

Shetland Library Annual Survey 2018

This survey was run in November and December 2018 and customers could complete it online or on paper. Pupils and teachers who use their school library as their public library were encouraged to fill it in, as were as users at public, community and mobile branches and those who use our online services. Thank you to everyone who responded.

1. Which Library do you use most often?

						Response Percent	Response Total	
1	Main Library (Lerwick)					76.32%	116	
2	School Library					17.11%	26	
3	Community Library					1.97%	3	
4	Mobile Library					4.61%	7	
Analysis	Mean:	1.35	Std. Deviation:	0.74	Satisfaction Rate:	11.62	answered	152
	Variance:	0.54	Std. Error:	0.06			skipped	9

2. How well are we doing?

	Excellent	Good	Fair	Poor	N/A	Response Total	
Opening hours	67.1% (106)	29.1% (46)	1.3% (2)	0.0% (0)	2.5% (4)	158	
Computer facilities and wi-fi	59.6% (90)	14.6% (22)	2.0% (3)	2.0% (3)	21.9% (33)	151	
Help with using computers	47.7% (72)	11.9% (18)	2.0% (3)	1.3% (2)	37.1% (56)	151	
Online services (e.g. catalogue, eBooks, eAudiobooks, eReference)	55.5% (81)	19.2% (28)	4.8% (7)	0.0% (0)	20.5% (30)	146	
Choice of books and materials	56.2% (86)	38.6% (59)	3.9% (6)	0.0% (0)	1.3% (2)	153	
Requests and reservations	74.8% (113)	15.9% (24)	2.0% (3)	0.0% (0)	7.3% (11)	151	
Space and facilities	51.9% (81)	26.3% (41)	17.3% (27)	1.9% (3)	2.6% (4)	156	
Customer service	87.2% (136)	10.9% (17)	0.0% (0)	1.3% (2)	0.6% (1)	156	
						answered	159
						skipped	2





Matrix Charts





2.1. Opening hours							Response Percent	Response Total
1	Excellent						67.1%	106
2	Good						29.1%	46
3	Fair						1.3%	2
4	Poor						0.0%	0
5	N/A						2.5%	4
Analysis	Mean:	1.42	Std. Deviation:	0.76	Satisfaction Rate:	10.44	answered	158
	Variance:	0.57	Std. Error:	0.06				






2.2. Computer facilities and wi-fi							Response Percent	Response Total
1	Excellent						59.6%	90
2	Good						14.6%	22
3	Fair						2.0%	3
4	Poor						2.0%	3
5	N/A						21.9%	33
Analysis	Mean:	2.12	Std. Deviation:	1.63	Satisfaction Rate:	27.98	answered	151
	Variance:	2.65	Std. Error:	0.13				





2.3. Help with using computers							Response Percent	Response Total
1	Excellent						47.7%	72
2	Good						11.9%	18
3	Fair						2.0%	3
4	Poor						1.3%	2
5	N/A						37.1%	56
Analysis	Mean:	2.68	Std. Deviation:	1.85	Satisfaction Rate:	42.05	answered	151
	Variance:	3.42	Std. Error:	0.15				

2.4. Online services (e.g. catalogue, eBooks, eAudiobooks, eReference)							Response Percent	Response Total
1	Excellent						55.5%	81
2	Good						19.2%	28
3	Fair						4.8%	7
4	Poor						0.0%	0
5	N/A						20.5%	30
Analysis	Mean:	2.11	Std. Deviation:	1.56	Satisfaction Rate:	27.74	answered	146
	Variance:	2.44	Std. Error:	0.13				

2.5. Choice of books and materials						Response Percent	Response Total	
1	Excellent					56.2%	86	
2	Good					38.6%	59	
3	Fair					3.9%	6	
4	Poor					0.0%	0	
5	N/A					1.3%	2	
Analysis	Mean:	1.52	Std. Deviation:	0.7	Satisfaction Rate:	12.91	answered	153
	Variance:	0.49	Std. Error:	0.06				

2.6. Requests and reservations						Response Percent	Response Total	
1	Excellent					74.8%	113	
2	Good					15.9%	24	
3	Fair					2.0%	3	
4	Poor					0.0%	0	
5	N/A					7.3%	11	
Analysis	Mean:	1.49	Std. Deviation:	1.08	Satisfaction Rate:	12.25	answered	151
	Variance:	1.16	Std. Error:	0.09				

2.7. Space and facilities						Response Percent	Response Total	
1	Excellent					51.9%	81	
2	Good					26.3%	41	
3	Fair					17.3%	27	
4	Poor					1.9%	3	
5	N/A					2.6%	4	
Analysis	Mean:	1.77	Std. Deviation:	0.97	Satisfaction Rate:	19.23	answered	156
	Variance:	0.95	Std. Error:	0.08				

2.8. Customer service						Response Percent	Response Total	
1	Excellent					87.2%	136	
2	Good					10.9%	17	
3	Fair					0.0%	0	
4	Poor					1.3%	2	
5	N/A					0.6%	1	
Analysis	Mean:	1.17	Std. Deviation:	0.54	Satisfaction Rate:	4.33	answered	156
	Variance:	0.3	Std. Error:	0.04				

3. On a scale of one to 10, how satisfied overall are you with the Library? (10 being very satisfied, 1 being not at all)

						Response Percent	Response Total	
1	10					60.65%	94	
2	9					23.87%	37	
3	8					9.68%	15	
4	7					3.23%	5	
5	6					1.29%	2	
6	5					0.00%	0	
7	4					0.65%	1	
8	3					0.00%	0	
9	2					0.65%	1	
10	1					0.00%	0	
Analysis	Mean:	1.67	Std. Deviation:	1.15	Satisfaction Rate:	7.46	answered	155
	Variance:	1.32	Std. Error:	0.09			skipped	6

Overall Satisfaction rating: 93.29

4. Age Group

						Response Percent	Response Total	
1	0 - 16					11.46%	18	
2	17 - 30					13.38%	21	
3	31 - 60					45.22%	71	
4	61+					29.94%	47	
Analysis	Mean:	2.94	Std. Deviation:	0.94	Satisfaction Rate:	64.54	answered	157
	Variance:	0.89	Std. Error:	0.08			skipped	4

5. If you can narrow it down, what's most important to you about your library?

Open Ended Question - 132 responses. This is a representative selection of comments. We have anonymised some responses to prevent anyone being identified.

Category

Place –
approx. 47
comments

- Being able to spend time there without spending money and the way the staff are friendly but don't intrude.
- Just love the library. Excellent friendly staff, lovely relaxed atmosphere it's such a nice place to visit.
- Having an inviting space to take my young son which encourages him to enjoy books.
- Very welcoming, friendly staff, lots on for bairns. One of our favourite places to visit as a family. Thank you.
- Bookbug and the way you welcome children. Changed out of all recognition from my youth. A real centre of the community, despite the crappy buildings.
- Access to pleasant study space, ability to browse and discover new genres, mostly interested in non-fiction at the moment, but varies over time - variety of fields/genres probably important. Also it is good to have the friendly staff on hand!
- Great calm atmosphere in which to work. Help is always available. Thanks.
- It is a centre of the community where people meet and discuss ideas. It allows people from all backgrounds access knowledge and understanding especially useful for those in the community who have scarce funds available to buy books or access the internet.
- Access and feeling welcome.
- Very good service and great atmosphere.
- Having company.
- The people and location and service of community. God Bless.
- Friendly, helpful staff. The library has a lovely atmosphere and I could sit in there for hours. There is an excellent selection available. I enjoyed the library reading challenge and the recommendations from staff. I have asked for books in the past which have been ordered. We are very lucky to have such a great service in Shetland. Thank you to all staff!
- My main visits to the library are for book bug and to look at the children's books with my 1 year old daughter, she loves a book and a song which I hope will grow she gets older. We also get to see others.
- To have a free library. It's a place to visit very welcoming when visit, very welcoming when visiting shops. Don't know if I'd shop locally if there was no library to visit!

	<ul style="list-style-type: none"> • The vast selection of books and the peace and tranquillity when choosing. Also all the various kids activities throughout the year. • Bookbug days with my grandchildren. Excellent service and fantastic staff. • Relaxing, being able to look for books at my own pace, access to PC and help if needed. • A space which is suitable and attractive for my toddler son to enjoy books • Sense of serenity, peace and trust and surroundings are pleasant on the eyes, overall just a good place to be. • It is very welcoming which makes it 10 times better and there will always be someone willing to help you which is very nice. It is also a very relaxing and productive place. • Helping me get a quiet place to study or read or even just for some peace and fun at lunch time. • A place that is quiet to read and to do tasks. A good variety of books to read a place to be with friends and have fun and theres! • The books, comfy chairs, good area for reading/studying.
<p>Books – approx. 35 comments</p>	<ul style="list-style-type: none"> • Books - I have a computer, WIFI, access to online media - so I use a library solely for the books. Books in a subject I am interested in; Books to learn from; Books to challenge me; Books to escape into • To be able to borrow new, popular releases • Books are very important and give people the chance to explore the world while not having to go far. When you read you can become any character. • The helpful librarian and the choice of books that are available. It's great that you can get books from anywhere in Shetland straight to the local library. • Good range reference material and postage fiction. Good collection local books • A great selection of non-fiction books related to Shetland. Super resource for those studying the Northern Isles • A combination of a good selection of books for everyday and the ability to order particular books. The cost, or rather the lack of it, of reservations and inter library loans is critical for me. • The choice of reading material is the most important thing to me. His is of a very high quality. • Having access to topical non fiction books and stories to link with topic is important. Also books which are of interest to the pupil so regularly updated.

	<ul style="list-style-type: none"> • The availability of books that the library will order if you request them and they think that others would like the book too. I haven't done this very often but it was good when I needed a book but couldn't afford to buy it. • Books Books Books Books Books Books and could the basement not be open all the time please? Without the Library by life would totally bomb! Thank you!!! • The most important thing about the library is that I don't get a chance to go to any other library, so this is the place I get all my books from. • Availability of books from everywhere, for all. • I use it for projects with my classes and personally for good reads. The librarian is knowledgeable, very helpful and organised and will request books from other sources if necessary.
<p>Staff – approx. 40 comments</p>	<ul style="list-style-type: none"> • The staff are great and very helpful. They really can't do enough for their customers. Even the young and new librarians are well trained and very good to deal with. Top marks. • Very helpful staff, always willing to do all they can for you - always friendly and happy. • Mobile library is a fantastic resource. Driver even knows which type of books I like and picks them out for me! • Friendly informative staff, library always feels very welcoming! • Face to face contact very helpful staff. • Always got the help I needed on in a friendly, service minded way!! • The staff are always very helpful and kind if you have any queries. • Superb staff - no request is ever too much trouble. Always the most up-to-date reading material. Also, excellent presence on social media! • Pleasant and helpful staff. Wish the 3D printer could make parts for your members! • The Librarian - ever helpful, smiling, and welcoming. The link with the school. • The fact that there's lots of nice books to read and our librarian is very friendly. • Ease of access. Friendly, helpful staff who is happy to order/suggest books. Great interaction/relationship with school and learner. • Happy and joyful staff.
<p>Online</p>	<ul style="list-style-type: none"> • I find being able to browse and reserve online so handy and really easy to use. • Look, I am just an American Twitter follower and this account gives me enough joy that we have added it to our destinations for our Scottish trip in May.

	<ul style="list-style-type: none"> • Reliability and having on line access to enable reserving books • Online reservation system + professionalism & helpfulness of staff. • The emagazines and eaudio are great! • Humorous posts on Twitter • RB Digital
Computers	<ul style="list-style-type: none"> • Using computers - need to at least once a week and staff are a great help, couldn't manage without this service. • Access to the internet via the computers in the Learning Centre. • Saves me having a computer or a printer, very resourceful. Staff are really nice and helpful. • It is a great space to apply for jobs, write articles or emails and simply browse the internet. *Help with Using Computers” - I have never needed help in this department, but I can tell a great effort is made to help those who do. • Easy access computers which are very up to date.
General and mixed subject	<ul style="list-style-type: none"> • No late charges. Open late at least one evening per week. • Shetland Library provides a first class service. Staff are warm, friendly and professional. It was and continues to be invaluable whilst living ...ie with it's provision of the internet, the loan of books on computing, free advice on Thursday am, plus the John Hegley event was absolutely brilliant! Libraries are an ESSENTIAL public service and a hallmark of a humane society. Shetland has every reason to be proud of its library service and I can't thank them enough. • Getting a service at home and the ability to see a wide selections of books. • Open from 11 - 2.30 (waiting for bus). Pleasant helpful staff. Imaginative collection • Well run and a good sense of community public service. • The yearly Shetland Young Writer competition is very valuable in encouraging our pupils to share their writing. Many have a particular interest in Shetland dialect, identity and culture and the competition offers the ideal opportunity for pupils to exploit their knowledge to produce good work. The written feedback from the judges is extremely valuable and for some it can be a great boost to their self esteem. • Bookbug is such a fantastic, worthwhile service. We come every month and just love it. • The very friendly staff, the atmosphere, space and facilities particularly the computers, wifi and the help you receive when something goes wrong. The

	<p>choice of books and materials. I would hate anything to change.</p> <ul style="list-style-type: none"> • When you are retired on a Shetland island with limited mobility, it is a godsend when the mobile library arrives. I can reserve books on line and the website has lots of reading lists and suggested reading and news about latest editions. If I need to contact the library with a request or query they are always knowledgeable, kind and very helpful Thank you Shetland library.
Complaints or queries	<ul style="list-style-type: none"> • Keep up the good work, but premises are limited and the book you want is quite often elsewhere. Information from the Library: Sorry if this affects your service. We have limited capacity to display stock or to purchase multiple copies, so books may be at other branches or in 'reserves'. The good news is that our staff can usually fetch books from reserves while you wait. You can browse and request all our stock online and that includes stock at our school and mobile branches as well as reserves. Once a month we open our main basement ('Reserve 1') so you can physically browse the books. • Extended hours would be good and more space back in the Old Library - seems to have gone quiet on this front! Information from the Library: The plan to refurbish the old library/museum is now being looked at as part of the Council's wider asset strategy and will be coming back to Members for a decision in due course. Sorry for all the delay, which was caused by the 8 North Ness situation and rising costs. • As a parent I would welcome a bigger and more separate children's section at the Lerwick Library. I feel that children should have the opportunity to be noisy with books and whilst this is possible in the Lerwick Library it is not as easy as it would be if the books were in a separate part. I understand that the library has to work with the space available but if there was ever to be a section of the library to be moved out of the building I feel a separate area for children would be super. Information from the Library: Thanks for your comments. Services to children and families, such as Bookbug, are a local and Scottish Government priority. When we next have an opportunity to reorganise library layout we plan to improve areas for children and ensure there is a good mix of 'noisy' and 'quiet' spaces so everyone feels comfortable. • We asked for paper copies of this survey to be provided for pupils to complete during a library period but as this was not provided pupils have been unable to contribute to this feedback. Information from the Library: we are sorry if these pupils were led to think they could not contribute, as the online link was widely promoted including by email to head teachers. We did not anticipate young people favouring printed copies, though staff should have easily been able to print more forms for them. Next year we will make sure this can be done directly from our website so branches need never run out of forms. We are pleased to say we have had an increased proportion of young people respond this year. • The collection of talking books - please, please, please don't reduce your stock anymore. Thanks. Information from the Library: We have in fact hugely expanded our collection as we now lend e-Audiobooks people can listen to on phones and tablets. Shelves may look less full as we have discontinued the bulky talking books on cassette tape. Very few people used them, and we have to gradually move to new formats to meet demand and changing habits. Staff work hard on helping people use the e-Audiobooks, and we have no plans to discontinue CD audiobooks as we recognise digital is not for everyone.