

Shetland Public Library Survey 2007

Total responses	181
-----------------	-----

How well are we doing?	Responses						Responses expressing an opinion				
	Excellent	Good	Fair	Poor	Don't know	Total	Total	% Excellent	% Good	% Fair	% Poor
Opening hours	54	79	10	4	34	181	147	36.73	53.74	6.80	2.72
Computer facilities	56	36	3	6	80	181	101	55.45	35.64	2.97	5.94
Website & online services	42	40	1	2	96	181	85	49.41	47.06	1.18	2.35
Choice of books & materials	63	84	16	2	16	181	165	38.18	50.91	9.70	1.21
Requests service	97	59	2	0	23	181	158	61.39	37.34	1.27	0.00
Local collection	45	32	1	0	103	181	78	57.69	41.03	1.28	0.00
Children's services	25	34	9	3	110	181	71	35.21	47.89	12.68	4.23
Teenage services	9	23	7	0	142	181	39	23.08	58.97	17.95	0.00
Events & promotions	22	66	15	2	76	181	105	20.95	62.86	14.29	1.90
Space & layout	20	38	49	38	36	181	145	13.79	26.21	33.79	26.21
Staff helpfulness & efficiency	146	27	0	0	8	181	173	84.39	15.61	0.00	0.00
Staff knowledge & expertise	126	39	0	0	16	181	165	76.36	23.64	0.00	0.00
Total	705	557	113	57	740	2172	1432	49.23	38.90	7.89	3.98

Which services do you use?	Responses				Responses from service users		
	Regularly	Sometimes	Never	Total	Total	% Regularly	% Sometimes
Main Library in Lerwick	120	27	34	181	147	81.63	18.37
Mobile Libraries	39	15	127	181	54	72.22	27.78
Community Libraries	15	8	158	181	23	65.22	34.78
Online Services	27	38	116	181	65	41.54	58.46
School Libraries	29	12	140	181	41	70.73	29.27
Total	230	100	575	905	330	69.70	30.30

On a scale of one to ten, how satisfied are you with the library? (10 being very satisfied. 1 not at all)	10	9	8	7	6	5	4	3	2	1	Total responses
Number of responses	53	41	53	21	3	2	1	1	0	0	175
Number of points	530	369	424	147	18	10	4	3	0	0	1505
Percentage	30.29	23.43	30.29	12.00	1.71	1.14	0.57	0.57	0.00	0.00	100.00
Overall average	8.60										