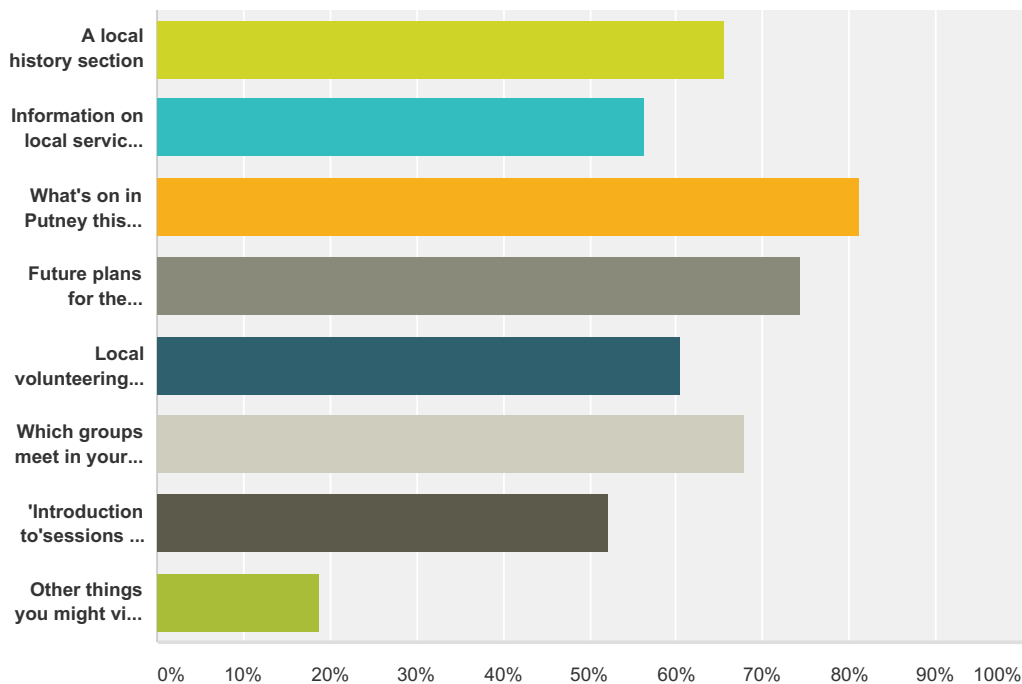


Q1 When you visit the Library, would you like to see:

Answered: 218 Skipped: 5

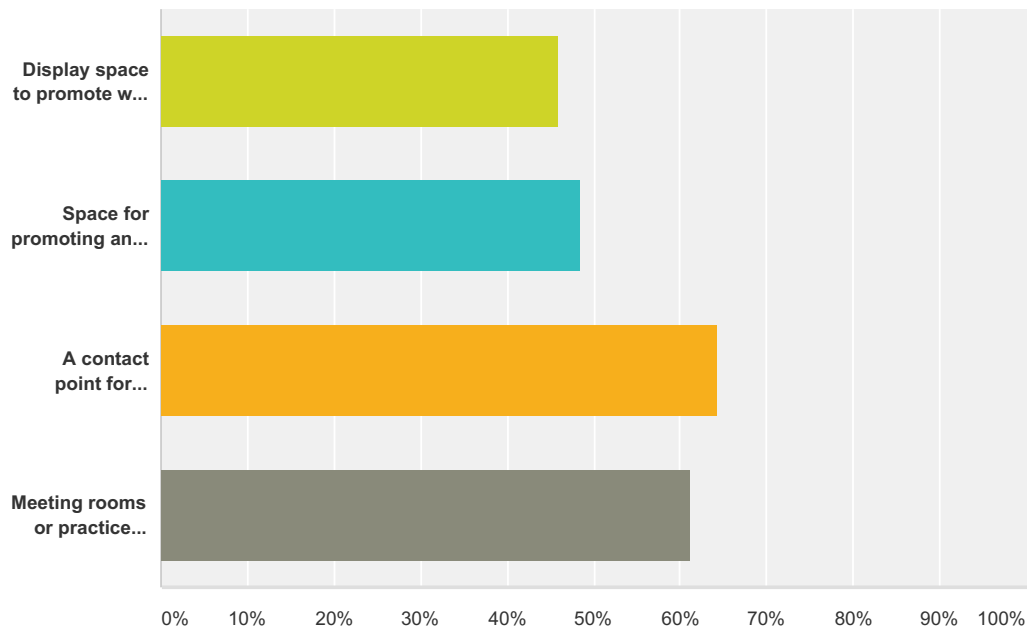


Answer Choices	Responses
A local history section (1)	65.60% 143
Information on local services e.g. bicycle hire, car hire, sports venues (2)	56.42% 123
What's on in Putney this week (film, theatre, concerts, special events) (3)	81.19% 177
Future plans for the neighbourhood (4)	74.31% 162
Local volunteering opportunities (5)	60.55% 132
Which groups meet in your area (adults and children) (6)	67.89% 148
'Introduction to' sessions for arts, crafts, music (7)	52.29% 114
Other things you might visit to find out about... (8)	18.81% 41
Total Respondents: 218	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	4.00	4.08	2.05

Q2 Would you make use of :

Answered: 157 Skipped: 66

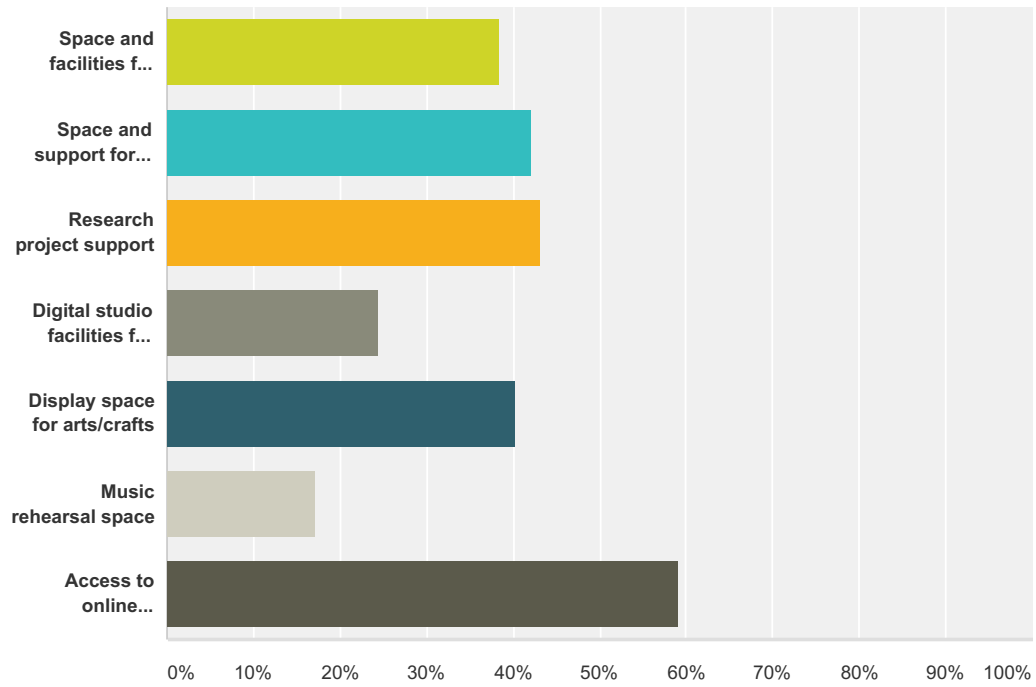


Answer Choices	Responses
Display space to promote what you do (1)	45.86% 72
Space for promoting and hosting events (2)	48.41% 76
A contact point for linking up organisations - a local 'directory' (3)	64.33% 101
Meeting rooms or practice rooms (4)	61.15% 96
Total Respondents: 157	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	3.00	2.64	1.10

Q3 Would you make use of.....

Answered: 164 Skipped: 59

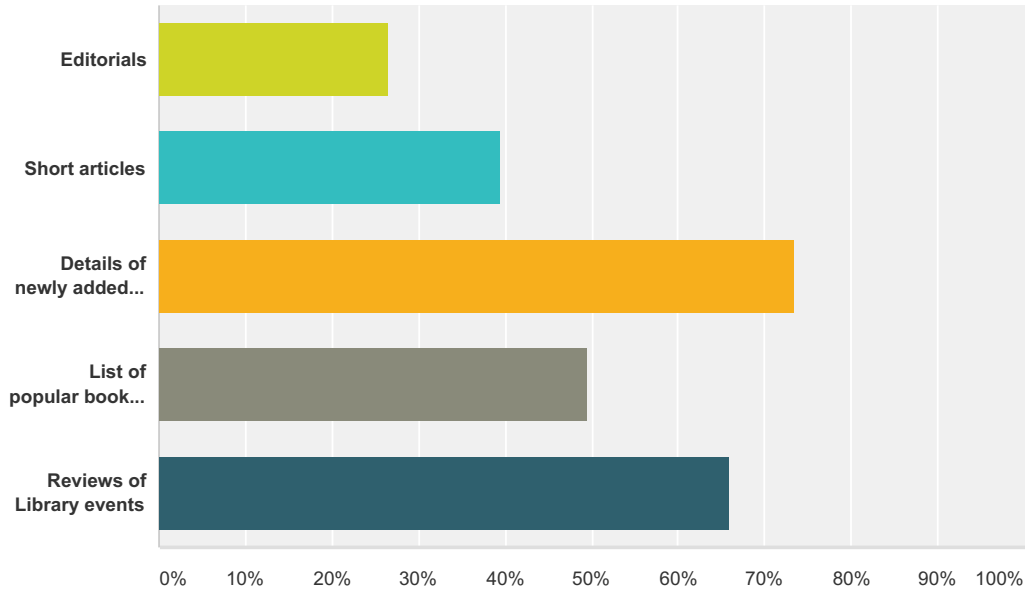


Answer Choices	Responses
Space and facilities for homework clubs (1)	38.41% 63
Space and support for study days (2)	42.07% 69
Research project support (3)	43.29% 71
Digital studio facilities for design work (4)	24.39% 40
Display space for arts/crafts (5)	40.24% 66
Music rehearsal space (6)	17.07% 28
Access to online courses/qualifications (7)	59.15% 97
Total Respondents: 164	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	4.00	4.03	2.13

Q4 The Library publishes a monthly bulletin which gives updates on Library news and events. What other things would you like to see in the bulletin?

Answered: 188 Skipped: 35

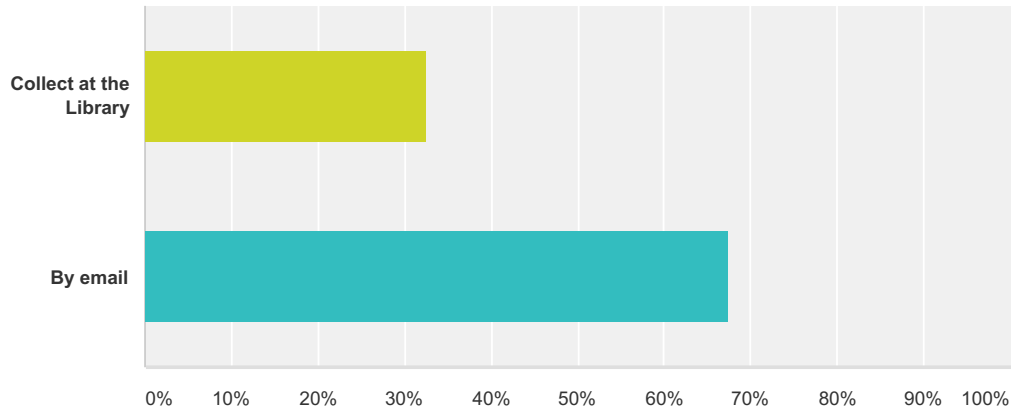


Answer Choices	Responses
Editorials (1)	26.60% 50
Short articles (2)	39.36% 74
Details of newly added books, CD's, videos etc. (3)	73.40% 138
List of popular books in Putney (4)	49.47% 93
Reviews of Library events (5)	65.96% 124
Total Respondents: 188	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	3.00	3.35	1.30

Q5 How would you like to receive the bulletin?

Answered: 197 Skipped: 26

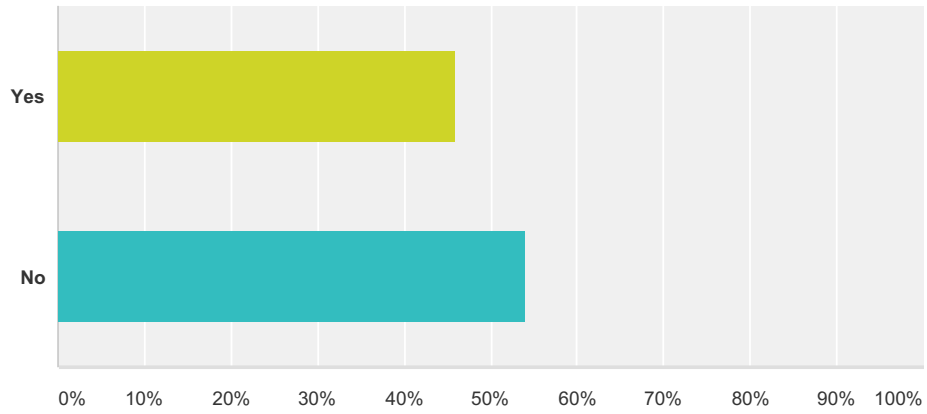


Answer Choices	Responses	
Collect at the Library (1)	32.49%	64
By email (2)	67.51%	133
Total		197

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.68	0.47

Q6 Would a local voting system for national book prizes interest you?

Answered: 196 Skipped: 27

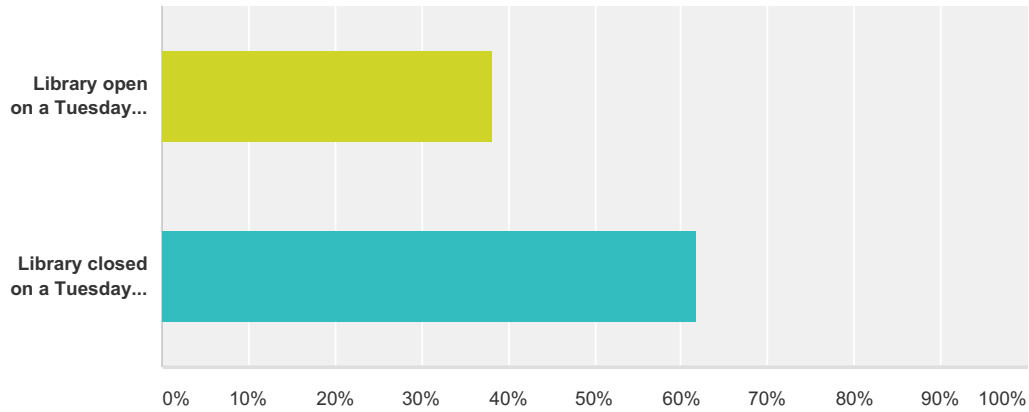


Answer Choices	Responses	Count
Yes (1)	45.92%	90
No (2)	54.08%	106
Total		196

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.54	0.50

Q7 Opening hours: which of the following two options would you prefer?

Answered: 202 Skipped: 21

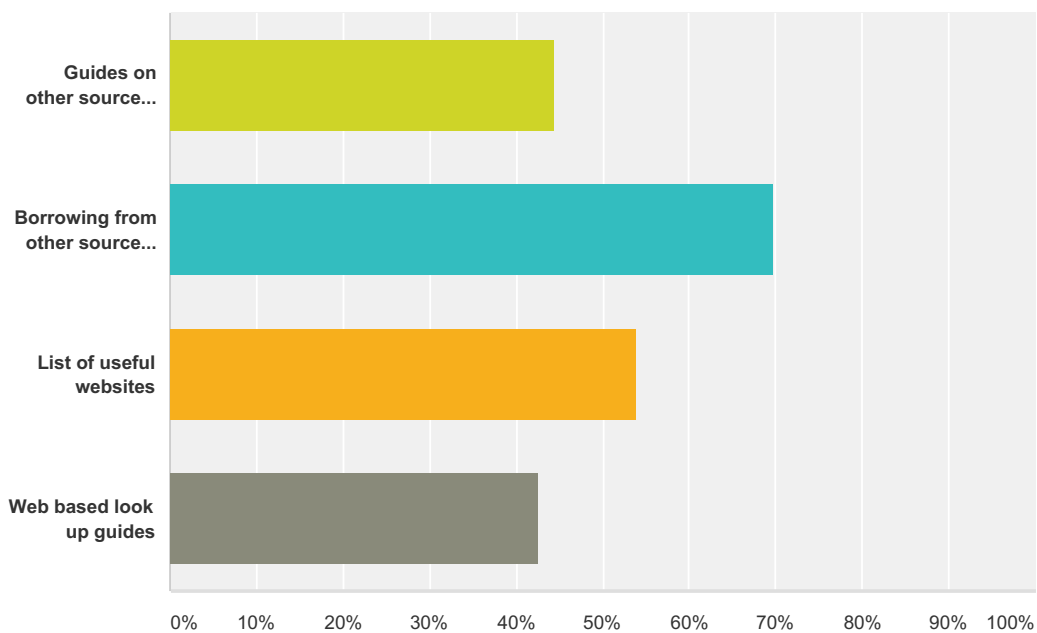


Answer Choices	Responses
Library open on a Tuesday but with less open time in the evenings (1)	38.12% 77
Library closed on a Tuesday with more open time in the evenings (as now) (2)	61.88% 125
Total	202

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.62	0.49

Q8 Would any of the following help you to find the information you need?

Answered: 169 Skipped: 54

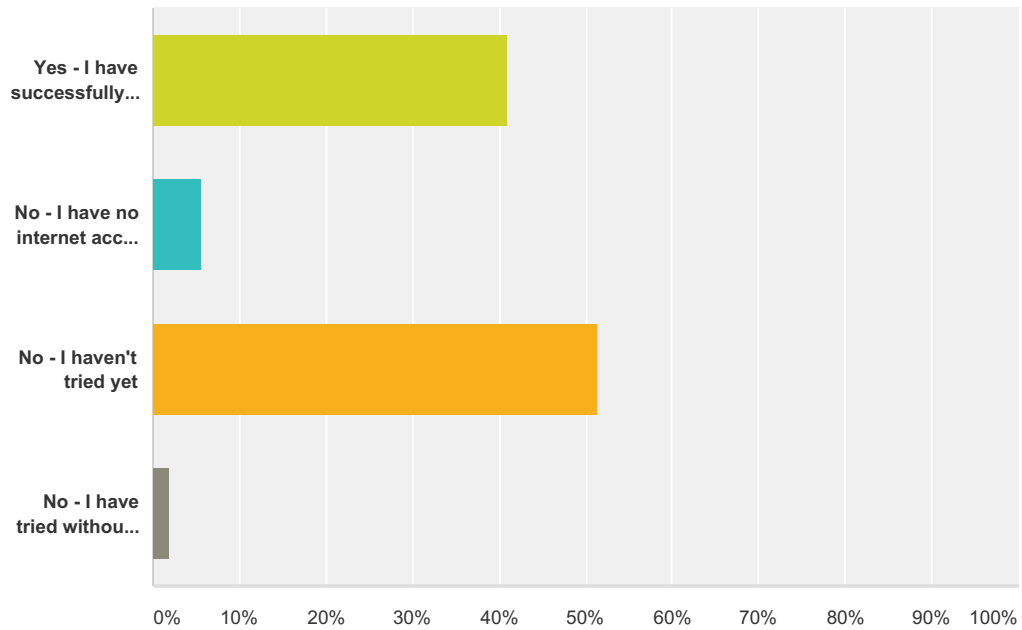


Answer Choices	Responses
Guides on other sources of related information (1)	44.38% 75
Borrowing from other sources, e.g. the British Library (2)	69.82% 118
List of useful websites (3)	53.85% 91
Web based look up guides (4)	42.60% 72
Total Respondents: 169	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	2.45	1.04

Q9 Have you successfully used this from home or outside the Library?

Answered: 210 Skipped: 13



Answer Choices	Responses
Yes - I have successfully accessed services online (1)	40.95% 86
No - I have no internet access at home (2)	5.71% 12
No - I haven't tried yet (3)	51.43% 108
No - I have tried without success (4)	1.90% 4
Total	210

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	3.00	2.14	0.99

**Q10 Would anything improve your
experience of using the Children's Library?**

Answered: 57 Skipped: 166

Answers to this question are included in Results part C: Comments and Suggestions

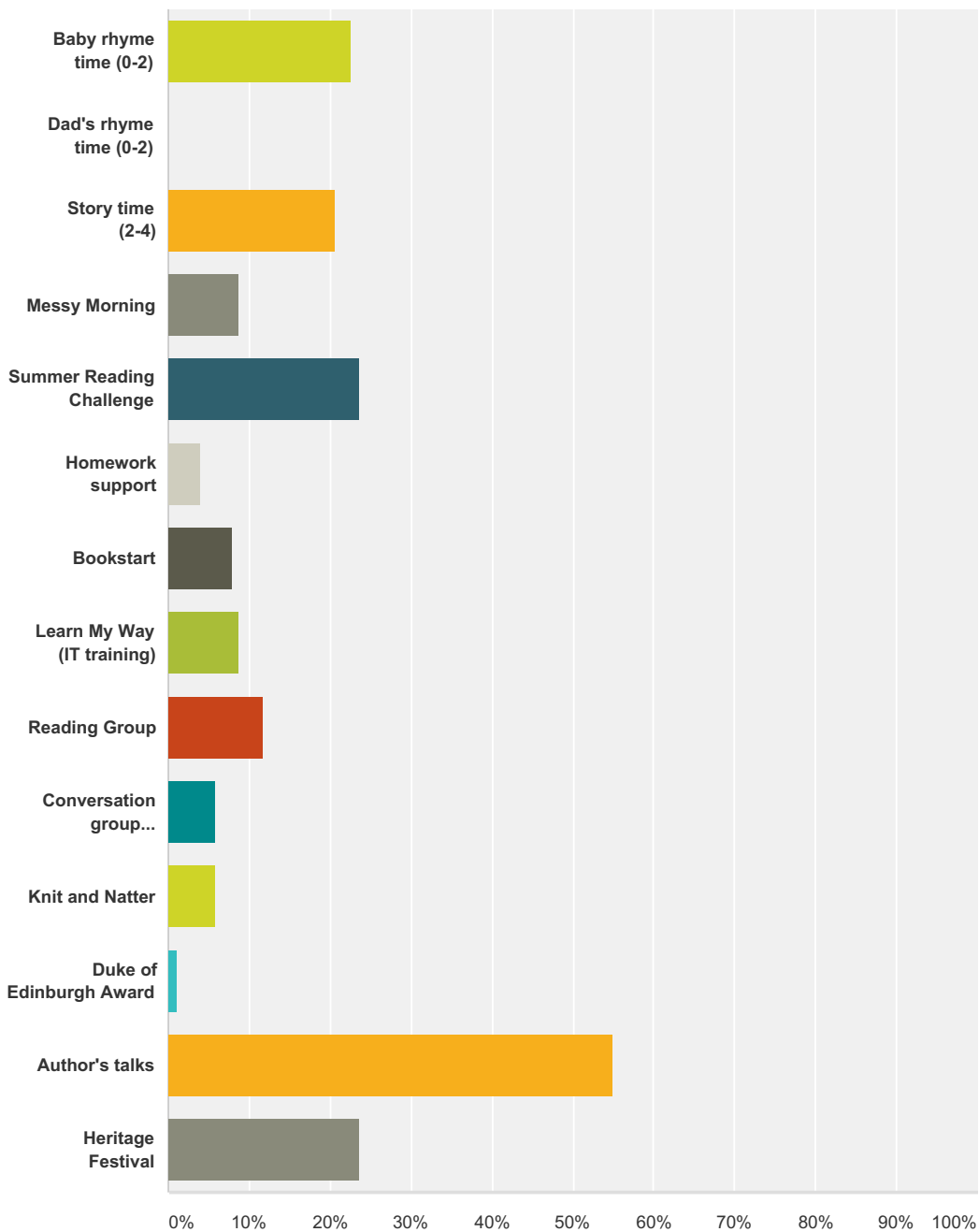
Q11 Parking permits are currently issued at the library as a service for Wandsworth Council. Are there other council or business services that the Library could provide?

Answered: 64 Skipped: 159

Answers to this question are included in Results part C: Comments and Suggestions

Q12 Have you been to any of these activities in Putney Library? Please tick

Answered: 102 Skipped: 121



Answer Choices	Responses
Baby rhyme time (0-2) (1)	22.55% 23
Dad's rhyme time (0-2) (2)	0.00% 0
Story time (2-4) (3)	20.59% 21
Messy Morning (4)	8.82% 9
Summer Reading Challenge (5)	23.53% 24
Homework support (6)	3.92% 4

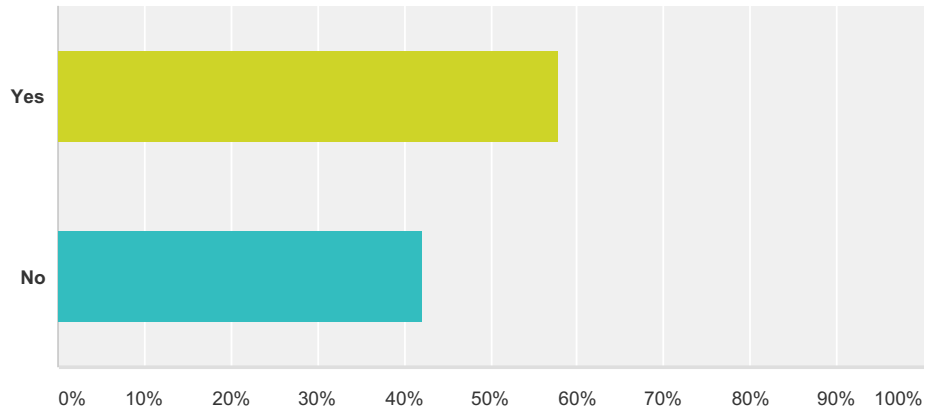
Bookstart (7)	7.84%	8
Learn My Way (IT training) (8)	8.82%	9
Reading Group (9)	11.76%	12
Conversation group (languages) (10)	5.88%	6
Knit and Natter (11)	5.88%	6
Duke of Edinburgh Award (12)	0.98%	1
Author's talks (13)	54.90%	56
Heritage Festival (14)	23.53%	24
Total Respondents: 102		

Basic Statistics

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	14.00	9.00	8.39	4.64

Q13 Would you like to see more childrens' events?

Answered: 116 Skipped: 107

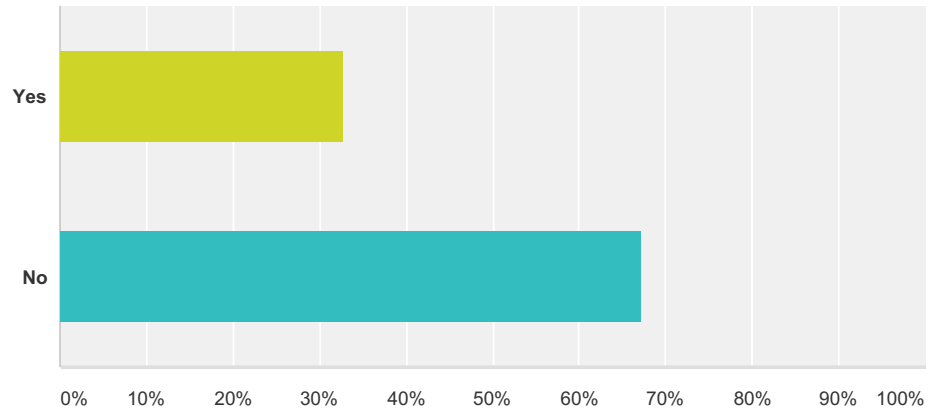


Answer Choices	Responses	
Yes (1)	57.76%	67
No (2)	42.24%	49
Total		116

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.42	0.49

Q14 Would you find it easier if there was only one service desk?

Answered: 174 Skipped: 49

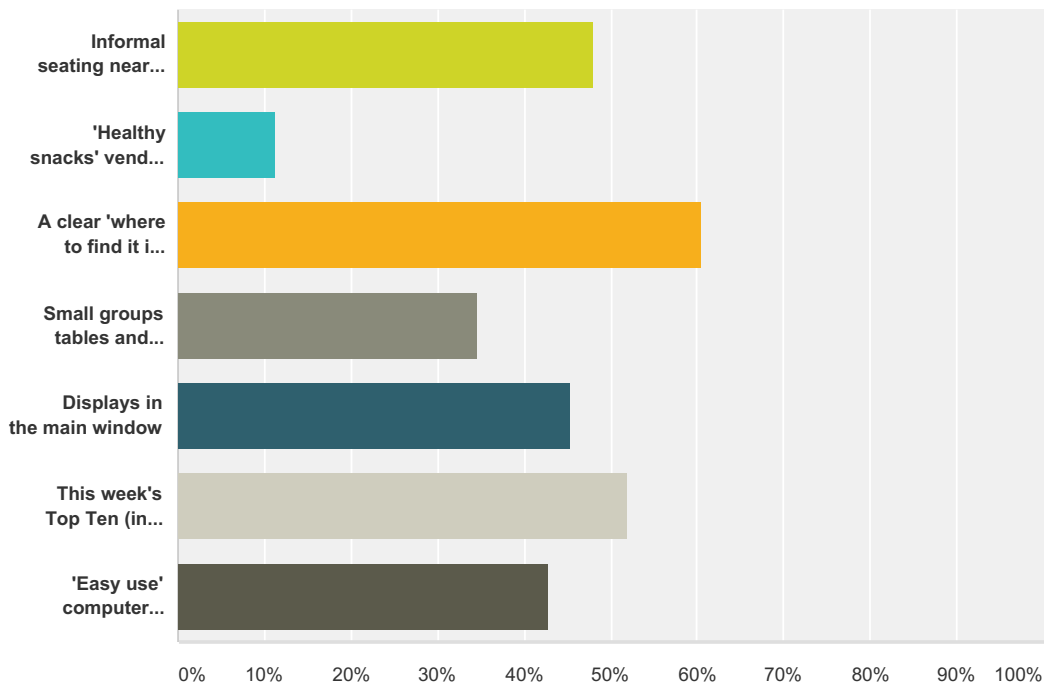


Answer Choices	Responses	
Yes (1)	32.76%	57
No (2)	67.24%	117
Total		174

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.67	0.47

Q15 How can the front space by the window be better used? Would you like to see any of these:

Answered: 185 Skipped: 38

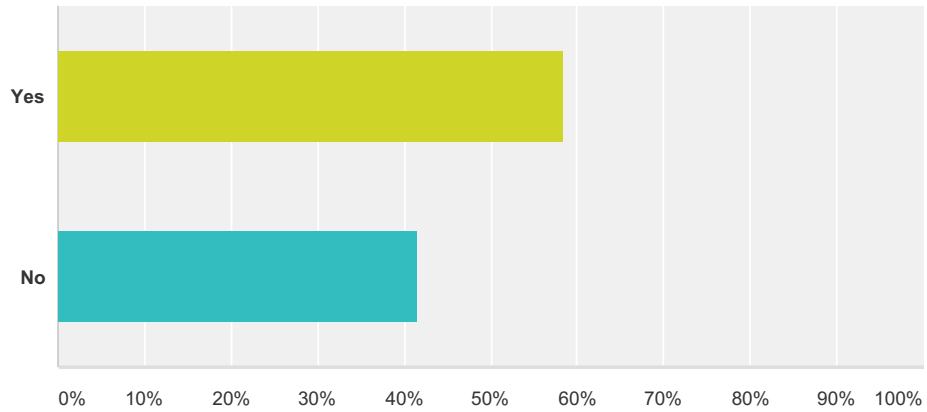


Answer Choices	Responses
Informal seating near the front window (1)	48.11% 89
'Healthy snacks' vending machine (2)	11.35% 21
A clear 'where to find it in the Library' plan (3)	60.54% 112
Small groups tables and chairs (4)	34.59% 64
Displays in the main window (5)	45.41% 84
This week's Top Ten (in Putney Library) (6)	51.89% 96
'Easy use' computer screens to access library resources (7)	42.70% 79
Total Respondents: 185	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	4.00	4.17	1.99

Q16 Would a designated teenage space be a good idea?

Answered: 159 Skipped: 64

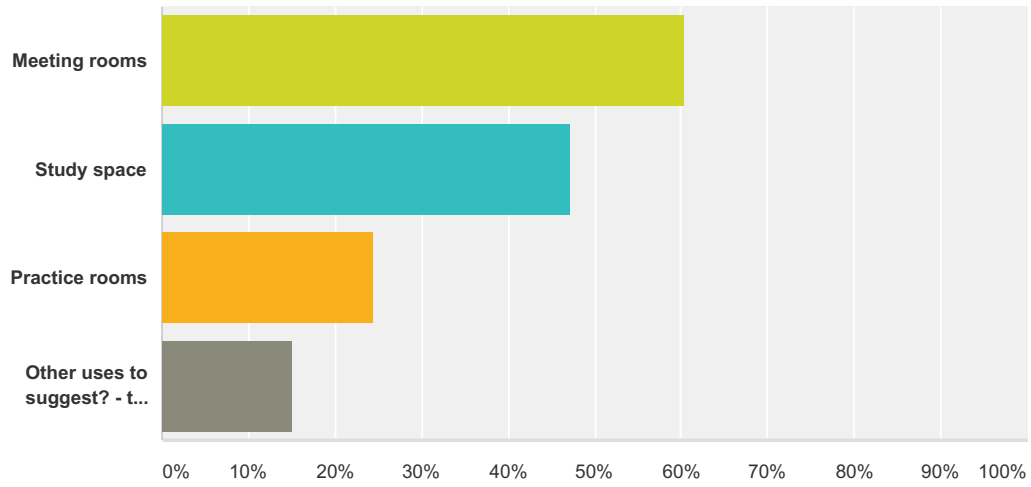


Answer Choices	Responses	
Yes (1)	58.49%	93
No (2)	41.51%	66
Total		159

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.42	0.49

Q17 We want to make best use of the rooms in the Library. Would you or your club/organisation make use of:

Answered: 106 Skipped: 117

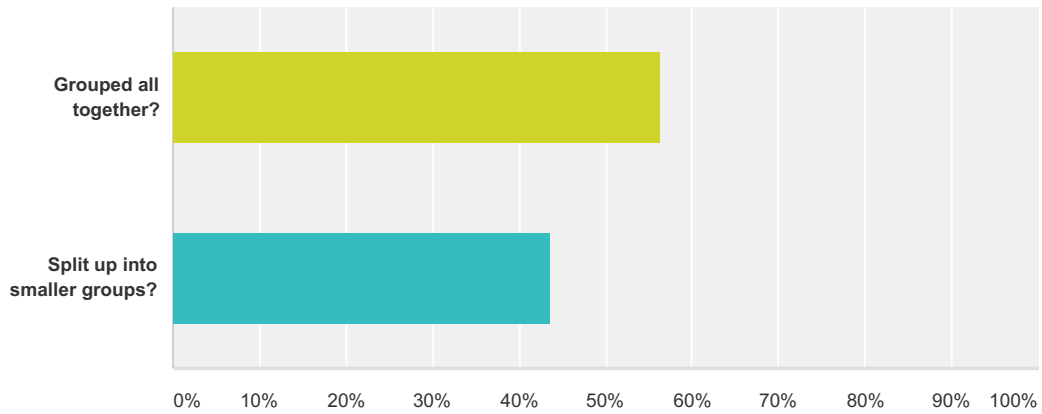


Answer Choices	Responses
Meeting rooms (1)	60.38% 64
Study space (2)	47.17% 50
Practice rooms (3)	24.53% 26
Other uses to suggest? - type below (4)	15.09% 16
Total Respondents: 106	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.96	0.99

Q18 Should internet access PCs be

Answered: 158 Skipped: 65

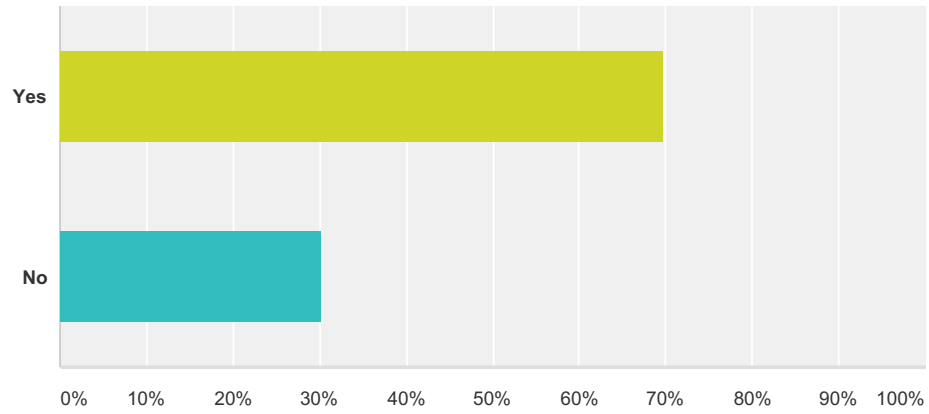


Answer Choices	Responses
Grouped all together? (1)	56.33% 89
Split up into smaller groups? (2)	43.67% 69
Total	158

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.44	0.50

Q19 Would Digital Studio facilities be useful?

Answered: 132 Skipped: 91

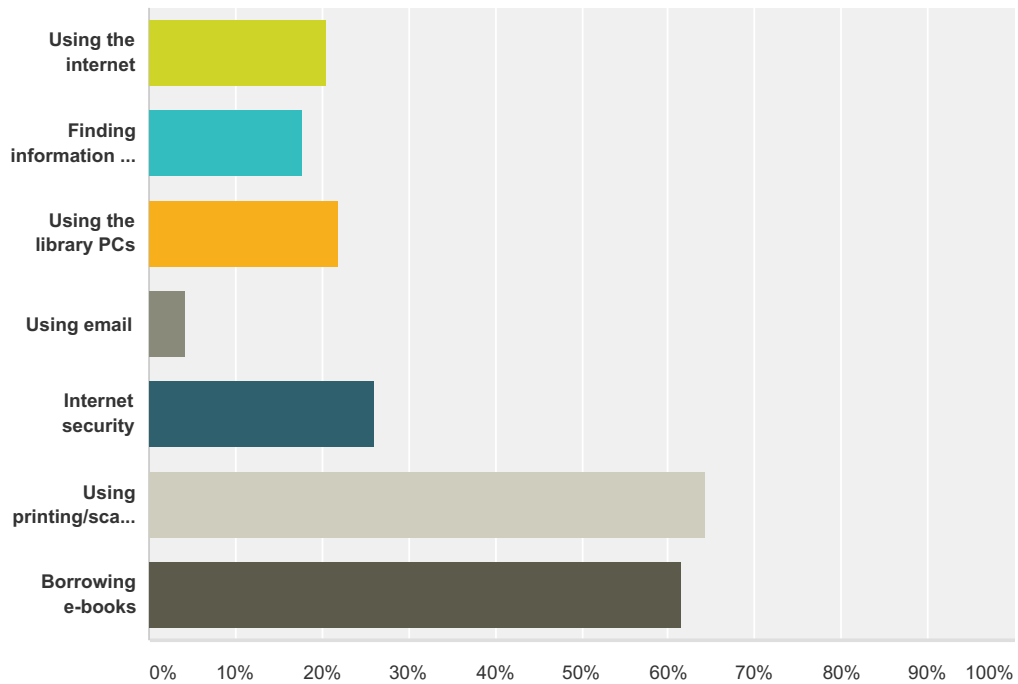


Answer Choices	Responses
Yes (1)	69.70% 92
No (2)	30.30% 40
Total	132

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.30	0.46

Q20 Do you need help with any of the following?

Answered: 73 Skipped: 150

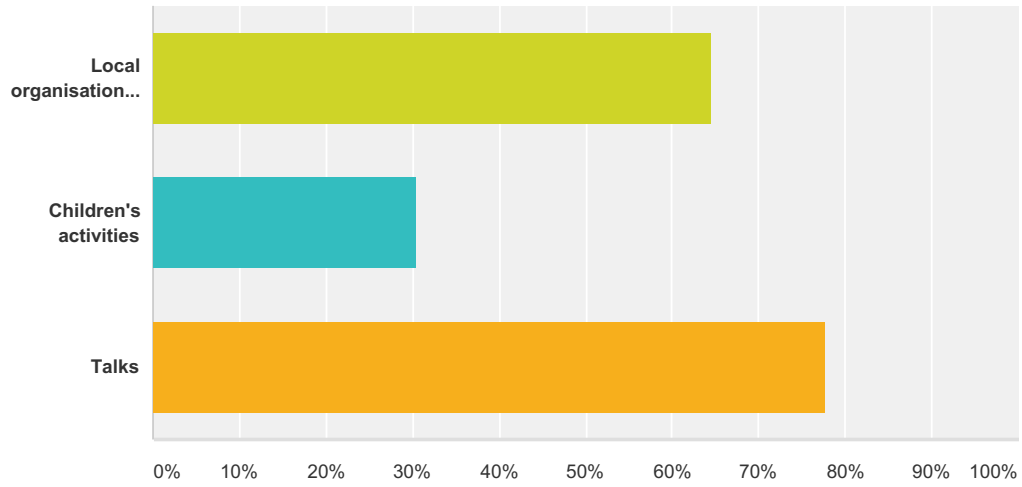


Answer Choices	Responses
Using the internet (1)	20.55% 15
Finding information on the internet (2)	17.81% 13
Using the library PCs (3)	21.92% 16
Using email (4)	4.11% 3
Internet security (5)	26.03% 19
Using printing/scanning (6)	64.38% 47
Borrowing e-books (7)	61.64% 45
Total Respondents: 73	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	6.00	5.02	2.03

Q21 What would you like the Friends of Putney Library to organise?

Answered: 161 Skipped: 62

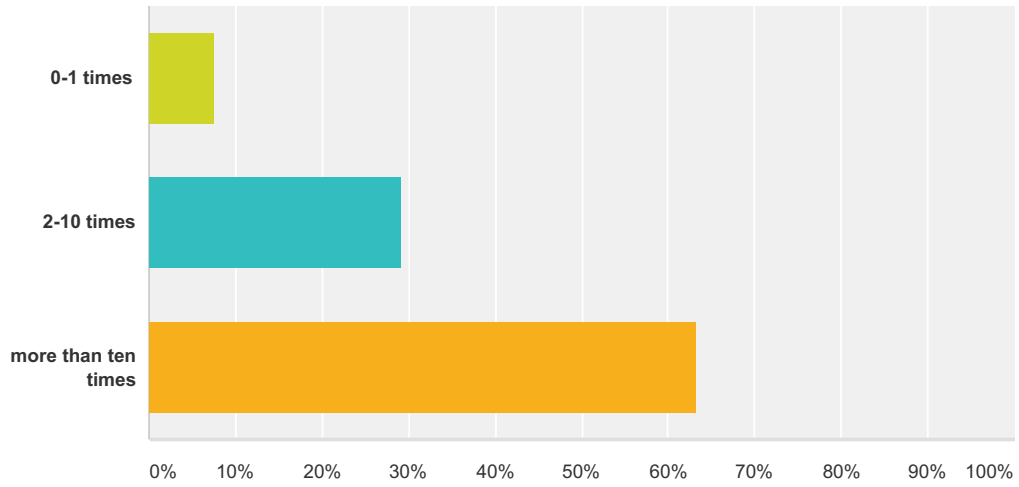


Answer Choices	Responses
Local organisations events (1)	64.60% 104
Children's activities (2)	30.43% 49
Talks (3)	77.64% 125
Total Respondents: 161	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	2.00	2.08	0.90

Q22 How many times have you used the Library in the last year? (approximately)

Answered: 188 Skipped: 35

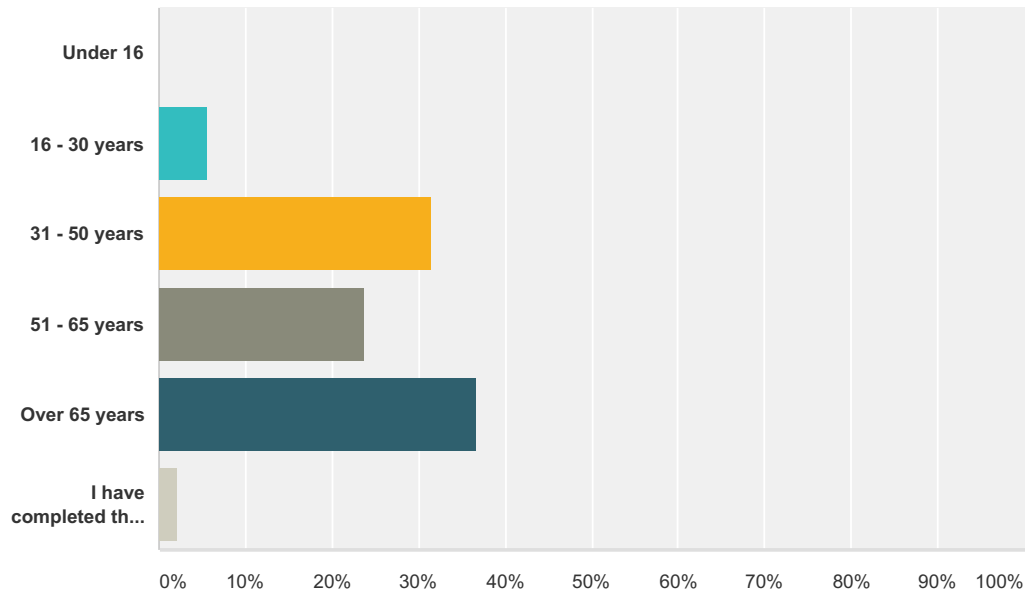


Answer Choices	Responses
0-1 times (1)	7.45% 14
2-10 times (2)	29.26% 55
more than ten times (3)	63.30% 119
Total	188

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	3.00	2.56	0.63

Q23 It would help us to know your age group. Please tick one.

Answered: 193 Skipped: 30



Answer Choices	Responses
Under 16 (1)	0.00% 0
16 - 30 years (2)	5.70% 11
31 - 50 years (3)	31.61% 61
51 - 65 years (4)	23.83% 46
Over 65 years (5)	36.79% 71
I have completed this survey on behalf of an organisation. Please tell us the organisation's name in the box below. (6)	2.07% 4
Total	193

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	6.00	4.00	3.98	1.00