

# Survey of Library Users

This questionnaire is for people who have used Blaenavon Library since it has re-opened in the Blaenavon World Heritage Centre. The aim of the survey is to find out what difference the changes to the Library have made to the people who use it. It is important that we get feedback from as many library users as possible, so please help us by completing this questionnaire.

When you've finished, please hand the questionnaire to library staff. The questionnaires will be sent to Scotinform Ltd, an independent research company who will analyse the results. All Scotinform research is completed in accordance with the Market Research Society Code of Conduct: **all responses will be treated confidentially**. Please complete the questionnaire as soon as possible to ensure your feedback is received. If you'd like to enter the **free prize draw for a £50 High Street voucher** or take part in further research about your local library please remember to provide your contact details at the end of the questionnaire. Thank you.

## Q1.0 Thinking about when the Library opened in its new location, what was the main thing that persuaded you to try it?

I didn't need any persuasion	<input type="checkbox"/>
Online promotion by the library (website, Facebook, Twitter)	<input type="checkbox"/>
Print promotion by the library (newspaper, flyers)	<input type="checkbox"/>
Banners outside the library	<input type="checkbox"/>
Radio advertisement	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
I was walking past	<input type="checkbox"/>
Other, please specify:	<input type="checkbox"/>

## Q1.0a Which of these statements best describes you...

I used Blaenavon Library at its previous location	<input type="checkbox"/>	<b>GO TO Q1.1</b>
I am a new user of Blaenavon Library (since it re-opened)	<input type="checkbox"/>	<b>GO TO Q1.11</b>

## Q1.1 Thinking about the changes to Blaenavon Library, do you think the Library has:

Improved a lot	<input type="checkbox"/>
Improved a bit	<input type="checkbox"/>
Remained the same	<input type="checkbox"/>
Got a bit worse	<input type="checkbox"/>
Got a lot worse	<input type="checkbox"/>

## Q1.2 Which, if any, of the following changes have you noticed. Please select all the changes that you have noticed.

Location of the Library	<input type="checkbox"/>
The inside of the building	<input type="checkbox"/>
Library staff helpfulness and knowledge	<input type="checkbox"/>
Range of library services	<input type="checkbox"/>
Computer facilities	<input type="checkbox"/>
Accessibility of library services	<input type="checkbox"/>
Children's events	<input type="checkbox"/>
Adults' events	<input type="checkbox"/>
Non library services available on the same site	<input type="checkbox"/>
Increased book stock	<input type="checkbox"/>
Café and garden	<input type="checkbox"/>
Library's marketing (adverts, website, Facebook, Twitter)	<input type="checkbox"/>
Room hire	<input type="checkbox"/>
None of these	<input type="checkbox"/>

**IF YOU HAVE NOT NOTICED ANY OF THESE CHANGES TO THE LIBRARY, PLEASE SKIP TO Q1.8**

## Q1.3 Do you think the changes that you have noticed are for the better or worse? Please rate the changes that you have selected at the previous question.

	Better	The same	Worse
Location of the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The inside of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library staff helpfulness and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Better	The same	Worse
Range of library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults' events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-library services available on the same site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased book stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café and garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library's marketing including e.g. adverts, website, Facebook, Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room hire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.4 If you selected any changes that are for the better, please write in below which has been of most benefit to you personally.**

**Q1.5 Thinking about the change that has been of most benefit, please describe how it has affected you. For example, could you describe what things were like before and what they are like now?**

**Q1.5a Thinking about the change that has been of most benefit, please indicate how important this benefit has been to you?**

Very important	Important	Neither/ Nor	Not important	Not at all important	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.6 If you selected any changes that are for the worst, please write in below which has been most problematic to you personally.**

**Q1.7 Thinking about the changes that has been of most problematic, please describe how it has affected you. For example, could you describe what things were like before and what they are like now?**

**Q1.8 Have you noticed any other changes at the Library? If yes, please write in the changes below.**

**Q1.9 As a result of any of the changes that you have noticed how has your use of the Library changed?**

	More	The same	Less
Visits to the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time spent in the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of library staff/help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of activities I do in the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of things I do in the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to services outside the Library e.g. library website, e-books, inter-library loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of other, non-library services at the same time as visiting the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.10 If you have changed your use of the Library in any of the ways above, please explain what made you change your use.**

**Q1.11. If you have used the Library's computers, what do you use them for?**

Emailing	<input type="checkbox"/>
Access to social media - Facebook/Twitter	<input type="checkbox"/>
Using Word/Excel/PowerPoint	<input type="checkbox"/>
Studying	<input type="checkbox"/>
Playing games	<input type="checkbox"/>
Job search and/or job applications	<input type="checkbox"/>
Completing forms for public services (e.g. benefits and council tax)	<input type="checkbox"/>
Personal research	<input type="checkbox"/>
Professional research	<input type="checkbox"/>
Accessed the free online family history service (e.g. Ancestry.com)	<input type="checkbox"/>
Accessed the free online historical Welsh newspapers online	<input type="checkbox"/>

**IF YOU HAVE NOT USED THE LIBRARY'S COMPUTERS PLEASE SKIP TO Q1.15****Q1.12 Is there anything else that you have used the Library's computers for?**

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**Q1.13 Has using the Library's computers increased your computer/IT skills?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

**Q1.14 What would you have done if you did not have access to the Library's computers?**

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**Q1.15 If you have used the Wi-Fi in the Library, what have you used it for?**

Emailing	<input type="checkbox"/>
Access to social media - Facebook/Twitter	<input type="checkbox"/>
Using Word/Excel/PowerPoint	<input type="checkbox"/>
Studying	<input type="checkbox"/>
Playing games	<input type="checkbox"/>
Job search and/or job applications	<input type="checkbox"/>
Completing forms for public services (e.g. benefits and council tax)	<input type="checkbox"/>
Personal research	<input type="checkbox"/>
Professional research	<input type="checkbox"/>

**Q1.16 Is there anything else that you use the library's Wi-Fi for?**

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**Q1.16a What would you have done if you did not have access to the library's Wi-Fi?**

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**Q1.16b Which of the following statements applies to you? (PLEASE TICK ONE ONLY)**

I have regular access to the internet without visiting the library	<input type="checkbox"/>
I would not have regular access to the internet if I did not visit the library	<input type="checkbox"/>
I cannot get to the library often and do not have regular access to the internet	<input type="checkbox"/>

**Q1.17 Do you have any suggestions for improvements on what your library offers or things that could improve your experience at the library?**

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**Q1.18 To what extent do you agree or disagree with the following statements...?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Visiting the Library means that I read more than I would otherwise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I didn't go to the Library I'd probably stay at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to the Library is an important part of most days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to the Library makes me feel less lonely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use computers more because they are available at the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visits to the Library can be a social occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Library services enables me to learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Library services enables me to achieve things it would be hard to otherwise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**This final section of the questionnaire asks some questions about you. This information will be treated confidentially and will be used for analysis purposes only.**

**Q2.1 Are you...?**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

**Q2.2 Please select your age group**

Under 16 years old	<input type="checkbox"/>
16-24 years old	<input type="checkbox"/>
25-34 years old	<input type="checkbox"/>
35-44 years old	<input type="checkbox"/>
45-54 years old	<input type="checkbox"/>
55-64 years old	<input type="checkbox"/>
65 years+	<input type="checkbox"/>
Would rather not say	<input type="checkbox"/>

**Q2.3 Do you have any children under 16 years of age living at home?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q2.4 Which of the following best describes your working status?**

Working full time	<input type="checkbox"/>
Working part time	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>
Unemployed and seeking work	<input type="checkbox"/>
Studying at school/college/university	<input type="checkbox"/>
Caring for house/children/other dependants	<input type="checkbox"/>
Unable to work due to short term illness/injury	<input type="checkbox"/>
Permanently sick/disabled	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Would rather not say	<input type="checkbox"/>

**Q2.5 Can you understand, speak or write Welsh? Please select all that apply.**

Understand spoken Welsh	<input type="checkbox"/>
Speak Welsh	<input type="checkbox"/>
Read Welsh	<input type="checkbox"/>
Write Welsh	<input type="checkbox"/>
None of these	<input type="checkbox"/>

**Q2.6 Do you consider that you have a long term illness or disability?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q2.7 Which of the following best describes your ethnic background**

White	<input type="checkbox"/>
Mixed (White/Black)	<input type="checkbox"/>
Black or Black British	<input type="checkbox"/>
Mixed White/Asian	<input type="checkbox"/>
Asian or Asian British	<input type="checkbox"/>
Other Mixed Group	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Other. Please write in ethnic group below:	<input type="checkbox"/>

**Thank you for taking in this survey. If you would be interested in taking part in further research about your local library and/or if you would like to enter the free prize draw, please tick the appropriate boxes.**

Yes, I would be interested in taking part in further research about my local library	<input type="checkbox"/>
Yes, I'd like to enter the free prize draw for a £50 High Street voucher	<input type="checkbox"/>
No, I would rather not take part in further research or the free prize draw for a £50 High Street voucher	<input type="checkbox"/>

**Please provide your contact details if you are interested in taking part in further research or you wish to enter the free prize draw.**

Name:	
Email:	
Telephone:	
Postcode:	

**Please be assured that your contact details will only be used for the purposes provided, will not be held for any longer than necessary and will not be passed to any third parties.**