# Library customer feedback survey

| **Are you responding as** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | A Wokingham borough resident | |  | | --- | |  | | 98.97% | 576 |
| 2 | An elected borough councillor |  | 0.00% | 0 |
| 3 | A town or parish councillor |  | 0.00% | 0 |
| 4 | Representing an organisation or individual | |  | | --- | |  | | 0.17% | 1 |
| 5 | Other (please specify): | |  | | --- | |  | | 0.86% | 5 |
|  | | | answered | 582 |
| skipped | 4 |

| **Have you used a Wokingham Borough Council library either in person, online, or through our Home Delivery Service?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes, within the last week | |  | | --- | |  | | 41.68% | 243 |
| 2 | Yes, within the last month | |  | | --- | |  | | 28.82% | 168 |
| 3 | Yes, within the last six months | |  | | --- | |  | | 9.26% | 54 |
| 4 | Yes, within the last year | |  | | --- | |  | | 2.57% | 15 |
| 5 | Yes, pre-covid pandemic, but not since | |  | | --- | |  | | 12.18% | 71 |
| 6 | No, I am not a library user | |  | | --- | |  | | 5.49% | 32 |
|  | | | answered | 583 |
| skipped | 3 |

| **In general, how satisfied are you with the experience when using the libraries?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Very satisfied | |  | | --- | |  | | 54.36% | 299 |
| 2 | Satisfied | |  | | --- | |  | | 28.36% | 156 |
| 3 | It's okay | |  | | --- | |  | | 12.55% | 69 |
| 4 | Dissatisfied | |  | | --- | |  | | 3.82% | 21 |
| 5 | Very dissatisfied | |  | | --- | |  | | 0.91% | 5 |
|  | | | answered | 550 |
| skipped | 36 |

| **If you are not a library user, or haven’t used the library for some time, what are the reasons for this?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | I don’t need to use any of the library’s services | |  | | --- | |  | | 53.13% | 17 |
| 2 | The opening hours don’t suit me | |  | | --- | |  | | 25.00% | 8 |
| 3 | I don’t have time |  | 0.00% | 0 |
| 4 | I don’t feel safe using libraries due to covid-19 |  | 0.00% | 0 |
| 5 | I don’t feel safe using libraries for reasons other than covid-19 |  | 0.00% | 0 |
| 6 | I wasn’t aware of the services available | |  | | --- | |  | | 9.38% | 3 |
| 7 | I have a health problem or disability which prevents me using the library |  | 0.00% | 0 |
| 8 | The locations are not convenient for me | |  | | --- | |  | | 3.13% | 1 |
| 9 | I don’t feel the library is a place for me or somewhere that I want to spend time | |  | | --- | |  | | 15.63% | 5 |
| 10 | Other (please specify): | |  | | --- | |  | | 25.00% | 8 |
|  | | | answered | 32 |
| skipped | 554 |

| **Which libraries do you use most often?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Home delivery | |  | | --- | |  | | 0.18% | 1 |
| 2 | Online | |  | | --- | |  | | 15.26% | 83 |
| 3 | Arborfield | |  | | --- | |  | | 0.37% | 2 |
| 4 | Finchampstead | |  | | --- | |  | | 9.74% | 53 |
| 5 | Lower Earley | |  | | --- | |  | | 18.93% | 103 |
| 6 | Shinfield micro | |  | | --- | |  | | 0.74% | 4 |
| 7 | Spencers Wood | |  | | --- | |  | | 4.41% | 24 |
| 8 | Twyford | |  | | --- | |  | | 9.01% | 49 |
| 9 | Wargrave | |  | | --- | |  | | 5.70% | 31 |
| 10 | Winnersh | |  | | --- | |  | | 5.88% | 32 |
| 11 | Wokingham | |  | | --- | |  | | 46.32% | 252 |
| 12 | Woodley | |  | | --- | |  | | 27.39% | 149 |
|  | | | answered | 544 |
| skipped | 42 |

| **Do you use the library that is closest to your home?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 87.93% | 481 |
| 2 | No | |  | | --- | |  | | 12.07% | 66 |
|  | | | answered | 547 |
| skipped | 39 |

| **Why do you use a different library instead?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | The opening hours are better | |  | | --- | |  | | 47.76% | 32 |
| 2 | The selection of books/services is better | |  | | --- | |  | | 49.25% | 33 |
| 3 | It is closer to work | |  | | --- | |  | | 8.96% | 6 |
| 4 | It is closer to school | |  | | --- | |  | | 2.99% | 2 |
| 5 | It is closer to shops/leisure centre etc | |  | | --- | |  | | 40.30% | 27 |
| 6 | It is easier to get to from home | |  | | --- | |  | | 10.45% | 7 |
| 7 | Other (please specify): | |  | | --- | |  | | 40.30% | 27 |
|  | | | answered | 67 |
| skipped | 519 |

| **Do you usually combine a visit to the library with another activity?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 73.39% | 400 |
| 2 | No | |  | | --- | |  | | 26.61% | 145 |
|  | | | answered | 545 |
| skipped | 41 |

| **Please tell us which activity is most common for you to combine with your library visit.** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | On my way to or from work | |  | | --- | |  | | 1.49% | 6 |
| 2 | On my way to or from school/school drop off | |  | | --- | |  | | 0.25% | 1 |
| 3 | Shopping | |  | | --- | |  | | 66.25% | 267 |
| 4 | With a leisure activity, such as visiting a park, playground or leisure centre | |  | | --- | |  | | 18.86% | 76 |
| 5 | Other (please specify): | |  | | --- | |  | | 13.15% | 53 |
|  | | | answered | 403 |
| skipped | 183 |

| **Which of the following services are you aware of and which do you use?** | | | |
| --- | --- | --- | --- |
| **Answer Choices** | **Aware of** | **I use** | **Response Total** |
| Book borrowing | 38.06% 279 | 61.94% 454 | 733 |
| Borrowing audiobooks | 87.76% 466 | 12.24% 65 | 531 |
| Accessing ebooks | 77.97% 368 | 22.03% 104 | 472 |
| Accessing online audiobooks | 84.42% 336 | 15.58% 62 | 398 |
| Online newspapers and magazines | 78.22% 298 | 21.78% 83 | 381 |
| Music streaming service | 96.53% 195 | 3.47% 7 | 202 |
| Free public computers | 88.36% 448 | 11.64% 59 | 507 |
| Free public wi-fi with my own device | 79.61% 289 | 20.39% 74 | 363 |
| Printing and scanning | 88.09% 355 | 11.91% 48 | 403 |
| Baby and toddler activities e.g Rhymetime | 88.64% 351 | 11.36% 45 | 396 |
| Children’s activities e.g Teen writing group | 91.28% 272 | 8.72% 26 | 298 |
| Activities for adults e.g Book groups, author talks | 87.71% 307 | 12.29% 43 | 350 |
| Space for studying | 87.85% 376 | 12.15% 52 | 428 |
| Opportunities to meet other members of my community | 87.10% 216 | 12.90% 32 | 248 |
| Collecting refuse bags | 60.42% 316 | 39.58% 207 | 523 |
| Seeking advice or information | 73.60% 223 | 26.40% 80 | 303 |
| Applying for jobs | 100.00% 156 | 0.00% 0 | 156 |
| Applying for benefits or other online applications | 98.55% 136 | 1.45% 2 | 138 |
| Accessing or finding out more about council services | 91.80% 168 | 8.20% 15 | 183 |
|  | | answered | 550 |
| skipped | 36 |

| **Which of the following are the most important to you? Please, pick no more than three answers.** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Book borrowing | |  | | --- | |  | | 93.74% | 509 |
| 2 | Borrowing audiobooks | |  | | --- | |  | | 8.10% | 44 |
| 3 | Accessing ebooks | |  | | --- | |  | | 15.10% | 82 |
| 4 | Accessing online audiobooks | |  | | --- | |  | | 7.92% | 43 |
| 5 | Online newspapers and magazines | |  | | --- | |  | | 13.08% | 71 |
| 6 | Music streaming service | |  | | --- | |  | | 1.29% | 7 |
| 7 | Free public computers | |  | | --- | |  | | 10.13% | 55 |
| 8 | Free public wi-fi with my own device | |  | | --- | |  | | 4.97% | 27 |
| 9 | Printing and scanning | |  | | --- | |  | | 6.45% | 35 |
| 10 | Baby and toddler activities | |  | | --- | |  | | 8.66% | 47 |
| 11 | Children's activities | |  | | --- | |  | | 14.36% | 78 |
| 12 | Activities for adults | |  | | --- | |  | | 6.26% | 34 |
| 13 | Space for studying | |  | | --- | |  | | 4.97% | 27 |
| 14 | Opportunities to meet other members of my community | |  | | --- | |  | | 4.24% | 23 |
| 15 | Collecting refuse bags | |  | | --- | |  | | 14.55% | 79 |
| 16 | Seeking advice or information | |  | | --- | |  | | 4.60% | 25 |
| 17 | Applying for jobs |  | 0.00% | 0 |
| 18 | Applying for benefits or other online applications | |  | | --- | |  | | 0.18% | 1 |
| 19 | Using and finding out more about council services | |  | | --- | |  | | 1.47% | 8 |
| 20 | Finding out about information and support happening in your community | |  | | --- | |  | | 5.71% | 31 |
| 21 | Helping children learn new skills and improve their reading | |  | | --- | |  | | 8.47% | 46 |
| 22 | Providing a range of learning and training opportunities to help me improve my skills | |  | | --- | |  | | 1.47% | 8 |
| 23 | Providing volunteering opportunities to learn and develop new skills | |  | | --- | |  | | 1.47% | 8 |
| 24 | Providing a safe space | |  | | --- | |  | | 4.79% | 26 |
| 25 | Other (please specify): | |  | | --- | |  | | 4.60% | 25 |
|  | | | answered | 543 |
| skipped | 43 |

| **Are you happy to answer these questions about yourself?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 85.89% | 499 |
| 2 | No | |  | | --- | |  | | 14.11% | 82 |
|  | | | answered | 581 |
| skipped | 5 |

| **What town or parish do you live in?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Arborfield and Newland | |  | | --- | |  | | 1.41% | 7 |
| 2 | Barkham | |  | | --- | |  | | 1.61% | 8 |
| 3 | Charvil | |  | | --- | |  | | 2.22% | 11 |
| 4 | Earley | |  | | --- | |  | | 13.31% | 66 |
| 5 | Finchampstead | |  | | --- | |  | | 8.06% | 40 |
| 6 | Hurst | |  | | --- | |  | | 1.21% | 6 |
| 7 | Remenham | |  | | --- | |  | | 0.20% | 1 |
| 8 | Ruscombe | |  | | --- | |  | | 0.60% | 3 |
| 9 | Shinfield | |  | | --- | |  | | 5.65% | 28 |
| 10 | Sonning | |  | | --- | |  | | 0.81% | 4 |
| 11 | Swallowfield | |  | | --- | |  | | 0.81% | 4 |
| 12 | Twyford | |  | | --- | |  | | 6.05% | 30 |
| 13 | Wargrave | |  | | --- | |  | | 5.24% | 26 |
| 14 | Winnersh | |  | | --- | |  | | 4.44% | 22 |
| 15 | Wokingham | |  | | --- | |  | | 30.24% | 150 |
| 16 | Wokingham Without | |  | | --- | |  | | 1.61% | 8 |
| 17 | Woodley | |  | | --- | |  | | 15.73% | 78 |
| 18 | Don't know | |  | | --- | |  | | 0.40% | 2 |
| 19 | Outside Wokingham borough | |  | | --- | |  | | 0.40% | 2 |
|  | | | answered | 496 |
| skipped | 90 |

| **What sex/gender do you identify as?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Female | |  | | --- | |  | | 64.79% | 322 |
| 2 | Male | |  | | --- | |  | | 33.60% | 167 |
| 3 | Transgender |  | 0.00% | 0 |
| 4 | Prefer not to say | |  | | --- | |  | | 1.01% | 5 |
| 5 | Other (please specify): | |  | | --- | |  | | 0.60% | 3 |
|  | | | answered | 497 |
| skipped | 89 |

| **How old are you?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | 17 or younger | |  | | --- | |  | | 0.20% | 1 |
| 2 | 18-20 |  | 0.00% | 0 |
| 3 | 21-29 | |  | | --- | |  | | 0.40% | 2 |
| 4 | 30-39 | |  | | --- | |  | | 10.28% | 51 |
| 5 | 40-49 | |  | | --- | |  | | 17.94% | 89 |
| 6 | 50-59 | |  | | --- | |  | | 16.53% | 82 |
| 7 | 60 or older | |  | | --- | |  | | 54.64% | 271 |
|  | | | answered | 496 |
| skipped | 90 |

| **What race or ethnicity best describes you?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Arabic |  | 0.00% | 0 |
| 2 | Asian/British Asian: Bangladeshi |  | 0.00% | 0 |
| 3 | Asian/British Asian: Chinese | |  | | --- | |  | | 1.20% | 6 |
| 4 | Asian/British Asian: Indian | |  | | --- | |  | | 1.60% | 8 |
| 5 | Asian/British Asian: Pakistani | |  | | --- | |  | | 0.60% | 3 |
| 6 | Black/British Black: African |  | 0.00% | 0 |
| 7 | Black/British Black: Caribbean |  | 0.00% | 0 |
| 8 | White: British | |  | | --- | |  | | 85.77% | 428 |
| 9 | White: Other | |  | | --- | |  | | 5.01% | 25 |
| 10 | Mixed race | |  | | --- | |  | | 1.20% | 6 |
| 11 | Gypsy/Traveller |  | 0.00% | 0 |
| 12 | Prefer not to say | |  | | --- | |  | | 3.81% | 19 |
| 13 | Other (please specify): | |  | | --- | |  | | 0.80% | 4 |
|  | | | answered | 499 |
| skipped | 87 |

| **What do you consider your religion to be?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Buddhism | |  | | --- | |  | | 0.40% | 2 |
| 2 | Christianity | |  | | --- | |  | | 49.90% | 248 |
| 3 | Hinduism | |  | | --- | |  | | 1.41% | 7 |
| 4 | Islam | |  | | --- | |  | | 0.40% | 2 |
| 5 | Judaism | |  | | --- | |  | | 0.60% | 3 |
| 6 | Sikhism | |  | | --- | |  | | 0.20% | 1 |
| 7 | No religion | |  | | --- | |  | | 38.83% | 193 |
| 8 | Prefer not to say | |  | | --- | |  | | 6.84% | 34 |
| 9 | Other (please specify): | |  | | --- | |  | | 1.41% | 7 |
|  | | | answered | 497 |
| skipped | 89 |

| **Which of the following terms best describes your sexual orientation?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Asexual | |  | | --- | |  | | 1.23% | 6 |
| 2 | Bisexual | |  | | --- | |  | | 1.02% | 5 |
| 3 | Gay | |  | | --- | |  | | 1.23% | 6 |
| 4 | Lesbian | |  | | --- | |  | | 0.61% | 3 |
| 5 | Heterosexual/Straight | |  | | --- | |  | | 85.89% | 420 |
| 6 | Prefer not to say | |  | | --- | |  | | 9.00% | 44 |
| 7 | Other (please specify): | |  | | --- | |  | | 1.02% | 5 |
|  | | | answered | 489 |
| skipped | 97 |

| **Have you undertaken any form of sex/gender reassignment?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes |  | 0.00% | 0 |
| 2 | No | |  | | --- | |  | | 94.19% | 454 |
| 3 | Prefer not to say | |  | | --- | |  | | 5.81% | 28 |
|  | | | answered | 482 |

| **Are you currently pregnant or have you given birth within the last year?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 1.85% | 9 |
| 2 | No | |  | | --- | |  | | 76.18% | 371 |
| 3 | Not applicable | |  | | --- | |  | | 18.28% | 89 |
| 4 | Prefer not to say | |  | | --- | |  | | 3.70% | 18 |
|  | | | answered | 487 |
| skipped | 99 |

| **Do you have a disability, long-term illness or health condition?** | | | | |
| --- | --- | --- | --- | --- |
| **Answer Choices** | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 20.20% | 99 |
| 2 | No | |  | | --- | |  | | 73.47% | 360 |
| 3 | Prefer not to say | |  | | --- | |  | | 6.33% | 31 |
|  | | | answered | 490 |
| skipped | 96 |