



people's panel



People's Panel Survey Report Summary

Auckland Libraries Regional Borrowing Survey

Final Report

Date 13/07/2011

Table of Contents

1.1	Survey Background	3
1.2	About the People’s Panel	3
1.3	Methodology	3
3.0	Findings.....	4
3.1	Library usage	4
3.2	Requesting items to be collected at the library	6
3.3	Delivery timeframes	9
3.4	Express delivery service.....	11
3.5	General comments on Auckland Libraries	14
4.0	Summary and conclusions.....	16
	Appendix I Questionnaire.....	17
	Appendix II Demographic profile.....	20

1.1 Survey Background

The formation of Auckland Council gave residents access to all items and services across the region's 56 library locations (including the mobile library), regardless of where they lived within the region. The new library service experienced much higher levels of regional borrowing than was anticipated, which created pressure on staff and other resources. The People's Panel Regional Borrowing Survey was conducted to:

- understand more about current regional borrowing activity
- test the concept of an at-home delivery service

1.2 About the People's Panel

The People's Panel aims to provide a representative sample of the Auckland resident population who are encouraged to get involved with a range of council issues, giving feedback by regularly completing online surveys and getting involved with focus groups and other activities as needed.

The panel ideally supplements other research, consultation and engagement activities used to provide public perceptions to help inform decision-making processes. Panellists are recruited to be 'typical' members of the public – that is, they include members of the public who come from a range of backgrounds and a range of levels of involvement with the council.

At the time of surveying, there were approximately 5,375 people registered with the panel, with representation from residents of each local board area, and by age group and ethnicity. However, the People's Panel is not yet representative of Auckland and further recruitment is under way to improve participation levels from particular areas, age groups and ethnicities.

For more information about the People's Panel visit: www.aucklandcouncil.govt.nz/peoplespanel

1.3 Methodology

The survey was sent out to 5375 People's Panel members and had 2086 responses, giving a margin of error of +/- 1.68%. The survey was live between 15 Apr 2011 and 9 May 2011, and one reminder was sent to boost the response rate. The survey took 5 minutes to complete on average.

It should be noted that participation in People's Panel surveys are voluntary. As such, the demographic and geographic distribution of panellists responding to this survey does not reflect the general population of Auckland.

For this reason, results should not be considered strictly representative. We do, however, emphasise the value of the feedback presented in this report from a larger scale consultation and engagement perspective.

Please note that results may not sum to 100% due to rounding in tables presented in this report.

3.0 Findings

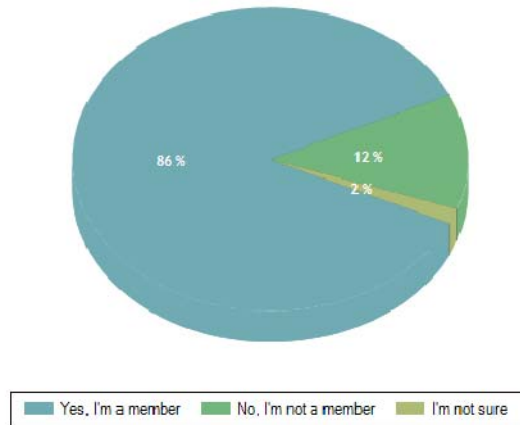
3.1 Library usage

Panellists were asked first about their use of Auckland Library services.

Library membership – summary of key findings
<ul style="list-style-type: none"> • 86% of panellists were members of Auckland Libraries • Panellists selected all but one of Auckland Libraries' 56 locations (includes the mobile library) as the library they visited most often • 12% of panellists said Auckland Central library was the library they visited most often

Almost all responding panellists (86%) said they were members of Auckland libraries. They selected all but one of Auckland Libraries' 56 different locations (includes the mobile library) as the library they visited most often. Twelve percent said they visited the Central City Library most often and these members came from 17 of the Auckland Region's 21 local boards.

Are you a member of Auckland Libraries?



Base: People's Panellists responding to Auckland Library Regional Borrowing survey (n=2086)

Are you a member of Auckland Libraries? (i.e. you have a library card) (This now includes the former Papakura, Franklin, Manukau, Auckland, Waitakere, Northshore and Rodney Libraries)	People's Panel n=2086 Number of responses	People's Panel n=2086 %
Yes, I'm a member	1,795	86
No, I'm not a member	257	12
I'm not sure	34	2

Base: People's Panellists responding to Auckland Library Regional Borrowing survey

Which of the following libraries do you visit most often? (Select one only)	People's Panel n=1795 Number of responses	People's Panel n=1795 %
Central City Library	217	12
St Heliers Library	71	4
Birkenhead Library	60	3
Orewa Library	53	3
Remuera Library	51	3
Mt Albert Library	50	3

Leys Institute Library (Ponsonby)	49	3
Takapuna Library	49	3
Waitakere Central Library	47	3
Mt Roskill Library	46	3
East Coast Bays Library	42	2
New Lynn War Memorial Library	38	2
Pukekohe Library	38	2
Grey Lynn Library	37	2
Massey Library	37	2
Onehunga Library	37	2
Highland Park Library	36	2
Howick Library	35	2
Botany Library	34	2
Devonport Library	34	2
Warkworth Library	34	2
Glen Eden Library	33	2
Blockhouse Bay Library	29	2
Whangaparaoa Library	29	2
Epsom Library	28	2
Albany Village Library	27	2
Manurewa Library	27	2
Papakura (Sir Edmund Hillary) Library	26	1
Parnell Library	25	1
Pt Chevalier Library	25	1
Te Atatu Peninsula Library	25	1
Panmure Library	24	1
Waiuku Library	24	1
Kumeu Library	23	1
Pakuranga Library	22	1
Avondale Library	18	1
Glenfield Library	18	1
Manukau Library	18	1
Northcote Library	18	1
Helensville Library	17	1
Papatoetoe Library	17	1
Titirangi Library	17	1
Waiheke Library	17	1
Glen Innes Library	13	1
Mangere Bridge Library	11	1
Mangere Town Centre Library	8	0
Otahuhu Library	8	0
Mahurangi East Library	7	0
Ranui Library	7	0
Wellsford War Memorial Library	7	0
Mobile Library	3	0
Te Matariki Clendon Library	3	0
Mangere East Library	2	0
Otara Library	2	0
Manukau Research Library	1	0
Tupu Youth Library	0	0
Other	121	7

Base: People's Panellists who said they were a member Auckland Libraries

3.2 Requesting items to be collected at the library

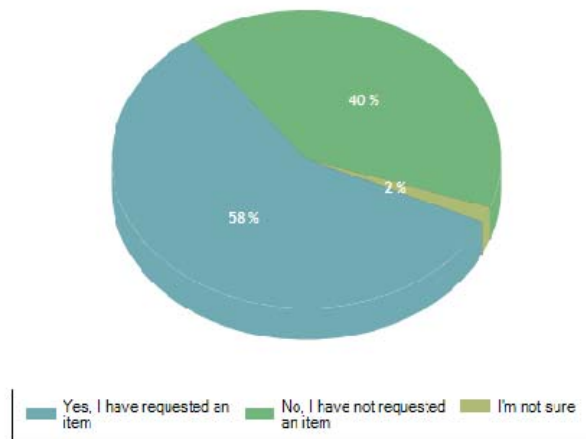
The survey looked at whether or not panellists had requested books or other items such as CDs or DVDs for collection at their local library since the start the new Auckland Library service (1 November 2010) as well as reasons behind the decision whether or not to request items and how many items were requested a month.

Library membership – summary of key findings

- 58% had requested items to be collected
- Of those panellists who had requested an item in the last month, 75% had requested 1-5 items
- 54% of those who had requested items thought that members should only be able to request 1-5 books at any one time
- 84% requested an item because it was not available at their local library

Fifty eight percent of library members had requested a book or other item for collection from their library since 1 November 2010. Just over half of these (51%) had not requested an item in the last month. Three quarters of those who had requested an item in the last month had requested between one and five items.

Have you requested a book or other item since November 1st 2010?



Base: People's Panellists who said they were a member of Auckland Libraries (n=1795)

Since November 1st 2010, have you requested a book or other item such as a CD or DVD to be collected by you at your library? This includes requests made online, and requests made in person at the library.	People's Panel n=1795 Number of responses	People's Panel n=1795 %
Yes, I have requested an item	1,042	58
No, I have not requested an item	723	40
I'm not sure	30	2

Base: People's Panellists who said they were a member of Auckland Libraries

Approximately, how many books and other items have you requested in the last month?	People's Panel n=1795 Number of responses	People's Panel n=1795 %
I've not requested an item in the last month	918	51
1 - 5	626	35
6 - 10	136	8
11 - 20	59	3
21 - 30	20	1
31 - 40	6	0
41 - 50	6	0
51 - 60	4	0
61 - 70	2	0
71 - 80	0	0
81 - 90	0	0
91 - 100	1	0
Over 100	1	0
I'm not sure	16	1

Base: People's Panellists who said they were a member Auckland Libraries

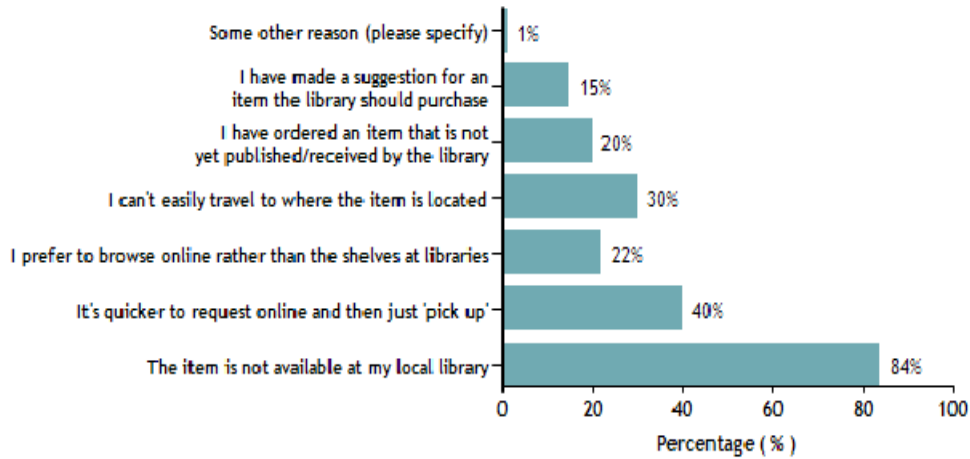
Over half (54%) of those who had requested items since 1 November thought the maximum number of books people should be able to request at any one time was between one and five. Twenty four percent thought the maximum should be between six and ten items.

What is the maximum number of books and other items that you think you should be able to request at one time?	People's Panel n=1795 Number of responses	People's Panel n=1795 %
0	16	1
1 - 5	961	54
6 - 10	435	24
11 - 20	151	8
21 - 30	51	3
31 - 40	28	2
41 - 50	19	1
51 - 60	1	0
61 - 70	0	0
71 - 80	1	0
81 - 90	0	0
91 - 100	2	0
Over 100	23	1
I'm not sure	107	6

Base: People's Panellists who said they were a member Auckland Libraries

Most panellists (84%) said they requested an item because it was not available at the local library. Forty percent said they found it was quicker to request an item they wanted online, then go and pick it up at the library.

Why do you request an item to be delivered to your library



Base: People's Panellists who said they were a member of Auckland Libraries who answered the question (n=1755)

Below are a list of reasons as to why you may choose to request an item... which are most relevant to you? <i>Please select all that apply.</i>	People's Panel n=1755 Number of responses	People's Panel n=1755 %
The item is not available at my local library	1,487	84
It's quicker to request online and then just 'pick up'	708	40
I prefer to browse online rather than the shelves at libraries	387	22
I can't easily travel to where the item is located	520	29
I have ordered an item that is not yet published/received by the library	356	20
I have made a suggestion for an item the library should purchase	266	15
Some other reason	25	1

Base: People's Panellists who said they were a member of Auckland Libraries who answered the question.
Multiple responses possible.

A number of different reasons were given for not choosing to request an item. The most common (31% of panellists) was that the required item had not been acquired by the library. One in four panellists said they didn't want to have to wait for an item to be delivered.

Why might you choose NOT to request an item?



Base: People's Panel Library members who had requested an item since Nov 2010 (n=1,144)

Below are a list of reasons as to why you may choose NOT to request an item... which are most relevant to you? <i>Please select all that apply.</i>	People's Panel n=1,144 Number of responses	People's Panel n=1,144 %
Because I have to logon to request online	159	14
Because it's just too much of a hassle	202	18
Because I don't know how to request an item	162	14
Because I don't want to wait for the item to be delivered	289	25
Because the item I want has not yet been received by the library	350	31
Some other reason (please specify)	186	16

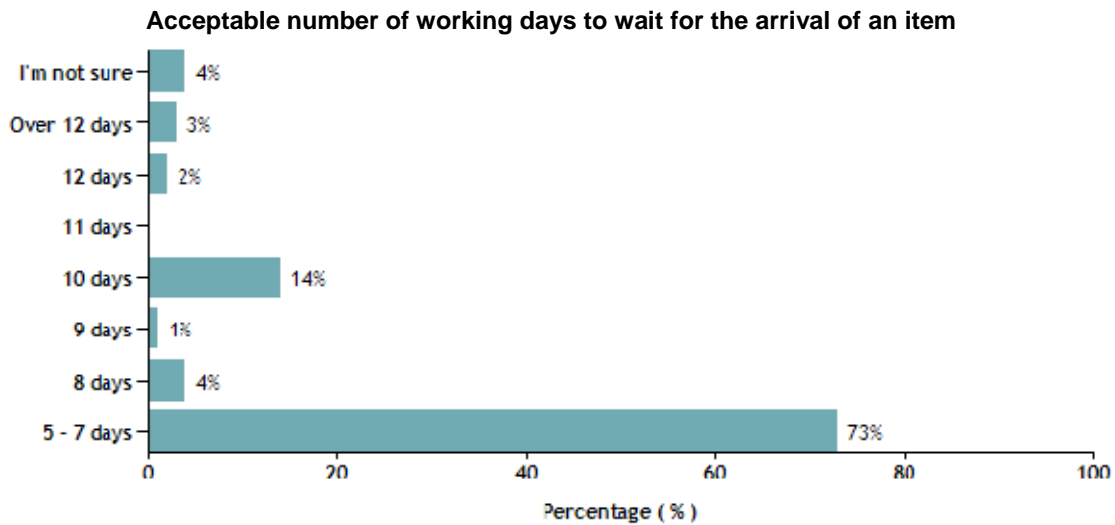
Base: People's Panelists who said they were a member Auckland Libraries who answered the question

3.3 Delivery timeframes

The survey explored the delivery times for requested items and how important it was to have these timeframes achieved.

Delivery timeframes – summary of key findings
<ul style="list-style-type: none"> • 73% expected to be able to collect requested items within 5 – 7 days • 35% thought it was important that their requested items were delivered within 5-7 days • 38% thought it was not important that their requested items were delivered within 5-7 days

Almost three quarters of panellists who had previously requested items said that they expected the items delivered within 5 to 7 days – the current target.

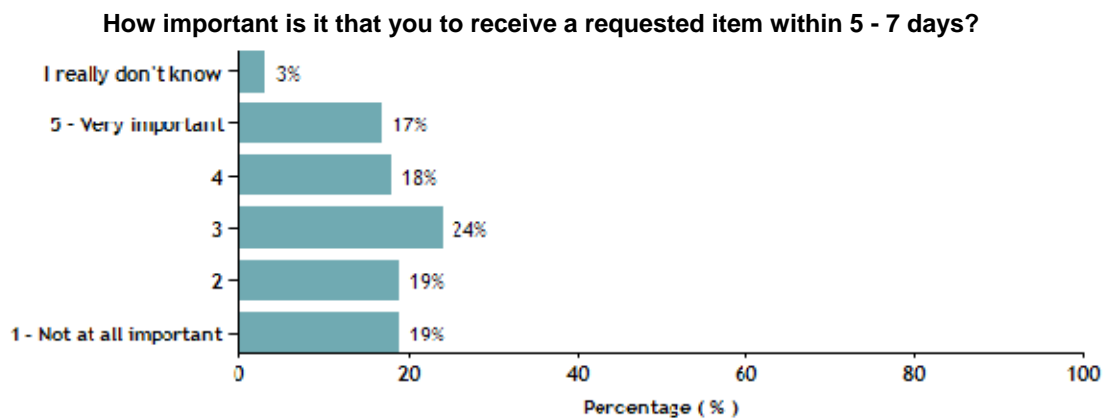


Base: People's Panel Library members who had requested an item since Nov 2010 (n=1,785)

Thinking about timeframes for delivery of your requested library item(s), which of the following is an acceptable number of working days for you to wait for the arrival of your item? Currently we aim to deliver items within 5 -7 days.	People's Panel n=1,785 Number of responses	People's Panel n=1,785 %
5 - 7 days	1,306	73
8 days	66	4
9 days	11	1
10 days	247	14
11 days	1	0
12 days	39	2
Over 12 days	54	3
I'm not sure	71	4

Base: People's Panel Library members who had requested an item since Nov 2010

Panellists were asked how important it was to receive an item within 5-7 days. Opinion was evenly split on this question - 35 percent said it was important to receive a requested item within five to seven days and 38 percent said it was not important.



Base: People's Panel Library members who had requested an item since Nov 2010 (n=1,785)

Since 1 November 2010 there has been a much higher rate of requesting books which are sourced from anywhere in the region. This means that a 5 - 7 day delivery time currently requires considerably greater financial and staff resources than initially expected. How important is it that you to receive a requested item within 5 - 7 days?	People's Panel n=1,785 Number of responses	People's Panel n=1,785 %
1 - Not at all important	349	19
2	346	19
Total not important (1 & 2)	695	38
3	424	24
4	326	18
5. Very important	301	17
Total important (4 & 5)	627	35
Don't know	49	3

Base: People's Panel Library members who had requested an item since Nov 2010

3.4 Express delivery service

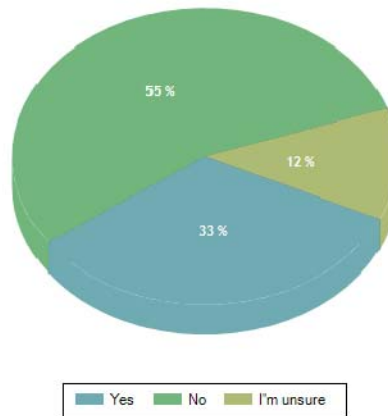
Increasing the number of working days waited for a requested item would reduce pressure on current financial and staff resources. For those who wanted items quickly, the idea of an express delivery service was proposed, giving library members the option of paying a small fee to have items delivered directly to their homes. Panellists currently requesting items were asked whether they were interested in such an express service and to give some ideas on how it should operate.

Express delivery service – summary of key findings

- 33% were interested in a paid express delivery service
- 83% of those interested suggested a cost between \$2 and \$5.99 per item for an express delivery service
- 40% thought the delivery time should be within 2 days

While most (55%) panellists said they would not be interested in paid express delivery service a third said they would be interested in paying a small fee to have requested library items delivered directly to their home. Contrary to what might be expected only forty percent those expressing interest in this service had previously said it was important to receive items within five to seven days. The proposed service also appealed to those who had previously said fast delivery was not so important.

Are you interested in a paid express delivery service?

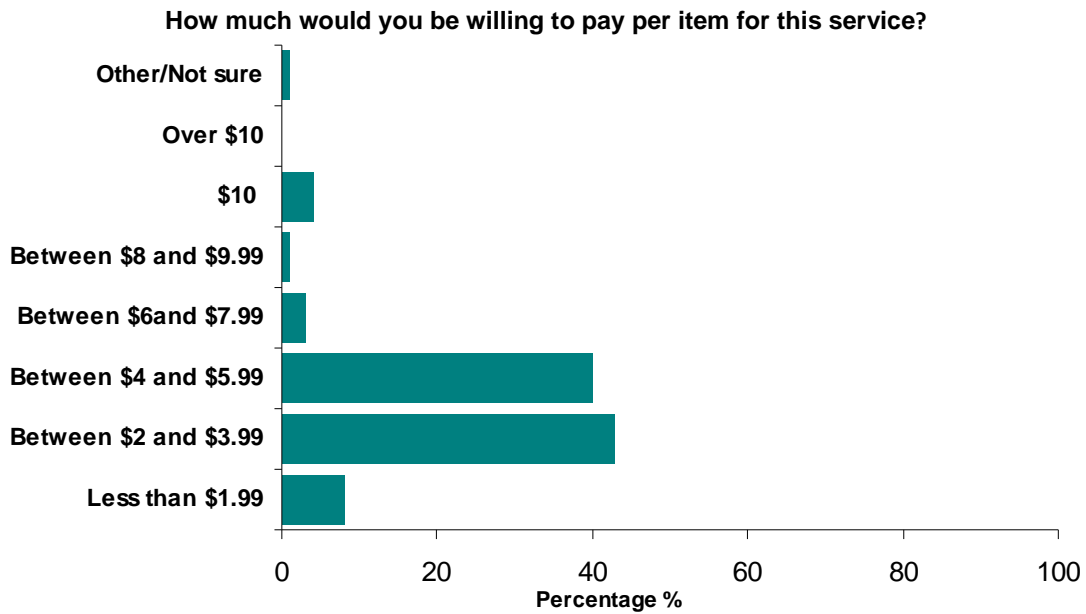


Base: People's Panel Library members who had requested an item since Nov 2010 (n=1,785)

<p>Increasing the number of working days waited for a requested item would reduce pressure on current financial and staff resources. However, Auckland Libraries is considering an option where library members, who wish to request items to be delivered to their homes, pay a small fee for this express service.</p> <p>Before considering this idea further, we want to get public feedback on this.</p> <p>Is a paid express delivery to your home something you would be interested in?</p>	<p>People's Panel n=1,785 Number of responses</p>	<p>People's Panel n=1,785 %</p>
Yes	596	33
No	980	55
I'm unsure	219	12

Base: People's Panel Library members who had requested an item since Nov 2010

Of those panellists who were interested in an express delivery, the majority (83%) were prepared to pay between \$2 and \$5.99 per item for an express delivery service. Just over half (51%) said they would only be prepared to pay less than \$4 and 40% said they would pay between \$4 and \$5.99. Some members suggested a flat rate for all items requested or a maximum charge for any one order.



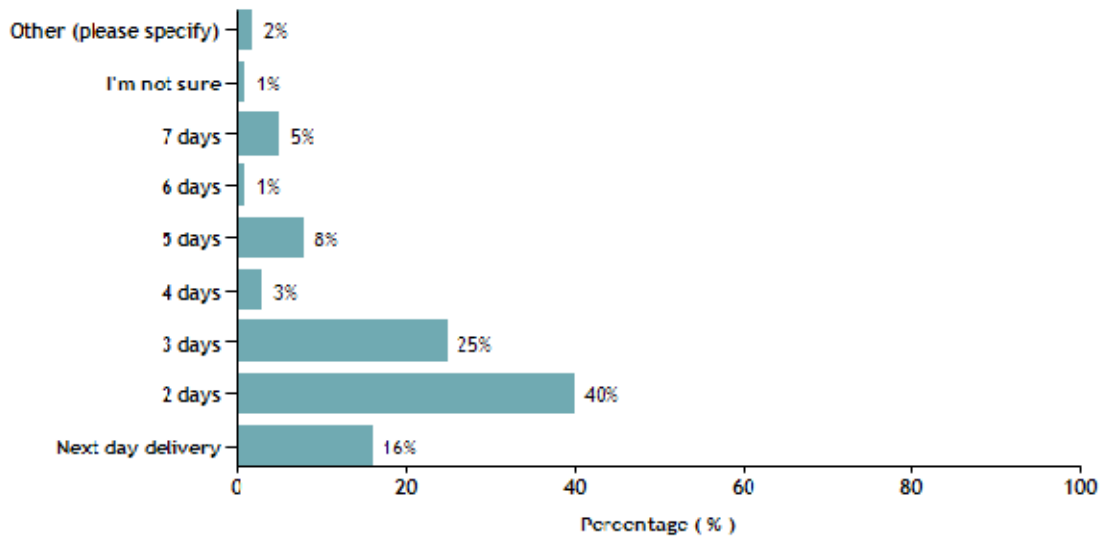
Base: People's Panel Library members who were interested in a paid express delivery service (n=595)

You said that you would be interested in the idea of a paid express delivery option. How much would you be willing to pay per item for this service? (Please enter the \$ amount you would be willing to pay per item)	People's Panel n=595 Number of responses	People's Panel n=595 %
Less than \$1.99	48	8
Between \$2 and \$3.99	254	43
Between \$4 and \$5.99	239	40
Between \$6 and \$7.99	18	3
Between \$8 and \$9.99	6	1
\$10	22	4
Over \$10	1	0
Other/Not sure	7	1

Base: People's Panel Library members who were interested in a paid express delivery service

Eighty-one percent of panellists expected a paid service to deliver items within three days or less. Forty percent thought items should be delivered within two days and 16% expected next day delivery.

What delivery time would you expect from an express service like this?



Base: People’s Panel Library members who were interested in a paid express delivery service (n=595)

What delivery time would you expect from an express service like this?	People’s Panel n=595 Number of responses	People’s Panel n=595 %
Next day delivery	97	16
2 days	239	40
3 days	147	25
4 days	19	3
5 days	46	8
6 days	3	1
7 days	27	5
I'm not sure	7	1
Other (please specify)	10	2

Base: People’s Panel Library members who were interested in a paid express delivery service

Panellists who said they were interested an express delivery service were generally enthusiastic about the idea and said that there were occasions when because they wanted an item quickly or because they couldn’t get to the library they would be prepared to pay for an express home delivery.

Many panellists emphasised that the costs of such a service should be entirely covered by the users and that the existing system for requesting items should not be affected. Other panellists thought the cost of such a service and the delivery times should be similar to those of commercial courier companies. Some suggested a tiered system with higher rates for faster delivery times or different rates for different numbers of items selected.

Paid express delivery service - selection of verbatim comments

Good idea

"This service would be greatly appreciated as mobility is a challenge me at times."

"Sometimes you need books for essays and assignments having a quick delivery service would be great."

"I would only use this option for urgent books, so I would only use it rarely. But it might be useful in such a circumstance. Most of the time I am happy to travel to the library, and to wait a couple of weeks for my book to arrive if necessary."

Needs to be user pays

"The library service provides free books for everyone. It is not a door to door service. I think if people want the books delivered to the door it should be user pays rather than ratepayer funded. I think books transferred to other libraries for collection should still be free."

"User pays. If you want something in a very short time, well you should be willing to pay for it. Why should other tax payers pay?"

"Those who seek fast delivery of items should be prepared to pay the cost of that service."

Commercial rates and delivery times

"As a small business owner that is about the same cost and time frame that most commercial businesses use for on line service delivery and I find that to be an acceptable performance"

"Much more convenient for me to order an item and have it delivered. I am prepared to pay around \$5-10 for this as this price is comparable to ordering a video and cheaper than buying a book. However the library services should continue to be free for those who can't afford it, and any profit from me ordering books could be used to help fund services for those who can't afford to pay."

Tiered system

"I'm not sure on costs of delivery so really I would be happy to pay the going rate for a next day delivery or closer to my \$5 for 2 day delivery. This would be a service I would use for sure if the waiting time at the library went up from the current 7days."

"It should be cheaper with the more you order."

3.5 General comments on Auckland Libraries

Almost all library members had highly favourable comments to make about Auckland libraries. They appreciated the level of service at their local library and welcomed the expanded resources offered by the new region wide system. Many members saw the free services offered by the library essential for the well being of the community. Some saw the act of visiting the library important and so did not favour the idea of home delivery. The very few negative comments made mentioned the noise of some libraries, difficulties in using the catalogue and online requesting system and the need for a greater range of books and more copies of popular books.

General comments about Auckland Libraries - selection of verbatim comments

Library members

"Since Nov 1 I believe the region has gained an extraordinary resource in the collective and now very connected book, media, knowledge and staff that are the Auckland Libraries. It is fantastic."

"Love the library for so many reasons ... I also think it is fantastic that requests have gone up so much, doesn't it show that people are excited to have access to so much more material."

"I think we have a stunning service and I am heartened further to discover that some libraries are even open on Sundays. Love the new super city libraries with easy access for all, any where. Any library I have been in had been a vibrant, healthy environment with helpful staff."

"I love the Libraries!! An absolute fan of what they provide which I believe is a priceless resource in our communities. Long may they be managed in a responsible way in order to continue the valuable service they provide."

"A wonderful asset to New Zealand and its culture."

"I think the Auckland Library service is fantastic. I've been able to just about order everything I've wanted except for a couple of exceptions and it has been a very prompt efficient service."

"I have really appreciated being able to reserve library items from all over the Auckland region for free. It

makes me more aware of the vast library network and resource available and the library system probably the service I most use and enjoy."

I'd just like to say that since Nov 2010, I am enjoying the greater selection of books available to me on the subjects pertaining to my interests. So far, this has been the most beneficial part of the amalgamation for me!"

"I am very happy that I can now borrow items from the Central Library - it's the first actual advantage I can see in the Super city arrangement!"

"An excellent service to our community. Thank you."

"The library service has improved out of sight for West Auckland readers since the super city."

"Best value for my rates and very helpful/pleasant staff."

"Excellent stuff guys and keep it up. It is the selfless attitude of each one of you that has made the council libraries an adorable place where we all find enlightenment...almost like an institution."

"I find the request system extremely useful, particularly since it has been expanded to include a wider region. It allows me to access books for my university studies that would otherwise be difficult for me to access."

"My only concern is that the public libraries stay free to use."

"Collecting items is another way of interacting with a community facility. Delivering is a further nail in the coffin of non participation, we are isolated enough"

"Too many other noisy activities going on within the Library. I know times have changed, but the primary function surely is still to provide a quiet space for people to read and browse."

"It would be helpful if your site was easier to search on DVDs and CDs I find this difficult and not logical. Also libraries should be maintained as quiet spaces. Teenagers and children and also adults should be encouraged to consider others."

"All members of this household find the catalogue difficult to use compared to previous versions of the library catalogue at Papakura. Otherwise I think the libraries are a wonderful public resource & all in my family appreciate our access to them."

"Have more Chinese magazine, articles and books from around the world. Thank you."

Most non-members also had very positive comments to make about Auckland libraries and while they might not have been members themselves knew others who valued the service.

A small number of non-members were strongly of the opinion that all library services should be paid for by the users, not ratepayers, and a few felt that with the advent of internet and online books, libraries were becoming obsolete.

General comments about Auckland Libraries - selection of verbatim comments

Non-members

"Even though I do not hold a library card, libraries are an important community facility. With information now dominated by web based systems libraries need to ensure that they keep up with the technology and widen their services to become more social and welfare orientated community gathering places. Internet cafes being an example."

"Auckland Libraries are excellent. I have lived in a few different countries and would say that they are the best I have had the pleasure of using."

"My 4 children are library members and all have had very positive experiences, thank you."

"Have used the Auckland Public Library a couple of times to research topics for business - fantastic resource. Have also helped refugee friends to enrol at their local library - great service. When I stop working, I hope to use the library frequently."

"Have found some on line services brilliant such as sourcing old photos and cemetery records for family NZ History"

"The new amalgamated council should not reduce facilities and services and services from their current level - public libraries should continue be enhanced with new technologies"

"I think that libraries should be user pays. We pay considerable rates for a service we do not use. That money would be better spent on roading infrastructure"

"I never use a library. Who does - when the internet is available?"

4.0 Summary and conclusions

Most panellists participating in the survey were members of Auckland Libraries. The central city library was the most commonly visited library and members from all over the new Auckland City area thought of it as their main library.

Almost all panellists who were library members were very complimentary about the services they received at their local library and enthusiastic about increased range of books, CDs, DVDs and other items now available to them. For many the amalgamation of the region's libraries was the best thing to come out of the creation of the new Auckland Council, while others saw effective and accessible library services crucial for community wellbeing.

Panellist who were not members of Auckland Libraries were also very positive about Auckland Libraries, with only a very few questioning whether ratepayers should be paying for the service or suggesting the concept of libraries was outmoded.

Just over half had requested an item for collection since the formation of the new Auckland Libraries and most of these said they requested between one and five items at a time. While most said they expected to be able to collect their requested item within five to seven days, when told of the pressures these delivery times placed on library resources, only a third said it was important for them to receive items within this timeframe.

One third of panellists said they would be interested in paying a small fee to have library items delivered directly to their home either to guarantee fast delivery or because their circumstances made it difficult to get to the library to collect items. Most were prepared to pay between \$2 and \$6 per item and thought delivery times and costs should be comparable to commercial courier rates.

Appendix I Questionnaire



Auckland Libraries Survey

In this survey we'd like to get your views on requesting items from Auckland Libraries.

With the formation of Auckland Council residents now have access to all items and services across the region's 55 library locations, regardless of where they live within the region. In this survey we'd like to know what you think of this service and also explore some other ideas around delivery times and number of items requested in a month. This survey should take 5 to 10 minutes to complete and contains a mix of tick boxes and free text questions where you can tell us what you think in your own words.

1A Are you a member of Auckland Libraries? (i.e. you have a library card). (This now includes the former Papakura, Franklin, Manukau, Auckland, Waitakere, Northshore and Rodney Libraries).

- Yes, I'm a member
- No, I'm not a member
- I'm not sure

2A This survey relates to requesting library items and we are only seeking feedback from panel members who have library cards. However, if you've any comments you'd like to make about Auckland Libraries, please feel free to provide these here:

3A Which of the following libraries do you visit most often? *(Please select one only)*

- | | |
|-----------------------------------|---------------------------------------|
| Albany Village Library | New Lynn War Memorial Library |
| Avondale Library | Northcote Library |
| Birkenhead Library | Onehunga Library |
| Blockhouse Bay Library | Orewa Library |
| Botany Library | Otahuhu Library |
| Central City Library | Otara Library |
| Devonport Library | Pakuranga Library |
| East Coast Bays Library | Panmure Library |
| Epsom Library | Papakura (Sir Edmund Hillary) Library |
| Glen Eden Library | Papatoetoe Library |
| Glen Innes Library | Parnell Library |
| Glenfield Library | Pt Chevalier Library |
| Grey Lynn Library | Pukekohe Library |
| Helensville Library | Ranui Library |
| Highland Park Library | Remuera Library |
| Howick Library | St Heliers Library |
| Kumeu Library | Takapuna Library |
| Leys Institute Library (Ponsonby) | Te Atatu Peninsula Library |
| Mahurangi East Library | Te Matariki Clendon Library |
| Mangere Bridge Library | Titirangi Library |
| Mangere East Library | Tupu Youth Library |
| Mangere Town Centre Library | Waiheke Library |
| Manukau Library | Waitakere Central Library |
| Manukau Research Library | Waiuku Library |
| Manurewa Library | Warkworth Library |
| Massey Library | Wellsford War Memorial Library |
| Mobile Library | Whangaparaoa Library |
| Mt Albert Library | Other (please specify) |
| Mt Roskill Library | |

3B Since November 1st 2010, have you requested a book or other item such as a CD or DVD to be collected by you at your library? This includes requests made online, and requests made in person at the library.

Yes, I have requested an item

No, I have not requested an item

I'm not sure

3C Approximately, how many books and other items have you requested in the last month?

I've not requested an item in the last month

1 - 5

6 - 10

11 - 20

21 - 30

31 - 40

41 - 50

51 - 60

61 - 70

71 - 80

81 - 90

91 - 100

Over 100

I'm not sure

3D What is the maximum number of books and other items that you think you should be able to request at one time?

0

1 - 5

6 - 10

11 - 20

21 - 30

31 - 40

41 - 50

51 - 60

61 - 70

71 - 80

81 - 90

91 - 100

Over 100

I'm not sure

4A Below are a list of reasons as to why you may choose to request an item... which are most relevant to you?
Please select all that apply.

The item is not available at my local library

It's quicker to request online and then just 'pick up'

I prefer to browse online rather than the shelves at libraries

I can't easily travel to where the item is located

I have ordered an item that is not yet published/received by the library

I have made a suggestion for an item the library should purchase

Some other reason (please specify)

4B Below are a list of reasons as to why you may choose NOT to request an item... which are most relevant to you? *Please select all that apply.*

Because I have to logon to request online

Because it's just too much of a hassle

Because I don't know how to request an item

Because I don't want to wait for the item to be delivered

Because the item I want has not yet been received by the library

Some other reason (please specify)

5A Thinking about timeframes for delivery of your requested library item(s), which of the following is an acceptable number of working days for you to wait for the arrival of your item?

Currently we aim to deliver items within 5 -7 days.

5 - 7 days

8 days

9 days

10 days

11 days

12 days

Over 12 days

I'm not sure

Since 1 November 2010 there has been a much higher rate of requesting books which are sourced from anywhere in the region. This means that a 5 - 7 day delivery time currently requires considerably greater financial and staff resources than initially expected.

6A How important is it that you to receive a requested item within 5 - 7 days? *

Not at all important=1 2 3 4 5=Very important I really don't know

6B Increasing the number of working days waited for a requested item would reduce pressure on current financial and staff resources. However, Auckland Libraries is considering an option where library members, who wish to request items to be delivered to their homes, pay a small fee for this express service. Before considering this idea further, we want to get public feedback on this.

Is a paid express delivery to your home something you would be interested in?

Yes

No

I'm unsure

7A You said that you would be interested in the idea of a paid express delivery option.

How much would you be willing to pay per item for this service?

(Please enter the \$ amount you would be willing to pay per item)

7B What delivery time would you expect from an express service like this?

Next day delivery

2 days

3 days

4 days

5 days

6 days

7 days

I'm not sure

Other (please specify)

7C Please provide us with more detail as to your answers above

8A Do you have any other comments you would like to add regarding Auckland Libraries?

Appendix II Demographic profile

	All respondents Absolute values n=2086	All respondents Percentages (%) n=2086	Statistics NZ Percentages (%) 2006 census data
Gender			
Female	1159	56	51
Male	862	41	49
Unknown/ Other	50	2	-
Age			
15-24 years	54	3	20
25-34 years	226	11	19
35-44 years	408	20	21
45-54 years	450	22	17
55-64 years	449	22	12
65-74 years	311	15	7
75+ years	89	4	6
Unknown	99	5	-
Ethnicity (Multiple response)			
NZ European	1568	75	47
Other European	227	11	8
Maori	108	5	11
Pacific Peoples	62	3	15
Asian	158	8	18
Middle Eastern, Latin American, African	33	2	1
Other	13	1	8
No response/ Refused	73	3	-
Local Board			
Albert-Eden	220	11%	7
Devonport-Takapuna	91	4%	4
Franklin	97	5%	4
Great Barrier	3	0.1%	0.1
Henderson-Massey	103	5%	8
Hibiscus and Bays	151	7%	6
Howick	147	7%	9
Kaipatiki	112	5%	6
Mangere-Otahuhu	39	2%	5
Manurewa	47	2%	6
Maungakiekie-Tamaki	104	5%	5
Orakei	160	8%	6
Otara-Papatoetoe	26	1%	6
Papakura	42	2%	3
Puketapapa	40	2%	4
Rodney	148	7%	4
Upper Harbour	52	2%	3
Waiheke	23	1%	1
Waitakere Ranges	75	4%	3
Waitemata	214	10%	5
Whau	91	4%	5
Other	101	5%	-
Unknown	220	11%	-
<i>Demographics from People's Panel registration information</i>			