ABC PUBLIC LIBRARY
2020 CUSTOMER SERVICE QUALITY SURVEY

Please help us to improve our library service by completing this questionnaire. It should take about 10 minutes to complete. Your answers will be treated confidentially, and you can choose to withdraw from this research at any time.

Complete the questionnaire to reflect your opinions, not those of any child or other person that may be in your care.

This research is being conducted for Public Library Services SA in conjunction with CERM PI, University of South Australia Business School. For general enquiries please contact Raylene Jones, cermpi@unisa.edu.au.

This project has been approved by the UniSA's Human Research Ethics Committee.

ABOUT YOU AND HOW YOU USE THE LIBRARY...

1. **Please outline the reasons you use the Library?**
   Please list **THREE MAIN ACTIVITIES** by placing the numbers **1, 2 & 3** in the relevant boxes below (1 is the main activity, 2 is the second main activity etc.)

   1. ☐ Borrowing books
   2. ☐ Borrowing DVDs or audio books
   3. ☐ To participate in library activities/events
   4. ☐ To socialise with friends/family or meet people
   5. ☐ To use the computers
   6. ☐ To receive help for computer tasks/online applications (e.g. Centrelink, MyGov, passports etc.)

   7. ☐ To use the WiFi
   8. ☐ To entertain my children
   9. ☐ To study
   10. ☐ Research
   11. ☐ Relax/environment
   12. ☐ Other (please specify)_____

2. **Are you aware of the following services?** Please tick **ALL RELEVANT** boxes

   1. ☐ eBooks
   2. ☐ Digital music/digital movies

   3. ☐ Digital magazines
   4. ☐ Other (please specify)_____

3. **Have you used the following services?** Please tick **ALL RELEVANT** boxes

   1. ☐ eBooks
   2. ☐ Digital music/digital movies

   2. ☐ Digital magazines
   4. ☐ Other (please specify)_____

4. **Where do you normally find out what's happening at the Library?** Please tick **ALL RELEVANT** boxes

   1. ☐ In the library
   2. ☐ Library's website
   3. ☐ Council's website
   4. ☐ Email
   5. ☐ Libraries SA app

   6. ☐ Facebook
   7. ☐ Twitter
   8. ☐ Newspaper
   9. ☐ Friends/family
   10. ☐ Other (please specify)_____

ABOUT YOU AND HOW YOU USE THIS LIBRARY...

Please tick **ONE BOX** only for each question and provide information where requested

5. Do you *usually* attend this library?

1. ☐ Alone (if so, please go to Q 7)
2. ☐ With others (family, friend, partner, etc)

6. Does your visiting group *usually* include?

1. ☐ Children under 5 years of age
2. ☐ Children 5 to 15 years of age
3. ☐ No children

7. How far do you normally travel to attend this library?

☐ 5km or less
1. ☐ Over 5, to 10 kms
2. ☐ Over 10, to 25 kms
3. ☐ Over 25 kms

8. How do you usually get to the library?

1. ☐ Private car / motorbike
2. ☐ Walk
3. ☐ Bicycle
4. ☐ Public transport (including Community Bus)

***On average*, how many times do you visit the library?**

9.
1. ☐ Daily
2. ☐ A few times per week
3. ☐ Once per month
4. ☐ A few times per month
5. ☐ A few times per year
6. ☐ Once per year

10. On average, how long do you spend at the library each visit?

1. ☐ Less than 30 minutes
2. ☐ About 30-60 minutes
3. ☐ About 60-90 minutes
4. ☐ Over 90 minutes

11. At which time do you *most often* use the library?

1. ☐ Between 9am and noon
2. ☐ Between noon and 3pm
3. ☐ Between 3pm and 6pm

12. What day of the week do you *usually* visit the Library?

1. ☐ Weekdays
2. ☐ Saturday
3. ☐ Sunday

13. What is your employment status?

1. ☐ Unemployed
2. ☐ Employed part time
3. ☐ Employed full time
4. ☐ Student
5. ☐ Retired
6. ☐ Full time parent
7. ☐ Home duties without children

14. My age group is:

1. ☐ 15-19 years
2. ☐ 20-29 years
3. ☐ 30-39 years
4. ☐ 40-49 years
5. ☐ 50-59 years
6. ☐ 60-69 years
7. ☐ 70 years and over
8. ☐ Prefer not to answer

15. I am:

1. ☐ Male
2. ☐ Female
3. ☐ Other
4. ☐ Prefer not to answer

16. Do you have a chronic illness/permanent disability?

1. ☐ No
2. ☐ Yes
3. ☐ Prefer not to answer

17. I was born in:

1. ☐ Australia
2. ☐ Overseas English speaking country
3. ☐ Non-English speaking country

18. Do you identify as being Aboriginal and/or Torres Strait Islander origin?

1. ☐ No
2. ☐ Yes

19. My postcode is:

☐ ☐ ☐ ☐

20. Please evaluate each item in terms of:

Expectations - What you expect
Performance - How well we are doing

The library should...

		Expectations						Performance						
		Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Very Strongly Agree	Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Very Strongly Agree	Don't Know
1	always be clean	1	2	3	4	5	6	1	2	3	4	5	6	*
2	be well maintained	1	2	3	4	5	6	1	2	3	4	5	6	*
3	always have clean amenities	1	2	3	4	5	6	1	2	3	4	5	6	*
4	provide enough space (nooks) for research, study & reading	1	2	3	4	5	6	1	2	3	4	5	6	*
5	provide a suitable number of computers	1	2	3	4	5	6	1	2	3	4	5	6	*
6	provide a broad selection of books and resources	1	2	3	4	5	6	1	2	3	4	5	6	*
7	provide fast and reliable WiFi	1	2	3	4	5	6	1	2	3	4	5	6	*
8	provide enough digital content (i.e. eBooks, music, family history)	1	2	3	4	5	6	1	2	3	4	5	6	*
9	be well organised & well run (i.e. be well staffed, open on time)	1	2	3	4	5	6	1	2	3	4	5	6	*
10	have up-to-date information (i.e. activities, results, events)	1	2	3	4	5	6	1	2	3	4	5	6	*
11	have programs / activities that are relevant to your needs	1	2	3	4	5	6	1	2	3	4	5	6	*
12	have good lighting	1	2	3	4	5	6	1	2	3	4	5	6	*
13	be well orientated and easy to navigate around	1	2	3	4	5	6	1	2	3	4	5	6	*
14	ensure behaviour of others does not detract from your	1	2	3	4	5	6	1	2	3	4	5	6	*
15	provide suitable technology devices (ie. printers, charging portals)	1	2	3	4	5	6	1	2	3	4	5	6	*
16	have clear and useful signage	1	2	3	4	5	6	1	2	3	4	5	6	*
17	provide assistance with computer tasks (e.g. online applications)	1	2	3	4	5	6	1	2	3	4	5	6	*
18	have suitable parking (i.e. number of spaces, drop off zones)	1	2	3	4	5	6	1	2	3	4	5	6	*
19	provide food and drink facilities	1	2	3	4	5	6	1	2	3	4	5	6	*
20	provide quality children's services & facilities	1	2	3	4	5	6	1	2	3	4	5	6	*

The library's staff should...

		Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Very Strongly Agree	Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Very Strongly Agree	Don't Know
21	be friendly	1	2	3	4	5	6	1	2	3	4	5	6	*
22	be eager to help	1	2	3	4	5	6	1	2	3	4	5	6	*
23	be well presented (e.g. neat dress, well groomed)	1	2	3	4	5	6	1	2	3	4	5	6	*
24	be identifiable (e.g. wears a nametag)	1	2	3	4	5	6	1	2	3	4	5	6	*
25	be competent with the <u>physical</u> collection	1	2	3	4	5	6	1	2	3	4	5	6	*
26	be competent with the <u>digital</u> collection	1	2	3	4	5	6	1	2	3	4	5	6	*

YOUR THOUGHTS ON BENEFITS AT THIS LIBRARY ...

21. Please evaluate each item in regard to:

Importance - How important they are to you
Achievement - Were they achieved at this Library

		Importance					Achievement				
		Not at all	Low	Neutral	High	Very High	Not at all	Low	Neutral	High	Very High
1	improved education	1	2	3	4	5	1	2	3	4	5
2	enjoyment	1	2	3	4	5	1	2	3	4	5
3	relaxation	1	2	3	4	5	1	2	3	4	5
4	socialising with family &/or friends	1	2	3	4	5	1	2	3	4	5
5	improved well-being	1	2	3	4	5	1	2	3	4	5
6	improved feeling of connection with my community	1	2	3	4	5	1	2	3	4	5
7	improved confidence in myself and my abilities with technology	1	2	3	4	5	1	2	3	4	5
8	helps financially	1	2	3	4	5	1	2	3	4	5

ABOUT THE LIBRARY...

22. Please tell us how likely you would be to recommend this library to others

Very unlikely	Unlikely	Maybe not	Neutral	Maybe	Likely	Very likely
☐	☐	☐	☐	☐	☐	☐
1	2	3	4	5	6	7

23. Overall, how satisfied are you as a customer of this library?

Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Very satisfied
☐	☐	☐	☐	☐	☐	☐
1	2	3	4	5	6	7

24. What are the best aspects of the Library? _____

_____

23. What could the Library improve? _____

_____

24. Do you have any other comments? _____

_____

_____

Thank you for your time and consideration given to this questionnaire