

Our Development Plan will provide a road map for the future of our library services in Kilkenny and will inform how our libraries evolve to meet local needs. Your input is vital in guiding this process, and we welcome responses from everyone - both library users and people who do not use the library.

1. Are you a library member?

|  |  |
| --- | --- |
| Yes |  |
| No, but I use the library |  |
| No, I’m not a member and don’t use the library |  |

***\*If you are not a member and don’t use the library, please go directly to question 9***

1. Which of our libraries do you use? Tick all that apply

|  |  |
| --- | --- |
| Callan |  |
| Castlecomer |  |
| City Library, John’s Quay |  |
| Ferrybank |  |
| Graiguenamanagh |  |
| Loughboy |  |
| Thomastown |  |
| Urlingford |  |
| Mobile library |  |
| Local Studies |  |
| Online library |  |
| My Open Library, Castlecomer |  |

1. What are your main reasons for using the library?

|  |  |
| --- | --- |
| Borrowing books or other items |  |
| Attending events |  |
| Using PCs |  |
| WIFI |  |
| Printing / scanning |  |
| Studying |  |
| Browsing |  |
| As a social space |  |

1. How well does the library that you use most meet your needs?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Extremely well | Very well | Quite well | Not very well | Not at all |
|  |  |  |  |  |

1. Please rate the following for the library you use most.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Excellent | Very good | Average | Poor | No opinion |
| Book selection |  |  |  |  |  |
| Customer service |  |  |  |  |  |
| Buildings and facilities |  |  |  |  |  |
| Children’s area |  |  |  |  |  |
| PCs |  |  |  |  |  |
| WIFI |  |  |  |  |  |
| Printer, Scanner, Photocopier |  |  |  |  |  |
| Events |  |  |  |  |  |
| Opening Hours |  |  |  |  |  |
| Age Friendly facilities |  |  |  |  |  |
| Sensory Facilities |  |  |  |  |  |

1. Do you use our eServices / online services?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. Please rate the following services if you use them.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Excellent | Very good | Average | Poor | No opinion |
| eBook / eAudiobooks (Borrowbox) |  |  |  |  |  |
| eMagazines (Libby/Pressreader) |  |  |  |  |  |
| eNewspapers (Pressreader/Irish Newspaper Archive) |  |  |  |  |  |
| Online Classes (Universal Class) |  |  |  |  |  |
| Online languages (Transparent Languages) |  |  |  |  |  |
| Coding (Coding Ireland for Children) |  |  |  |  |  |
| TTRS (touch type read spell for children) |  |  |  |  |  |
| eComics (Comics Plus) |  |  |  |  |  |
| Movie Streaming (Kanopy) |  |  |  |  |  |

1. What do you value most about the library?

|  |  |
| --- | --- |
| Valuable community resource |  |
| Nice to have in the community |  |
| Not relevant to me |  |

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you faced any barriers that made it difficult to access or use the library? Please give details.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Is there any way we can improve services to better meet your need?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How do you prefer to hear about library news, services and events?

|  |  |
| --- | --- |
| Email or eNewsletter |  |
| In branch |  |
| Local newspapers |  |
| Social media |  |
| Website |  |
| Local radio |  |
| Community notice board |  |

1. Is there any further feedback you would like us to have?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. If you are not a member, what are your main reasons for not using the library?

|  |  |
| --- | --- |
| Lack of time |  |
| Location / transport |  |
| Not interested in free access to books / dvds / online services |  |
| Uncertain about what is on offer |  |
| Not a big reader |  |
| Other |  |

1. Is there anything that libraries could do to encourage you to use our services in the future?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for participating in this survey. Your input is essential in helping us shape the future of our library services for Kilkenny. If you wish to discuss anything further, please us at outreach@kilkennylibrary.ie or contact us on 056 7794160