

Shetland Library Customer Survey 2016 - results

Question 2 – satisfaction rate for different service areas

This comes out as fairly similar to previous years. We are pleased that we are maintaining a lot of 'excellent' ratings, especially in customer service; help with computers; requests and reservations and children and young people's services. The lowest satisfaction rating again is for 'space and layout' but only 3% rated this 'poor' and most still scored it 'good' or 'excellent'. Your survey comments on space and layout over the years have informed our Library refurbishment plans. More about that is here: www.shetland-library.gov.uk/OldLibraryRefurbishmentProject.asp

How well are we doing? (Without Don't Knows) Responses as %)				
Answer Options	Excellent %	Good %	Fair %	Poor %
Opening hours	49	44	7	0
Computer facilities and wi-fi	64	31	5	0
Help with using computers	71	27	3	0
Online services (e.g.	57	34	9	0
Choice of books and	58	35	6	1
Requests and reservations	76	20	2	2
Space and layout	39	42	16	3
Customer service	85	12	4	0
Children and young people's	79	17	4	0

Question 3 – Overall satisfaction on a scale of one to ten

Our satisfaction rating came out at **93%** overall, so we have maintained last year's score which was our highest ever. Thank you all!

On a scale of one to 10, how satisfied overall are you with the Library? (10 being very satisfied, 1 being not at all)		
Answer Options	Response Percent	Response Count
10	57.2%	79
9	28.3%	39
8	8.0%	11
7	2.2%	3
6	1.4%	2
5	2.2%	3
4	0.7%	1
3	0.0%	0
2	0.0%	0
1	0.0%	0
answered question		138
skipped question		3

Question 4 – Ages of survey respondents

We found that not so many younger people filled in our survey and we'll be considering ways to improve the response. One reason is that we only run the survey in our public or community libraries, but many Shetland pupils use their school library as their public library. Perhaps we need to reflect this more. A survey like this is not necessarily attractive to children either, and we will look at different ways to get their feedback.

Age Group		
Answer Options	Response Percent	Response Count
0 - 16	5.7%	8
17 - 30	5.0%	7
31 - 60	53.6%	75
61+	35.7%	50
<i>answered question</i>		140
<i>skipped question</i>		1

- **Question 1** of the survey was 'What difference does the Library make to your life?' and invited free text comments.
- **Question 5** was also free text and was simply 'Any other comments?'
- We got an awful lot of comments so are categorising these and will publish them separately on our website. They give a really good picture of the range of things the library does and what it means to you, our customers.

Thank you very much again to everyone who filled in our survey.