




Shetland Library Annual Survey 2017

How are we doing? 2017

Section A: How well are we doing? (Tick one box in each row. There is a space for comments at the end of the survey) The six headings below are the aims of 'Ambition and Opportunity' which is the National Strategy for Public Libraries in Scotland. Please rate us on how you think the public library performs in each of these areas. (We have given brief examples of the kind of things that may come under each heading.)

	Excellent	Good	Fair	Poor	Don't Know	Response Total
"Promoting reading, learning and literacy" *Think about how we provide and encourage reading, including e-books and children's services like Bookbug.	76.9% (60)	20.5% (16)	0.0% (0)	0.0% (0)	2.6% (2)	78
"Promoting digital inclusion" *This includes our computers, wifi, software and online services and the support we give customers to use them.	78.5% (62)	13.9% (11)	1.3% (1)	0.0% (0)	6.3% (5)	79
"Promoting economic wellbeing" *Think about how we help you save money, or if we increase opportunities to learn, apply for jobs and get advice.	56.3% (45)	26.3% (21)	1.3% (1)	0.0% (0)	16.3% (13)	80
"Promoting social wellbeing" *Consider the library's community role and our impact on equality or mental and physical health.	67.5% (54)	23.8% (19)	2.5% (2)	0.0% (0)	6.3% (5)	80
"Promoting culture and creativity" *This could include our events and promotions, including local culture and dialect and Shetland materials.	75.9% (60)	17.7% (14)	2.5% (2)	0.0% (0)	3.8% (3)	79
"Libraries as excellent public Services" *Consider our customer service, including how well trained our staff are and how efficiently we serve you.	96.0% (72)	4.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	75
					answered	80
					skipped	1

Matrix Charts

1.1. "Promoting reading, learning and literacy" *Think about how we provide and encourage reading, including e-books and children's services like Bookbug.						Response Percent	Response Total	
1	Excellent					76.9%	60	
2	Good					20.5%	16	
3	Fair					0.0%	0	
4	Poor					0.0%	0	
5	Don't Know					2.6%	2	
Analysis	Mean:	1.31	Std. Deviation:	0.72	Satisfaction Rate:	7.69	answered	78
	Variance:	0.52	Std. Error:	0.08				

1.2. "Promoting digital inclusion" *This includes our computers, wifi, software and online services and the support we give customers to use them.						Response Percent	Response Total	
1	Excellent					78.5%	62	
2	Good					13.9%	11	
3	Fair					1.3%	1	
4	Poor					0.0%	0	
5	Don't Know					6.3%	5	
Analysis	Mean:	1.42	Std. Deviation:	1.01	Satisfaction Rate:	10.44	answered	79
	Variance:	1.03	Std. Error:	0.11				

1.3. "Promoting economic wellbeing" *Think about how we help you save money, or if we increase opportunities to learn, apply for jobs and get advice.						Response Percent	Response Total	
1	Excellent					56.3%	45	
2	Good					26.3%	21	
3	Fair					1.3%	1	
4	Poor					0.0%	0	
5	Don't Know					16.3%	13	
Analysis	Mean:	1.94	Std. Deviation:	1.43	Satisfaction Rate:	23.44	answered	80
	Variance:	2.03	Std. Error:	0.16				

1.4. "Promoting social wellbeing" *Consider the library's community role and our impact on equality or mental and physical health.						Response Percent	Response Total	
1	Excellent					67.5%	54	
2	Good					23.8%	19	
3	Fair					2.5%	2	
4	Poor					0.0%	0	
5	Don't Know					6.3%	5	
Analysis	Mean:	1.54	Std. Deviation:	1.02	Satisfaction Rate:	13.44	answered	80
	Variance:	1.05	Std. Error:	0.11				

1.5. "Promoting culture and creativity" *This could include our events and promotions, including local culture and dialect and Shetland materials.						Response Percent	Response Total	
1	Excellent					75.9%	60	
2	Good					17.7%	14	
3	Fair					2.5%	2	
4	Poor					0.0%	0	
5	Don't Know					3.8%	3	
Analysis	Mean:	1.38	Std. Deviation:	0.86	Satisfaction Rate:	9.49	answered	79
	Variance:	0.74	Std. Error:	0.1				

1.6. "Libraries as excellent public Services" *Consider our customer service, including how well trained our staff are and how efficiently we serve you.					Response Percent	Response Total
1	Excellent				96.0%	72
2	Good				4.0%	3
3	Fair				0.0%	0
4	Poor				0.0%	0
5	Don't Know				0.0%	0
Analysis	Mean:	1.04	Std. Deviation:	0.2	Satisfaction Rate:	1
	Variance:	0.04	Std. Error:	0.02		
					answered	75

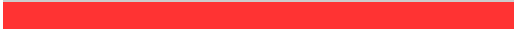


Section B: On a scale of one to ten, how satisfied overall are you with the Library? (Please tick one box; 10 being very satisfied, 1 being not all all).

					Response Percent	Response Total
1	10				73.68%	56
2	9				18.42%	14
3	8				3.95%	3
4	7				1.32%	1
5	6				1.32%	1
6	5				1.32%	1
7	4				0.00%	0
8	3				0.00%	0
9	2				0.00%	0
10	1				0.00%	0
Analysis	Mean:	1.42	Std. Deviation:	0.91	Satisfaction Rate:	4.68
	Variance:	0.82	Std. Error:	0.1		
					answered	76
					skipped	5

Section C: Please tick your age group

					Response Percent	Response Total
1	0 - 16				1.30%	1
2	17 - 30				11.69%	9
3	31 - 50				27.27%	21
4	51 - 65				40.26%	31
5	66+				19.48%	15
Analysis	Mean:	3.65	Std. Deviation:	0.96	Satisfaction Rate:	66.23
	Variance:	0.93	Std. Error:	0.11		
					answered	77
					skipped	4

Section D: Which library do you use most often?

							Response Percent	Response Total
1	Main library in Lerwick						88.61%	70
2	Mobile library						7.59%	6
3	School/community library						3.80%	3
Analysis	Mean:	1.15	Std. Deviation:	0.45	Satisfaction Rate:	7.59	answered	79
	Variance:	0.2	Std. Error:	0.05			skipped	2

Section E: Have you any comments?

							Response Percent	Response Total
1	Open-Ended Question						100.00%	51
1	19/12/17 2:19PM ID: 69889156	I think the customer service of your young staff is excellent, and I like the way you use social media to make sure the library has a high profile. Re the 'economic wellbeing' bit - you save me and my family an awful lot of money, but you also give us things money can't really buy.						
2	19/12/17 2:55PM ID: 69892757	Shetland Libraries is excellent. I use them a lot and enjoy the friendliness and helpfulness, both in Lerwick and in the Very Special Baltasound Library.						
3	19/12/17 4:38PM ID: 69904244	The library staff are always very helpful and welcoming to myself and my two year old. He loves coming to get new books as they have a great selection to choose from.						
4	19/12/17 5:19PM ID: 69907757	Brilliant service.						
5	19/12/17 5:23PM ID: 69908032	Every year the library just keeps improving, always a pleasure to visit the place.						
6	19/12/17 6:32PM ID: 69911695	Staff are wonderful, welcoming, responsive to requests, and altogether fab! The library is an excellent hub for literary events - though small it provides an appropriately cosy venue.						
7	19/12/17 6:49PM ID: 69912793	Your value to me as a place to just hang out is priceless. At Christmas especially everything else shuts. When you are lonely and broke the library is there for you.						
8	19/12/17 9:08PM ID: 69919275	The library is a welcoming area which is a delight to use. I like the themed book selections according to the time of year and local events. I look forward to the Christmas surprise books.						
9	19/12/17 9:09PM ID: 69919259	I would like to see more of the above first five points in parts of Shetland other than Lerwick. For an ever-ageing population, less mobile population up in Unst, your mobile library is great, as is a browse in the Community Library (where perhaps a coffee and chat once a month? Book promotion? Reading group? etc. could be initiated?						
10	20/12/17 10:24AM ID: 69945691	The staff excellent.						
11	20/12/17 10:27AM ID: 69945778	Charming helpful and knowledgeable staff who have assisted me with courtesy and patience.						
12	20/12/17 10:28AM ID: 69946003	All the staff are very efficient, helpful and friendly.						
13	20/12/17 10:29AM ID: 69946119	Very good service.						
14	20/12/17 10:30AM ID: 69946188	Just keep doing what your doing. I don't think this needs to change. Great work :-)						
15	20/12/17 10:31AM ID: 69946325	I use the Learning Centre the most.						
16	20/12/17 10:32AM ID: 69946376	Friendly staff, idiot-proof facilities!						
17	20/12/17 10:32AM ID: 69946433	Good working facilities, well maintained. Helpful staff.						
18	20/12/17 11:29PM	God bless						

Section E: Have you any comments?

			Response Percent	Response Total
	ID: 70032601			
19	22/12/17 12:03PM ID: 70122022	Keep up the excellent service. I for one would be lost without you.		
20	22/12/17 12:04PM ID: 70122117	More books please		
21	22/12/17 12:06PM ID: 70122167	Excellent, knowledgeable staff. Good selection of books.		
22	22/12/17 12:06PM ID: 70122222	Shetland at its BEST.		
23	22/12/17 12:12PM ID: 70122267	Helpful staff and great community involvement in many different areas. A small library with all the fabulous attributes of a metropolitan one.		
24	22/12/17 12:14PM ID: 70122655	Would be lost without the library service. I still read books! and listen to audio books.		
25	01/01/18 7:10PM ID: 70462263	I LOVE our library service. Thank you to all the wonderful staff who make it so great.		
26	03/01/18 11:40AM ID: 70540823	Approachable and helpful staff - they are essential. Library always tidy, easy to find your way around. Good range of services.		
27	04/01/18 10:53AM ID: 70604479	The Library quietly gets on with doing the things which help make modern life bearable, especially for those of us on low incomes. I can see the difference in the bairns who have been to Bookbug - literacy is on of the keys to a decent future.		
28	05/01/18 9:41AM ID: 70672636	Great library and excellent staff!		
29	05/01/18 9:42AM ID: 70672688	Just good helpful staff and many thanks!!		
30	05/01/18 9:43AM ID: 70672796	Very good service. Good location. Very adequate facilities.		
31	05/01/18 9:45AM ID: 70672900	I haven't used the library as often as I have in the past. This is mostly due to the fact I am in full time employment when I used to come here frequently to find work. Thank you.		
32	05/01/18 11:30AM ID: 70683707	Lovely staff - keep up the good work!		
33	05/01/18 12:21PM ID: 70688511	More masters level books needed.		
34	05/01/18 12:23PM ID: 70688595	This library is perfect. I can't think of any ways in which it could be improved. Brilliant staff, loads of events, constantly changing displays, great selection of learning resources... A five star library experience!		
35	09/01/18 2:05PM ID: 70945663	Excellent service, wonderful staff.		
36	09/01/18 2:06PM ID: 70945763	Very pleased to have access to such a great service with helpful staff on hand.		
37	10/01/18 12:13PM ID: 71018499	Thank you and God Bless		
38	12/01/18 11:01AM ID: 71203949	Excellent Library, with great facilities and helpful,friendly staff.		
39	13/01/18 7:52PM ID: 71286405	Staff a;ways knowledgeable and helpful		
40	16/01/18 12:40PM ID: 71457113	Still and always brilliant!		
41	17/01/18 11:10AM ID: 71532150	Learning Centre, first rate computer set-up, as good as it gets, thank you.		
42	17/01/18 11:12AM ID: 71532401	Staff are always extremely helpful. They embrace new ideas - it is a hub of activity and a haven of peace. Congratulations!		
43	22/01/18 2:23PM ID: 71943154	Since the 1960s the Lerwick Library has been very important to me. I remember the day it opened! When we moved back to Shetland in 1991 it was good to resume visits to the Library. Now that I have returned it		

Section E: Have you any comments?

			Response Percent	Response Total
		continues to be important to me. I always find it relaxing and welcoming, and I look forward to possibly the move back to the 1960s building because that was the best place of all!		
44	24/01/18 11:38AM ID: 72123612	A very good service with helpful staff and a wide range of activities, including book signings, Jane Austen evening and cake!		
45	24/01/18 11:42AM ID: 72124279	Keep up good work you all have smashing skills. Brightens up my day.		
46	25/01/18 10:20AM ID: 72218755	Excellent facility, with very good, helpful staff. However, could do with bigger premises to better display all the books which are currently in the basement.		
47	25/01/18 2:10PM ID: 72246129	If the library opening hours were extended, evenings in particular and from nine in the mornings I think the service would be used more often by the public. It is widely recognised that the main library is not fit for purpose not being big enough. A move back to the original premises is eagerly anticipated.		
48	25/01/18 2:13PM ID: 72247061	Amazing service!!		
49	29/01/18 10:02AM ID: 72485036	Yes, all the staff are very friendly and helpful. I use both the mobile library and Lerwick. No faults with either service.		
50	29/01/18 10:03AM ID: 72485202	No everything is good keep up the good work.		
51	29/01/18 10:04AM ID: 72485276	Thank you.		
			answered	51
			skipped	30