

WALTON LIBRARY
WEEKDAY SURVEY
MONDAY - SATURDAY INCLUSIVE
JUNE 2009
DURATION - ONE WEEK FOR SELECTED PERIODS

Response		
	Frequency	Percent
Yes	458	74.6
No	156	25.4
Total	614	100.0

Were you a member/user of Walton Library at its previous location?		
	Frequency	Percent
Yes	289	63.1
No	169	36.9
Total	458	100.0

Did you have difficulty finding the new Walton Library on your first visit?		
	Frequency	Percent
Yes	15	3.3
No	443	96.7
Total	458	100.0

Do you currently use any other public libraries?		
	Frequency	Percent
No	289	63.4
Yes	167	36.6
Total	456	100.0
Missing	2	
Total	458	

If "Yes" to the previous question, specify library/libraries		
Library	Responses	
	Number	Percent
<u>Surrey Libraries</u>		
Addlestone	6	2.7
Ashford	6	2.7
Chertsey	2	.9
Cobham	6	2.7
Dittons	5	2.3
Epsom	1	.5
Esher	12	5.4
Ewell Court	1	.5
Guildford	4	1.8
Hersham	32	14.4
Molesey	18	8.1
New Haw	1	.5
Redhill	3	1.4
Shepperton	18	8.1
Staines	12	5.4
Sunbury	5	2.3
West Byfleet	2	.9
Weybridge	57	25.7
Woking	13	5.9
<u>Non-Surrey Public Libraries</u>		
City of London	1	.5
Cornwall	1	.5
Flintshire	1	.5
Kingston	2	.9
Kirklees	2	.9
Lancashire	2	.9
Liverpool	1	.5
London Borough of Richmond	6	2.7
London Borough of Sutton	1	.5
London Borough of Westminster	1	.5
Wirral	1	.5
Total no. responses	223	100.0
Total no. cases, i.e. respondents	146	
Missing	21	
Not applicable	291	
Total	458	

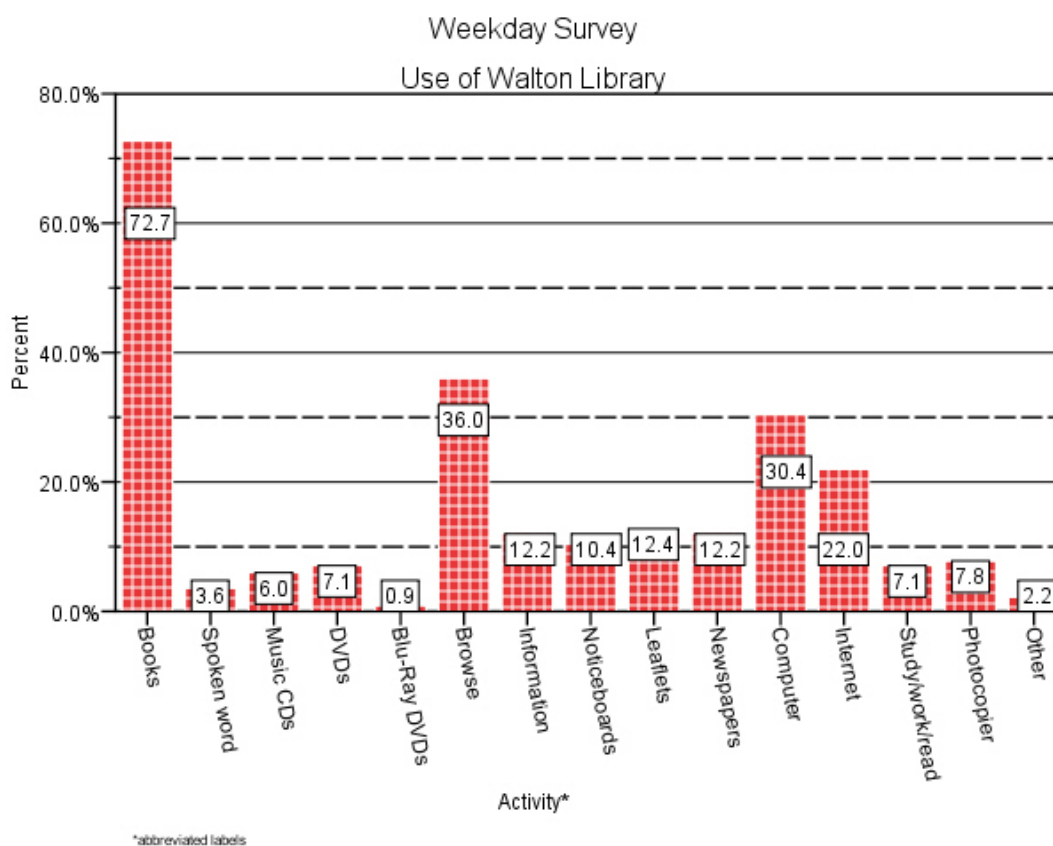
Do you visit Walton Library on Sunday?		
	Frequency	Percent
No	188	41.9
Yes	261	58.1
Total	449	100.0
Missing	9	
Total	458	

If "Yes" to previous question, do you visit:		
	Frequency	Percent
Every Sunday	12	4.7
Frequently	55	21.5
Regularly	46	18.0
Occasionally	127	49.6
Seldom	16	6.3
Total	256	100.0
Missing	5	
Not applicable	197	
Total	458	

What did you do on your visit to the library today?		
Activity	Multi-option question, responses total more than 100%	
	Number	Percent
Borrow/return/renew book(s)	327	72.7
Borrow/return/renew spoken word cassette(s)/CD(s)	16	3.6
Borrow/return/renew music CD(s)	27	6.0
Borrow/return/renew DVD(s)	32	7.1
Borrow/return/renew Blu-ray DVD(s)	4	.9
Browse	162	36.0
Seek information/find something out	55	12.2
Look at noticeboards	47	10.4
Pick up leaflets	56	12.4
Read newspapers	55	12.2
Use a computer	137	30.4
Access the internet	99	22.0
Sit to study/work/read book(s)	32	7.1

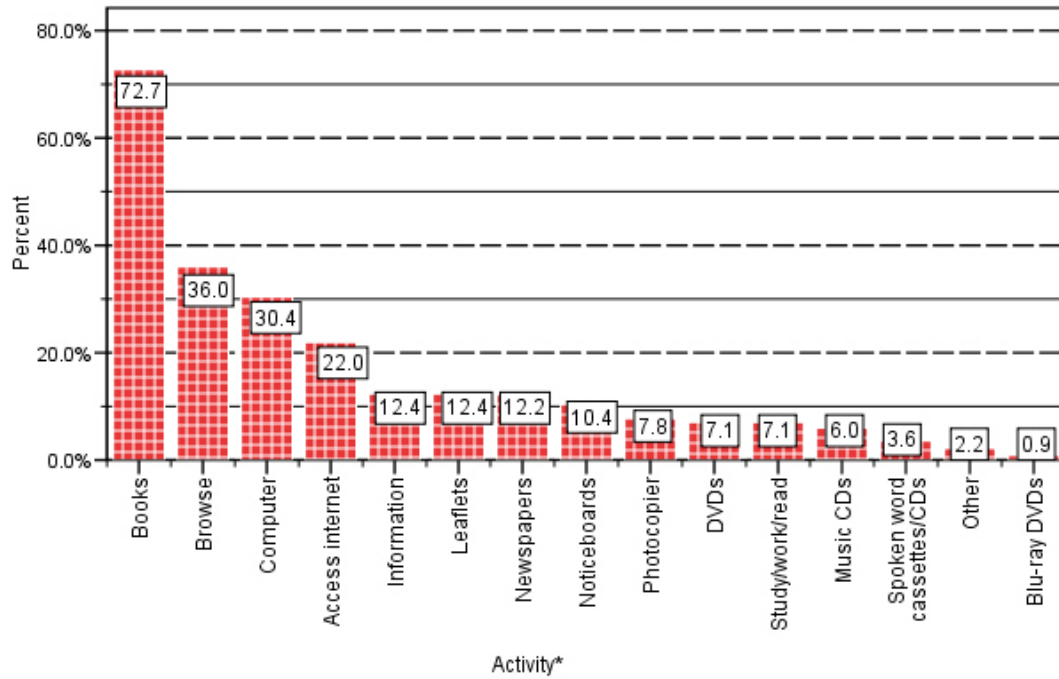
Use photocopier	35	7.8
Other	9	2.0
Total cases, i.e. respondents	450	
Missing	8	
Total cases, i.e. respondents	458	

If "Other" to the previous question, specify		
	Frequency	Percent
Attend surgery	2	22.2
Deliver leaflets	1	11.1
Fax	1	11.1
Hold surgery	1	11.1
Rhymetime	1	11.1
Scanner	3	33.3
Total	9	100.0
Not applicable	449	
Total	458	



Weekday Survey
Use of Walton Library

Rank order



*abbreviated labels

What do you think of this library?		
Layout	Frequency	Percent
Very good	233	52.5
Good	172	38.7
Adequate	29	6.5
Poor	8	1.8
Very poor	2	.5
Total	444	100.0
Missing	14	
Total	458	

What do you think of this library?		
Colour scheme	Frequency	Percent
Very good	229	52.3
Good	165	37.7
Adequate	43	9.8
Poor	0	.0
Very poor	1	.2
Total	438	100.0
Missing	20	
Total	458	

What do you think of this library?		
Furniture and fittings	Frequency	Percent
Very good	239	54.4
Good	153	34.9
Adequate	38	8.7
Poor	8	1.8
Very poor	1	.2
Total	439	100.0
Missing	19	
Total	458	

What do you think of this library?		
Lighting	Frequency	Percent
Very good	264	60.8
Good	142	32.7
Adequate	26	6.0
Poor	1	.2
Very poor	1	.2
Total	434	100.0
Missing	24	
Total	458	

What do you think of this library?		
Overall design	Frequency	Percent
Very good	234	54.0
Good	156	36.0
Adequate	38	8.8
Poor	4	.9
Very poor	1	.2
Total	433	100.0
Missing	25	
Total	458	

What do you think of this library?		
Signs and guiding	Frequency	Percent
Very good	174	40.7
Good	167	39.1
Adequate	74	17.3
Poor	11	2.6
Very poor	1	.2
Total	427	100.0
Missing	31	
Total	458	

What do you think of this library?		
Quantity of tables and chairs	Frequency	Percent
Very good	171	39.4
Good	161	37.1
Adequate	88	20.3
Poor	13	3.0
Very poor	1	.2
Total	434	100.0
Missing	24	
Total	458	

What do you think of this library?		
Hours of opening	Frequency	Percent
Very good	244	56.6
Good	146	33.9
Adequate	36	8.4
Poor	2	.5
Very poor	3	.7
Total	431	100.0
Missing	27	
Total	458	

What do you think of this library?		
Choice of books	Frequency	Percent
Very good	155	36.7
Good	167	39.6
Adequate	87	20.6
Poor	10	2.4
Very poor	3	.7
Total	422	100.0
Missing	36	
Total	458	

What do you think of this library?		
Physical condition of books	Frequency	Percent
Very good	161	41.0
Good	194	49.4
Adequate	38	9.7
Poor	0	.0
Very poor	0	.0
Total	393	100.0
Missing	65	
Total	458	

What do you think of this library?		
Spoken word cassettes/CDs	Frequency	Percent
Very good	39	33.3
Good	49	41.9
Adequate	24	20.5
Poor	3	2.6
Very poor	2	1.7
Total	117	100.0
Missing/not applicable	341	
Total	458	

What do you think of this library?		
Music CDs	Frequency	Percent
Very good	35	29.9
Good	50	42.7
Adequate	26	22.2
Poor	4	3.4
Very poor	2	1.7
Total	117	100.0
Missing/not applicable	341	
Total	458	

What do you think of this library?		
DVDs	Frequency	Percent
Very good	39	30.2
Good	59	45.7
Adequate	24	18.6
Poor	6	4.7
Very poor	1	.8
Total	129	100.0
Missing/not applicable	329	
Total	458	

What do you think of this library?		
Blu-ray DVDs	Frequency	Percent
Very good	26	37.1
Good	32	45.7
Adequate	10	14.3
Poor	1	1.4
Very poor	1	1.4
Total	70	100.0
Missing/not applicable	388	
Total	458	

What do you think of this library?		
Children's services	Frequency	Percent
Very good	60	48.0
Good	57	45.6
Adequate	6	4.8
Poor	1	.8
Very poor	1	.8
Total	125	100.0
Missing/not applicable	333	
Total	458	

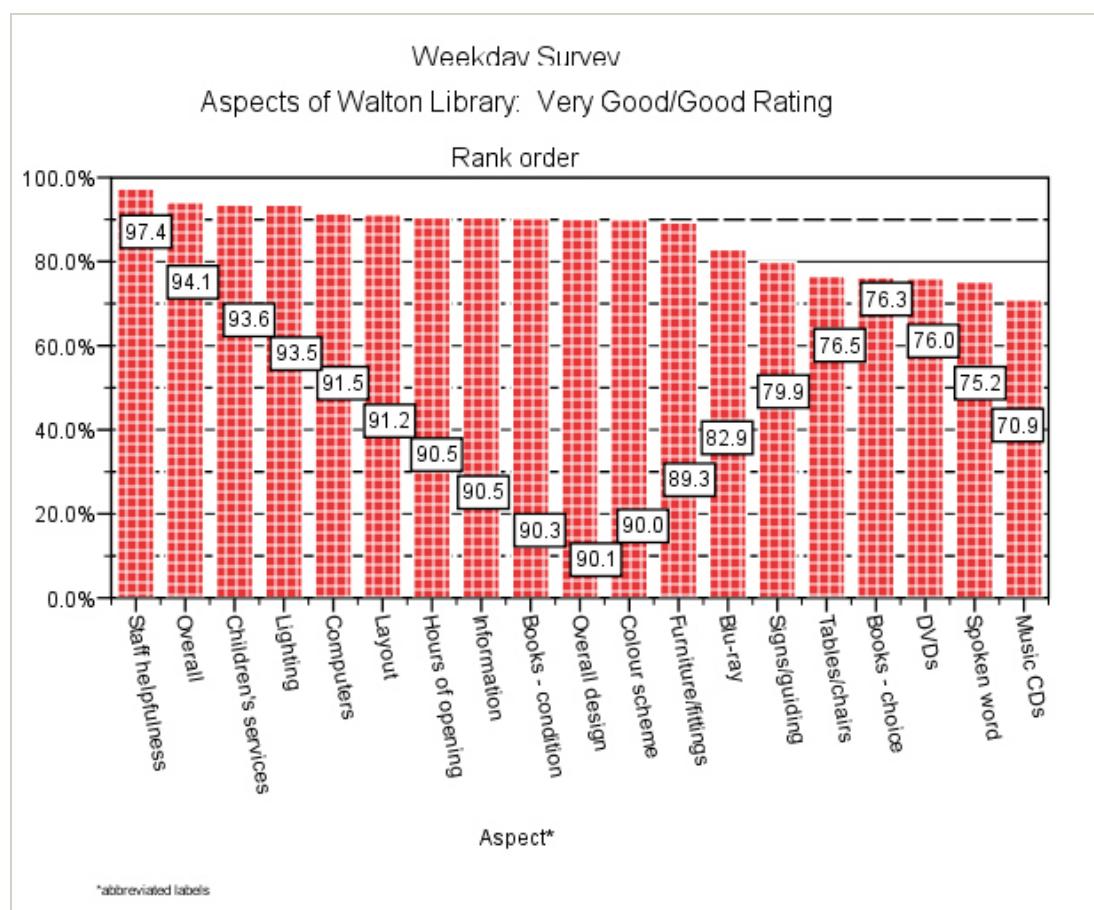
What do you think of this library?		
Information/enquiry service	Frequency	Percent
Very good	76	45.2
Good	76	45.2
Adequate	14	8.3
Poor	2	1.2
Very poor	0	.0
Total	168	100.0
Missing/not applicable	290	
Total	458	

What do you think of this library?		
Computer facilities	Frequency	Percent
Very good	112	59.6
Good	60	31.9
Adequate	15	8.0
Poor	1	.5
Very poor	0	.0
Total	188	100.00
Missing/not applicable	270	
Total	458	

What do you think of this library?		
Staff helpfulness	Frequency	Percent
Very good	249	64.0
Good	130	33.4
Adequate	8	2.1
Poor	1	.3
Very poor	1	.3
Total	389	100.0
Missing	69	
Total	458	

What do you think of this library?		
Overall	Frequency	Percent
Very good	210	56.1
Good	142	38.0
Adequate	20	5.3
Poor	1	.3
Very poor	1	.3
Total	374	100.0
Missing	84	
Total	458	

What do you think of this library?		
Aspect	Rank order	
	Very Good/Good	Adequate/Poor/Very Poor
Staff helpfulness	97.4	2.6
Overall	94.1	5.9
Children's services	93.6	6.4
Lighting	93.5	6.5
Computer facilities	91.5	8.5
Layout	91.2	8.9
Hours of opening	90.5	9.5
Information/enquiry service	90.5	9.5
Physical condition of books	90.3	9.7
Overall design	90.1	9.9
Colour scheme	90.0	10.0
Furniture and fittings	89.3	10.7
Blu-ray DVDs	82.9	17.1
Signs and guiding	79.9	20.1
Quantity of tables and chairs	76.5	23.5
Choice of books	76.3	23.7
DVDs	76.0	24.0
Spoken word cassettes/CDs	75.2	24.8
Music CDs	70.9	27.4



Do you get books from sources other than this library/other libraries?		
	Frequency	Percent
No	110	24.6
Yes	337	75.4
Total	447	100.0
Missing	11	
Total	458	

If "Yes" to the previous question, do you:		
Source	Multi-option question, responses total more than 100%	
	Frequency	Percent
Buy from bookshops	278	82.7
Buy from on-line	195	58.0
Buy from supermarkets	98	29.2
Buy from charity shops	163	48.5
Buy from other	14	4.2
Borrow from family/friends/colleagues	176	52.4
Total cases, i.e. respondents	336	
Missing	1	
Not applicable	121	
Total	458	

If "Buy from other" to the previous question, specify		
	Frequency	Percent
Book clubs	1	8.3
Book fairs	1	8.3
Car boot sales	3	25.0
Fetes	1	8.3
Garden centres	1	8.3
Presents*	1	8.3
School fairs	1	8.3
Secondhand booksellers	3	25.0
Total	12	100.0
Missing	2	
Not applicable	444	
Total	458	
*not specifically purchase		

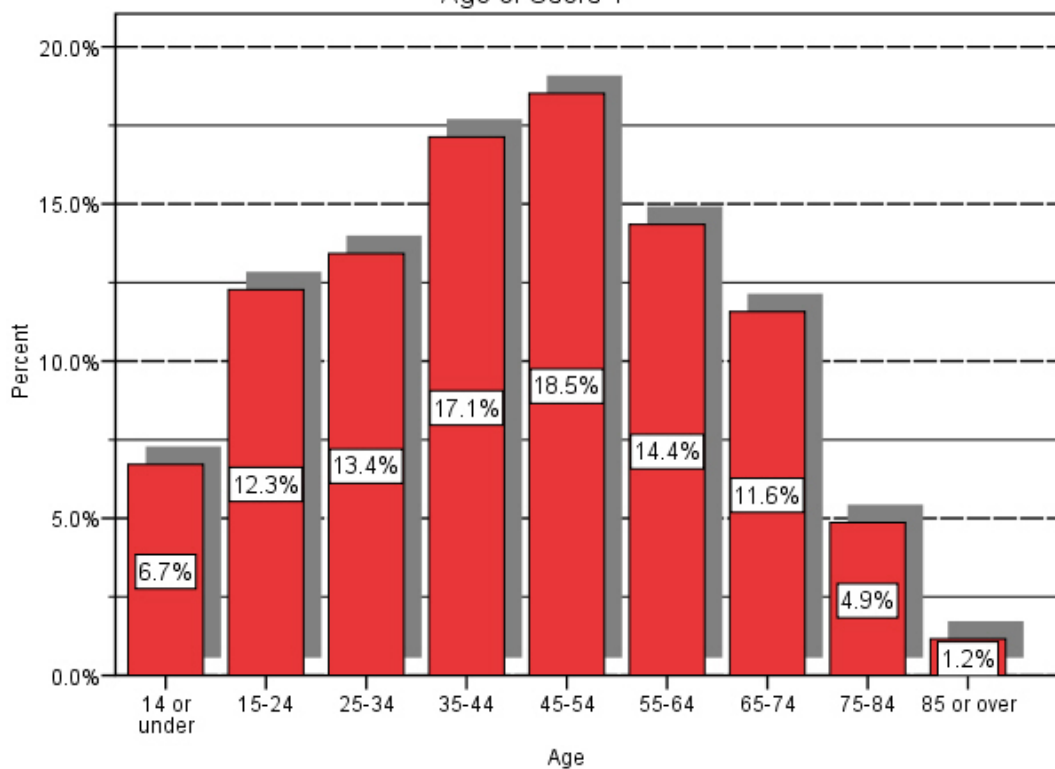
Does your household have a personal computer?		
	Frequency	Percent
No	77	17.2
Yes	370	82.8
Total	447	100.0
Missing	11	
Total	458	

If "Yes" to the previous question, do you use the PC?		
	Frequency	Percent
Yes	347	94.3
No	21	5.7
Total	368	100.0
Missing	2	
Not applicable	88	
Total	458	

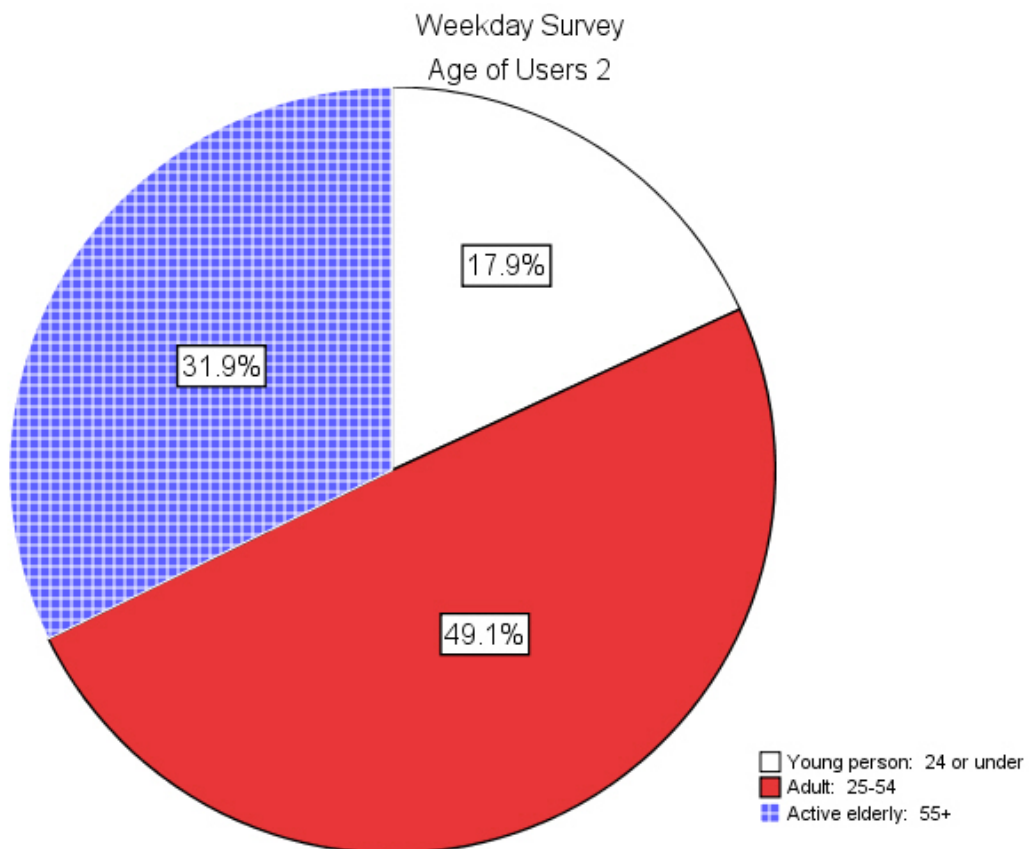
If your household has a personal computer, does it provide access to the internet?		
	Frequency	Percent
Yes	346	94.0
No	22	6.0
Total	368	100.0
Missing	2	
Not applicable	88	
Total	458	

Age 1		
Age Group	Frequency	Percent
14 or under	29	6.7
15-24	53	12.3
25-34	58	13.4
35-44	74	17.1
45-54	80	18.5
55-64	62	14.4
64-74	50	11.6
75-84	21	4.9
85 or over	5	1.2
Total	432	100.0
Missing	26	
Total	458	

Weekday Survey
Age of Users 1

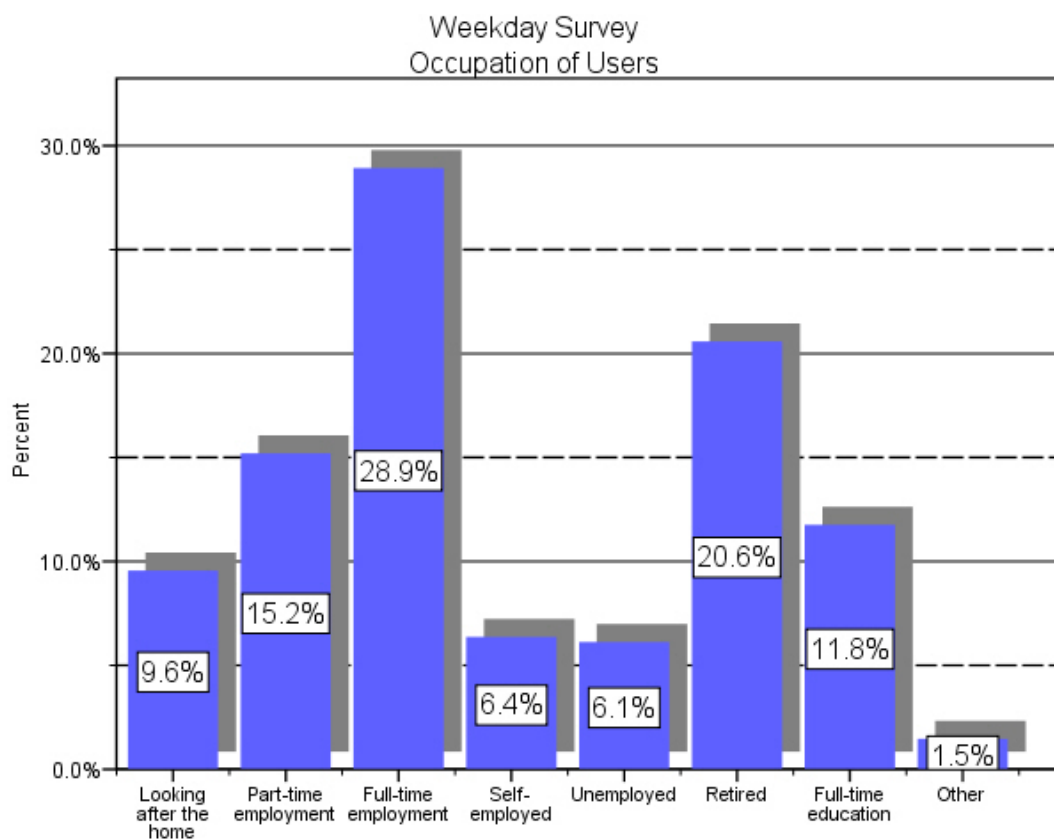


Age 2		
Age Group	Frequency	Percent
Young person: 24 or under	82	17.9
Adult: 25-54	212	49.1
Active elderly: 55+	138	31.9
Total	432	100.0
Missing	26	
Total	458	

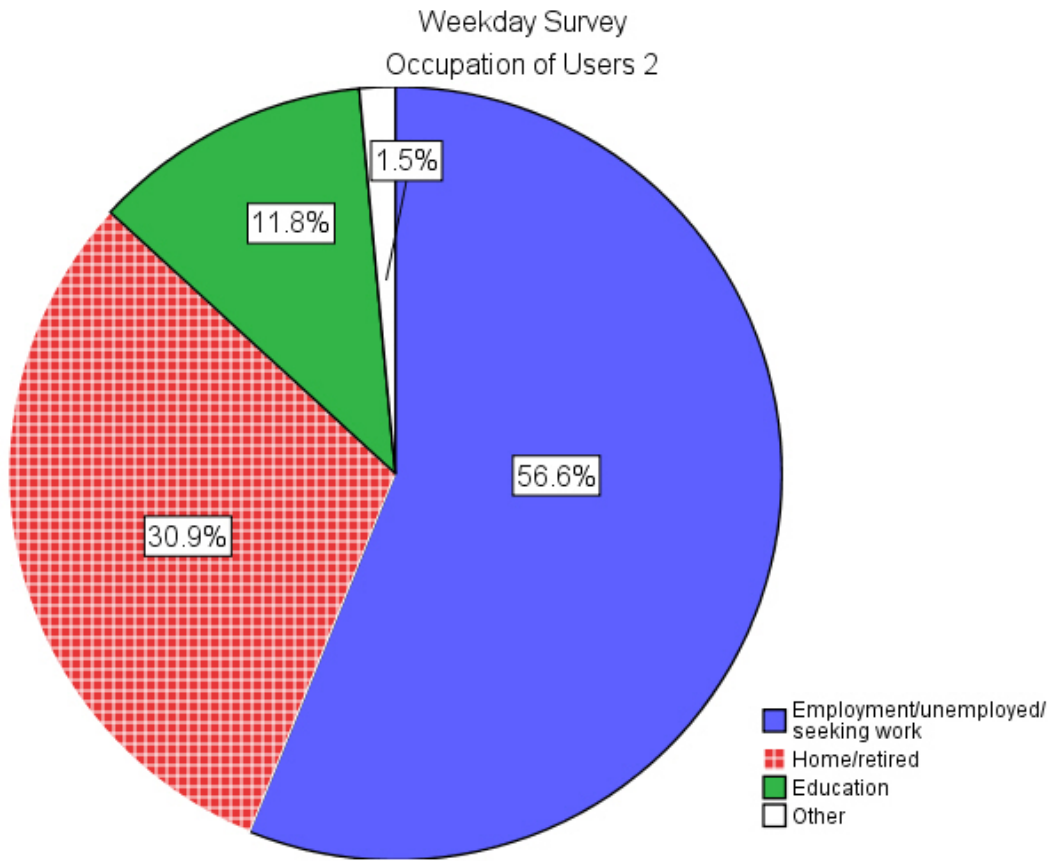


Occupation 1		
	Frequency	Percent
Looking after the home	39	9.6
Part-time employment	62	15.2
Full-time employment	118	28.9
Self-employed	26	6.4
Unemployed	25	6.1
Retired	84	20.6
Full-time education	48	11.8
Other	6	1.5
Total	408	100.0
Missing	50	
Total	458	

If "Other" to the previous question, specify		
	Frequency	Percent
Carer	1	16.7
Councillor	1	16.7
Nursery school	1	16.7
Tutoring	1	16.7
Voluntary work	2	33.3
Total	6	100.0
Not applicable	452	
Total	458	



Occupation 2		
	Frequency	Percent
Employment/unemployed/seeking work	231	56.6
Home/retired	123	30.9
Education	48	11.8
Other	6	1.5
Total	408	100.0
Missing	50	
Total	458	



Gender		
	Frequency	Percent
Female	268	62.2
Male	163	37.8
Total	431	100.0
Missing	27	
Total	458	

Comments		
	Frequency	Percent
Yes	240	52.4
No	218	47.6
Total	458	100.0

What is your ethnic group?		
Ethnicity	Frequency	Percent
White British	332	79.2
White Irish	13	3.1
Any other White background	44	10.5
White and Black Caribbean	2	.5
White and Black African	5	1.2
White and Asian	3	.7
Any other Mixed background	3	.7
Indian	6	1.4
Pakistani	1	.2
Any other Asian background	8	1.9
Black or Black British Caribbean	2	.5
Black and Black British African	2	.5
Any other Black background	2	.5
Chinese	3	.7
Any other ethnic group	2	.5
Total	419	100.0
Missing	39	
Total	458	

Do you have a disability?		
	Frequency	Percent
No	383	91.6
Yes	35	8.4
Total	418	100.0
Missing	40	
Total	458	

If "Yes" to the previous question, is it:		
	Multi-option question, responses total more than 100%	
	Frequency	Percent
Hearing	12	40.0
Eyesight	10	33.3
Mobility/getting around	14	46.7
Other	0	.0
Total cases, i.e. respondents	30	
Missing	5	
Not applicable	423	
Total	458	