



Library Satisfaction Survey 2008 / 2009

A library user satisfaction survey was undertaken during the period 14 to 25 July 2008.

1,500 questionnaires were distributed to all libraries in Torbay, and an overall response of 96.7% was achieved.

The following table details responses for each of the libraries in the bay.

Library	Number of questionnaires allocated	Response rate	Total Visits for 2007/08	Proportion of total visits
Torquay	550	97.5%	261277	39.07%
Paignton	400	95.5%	186983	27.96%
Brixham	275	98.8%	109946	16.44%
Churston	225	94.6%	95886	14.34%
Mobile Library	50	94.0%	14680	2.20%
Total (Un-Weighted)	1500	96.6%	668772	

Library	Q1a Staff Helpfulness											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	453	85.6%	69	13.0%	5	.9%	1	.2%	1	.2%	529	100.0%
Paignton	327	86.5%	49	13.0%	2	.5%	0	.0%	0	.0%	378	100.0%
Brixham	249	92.6%	20	7.4%	0	.0%	0	.0%	0	.0%	269	100.0%
Churston	205	97.2%	6	2.8%	0	.0%	0	.0%	0	.0%	211	100.0%
Mobile Library	44	93.6%	3	6.4%	0	.0%	0	.0%	0	.0%	47	100.0%
Total	1278	89.1%	147	10.3%	7	.5%	1	.1%	1	.1%	1434	100.0%
Weighted total		88.85		10.49		0.52		0.07		0.07		

Library	Q1b As a safe place to visit											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	450	84.7%	74	13.9%	6	1.1%	1	.2%	0	.0%	531	100.0%
Paignton	305	81.1%	65	17.3%	6	1.6%	0	.0%	0	.0%	376	100.0%
Brixham	245	91.1%	23	8.6%	1	.4%	0	.0%	0	.0%	269	100.0%
Churston	194	92.8%	15	7.2%	0	.0%	0	.0%	0	.0%	209	100.0%
Mobile Library	41	87.2%	5	10.6%	1	2.1%	0	.0%	0	.0%	47	100.0%
Total	1235	86.2%	182	12.7%	14	1.0%	1	.1%	0	.0%	1432	100.0%
Weighted total		85.99		12.95		1.00		0.07		0.00		

Library	Q1c The choice of books											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	256	48.9%	180	34.4%	74	14.1%	14	2.7%	0	.0%	524	100.0%
Paignton	156	41.7%	145	38.8%	58	15.5%	13	3.5%	2	.5%	374	100.0%
Brixham	136	50.6%	99	36.8%	32	11.9%	2	.7%	0	.0%	269	100.0%
Churston	97	46.6%	79	38.0%	28	13.5%	4	1.9%	0	.0%	208	100.0%
Mobile Library	29	61.7%	14	29.8%	3	6.4%	1	2.1%	0	.0%	47	100.0%
Total	674	47.4%	517	36.4%	195	13.7%	34	2.4%	2	.1%	1422	100.0%
Weighted total		47.10		36.41		13.88		2.46		0.15		

Library	Q1d The information and enquiry service											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	338	66.4%	147	28.9%	21	4.1%	3	.6%	0	.0%	509	100.0%
Paignton	219	61.3%	126	35.3%	12	3.4%	0	.0%	0	.0%	357	100.0%
Brixham	180	68.2%	82	31.1%	2	.8%	0	.0%	0	.0%	264	100.0%
Churston	145	72.5%	51	25.5%	4	2.0%	0	.0%	0	.0%	200	100.0%
Mobile Library	31	73.8%	10	23.8%	1	2.4%	0	.0%	0	.0%	42	100.0%
Total	913	66.5%	416	30.3%	40	2.9%	3	.2%	0	.0%	1,372	100.0%
Weighted total		66.32		30.44		3.02		0.23		0.00		

Library	Q1e The opening hours											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	267	50.5%	197	37.2%	57	10.8%	8	1.5%	0	.0%	529	100.0%
Paignton	171	45.7%	164	43.9%	32	8.6%	6	1.6%	1	.3%	374	100.0%
Brixham	141	52.0%	104	38.4%	25	9.2%	1	.4%	0	.0%	271	100.0%
Churston	115	56.1%	71	34.6%	19	9.3%	0	.0%	0	.0%	205	100.0%
Mobile Library	27	62.8%	11	25.6%	5	11.6%	0	.0%	0	.0%	43	100.0%
Total	721	50.7%	547	38.5%	138	9.7%	15	1.1%	1	.1%	1,422	100.0%
Weighted total		50.48		38.64		9.70		1.10		0.07		

Library	Q1f The library overall											
	Very Good		Good		Adequate		Poor		Very Poor		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Torquay	375	70.5%	137	25.8%	19	3.6%	1	.2%	0	.0%	532	100.0%
Paignton	241	64.4%	114	30.5%	16	4.3%	2	.5%	1	.3%	374	100.0%
Brixham	212	78.5%	57	21.1%	1	.4%	0	.0%	0	.0%	270	100.0%
Churston	179	86.5%	25	12.1%	3	1.4%	0	.0%	0	.0%	207	100.0%
Mobile Library	40	85.1%	7	14.9%	0	.0%	0	.0%	0	.0%	47	100.0%
Total	1047	73.2%	340	23.8%	39	2.7%	3	.2%	1	.1%	1430	100.0%
Weighted total		72.73		24.11		2.86		0.22		0.07		

Library	Q2 Do you find the library easy to get to?					
	Yes		No		Total	
	Count	%	Count	%	Count	%
Torquay	508	96.4%	19	3.6%	527	100.0%
Paignton	363	96.0%	15	4.0%	378	100.0%
Brixham	269	99.6%	1	.4%	270	100.0%
Churston	211	100.0%	0	.0%	211	100.0%
Mobile Library	45	97.8%	1	2.2%	46	100.0%
Total	1396	97.5%	36	2.5%	1432	100.0%
Weighted total		97.37%		2.63%		

Library	Q3 If you came to this library today find something out, did you succeed?							
	Yes		In part		No		Total	
	Count	%	Count	%	Count	%	Count	%
Torquay	357	91.5%	26	6.7%	7	1.8%	390	100.0%
Paignton	238	87.2%	29	10.6%	6	2.2%	273	100.0%
Brixham	186	91.2%	15	7.4%	3	1.5%	204	100.0%
Churston	131	92.3%	10	7.0%	1	.7%	142	100.0%
Mobile Library	30	96.8%	1	3.2%	0	.0%	31	100.0%
Total	942	90.6%	81	7.8%	17	1.6%	1040	100.0%
Weighted total		90.48		7.86		1.66		

Library	Q4 If you asked for help in finding something out today, what did you think of the staff assistance?							
	Very Good		Good		Adequate		Total	
	Library Count	%	Count	%	Count	%	Count	%
Torquay	352	85.4%	54	13.1%	6	1.5%	412	100.0%
Paignton	238	86.9%	29	10.6%	7	2.6%	274	100.0%
Brixham	178	88.1%	24	11.9%	0	.0%	202	100.0%
Churston	154	95.7%	7	4.3%	0	.0%	161	100.0%
Mobile Library	30	88.2%	4	11.8%	0	.0%	34	100.0%
Total	952	87.9%	118	10.9%	13	1.2%	1083	100.0%
Weighted total		87.80%		10.91%		1.28%		

About You

Demographic questions were also asked, the results of which are shown below:

	Resident				Visitor				Total			
	gender				gender				gender			
	Female		Male		Female		Male		Female		Male	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
0 to 14	2	100.0%	0	.0%	0	.0%	0	.0%	2	100.0%	0	.0%
15 to 19	8	53.3%	7	46.7%	0	.0%	1	100.0%	8	50.0%	8	50.0%
20 to 24	13	72.2%	5	27.8%	3	60.0%	2	40.0%	16	69.6%	7	30.4%
25 to 34	66	81.5%	15	18.5%	2	100.0%	0	.0%	68	81.9%	15	18.1%
35 to 44	149	76.0%	47	24.0%	7	77.8%	2	22.2%	156	76.1%	49	23.9%
45 to 54	105	65.2%	56	34.8%	1	50.0%	1	50.0%	106	65.0%	57	35.0%
55 to 64	178	64.5%	98	35.5%	5	62.5%	3	37.5%	183	64.4%	101	35.6%
65 to 74	197	63.3%	114	36.7%	2	50.0%	2	50.0%	199	63.2%	116	36.8%
75+	156	60.5%	102	39.5%	2	66.7%	1	33.3%	158	60.5%	103	39.5%
Total	874	66.3%	444	33.7%	22	64.7%	12	35.3%	896	66.3%	456	33.7%

occupation	Count	%
In full-time employment	205	14.7%
In part-time employment	173	12.4%
Self-employed	61	4.4%
Unemployed	36	2.6%
Retired	714	51.1%
A part-time student	7	0.5%
A full-time student	30	2.1%
Looking after home/family	95	6.8%
Permanently sick/disabled	61	4.4%
Other	14	1.0%
Total	1,396	100.0%

	Count	%
British	1,298	92.0%
Irish	21	1.5%
White other	33	2.3%
White & Black Caribbean	9	0.6%
White & Black African	9	0.6%
White & Asian	2	0.1%
Indian	4	0.3%
Pakistani	1	0.1%
Bangladeshi	0	0.0%
Chinese	3	0.2%
Other	31	2.2%
	1,411	100.0%

ethnic_other	AMERICAN/BRITISH	1
	ARAB	1
	AUSTRALIAN	1
	CITIZEN OF THE WORLD	1
	ENGLISH	16
	FIR BOLG	1
	FRENCH	2
	HUMAN	2
	JAPANESE	1
	NORDIC EUROPEAN	1
	ORIENTAL	1
	RUSSIAN (WHITE)	1
	WELSH	1
	WHITE ENGLISH	1

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