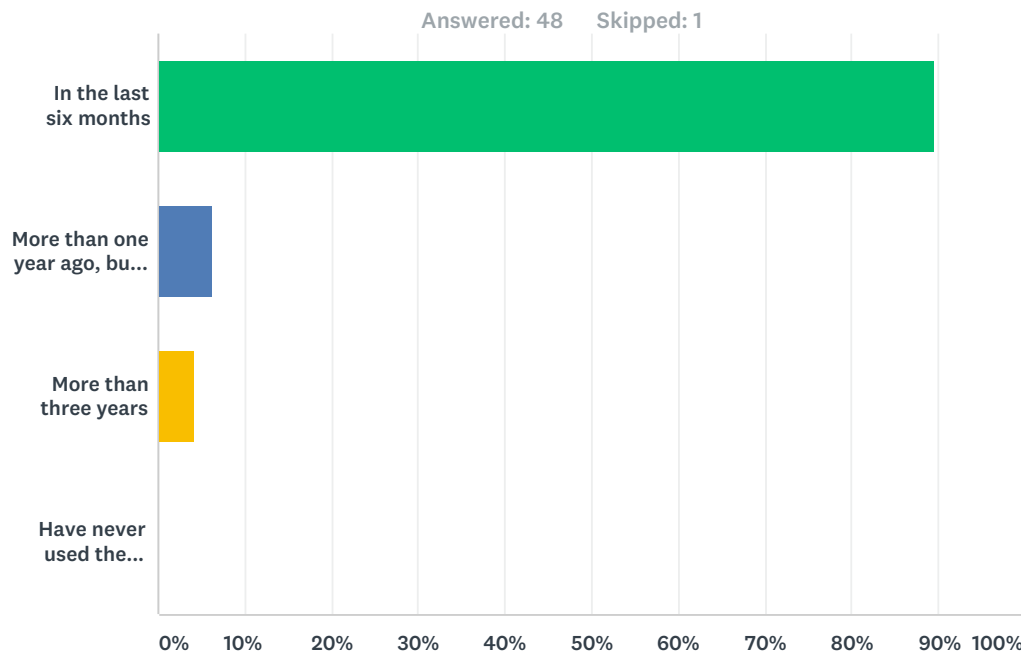
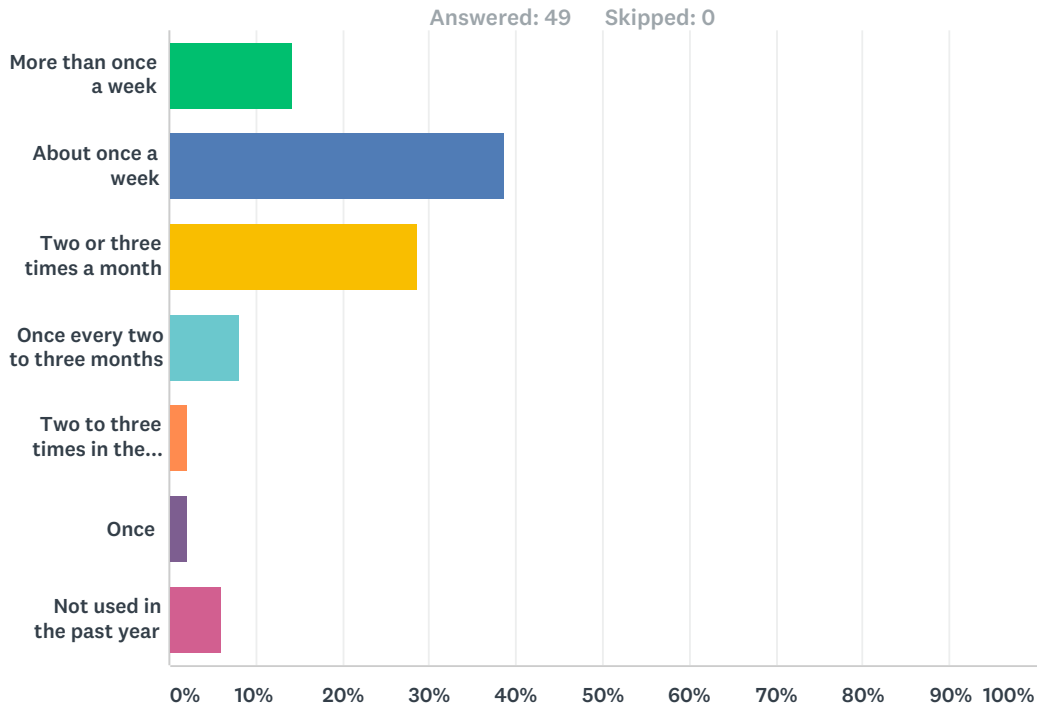


# Q1 Overall Use and Access. The last time I visited the library or used any of its services: [including the website and online services]



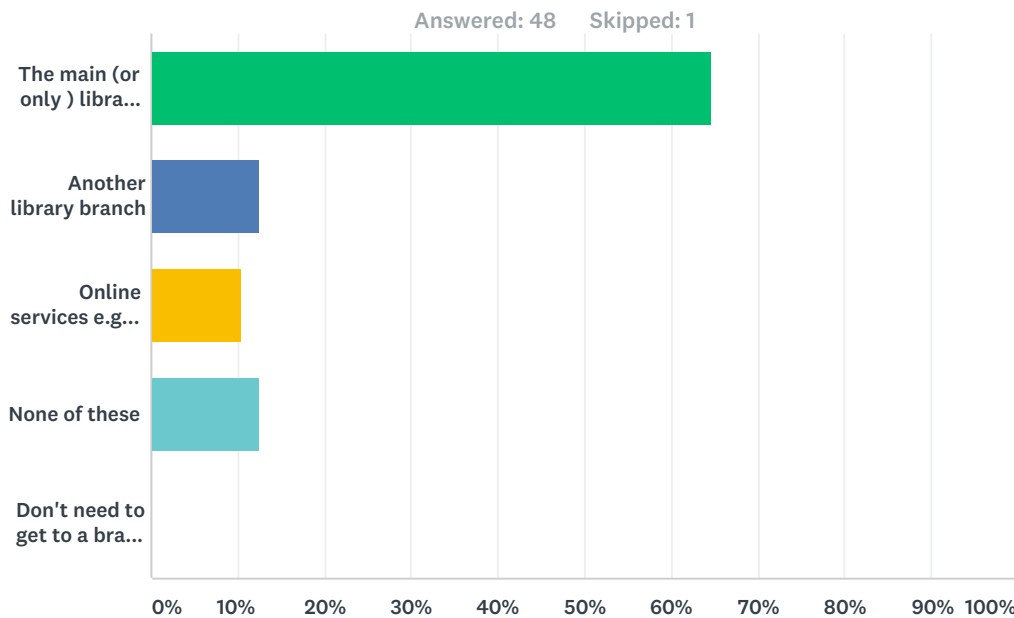
Answer Choices	Responses	
In the last six months	89.58%	43
More than one year ago, but in the last three years	6.25%	3
More than three years	4.17%	2
Have never used the library or any of its services	0.00%	0
<b>TOTAL</b>		<b>48</b>

## Q2 In the last year, I have usually visited the library or used one of its services : [including its website and online services]



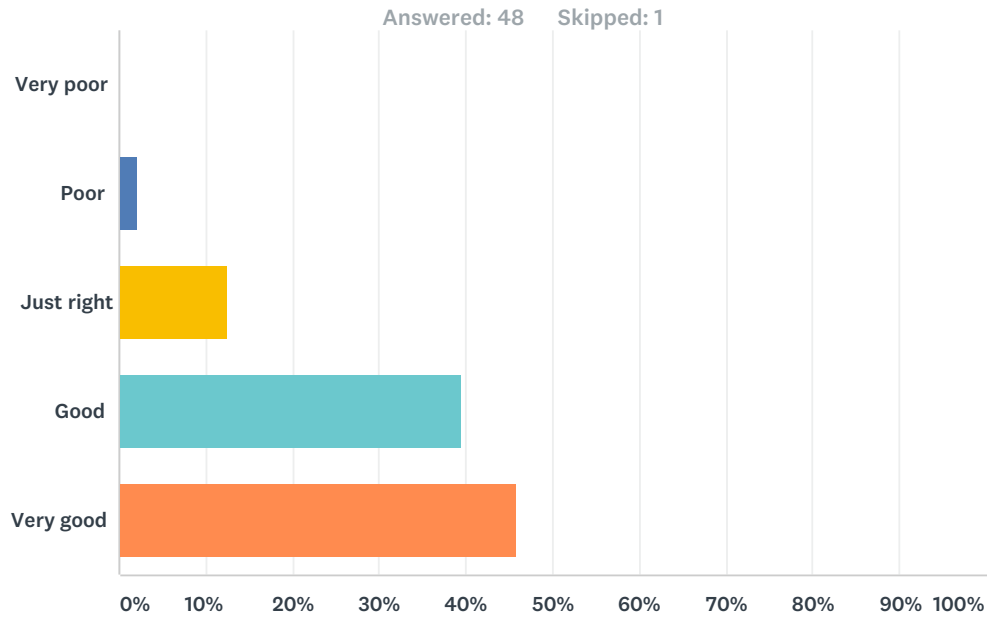
Answer Choices	Responses
More than once a week	14.29% 7
About once a week	38.78% 19
Two or three times a month	28.57% 14
Once every two to three months	8.16% 4
Two to three times in the year	2.04% 1
Once	2.04% 1
Not used in the past year	6.12% 3
<b>TOTAL</b>	<b>49</b>

**Q3 In the last year, I have usually visited or used one of its services : [including the website and online services] [Please mark the first reply that fits you best]**



Answer Choices	Responses	Count
The main (or only) library branch	64.58%	31
Another library branch	12.50%	6
Online services e.g. website, online catalogue, online reservations	10.42%	5
None of these	12.50%	6
Don't need to get to a branch - the library's online services give me what I want	0.00%	0
<b>TOTAL</b>		<b>48</b>

### Q4 Overall Opinions: Overall, I find the library facilities and services .....[Mark one box]



Answer Choices	Responses	
Very poor	0.00%	0
Poor	2.08%	1
Just right	12.50%	6
Good	39.58%	19
Very good	45.83%	22
<b>TOTAL</b>		<b>48</b>

## **Q5 What (if anything) would make the library and its services even better?**

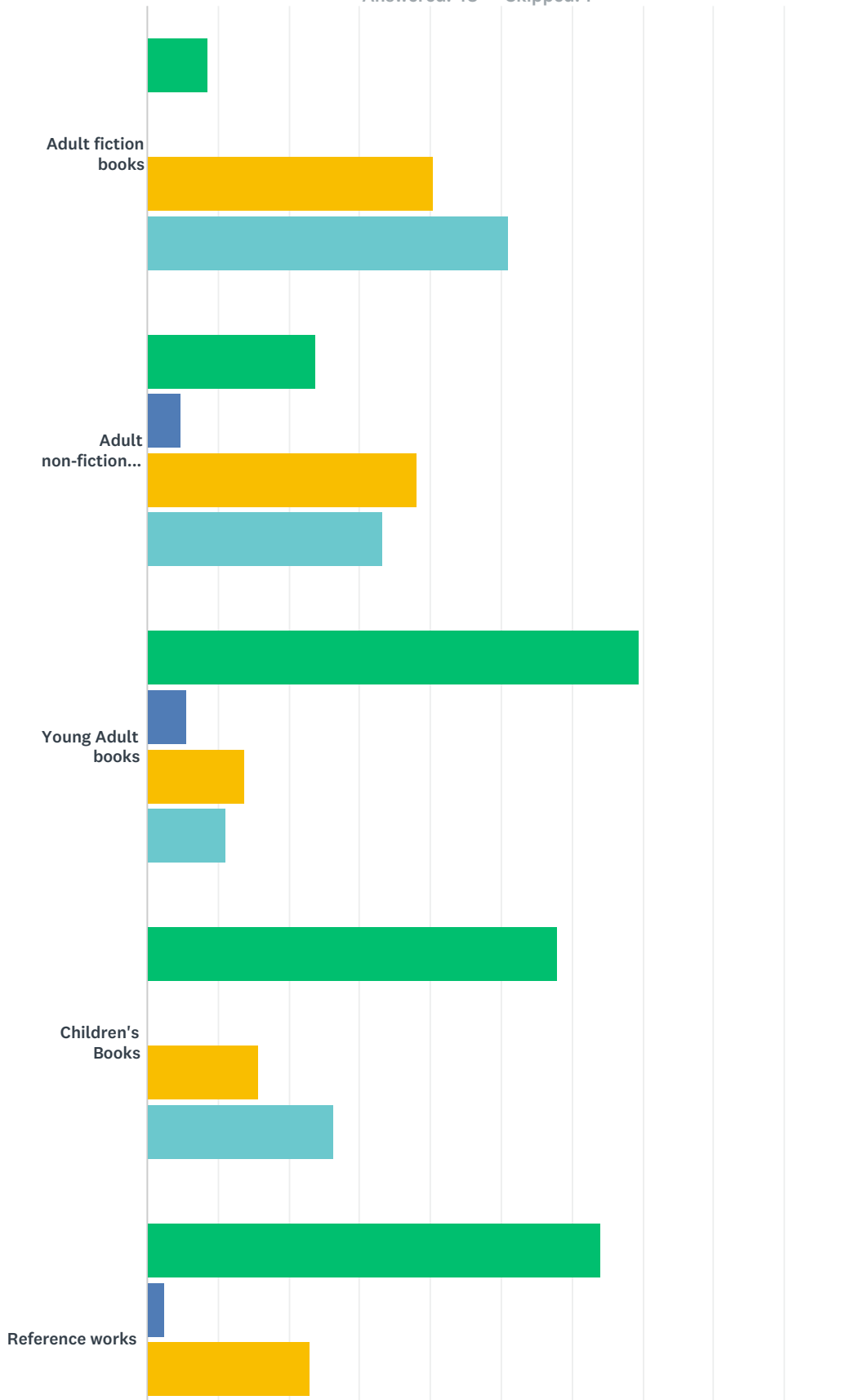
Answered: 27 Skipped: 22

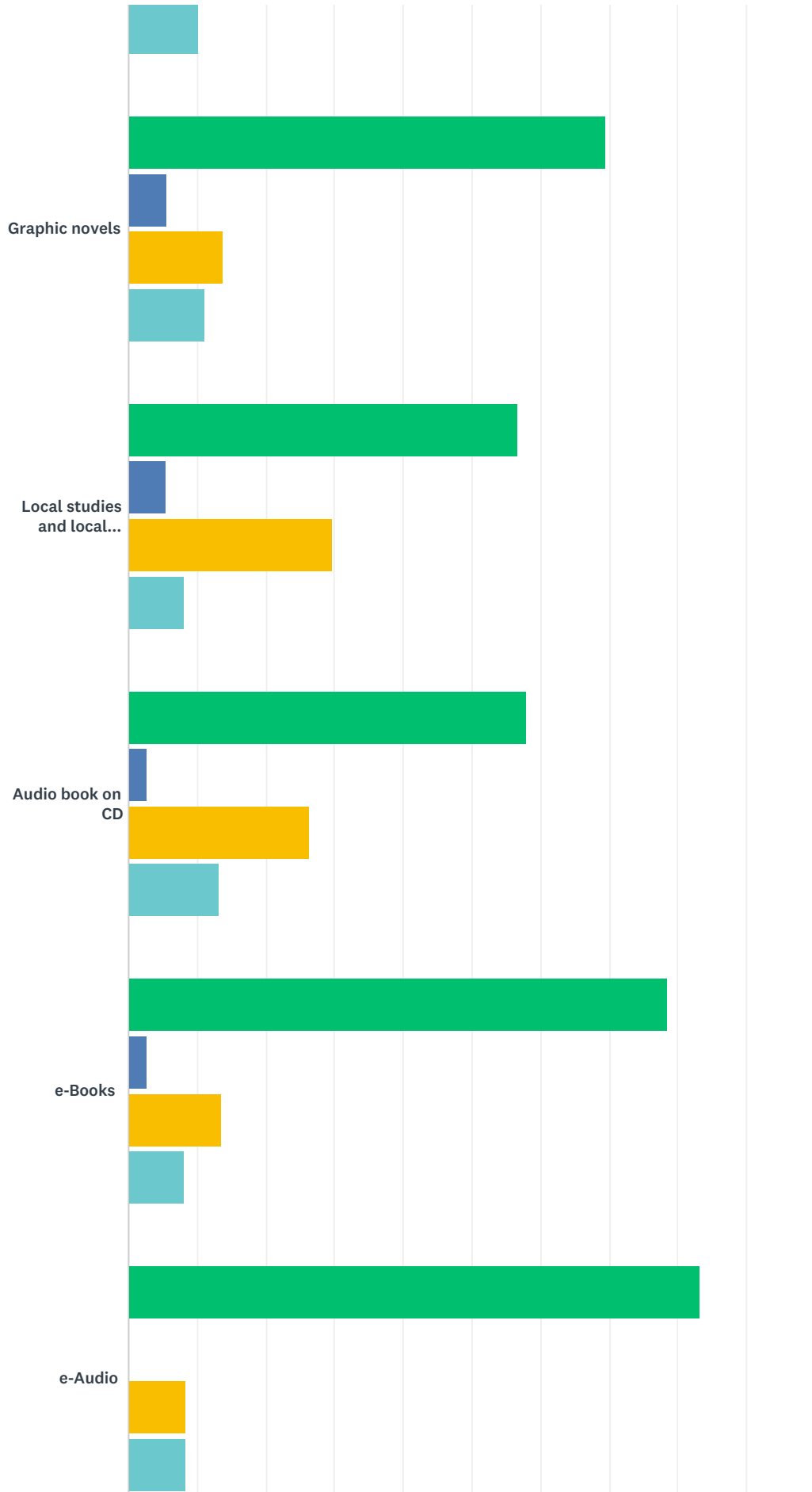
**Q6 Is there anything else you wish to tell us about your library, its services and facilities? [Please write your answers below.]**

Answered: 14 Skipped: 35

# Q7 Opinions about Collections :In my experience, I have found.....(how good) [Please mark one box on each row]

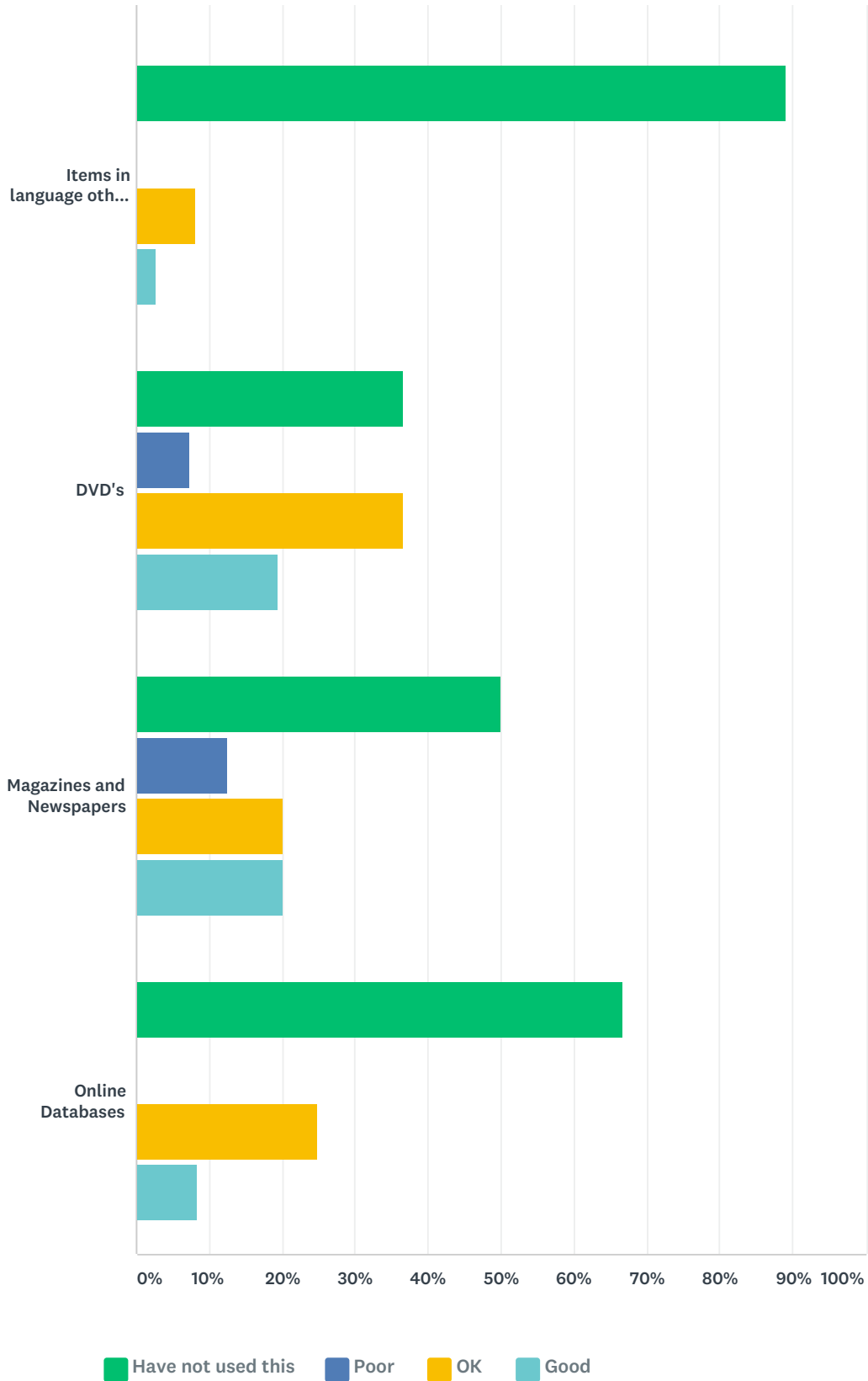
Answered: 48 Skipped: 1







# Berrigan Shire Library Service Questionnaire



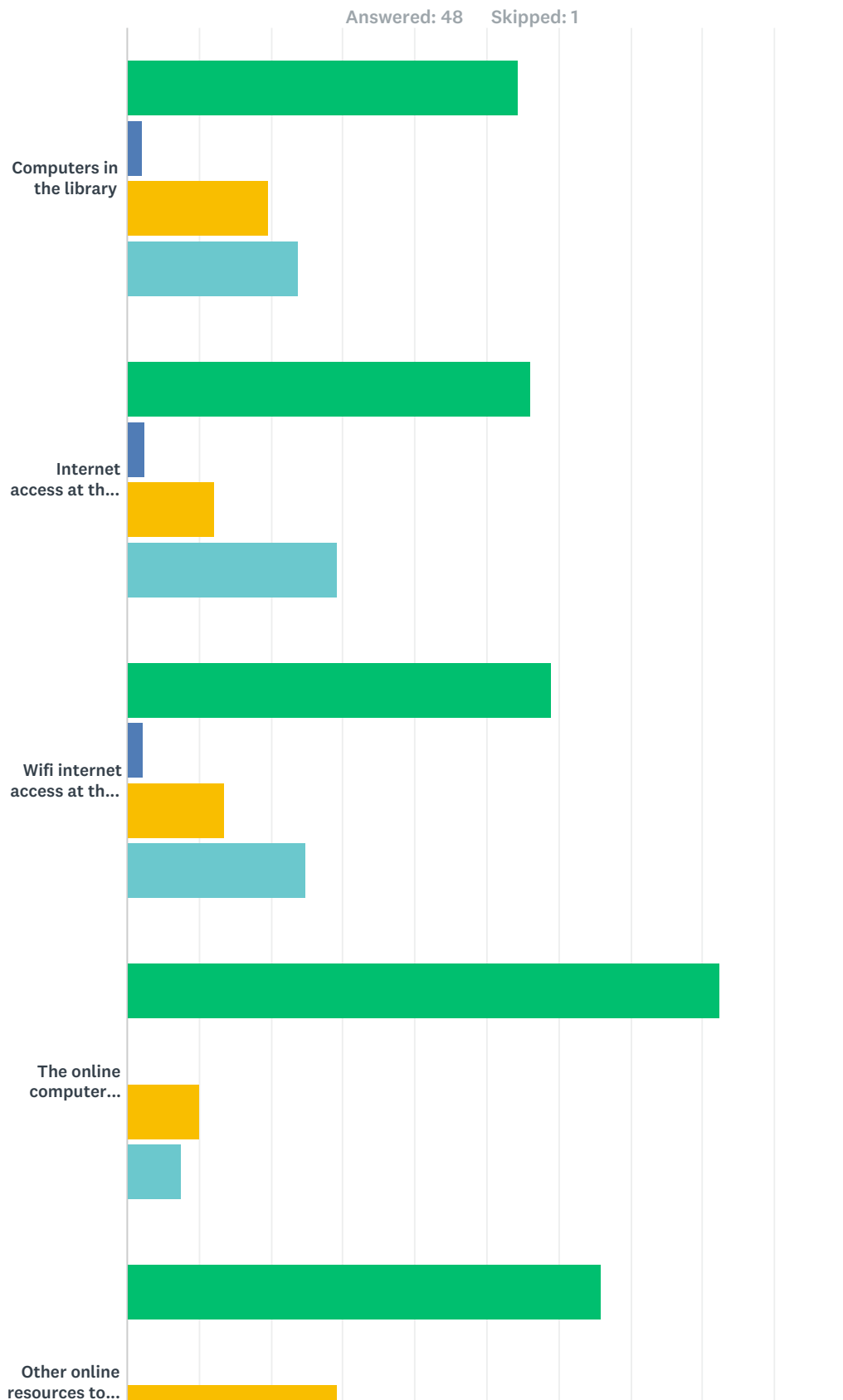
	Have not used this	Poor	OK	Good	Total Respondents
<b>Adult fiction books</b>	8.51% 4	0.00% 0	40.43% 19	51.06% 24	47
<b>Adult non-fiction books</b>	23.81% 10	4.76% 2	38.10% 16	33.33% 14	42

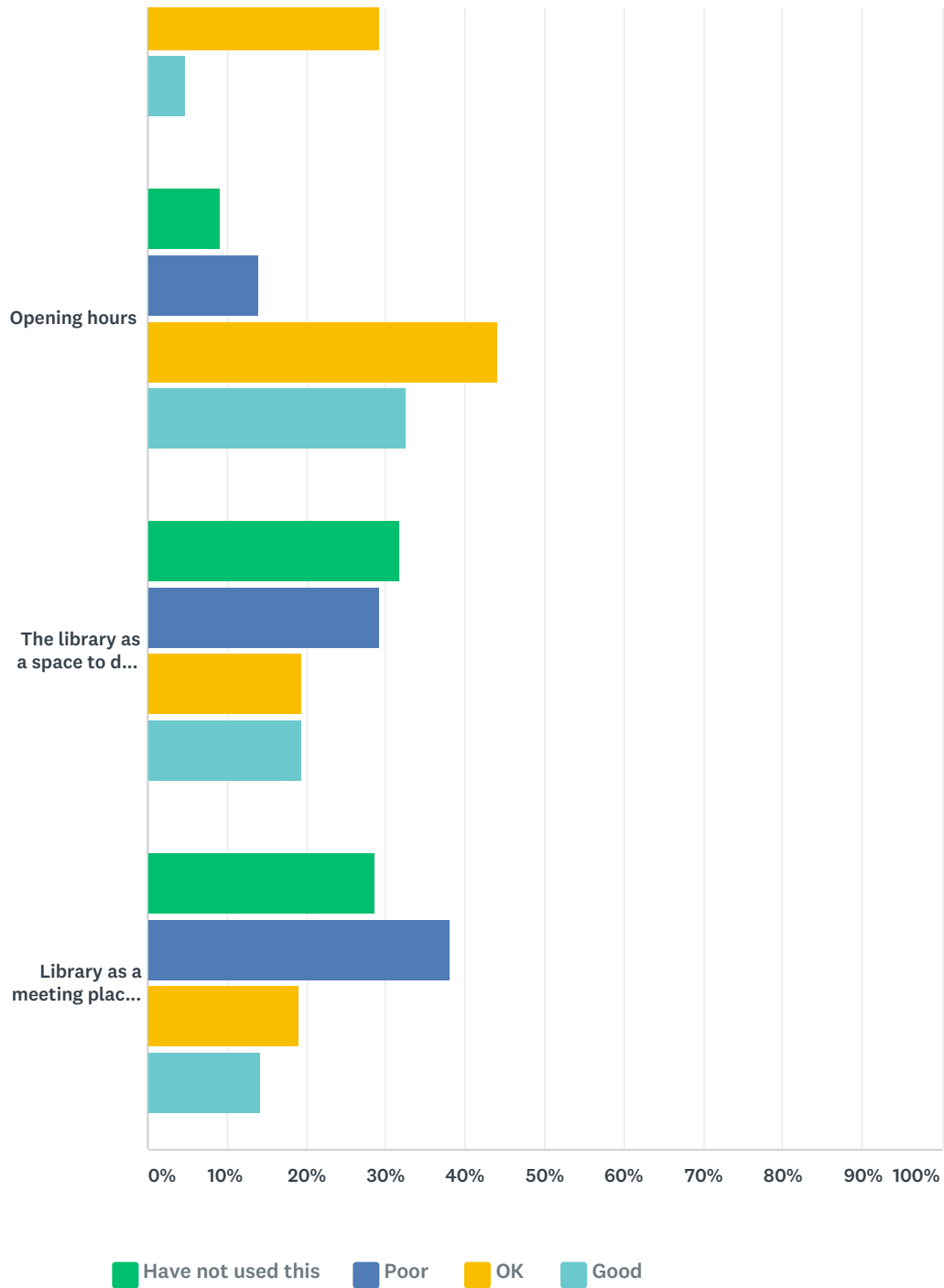
Berrigan Shire Library Service Questionnaire

Appendix "L"

Young Adult books	69.44% 25	5.56% 2	13.89% 5	11.11% 4	36
Children's Books	57.89% 22	0.00% 0	15.79% 6	26.32% 10	38
Reference works	64.10% 25	2.56% 1	23.08% 9	10.26% 4	39
Graphic novels	69.44% 25	5.56% 2	13.89% 5	11.11% 4	36
Local studies and local history collections	56.76% 21	5.41% 2	29.73% 11	8.11% 3	37
Audio book on CD	57.89% 22	2.63% 1	26.32% 10	13.16% 5	38
e-Books	78.38% 29	2.70% 1	13.51% 5	8.11% 3	37
e-Audio	83.33% 30	0.00% 0	8.33% 3	8.33% 3	36
Items in language other than English	89.19% 33	0.00% 0	8.11% 3	2.70% 1	37
DVD's	36.59% 15	7.32% 3	36.59% 15	19.51% 8	41
Magazines and Newspapers	50.00% 20	12.50% 5	20.00% 8	20.00% 8	40
Online Databases	66.67% 24	0.00% 0	25.00% 9	8.33% 3	36

# Q8 Opinions about Services, Programs and Technology In my experience, I have found.....(how good) [Please mark one box on each row]





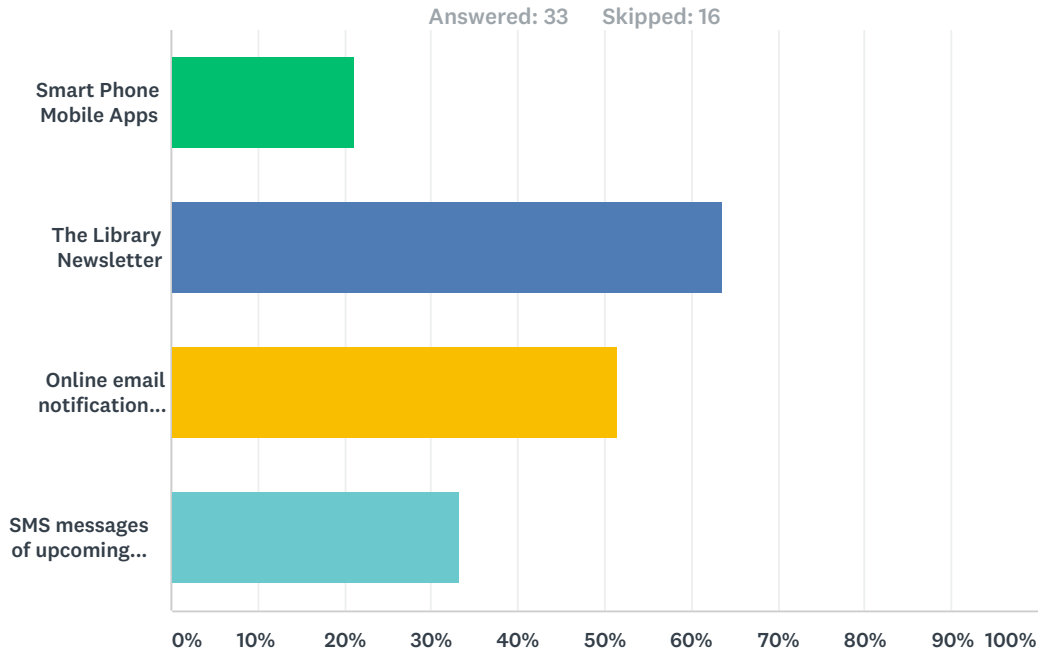
	Have not used this	Poor	OK	Good	Total Respondents
Computers in the library	54.35% 25	2.17% 1	19.57% 9	23.91% 11	46
Internet access at the library	56.10% 23	2.44% 1	12.20% 5	29.27% 12	41
Wifi internet access at the library	59.09% 26	2.27% 1	13.64% 6	25.00% 11	44
The online computer catalogue	82.50% 33	0.00% 0	10.00% 4	7.50% 3	40

Berrigan Shire Library Service Questionnaire

Appendix "L"

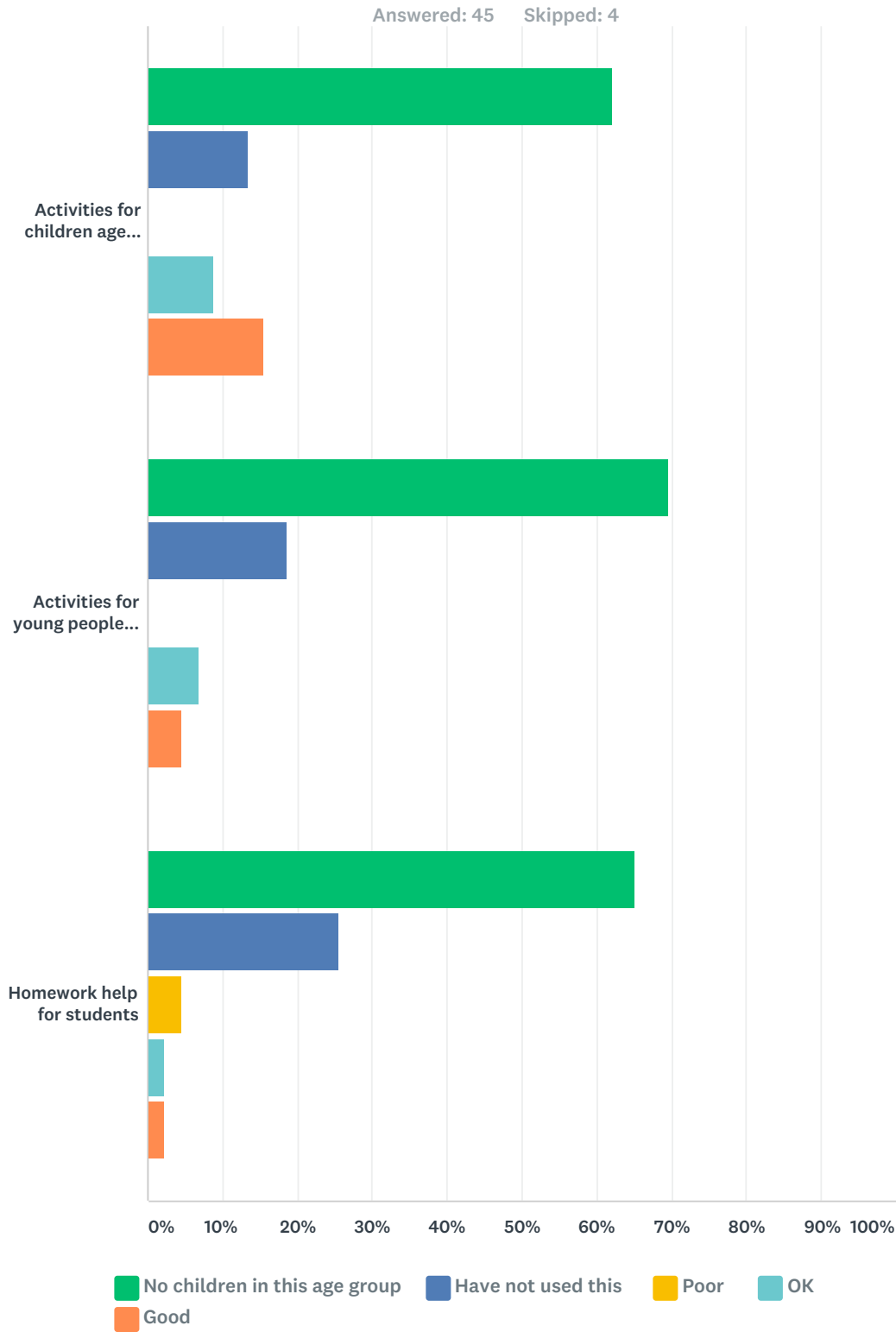
<b>Other online resources to search for materials eg;book clubs, author talks</b>	<b>65.85%</b> <b>27</b>	<b>0.00%</b> <b>0</b>	<b>29.27%</b> <b>12</b>	<b>4.88%</b> <b>2</b>	<b>41</b>
<b>Opening hours</b>	<b>9.30%</b> <b>4</b>	<b>13.95%</b> <b>6</b>	<b>44.19%</b> <b>19</b>	<b>32.56%</b> <b>14</b>	<b>43</b>
<b>The library as a space to do my own activities</b>	<b>31.71%</b> <b>13</b>	<b>29.27%</b> <b>12</b>	<b>19.51%</b> <b>8</b>	<b>19.51%</b> <b>8</b>	<b>41</b>
<b>Library as a meeting place or multi-purpose area</b>	<b>28.57%</b> <b>12</b>	<b>38.10%</b> <b>16</b>	<b>19.05%</b> <b>8</b>	<b>14.29%</b> <b>6</b>	<b>42</b>

## Q9 If available, I would be interested in.....



Answer Choices	Responses	
Smart Phone Mobile Apps	21.21%	7
The Library Newsletter	63.64%	21
Online email notifications of Overdue items, Courtesy Reminders, Reservations etc	51.52%	17
SMS messages of upcoming library events	33.33%	11
<b>Total Respondents: 33</b>		

### Q10 In my experience, I have found.....(how good) [Please mark one box on each row]



	No children in this age group	Have not used this	Poor	OK	Good	Total Respondents
Activities for children aged 10 or below	62.22% 28	13.33% 6	0.00% 0	8.89% 4	15.56% 7	45

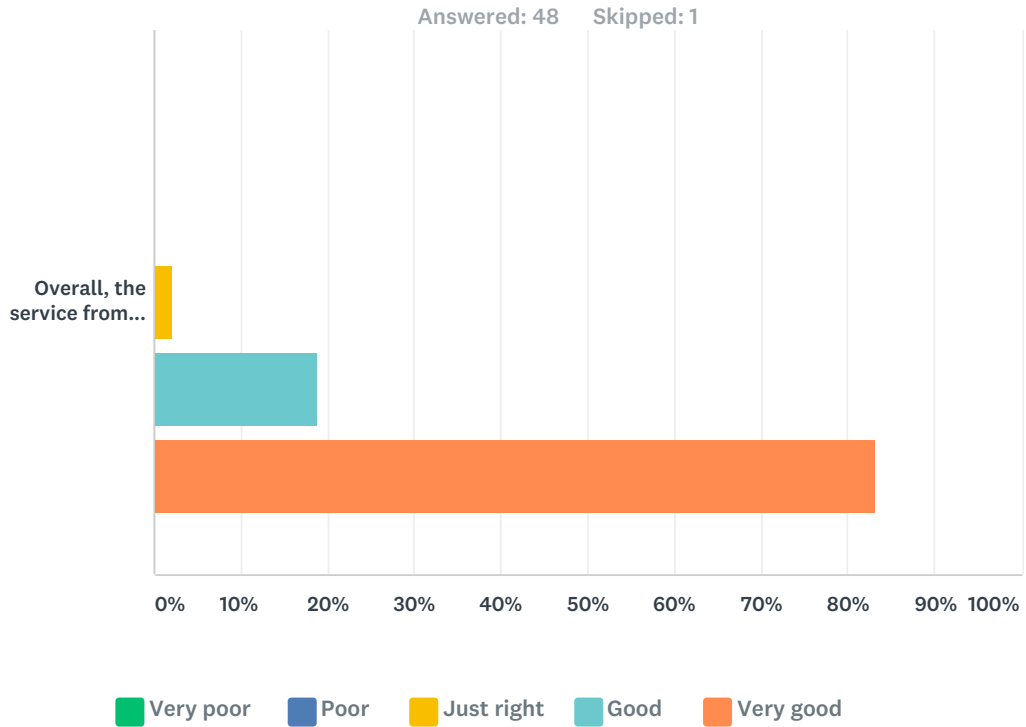
Berrigan Shire Library Service Questionnaire

Appendix "L"

<b>Activities for young people aged over 10</b>	<b>69.77%</b> <b>30</b>	<b>18.60%</b> <b>8</b>	<b>0.00%</b> <b>0</b>	<b>6.98%</b> <b>3</b>	<b>4.65%</b> <b>2</b>	<b>43</b>
<b>Homework help for students</b>	<b>65.12%</b> <b>28</b>	<b>25.58%</b> <b>11</b>	<b>4.65%</b> <b>2</b>	<b>2.33%</b> <b>1</b>	<b>2.33%</b> <b>1</b>	<b>43</b>

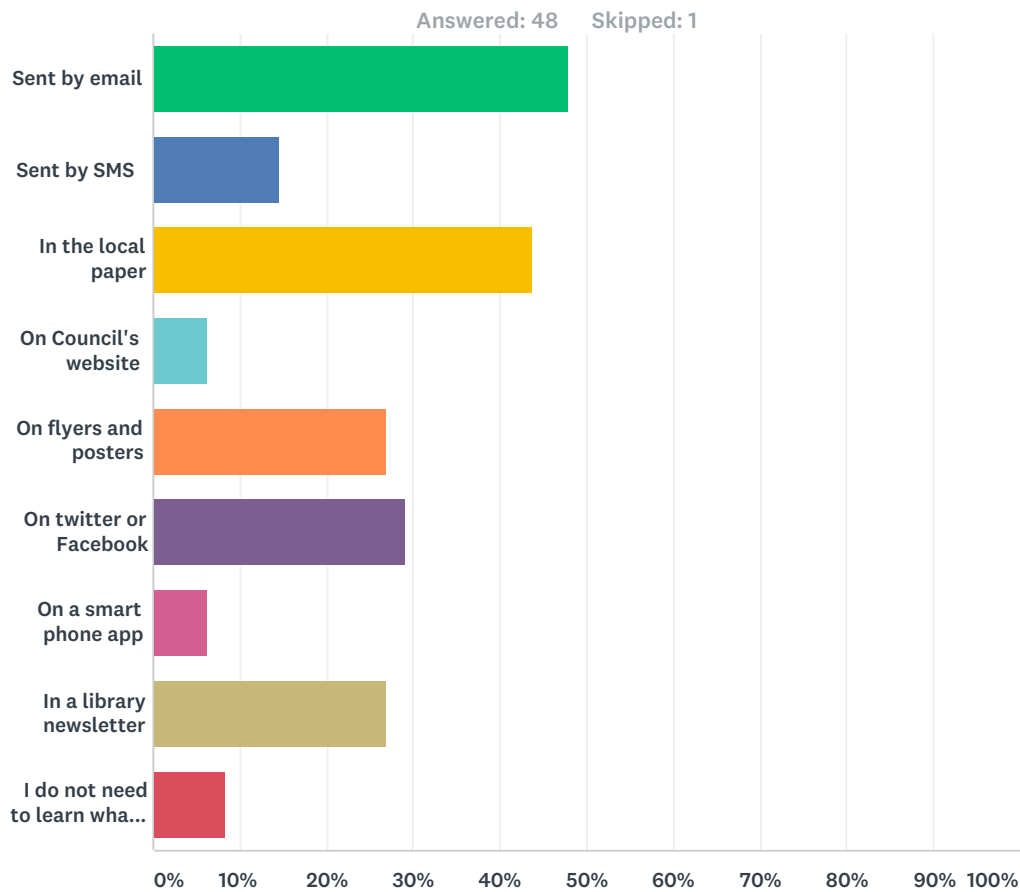


# Q11 Opinions about Library staff



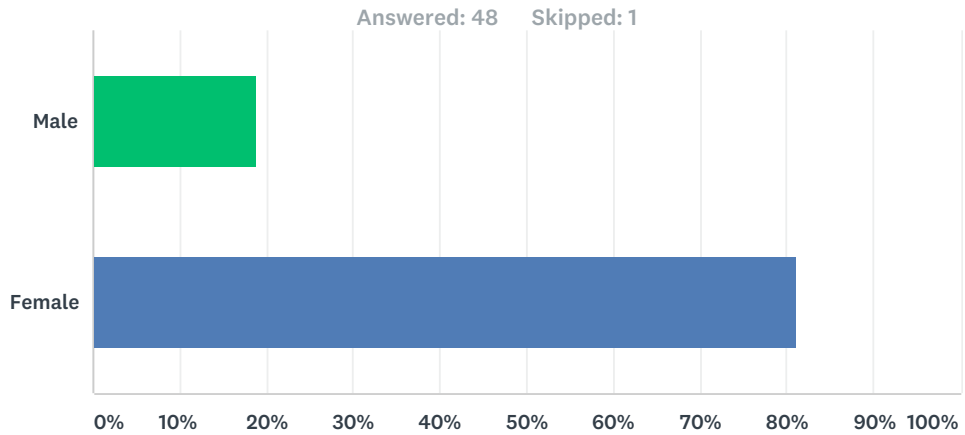
	Very poor	Poor	Just right	Good	Very good	Total Respondents
Overall, the service from Library staff is:(mark one box)	0.00% 0	0.00% 0	2.08% 1	18.75% 9	83.33% 40	48

## Q12 Sources of Information: I would likely to learn about what is happening in my library if the information was..[Mark the box for all those that would be likely to reach you]



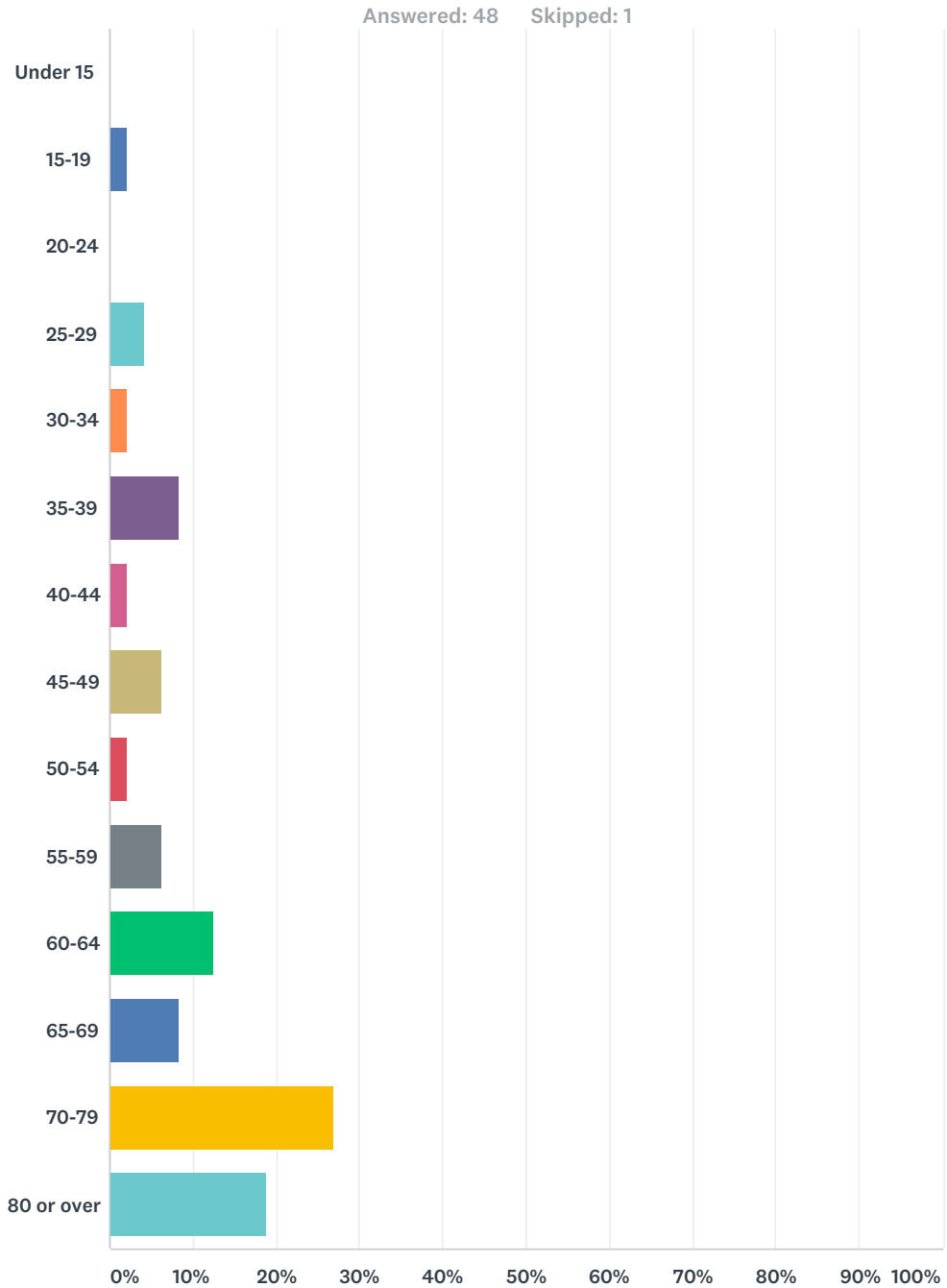
Answer Choices	Responses	
Sent by email	47.92%	23
Sent by SMS	14.58%	7
In the local paper	43.75%	21
On Council's website	6.25%	3
On flyers and posters	27.08%	13
On twitter or Facebook	29.17%	14
On a smart phone app	6.25%	3
In a library newsletter	27.08%	13
I do not need to learn what is happening in the library	8.33%	4
<b>Total Respondents: 48</b>		

### Q13 Personal characteristics I am .....[Mark one answer]



Answer Choices	Responses	
Male	18.75%	9
Female	81.25%	39
<b>TOTAL</b>		<b>48</b>

### Q14 I am aged.....[Mark one answer]



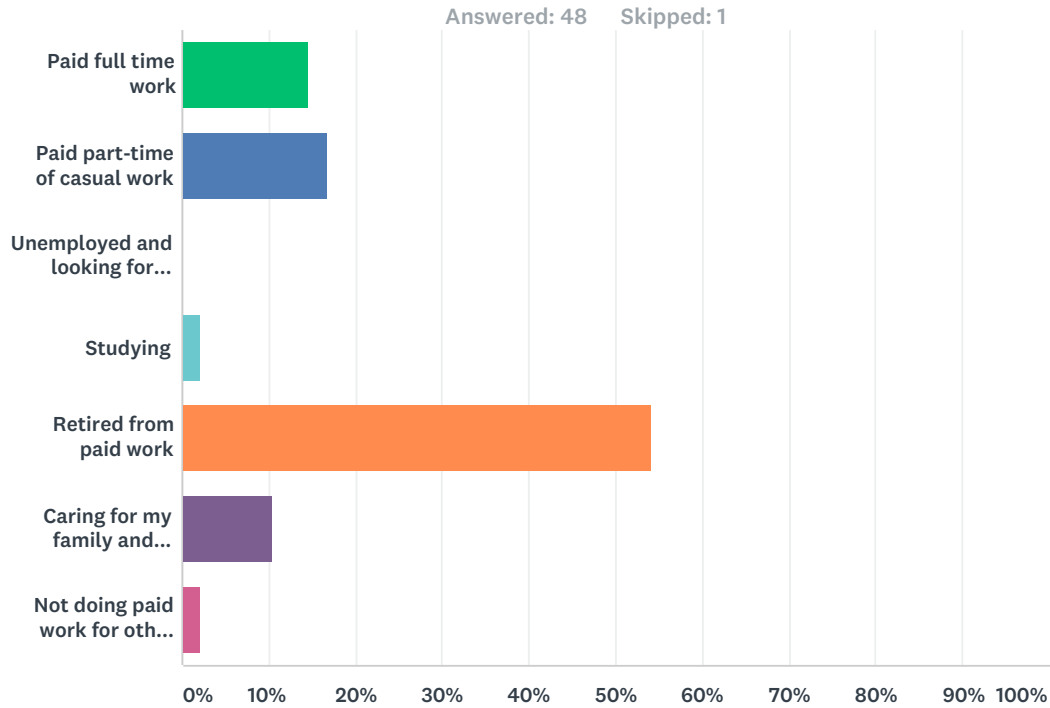
Answer Choices	Responses
Under 15	0.00% 0
15-19	2.08% 1
20-24	0.00% 0
25-29	4.17% 2
30-34	2.08% 1
35-39	8.33% 4

Berrigan Shire Library Service Questionnaire

Appendix "L"

40-44	2.08%	1
45-49	6.25%	3
50-54	2.08%	1
55-59	6.25%	3
60-64	12.50%	6
65-69	8.33%	4
70-79	27.08%	13
80 or over	18.75%	9
<b>TOTAL</b>		<b>48</b>

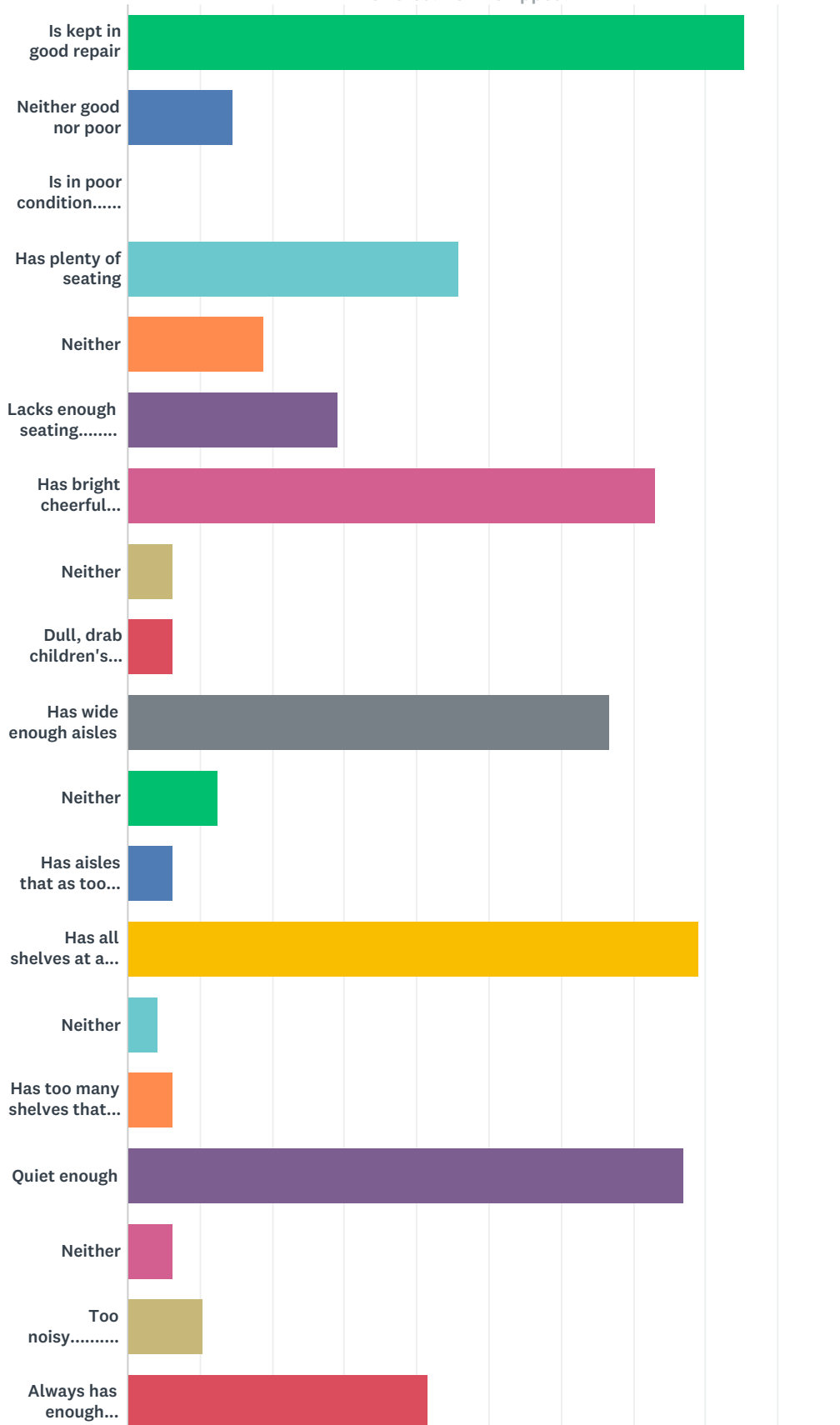
### Q15 Optional My main occupation is ....[Mark one answer]



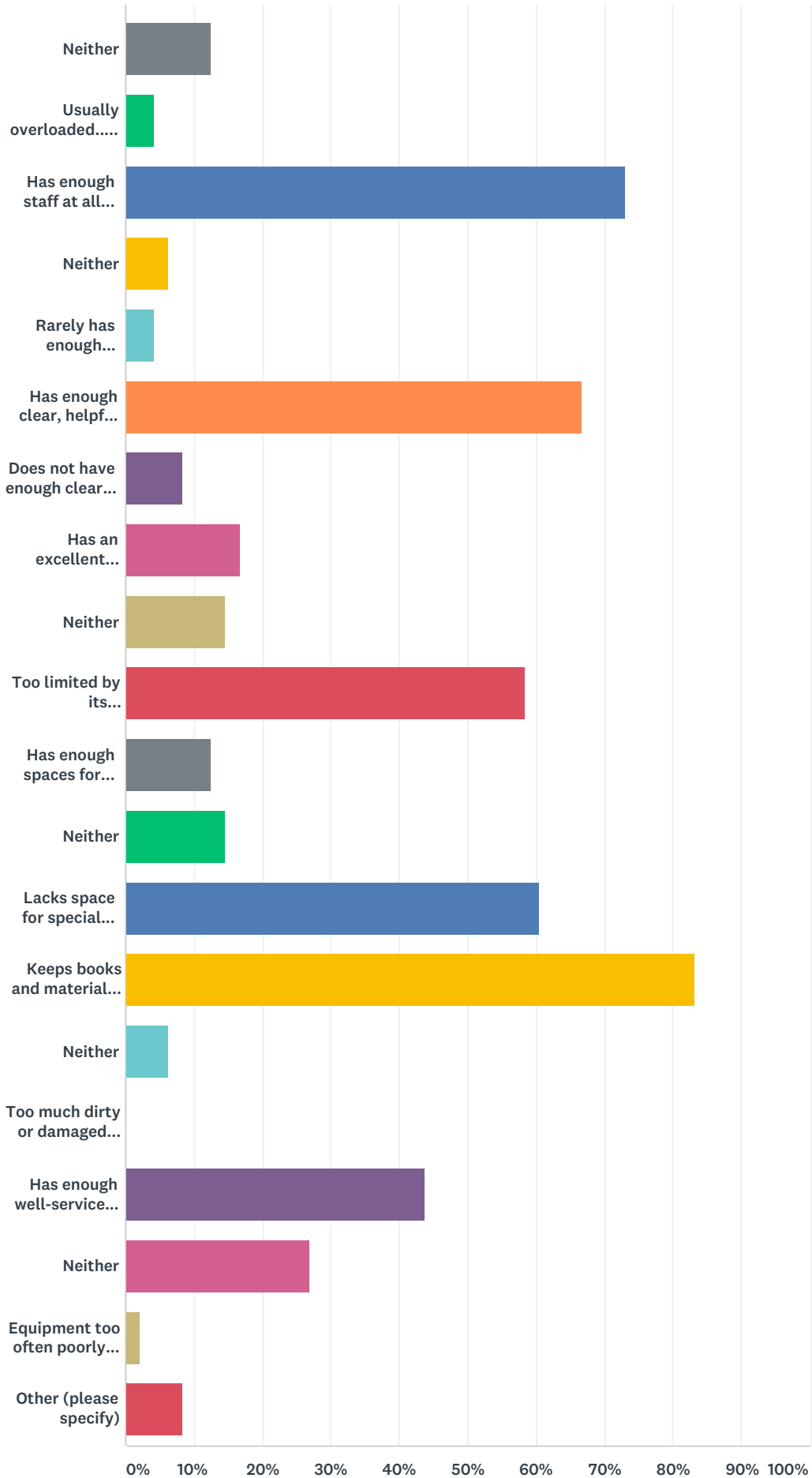
Answer Choices	Responses
Paid full time work	14.58% 7
Paid part-time of casual work	16.67% 8
Unemployed and looking for work	0.00% 0
Studying	2.08% 1
Retired from paid work	54.17% 26
Caring for my family and household	10.42% 5
Not doing paid work for other reasons	2.08% 1
<b>TOTAL</b>	<b>48</b>

# Q16 Opinions about the Library building and its facilities. The Library Branch I use most....(Multiple choice)

Answered: 48 Skipped: 1



# Berrigan Shire Library Service Questionnaire





Answer Choices	Responses	
Is kept in good repair	85.42%	41
Neither good nor poor	14.58%	7
Is in poor condition.....	0.00%	0
Has plenty of seating	45.83%	22
Neither	18.75%	9
Lacks enough seating.....	29.17%	14
Has bright cheerful children's areas	72.92%	35
Neither	6.25%	3
Dull, drab children's areas.....	6.25%	3
Has wide enough aisles	66.67%	32
Neither	12.50%	6
Has aisles that as too narrow.....	6.25%	3
Has all shelves at a comfortable height	79.17%	38
Neither	4.17%	2
Has too many shelves that are too high or too low for comfort.....	6.25%	3
Quiet enough	77.08%	37
Neither	6.25%	3
Too noisy.....	10.42%	5
Always has enough resources for the numbers using it	41.67%	20
Neither	12.50%	6
Usually overloaded.....	4.17%	2
Has enough staff at all times	72.92%	35
Neither	6.25%	3
Rarely has enough staff.....	4.17%	2
Has enough clear, helpful signs	66.67%	32
Does not have enough clear helpful signs.....	8.33%	4
Has an excellent building	16.67%	8
Neither	14.58%	7
Too limited by its building.....	58.33%	28
Has enough spaces for special activities	12.50%	6
Neither	14.58%	7
Lacks space for special activities.....	60.42%	29
Keeps books and material in good, clean condition	83.33%	40

Neither	6.25%	3
Too much dirty or damaged stock.....	0.00%	0
Has enough well-serviced, up to date equipment	43.75%	21
Neither	27.08%	13
Equipment too often poorly maintained or outdated.....	2.08%	1
Other (please specify)	8.33%	4
<b>Total Respondents: 48</b>		