**Questionnaire/Survey Example**

**Questionnaire for library users**

We are carrying out an evaluation of some of the library’s services, to see if we can improve facilities and make them more relevant for our customers. Thank you for taking the time to fill in this questionnaire; it should only take 10 minutes. Please return your completed questionnaire to any member of library staff, or put it in the box provided. [delete as appropriate] Your answers will be treated with complete confidentiality, and unless you choose to provide an e-mail address, will be entirely anonymous. If you have any questions about this questionnaire, please contact [insert contact name].

###### Section A

1. Do you use the library, on average: (please tick one)  
     
   less than once a month 🞏   
   once a month 🞏  
   once every two weeks 🞏  
   once a week 🞏  
   two or three times a week 🞏

daily 🞏

1. Which library facilities do you use? (please tick all that apply)  
     
   books (lending) 🞏  
   audio cassettes & music CDs 🞏  
   video cassettes 🞏
2. CD-Roms (lending) 🞏
3. talking books 🞏

reference books/information (e.g. newspapers) 🞏

computer facilities 🞏  
other (please say what) 🞏

1. What is your main use of the library?

If you DO NOT use any of the computer facilities in the library (other than the library catalogue), please go to question 12 (Section B.)

If you DO use the computer facilities, please continue with question 4 below.

1. What do (or have) you used the computer facilities for? (please tick all that apply).  
     
   word processing 🞏  
   spreadsheets 🞏  
   open learning courses 🞏

CD-Roms 🞏  
World Wide Web 🞏  
e-mail 🞏

other Internet application (please say what) 🞏  
other (please say what) 🞏

1. a. Which application do you use *most*? (please tick one)  
     
   word processing 🞏  
   spreadsheets 🞏  
   open learning courses 🞏

CD-Roms 🞏  
Worldwide Web 🞏  
e-mail 🞏  
other Internet application (please say what) 🞏  
other (please say what) 🞏

b. What is your *main* reason for using this facility? (please tick one)  
  
to support course of study 🞏  
leisure/general enjoyment 🞏  
independent learning/research 🞏  
looking for jobs 🞏

keeping in touch with family/friends 🞏

shopping 🞏  
other (please say what) 🞏

1. How often do you use the computer facilities? (please tick one)

daily 🞏  
once or twice a week 🞏  
once every two weeks 🞏  
once a month 🞏  
less than once a month 🞏

1. Is the library your only access to computer facilities?

Yes 🞏  
No 🞏  
  
  
**If yes, please go to question 9.  
If no, please continue with question 8.**

1. If you have access to/use computer facilities elsewhere, please say where:  
   (please tick all that apply)  
     
   home 🞏  
   school/college/university 🞏  
   cybercafé 🞏  
   work 🞏

other (please say where) 🞏

1. Do you consider yourself:  
     
   a beginner 🞏  
   an intermediate user 🞏  
   a fairly experienced user 🞏  
   a very experienced user 🞏
2. How would the withdrawal of computer facilities from the library affect you?
3. Do you have an e-mail address?   
   Yes 🞏  
   No 🞏  
     
   If you would not mind being contacted by us in the future, please write your   
   e-mail address below.

**Now please go to question 14.**

**Section B. (For non-users of library computer facilities only)**

1. If you do not use the computer facilities in the library, could you please say why: (please tick one)  
     
   didn’t know they were there 🞏  
   no interest/use 🞏  
   don’t know how to 🞏  
   have access elsewhere 🞏  
   no-one to help/reluctant to ask for help 🞏  
   other (please say what) 🞏

**Please now continue with sections C. and D.**

**Section C. (All respondents)**

1. Would you be interested in training on how to use the computer facilities?  
      
   Yes 🞏  
   No 🞏
2. How important is it for public libraries to provide computer facilities?   
     
   very important 🞏  
   quite important 🞏  
   not very important 🞏  
   not at all important 🞏
3. Which of these statements most reflects your view of the IT facilities?  
     
   a vital service 🞏  
   an add-on service, secondary to other library services 🞏  
   an unnecessary expense 🞏  
     
   Please give a reason for your view:

1. Are there any ways the library could improve your access to the IT services on offer?

**Section D. (All respondents)**

1. Are you a resident of [insert local authority area]?  
     
   Yes 🞏  
   If yes, please indicate your postcode below:  
     
     
     
   No 🞏  
   If no, are you visiting from:  
   within the UK 🞏  
   outside the UK 🞏
2. Are you a member of [insert local authority area] libraries?  
     
   Yes 🞏   
   No 🞏
3. Are you:   
     
   male 🞏   
   female 🞏
4. Are you:  
     
   full-time employed 🞏  
   part-time employed 🞏  
   self-employed 🞏  
   not in paid employment 🞏  
   student 🞏  
   student and working 🞏  
   retired 🞏  
   other (please say what) 🞏
5. Are you:   
     
   under 16 🞏   
   16-25 🞏   
   26-35 🞏   
   36-45 🞏   
   46-55 🞏

56-65 🞏   
over 65 🞏

1. How would you describe your ethnic background?   
     
   White 🞏  
   Black Caribbean 🞏

Black African 🞏

Black Other 🞏

Indian 🞏

Pakistani 🞏

Bangladeshi 🞏

Chinese 🞏

Other, please say what 🞏

1. Do you consider yourself to have a disability?  
     
   No 🞏  
   Yes 🞏  
   (please specify)

Thank you very much for taking the time to complete this questionnaire.

Please hand it back to a member of staff, or put it in the box provided.

[Delete as appropriate]  
  
If you have any other comments, please add them below:

**Questionnaire for library non-users**  
**Instructions:**

Firstly, ask the respondent if they use library services, and record their answer. If yes, ask them if they use computer facilities, and mark this answer down. Then explain that you are interested in surveying non-library users only, and thank them for their time.  
  
If the respondent answers no, explain that you are carrying out an evaluation of some of the library’s services, in order to improve facilities and make them more relevant for the local community. Then ask them the following questions:

1. Do you currently use a personal computer?

Yes   
No   
  
  
If no, please go to question 7

1. What do you currently use a computer for? (please tick all that apply).  
     
   work   
   education   
   leisure  
   other (please say what)
2. What computer applications do you use? (please tick all that apply).  
     
   word processing   
   databases   
   spreadsheets   
   games   
   World Wide Web   
   e-mail   
   Internet discussion groups   
   other (please say what)
3. What else would you like to use a personal computer for?
4. Where do you use computers? (please tick all that apply).  
     
   work   
   home   
   school/college   
   library   
   cybercafé   
   community centre   
   other (please say where)
5. Where would you go if you wanted to learn (more) about using computers?

1. Are you aware that some local libraries have computer facilities available?   
     
   Yes   
   No
2. Would you use computer facilities in the library?   
     
   Yes   
   No   
     
   Why?/ Why not?
3. What facilities or services would you most like to have available in your local library?  
     
   word processing   
   open learning facilities   
   internet access   
   training in computer skills:   
   basic   
   advanced   
   other (please say what)

The following questions are intended to provide us with a profile of respondents; emphasise that it would be very helpful to have the following information, and repeat that all answers will be entirely confidential and anonymous.

1. Are you:   
     
   male   
   female
2. Are you:   
     
   under 16   
   16-25   
   26-35   
   36-45   
   46-55

56-65   
over 65

1. Are you:  
     
   full-time employed   
   part-time employed   
   self-employed   
   unemployed   
   student   
   student and working   
   retired   
   other (please say what)
2. How would you describe your ethnic background?   
     
   White   
   Black Caribbean

Black African

Black Other

Indian

Pakistani

Bangladeshi

Chinese

Other (please say what)

1. Do you consider yourself to have a disability?  
     
   Yes   
   No
2. Are you a resident of [insert local authority area]?  
     
   Yes   
    If yes, please ask for their postcode.  
     
     
   No   
   If no, are you visiting from:  
   within the UK   
   outside the UK

Ask them if they have any other comments, and if they do, note them below:

Thank them for taking the time to answer the questionnaire.