

**An Chomhairle Leabharlanna
The Library Council**

Public Library User Survey 2007

Weighted Headline Report

Error Ratings

Weekly Visits	191,167
Completed Questionnaires	29,692
Error Rating	± 0.5%

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SECTION A: YOUR VISIT

**1. It would help us to know which of the
following services you used during your visit
today**

	%	no. of respondents
Lending	70.0%	19,503
Reference	19.0%	5,121
Local studies	6.8%	1,938
Language learning	4.1%	1,001
Music library	7.8%	2,022
Business information	3.9%	1,151
Exhibition / leisure / activities	7.5%	2,021
Other	27.4%	7,987

Respondents completing Q1

	no. of respondents
Services used	28,439

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SECTION B: THIS LIBRARY

2. Please tell us what you think of this library:

		%	no. of cases
Opening hours	Very Good	53.7%	14,992
	Good	33.1%	9,582
	Adequate	10.2%	3,023
	Poor	2.5%	788
	Very Poor	.5%	150

Respondents completing Q2

	%	no. of cases
Opening hours	96.1%	28,535

2. Please tell us what you think of this library:

		%	no. of cases
Ease of access to the library	Very Good	65.2%	18,089
	Good	26.9%	7,577
	Adequate	5.8%	1,627
	Poor	1.5%	444
	Very Poor	.6%	173

Respondents completing Q2

	%	no. of cases
Ease of access to the library	94.0%	27,910

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2. Please tell us what you think of this library:

		%	no. of cases
Staff helpfulness	Very Good	84.2%	24,118
	Good	13.8%	3,711
	Adequate	1.7%	426
	Poor	.2%	48
	Very Poor	.1%	32

Respondents completing Q2

	%	no. of cases
Staff helpfulness	95.4%	28,335

2. Please tell us what you think of this library:

		%	no. of cases
Provision of seating and tables	Very Good	48.7%	13,969
	Good	32.0%	8,877
	Adequate	14.3%	3,679
	Poor	4.1%	982
	Very Poor	.9%	231

Respondents completing Q2

	%	no. of cases
Provision of seating and tables	93.4%	27,738

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2. Please tell us what you think of this library:

		%	no. of cases
Attractiveness of library outside	Very Good	38.1%	11,518
	Good	30.9%	8,764
	Adequate	21.3%	5,222
	Poor	7.3%	1,705
	Very Poor	2.4%	551

Respondents completing Q2

	%	no. of cases
Attractiveness of library outside	93.5%	27,760

2. Please tell us what you think of this library:

		%	no. of cases
Ease of movement within the library	Very Good	55.0%	15,940
	Good	33.1%	8,938
	Adequate	9.9%	2,571
	Poor	1.6%	465
	Very Poor	.4%	136

Respondents completing Q2

	%	no. of cases
Ease of movement within the library	94.5%	28,050

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2. Please tell us what you think of this library:

		%	no. of cases
As a safe place to visit	Very Good	75.2%	21,513
	Good	20.9%	5,620
	Adequate	3.4%	857
	Poor	.4%	107
	Very Poor	.2%	53

Respondents completing Q2

	%	no. of cases
As a safe place to visit	94.8%	28,150

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**SECTION C: BOOKS AND OTHER PRINTED
MATERIALS**

**3. Did you come to this library today
intending to borrow book(s)?**

	%	no. of cases
Yes	66.2%	18,968
No	33.8%	9,692

Respondents completing Q3

	%	no. of cases
Intending to borrow book(s)	96.5%	28,660

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4. Did you actually borrow books today?

	%	no. of cases
Yes	61.6%	17,337
No	38.4%	10,920

Respondents completing Q4

	%	no. of cases
Actually borrow book(s)	95.2%	28,257

4. Did you actually borrow books today?

	%	no. of cases
Yes	90.4%	16,769
No	9.6%	1,794

**Filtered by those who answered Yes at
Question 3.**

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**5. Did you read any newspapers or
magazines during your visit?**

	%	no. of cases
Yes	28.3%	7,760
No	71.7%	20,665

Respondents completing Q5

	%	no. of cases
Read any newspapers or magazines	95.7%	28,425

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6. What do you think of the choice and physical condition of the materials in this library?

		%	no. of cases
Choice of books	Very Good	41.8%	12,260
	Good	40.6%	11,236
	Adequate	14.6%	3,806
	Poor	2.6%	652
	Very Poor	.3%	88

Respondents completing Q6

	%	no. of cases
Choice of books	94.4%	28,042

6. What do you think of the choice and physical condition of the materials in this library?

		%	no. of cases
Physical condition of books	Very Good	44.9%	13,171
	Good	45.3%	11,975
	Adequate	8.8%	2,073
	Poor	.7%	155
	Very Poor	.2%	41

Respondents completing Q6

	%	no. of cases
Physical condition of books	92.3%	27,415

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6. What do you think of the choice and physical condition of the materials in this library?

		%	no. of cases
Choice of newspapers, magazines etc	Very Good	33.3%	8,304
	Good	43.1%	10,285
	Adequate	18.4%	4,098
	Poor	3.6%	857
	Very Poor	1.5%	375

Respondents completing Q6

	%	no. of cases
Choice of newspapers, magazines etc	80.6%	23,919

6. What do you think of the choice and physical condition of the materials in this library?

		%	no. of cases
Physical condition of newspapers etc	Very Good	39.3%	9,582
	Good	46.4%	10,586
	Adequate	12.8%	2,649
	Poor	1.0%	204
	Very Poor	.6%	159

Respondents completing Q6

	%	no. of cases
Physical condition of newspapers etc	78.1%	23,180

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**6. What do you think of the choice and physical
condition of the materials in this library?**

		%	no. of cases
Choice of material in your own language?	Very Good	34.0%	1,933
	Good	25.1%	1,324
	Adequate	14.2%	654
	Poor	14.7%	618
	Very Poor	12.0%	531

Respondents completing Q6

	%	no. of cases
Choice of material in your own language?	17.0%	5,060

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SECTION D: ALTERNATIVE FORMATS

8. Did you come to the library today intending to borrow any of the following?

		%	no. of cases
Music CDs	Yes	11.6%	2,569
	No	88.4%	20,863

Respondents completing Q8

	%	no. of cases
Music CDs	78.9%	23,432

8. Did you come to the library today intending to borrow any of the following?

		%	no. of cases
DVDs / Videos	Yes	14.5%	2,863
	No	85.5%	20,186

Respondents completing Q8

	%	no. of cases
DVDs / Videos	77.6%	23,049

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8. Did you come to the library today intending to borrow any of the following?

		%	no. of cases
Talking books	Yes	10.0%	1,969
	No	90.0%	20,561

Respondents completing Q8

	%	no. of cases
Talking books	75.9%	22,530

8. Did you come to the library today intending to borrow any of the following?

		%	no. of cases
Computer games	Yes	2.1%	447
	No	97.9%	20,954

Respondents completing Q8

	%	no. of cases
Computer games	72.1%	21,401

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**8. Did you come to the library today intending to borrow
any of the following?**

		%	no. of cases
Large print books	Yes	11.6%	2,561
	No	88.4%	20,178

Respondents completing Q8

	%	no. of cases
Large print books	76.6%	22,739

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9. Did you actually borrow any of the following?

		%	no. of cases
Music CDs	Yes	9.5%	2,104
	No	90.5%	20,973

Respondents completing Q9

	%	no. of cases
Music CDs	77.7%	23,077

9. Did you actually borrow any of the following?

		%	no. of cases
Music CDs	Yes	68.1%	1,563
	No	31.9%	694

**Filtered by those who intended to borrow Music CDs
at Question 8.**

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9. Did you actually borrow any of the following?

		%	no. of cases
DVDs / Videos	Yes	11.5%	2,224
	No	88.5%	20,328

Respondents completing Q9

	%	no. of cases
DVDs / Videos	76.0%	22,552

9. Did you actually borrow any of the following?

		%	no. of cases
DVDs / Videos	Yes	68.5%	1,669
	No	31.5%	794

**Filtered by those who intended to borrow DVDs /
Videos at Question 8.**

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9. Did you actually borrow any of the following?

		%	no. of cases
Talking books	Yes	8.2%	1,568
	No	91.8%	20,497

Respondents completing Q9

	%	no. of cases
Talking books	74.3%	22,065

9. Did you actually borrow any of the following?

		%	no. of cases
Talking books	Yes	72.6%	1,199
	No	27.4%	486

Filtered by those who intended to borrow Talking books at Question 8.

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9. Did you actually borrow any of the following?

		%	no. of cases
Computer games	Yes	1.3%	249
	No	98.7%	20,751

Respondents completing Q9

	%	no. of cases
Computer games	70.7%	21,000

9. Did you actually borrow any of the following?

		%	no. of cases
Computer games	Yes	50.5%	156
	No	49.5%	191

Filtered by those who intended to borrow Computer games at Question 8.

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9. Did you actually borrow any of the following?

		%	no. of cases
Large print books	Yes	10.6%	2,302
	No	89.4%	19,988

Respondents completing Q9

	%	no. of cases
Large print books	75.1%	22,290

9. Did you actually borrow any of the following?

		%	no. of cases
Large print books	Yes	79.3%	1,812
	No	20.7%	488

Filtered by those who intended to borrow Large print books at Question 8.

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10. What do you think of the following items, if offered at this library?

		%	no. of cases
Music CDs	Very Good	28.9%	5,139
	Good	39.2%	6,883
	Adequate	21.6%	3,694
	Poor	7.5%	1,183
	Very Poor	2.8%	481

Respondents completing Q10

	%	no. of cases
Music CDs	58.5%	17,380

10. What do you think of the following items, if offered at this library?

		%	no. of cases
DVDs / Videos	Very Good	26.7%	4,625
	Good	35.2%	5,983
	Adequate	24.3%	3,856
	Poor	10.3%	1,637
	Very Poor	3.5%	613

Respondents completing Q10

	%	no. of cases
DVDs / Videos	56.3%	16,714

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10. What do you think of the following items, if offered at this library?

		%	no. of cases
Talking books	Very Good	30.0%	4,666
	Good	39.4%	6,094
	Adequate	23.9%	3,676
	Poor	5.4%	839
	Very Poor	1.3%	234

Respondents completing Q10

	%	no. of cases
Talking books	52.2%	15,509

10. What do you think of the following items, if offered at this library?

		%	no. of cases
Computer games	Very Good	23.3%	3,042
	Good	34.8%	4,399
	Adequate	26.8%	3,113
	Poor	9.2%	1,025
	Very Poor	5.9%	798

Respondents completing Q10

	%	no. of cases
Computer games	41.7%	12,377

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10. What do you think of the following items, if offered at this library?

		%	no. of cases
Large print books	Very Good	36.7%	6,041
	Good	39.1%	6,223
	Adequate	20.3%	3,158
	Poor	3.2%	516
	Very Poor	.8%	148

Respondents completing Q10

	%	no. of cases
Large print books	54.2%	16,086

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SECTION E: INFORMATION

**11. Did you come to the library today to
find something out?**

	%	no. of cases
Yes	39.5%	11,403
No	60.5%	17,306

Respondents completing Q11

	%	no. of cases
Find something out	96.7%	28,709

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12. If you came to this library today to find something out, did you succeed?

	%	no. of cases
Yes	67.8%	10,051
In part	14.6%	2,089
No	17.6%	2,647

Respondents completing Q12

	%	no. of cases
Did you succeed	49.8%	14,787

12. If you came to this library today to find something out, did you succeed?

	%	no. of cases
Yes	81.3%	9,209
In part	15.6%	1,668
No	3.1%	313

Filtered by those who answered Yes at Question 11.

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**13. If you asked for help in finding
something out today, what did you think
of the staff assistance?**

	%	no. of cases
Very Good	85.0%	17,192
Good	13.0%	2,481
Adequate	1.7%	289
Poor	.2%	41
Very Poor	.1%	26

Respondents completing Q13

	%	no. of cases
Think of the staff assistance	67.5%	20,029

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SECTION F: USING TECHNOLOGY

**14. Which technology did you intend to use
during your visit to the library today?**

	%	no. of respondents
Computer	69.3%	8,732
WiFi	5.3%	480
Text enlarger	1.9%	221
Text to speech software	1.2%	174
Optical scanner	2.7%	368
Printing	18.9%	2,455
Email	31.3%	3,937
Internet	49.7%	6,377
Office Software	4.2%	516
Other	16.5%	1,933

Respondents completing Q14

	no. of respondents
Technologies used	12,490

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**15. Did you actually use any of these during
your visit to the library today?**

	%	no. of respondents
Computer	70.3%	7,761
WiFi	6.5%	543
Text enlarger	3.4%	357
Text to speech software	2.7%	291
Optical scanner	3.5%	389
Printing	20.0%	2,254
Email	35.1%	3,922
Internet	51.9%	5,935
Office Software	5.4%	589
Other	16.5%	1,741

Respondents completing Q15

	no. of respondents
Technologies used	10,973

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**15. Did you actually use any of these during your visit
to the library today?**

	%	no. of respondents
Computer	73.7%	6,990
WiFi	4.3%	252
Text enlarger	1.2%	112
Text to speech software	.6%	67
Optical scanner	1.4%	150
Printing	17.0%	1,655
Email	33.2%	3,199
Internet	52.8%	5,189
Office Software	2.8%	262
Other, please state	7.4%	653

Filtered by those that responded to Question 14.

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16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Computers	Very Good	54.1%	10,661
	Good	31.7%	5,557
	Adequate	11.1%	1,738
	Poor	2.4%	340
	Very Poor	.7%	109

Respondents completing Q16

	%	no. of cases
Computer	62.0%	18,405

16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
WiFi	Very Good	36.3%	2,105
	Good	37.2%	2,179
	Adequate	16.9%	892
	Poor	4.1%	197
	Very Poor	5.5%	344

Respondents completing Q16

	%	no. of cases
WiFi	19.3%	5,717

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16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Text enlarger	Very Good	38.4%	2,308
	Good	39.7%	2,159
	Adequate	17.0%	859
	Poor	2.7%	134
	Very Poor	2.3%	139

Respondents completing Q16

	%	no. of cases
Text enlarger	18.9%	5,599

16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Text to speech software	Very Good	33.9%	1,812
	Good	38.5%	1,873
	Adequate	20.3%	876
	Poor	4.0%	161
	Very Poor	3.3%	170

Respondents completing Q16

	%	no. of cases
Text to speech software	16.5%	4,892

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16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Optical scanner	Very Good	36.5%	2,022
	Good	38.7%	1,952
	Adequate	18.0%	798
	Poor	3.3%	159
	Very Poor	3.5%	186

Respondents completing Q16

	%	no. of cases
Optical scanner	17.2%	5,117

16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Printing	Very Good	50.9%	5,247
	Good	33.5%	3,095
	Adequate	11.4%	971
	Poor	2.6%	214
	Very Poor	1.6%	168

Respondents completing Q16

	%	no. of cases
Printing	32.7%	9,695

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**16. What do you think of the following
technological facilities and support services in
this library?**

		%	no. of cases
Email	Very Good	55.2%	6,231
	Good	32.4%	3,323
	Adequate	9.5%	883
	Poor	2.0%	178
	Very Poor	.9%	96

Respondents completing Q16

	%	no. of cases
Email	36.1%	10,711

**16. What do you think of the following
technological facilities and support services in this
library?**

		%	no. of cases
Internet	Very Good	56.9%	8,058
	Good	29.8%	3,807
	Adequate	10.0%	1,158
	Poor	2.4%	282
	Very Poor	.9%	121

Respondents completing Q16

	%	no. of cases
Internet	45.2%	13,426

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16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Office Software	Very Good	41.2%	2,556
	Good	36.4%	2,080
	Adequate	17.2%	838
	Poor	3.3%	191
	Very Poor	2.0%	122

Respondents completing Q16

	%	no. of cases
Office Software	19.5%	5,787

16. What do you think of the following technological facilities and support services in this library?

		%	no. of cases
Library staff knowledge of the equipment	Very Good	62.0%	7,522
	Good	30.4%	3,329
	Adequate	6.6%	694
	Poor	.8%	76
	Very Poor	.2%	35

Respondents completing Q16

	%	no. of cases
Library staff knowledge of the equipment	39.3%	11,656

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**17. Do you ever access the resources of
the library via the Internet?**

	%	no. of cases
Yes	28.6%	7,203
No	71.4%	19,059

Respondents completing Q17

	%	no. of cases
Via the Internet	88.4%	26,262

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SECTION G: CHARGES

18. What do you think of the charges?

		%	no. of cases
Membership / loan charges	Too high	2.0%	465
	High	3.7%	800
	Neither high nor low	70.4%	16,894
	Low	20.0%	4,988
	Too low	3.9%	948

Respondents completing Q18

	%	no. of cases
Membership / loan charges	81.1%	24,095

18. What do you think of the charges?

		%	no. of cases
Charges for late return of materials	Too high	3.5%	677
	High	7.1%	1,368
	Neither high nor low	65.2%	15,031
	Low	20.3%	4,927
	Too low	4.0%	987

Respondents completing Q18

	%	no. of cases
Charges for late return of materials	77.4%	22,990

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18. What do you think of the charges?

		%	no. of cases
Charges for internet use	Too high	2.5%	433
	High	4.4%	712
	Neither high nor low	71.0%	12,178
	Low	18.0%	3,237
	Too low	4.1%	750

Respondents completing Q18

	%	no. of cases
Charges for internet use	58.3%	17,310

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SECTION H: OVERALL IMPRESSION

**19. Taking everything into account, what
do you think of this library?**

	%	no. of cases
Very Good	66.4%	19,596
Good	27.1%	7,416
Adequate	5.6%	1,491
Poor	.7%	191
Very Poor	.2%	44

Respondents completing Q19

	%	no. of cases
What do you think	96.8%	28,738

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SECTION I: ABOUT YOU

20. Are you:

		%	no. of cases
Gender	Female	63.2%	18,215
	Male	36.8%	9,491

Respondents completing Q20

	%	no. of cases
Gender	93.3%	27,706

21. Your age group:

		%	no. of cases
Age group (in years)	14 or under	.5%	241
	15 to 19	4.5%	1,533
	20 to 24	6.0%	1,823
	25 to 34	15.7%	4,453
	35 to 44	24.7%	7,270
	45 to 54	18.0%	5,255
	55 to 64	15.0%	4,148
	65 to 74	11.1%	2,953
	75 or over	4.5%	1,108

Respondents completing Q21

	%	no. of cases
Age group (in years)	96.9%	28,784

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22. Are you:

	%	no. of respondents
In full-time employment	29.8%	8,536
In part-time employment	15.9%	4,737
Self-employed	7.2%	2,080
Unemployed	5.8%	1,730
Full-time student	9.3%	2,809
Part-time student	3.8%	1,007
Looking after home / family	15.6%	4,588
Permanently sick / disabled	1.8%	559
Retired	19.3%	5,111
Other	2.3%	626

Respondents completing Q22

	no. of respondents
Occupation	28,828

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23. Are you a registered member of this library?

	%	no. of cases
Yes	90.3%	26,043
No	9.7%	2,945

Respondents completing Q23

	%	no. of cases
Registered member	97.6%	28,988

24. How often do you usually visit this library?

	%	no. of cases
This is my first visit	4.0%	1,247
Once a week	36.3%	9,620
Once a fortnight	23.3%	6,626
Once every three weeks	16.0%	4,968
Once every four weeks	9.4%	2,838
Very occasionally	10.9%	3,229

Respondents completing Q24

	%	no. of cases
Usually visit	96.1%	28,528

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25. How far do you live from this library?

	%	no. of cases
1 km	19.2%	4,569
2 km	26.1%	6,438
3 km	14.0%	3,571
4 km	3.2%	811
5 km	9.3%	2,409
6 km	1.8%	532
7 km	1.1%	306
8 km	5.1%	1,515
9 km	.3%	112
10 km	5.2%	1,666
11 to 15 km	5.7%	1,901
16 to 20 km	4.5%	1,528
over 20 km	4.5%	1,458

Respondents completing Q25

	%	no. of cases
How far	90.3%	26,816

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26. Disability / Long-term limiting illness

	%	no. of respondents
None / not applicable	87.8%	17,665
Mobility - getting around	3.9%	708
Hearing	2.7%	492
Eyesight	3.8%	735
Using hands / fingers	1.4%	264
Learning disability, e.g. dyslexia	1.4%	276
Mental health problem, e.g.	2.6%	510
Other	2.3%	433

Respondents completing Q26

	no. of respondents
Disability / Long-term limiting illness	19,980