

## WALTON LIBRARY

## SUNDAY SURVEY

JUNE 2009

## DURATION - SUNDAY FROM 11.00 AM - 5.00 PM

Response		
	Frequency	Percent
Yes	103	71.5
No	41	28.5
Total	144	100.0

Were you a member/user of Walton Library at its previous location?		
	Frequency	Percent
Yes	58	56.3
No	45	43.7
Total	103	100.0

Did you have difficulty finding the new Walton Library on your first visit?		
	Frequency	Percent
Yes	9	8.7
No	94	91.3
Total	103	100.0

Do you currently use any other public libraries?		
	Frequency	Percent
No	53	52.0
<b>Yes</b>	<b>49</b>	<b>48.0</b>
Total	102	100.0
Missing	1	
Total	103	

If "Yes" to the previous question, specify library/libraries		
Library	Responses	
	Number	Percent
<b><u>Surrey Libraries</u></b>		
Addlestone	2	3.4
Ashford	1	1.7
Cobham	1	1.7
Dittons	2	3.4
Esher	2	3.4
Ewell	1	1.7
Guildford	1	1.7
Hersham	7	11.9
Molesey	5	8.5
New Haw	1	1.7
Shepperton	5	8.5
Staines	2	3.4
Sunbury	1	1.7
West Byfleet	1	1.7
Weybridge	18	30.5
Woking	2	3.4
Mobile	1	1.7
<b><u>Non-Surrey Public Libraries</u></b>		
London of Croydon	1	1.7
Kingston	1	1.7
London Borough of Richmond	1	1.7
London Borough of Sutton	1	1.7
London Borough of Westminster	2	3.4
Total no. responses	59	100.0
Total no. cases, i.e. respondents	44	
Missing	5	
Not applicable	54	
Total	103	

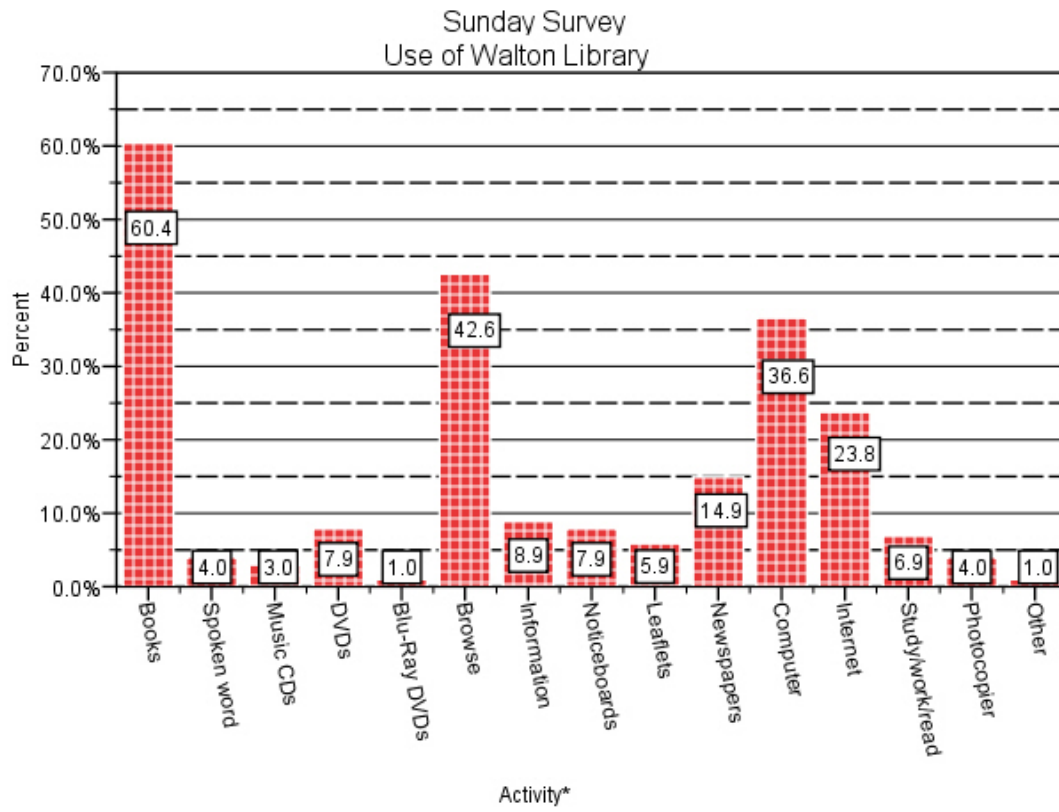
<b>How often approximately do you visit Walton Library on Sunday?</b>		
	<b>Frequency</b>	<b>Percent</b>
This is my first visit	11	10.8
Every Sunday	9	8.8
Frequently	37	36.3
Regularly	18	17.6
Occasionally	24	23.5
Seldom	3	2.9
Total	102	100.0
Missing	1	
Total	103	

<b>Do you visit this library on Sunday because</b>		
<b>Reasons for Sunday use</b>	<b>Multi-option question, responses total more than 100%</b>	
	<b>Number</b>	<b>Percent</b>
Combine with shopping in The Heart Centre	50	53.2
Easier parking than at other times	12	12.8
More time	41	43.6
Enjoy visiting as a family	24	25.5
Enjoy visiting with friends	2	2.1
Something to do	19	20.2
Other	13	13.8
Total cases, i.e. respondents	94	
Missing	9	
Total respondents	103	

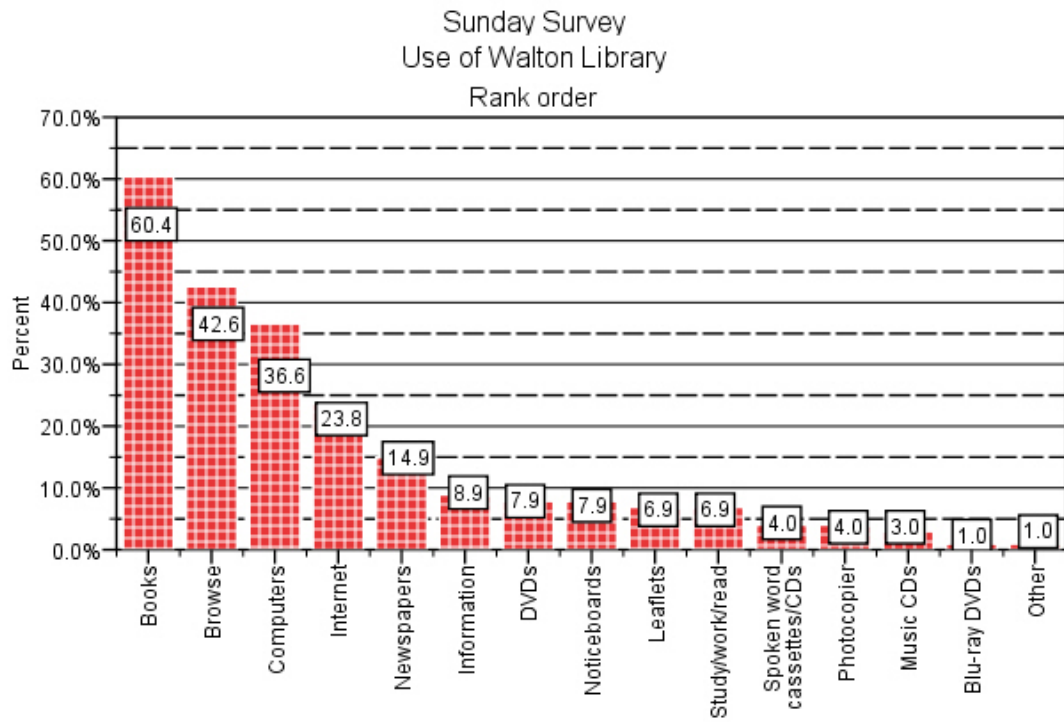
<b>If "Other" to the previous question, specify</b>		
	<b>Frequency</b>	<b>Percent</b>
Closure of other branches on Sunday	4	30.8
Convenience	2	15.4
Nice pastime with young children	1	7.7
Only spare time/only time not at work/work commitments	4	30.8
Sound level lower	1	7.7
Work in Walton on Sunday	1	7.7
Total	13	100.0
Not applicable	90	
Total	103	



<b>What did you do on your visit to the library today?</b>		
<b>Activity</b>	<b>Multi-option question, responses total more than 100%</b>	
	<b>Number</b>	<b>Percent</b>
Borrow/return/renew book(s)	61	60.4
Borrow/return/renew spoken word cassette(s)/CD(s)	4	4.0
Borrow/return/renew music CD(s)	3	3.0
Borrow/return/renew DVD(s)	8	7.9
Borrow/return/renew Blu-ray DVD(s)	1	1.0
Browse	43	42.6
Seek information/find something out	9	8.9
Look at noticeboards	8	7.9
Pick up leaflets	6	5.9
Read newspapers	15	14.9
Use a computer	37	36.6
Access the internet	24	23.8
Sit to study/work/read book(s)	7	6.9
Use photocopier	4	4.0
Other	0	0.0
Total no. cases, i.e. respondents	101	
Missing	2	
Total respondents	103	



\*abbreviated labels



Activity\*

\*abbreviated labels

What do you think of this library?		
Layout	Frequency	Percent
Very good	51	50.0
Good	33	32.4
Adequate	14	13.7
Poor	3	2.9
Very poor	1	1.0
Total	102	100.0
Missing	1	
Total	103	

<b>What do you think of this library?</b>		
<b>Colour scheme</b>	<b>Frequency</b>	<b>Percent</b>
Very good	50	49.5
Good	42	41.6
Adequate	9	8.9
Poor	0	.0
Very poor	0	.0
Total	101	100.0
Missing	2	
Total	103	

<b>What do you think of this library?</b>		
<b>Furniture and fittings</b>	<b>Frequency</b>	<b>Percent</b>
Very good	56	55.4
Good	34	33.7
Adequate	11	10.9
Poor	0	.0
Very poor	0	.0
Total	101	100.0
Missing	2	
Total	103	

<b>What do you think of this library?</b>		
<b>Lighting</b>	<b>Frequency</b>	<b>Percent</b>
Very good	53	53.0
Good	38	38.0
Adequate	8	8.0
Poor	1	1.0
Very poor	0	.0
Total	100	100.0
Missing	3	
Total	103	

<b>What do you think of this library?</b>		
<b>Overall design</b>	<b>Frequency</b>	<b>Percent</b>
Very good	49	50.5
Good	35	36.1
Adequate	11	11.3
Poor	1	1.0
Very poor	1	1.0



Total	97	100.0
Missing	6	
Total	103	

<b>What do you think of this library?</b>		
<b>Signs and guiding</b>	<b>Frequency</b>	<b>Percent</b>
Very good	33	35.1
Good	42	44.7
Adequate	15	16.0
Poor	4	4.3
Total	94	100.0
Missing	9	
Total	103	

<b>What do you think of this library?</b>		
<b>Quantity of tables and chairs</b>	<b>Frequency</b>	<b>Percent</b>
Very good	36	37.1
Good	40	41.2
Adequate	15	15.5
Poor	6	6.2
Very poor	0	.0
Total	97	100.0
Missing	6	
Total	103	

<b>What do you think of this library?</b>		
<b>Hours of opening</b>	<b>Frequency</b>	<b>Percent</b>
Very good	60	60.0
Good	30	30.0
Adequate	10	10.0
Poor	0	.0
Very poor	0	.0
Total	100	100.0
Missing	3	
Total	103	

<b>What do you think of this library?</b>		
<b>Choice of books</b>	<b>Frequency</b>	<b>Percent</b>
Very good	31	33.0
Good	47	50.0
Adequate	12	12.8
Poor	3	3.2
Very poor	1	1.1
Total	94	100.0

Missing	9	
Total	103	

What do you think of this library?		
Physical condition of books	Frequency	Percent
Very good	34	38.6
Good	45	51.1
Adequate	9	10.2
Poor	0	.0
Very poor	0	.0
Total	88	100.0
Missing	15	
Total	103	

What do you think of this library?		
Spoken word cassettes/CDs	Frequency	Percent
Very good	5	17.2
Good	14	48.3
Adequate	10	34.5
Poor	0	.0
Very poor	0	.0
Total	29	100.0
Missing/not applicable	74	
Total	103	

What do you think of this library?		
Music CDs	Frequency	Percent
Very good	6	18.2
Good	13	39.4
Adequate	11	33.3
Poor	2	6.1
Very poor	1	3.0
Total	33	100.0
Missing/not applicable	70	
Total	103	

What do you think of this library?		
DVDs	Frequency	Percent
Very good	6	15.8
Good	17	44.7
Adequate	14	36.8
Poor	1	2.6
Very poor	0	.0

Total	38	100.0
Missing/not applicable	65	
Total	103	

<b>What do you think of this library?</b>		
<b>Blu-ray DVDs</b>	<b>Frequency</b>	<b>Percent</b>
Very good	1	5.6
Good	11	61.1
Adequate	6	33.3
Poor	0	.0
Very poor	0	.0
Total	18	100.0
Missing/not applicable	85	
Total	103	

<b>What do you think of this library?</b>		
<b>Children's services</b>	<b>Frequency</b>	<b>Percent</b>
Very good	18	48.6
Good	10	27.0
Adequate	8	21.6
Poor	1	2.7
Very poor	0	.0
Total	37	100.0
Missing/not applicable	66	
Total	103	

<b>What do you think of this library?</b>		
<b>Information/enquiry service</b>	<b>Frequency</b>	<b>Percent</b>
Very good	23	44.2
Good	23	44.2
Adequate	5	9.6
Poor	0	.0
Very poor	1	1.9
Total	52	100.0
Missing/not applicable	51	
Total	103	

<b>What do you think of this library?</b>		
<b>Computer facilities</b>	<b>Frequency</b>	<b>Percent</b>
Very good	31	51.7
Good	24	40.0
Adequate	4	6.7
Poor	1	1.7
Very poor	0	.0

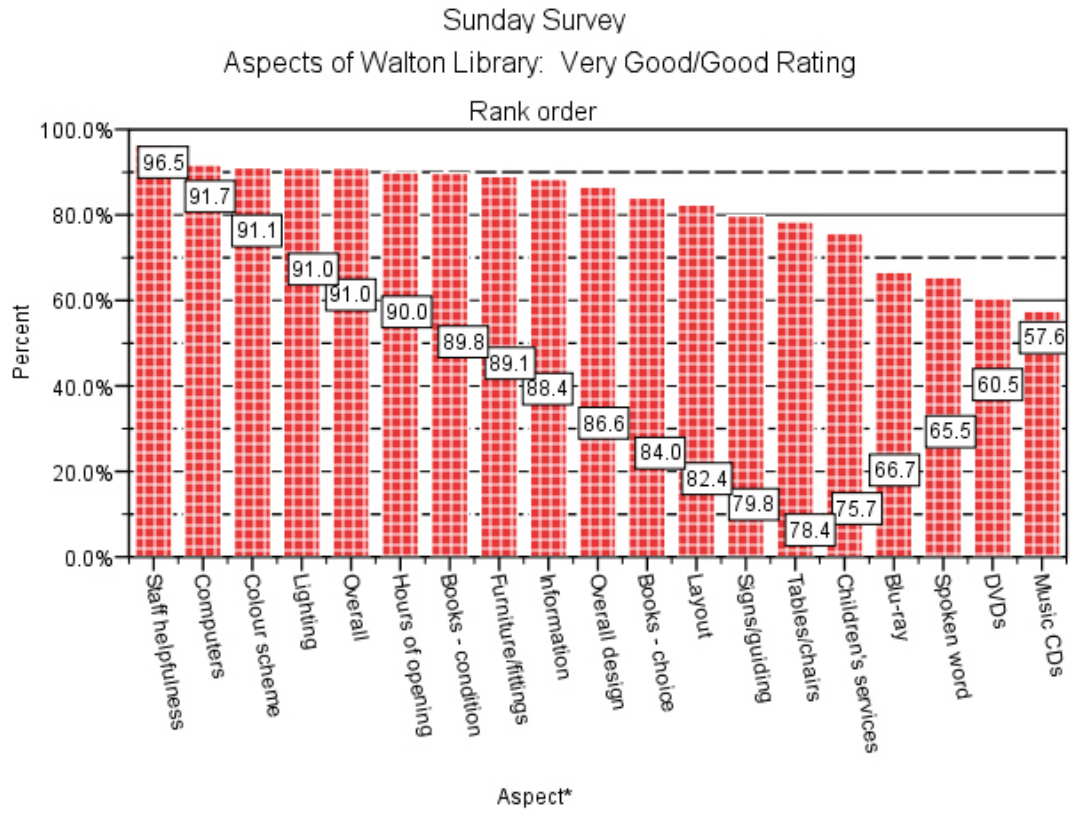
Total	60	100.0
Missing/not applicable	43	
Total	103	

<b>What do you think of this library?</b>		
<b>Staff helpfulness</b>	<b>Frequency</b>	<b>Percent</b>
Very good	56	65.9
Good	26	30.6
Adequate	2	2.4
Poor	1	1.2
Very poor	0	.0
Total	85	100.0
Missing	18	
Total	103	

<b>What do you think of this library?</b>		
<b>Overall</b>	<b>Frequency</b>	<b>Percent</b>
Very good	47	53.4
Good	33	37.5
Adequate	6	6.8
Poor	2	2.3
Very poor	0	.0
Total	88	100.0
Missing	15	
Total	103	



<b>What do you think of this library?</b>		
<b>Aspect</b>	<b>Rank order</b>	
	<b>Very Good/Good</b>	<b>Adequate/Poor/Very Poor</b>
Staff helpfulness	96.5	3.5
Computer facilities	91.7	8.3
Colour scheme	91.1	8.9
Lighting	91.0	9.0
Overall	91.0	10.0
Hours of opening	90.0	10.0
Physical condition of books	89.8	10.2
Furniture and fittings	89.1	10.9
Information/enquiry service	88.4	11.5
Overall design	86.6	13.4
Choice of books	84.0	13.4
Layout	82.4	17.6
Signs and guiding	79.8	20.2
Quantity of tables and chairs	78.4	21.6
Children's services	75.7	24.3
Blu-ray DVDs	66.7	33.3
Spoken word cassettes/CDs	65.5	34.5
DVDs	60.5	39.5
Music CDs	57.6	42.4



\*abbreviated labels

<b>Do you get books from sources other than this library/other libraries?</b>		
	<b>Frequency</b>	<b>Percent</b>
No	17	16.7
<b>Yes</b>	<b>85</b>	<b>83.3</b>
Total	102	100.0
Missing	1	
Total	103	

<b>If "Yes" to the previous question, do you:</b>		
<b>Source</b>	<b>Multi-option question, responses total more than 100%</b>	
	<b>Number</b>	<b>Frequency</b>
Buy from bookshops	67	78.8
Buy from on-line	46	54.1
Buy from supermarkets	26	30.6
Buy from charity shops	42	49.4
Buy from other	5	6.0
Borrow from family/friends/colleagues	48	56.5
Total cases, i.e. respondents	85	
Missing	0	
Not applicable	18	
Total	103	

<b>If "Buy from other" to the previous question, specify</b>		
	<b>Frequency</b>	<b>Percent</b>
Advertisements	1	25.0
Car boot sales	1	25.0
Secondhand booksellers	1	25.0
Wherever free	1	25.0
Total	4	100.0
Missing	1	
Not applicable	98	
Total	103	

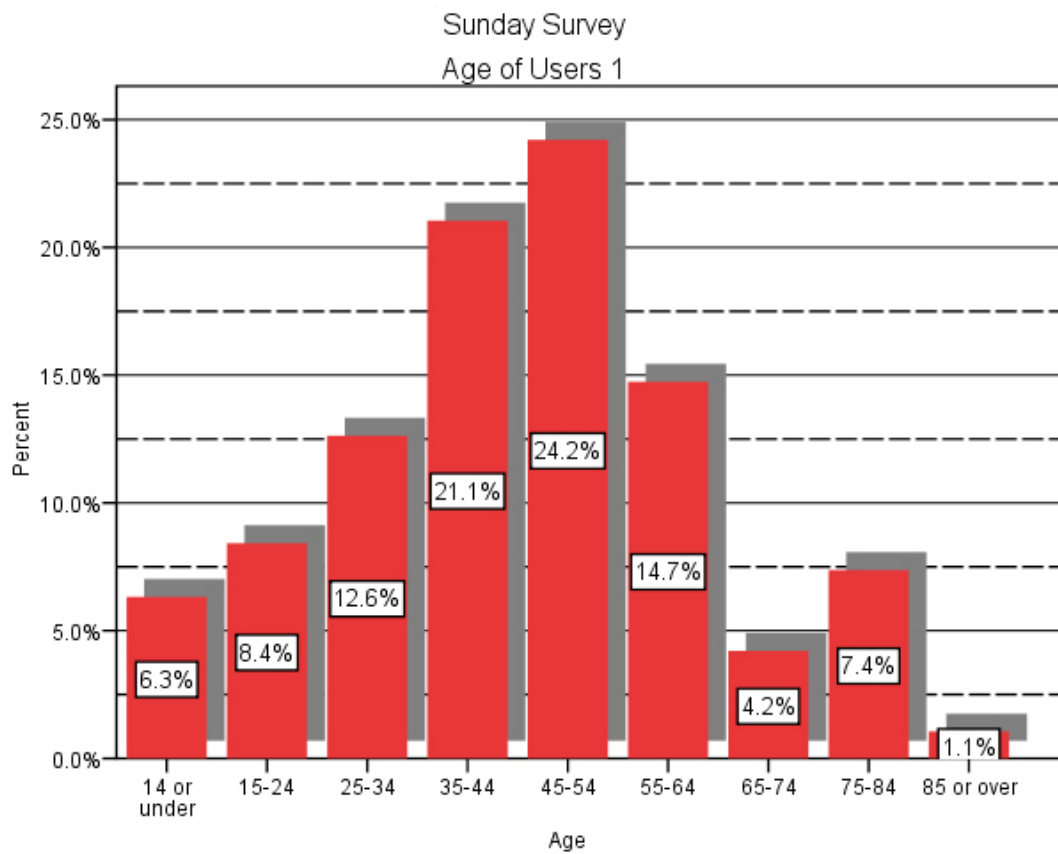
<b>Does your household have a personal computer?</b>		
	<b>Frequency</b>	<b>Percent</b>
No	17	16.7

<b>Yes</b>	<b>85</b>	<b>83.3</b>
Total	102	100.0
Missing	1	
Total	103	

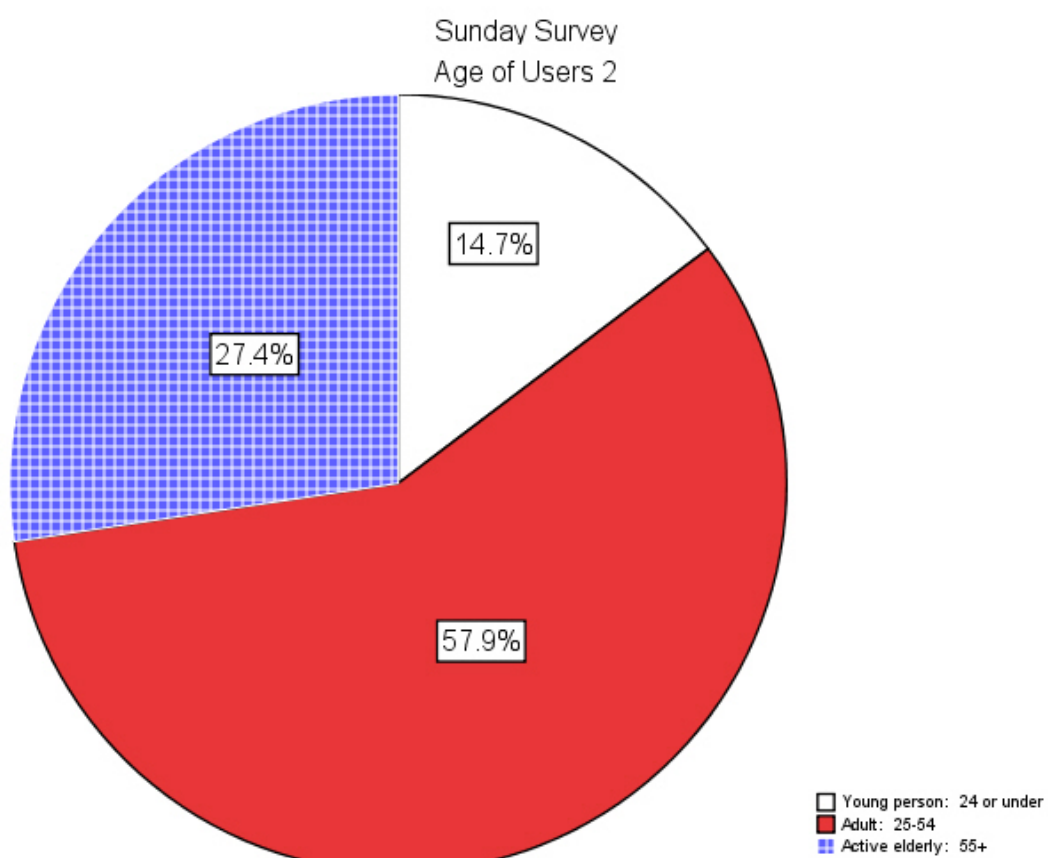
<b>If "Yes" to the previous question, do you use the PC?</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	79	94.0
No	5	6.0
Total	84	100.0
Missing	1	
Not applicable	18	
Total	103	

<b>If your household has a personal computer, does it provide access to the internet?</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	80	94.1
No	5	5.9
Total	85	100.0
Not applicable	18	
Total	103	

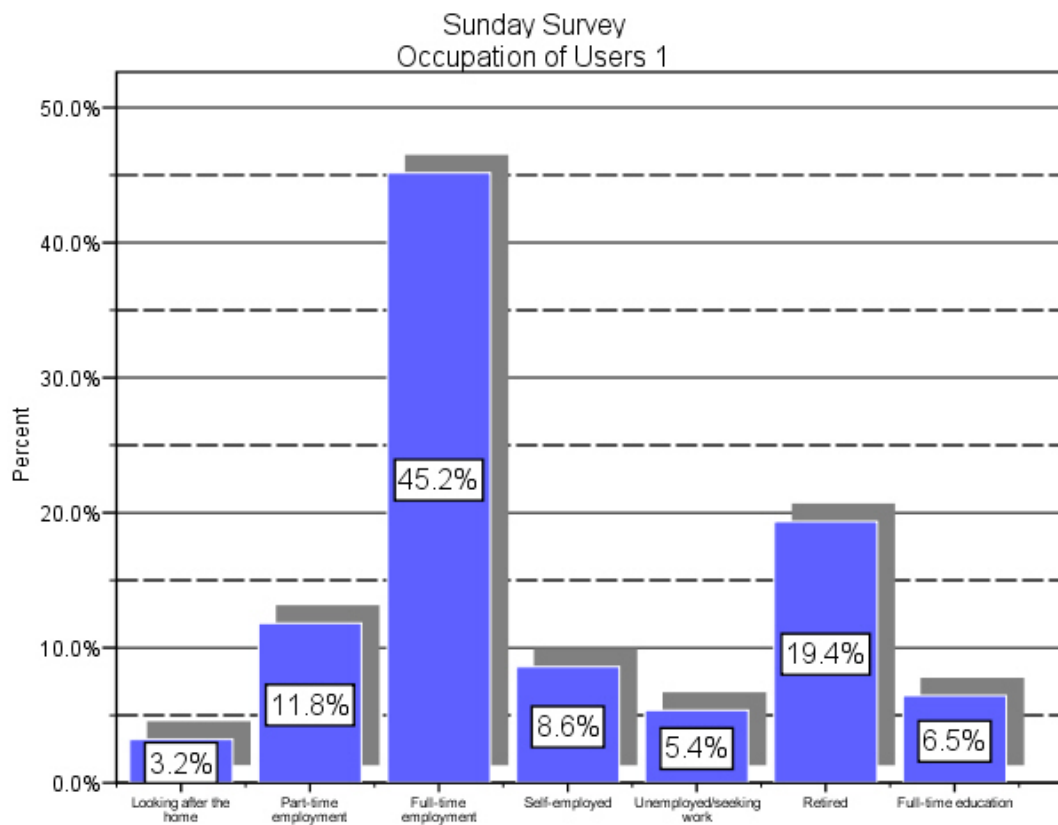
Age 1		
	Frequency	Percent
14 or under	6	6.3
15-24	8	8.4
25-34	12	12.6
35-44	20	21.1
45-54	23	24.2
55-64	14	14.7
64-74	4	4.2
75-84	7	7.4
85 or over	1	1.1
Total	95	100.0
Missing	8	
Total	103	



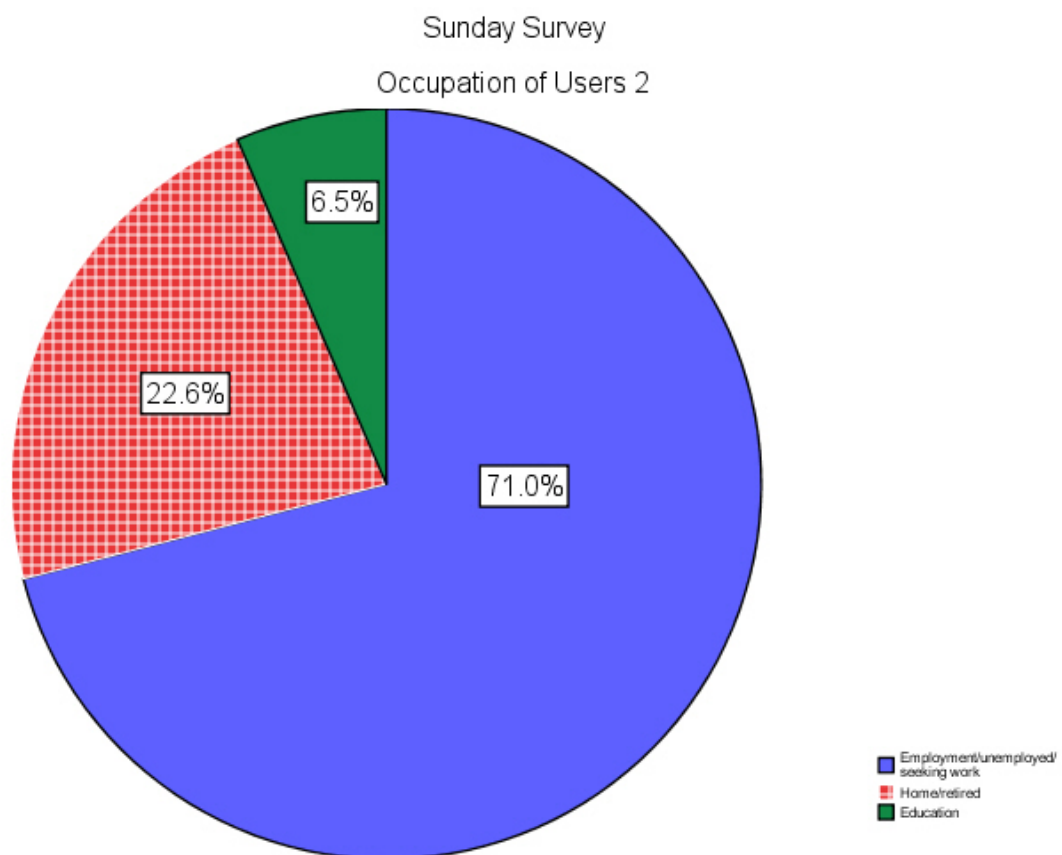
Age 2		
Age Group	Frequency	Percent
Young person: 24 or under	14	14.7
Adult: 25-54	55	57.9
Active elderly: 55+	26	27.4
Total	95	100.0
Missing	8	
Total	103	



Occupation 1		
	Frequency	Percent
Looking after the home	3	3.2
Part-time employment	11	11.8
Full-time employment	42	45.2
Self-employed	8	8.6
Unemployed/seeking work	5	5.4
Retired	18	19.4
Full-time education	6	6.5
Other	0	.0
Total	93	100.0
Missing	10	
Total	103	



Occupation 2		
	Frequency	Percent
Employment/unemployed/seeking work	66	71.0
Home/retired	21	22.6
Education	6	6.5
Other	0	.0
Total	93	100.0
Missing	10	
Total	103	





<b>Gender</b>		
	<b>Frequency</b>	<b>Percent</b>
Female	53	55.2
Male	43	44.8
Total	96	100.0
Missing	7	
Total	103	

<b>Comments</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	69	67.0
No	34	33.0
Total	103	100.0

<b>What is your ethnic group?</b>		
<b>Ethnicity</b>	<b>Frequency</b>	<b>Percent</b>
White British	79	86.8
White Irish	2	2.2
Any other White background	7	7.7
White and Black Caribbean	0	.0
White and Black African	0	.0
White and Asian	0	.0
Any other Mixed background	0	.0
Indian	0	.0
Pakistani	0	.0
Any other Asian background	0	.0
Black or Black British Caribbean	0	.0
Black and Black British African	0	.0
Any other Black background	1	1.1
Chinese	1	1.1
Any other ethnic group	1	1.1
Total	91	100.0
Missing	12	
Total	103	

<b>Do you have a disability?</b>		
	<b>Frequency</b>	<b>Percent</b>
No	88	95.7
<b>Yes</b>	<b>4</b>	<b>4.3</b>
Total	92	100.0
Missing	11	
Total	103	

<b>If "Yes" to the previous question, is it:</b>		
	<b>Multi-option question, responses total more than 100%</b>	
	<b>Frequency</b>	<b>Percent</b>
Hearing	2	66.7
Eyesight	2	66.7
Mobility/getting around	3	100.0
Other	1	33.3
Total cases, i.e. respondents	3	
Missing	1	

Not applicable	99	
Total	103	

If "Other" to the previous question, specify		
	Frequency	Percent
Memory loss	1	100.0
Total	1	100.0
Not applicable	102	
Total	103	

