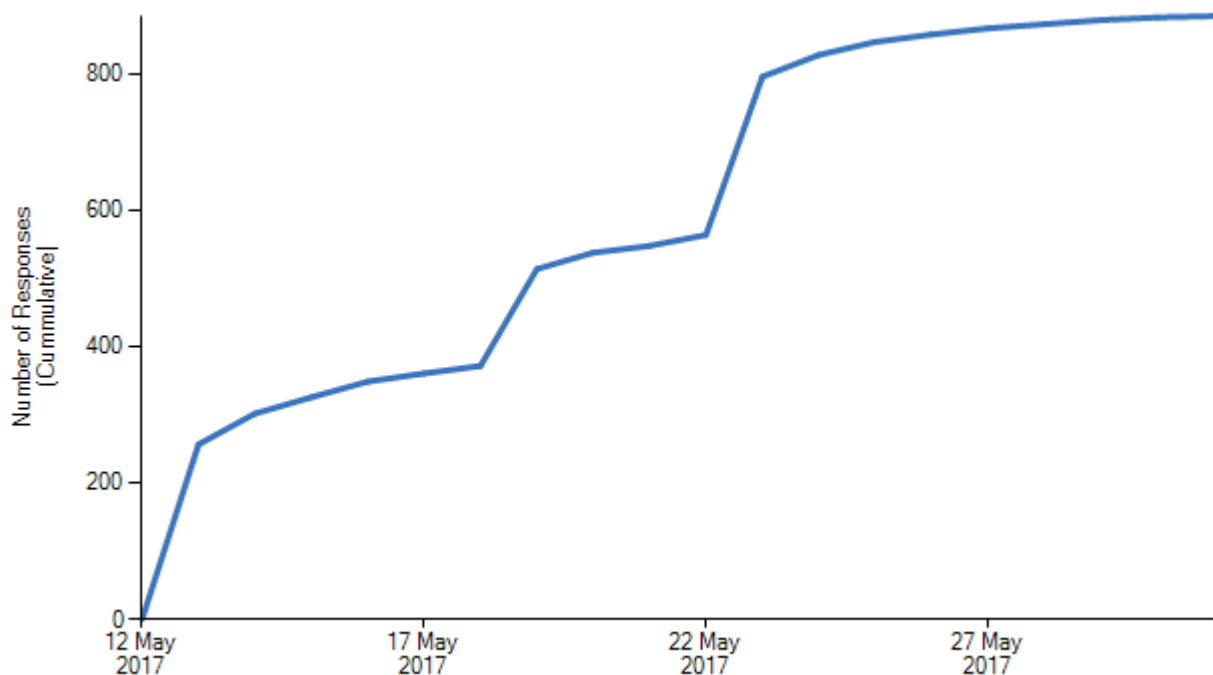
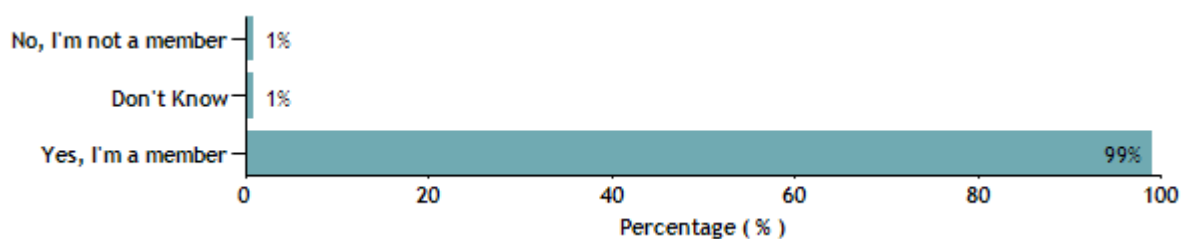


Wellington City Council Libraries - 2017 Summary



Total Responses 885
Average time to complete About 15 minutes
First Response Fri 12 May 2017, 11:30 a.m.
Last Response Tue 30 May 2017, 8:58 p.m.

Question 1A Are you currently a member of one or more Wellington City Libraries (e.g. do you have a valid library card)?

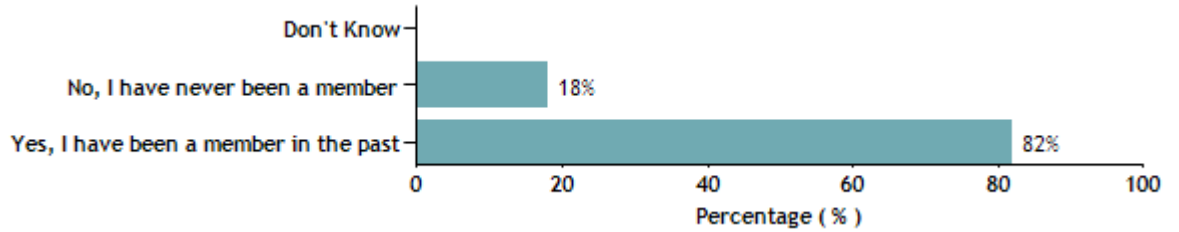


Number of responses to this question 885 (100%)
Total number of responses for this survey 885

Answer	Count	%
Yes, I'm a member	873	99
No, I'm not a member	6	1

Answer	Count	%
Don't Know	6	1

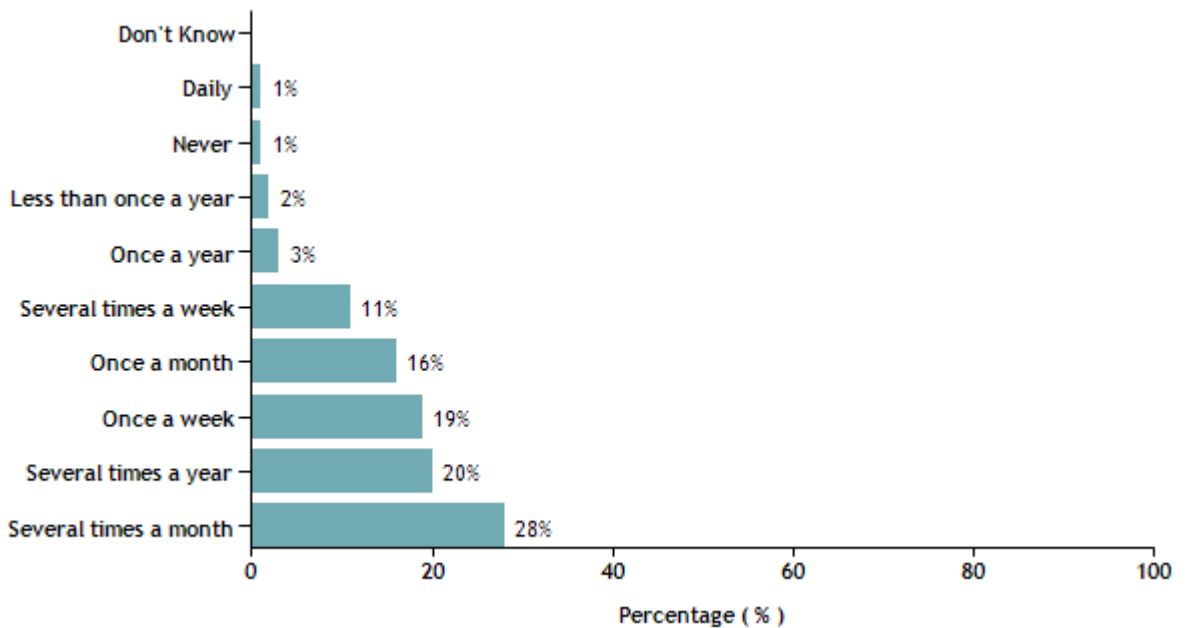
Question 2A Have you ever been a member of a Wellington City Library in the past?



Number of responses to this question 11 (1%)
 Total number of responses for this survey 885

Answer	Count	%
Yes, I have been a member in the past	9	82
No, I have never been a member	2	18

Question 3A On average, how often have you visited a public library in Wellington in the past 12 months?
 (Please also complete this item if you are not a current member of a Wellington Library.)



Number of responses to this question 884 (100%)

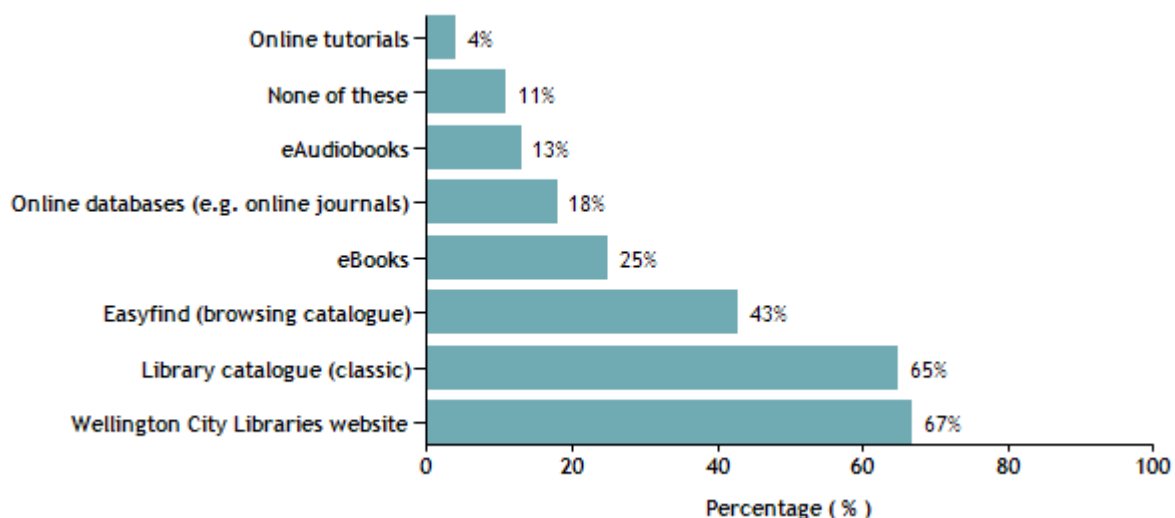
Total number of responses for this survey 885

Answer	Count	%
Daily	5	1
Several times a week	95	11
Once a week	168	19
Several times a month	248	28
Once a month	139	16
Several times a year	178	20
Once a year	28	3
Less than once a year	16	2
Never	5	1
Don't Know	2	0

In the last 12 months, which of the following online library resources have you used?

Question
4A

Please select all-that-apply.



Number of responses to this question 885 (100%)

Total number of responses for this survey 885

Answer	Count	%
eBooks	218	25
eAudiobooks	114	13
Online databases (e.g. online journals)	156	18
Easyfind (browsing catalogue)	384	43

Answer	Count	%
Library catalogue (classic)	571	65
Wellington City Libraries website	597	67
Online tutorials	33	4
None of these	99	11

Question 5A Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months

Number of responses to this question 784 (89%)

Total number of responses for this survey 885

	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
i - eBooks	3	0	11	1	28	4	67	9	105	13
ii - eAudiobooks	1	0	7	1	9	1	36	5	58	7
iii - Online databases (e.g. online journals)	1	0	0	0	11	1	65	8	74	9
iv - Easyfind (browsing catalogue)	7	1	15	2	32	4	164	21	161	21
v - Library catalogue (classic)	9	1	15	2	31	4	210	27	300	38
vi - Wellington City Libraries website	9	1	8	1	54	7	253	32	260	33
vii - Online tutorials	1	0	1	0	2	0	7	1	22	3

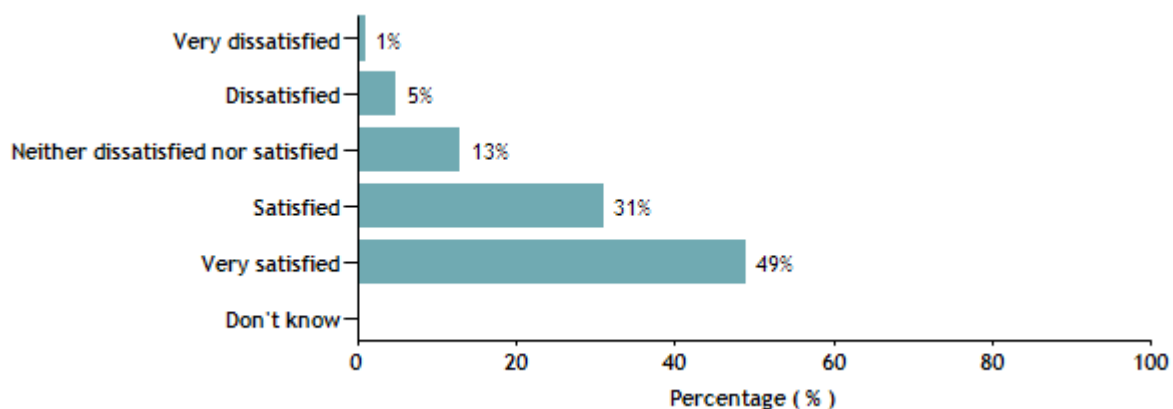
Don't know

Count %

i - eBooks	0	0
ii - eAudiobooks	1	0
iii - Online databases (e.g. online journals)	2	0
iv - Easyfind (browsing catalogue)	2	0
v - Library catalogue (classic)	1	0
vi - Wellington City Libraries website	3	0
vii - Online tutorials	0	0

5A(i) Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months

- eBooks



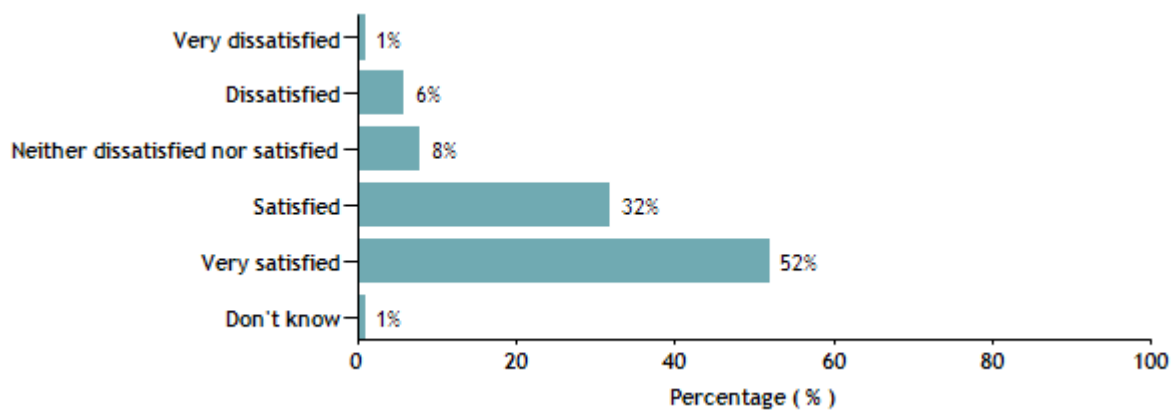
Number of responses to this question 214 (24%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	3	1
Dissatisfied	11	5
Neither dissatisfied nor satisfied	28	13
Satisfied	67	31
Very satisfied	105	49

5A(ii) Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months

- eAudiobooks

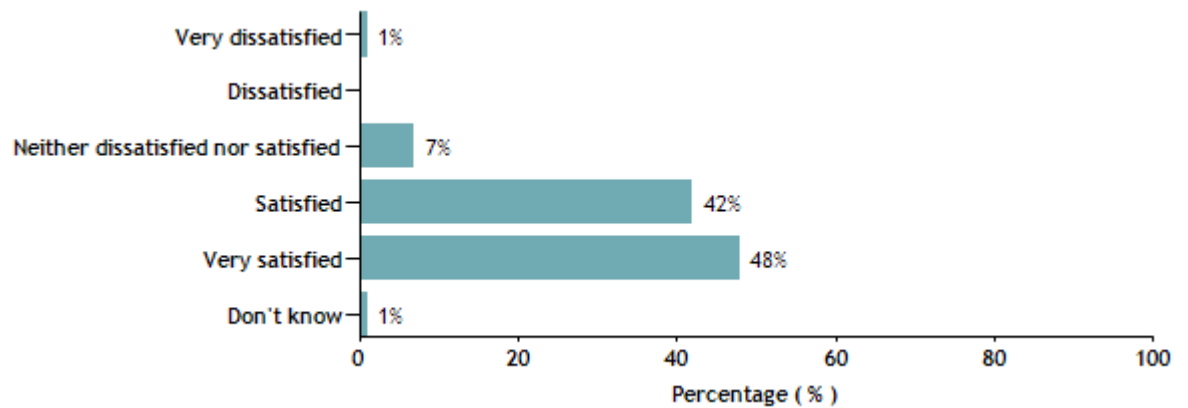


Number of responses to this question 112 (13%)
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	1
Dissatisfied	7	6
Neither dissatisfied nor satisfied	9	8
Satisfied	36	32
Very satisfied	58	52
Don't know	1	1

Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months
 5A(iii)

- Online databases (e.g. online journals)

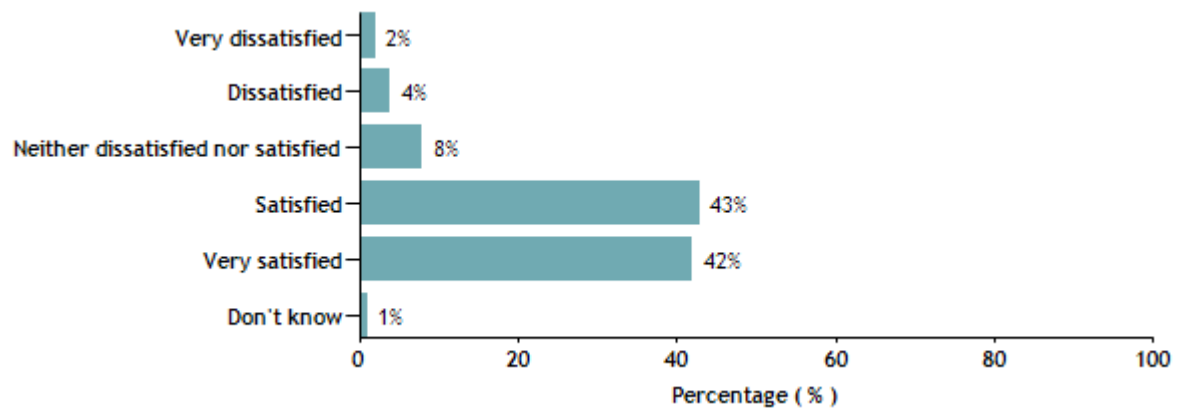


Number of responses to this question 153 (17%)
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	1
Neither dissatisfied nor satisfied	11	7
Satisfied	65	42
Very satisfied	74	48
Don't know	2	1

Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months
 5A(iv)

- Easyfind (browsing catalogue)



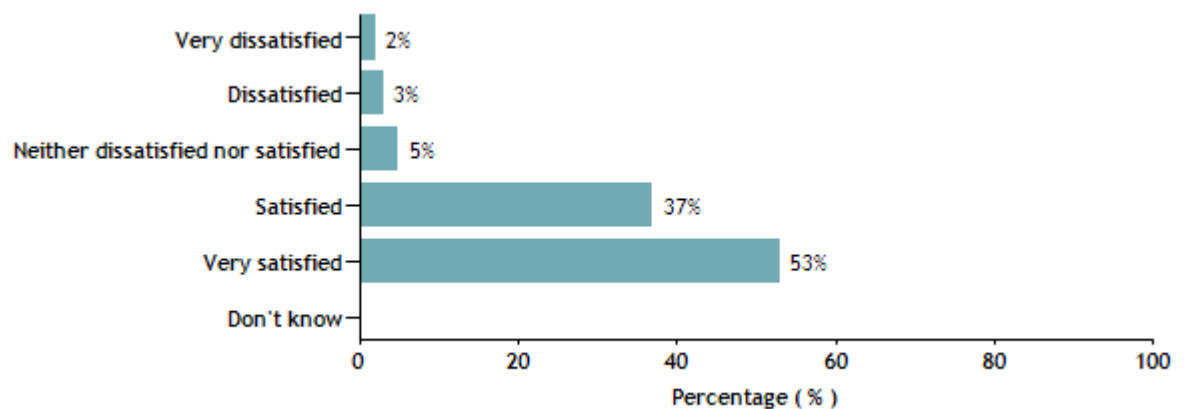
Number of responses to this question 381 (43%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	7	2
Dissatisfied	15	4
Neither dissatisfied nor satisfied	32	8
Satisfied	164	43
Very satisfied	161	42
Don't know	2	1

Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months
5A(v)

- Library catalogue (classic)



Number of responses to this question 566 (64%)

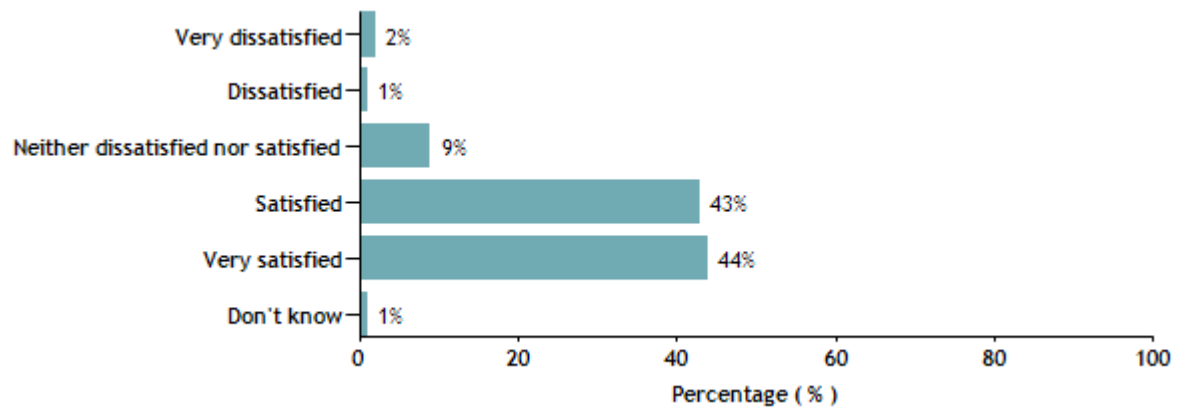
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	9	2

Answer	Count	%
Dissatisfied	15	3
Neither dissatisfied nor satisfied	31	5
Satisfied	210	37
Very satisfied	300	53
Don't know	1	0

5A(vi) Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months

- Wellington City Libraries website



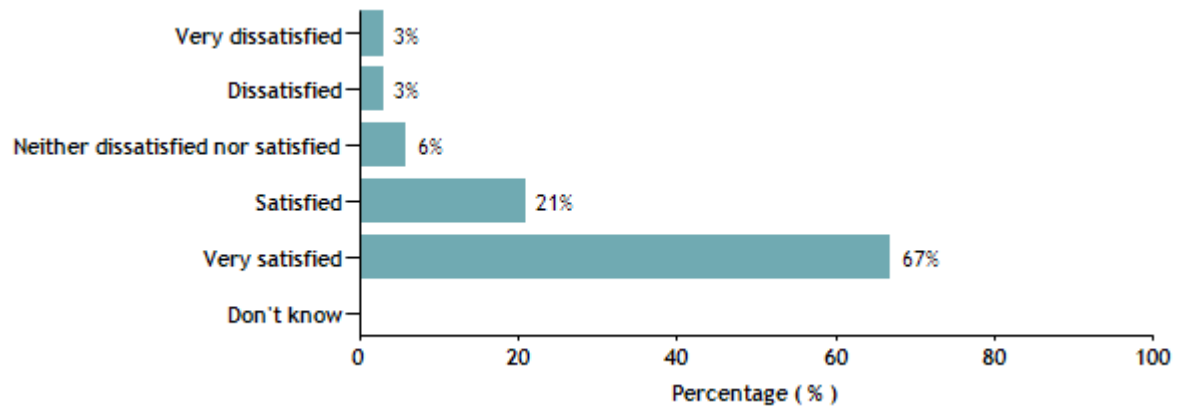
Number of responses to this question 587 (66%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	9	2
Dissatisfied	8	1
Neither dissatisfied nor satisfied	54	9
Satisfied	253	43
Very satisfied	260	44
Don't know	3	1

5A(vii) Please rate your level of satisfaction with the following online library resources that you have used in the past 12 months

- Online tutorials

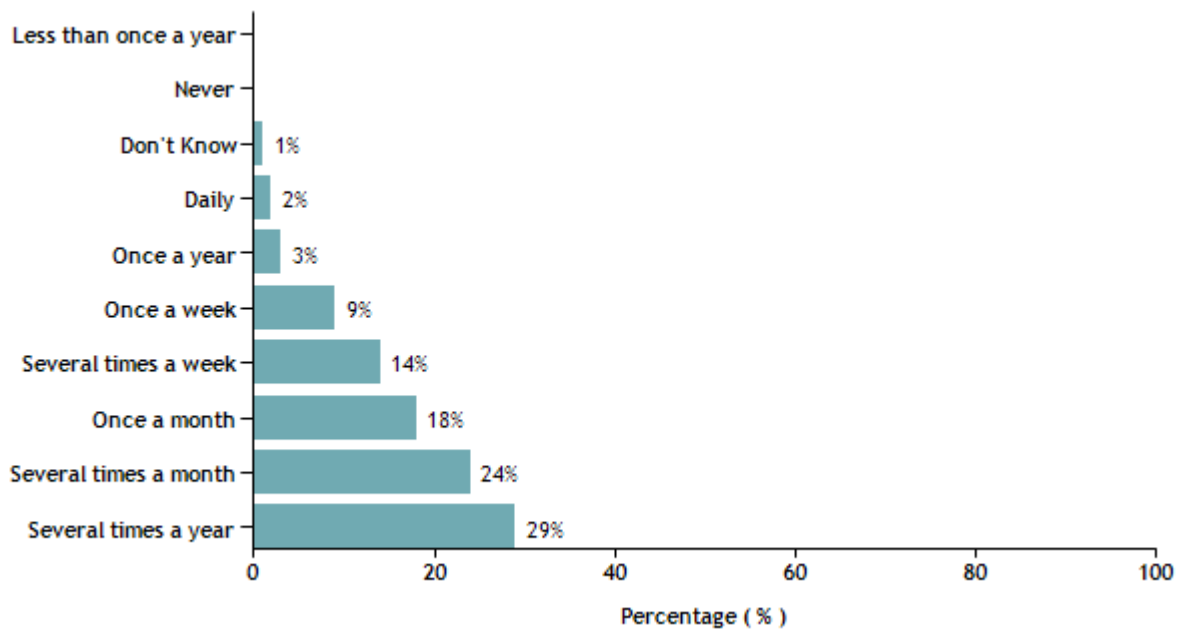


Number of responses to this question 33 (4%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	3
Dissatisfied	1	3
Neither dissatisfied nor satisfied	2	6
Satisfied	7	21
Very satisfied	22	67

Question 6A On average, how often have you visited the Wellington City Libraries website in the last 12 months?



Number of responses to this question 595 (67%)

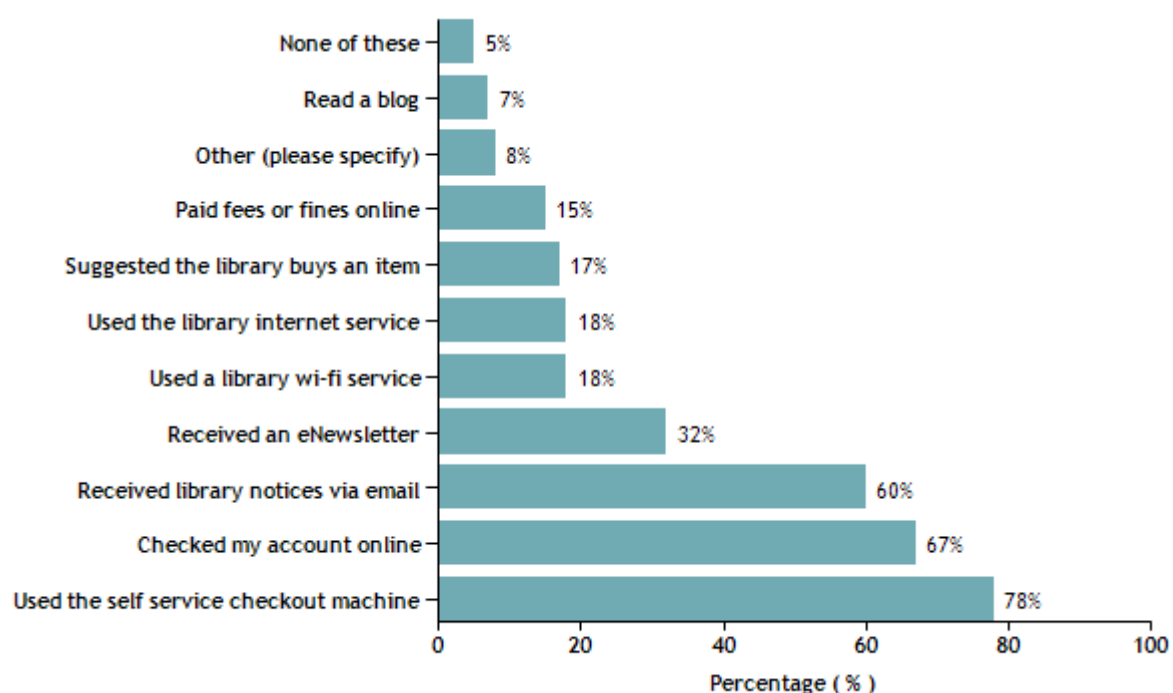
Total number of responses for this survey 885

Answer	Count	%
Daily	9	2
Several times a week	85	14
Once a week	51	9
Several times a month	144	24
Once a month	108	18
Several times a year	171	29
Once a year	20	3
Less than once a year	2	0
Never	2	0
Don't Know	3	1

In the last 12 months, which of the following Wellington City Library services have you used?

Question
7A

Please select all-that-apply.



Number of responses to this question 884 (100%)

Total number of responses for this survey 885

Answer	Count	%
Checked my account online	592	67

Answer	Count %	
Received library notices via email	532	60
Received an eNewsletter	279	32
Read a blog	63	7
Suggested the library buys an item	147	17
Used a library wi-fi service	161	18
Used the self service checkout machine	687	78
Paid fees or fines online	129	15
Used the library internet service	157	18
None of these	44	5
Other (please specify)	70	8

Question 8A Please rate your level of satisfaction with the following library services that you have used in the past 12 months

Number of responses to this question 830 (94%)

Total number of responses for this survey 885

	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
	i - Checked my account online	5	1	10	1	20	2	174	21	379
ii - Received library notices via email	8	1	11	1	36	4	145	17	316	38
iii - Received an eNewsletter	2	0	0	0	49	6	109	13	105	13
iv - Read a blog	1	0	0	0	6	1	19	2	31	4
v - Suggested the library buys an item	3	0	10	1	16	2	35	4	80	10
vi - Used a library wi-fi service	4	0	3	0	17	2	64	8	68	8
vii - Used the self service checkout machine	12	1	20	2	30	4	197	24	412	50
viii - Paid fees or fines online	5	1	2	0	9	1	38	5	70	8

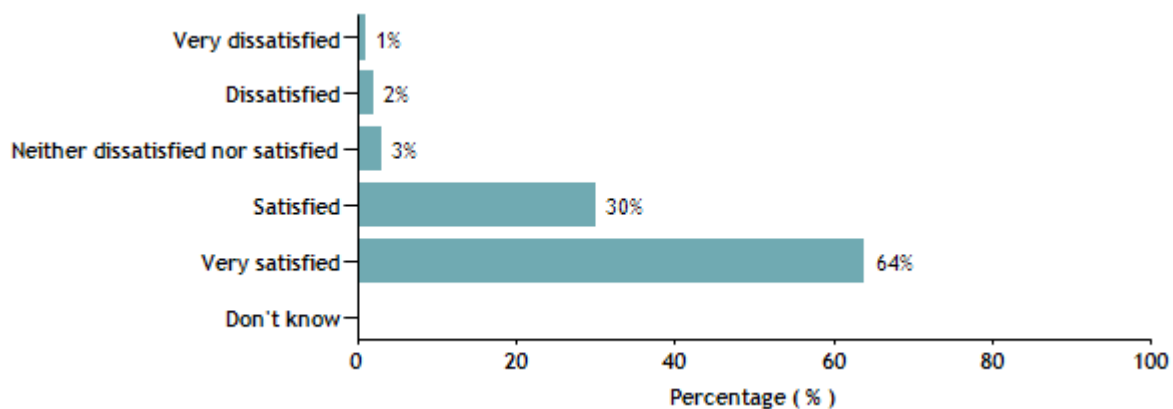
	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
ix - Used the library internet service	5	1	6	1	15	2	63	8	60	7

Don't know

	Count	%
i - Checked my account online	1	0
ii - Received library notices via email	5	1
iii - Received an eNewsletter	9	1
iv - Read a blog	3	0
v - Suggested the library buys an item	3	0
vi - Used a library wi-fi service	1	0
vii - Used the self service checkout machine	6	1
viii - Paid fees or fines online	3	0
ix - Used the library internet service	5	1

8A(i) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Checked my account online



Number of responses to this question 589 (67%)

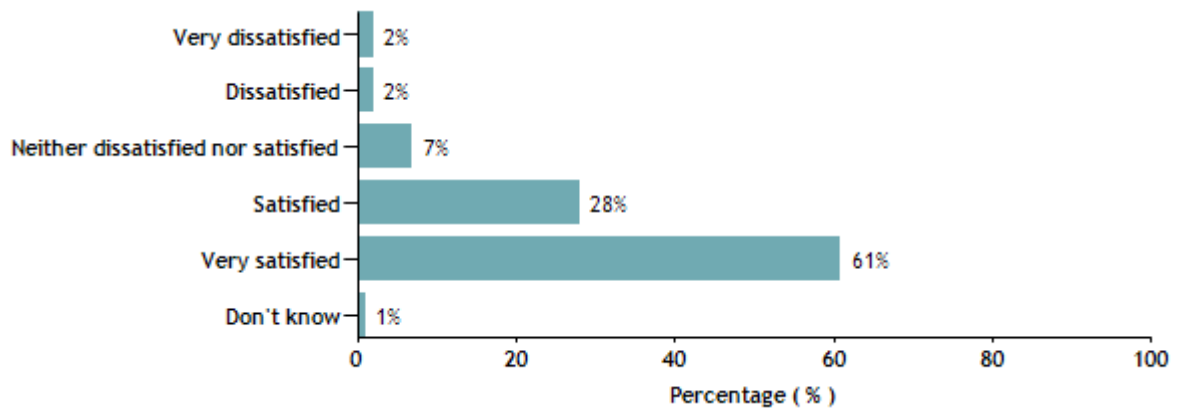
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	5	1
Dissatisfied	10	2
Neither dissatisfied nor satisfied	20	3

Answer	Count	%
Satisfied	174	30
Very satisfied	379	64
Don't know	1	0

8A(ii) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Received library notices via email



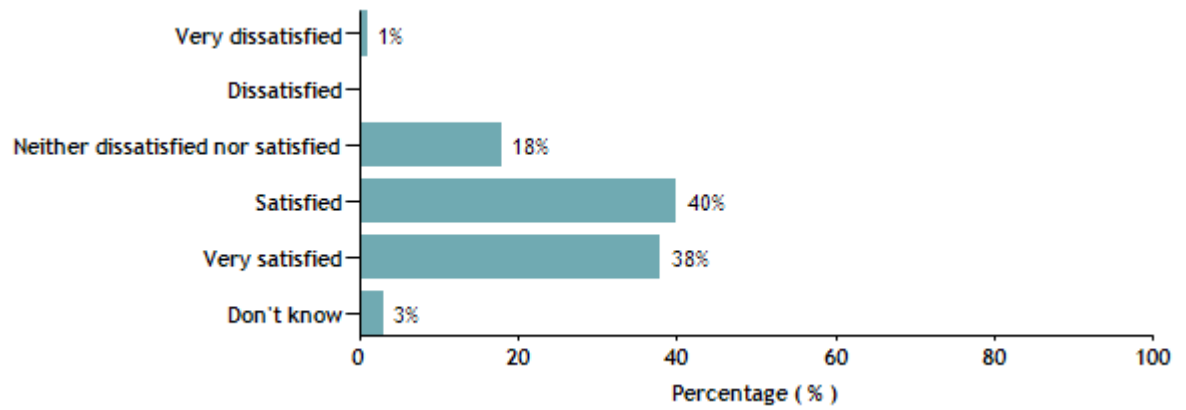
Number of responses to this question 521 (59%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	8	2
Dissatisfied	11	2
Neither dissatisfied nor satisfied	36	7
Satisfied	145	28
Very satisfied	316	61
Don't know	5	1

8A(iii) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Received an eNewsletter



Number of responses to this question 274 (31%)

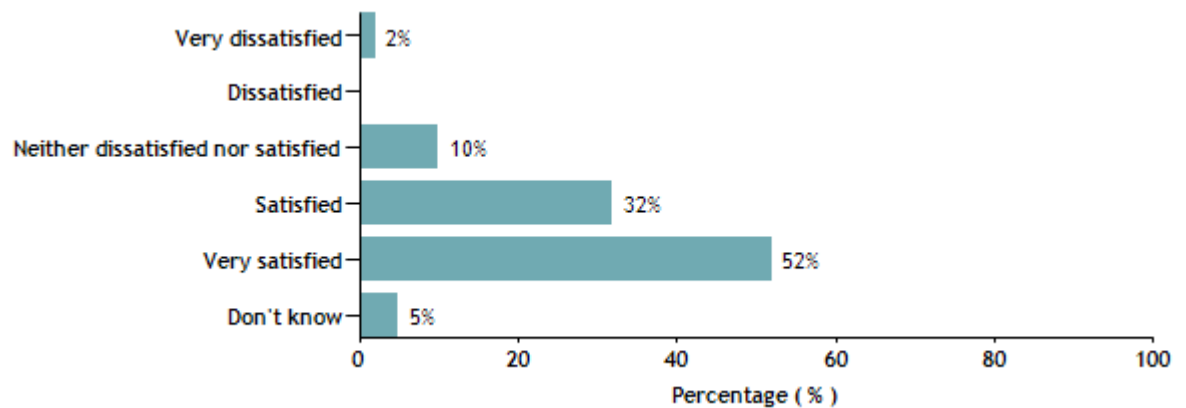
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	2	1
Neither dissatisfied nor satisfied	49	18
Satisfied	109	40
Very satisfied	105	38
Don't know	9	3

Please rate your level of satisfaction with the following library services that you have used in the past 12 months

8A(iv)

- Read a blog



Number of responses to this question 60 (7%)

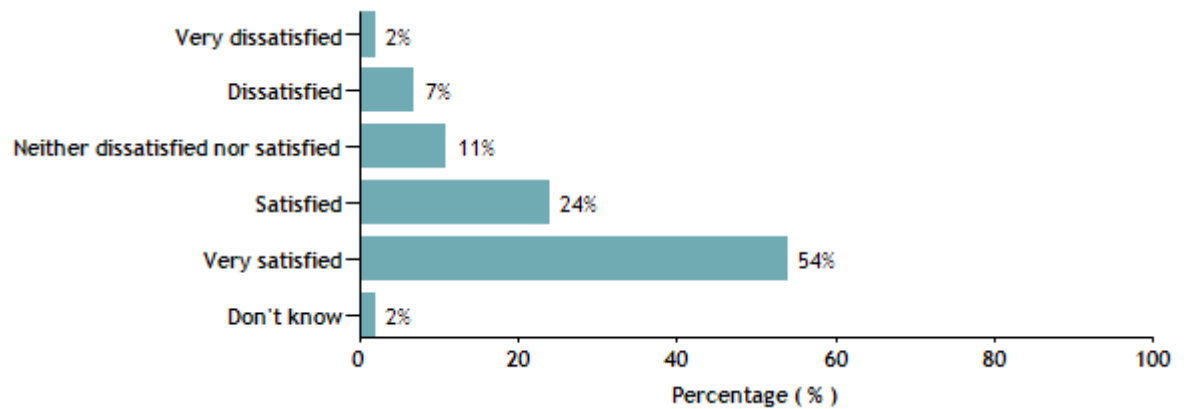
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	2
Neither dissatisfied nor satisfied	6	10

Answer	Count	%
Satisfied	19	32
Very satisfied	31	52
Don't know	3	5

8A(v) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Suggested the library buys an item



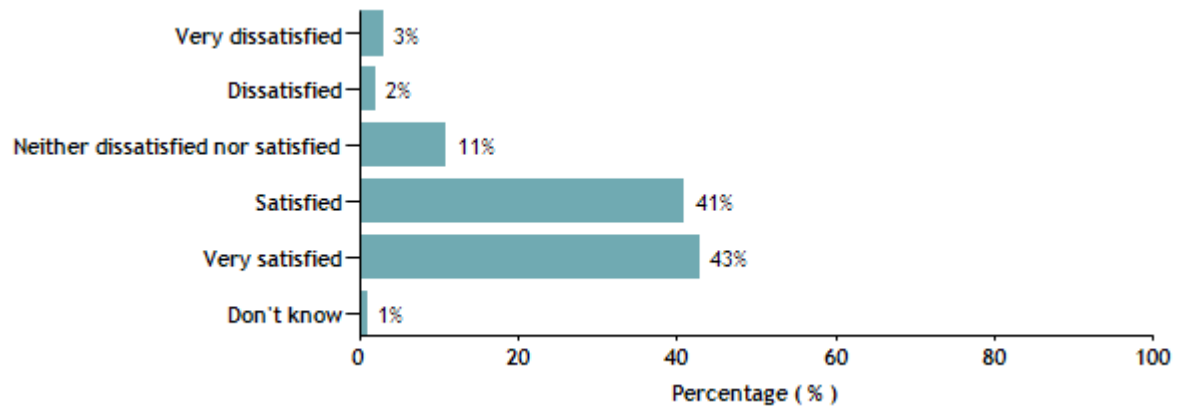
Number of responses to this question 147 (17%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	3	2
Dissatisfied	10	7
Neither dissatisfied nor satisfied	16	11
Satisfied	35	24
Very satisfied	80	54
Don't know	3	2

8A(vi) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Used a library wi-fi service



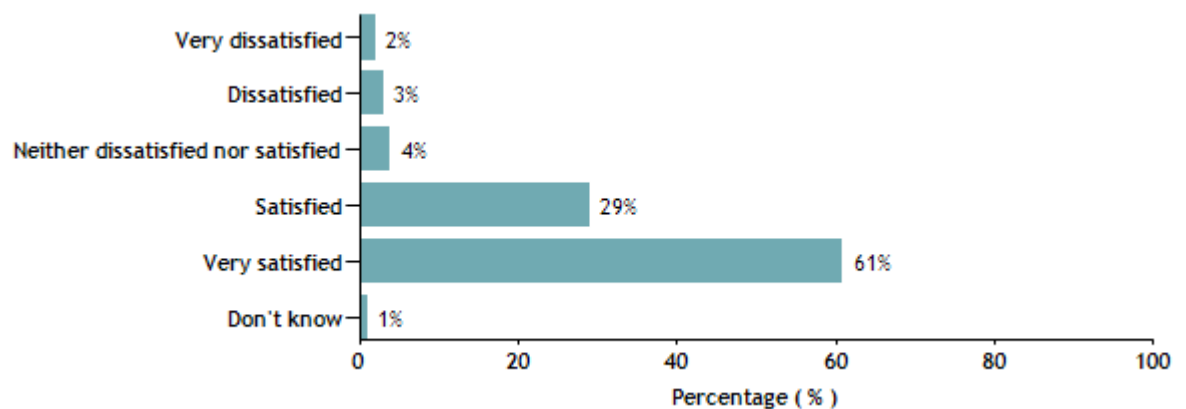
Number of responses to this question 157 (18%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	4	3
Dissatisfied	3	2
Neither dissatisfied nor satisfied	17	11
Satisfied	64	41
Very satisfied	68	43
Don't know	1	1

8A(vii) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Used the self service checkout machine



Number of responses to this question 677 (76%)

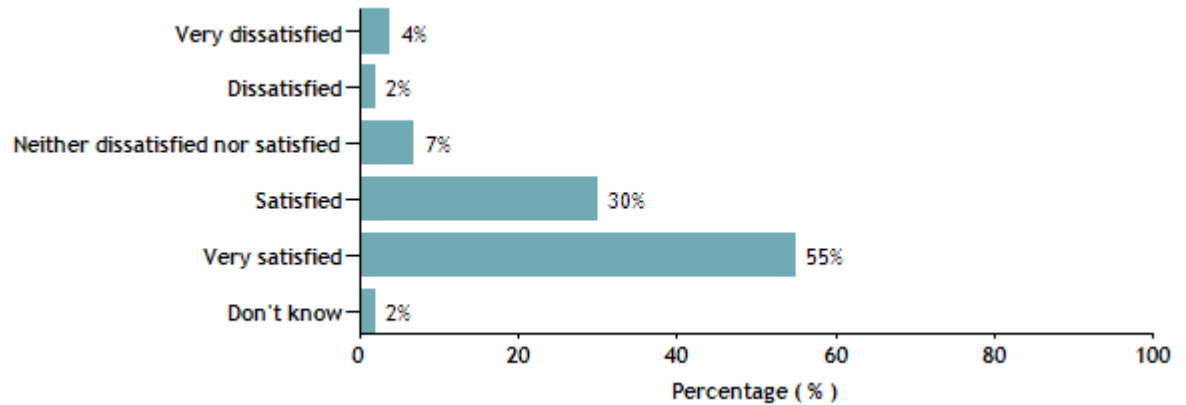
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	12	2

Answer	Count	%
Dissatisfied	20	3
Neither dissatisfied nor satisfied	30	4
Satisfied	197	29
Very satisfied	412	61
Don't know	6	1

8A(viii) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Paid fees or fines online



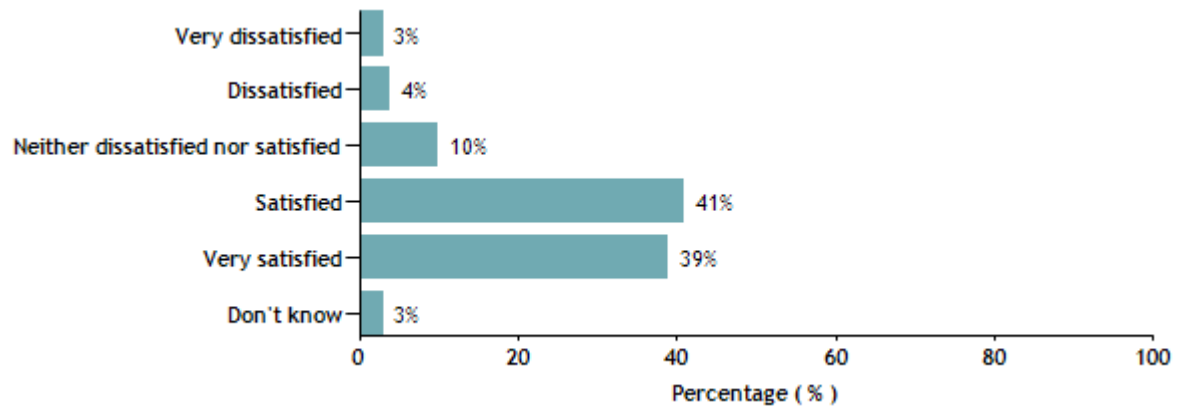
Number of responses to this question 127 (14%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	5	4
Dissatisfied	2	2
Neither dissatisfied nor satisfied	9	7
Satisfied	38	30
Very satisfied	70	55
Don't know	3	2

8A(ix) Please rate your level of satisfaction with the following library services that you have used in the past 12 months

- Used the library internet service

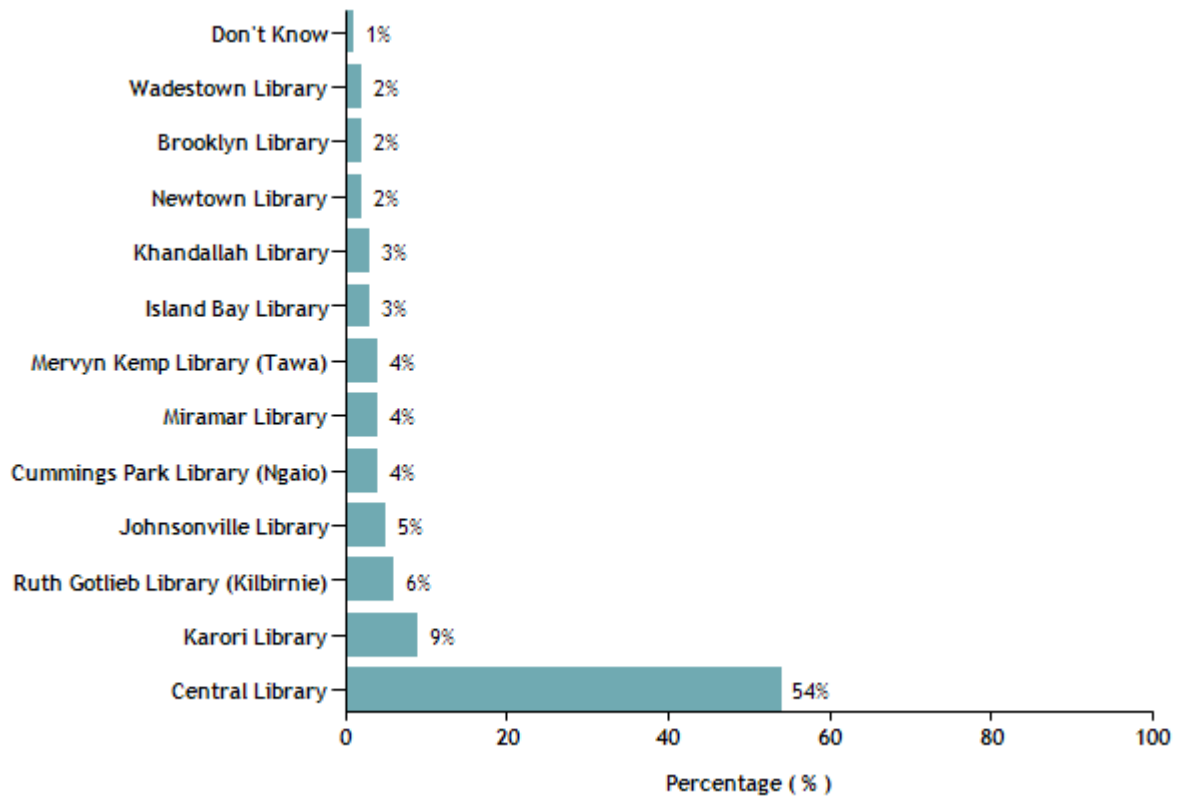


Number of responses to this question 154 (17%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	5	3
Dissatisfied	6	4
Neither dissatisfied nor satisfied	15	10
Satisfied	63	41
Very satisfied	60	39
Don't know	5	3

Question 9A Which Wellington City Library have you visited most often in the past 12 months?

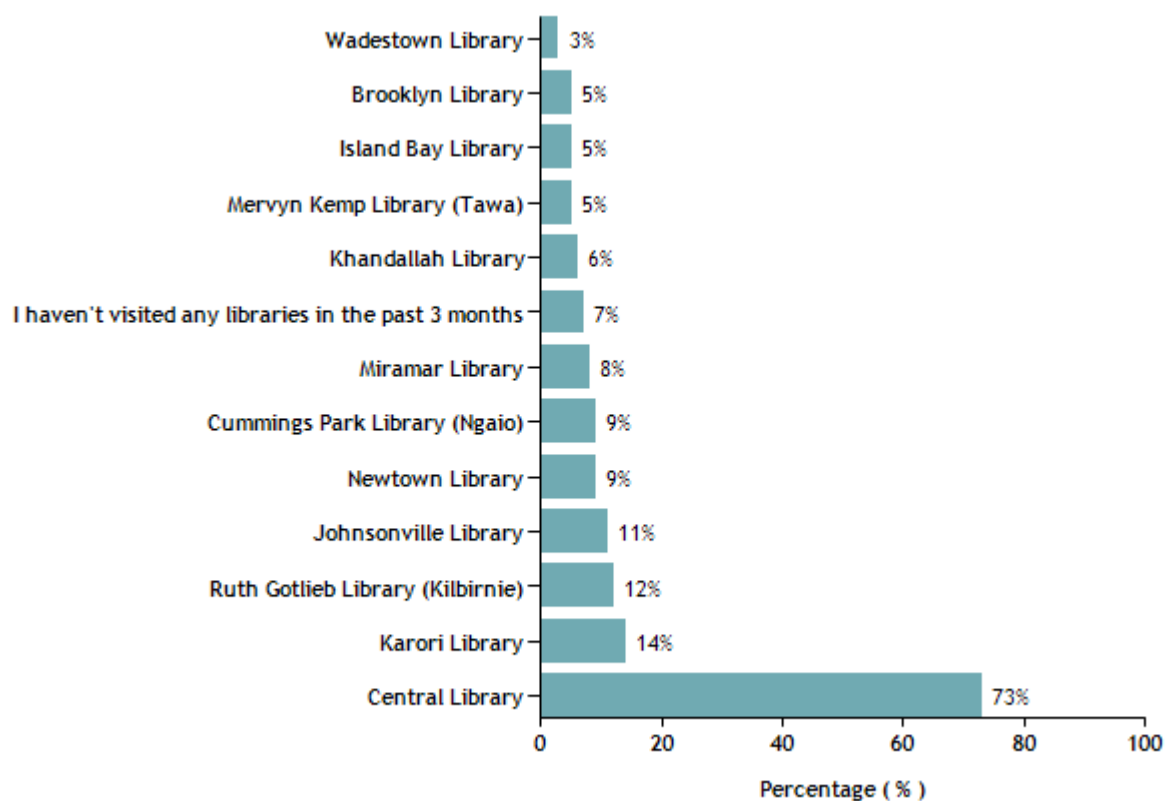


Number of responses to this question 885 (100%)

Total number of responses for this survey 885

Answer	Count	%
Brooklyn Library	20	2
Central Library	480	54
Cummings Park Library (Ngaio)	38	4
Island Bay Library	27	3
Johnsonville Library	48	5
Karori Library	78	9
Khandallah Library	23	3
Mervyn Kemp Library (Tawa)	34	4
Miramar Library	34	4
Newtown Library	22	2
Ruth Gotlieb Library (Kilbirnie)	53	6
Wadestown Library	16	2
Don't Know	12	1

Question 10A Which Wellington City Libraries have you visited in the past 3 months?
 (Please select all the libraries you have visited in the past 3 months.)



Number of responses to this question 885 (100%)

Total number of responses for this survey 885

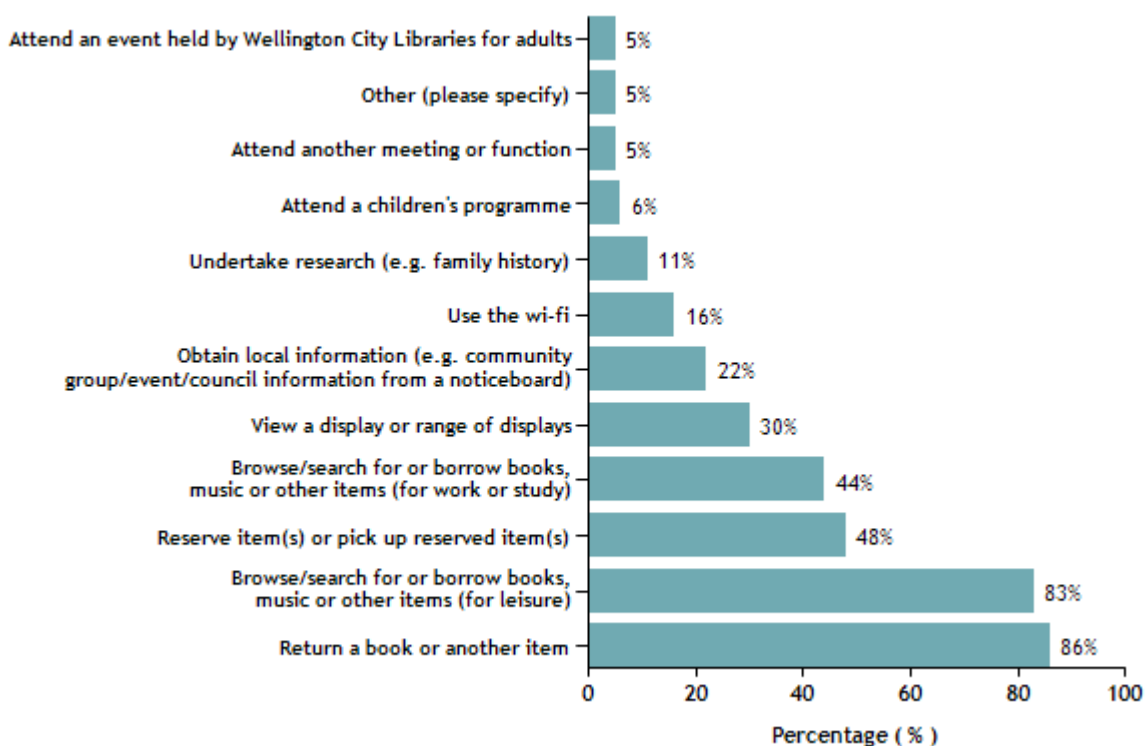
Answer	Count	%
Brooklyn Library	47	5
Central Library	645	73
Cummings Park Library (Ngaio)	76	9
Island Bay Library	47	5
Johnsonville Library	96	11
Karori Library	120	14
Khandallah Library	52	6
Mervyn Kemp Library (Tawa)	47	5
Miramar Library	75	8
Newtown Library	79	9

Answer	Count	%
Ruth Gotlieb Library (Kilbirnie)	107	12
Wadestown Library	30	3
I haven't visited any libraries in the past 3 months	66	7

Which of the following have you done when you've visited Wellington City Libraries in the past 3 months?

Question
11A

Please select all-that-apply.



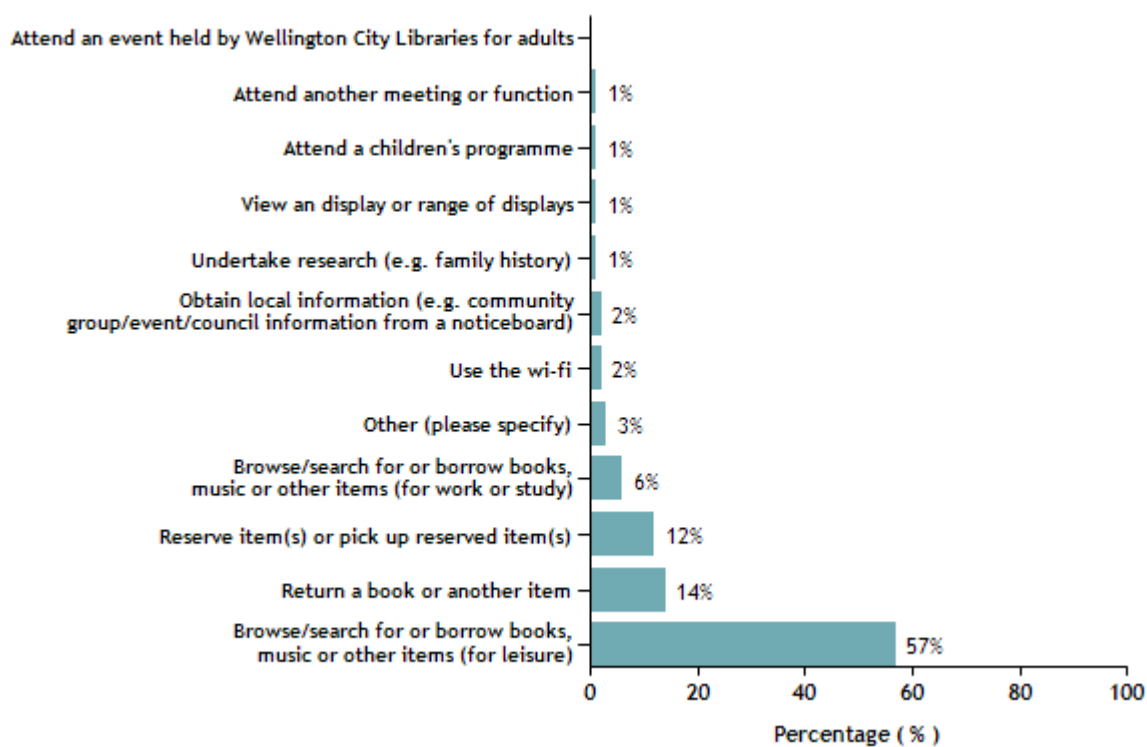
Number of responses to this question 814 (92%)

Total number of responses for this survey 885

Answer	Count	%
Return a book or another item	703	86
Browse/search for or borrow books, music or other items (for leisure)	676	83
Browse/search for or borrow books, music or other items (for work or study)	362	44
Reserve item(s) or pick up reserved item(s)	390	48
Undertake research (e.g. family history)	89	11
Use the wi-fi	131	16

Answer	Count	%
Obtain local information (e.g. community group/event/council information from a noticeboard)	178	22
Attend a children's programme	50	6
Attend an event held by Wellington City Libraries for adults	37	5
Attend another meeting or function	43	5
View a display or range of displays	244	30
Other (please specify)	37	5

Question 12A Which of the following is the most common reason for your trips to the library in the past 3 months?



Number of responses to this question 811 (92%)

Total number of responses for this survey 885

Answer	Count	%
Return a book or another item	111	14
Browse/search for or borrow books, music or other items (for leisure)	463	57
Browse/search for or borrow books, music or other items (for work or study)	48	6
Reserve item(s) or pick up reserved item(s)	95	12
Undertake research (e.g. family history)	11	1
Use the wi-fi	17	2

Answer	Count	%
Obtain local information (e.g. community group/event/council information from a noticeboard)	13	2
Attend a children's programme	9	1
Attend an event held by Wellington City Libraries for adults	1	0
Attend another meeting or function	7	1
View an display or range of displays	10	1
Other (please specify)	26	3

Question 13A How would you rate the public libraries you have visited in Wellington in the past 3 months on...

Number of responses to this question 819 (93%)

Total number of responses for this survey 885

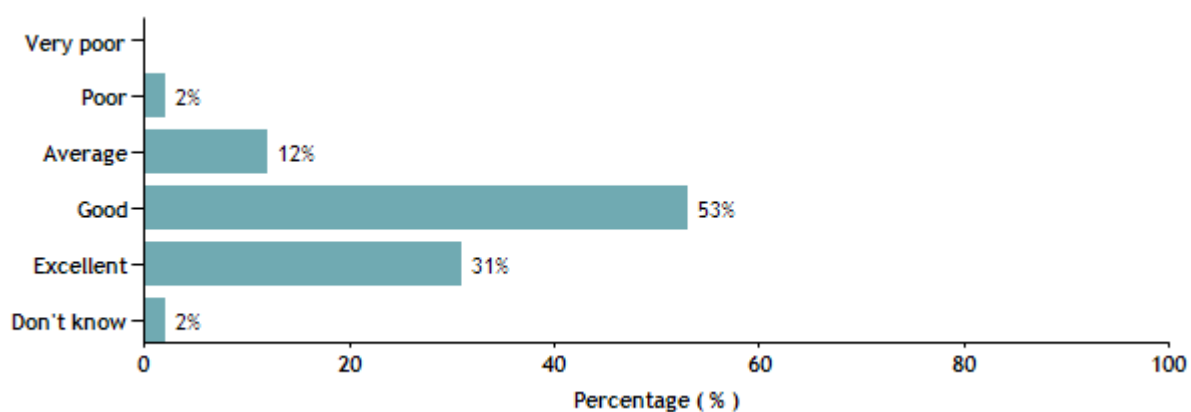
	Very poor		Poor		Average		Good		Excellent	
	Count	%	Count	%	Count	%	Count	%	Count	%
i - The signage directing you around once you enter	1	0	17	2	99	12	434	53	249	30
ii - The cleanliness/maintenance of the facilities	0	0	4	0	53	6	351	43	405	49
iii - The rubbish/waste disposal facilities provided for visitors	0	0	18	2	84	10	251	31	199	24
iv - The overall layout of Wellington City Libraries	2	0	13	2	88	11	428	52	279	34
v - The ease with which you can get around	2	0	8	1	69	8	371	45	361	44
vi - The bathroom/toilet facilities	21	3	56	7	139	17	257	31	152	19
vii - Consideration shown for people with physical impairment	0	0	8	1	60	7	162	20	124	15
viii - Facilities provided for children/families	1	0	7	1	37	5	234	29	236	29
ix - Finding a quiet place to read/study in the library	7	1	46	6	123	15	297	36	224	27

Don't know
Count %

	Don't know	
	Count	%
i - The signage directing you around once you enter	14	2
ii - The cleanliness/maintenance of the facilities	4	0
iii - The rubbish/waste disposal facilities provided for visitors	259	32
iv - The overall layout of Wellington City Libraries	4	0
v - The ease with which you can get around	3	0
vi - The bathroom/toilet facilities	177	22
vii - Consideration shown for people with physical impairment	442	54
viii - Facilities provided for children/families	280	34
ix - Finding a quiet place to read/study in the library	108	13

13A(i) How would you rate the public libraries you have visited in Wellington in the past 3 months on...

- The signage directing you around once you enter



Number of responses to this question 814 (92%)

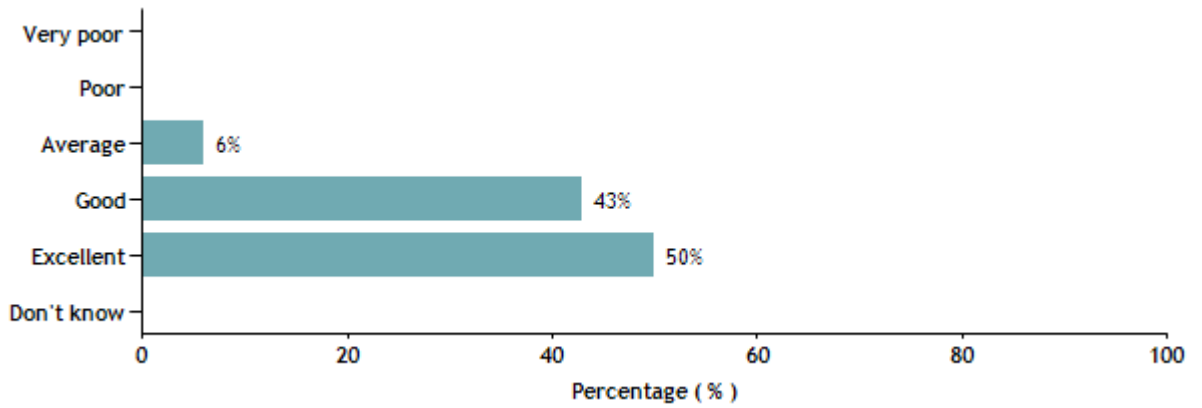
Total number of responses for this survey 885

Answer	Count	%
Very poor	1	0
Poor	17	2
Average	99	12
Good	434	53
Excellent	249	31
Don't know	14	2

13A(ii) How would you rate the public libraries you have visited in Wellington in the

past 3 months on...

- The cleanliness/maintenance of the facilities



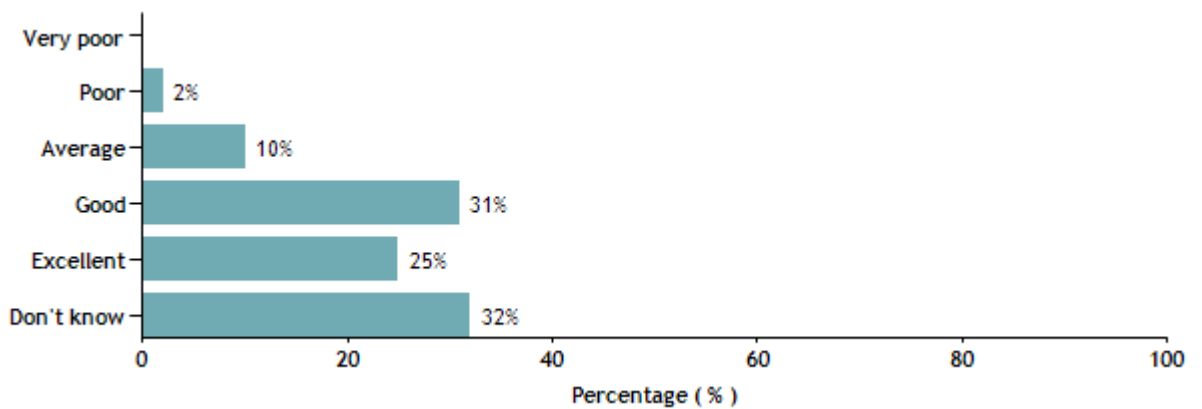
Number of responses to this question 817 (92%)

Total number of responses for this survey 885

Answer	Count	%
Poor	4	0
Average	53	6
Good	351	43
Excellent	405	50
Don't know	4	0

How would you rate the public libraries you have visited in Wellington in the past 3 months on...
13A(iii)

- The rubbish/waste disposal facilities provided for visitors



Number of responses to this question 811 (92%)

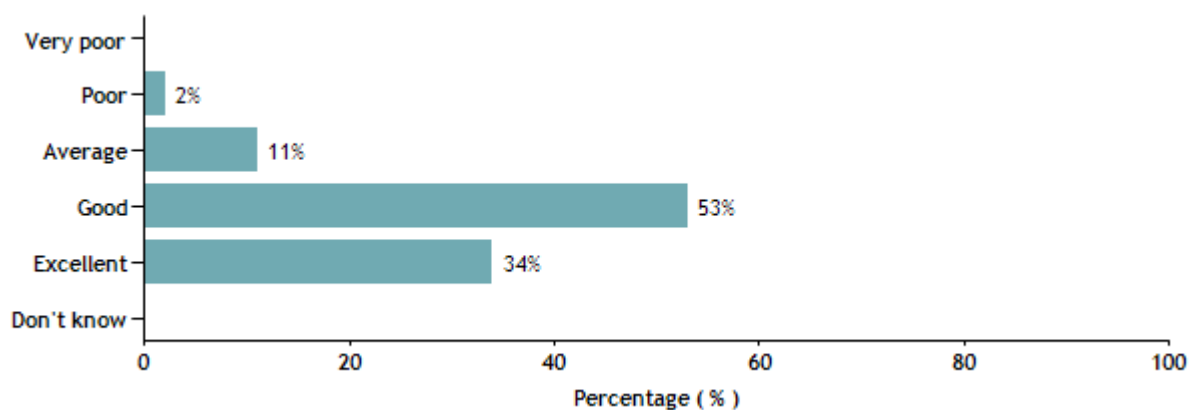
Total number of responses for this survey 885

Answer	Count	%
Poor	18	2
Average	84	10
Good	251	31
Excellent	199	25
Don't know	259	32

How would you rate the public libraries you have visited in Wellington in the past 3 months on...

13A(iv)

- The overall layout of Wellington City Libraries



Number of responses to this question 814 (92%)

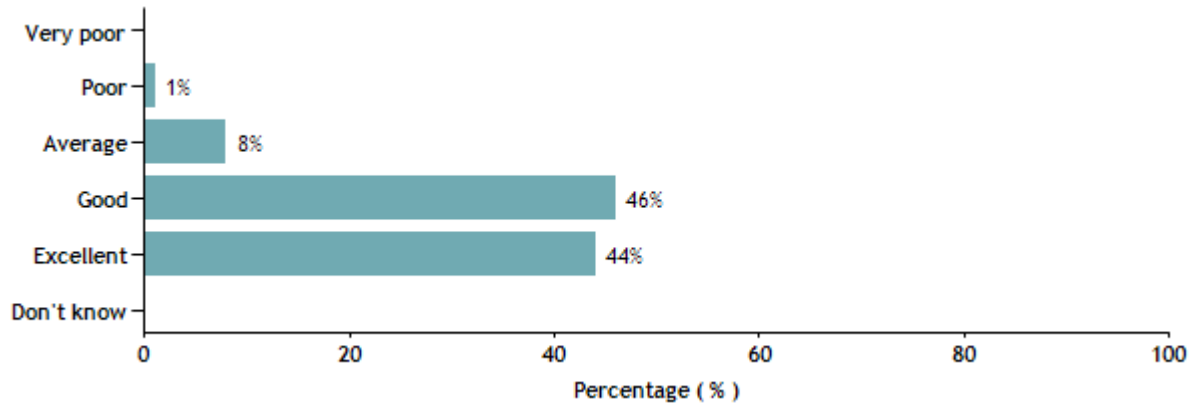
Total number of responses for this survey 885

Answer	Count	%
Very poor	2	0
Poor	13	2
Average	88	11
Good	428	53
Excellent	279	34
Don't know	4	0

How would you rate the public libraries you have visited in Wellington in the past 3 months on...

13A(v)

- The ease with which you can get around



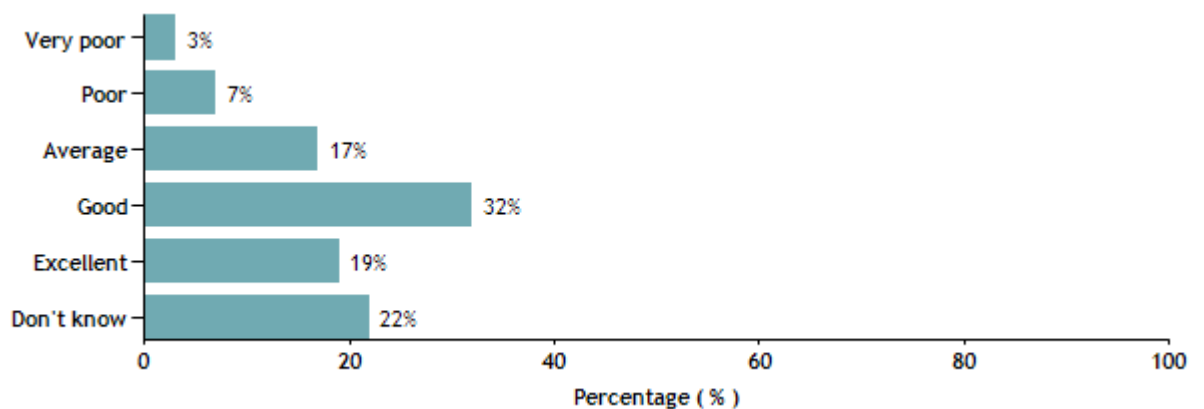
Number of responses to this question 814 (92%)

Total number of responses for this survey 885

Answer	Count	%
Very poor	2	0
Poor	8	1
Average	69	8
Good	371	46
Excellent	361	44
Don't know	3	0

How would you rate the public libraries you have visited in Wellington in the past 3 months on...
13A(vi)

- The bathroom/toilet facilities



Number of responses to this question 802 (91%)

Total number of responses for this survey 885

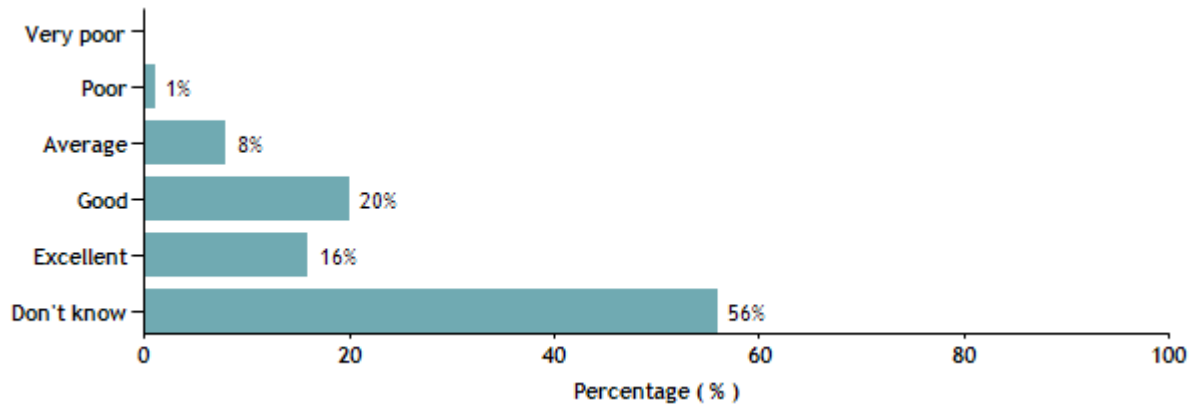
Answer	Count	%
Very poor	21	3

Answer	Count	%
Poor	56	7
Average	139	17
Good	257	32
Excellent	152	19
Don't know	177	22

How would you rate the public libraries you have visited in Wellington in the past 3 months on...

13A(vii)

- Consideration shown for people with physical impairment



Number of responses to this question 796 (90%)

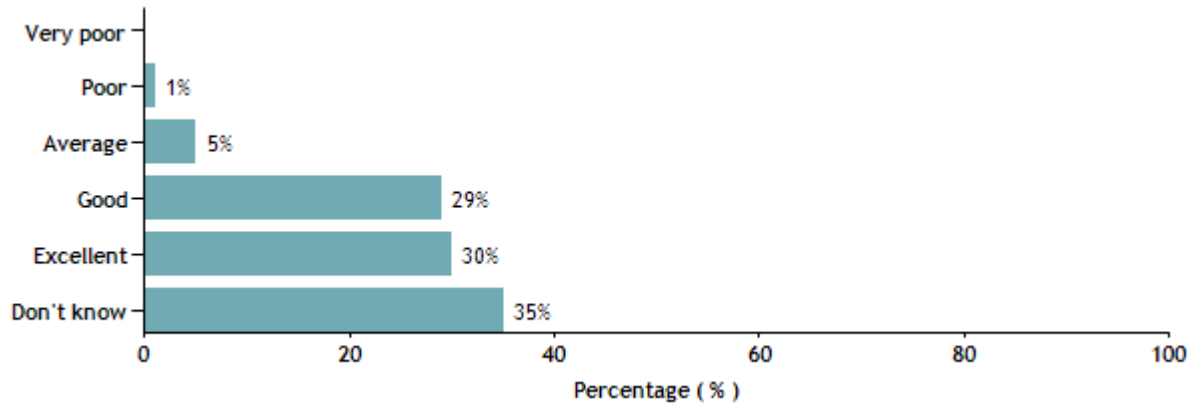
Total number of responses for this survey 885

Answer	Count	%
Poor	8	1
Average	60	8
Good	162	20
Excellent	124	16
Don't know	442	56

How would you rate the public libraries you have visited in Wellington in the past 3 months on...

13A(viii)

- Facilities provided for children/families



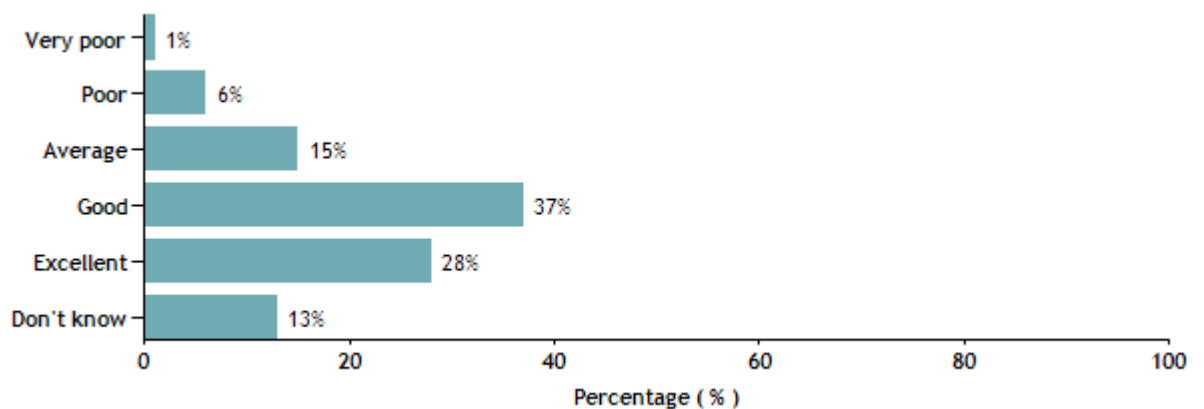
Number of responses to this question 795 (90%)

Total number of responses for this survey 885

Answer	Count	%
Very poor	1	0
Poor	7	1
Average	37	5
Good	234	29
Excellent	236	30
Don't know	280	35

How would you rate the public libraries you have visited in Wellington in the past 3 months on...
13A(ix)

- Finding a quiet place to read/study in the library



Number of responses to this question 805 (91%)

Total number of responses for this survey 885

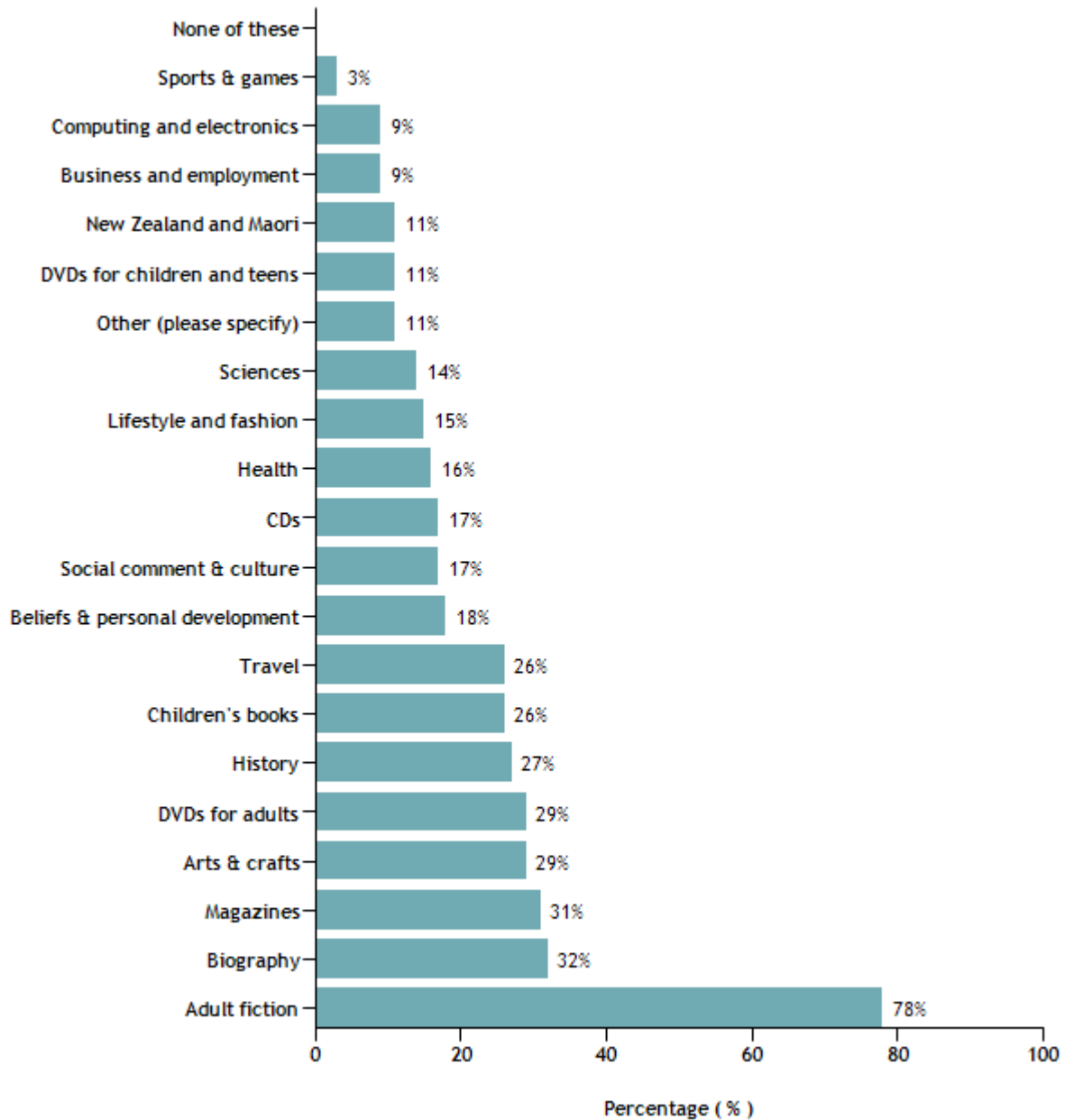
Answer	Count	%
Very poor	7	1

Answer	Count	%
Poor	46	6
Average	123	15
Good	297	37
Excellent	224	28
Don't know	108	13

When visiting Wellington City Libraries in the past 3 months, which of the following items or subjects have you been interested in?

Question
14A

Please select all-that-apply.



Number of responses to this question 819 (93%)

Total number of responses for this survey 885

Answer	Count	%
Adult fiction	636	78
Arts & crafts	241	29
Beliefs & personal development	149	18
Biography	260	32
Business and employment	72	9
CDs	136	17
Children's books	212	26

Answer	Count	%
Computing and electronics	70	9
DVDs for adults	236	29
DVDs for children and teens	89	11
Health	133	16
History	219	27
Lifestyle and fashion	121	15
Magazines	254	31
New Zealand and Maori	87	11
Sciences	114	14
Social comment & culture	142	17
Sports & games	27	3
Travel	211	26
None of these	3	0
Other (please specify)	89	11

Question 15A Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

Number of responses to this question 809 (91%)

Total number of responses for this survey 885

	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
i - Adult fiction	2	0	11	1	30	4	251	31	335	41
ii - Arts & crafts	1	0	3	0	22	3	106	13	102	13
iii - Beliefs & personal development	0	0	1	0	16	2	76	9	50	6
iv - Biography	0	0	6	1	18	2	120	15	113	14
v - Business and employment	0	0	2	0	7	1	41	5	20	2
vi - CDs	0	0	5	1	12	1	50	6	65	8
vii - Children's books	0	0	1	0	6	1	78	10	124	15
viii - Computing and electronics	0	0	6	1	7	1	37	5	15	2

	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
ix - DVDs for adults	3	0	7	1	20	2	97	12	107	13
x - DVDs for children and teens	0	0	4	0	5	1	41	5	38	5
xi - Health	0	0	1	0	10	1	62	8	54	7
xii - History	0	0	5	1	9	1	107	13	95	12
xiii - Lifestyle and fashion	0	0	0	0	9	1	64	8	46	6
xiv - Magazines	0	0	4	0	16	2	103	13	128	16
xv - New Zealand and Maori	0	0	1	0	5	1	40	5	41	5
xvi - Sciences	1	0	1	0	8	1	59	7	41	5
xvii - Social comment & culture	1	0	1	0	8	1	72	9	54	7
xviii - Sports & games	0	0	0	0	2	0	16	2	9	1
xix - Travel	0	0	3	0	25	3	89	11	91	11

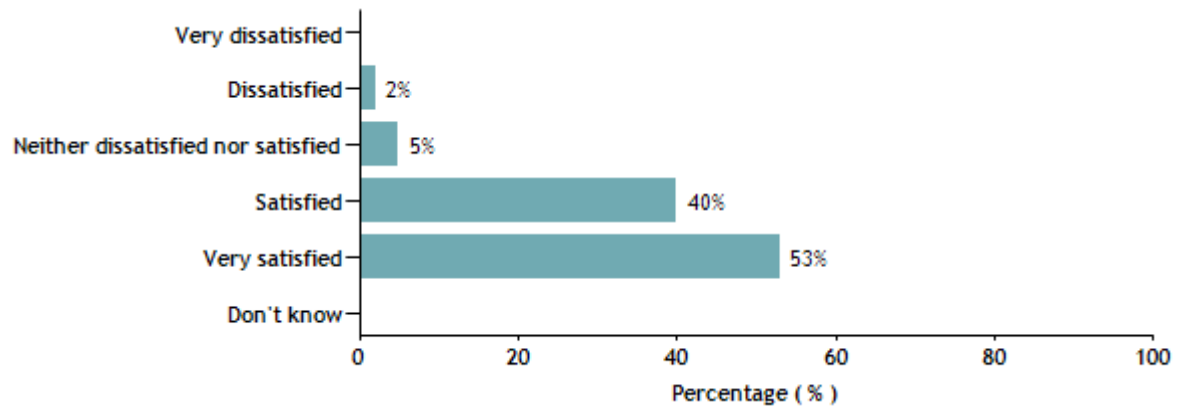
Don't know

	Count	%
i - Adult fiction	2	0
ii - Arts & crafts	1	0
iii - Beliefs & personal development	1	0
iv - Biography	0	0
v - Business and employment	1	0
vi - CDs	0	0
vii - Children's books	1	0
viii - Computing and electronics	2	0
ix - DVDs for adults	1	0
x - DVDs for children and teens	1	0
xi - Health	0	0
xii - History	1	0
xiii - Lifestyle and fashion	0	0
xiv - Magazines	0	0
xv - New Zealand and Maori	0	0
xvi - Sciences	1	0
xvii - Social comment & culture	1	0

	Don't know	
	Count	%
xviii - Sports & games	0	0
xix - Travel	0	0

15A(i) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Adult fiction



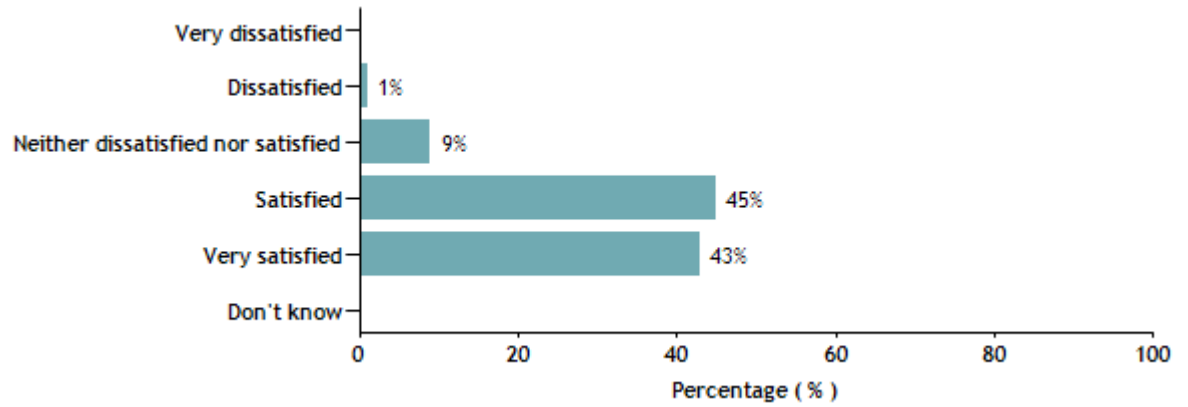
Number of responses to this question 631 (71%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	2	0
Dissatisfied	11	2
Neither dissatisfied nor satisfied	30	5
Satisfied	251	40
Very satisfied	335	53
Don't know	2	0

15A(ii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Arts & crafts



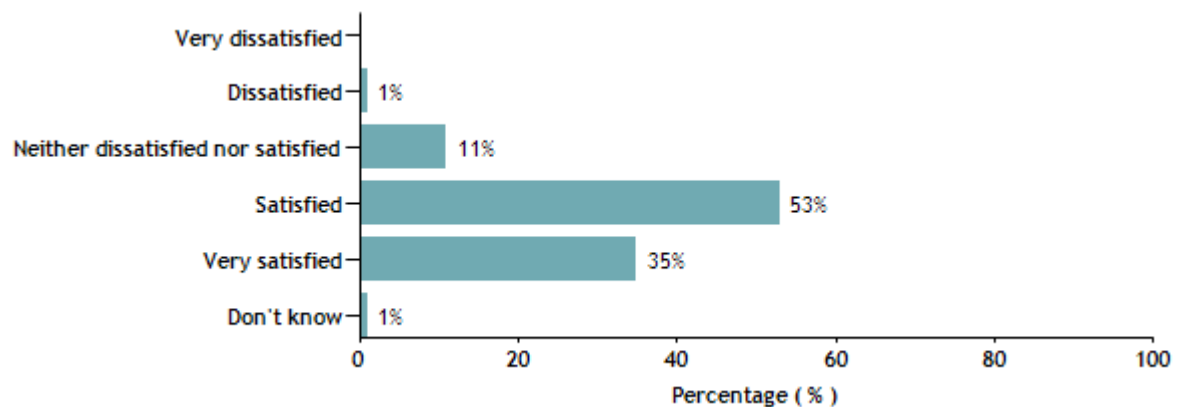
Number of responses to this question 235 (27%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	0
Dissatisfied	3	1
Neither dissatisfied nor satisfied	22	9
Satisfied	106	45
Very satisfied	102	43
Don't know	1	0

Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months
15A(iii)

- Beliefs & personal development



Number of responses to this question 144 (16%)

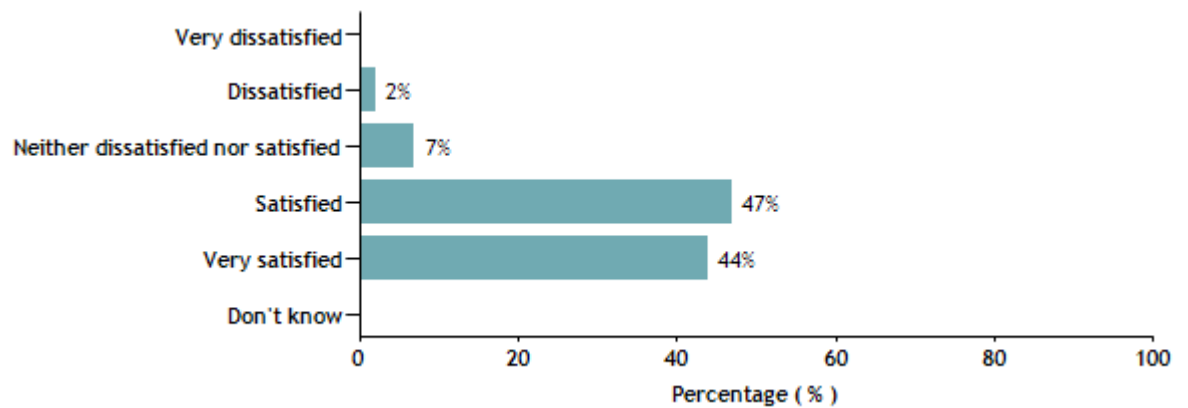
Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	1	1

Answer	Count	%
Neither dissatisfied nor satisfied	16	11
Satisfied	76	53
Very satisfied	50	35
Don't know	1	1

15A(iv) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Biography



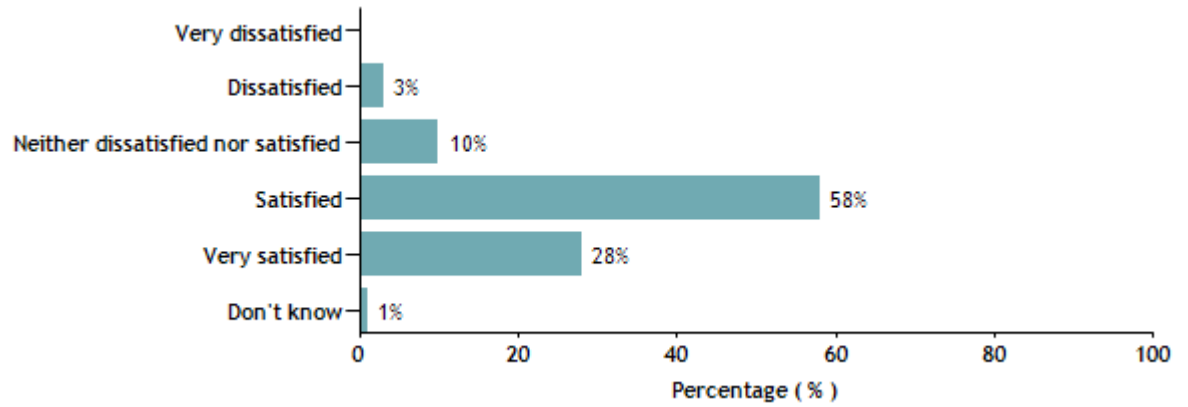
Number of responses to this question 257 (29%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	6	2
Neither dissatisfied nor satisfied	18	7
Satisfied	120	47
Very satisfied	113	44

15A(v) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Business and employment



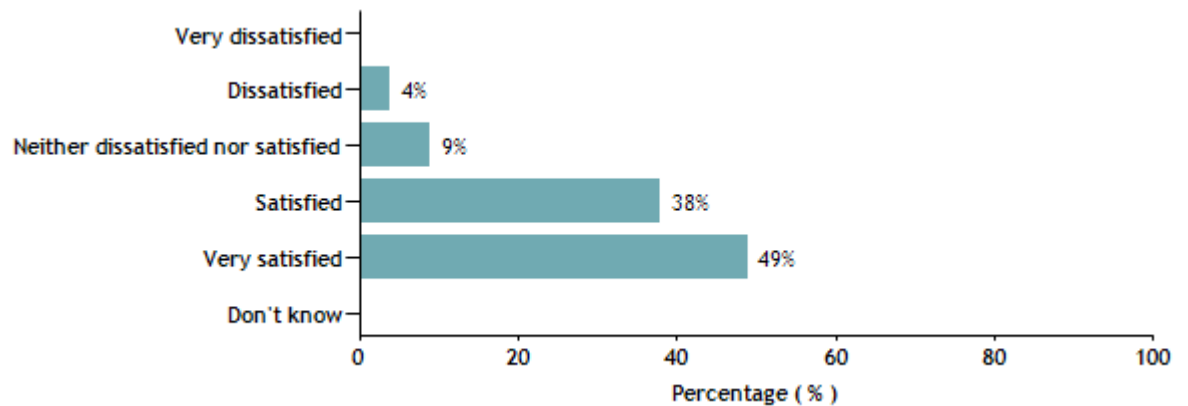
Number of responses to this question 71 (8%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	2	3
Neither dissatisfied nor satisfied	7	10
Satisfied	41	58
Very satisfied	20	28
Don't know	1	1

15A(vi) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- CDs



Number of responses to this question 132 (15%)

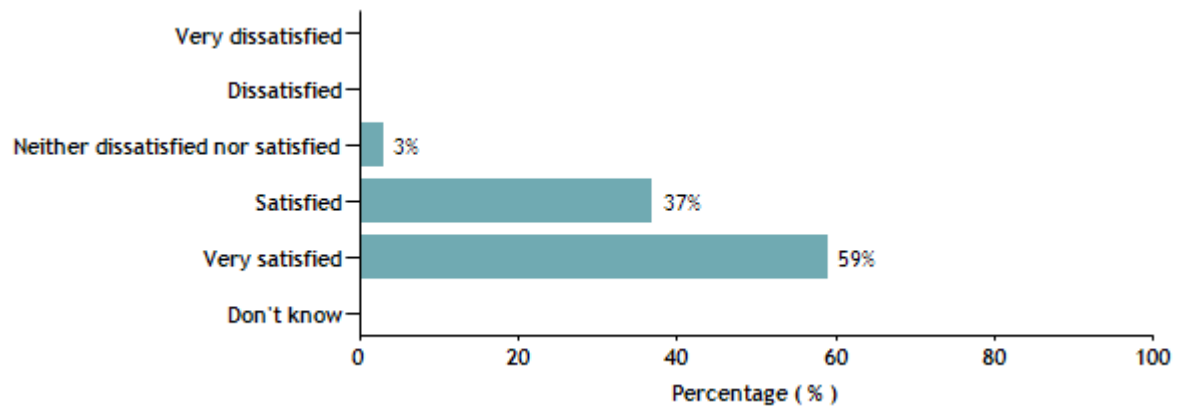
Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	5	4
Neither dissatisfied nor satisfied	12	9

Answer	Count	%
Satisfied	50	38
Very satisfied	65	49

15A(vii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Children's books



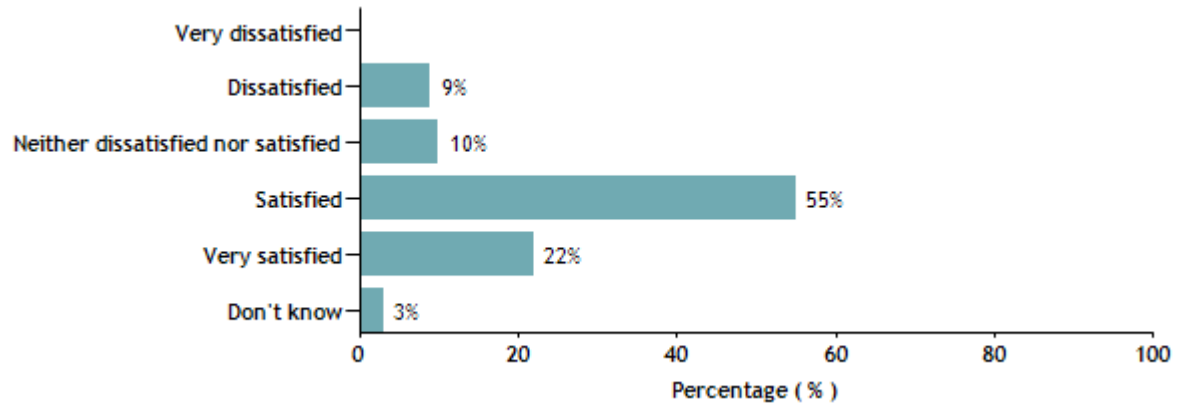
Number of responses to this question 210 (24%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	1	0
Neither dissatisfied nor satisfied	6	3
Satisfied	78	37
Very satisfied	124	59
Don't know	1	0

15A(viii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Computing and electronics



Number of responses to this question 67 (8%)

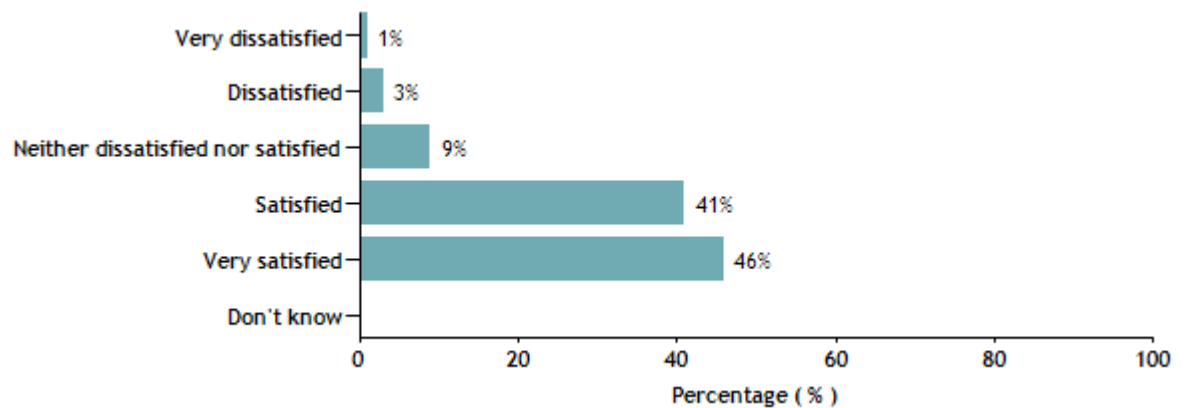
Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	6	9
Neither dissatisfied nor satisfied	7	10
Satisfied	37	55
Very satisfied	15	22
Don't know	2	3

Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

15A(ix)

- DVDs for adults



Number of responses to this question 235 (27%)

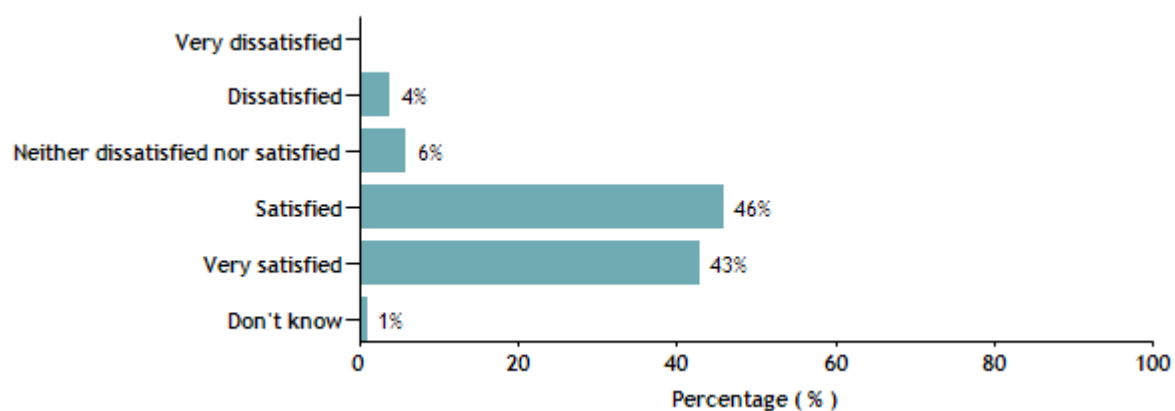
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	3	1
Dissatisfied	7	3

Answer	Count	%
Neither dissatisfied nor satisfied	20	9
Satisfied	97	41
Very satisfied	107	46
Don't know	1	0

15A(x) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- DVDs for children and teens



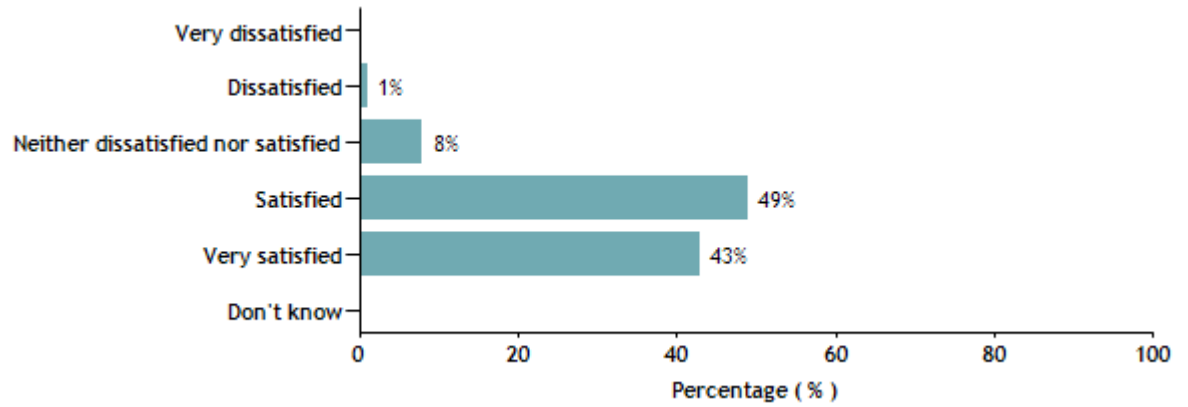
Number of responses to this question 89 (10%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	4	4
Neither dissatisfied nor satisfied	5	6
Satisfied	41	46
Very satisfied	38	43
Don't know	1	1

15A(xi) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Health



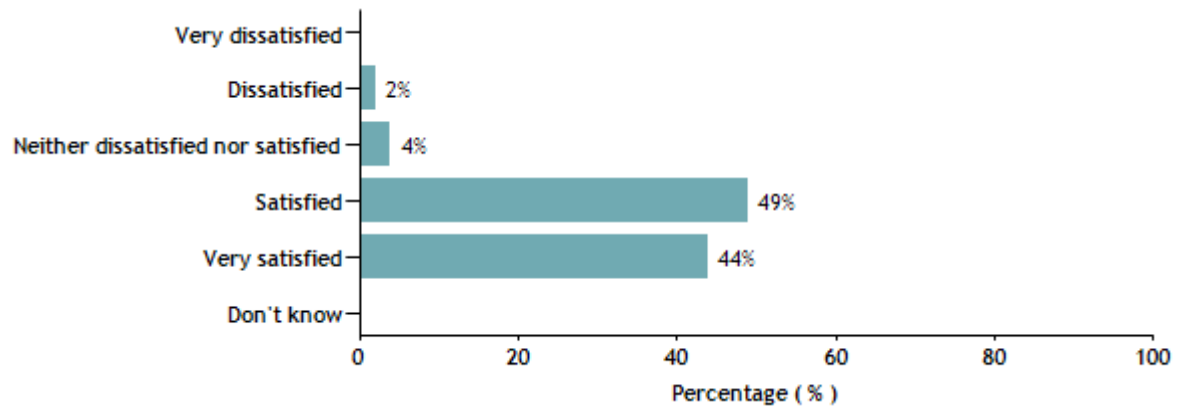
Number of responses to this question 127 (14%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	1	1
Neither dissatisfied nor satisfied	10	8
Satisfied	62	49
Very satisfied	54	43

15A(xii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- History



Number of responses to this question 217 (25%)

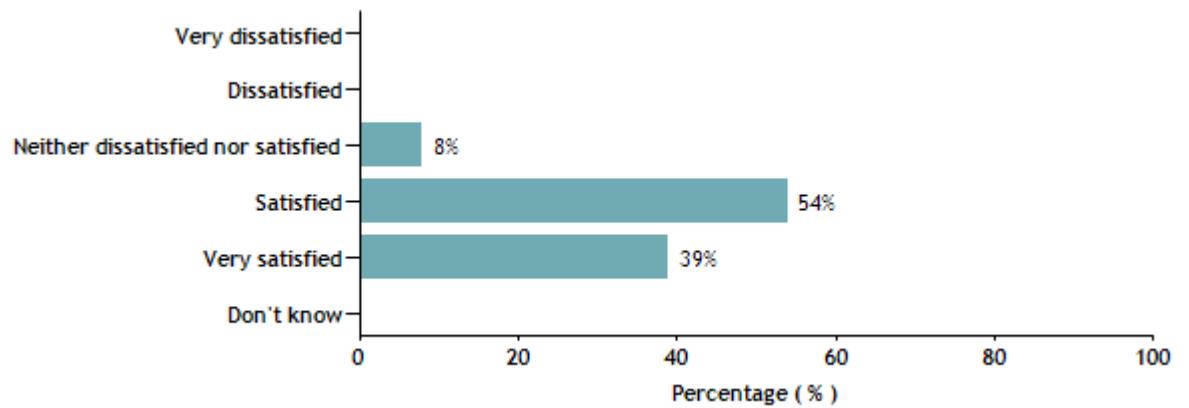
Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	5	2
Neither dissatisfied nor satisfied	9	4
Satisfied	107	49

Answer	Count	%
Very satisfied	95	44
Don't know	1	0

15A(xiii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Lifestyle and fashion



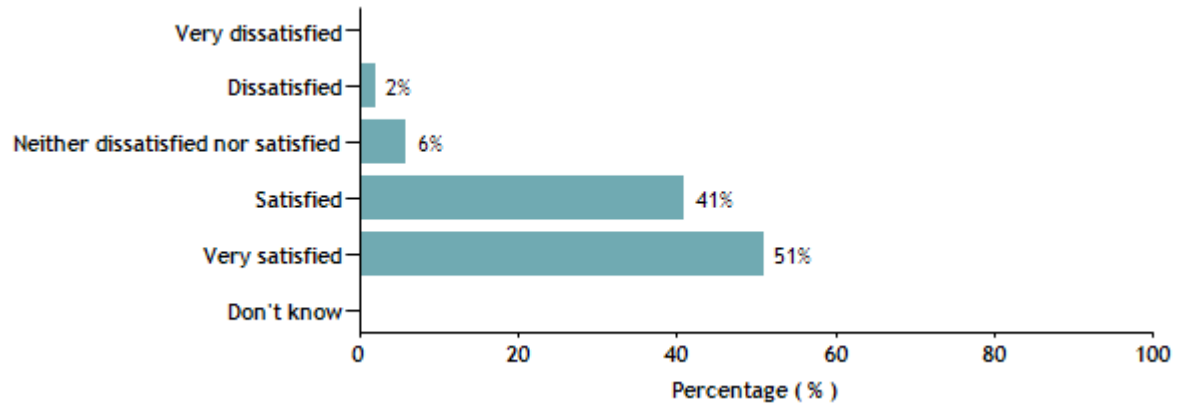
Number of responses to this question 119 (13%)

Total number of responses for this survey 885

Answer	Count	%
Neither dissatisfied nor satisfied	9	8
Satisfied	64	54
Very satisfied	46	39

15A(xiv) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Magazines



Number of responses to this question 251 (28%)

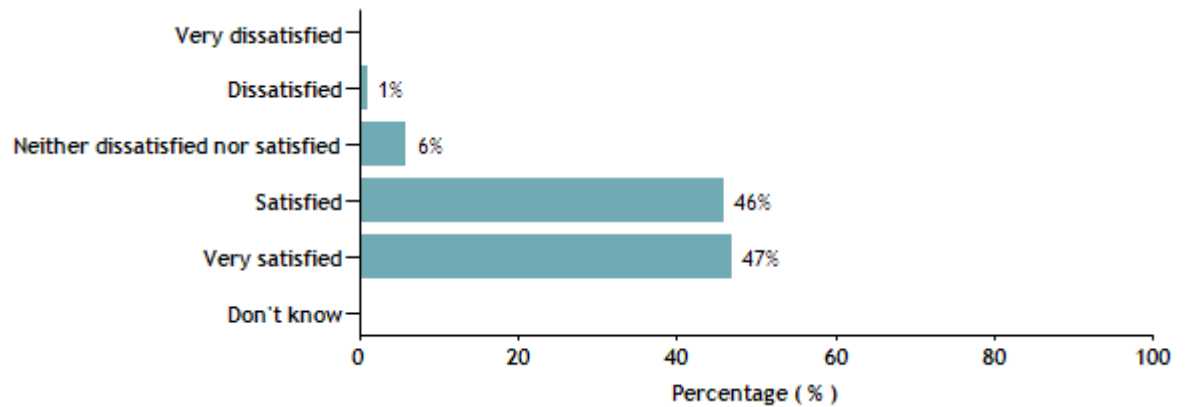
Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	4	2
Neither dissatisfied nor satisfied	16	6
Satisfied	103	41
Very satisfied	128	51

Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

15A(xv)

- New Zealand and Maori



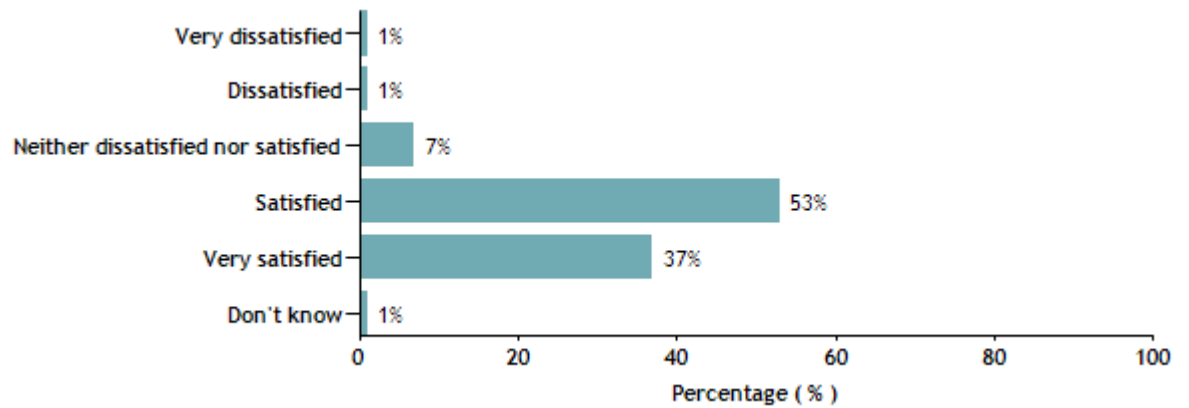
Number of responses to this question 87 (10%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	1	1
Neither dissatisfied nor satisfied	5	6
Satisfied	40	46

Answer	Count	%
Very satisfied	41	47

15A(xvi) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months
- Sciences



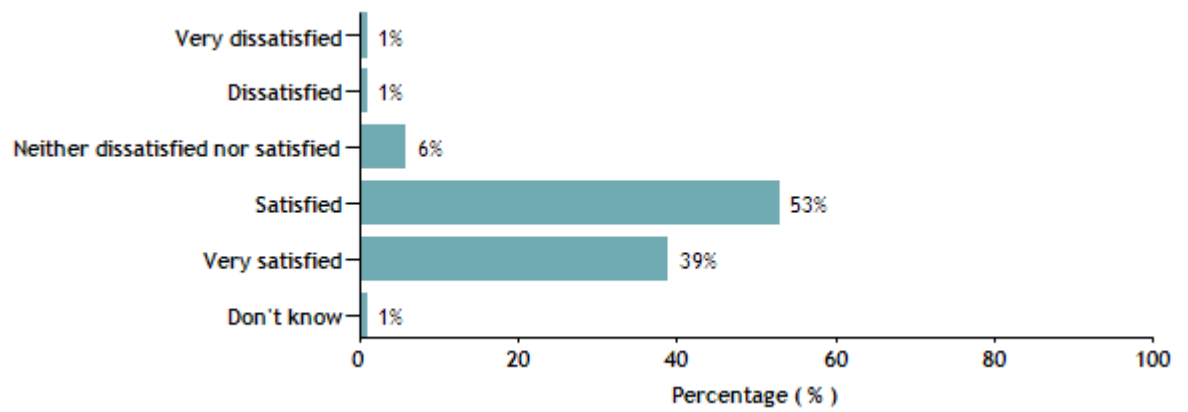
Number of responses to this question 111 (13%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	1
Dissatisfied	1	1
Neither dissatisfied nor satisfied	8	7
Satisfied	59	53
Very satisfied	41	37
Don't know	1	1

15A(xvii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Social comment & culture



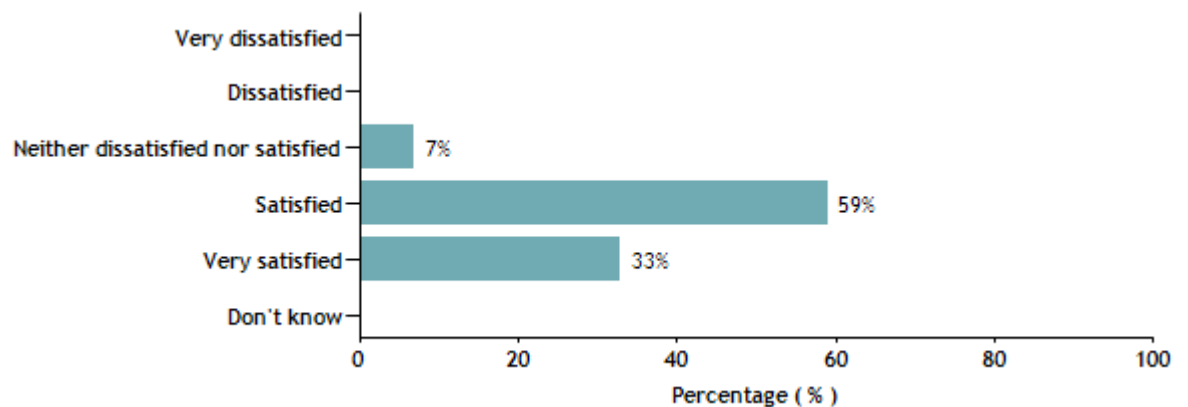
Number of responses to this question 137 (15%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	1	1
Dissatisfied	1	1
Neither dissatisfied nor satisfied	8	6
Satisfied	72	53
Very satisfied	54	39
Don't know	1	1

15A(xviii) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Sports & games



Number of responses to this question 27 (3%)

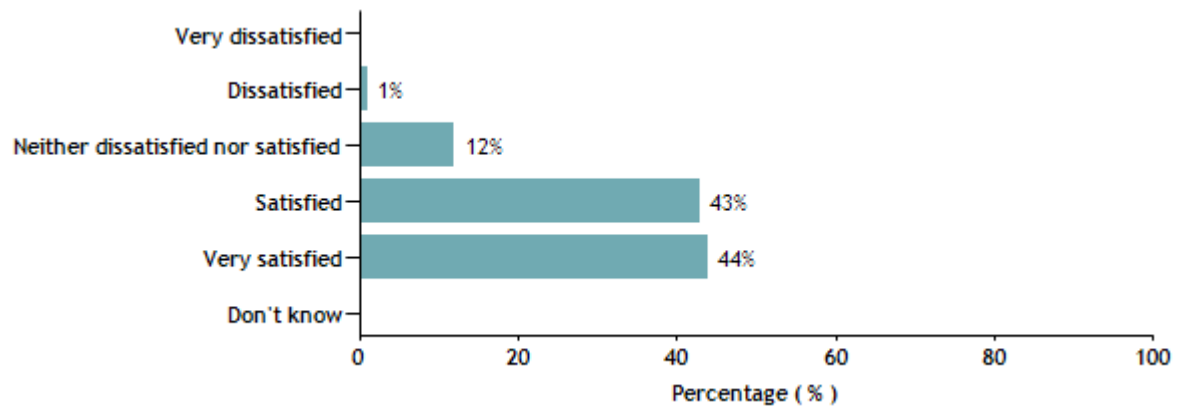
Total number of responses for this survey 885

Answer	Count	%
Neither dissatisfied nor satisfied	2	7

Answer	Count	%
Satisfied	16	59
Very satisfied	9	33

15A(xix) Please rate your level of satisfaction with the following items or subjects that you have used in the past 3 months

- Travel

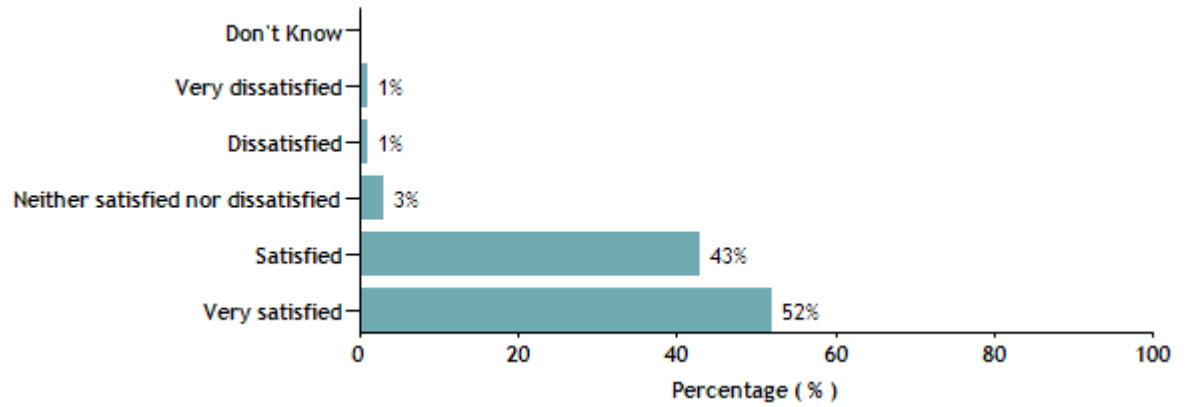


Number of responses to this question 208 (24%)

Total number of responses for this survey 885

Answer	Count	%
Dissatisfied	3	1
Neither dissatisfied nor satisfied	25	12
Satisfied	89	43
Very satisfied	91	44

Question 16A Please rate your OVERALL level of satisfaction with the library resources you have used in the past 3 months.



Number of responses to this question 814 (92%)

Total number of responses for this survey 885

Answer	Count	%
Very satisfied	423	52
Satisfied	348	43
Neither satisfied nor dissatisfied	27	3
Dissatisfied	8	1
Very dissatisfied	7	1
Don't Know	1	0

Question 17A Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

Number of responses to this question 817 (92%)

Total number of responses for this survey 885

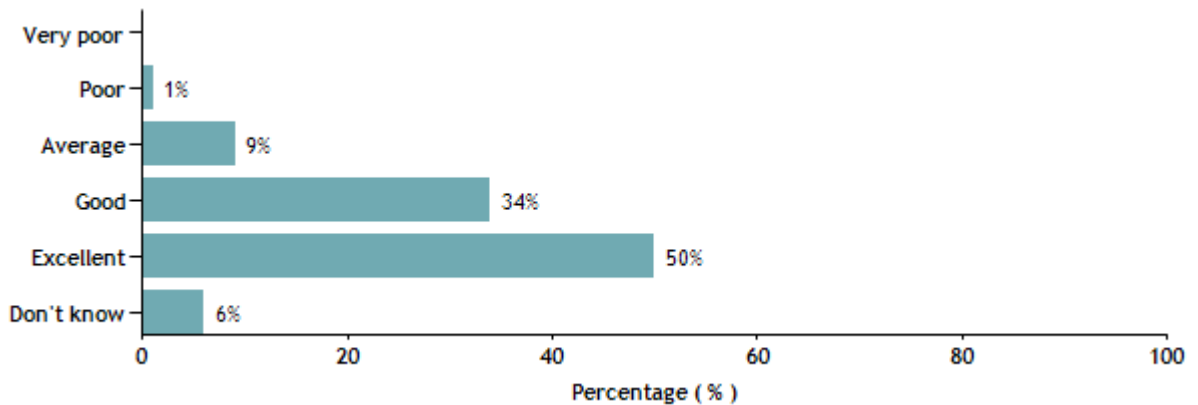
	Very poor		Poor		Average		Good		Excellent	
	Count	%	Count	%	Count	%	Count	%	Count	%
i - Making you feel welcome	0	0	7	1	71	9	279	34	411	50
ii - Available when needed	1	0	8	1	85	10	316	39	374	46
iii - Attitude	1	0	9	1	45	6	279	34	447	55
iv - Helpfulness	1	0	5	1	45	6	231	28	499	61
v - Knowledge	0	0	3	0	37	5	253	31	432	53
vi - Your overall impression of library staff	0	0	5	1	52	6	260	32	475	58

Don't know
Count %

	Don't know	
	Count	%
i - Making you feel welcome	46	6
ii - Available when needed	29	4
iii - Attitude	29	4
iv - Helpfulness	34	4
v - Knowledge	85	10
vi - Your overall impression of library staff	19	2

17A(i) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Making you feel welcome



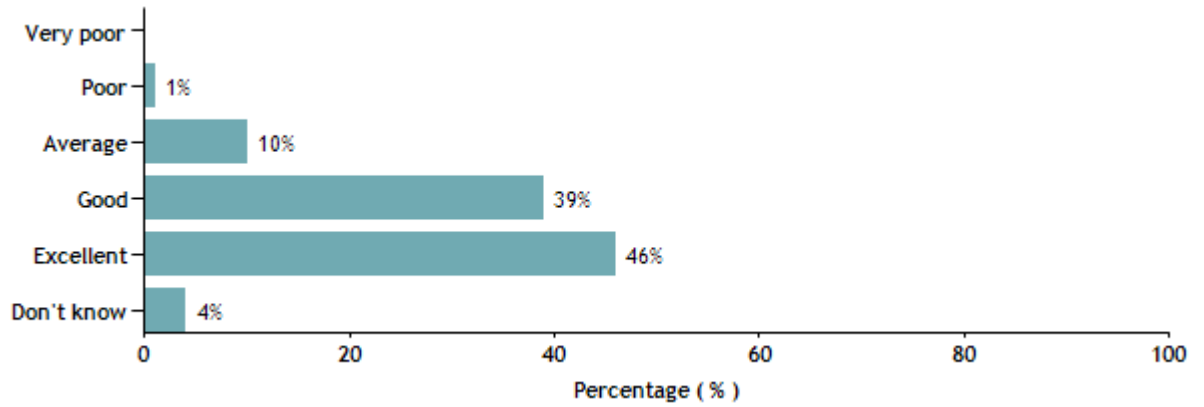
Number of responses to this question 814 (92%)

Total number of responses for this survey 885

Answer	Count	%
Poor	7	1
Average	71	9
Good	279	34
Excellent	411	50
Don't know	46	6

17A(ii) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Available when needed



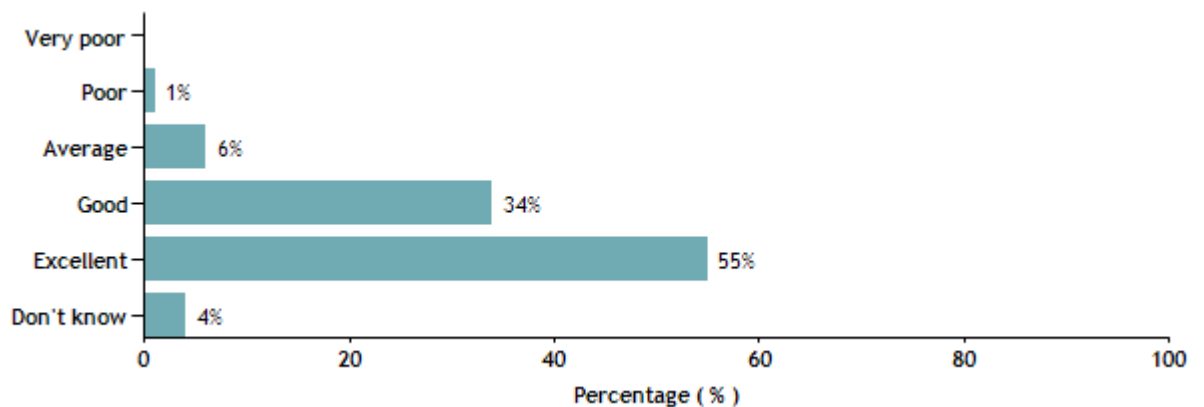
Number of responses to this question 813 (92%)

Total number of responses for this survey 885

Answer	Count	%
Very poor	1	0
Poor	8	1
Average	85	10
Good	316	39
Excellent	374	46
Don't know	29	4

17A(iii) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Attitude



Number of responses to this question 810 (92%)

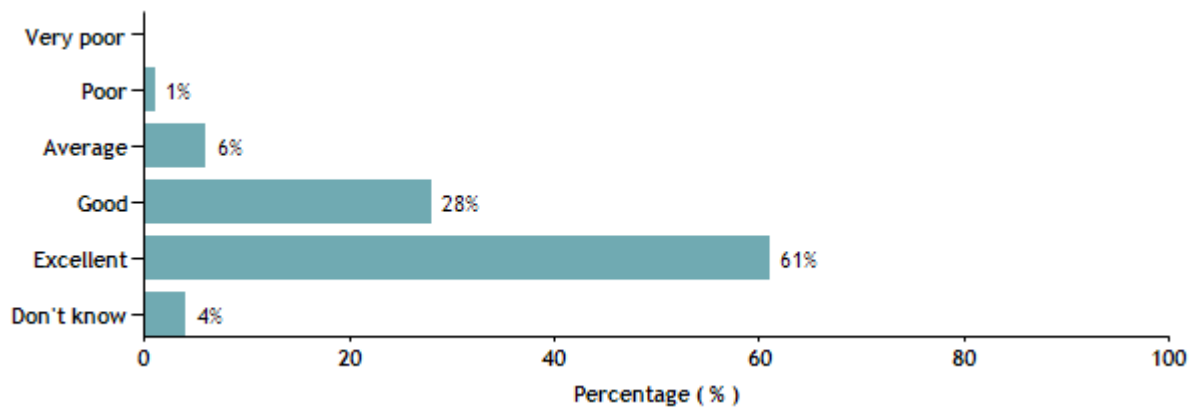
Total number of responses for this survey 885

Answer	Count	%
Very poor	1	0

Answer	Count	%
Poor	9	1
Average	45	6
Good	279	34
Excellent	447	55
Don't know	29	4

17A(iv) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Helpfulness



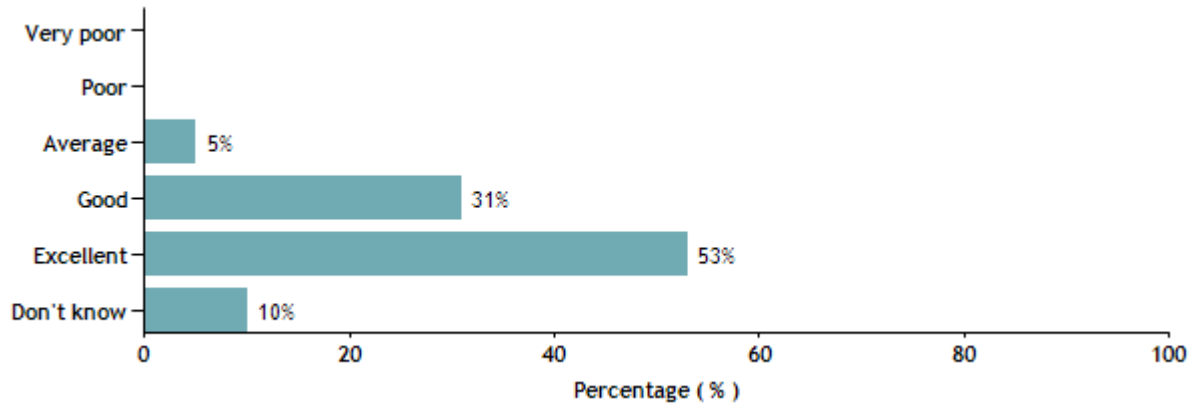
Number of responses to this question 815 (92%)

Total number of responses for this survey 885

Answer	Count	%
Very poor	1	0
Poor	5	1
Average	45	6
Good	231	28
Excellent	499	61
Don't know	34	4

17A(v) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Knowledge



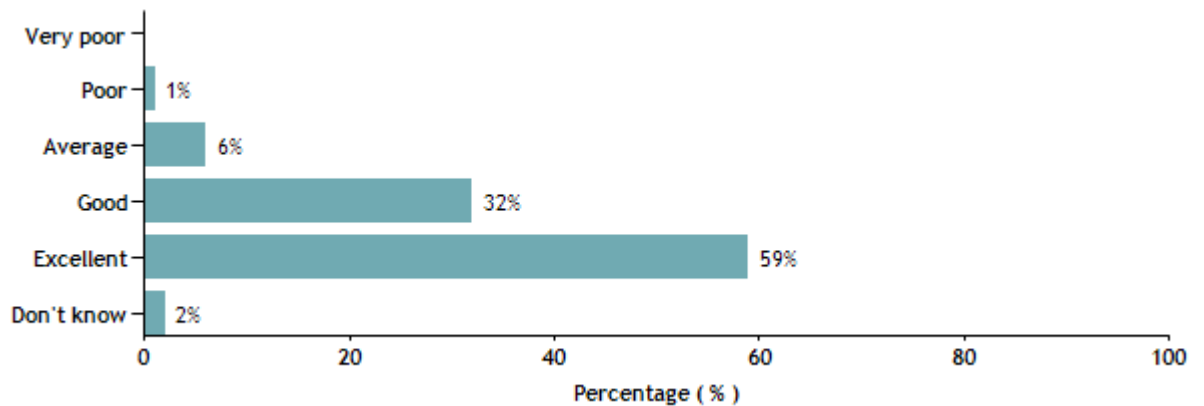
Number of responses to this question 810 (92%)

Total number of responses for this survey 885

Answer	Count	%
Poor	3	0
Average	37	5
Good	253	31
Excellent	432	53
Don't know	85	10

17A(vi) Thinking about any contact you've had with staff over the past 3 months, how would you rate the library staff on the following?

- Your overall impression of library staff



Number of responses to this question 811 (92%)

Total number of responses for this survey 885

Answer	Count	%
Poor	5	1
Average	52	6

Answer	Count	%
Good	260	32
Excellent	475	59
Don't know	19	2

Question 18A Thinking about Wellington City Libraries in general, overall how satisfied are you with the following?

Number of responses to this question 883 (100%)

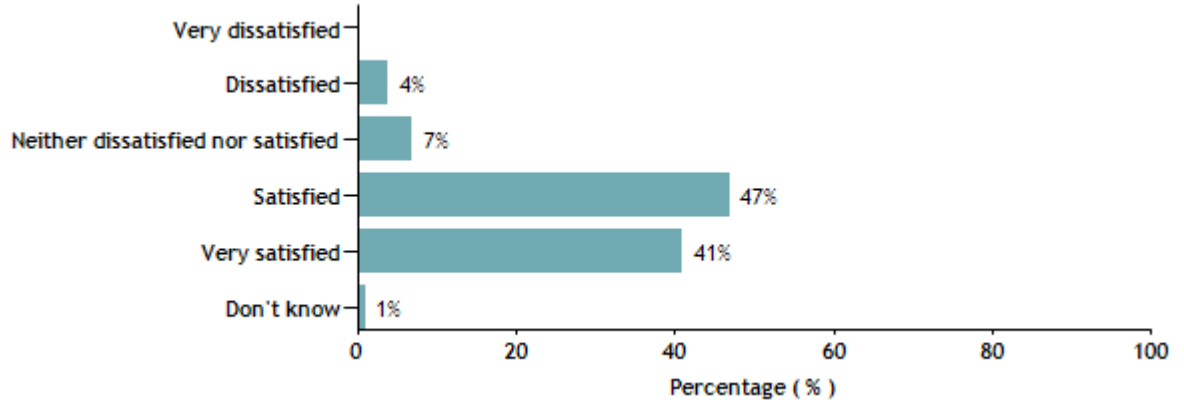
Total number of responses for this survey 885

	Very dissatisfied		Dissatisfied		Neither dissatisfied nor satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%	Count	%
i - Wellington City Library lending conditions	2	0	32	4	59	7	418	47	359	41
ii - The range and variety of the Wellington City Library collection	5	1	34	4	74	8	388	44	367	42
iii - Value for money of the Wellington City Libraries facilities and services	4	0	20	2	46	5	279	32	497	56
iv - The Wellington City Libraries facilities and services overall	2	0	11	1	50	6	353	40	458	52

	Don't know	
	Count	%
i - Wellington City Library lending conditions	12	1
ii - The range and variety of the Wellington City Library collection	13	1
iii - Value for money of the Wellington City Libraries facilities and services	26	3
iv - The Wellington City Libraries facilities and services overall	3	0

18A(i) Thinking about Wellington City Libraries in general, overall how satisfied are you with the following?

- Wellington City Library lending conditions



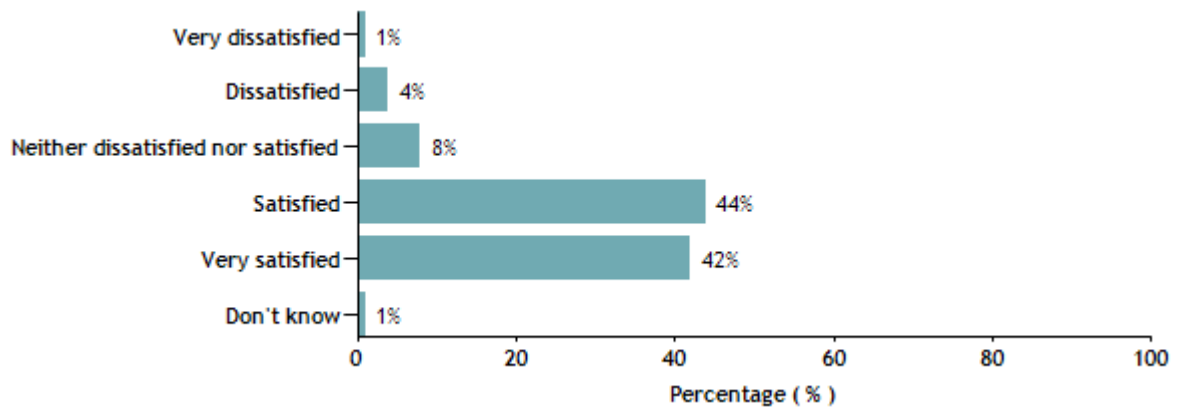
Number of responses to this question 882 (100%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	2	0
Dissatisfied	32	4
Neither dissatisfied nor satisfied	59	7
Satisfied	418	47
Very satisfied	359	41
Don't know	12	1

18A(ii) Thinking about Wellington City Libraries in general, overall how satisfied are you with the following?

- The range and variety of the Wellington City Library collection

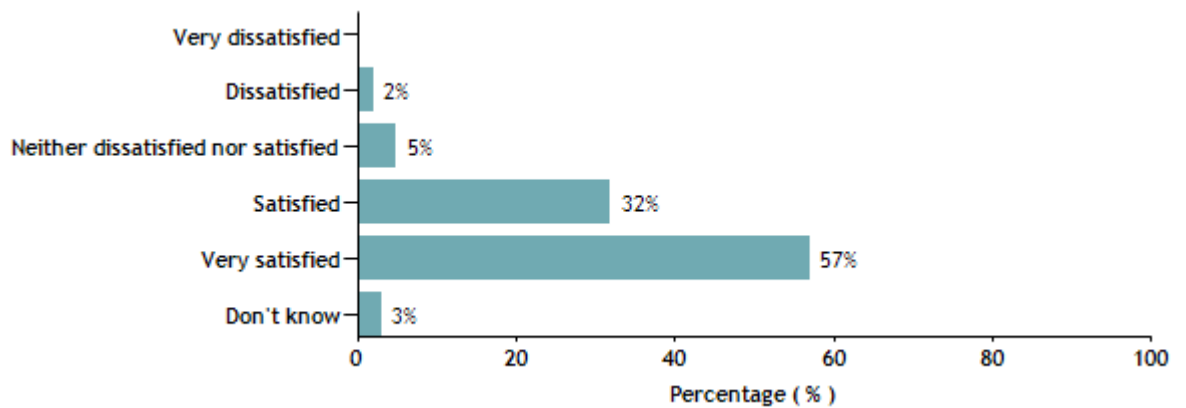


Number of responses to this question 881 (100%)
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	5	1
Dissatisfied	34	4
Neither dissatisfied nor satisfied	74	8
Satisfied	388	44
Very satisfied	367	42
Don't know	13	1

Thinking about Wellington City Libraries in general, overall how satisfied are you with the following?
 18A(iii)

- Value for money of the Wellington City Libraries facilities and services

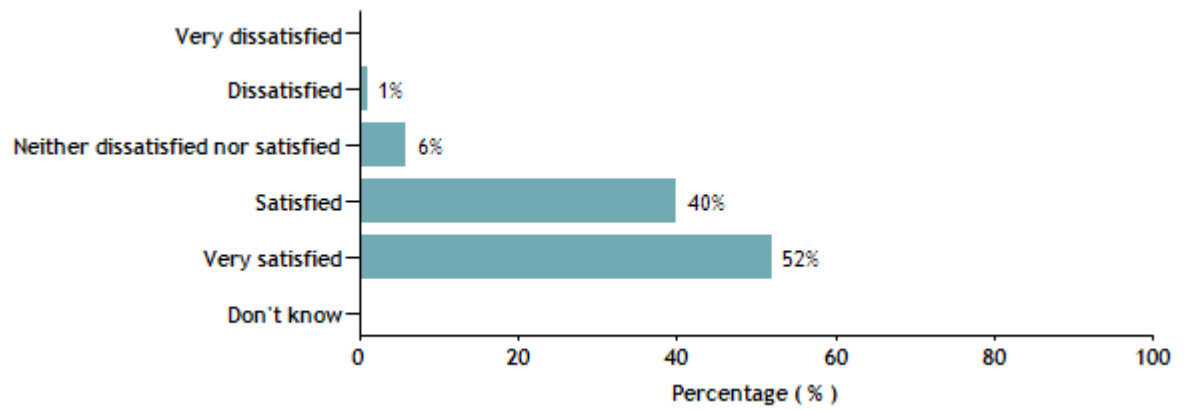


Number of responses to this question 872 (99%)
Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	4	0
Dissatisfied	20	2
Neither dissatisfied nor satisfied	46	5
Satisfied	279	32
Very satisfied	497	57
Don't know	26	3

Thinking about Wellington City Libraries in general, overall how satisfied are you with the following?
 18A(iv)

- The Wellington City Libraries facilities and services overall

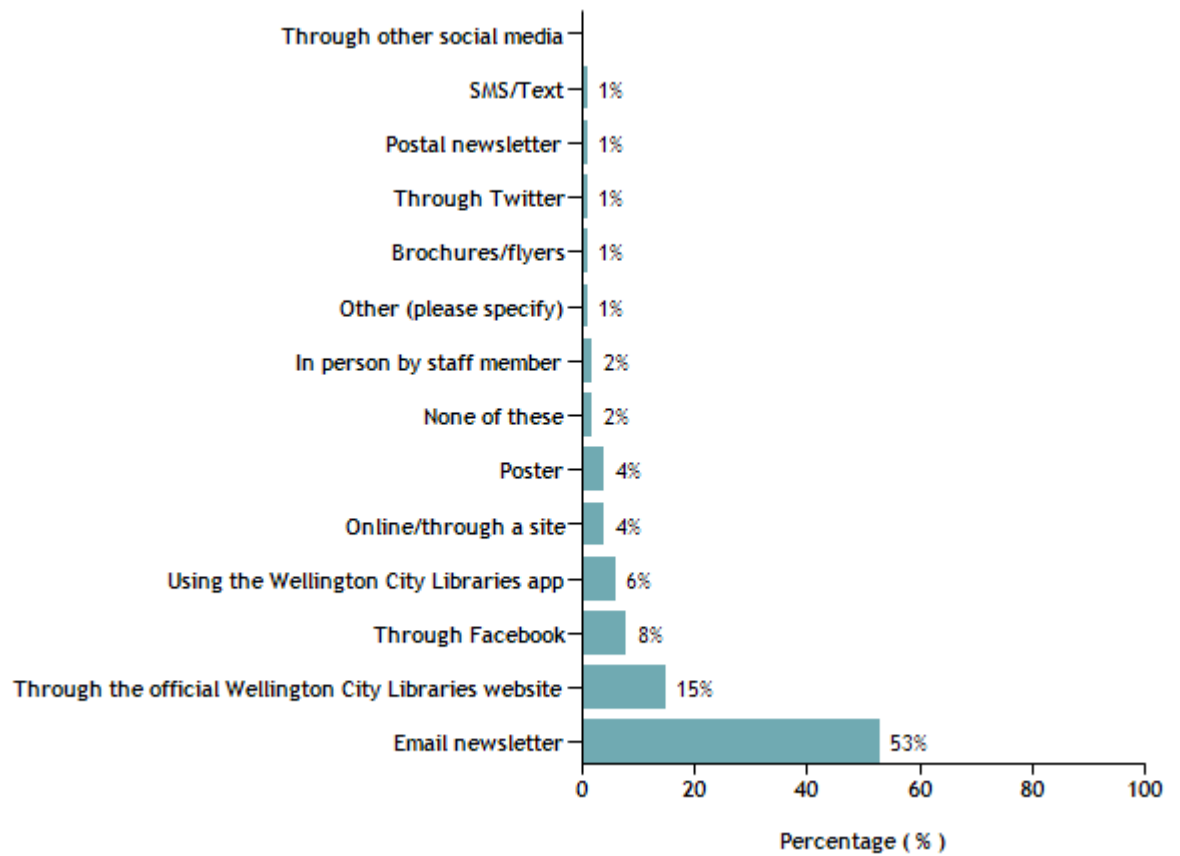


Number of responses to this question 877 (99%)

Total number of responses for this survey 885

Answer	Count	%
Very dissatisfied	2	0
Dissatisfied	11	1
Neither dissatisfied nor satisfied	50	6
Satisfied	353	40
Very satisfied	458	52
Don't know	3	0

Question 20A Of all the ways in which Wellington City Libraries could inform you of future events or activities, which would you prefer the most?

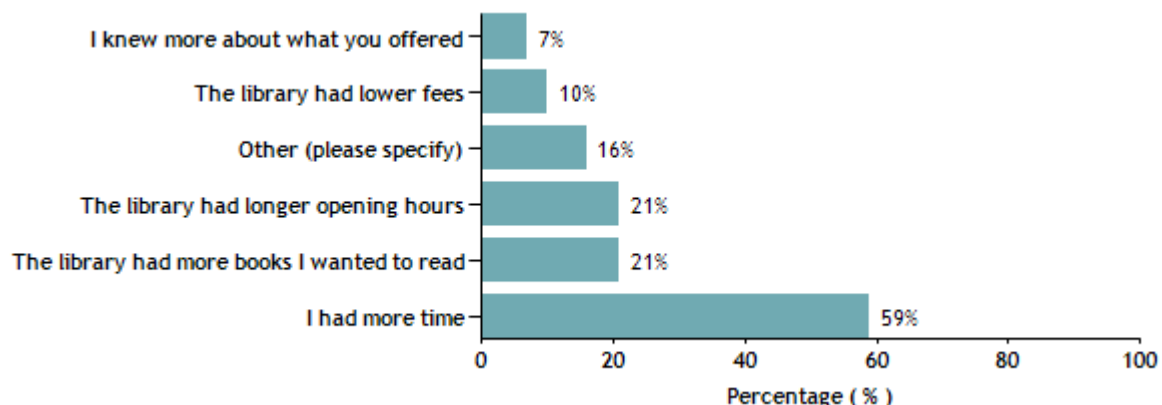


Number of responses to this question 877 (99%)

Total number of responses for this survey 885

Answer	Count	%
Through the official Wellington City Libraries website	132	15
Online/through a site	38	4
Using the Wellington City Libraries app	56	6
Email newsletter	462	53
Postal newsletter	8	1
Through Twitter	9	1
Through Facebook	66	8
Through other social media	2	0
SMS/Text	7	1
Poster	31	4
Brochures/flyers	12	1
In person by staff member	20	2
None of these	21	2
Other (please specify)	13	1

Question 21A I would use the library more if...



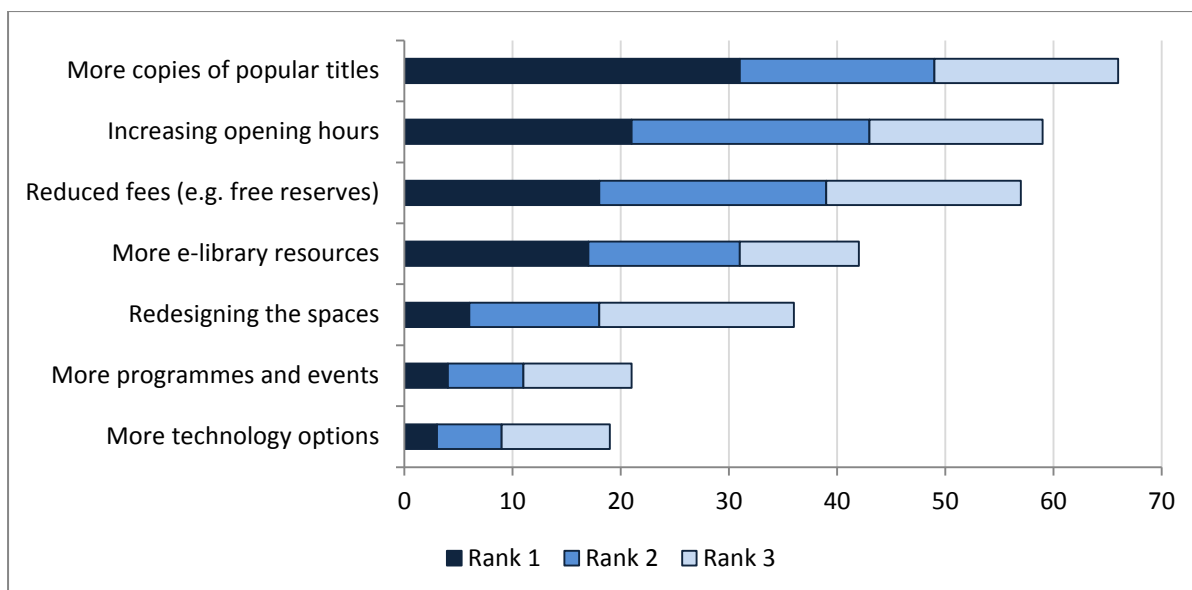
Number of responses to this question 822 (93%)

Total number of responses for this survey 885

Answer	Count	%
I had more time	483	59
The library had longer opening hours	174	21
I knew more about what you offered	58	7
The library had lower fees	83	10
The library had more books I wanted to read	175	21
Other (please specify)	133	16

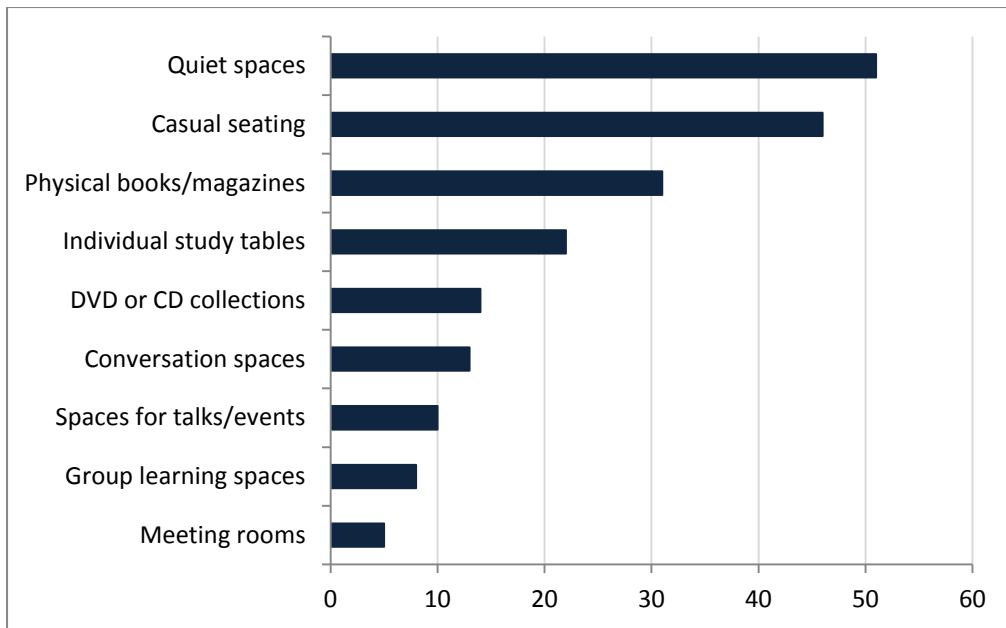
Question 22A: Rank top 3 recommendations to improve the library (%)

	Rank 1	Rank 2	Rank 3	Total Top ranks
More copies of popular titles	31	18	17	66
Increasing opening hours	21	22	16	59
Reduced fees (e.g. free reserves)	18	21	18	57
More e-library resources	17	14	11	32
Redesigning the spaces	6	12	18	32
More programmes and events	4	7	10	21
More technology options	3	6	10	19



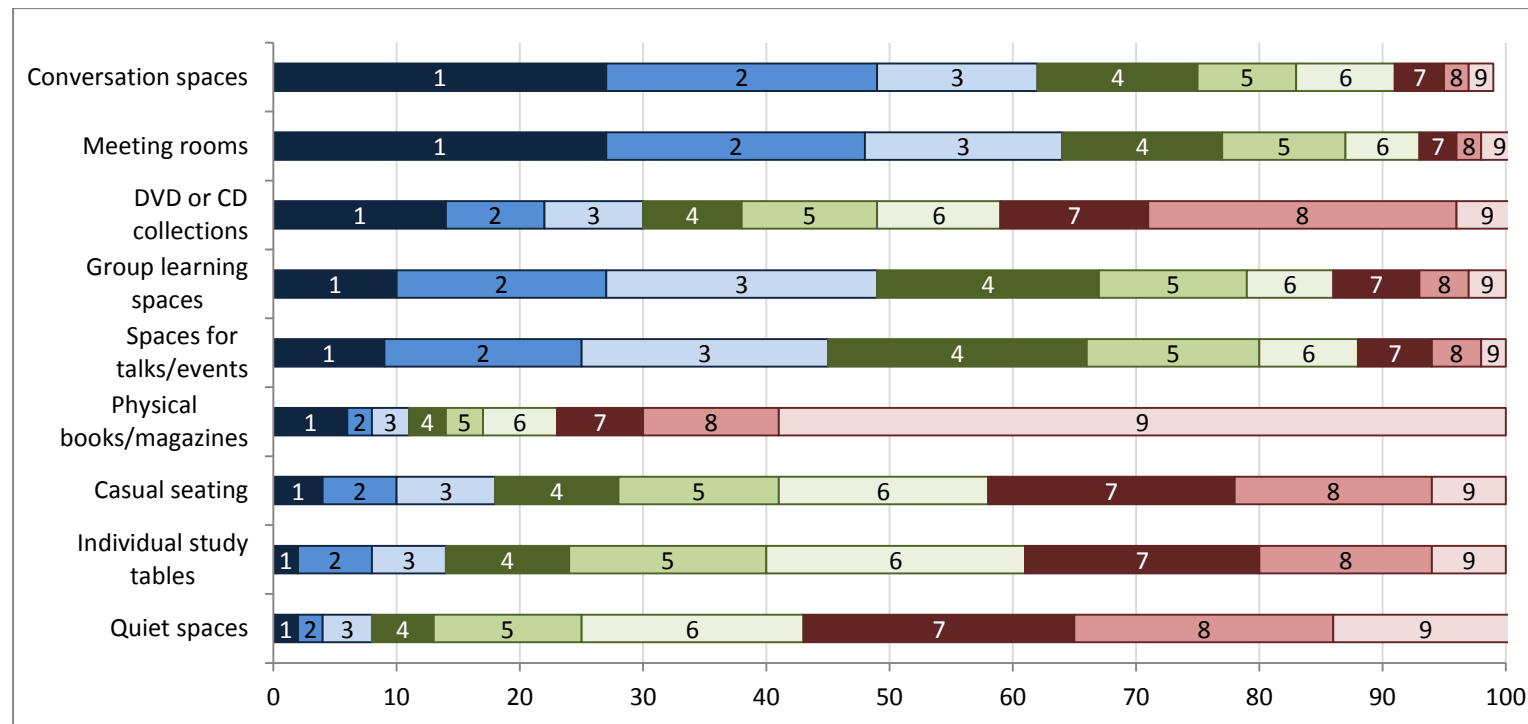
Question 23A: Areas would like more room in library allocated to

	Count	%
Quiet spaces	413	51
Casual seating	368	46
Physical books/magazines	253	31
Individual study tables	177	22
DVD or CD collections	113	14
Conversation spaces	105	13
Spaces for talks/events	83	10
Group learning spaces	63	8
Meeting rooms	39	5

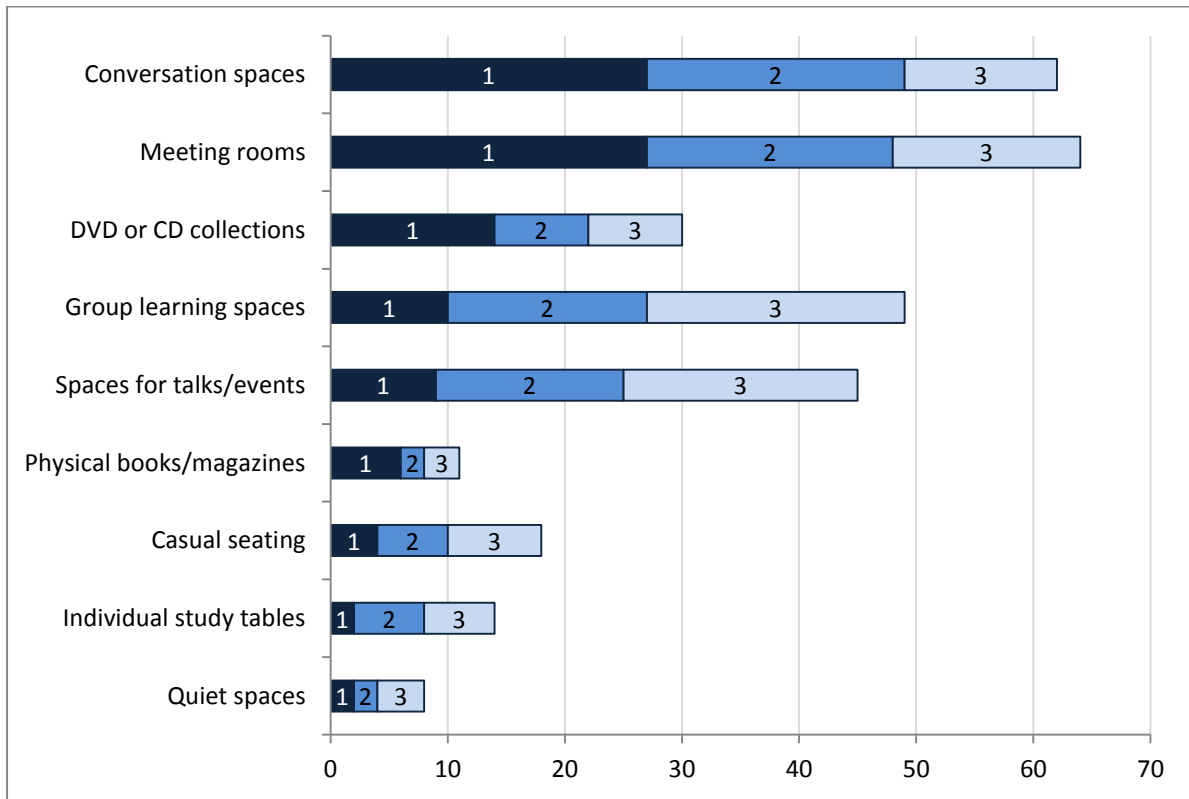


Question 24A: Spaces ok with having reduced

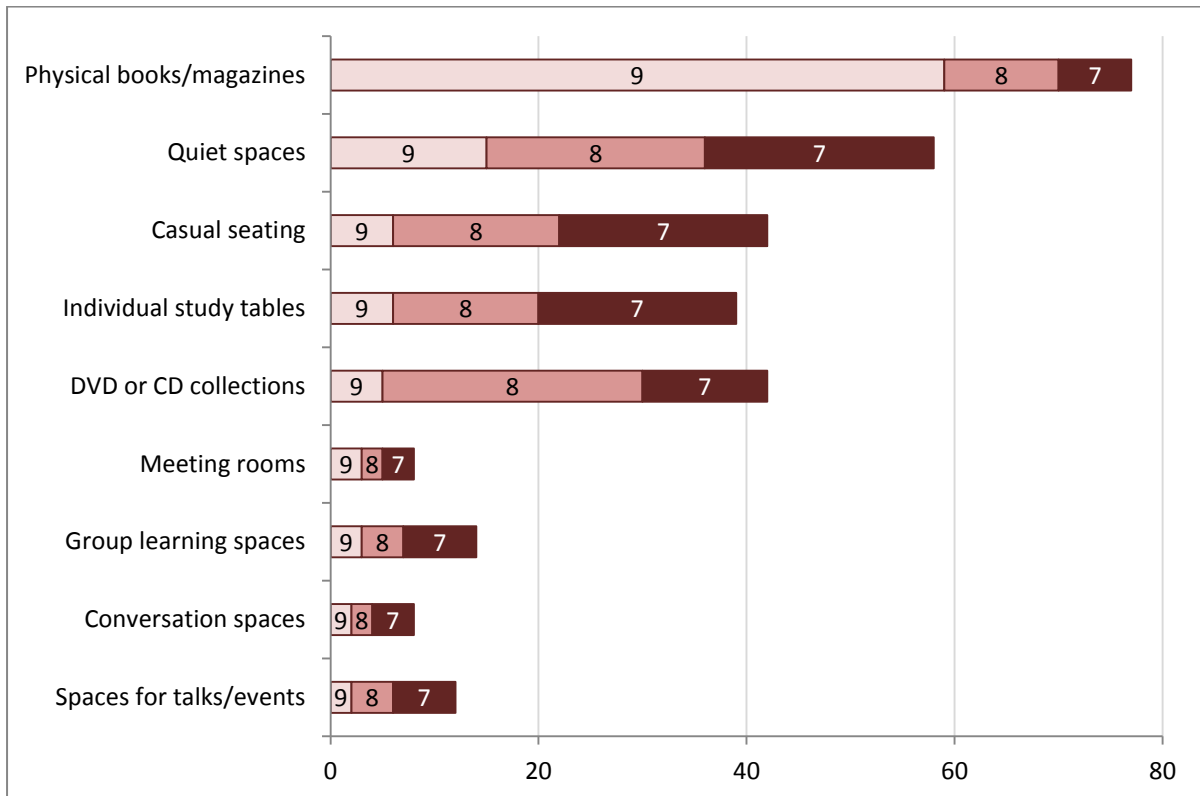
	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8	Rank 9
Quiet spaces	2	2	4	5	12	18	22	21	15
Individual study tables	2	6	6	10	16	21	19	14	6
Casual seating	4	6	8	10	13	17	20	16	6
Physical books/magazines	6	2	3	3	3	6	7	11	59
Spaces for talks/events	9	16	20	21	14	8	6	4	2
Group learning spaces	10	17	22	18	12	7	7	4	3
DVD or CD collections	14	8	8	8	11	10	12	25	5
Meeting rooms	27	21	16	13	10	6	3	2	3
Conversation spaces	27	22	13	13	8	8	4	2	2



Showing just the % for Ranks 1-3 (items/spaces that people were happiest to see reduced)



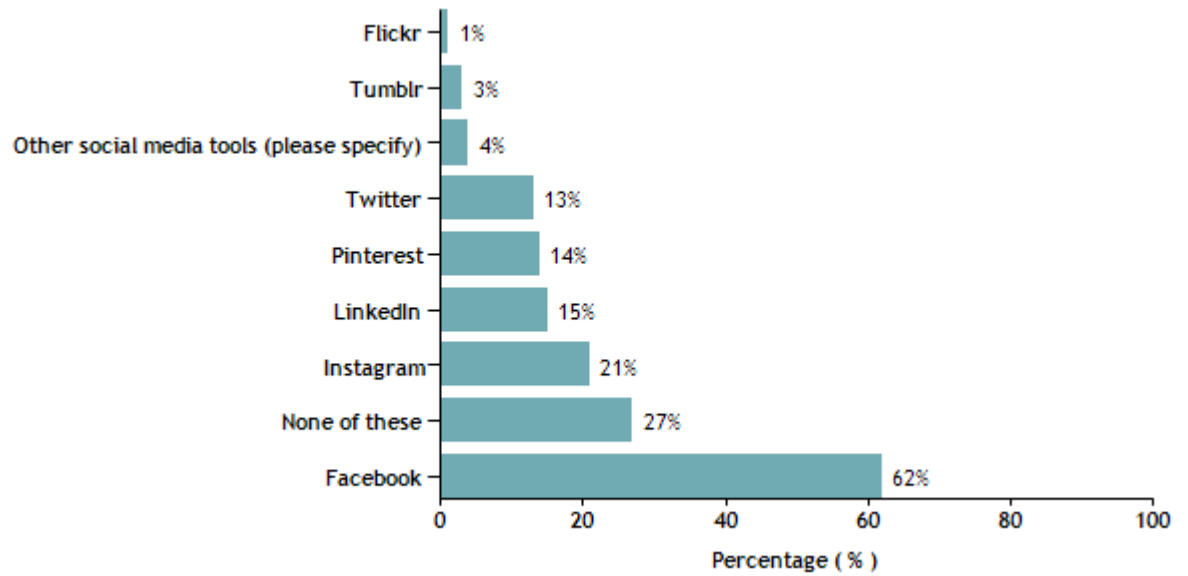
Showing just the % for Ranks 7-9 (items/spaces that people were least happy to see reduced)



Which of the following do you use at least once a week?

Question 25A

Please select all-that-apply.

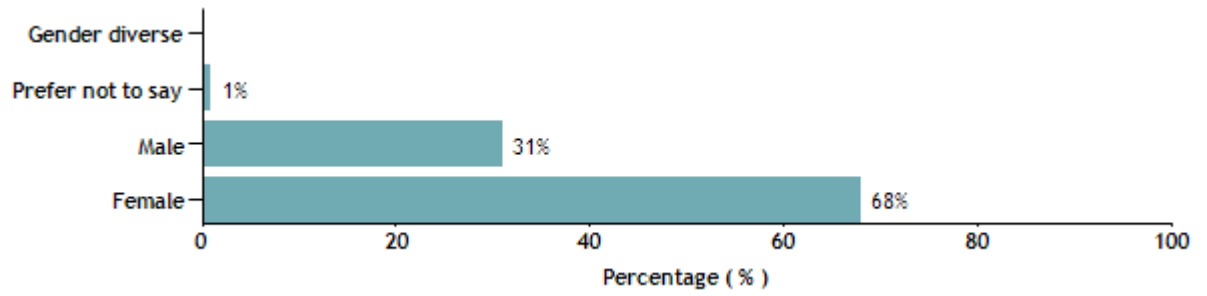


Number of responses to this question 876 (99%)

Total number of responses for this survey 885

Answer	Count	%
Twitter	112	13
Facebook	542	62
Flickr	6	1
Instagram	180	21
LinkedIn	129	15
Pinterest	119	14
Tumblr	28	3
None of these	233	27
Other social media tools (please specify)	38	4

Question 26A Are you...?

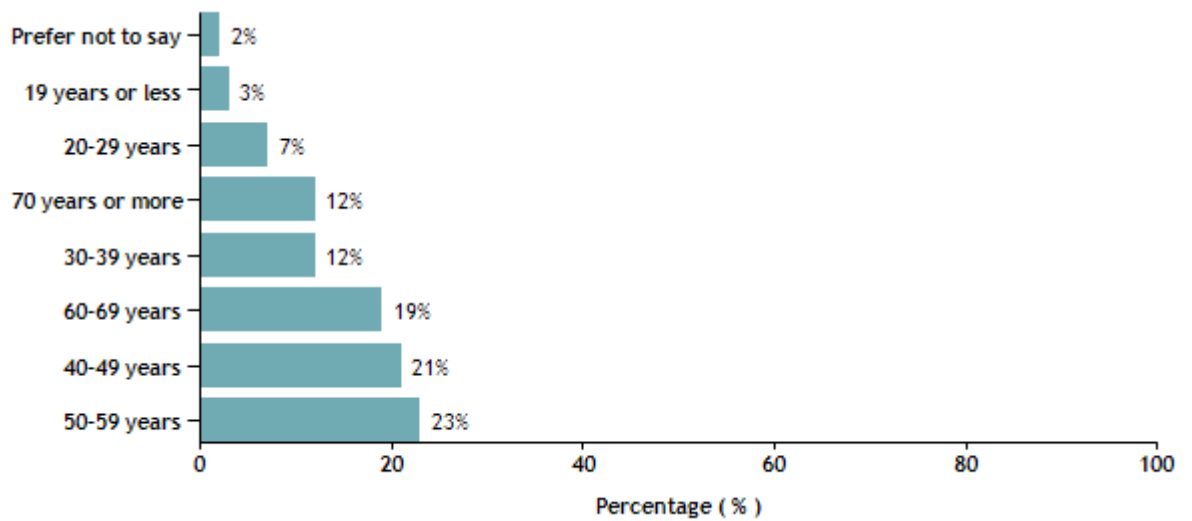


Number of responses to this question 877 (99%)

Total number of responses for this survey 885

Answer	Count	%
Male	269	31
Female	595	68
Gender diverse	4	0
Prefer not to say	9	1

Question 26B Which age group do you fit into?



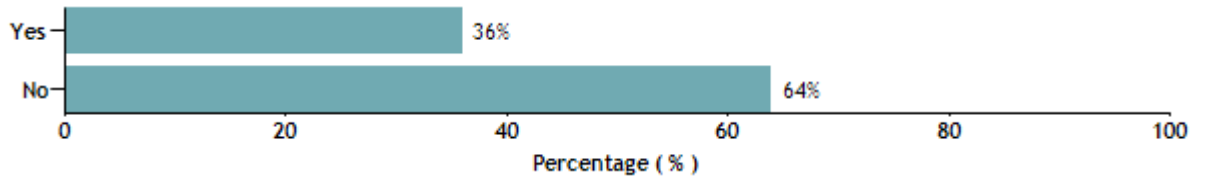
Number of responses to this question 882 (100%)

Total number of responses for this survey 885

Answer	Count	%
19 years or less	24	3
20-29 years	64	7
30-39 years	110	12
40-49 years	182	21
50-59 years	206	23
60-69 years	170	19

Answer	Count	%
70 years or more	109	12
Prefer not to say	17	2

Question 27A Are there any children in your household? (i.e. people under the age of 18)



Number of responses to this question 878 (99%)
Total number of responses for this survey 885

Answer	Count	%
No	562	64
Yes	316	36

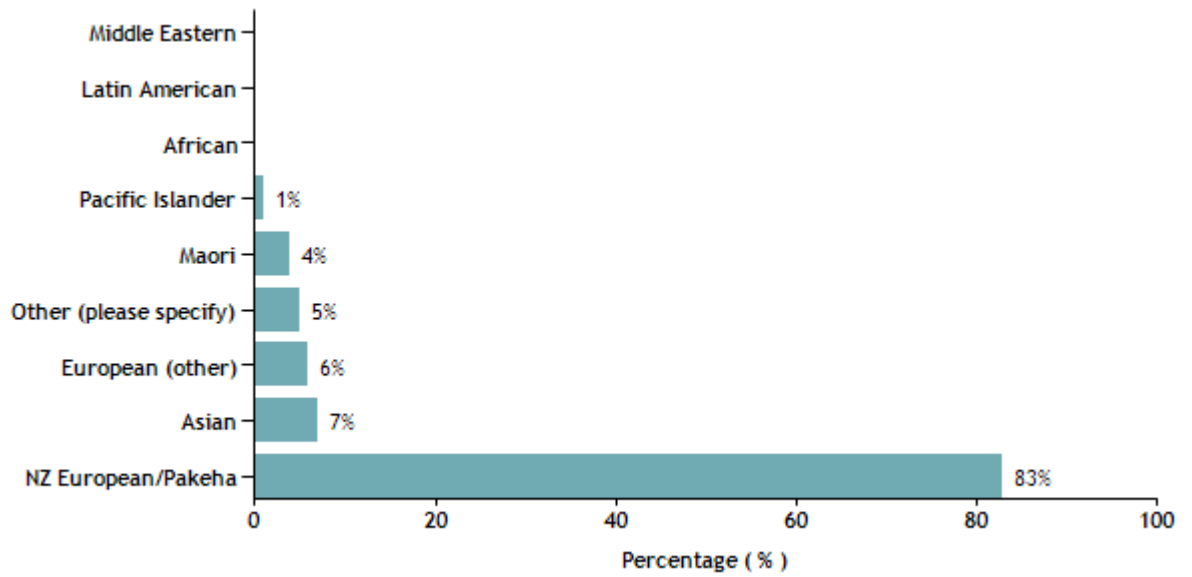
Children in household (U18)		
	Count	%
No	562	64
Yes	316	36
Age of children in household		
	Total count of respondents with children in age group	Total count of children these respondents had in each age group
Preschool	79	95
Primary school	173	247
Secondary school	145	207
U18 but no longer at school	10	11

Number of responses to this question 308 (35%)
Total number of responses for this survey 885

Which of the following ethnic groups do you identify with?

Question 29A

Please select all-that-apply.

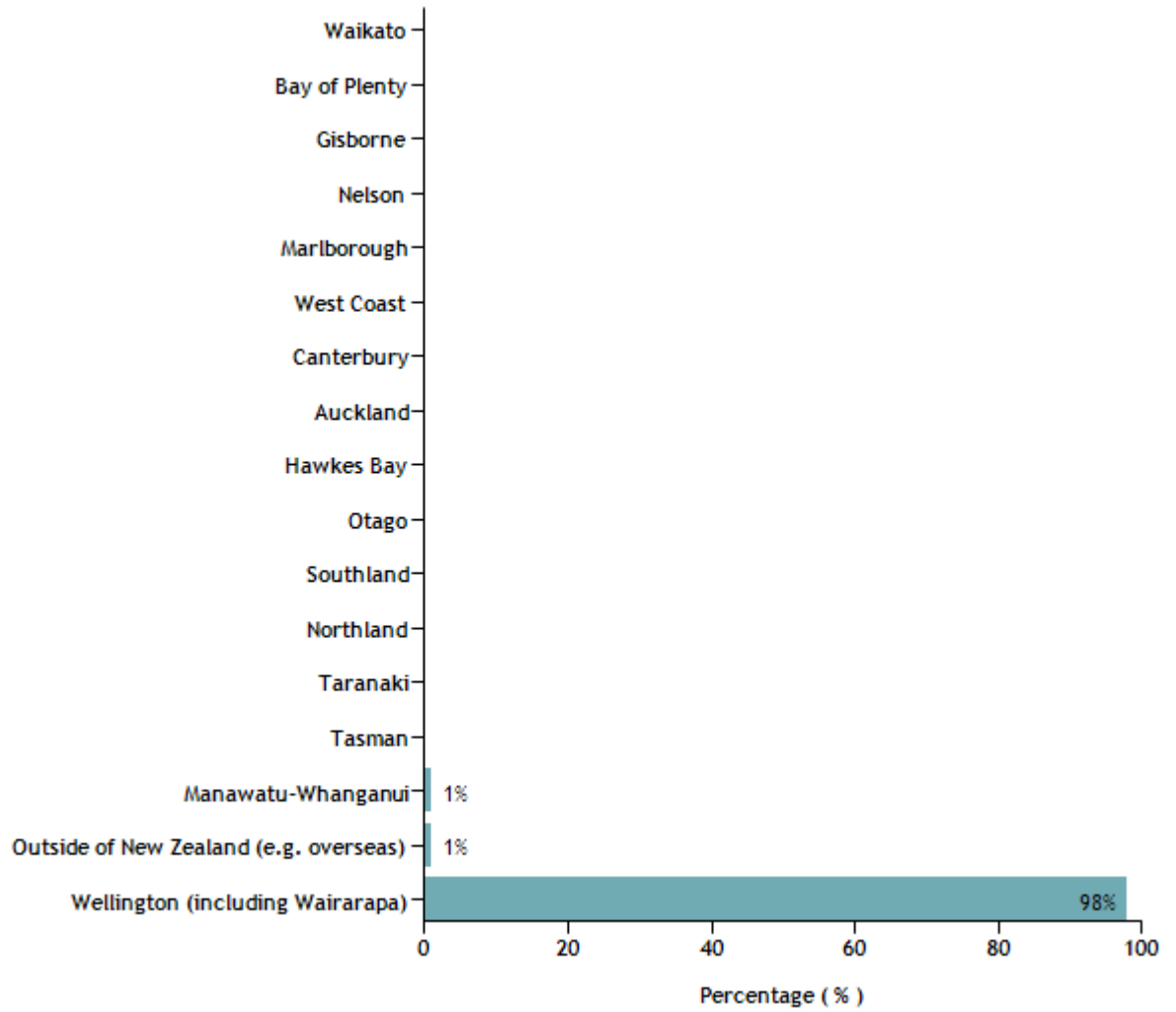


Number of responses to this question 873 (99%)

Total number of responses for this survey 885

Answer	Count	%
NZ European/Pakeha	727	83
Maori	32	4
Pacific Islander	13	1
European (other)	55	6
Asian	64	7
Middle Eastern	1	0
Latin American	2	0
African	4	0
Other (please specify)	41	5

Question 29B In which region do you live?

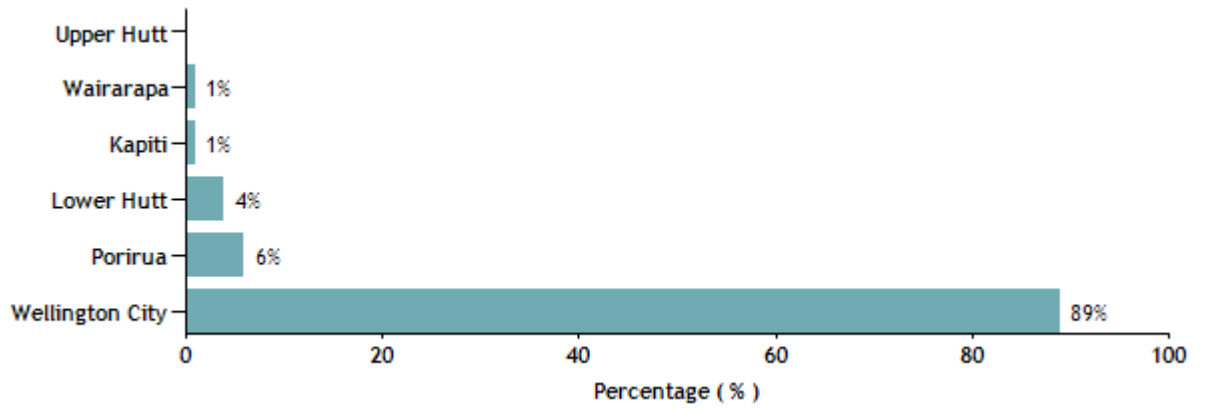


Number of responses to this question 885 (100%)

Total number of responses for this survey 885

Answer	Count	%
Northland	2	0
Auckland	1	0
Hawkes Bay	1	0
Taranaki	2	0
Manawatu-Whanganui	5	1
Wellington (including Wairarapa)	864	98
Tasman	2	0
Otago	1	0
Southland	1	0
Outside of New Zealand (e.g. overseas)	6	1

Question 30A Which Wellington region is closest to where you live?



Number of responses to this question 864 (98%)

Total number of responses for this survey 885

Answer	Count	%
Kapiti	9	1
Porirua	48	6
Lower Hutt	32	4
Upper Hutt	3	0
Wellington City	765	89
Wairarapa	7	1

Question 30B In which suburb do you live?

Chartwell	
Glenside	
Grenada North	
Grenada Village	
Happy Valley	
Horokiwi	
Kaiwharawhara	
Kowhai Park	
Makara	
Makara Beach	
Mitcheltown	
Moa Point	
Ngauranga	
Takapu Valley	
Breaker Bay	
Linden	
Ohariu Valley	
Raroa	
Pipitea	
Houghton Bay	
Owhiro Bay	
Rongotai	
Southgate	
Woodridge	
Crofton Downs	1%
Highbury	1%
Karaka Bays	1%
Mornington	1%
Paparangi	1%
Melrose	1%
Roseneath	1%
Kingston	1%
Broadmeadows	1%
Oriental Bay	1%
Strathmore	1%

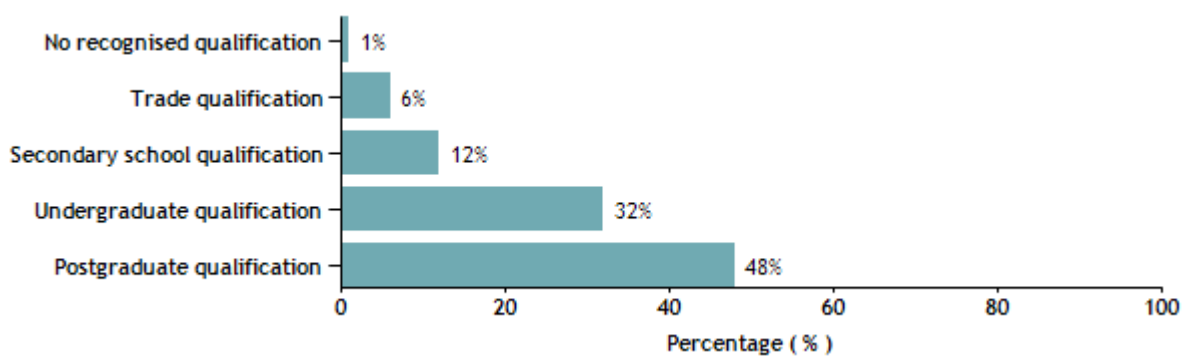
Number of responses to this question 765 (86%)

Total number of responses for this survey 885

Answer	Count	%
Aro Valley	16	2
Berhampore	16	2
Breaker Bay	1	0
Broadmeadows	8	1
Brooklyn	37	5
Central City	9	1
Churton Park	13	2
Crofton Downs	4	1
Hataitai	29	4
Highbury	4	1
Houghton Bay	3	0
Island Bay	36	5
Johnsonville	33	4
Karaka Bays	4	1
Karori	77	10
Kelburn	19	2
Khandallah	37	5
Kilbirnie	15	2
Kingston	7	1
Linden	1	0
Lyall Bay	11	1
Melrose	6	1
Miramar	34	4
Mornington	5	1
Mount Cook	13	2
Mount Victoria	30	4
Newlands	17	2
Newtown	35	5
Ngaio	44	6
Northland	23	3
Ohariu Valley	1	0
Oriental Bay	8	1
Owhiro Bay	3	0
Paparangi	5	1
Pipitea	2	0
Raroa	1	0
Rongotai	3	0

Answer	Count	%
Roseneath	6	1
Seatoun	15	2
Southgate	3	0
Strathmore	8	1
Tawa	21	3
Te Aro	32	4
Thorndon	14	2
Vogeltown	8	1
Wadestown	32	4
Wilton	13	2
Woodridge	3	0

Question 31A Which of the following best describes your highest level of education?

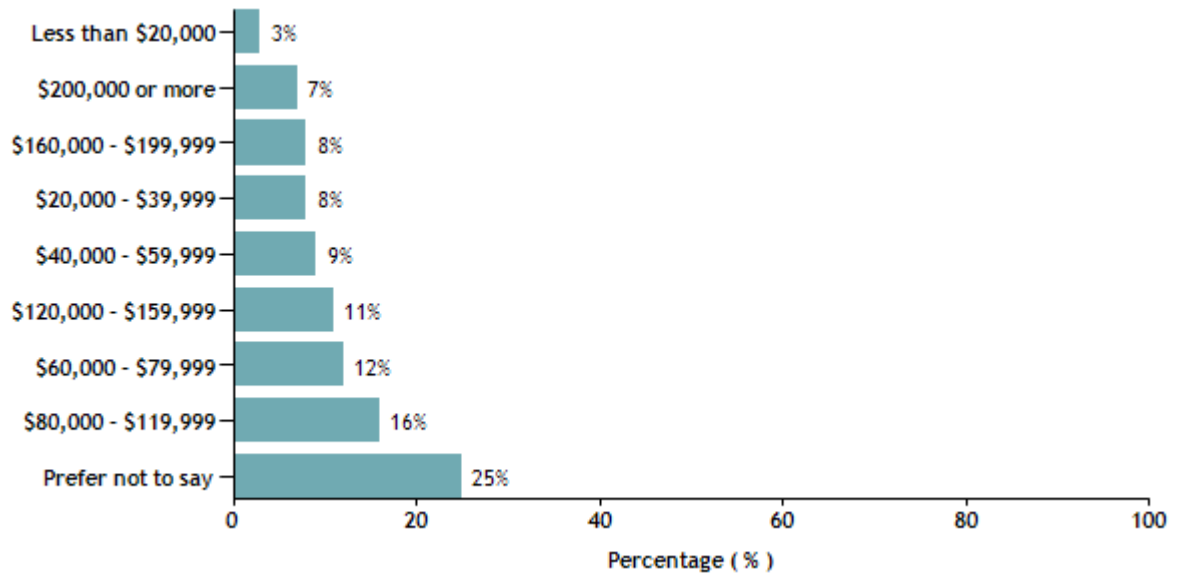


Number of responses to this question 865 (98%)

Total number of responses for this survey 885

Answer	Count	%
Postgraduate qualification	418	48
Undergraduate qualification	275	32
Trade qualification	56	6
Secondary school qualification	105	12
No recognised qualification	11	1

Question 31B Approximately what is the total annual income of your household before tax?



Number of responses to this question 876 (99%)

Total number of responses for this survey 885

Answer	Count	%
Less than \$20,000	25	3
\$20,000 - \$39,999	72	8
\$40,000 - \$59,999	81	9
\$60,000 - \$79,999	109	12
\$80,000 - \$119,999	144	16
\$120,000 - \$159,999	96	11
\$160,000 - \$199,999	66	8
\$200,000 or more	60	7
Prefer not to say	223	25