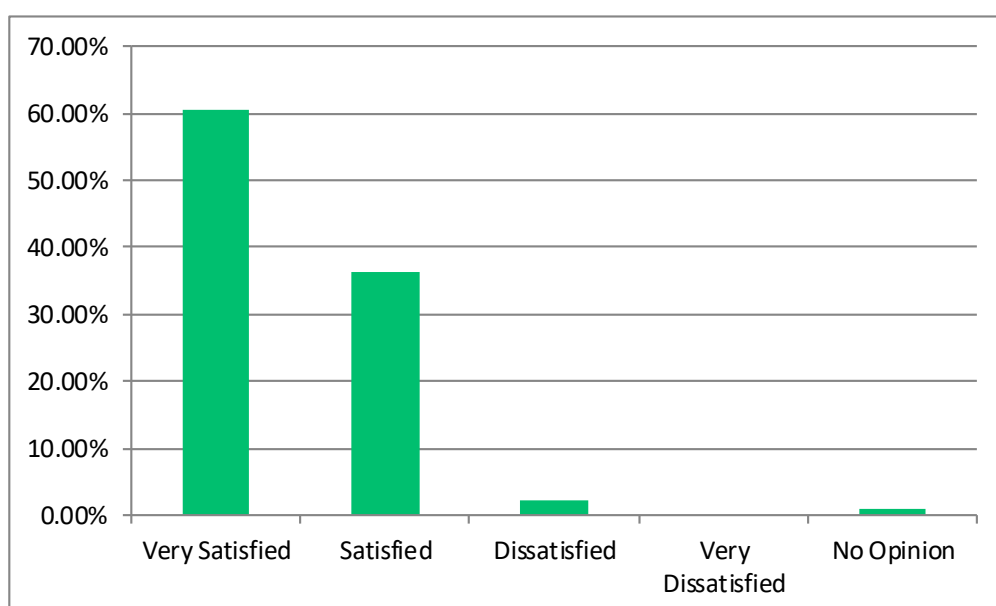


Annual Customer Satisfaction Survey

The Waimakariri Libraries' annual Customer Satisfaction Survey was conducted in June 2018. 96.89% of customers rated themselves as Satisfied or Very Satisfied with the Libraries.

Which of these best describes your overall satisfaction with the library?

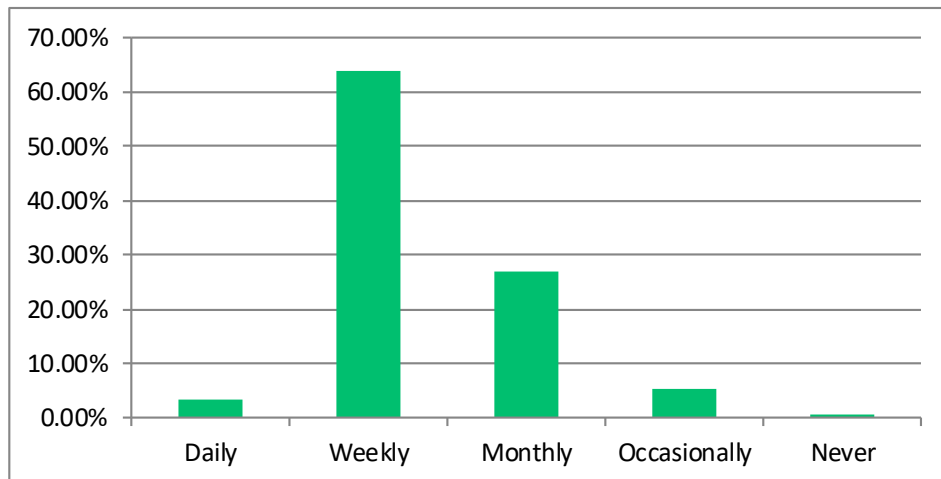
Answer Choices	Responses	
Very Satisfied	60.53%	273
Satisfied	36.36%	164
Dissatisfied	2.22%	10
Very Dissatisfied	0.00%	0
No Opinion	0.89%	4
	Answered	451
	Skipped	0



Biographies Subjects Kids Knowledgeable Study Education
 Resources Research Borrow Books
 Justice of the Peace Staff Displays of Books
 Reading Talking Books Library
 Family History Love Occasionally Place Easier
 New Books Excellent Good Books Services Relax
 Wifi Photocopying Grateful

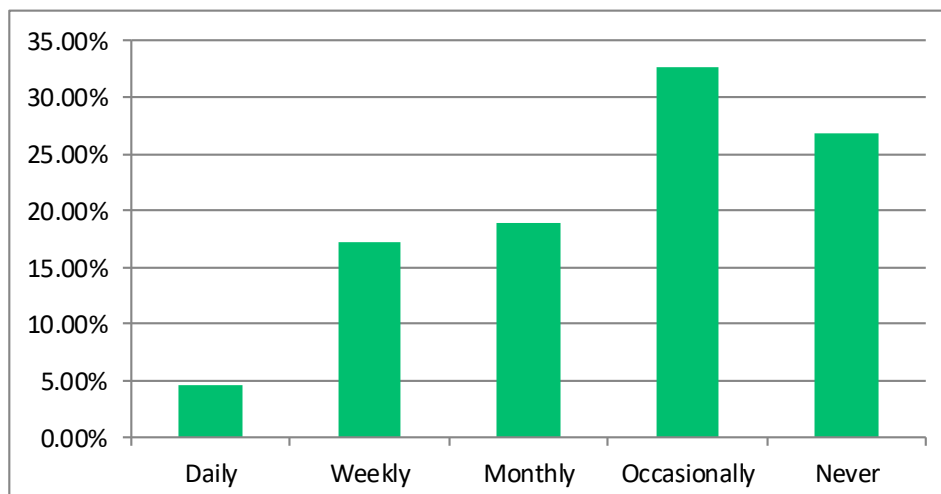
How often do you visit one of the Waimakariri Libraries?

Answer Choices	Responses	
Daily	3.34%	15
Weekly	63.92%	287
Monthly	26.95%	121
Occasionally	5.35%	24
Never	0.45%	2
	Answered	449
	Skipped	2



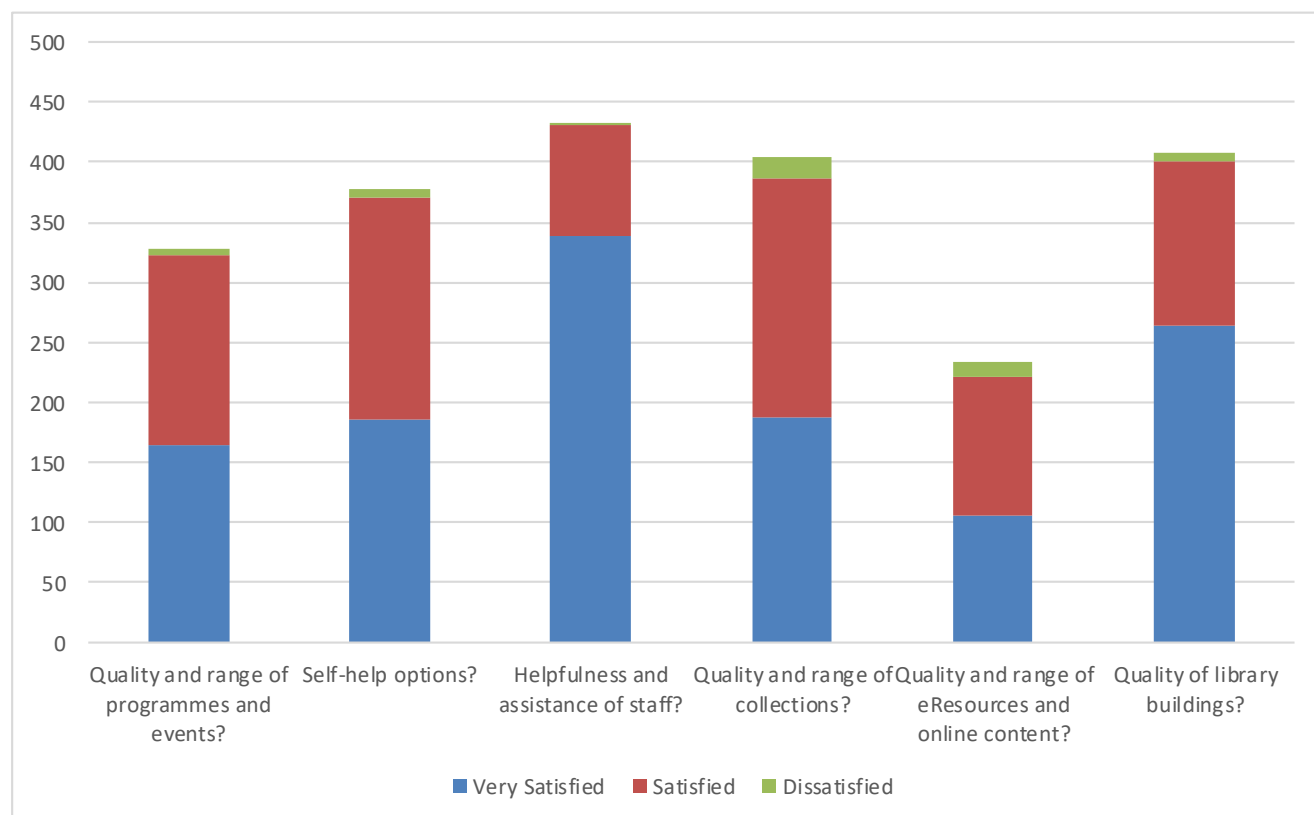
How often do you visit the Waimakariri Libraries' website?

Answer Choices	Responses	
Daily	4.55%	19
Weekly	17.22%	72
Monthly	18.90%	79
Occasionally	32.54%	136
Never	26.79%	112
	Answered	418
	Skipped	33

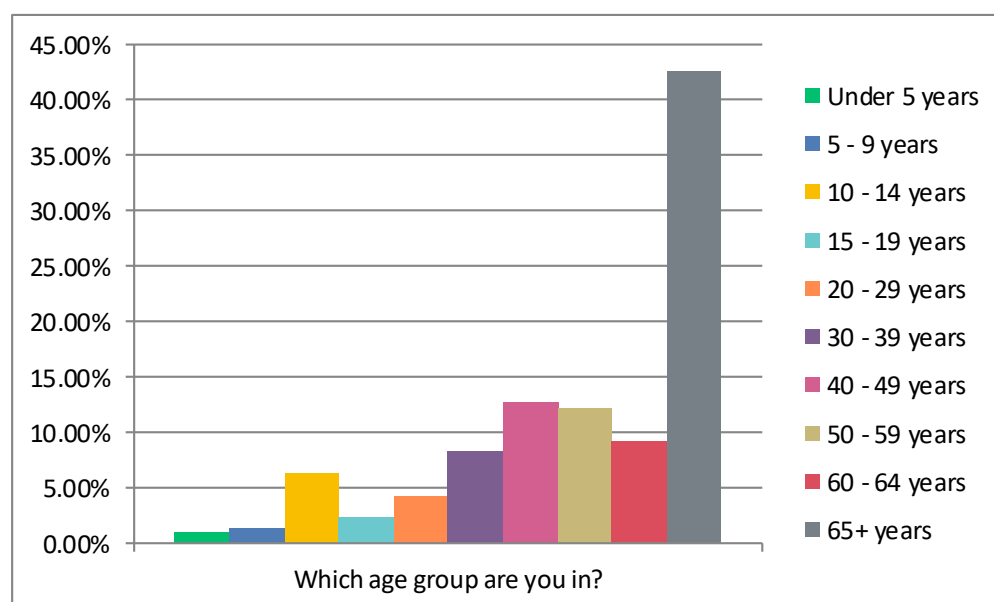


How do you rate the library regarding...?

	Programmes and events?	Self-help options?	Helpfulness of staff?	Quality of collections?	Quality of eResources?	Quality of buildings?
Very Satisfied	165	185	339	187	106	264
Satisfied	157	185	91	199	115	137
Dissatisfied	6	7	3	18	13	6



Statistical information



A selection of customer feedback:

- It is a nice comfortable, friendly and supportive place.
- I love to read to relax and learn about things. This contributes to my mental health - time out to relax.
- The library has been great for helping me find early reading material for my daughter who is 5. I also taught myself to crochet with the help of library books and also really enjoy coming to the library for some 'me' time as it is relaxing.
- All the staff are very nice :)
- Friendly staff, group sessions, calm quiet atmosphere, lovely place to spend time.
- Learnt a lot of new skills from the books that are in this library. Very satisfied with the work you guys do etc. Well done Rangiora team.
- Toddler Times has been a hit with my two boys. It's a great morning out for us. We borrow some new books each week when we come in too.
- It is a warm and friendly place to visit. The staff are lovely and helpful, especially the afternoon girls.
- I was looking for career info for my daughter. Your staff (the gorgeous lady with the vibrant dress style) was fantastic at helping me find the appropriate books. And she makes me smile every time I see her. She is your best asset.
- My children love reading - and the library helps foster this
- Just love this library. Staff are wonderful!!! Great taking my son here. Have learned about changes to Kaiapoi.
- Books play an important part of my life. My husband died 6 months ago and books have been integral to my health. I belong to the fortnightly book group at the library and enjoy the friendship and discussion.
- We love the library!! My girls and I are avid readers and we prefer to have actual books. We borrow a large pile of books weekly.
- Visiting libraries is important for me as has been part of my routine all of my life. I think they provide a feeling of well-being and familiarity, and cannot imagine a life without the pleasure of visiting a library and all that this offers.
- As an immigrant family it makes us feel part of the community. Everyone is made to feel welcome by the staff.
- I just love Kaiapoi Library, so pleased I moved out this way.
- Displays of books around the library are very useful to browse and find little treasures. Staff obviously put a lot of care and time into these. Thank you!
- As someone who is bedridden I have found the library services invaluable. My daughter picks books, mags, dvds etc up for me.
- Would like to see a small cafe attached to library.
- I fully agree with enlarging the Rangiora Library. It is great to be able to use both the Kaiapoi and Oxford libraries as well as Rangiora.
- Library at Pegasus/Ravenswood, or at least activities there until a library is built. Libraries shouldn't just be restricted to a building.