regularly sample the usage of the library and profile activity of key groups by gender, age and disability. The purpose of the sampling of the user groups is to provide information to improve the services year on year. The outcome of the survey will contribute towards BVPI 118 and Public Library Standard 12, 14 and 15.

### (1. What do you normally come to the library to do?

- |   |   |
|---|---|
| <input type="checkbox"/> Borrow/return/renew books      | <input type="checkbox"/> Find information       |
| <input type="checkbox"/> Borrow/return/renew CD's&DVD's | <input type="checkbox"/> Use IT facilities      |
| <input type="checkbox"/> Study/work/read books          | <input type="checkbox"/> Use copying facilities |
| <input type="checkbox"/> Attend an event                |   |

### (2. How frequently do you visit the library?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> First visit      | <input type="checkbox"/> More than once a week | <input type="checkbox"/> Once a week     |
| <input type="checkbox"/> Once a fortnight | <input type="checkbox"/> About once a month    | <input type="checkbox"/> Less frequently |

### (3. How many items do you normally borrow at any one time?

- |                            |                            |                                      |
|----------------------------|----------------------------|--------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3           |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> More than 6 |

### (4. Did you find what you are looking for?

- |                            |                              |                               |                             |
|----------------------------|------------------------------|-------------------------------|-----------------------------|
| Specific Book              | <input type="checkbox"/> Yes | <input type="checkbox"/> Part | <input type="checkbox"/> No |
| Any book                   | <input type="checkbox"/> Yes | <input type="checkbox"/> Part | <input type="checkbox"/> No |
| Specific audio/visual item | <input type="checkbox"/> Yes | <input type="checkbox"/> Part | <input type="checkbox"/> No |
| any audio/visual item      | <input type="checkbox"/> Yes | <input type="checkbox"/> Part | <input type="checkbox"/> No |
| information                | <input type="checkbox"/> Yes | <input type="checkbox"/> Part | <input type="checkbox"/> No |

(5. Please rate the different parts of the service provided

Information and enquiry service	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Time spent waiting for the service	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
library staff helpfulness	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Library staff expertise and knowledge	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
condition of the library inside	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
ease of access inside the library	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
computers	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
hours of opening	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
books and other materials	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
signs and guiding	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
layout and arrangement	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
provision of seating and tables	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

(6. Can you rate your overall satisfaction with the library service?

<input type="checkbox"/> Very Good	<input type="checkbox"/> Good
<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair
<input type="checkbox"/> Poor	