

**Libraries Wi-Fi Feedback Survey**

**Final results report**

This report sets out the findings from a survey carried out by the Richmond Library Service regarding user satisfaction with Wi-Fi provision in borough libraries.

1. **Background**

A free Wi-Fi service was introduced in Richmond borough libraries early in 2014. This survey was designed to gather feedback from library users, gauge satisfaction with the new Wi-Fi service and identify any issues the Library Service needs to address for the future.

Views were welcomed from all users of Richmond borough libraries, whether or not they had so far used the new Wi-Fi service.

1. **Methodology**

The survey was open from 10 November to 7 December 2014. There were a total of 40 responses to the survey. The survey was available on the Council’s online consultation page and paper copies were also available on request. The consultation was publicised through posters in libraries and library staff encouraged visitors to the library to participate.

Percentages may not add up to 100 due to rounding or multiple responses. Data tables are provided in Appendix A.

1. **Summary of findings**

Awareness of the free Wi-Fi service is high amongst the 40 respondents to the survey – almost three quarters (73%) stated that they knew it was available in every library in the borough, while around 70% of respondents had already used the Wi-Fi network.

For those who had not yet used the Wi-Fi network (12 respondents) the main reason was because they don’t use the library for internet access so have little interest in the Wi-Fi service provided.

Of those (28 respondents) who had used the Wi-Fi service some key findings included around nine in ten:

 - found it easy or very easy to find the network on their device (100%)

 - rated the network as either good or very good (96%)

 - said they have never required assistance when using the Wi-Fi network (96%)

 - found the speed of the network fast or very fast (92%)

In terms of further facilities the Libraries Service could offer to improve users’ experience of the Wi-Fi service, the most frequently mentioned was wireless printing followed by loaning of equipment such as laptops/tablets for use within libraries.

Almost half (48%) of all the respondents to the survey were aware of the free training available and this figure rises to over 60% amongst those who have used the Wi-Fi service already. The vast majority of respondents (90%) did not want to be contacted with more details about the free training; however four people would be interested in this and have supplied their contact details.

1. **Profile of respondents**

There was a slightly higher proportion of female (60%) compared to male (40%) respondents. In terms of age around 10% were aged under 35 with around a fifth (20%) aged 35-44 and just over a third (35%) aged 45 to 54. Around a fifth (20%) of respondents, were aged 55-64 and a similar proportion were aged 65 or over (20%).

The majority of respondents said that they did not have a disability (82%) but a significant minority (18%) said that did. The majority (95%) of respondents were White / White British. In terms of where respondents lived, the most frequently mentioned postcodes included TW1, TW2 or TW3 (29%) followed by SW13 or SW14 (16%) TW10 or TW11 (13%) and W3, W4 and W5 (13%).

1. **Detailed findings**
	1. **Wi-Fi Service**

Respondents were first asked if they knew that free Wi-Fi was available in every library in the borough. This was a mandatory question so all 40 respondents submitted an answer. Just under three quarters of respondents (73% or 29 respondents) said yes, they did know that Wi-Fi is available while just over a quarter (28% or 11 respondents) did not.

**Chart 1**

Base: all respondents (40)

All respondents were then asked if they have used the Wi-Fi network in any of Richmonds libraries. Around 70% (28 respondents) stated they had used the Wi-Fi netweork while 30% (12 respondents) had not.

**Chart 2**

Base: all respondents (40)

* 1. **Wi-Fi non-service users**

The online survey routed respondents to different questions at this point depending if they had previously used the Wi-Fi network in Richmond’s libraries. Of the 12 respondents that said they had not used the Wi-Fi network in Richmond’s libraries, the main reasons as to why they had not included:

* I don't use the library for internet access (5 respondents)
* Other reason, please specify (3 respondents)
* I don't have a device that has Wi-Fi (2 respondents)

In terms of the other reasons stated all three respondents said they did not know Wi-Fi was available in the library.

* 1. **Wi-Fi service users**

The 28 respondents who said they have used the Wi-Fi service in Richmond’s libraries, were also asked a series of questions. Firstly they were asked how easy it was for them to find the Library Service’s free Wi-Fi network on their device. All of the respondents (100%) who had used the Wi-Fi network said they either found it very easy or fairly easy to find the Library Service’s free Wi-Fi network.

Base: all respondents who have used Richmond Libraries Wi-Fi service (28)

In terms of using the Wi-Fi network, those who had used it were asked how they rated the speed of the network. The vast majority (92% or 26 respondents) said they rated the speed of the network as either very fast or quite fast, while only 8% (2 respondents) rated it as either quite slow or very slow.

Base: all respondents who have used Richmond Libraries Wi-Fi service (28)

The two respondents who rated the network as either quite slow or very slow were asked which library or libraries they were using. The two libraries identified were Castlenau and Hampton.

Respondents were also asked if they have ever required assistance when using the Wi-Fi network. The vast majority (96% or 27 respondents) who had used the Wi-Fi network said they had not required assistance while only one respondent (4%) had.

Base: all respondents who have used Richmond Libraries Wi-Fi service (28)

One respondent replied to the question if you have required assistance when using the Wi-Fi network, please tell us what assistance you needed. The respondent stated they asked staff what the password for the network was.

The vast majority (96% or 27 respondents) of respondents who have used the Wi-Fi network said overall they rated it either as very good or good while, only 4% or 1 respondent rated it as poor. The one respondent who did rate it as poor said this was because the signal does not reach to the far end of the library and not into the staff room unless it is a clear day and doors are open.

Base: all respondents who have used Richmond Libraries Wi-Fi service (28)

The respondents who have used the Wi-Fi network were also asked what else could be done to improve their experience of the libraries Wi-Fi service . All those who answered this question (100% or 22 respondents) said wireless printing facilties. This was followed by the loan of equipement such as laptops/tablets for use within libraries (45% or 10 respondents). One respondent (5%) identified another offer which was to possibly loan basic Kindles or equivalents.

Base: all respondents who have used Richmond Libraries Wi-Fi service and answered the question (22)

* 1. **Further information**

All of the respondents were asked if they were aware that free training on using devices such as tablets and iPads and connecting to Wi-Fi is available at the Information and Reference Library in Richmond. Just over half (53% or 21 respondents) said they were not aware while, just under half (48% or 19 respondents) were aware. This figure rises to over 60% amongst those who have used the Wi-Fi service already.

Base: all respondents (40)

When asked if they would like to be contacted with more detials about the free training, the vast majority (90% or 36 respondents) did not want to be contacted while 10% (4 respondents) did.

Base: all respondents (40)

**Appendix A – data tables**

**Table 1 - Did you know that free Wi-Fi is available in every library in Richmond borough?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Yes  | 29 | 73**%** |
| No  | 11 | 28**%** |
| **Total** | **40** | **100%** |

Base: all respondents

**Table 2 - Have you used the Wi-Fi network in any Richmond borough library?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Yes | 28 | 70**%** |
| No | 12 | 30**%** |
| **Total** | **40** | **100%** |

Base: all respondents

**Table 3 - Can you tell us why you haven't used the Wi-Fi network?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| I don't use the library for internet access | 5 | 50% |
| Other reason, please specify: | 3 | 30% |
| I don't have a device that has Wi-Fi | 2 | 20% |
| I don't know how to connect my device to Wi-Fi | 0 | 0% |
| **Total** | **10** | **100%** |

Base: all respondents who have not used the Wi-Fi network and answered this question

**Table 4 - How easy was it to find the Library Service’s free Wi-Fi network on your device?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Very easy | 25 | 89% |
| Fairly easy | 3 | 11% |
| Fairly difficult | 0 | 0% |
| Very difficult | 0 | 0% |
| **Total** | 28 | 100% |

Base: all respondents who have used Richmond Libraries Wi-Fi service

**Table 5 - When using the Wi-Fi how would you rate the average speed of the network?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Very fast | 6 | 21% |
| Quite fast | 20 | 71% |
| Quite slow | 1 | 4% |
| Very slow | 1 | 4% |
| **Total** | 28 | 100% |

Base: all respondents who have used Richmond Libraries Wi-Fi service

**Table 6 - If you found the network slow, please tell us which library or libraries you were using?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Castlenau | 1 | 50% |
| Hampton | 1 | 50% |
| **Total** | 2 | 100% |

Base: all respondents who found the Wi-Fi network slow

**Table 7 - Have you ever required staff assistance when using the Wi-Fi network?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Yes | 1 | 4% |
| No | 27 | 96% |
| **Total** | 28 | 100% |

Base: all respondents who have used Richmond Libraries Wi-Fi service

**Table 8 - Please tell us what kind of assistance you needed?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Indication of what the password would be | 1 | 50% |
| No response | 1 | 50% |
| **Total** | 2 | 100% |

Base: all respondents who required assistance

**Table 9 - How would you rate the libraries wi-fi network overall?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Very good | 18 | 64% |
| Good | 9 | 32% |
| Satisfactory | 0 | 0% |
| Poor | 1 | 4% |
| Very Poor | 0 | 0% |
| **Total** | 28 | 100% |

Base: all respondents who have used Richmond Libraries Wi-Fi service

**Table 10 – As you’ve rated the service as poor or very poor, please tell us about your experience?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| The signal does not reach to the far end of the library and not into the staff room unless it is a clear day and doors are open. | 1 | 100% |
| **Total** | 1 | 100% |

Base: all respondents who rated the wi-fi network as poor or very poor

**Table 11 - What else could we offer to improve your experience of our Wi-Fi service?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Wireless printing facilities | 22 | 100% |
| Loan of equipment such as laptops/tablets for use within libraries | 10 | 45% |
| Other please specify | 1 | 5% |
| **Total** | 22 |  |

Base: all respondents who have used Richmond Libraries Wi-Fi service. (multiple choice question so percentages will not add up to 100)

**Table 12 – Did you know that free training on using devices such as tablets and iPads and connecting to wi-fi is available at the Information and Reference Library in Richmond?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Yes | 19 | 48% |
| No  | 21 | 53% |
| **Total** | 40 | 100% |

Base: all respondents

**Table 13 – Would you like us to contact you with more details about the free training?**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **%** |
| Yes | 4 | 10% |
| No  | 36 | 90% |
| **Total** | 40 | 100% |

Base: all respondents

**Table 14 – Gender**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **Percentage** |
|  |  |  |
| **Female** | 24 | 60% |
| **Male** | 16 | 40% |
| **Total** | **40** |  |

Base: all respondents,

**Table 15 - Age**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **Percentage** |
| Under 18 | 0 | 0.0% |
| 18-24 | 1 | 2.5% |
| 25-34 | 3 | 7.5% |
| 35-44 | 8 | 20% |
| 45-54 | 14 | 35% |
| 55-64 | 8 | 20% |
| 65-74 | 4 | 10% |
| 75+ | 2 | 10% |
| Total | 40 |  |

Base: all respondents

**Table 16 - Disability**

|  |  |  |
| --- | --- | --- |
|  | **Count** | **Percentage** |
| No | 32 | 82% |
| Yes | 7 | 18% |
| Total | **39** |  |

Base: all respondents

**Table 17 - Ethnic group**

|  |  |  |
| --- | --- | --- |
|  | **Number** | **Percentage** |
| White/White British | 37 | 95% |
| Asian/Asian British | 1 | 3% |
| Mixed/Mixed British | 0 | 0% |
| Black/Black British | 1 | 3% |
| Other | 0 | 0% |
| Total | **39** |  |

Base: all respondents,

**Table 18 – Postcode**

|  |  |  |
| --- | --- | --- |
|  | **Number** | **Percentage** |
| TW1, 2 or 3  | 11 | 29% |
| SW13, 14 | 6 | 16% |
| TW10 or 11 | 5 | 13% |
| W3,4,5 or 6 | 5 | 13% |
| TW12 | 4 | 11% |
| Other | 4 | 11% |
| TW9 | 3 | 8% |
| **Total** | **38** |  |

Base: all respondents,