

How are we Doing? Shetland Library customer survey 2016		
Question 1: What difference does the Library make to your life? Put another way, if we weren't here, what would you miss the most and why?		
<i>*We have removed identifying personal detail from just a couple of responses</i>		
Response Text	Categories	
1 My daughter is coming on leaps and bounds with her vocabulary and social skills. Definitely due to Bookbug. Opening hours 4 - 6, I find it difficult making it over if I have been working.	Children	
2 The bookbug sessions are brilliant and makes a real difference to my daughter and I, both socially and for reading, singing and number. I haven't used a library for years till getting involved in this library.	Children	
3 We would miss weekly bookbug sessions a lot - a wonderful way for bairns (and parents) to learn new songs, stories and socialise. The school would greatly miss a super, engaging and enthusiastic librarian who does a fab job of encouraging children to read.	Children	
4 Great bookbug toddler session every Tuesday. Gets wee ones familiar with library and confident to go and look at books. Good to be able to order books from across Shetland and have them delivered to Baltasound.	Children	
5 We have two children aged 5 and 2 who go to the library every week, without the library we wouldn't be able to offer the variety of books for bedtime reading - we would all get bored. The library keeps my bairns interested in reading, trying new genres as well as re-reading old favourites. I also use the community library which is fantastic, well stocked and very easy to request authors, books and ask for recommendations. In short, we LOVE our library!!	Children	
6 The selection of books is great and it encourages children to get a love of books that you can take into adulthood.	Children	
7 I would miss all our bed time stories, as this is what we use all our library books for.	Children	
8 Opportunity to introduce my kids to the wonders of reading.	Children	
9 Access to internet.[] Books.	Computers/Internet	
10 Internet access at the Learning Centre, also newspapers and magazines in the Library itself.	Computers/Internet	
11 I find the online system excellent and very convenient.	Computers/Internet	
12 Being able to check emails and look up websites.	Computers/Internet	
13 Internet Access and constant supply of books.	Computers/Internet	
14 The Library is excellent job, and it helps me a lot in doing my research online and without the Library here, I would miss a lot of items which I have downloaded on my USB drive, because I do not even have internet access at home.	Computers/Internet	
15 Huge difference. I don't have the internet at home so I'd be completely stuck for ordering things and even FINDING things. Also, stuck at home with no energy. I read books as amusement and probably wouldn't leave the house if I didn't get to the library. I'd be totally isolated.	Computers/Internet	
16 Very important, especially the computer facilities (printer). Always using it for my work. Also the library is like an oasis in the small island of Shetland	Computers/Internet	
17 Books are an important part of my life. The internet is handy too for when I bring my lone client here he can go on the computer and I can check my e-mails!	Computers/Internet	
18 Everything seems to have to be done online; from looking at letters from Head Teachers to parents; to making a job application, broadband in Shetland is unreliable, not everyone has access to a computer and/or a printer. Most Shetlanders experience problems with telecommunications, depending on where they live, without this, facility, there would be no support or back up for those who can't afford or access a tablet or computer.	Computers/Internet	
19 It makes a massive difference to my life. If it wasn't for the Learning Centre I wouldn't be able to sign on and look for jobs.	Computers/Internet	
20 The computer facilities as it's a handy place to catch up on the soaps and it's nice and quiet you feel welcome.	Computers/Internet	
21 I don't have Wi-Fi at home. I haven't done for years. This is the only place I use for Wi-Fi. If it wasn't for the Learning Centre, I wouldn't be able to look for jobs as well as sign on.	Computers/Internet	
22 Zinio libraries app.	E-Services	

23	Very useful source of information close by in central location, with good eLearning and computer facilities.	E-Services
24	Getting back into reading, good advice on a book that suits interest. I would probably loose interest in reading books if there wasn't a library.	General
25	I like reading and great to have a library in school.	General
26	Without the Shetland Library, I'd miss reading books! Not everyone can afford to buy books (especially if they are voracious readers & get through them like they're going out of fashion!). The Shetland Library allows people from all over, from all circumstances & backgrounds the chance to read and to learn. ☐ They have a wonderful, varied selection of books to suit all tastes: and if they're missing something you're really eager to read, they're more than happy to try and get that book in for you!	General
27	You cheer me up when days are long	General
28	The Library is so accessible - user friendly. It is more like a drop-in centre/community centre than an old fashioned stuffy library. It has completely changed folks concept of a library and I'm sure the definition of library in the dictionary should be updated as a result. So many things to do and see and try and so much friendly help. What a welcoming place!	General
29	Huge difference far too many reasons to list! Fantastic helpful staff always, wonderful resource, essential to my life. Thank you.	General
30	A great one! A home for all, readers and writers alike, whatever the generation. I cannot imagine Shetland without it's library (books but also all the many other services) and Librarians.	General
31	As a retired academic librarian the library provides me with a vitally useful service. The general collection is occasionally useful and the local collection is excellent. It is no exaggeration to say that the Inter Library Loan service is a life-line. Well run and an absolute necessity for me.	General
32	Everything - Friendly, help staff, wide choice of books, essential for our community, variety of services offered.	General
33	Absolutely, hugely value. Vital to our community.	General
34	A wonderful source of knowledge and entertainment for the people of Shetland. My perfect antidote to long winter nights (and lazy summer days).	General
35	A wonderful source of books, information and DVDs - open to all.	General
36	Very friendly, helpful staff, wide range of books, including new Shetland books. Fantastic service, lovely special events, especially with tea and coffee.	General
37	Socially acceptable for the elderly a place to browse and pass time in ui element weather. Always some new display. Helpful staff.	General
38	are you kidding? best moment of my life was when I moved into a house opposite!	General
39	What a question. I think I would go mad if I didn't have the library. It is a haven, it is free. It is friendly but I don't have to speak to folk. I am fragile just now. Thinking of it not being there makes me scared.	General
40	I'd miss that vast, neighbourly source of information and entertainment.	General
41	The ideas and inspiration I get from browsing in the library. Chatting to our school/community librarian for suggestions both for myself and the bairns is great.	Mobile and community outreach

42	<p>I have been 'going to the library' since I was 7 years old, now I'm 74 years old and I cannot imagine life without libraries. I love the whole experience of choosing a book, thumbing the pages, reading a little and making my final choices. A stack of books by my bedside, waiting to be read; waiting for my favourite author's next book is part of my life. I am still in touch with a well known, respected author (Susan Hill) by reading her books as they arrive on the library shelves. I haven't seen or spoken to her for 67 years, but as I read 'Howard's End is on the landing', I felt as though we had met up at the house and chatted about our lives from school days to present times. Now I am reading Virginia Woolf's diaries and her novels as she describes them and the people whose names have been familiar to me all my life and I know the experience is priceless.¶</p> <p>When I was teaching, the literacy syllabus was the foundation of all my work, underpinning every aspect of learning, from the 'book corner', learning to read, then exploring the library in schools and the freedom using books bought to every child I taught, was the most important aspect of my work.¶</p> <p>My mother taught me to read before I went to school. She took me to my first library and took out 'Peter Pan' for me to read. I can still remember the atmosphere in that temporary wooden building constructed after WWII amongst the devastation in Coventry, I can even remember the smell of the lino and the hear the hush and rustle of the books.¶</p> <p>The greatest compliment I was every paid was from a parent who thanked me for making her child into 'a reader'. I had passed on my mother's joy in reading and I still try to do that in my visits to the community library and the precious visits from Annette with the mobile library van.</p>	Mobile and community outreach
43	The reliable and friendly service I get from Annette on the van	Mobile and community outreach
44	A public library with it's wonderful array of books, it's helpful staff - so knowledgeable - and the request service. Also the mobile library - wonderful for the elderly who live away from Lerwick.	Mobile and community outreach
45	<p>Borrowing books.¶</p> <p>Such a good source of information on many topics.¶</p> <p>Lots of help with my laptop.¶</p> <p>A great place to amuse myself while waiting for a ferry.¶</p> <p>The friendliness of the whole team who are very obliging.¶</p> <p>The library van for times we can't get to Lerwick¶</p>	Multi-Subject
46	<p>Good internet access, safe re technical stuff, bright venue, helpful, knowledgeable staff. Would be lost without this.</p>	Multi-Subject
47	<p>I visit Shetland Library every time I come to Lerwick (once a month - more). I don't know what I would do without it - the many services, the audiobook selection, helpful, cheerful friendly staff who are always welcoming and interested in the comments you make about the audio stories you have listened to. For a person who lives alone - this 'special' treatment makes a huge difference to my life and makes me feel I belong in Shetland although my roots are far away. The help with finding audiobooks I want is always successful. I also really love the building with the beautiful stained glass windows and aura of peace - perhaps because it is a church? I would be devastated if anything was to happen to Shetland's library service and I'm sure I speak for many people and children all over Shetland.</p>	Multi-Subject
48	<p>I would miss being able to browse for books most of all but would also miss the always friendly welcome; the warm place to work when I need somewhere when I am down in Lerwick, the way it shows the best of Shetland, the online services; basement browsing and, of course, the Twitter banter with @orkneylibrary ;)</p>	Multi-Subject
49	<p>I couldn't do without this library, which is the best general library I have had access to. A visit is always a pleasure; the staff are always very friendly and helpful and the various imaginative initiatives and evening events are most enjoyable.</p>	Multi-Subject
50	<p>Large print books for my husband; language courses. Books, books and more books. The use of A3 scanner and some events. Services of always very helpful staff. Shetland books especially.</p>	Multi-Subject
51	<p>It's great to get so many books out - the staff are friendly - I can get extra time on books - it's warm for a snooze when stuck in town - free internet!!!!</p>	Multi-Subject
52	<p>Shetland and Orkney on Twitter; news, books, stories, quiriness, and some of the photos.</p>	Multi-Subject

53	The rang of book on offer is great, I wouldn't read such a wide range if the library wasn't available. I am at the library frequently and my daughter take books out regularly too. It is a great resource as reading is so important and especially for children. Have also used learning centre and hire DVDs too.	Multi-Subject
54	For me, it's more than just a source of books for reading. Have used library to learn some work-related things.The Shetland Books would be impossible to borrow any other way or to buy to read at home. The library internet is so much faster than my country internet for finding information and I need it to print travel documents. There's nowhere else in town to do that. It's somewhere to study without having to buy endless coffees. And yes, I've even found some interesting books to borrow when looking for something else.	Multi-Subject
55	Browsing the shelves to find new books. Reading on a budget. Access to local books about Shetland. Somewhere warm and inviting to wait for the bus. What's on information. Access to a computer away from home.	Multi-Subject
56	Warm and comfortable place to go and free! Excellent selection of books for children and adults, plus very helpful ordering things from other institutions.	Multi-Subject
57	I would feel much less positive about living in Shetland if the library wasn't there. I'm a new arrival and in my first couple of months the library became one of my favourite places. It's important to me to be able to read books at a rate much faster than I can afford to buy them. I used the library to find out more about my new home. I've met with reading and writing groups in the library. I don't have the internet or TV so it's important to be able to use the wifi and the DVD lending service as well. Most importantly I find the staff create a welcoming atmosphere that makes me feel like Shetland is a warm and hopeful place.	Multi-Subject
58	I would miss story time with my little girl, I would miss her being rewarded with stamps and stickers for getting lots of books, Both her and I would miss the huge range of books she can borrow as we do not have the space or finances to keep up with her book needs. I personally would miss getting books close to release, I would miss the A3 photocopier to enlarge sewing patterns. I would miss the audio books I have been getting into. ¶ I would miss the friendly staff, happy atmosphere and very creative displays.	Multi-Subject
59	The computers and scanners and all the help you give me to use them. If I could not use Facebook to keep up with my family or send photos I don't know what I would do. I don't have broadband partly because I can't afford it but partly because I always get stuck trying to do things online. I am getting better but having your helpful staff on hand is so reassuring.¶ I also appreciate the warm welcoming place to sit and read when I am in town, the newspapers (I just can't afford to buy them) and not least all the books, Shetland books in particular. I know there are lots of other thing you do but these are the things I could not manage without.	Multi-Subject
60	We would miss the opportunity to have a large choice of books available, the computer and printing facilities, and last but not least, the very helpful assistants.	Multi-Subject
61	Enhances my life greatly! I would miss it a very great deal! Having retired I don't have the finances to buy books and being able to select them from here is brilliant. I would also miss being able to research many things, including hobbies, travel - all sorts of things! The computer is a great boon too, as is Wi-Fi.	Multi-Subject
62	The library is very important to me, as I live alone, and is one of the few places I go. It gives me access to a range of books and newspapers I otherwise would not have. It also gives me my only internet access.	Multi-Subject
63	Nothing whatsoever.	Other
64	None whatsoever!	Other
65	This questionnaire is just like a secret ballat.	Other
66	None whatsoever.	Other
67	I love libraries. I usually visit the local library wherever I go. I like the upstairs section. I was interested to find Aly Bain bio as I'm a fan. PS, I live in Oxfordshire.	Place (Sit/Shelter/Study)
68	For one thing I very much appreciate you opening at Christmas or I'd have nowhere to stay warm when in town. I need the Library computers and printer too and sometimes the scanner. And books.	Place (Sit/Shelter/Study)
69	Lovely place to go and browse, and it's a bit like looking in a treasure chest, there's always something that suits! I'd miss this, plus the really friendly and helpful staff. It's a real community Library.	Place (Sit/Shelter/Study)

70	The library is warm, cosy, full of nooks and corner, designed on a human scale, and there are books everywhere. When I was first in Shetland and staying temporarily in Lerwick, it was a great place to go, especially during evening openings. Now it is a part of my life where I rest and read, even when not borrowing books. (I can even get a hot drink here, and use the loo!).	Place (Sit/Shelter/Study)
71	The chance to borrow books and a place to sit and read magazines whilst waiting for a bus or when early for a meeting, especially in the evenings.	Place (Sit/Shelter/Study)
72	I would miss a quiet place to read, to relax, to learn... Please keep it open .... for the "bairns" and us!	Place (Sit/Shelter/Study)
73	A central place	Place (Sit/Shelter/Study)
74	Apart from anything else I have to come into Lerwick a lot by bus. Having somewhere I am entitled to spend time without spending money is invaluable. Without the library I could not afford to read newspapers or books, especially not the books I learn about Shetland from.	Place (Sit/Shelter/Study)
75	Peaceful place to ready / research / study.	Place (Sit/Shelter/Study)
76	I would miss the opportunity to sit down and read a book there, that I wouldn't normally be able to afford.	Place (Sit/Shelter/Study)
77	It's a quiet place for me to study in peace and with lots of space to spread out my work.	Place (Sit/Shelter/Study)
78	Place to stop - read papers etc on Tuesday when bus deposits me about 11 and leaves at 2.30 pm.	Place (Sit/Shelter/Study)
79	I would miss the presence of sitting in an old building, which is warm, clean, welcoming. Also miss the internet and the public sense of community.	Place (Sit/Shelter/Study)
80	It is just a nice quiet place to enjoy browsing books and learning about things.	Place (Sit/Shelter/Study)
81	Quiet reading space away from distractions Learning space	Place (Sit/Shelter/Study)
82	I take a lot of books so it saves me a lot of money and means I can read more. Also gives me the opportunity to read books I wouldn't normally read as I can try them for free and if I don't like them I can put them back!	Reading
83	It keeps me interested in all topics. Books cannot be reduced by technology.	Reading
84	Access to books and the opportunity for all age groups to appreciate and use books. Also our friendly approachable enthusiastic librarian.	Reading
85	It is my life line - I love to read and discover things but cannot afford to buy new books all the time.	Reading
86	The library gives me the chance to learn. I can borrow books about any topic and find the information I need. The library gives me the chance to immerse myself in Shetland traditions, words and music. The library gives me the chance to read for pleasure.	Reading
87	I ready twenty books a month so I would really miss the variety of books I can read and would not be able to afford to read as much otherwise	Reading
88	I like being able to request books and pick them up when they become available.	Reading
89	Apart from educational and entertaining the ILLs is a great bonus - avoids travel and time.	Reading
90	Allows me to read books that I would have to buy - too expensive.	Reading
91	I would really miss library, I have belonged to a library in all the places that I have lived, since I was a school boy, I am now 78. The vast selection of books both fiction and non-fiction have always been inspiring, and thanks to library education programme I was able to learn how to operate computer.	Reading
92	I love reading and look forward to browsing in the library before I borrow the chosen books	Reading
93	The books, the staff who help with recommendations, and the sheer joy of basement browsing	Reading
94	books are everything to me. I am 99 yrs old, read large print novels constantly. I live alone, they are my company, my companions.	Reading
95	I would miss being able to browse books and would have a very narrow range of reading experience.	Reading
96	Able to look at variety of books, CD, DVD.	Reading



97	Able to find resources that you need how to be able to do things like crochet, knitting etc., cookery books, how to work your mobile and health topics	Reading
98	It gives me a reason to get out more often.I also get to read as many books as I want, free of charge without having to buy the books. I could never be able to buy as many books as I read in a year.	Reading
99	Lunch with Dickens book group, friendly staff and access to books fiction and non fiction and e-content	Reading
100	Access to a wide range of reference and loan books plus a welcoming environment on which to work and research. I use the library weekly (sometimes more often). I also access the online catalogue (from home) as well as track and reserve books.	Reading
101	Ability to just walk in and borrow a great book, when I had a younger child who read all the time, I couldn't afford to keep her in books!	Reading
102	Quality books - good for retired folks.	Reading
103	Choice of quality books - I can't afford to buy.	Reading
104	Books!!	Reading
105	I can't imagine life without free access to books!	Reading
106	As I am doing a post-graduate course I would have difficulty getting books for my course.	Reading
107	I like being able to order new releases. I tend to only read a book once so prefer to borrow. I read many books and the library is essential to me. I also visit with grandchildren who are also avid readers. Also increases awareness of wider reading material.	Reading
108	The good Jacqueline Wilsons book I would miss a lot. The library is a good place to be it's good.	Reading
109	Access to excellent literature and reference material. Kindle isn't for everyone. I do use kindle on holiday, but books are better all other times - better for eyesight.	Reading
110	Being able to borrow books or be able to come in and use the computer.	Reading
111	Choice of books to read.	Reading
112	I wouldn't know about many books and I love reading.	Reading
113	The books - I don't have enough of my own.	Reading
114	a lot as books are expensive and i would not be able to afford to read so many	Reading
115	wide reading opportunities, stumbling on interesting books I wouldn't have known about otherwise.	Reading
116	Access to bookS. I cannot afford t buy all the books I read during a year!As a teacher I use quite a few books over the year for my work.	Reading
117	Really enjoy browsing all the books	Reading
118	Reading!	Reading
119	Huge selection o books	Reading
120	Books, free books, books about everything, and then more books. Written books, audio books, novels, non fiction, knitting, crochet books books books. And free(as long as you return them on time!)	Reading
121	I would read less books, and it would cost me money to purchase books, which I only read once, then put to the Charity shop, or pass onto other people to read.	Reading
122	I love borrowing books instead of buying them. It makes sense for a community to have a central source to borrow books from instead of purchasing more and more paper.	Reading
123	The choice and availability of books to take out	Reading
124	One of my favourite things about the library is the AWESOME LIBRARIAN! Baltasound Junior High School	Staff support
125	I would miss my librarian because she is funny and she makes the library fun to go to.	Staff support
126	I really enjoy using the library at Baltasound Junior High School. Librarian is very helpful and always makes me smile. I would not like it at all if we did not have a library.	Staff support
127	Staff are excellent. Struggle to do homework with children. No other quiet study place. Would not read as much as book buy expensive. Helpful staff with advice books BIT. Very welcome place to go all year but especially winter. Whole family uses this service. We love da library.	Staff support
128	I would miss the cheerful and helpful staff. It's warm and welcoming and usually busy and you get a real buzz from the atmosphere.	Staff support

129	<p>I use the library in Lerwick - it is hub of knowledge, expertise and kind. generous staff who will go out of their to give excellent customer service.[]  Sometimes I request some quite obscure books and nothing is too much trouble for them.[]  The staff are great - I would miss them as much as the service I think!</p>	Staff support
130	<p>Lots! Books. Reliable (mostly) internet access. (Have virtually none at home in Westside). Music, CD Collections, lots of events, visiting authors, work by reading champion, access to so much information, inter-library loans. Helpful friendly staff. It's an essential service. Have always found Morag Nicolson, the Children's Librarian to be incredibly helpful. Full of ideas and willing to get resources. Would like to see a section in library on 'Information for Dyslexic Readers'. Online too?. More audio resources. More large print child and adult books. Specific dyslexia friendly books like the latest Harry Potter. Information on dyslexia/guide to services etc etc. 1:5 of population are dyslexic, feel library is best option on Shetland for lead the way.</p>	<p>Suggestions <i><b>Library comment: We are currently preparing clearer information for staff and public on dyslexia resources and it will be on display soon.</b></i></p>