A survey of Clarence Valley and Bellingen Shire residents to measure their satisfaction with the library collections

A random and representative survey of 246 Clarence Valley and Bellingen Shire residents conducted by the Clarence Regional Library

Report dated May 2019
Executive Summary

Clarence Regional Library conducted a collection needs survey during November and December 2018.

The survey was designed to gauge if the library service was meeting customer needs and see what current trends and interests are.

In a reflection of the aging population there was a significant increase from respondents aged 60 or above.

On the whole the results were similar to the 2014 survey with a few changes in the order of popularity of some genres.

Background

The Clarence Regional Library Strategic Action Plan 2012-2022 Targeted Public consultations include:

- Developing a consultation plan
- Target particular groups on an annual basis
- Build results into future budget allocations
- Train staff or engage in a consultant
- Analyse results

The aim is to inform future collection development.

The CRL Committee has agreed on the benefits of running regular surveys of resident and library users in order to maintain an awareness of satisfaction with various aspects of the library service and to respond accordingly. These are to alternate annually between targeting specific groups and targeting the broader community.

A digital literacy survey was run in 2016 and a Book Club survey in 2017. The last Collection Survey was delivered in 2014. Since then the library service has increased its collections of electronic resources such as eBooks, eAudio and eMagazines and the DVD collection has grown.

After a review of the 2014 survey, survey questions were developed which would provide feedback on the usage and satisfaction with all collections and formats held within all CRL libraries. The questions were placed into SurveyMonkey for online completion and analysis, and duplicated in print surveys as an alternative means of collection.

Promotion

The survey was promoted to the community through a media release, posters in the library, Facebook posts and the library website. Once again a Samsung Galaxy Tab A was offered as a prize in each LGA as an incentive to complete the survey.
The survey was available from 12 November 2018 to 21 January 2019 and print surveys entered into survey monkey after this so that analytical statistics could be generated. A total of 246 surveys were submitted, significantly less than the 2014 survey.

Findings and comparisons

The following is a summary of the major findings to come out of the survey, with possible interpretations of these. Comparisons with the 2014 survey are highlighted in italics.

Gender

As with previous surveys, the larger proportion of responses were from females (73.5%) (76.44%), than from males (26.5%) (23.56%). Interestingly the proportion of females has slightly decreased over the last 4 years.

Age

3% of respondents were under 20 years, this continues a downward trend from the 2014 survey (4.93%) and the 2009 survey (12.7%).

17.52% were aged between 20 and 50, being the working ages for most of the population, however this was a significant decrease from the 2014 survey when respondents from this age group were 24.66%

17.95% were aged between 50 and 60, once again this is a decrease from 20.28% in 2014.

61.54% of respondents were aged 60 or above, this is a significant increase from the just over 50% from the 2014 survey and the 43.7% of the 2009 survey. This is a reflection of the aging population.

Location and Membership

There was a noticeable change in the split of responses between the two Councils in this survey. 57.32% (73.5%) of respondents were from Clarence Valley and 37.8% (23.5%) of respondents were from the Bellingen Shire.

97.15% of respondents are members of the Clarence Regional Library.

The majority of respondents were from Grafton Library (21.95%) followed by Dorrigo (18.70%), Bellingen (16.26%), Yamba (12.20%), Iluka (11.79%), Maclean (8.13%), Urunga (7.72%) and the Mobile Library (3.25%).

The percentage of respondents who visit the library in person stayed relatively steady (94.72%) in comparison to the 2014 survey (95.25%).

41.46% accessed the library through the internet, slightly down on the 46% who did so in 2014.
Otherwise access to the library was through the telephone, via email or through a family member. This made up 10.57%.

General Library Services

Print collections increased their excellent rating in this survey to 41.8% with 29.51% rating the print collection as above satisfactory. In the 2014 survey the excellent rating was 35.7% and 29.4% was above satisfactory.

45.22% of respondents did not give a rating for eBooks and eMagazines. Only 14.35% rated the collection as excellent, 20.43% as above satisfactory and 13.48% as satisfactory. CRL moved to a new platform, BorrowBox, in July 2018. These figures are perhaps an indication that we need to do more publicity and build our collection.

Once again a large proportion of respondents, 52.38%, do not access on online resources, this is similar to the 2014 survey 55.95%. Of those who do use these resources 16.88% rated them as excellent, 14.72% as above satisfactory and 14.29% as satisfactory.

Collection format

For the question “You find what you need at the library” 23.58% responded always, 60.57% often, 15.04% sometimes and .81% rarely. This is fairly similar to the 2014 survey where 29% always found what they wanted, 61% often, 8.50 sometimes, 1.25% rarely and .25% never.

As in previous surveys print is still the most popular format. 61.25% of respondents prefer paperback with 57.92% preferring hardback.

The DVD collection continues to be a popular collection with 34.58% of respondents rating it high and 23.33% rating it medium. This is comparable with the 2014 survey with 32.6% rating DVD’s high and 27.25 rating them medium.

Large Print is the next most popular format with 23.33% of respondents rating it high and 30% rating it medium.

The fifth most popular format was Magazines, followed by Audio books (MP3), eBooks, eAudio books and eMagazines
Fiction genres

In response to the question of which Fiction genres customers would like more of once again the top pick was Australian fiction (56.44%), a slight increase on 2014 (54.27%). This was followed by Crime/Detective (52.89% - 48.76% in 2014), Mystery (45.78% - 46.3% in 2014), Historical (43.56% - 33.9% in 2014) Action/Adventure (41.33% - 33.3 in 2014), Thriller (35.11% - 30.3% in 2014) and Humour (32.89% - 33.6 % in 2014).

Other genres that rated between 15-30% include classics, science fiction, fantasy, short stories, romance, sagas and women’s literature.

Genres that are not so popular and rated at the bottom include Young Adult, Paranormal, Feminist, Graphic Novels, Christian fiction, Westerns, Horror and LGBTIQ.

The open question asking for specific authors or titles received 72 responses. Most responses named particular authors, many of which the library has on standing order. This indicates that we need to think of ways to promote those popular authors whose latest books are heavily reserved so that customers see that they are available.

Below are some of the other comments received for this question.

“I'm most impressed with Library’s current A1+ coverage of authors; plus, there’s the added bonus of being able to recommend the Library acquires new titles. I couldn't be happier! Thanks!!”

“I like that the library buys the latest best selling authors ... Those I like are too numerous to put down ... It is also good to be able to suggest purchases after reading a good review or wanting to watch a TV series when one does not have pay TV of any kind.”

“I do not read much fiction, especially not "recipe" writers. I prefer well-written historical novels with a strong and accurate factual basis.”

Non Fiction categories

Biographies are still the most popular category in the non fiction collection 42.38%, an increase on the 35.6% recorded in the 2014 survey.

The five next popular categories were Gardening (34.76% / 31.27%), History (32.86% / 26.9%), Travel (31.9% / 27.86%) and Crafts (29.05% / 31.27%)

Local History remains a popular subject with 25.71% wanting to see more titles on the shelf, a slight increase since 2014 (24.5%).
There were 21 responses to the open ended question asking respondents to list authors, titles or subjects they would like to see more of in the collection. Once again some of the more recently popular non fiction titles were named, which we already held copies of.

“Again, I comment that I’m already very pleased with Library’s current resources and anticipate they will continue to grow and improve over time.”

“I don’t have any names. I just enjoy picking up a true life story, any category, any subject.”

Magazines

There was an interesting difference in responses in this survey in comparison to the 2014 survey.

The top 8 subjects that respondents would like to see more magazines on are the environment (30.82%), Lifestyle (28.93%), Hobbies (27.24%), Wildlife (26.42%), Travel and Holiday (26.42%), Alternative Lifestyles (25.79%), Self sufficiency (25.16%), Health and Fitness (23.27%), and Women (21.38%).

There was a large increase from the 2014 survey in the percentage of respondents who were interested in magazines on the Environment (12.64%), Alternative Lifestyles (13.03%) and Self Sufficiency (14.18%) reflecting a growing awareness of our environment and sustainability.

There were 34 comments in the open ended question about what magazines would you like to see in your library. They were all for specific titles (some of which we already hold). All titles will be checked for price and availability and possible inclusion in our magazine subscription.

DVD’s

Once again Comedy films rated highly with 48.54% wanting to see more on the shelves, followed by Drama (42.69%), British (36.26%), Detective/Mystery (36.26%), Family Movies (25.09%) and Classics (33.92%).

eResources

28% of respondents addressed the question of whether they access eBooks, eAudio or eMagazines through the Clarence Regional library website.

eBooks are the most popular format with 67.14% of respondents followed by eAudio books (37.14%) and eMagazines (35.71%). There has been a large increase in the percentage of people accessing eAudio books from the last survey 19.79% and a slight decrease in eMagazine usage (39.6%)
The introduction of the Borrowbox platform for eBooks and eAudio books has been popular. The increase in percentage of people interested in eAudio books can potentially be linked to this.

Adult fiction remains the most requested collection for eBooks with 76% of the 75 respondents favouring this, 32% would like to see more biographies in the eBook collection and 29.33% more non fiction. In comparison to the 2014 survey biographies (30.53%) have overtaken non-fiction (39.63%) but only just.

22.67% would like to see more young adult fiction reflecting this generation’s confidence with technology.

Conclusions
The responses have shown very little change over the last 4 years of what our customers want from their library collections in terms of fiction genres and non fiction subjects. However there has been a big increase in customers wanting to access information on the environment, self sufficiency and alternative lifestyles in the magazine format.

The low response from customers under the age of 20 highlights a need to find a way to connect with this segment of the community to find out what they would like to see in their library.

It is interesting to note that in some of the open responses customers have asked for authors or titles that are already in the collection. This indicates that we need to evaluate how we promote new additions to the collection and how we provide Reader’s Advisory services.

The increase in popularity of e-audiobooks shows that the move to the Borrowbox platform has been beneficial and usage figures are reflecting this.

Recommendations
- That we review our marketing and promotion of individual collections.
- That we review our Fiction Standing Order list in regards to number of copies purchased for popular authors.
- That we publish the results of the survey and post onto the library website and a hardcopy be sent to each branch for display.
- That a general response to comments, complaints and suggestions be produced and posted to the website.
- That a specialised survey for children aged 5-12 be developed for delivery in September/October 2019.
Major Data Responses from the Survey

Q1 Which council area do you live in?

- Bellingen
- Clarence Valley
- Other (please specify)

Q2 Are you a member of the Clarence Regional Libraries?

- Yes
- No
Q3 Which library service do you usually use?

Answered: 246  Skipped: 0

Q4 Which library do you use / contact most often?

Answered: 246  Skipped: 0

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
Q5 How do you usually access the library's services?

- Visit the library in person: 90%
- Through the internet: 35%
- By phone: 5%
- Via email: 1%
- Through a family member: 1%
- Through a friend: 1%
- Using a home library service: 1%
- Other (please specify): 0%

Answered: 246, Skipped: 0
Q6 Regarding the library you use / contact the most often, how satisfied are you with the following?

Answered: 246  Skipped: 0

- Print collections...
- Ebooks and emagazines
- Online information...

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
Q7 You find what you need at the library:

- always: Answered: 246, Skipped: 0
- often
- sometimes
- rarely
- never

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
Q8 Please rate the following formats that exist in our collection, with high being your preferred format.

Answered: 240  Skipped: 6

- Hardback
- Paperback
- Audio books (MP3)
- Large print
- Graphic novels
Clarence Regional Library Collection Needs Survey – 2018

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
Q9 Which of the following FICTION genres would you like to find more of on your library’s shelves?

Answered: 225  Skipped: 21

- Action / adventure
- Australian
- Christian fiction
- Classic
- Crime / detective
- Erotica
- Fantasy
- Feminist
- LGBTQ (gay and lesbian)
- Graphic novels
- Historical
- Horror
- Humor
- Mystery
- Paranormal
- Romance
- Sagas
- Science fiction
Q10 Please list the names of any Fiction authors and titles that you would like to see included in our collections. Please use the format: last name, first name and/or initials/title e.g. Roberts, Nora / The Witness / Glory in Death Enter a new line for each author you add.

Anna Jacobs
Cleeves, Ann (The Vera Series)
Liane Moriarty
Spike Millingan. Diary
Any Australian authors
Sands, Lynsay
Kapuscinski
Tabucchi
Daniel Pennac
Umberto Eco
Robert Galbraith
Parks, Tony
Courtney, Bruce
Simmons, Paulina/ all of her books
Popular authors
I’m most impressed with Library’s current A1+ coverage of authors; plus, there’s the added bonus of being able to recommend Library acquires new titles. I couldn't be happier! Thanks!!
Satisfied with what’s available.
Barbara Hambly
james patterson  reichs kathy   child lee
Shiloh Walker / The Unwilling, The reunited, The protected, The doubted, Hunters Fall, Hunters rise, Razed , Busted, Ruined..
J.R Ward/ Consumed, Irresistible Bachelor
Lora Leigh/ Shameless embraces, Where the heart lies, Nautier and Wilder,
Shayla Black/ Holding on tighter, Wicked and Dangerous, Dirty Wicked, Smoke and sin
Christine Feehan/ Leopards run, Toxic Game, Shadow Warrior.
Maya Banks/ Brighter than the sun, Where ever you are, Undeniable, Colter's gift, With Every breath, Just one touch.
Gina Showalter/ The vampires bride, The Darkest Captive, the Darkest King
Kresly Cole/ Shadows seduction The professional, The player.
Diana Palmer/ Heartless, Tom, Escapade,
Kristen Ashley/ Free, wild like the wind, Raid, Deacon, Sebring,
Kylie Scott/ Trust, It seemed like a good idea at the time, Repeat.
Lauren Dane/ Sugar

Magson Adrian
Martini Steve
Mariani Scott
Masello Robert
May Peter
Goddard Robert
Silva Daniel

Lamour, Louis
Henry, Will
Paine, Lauren

Jim Kelly
Roberts, Nora

Hesse, Herman , Quinn, Daniel
Gemmell, David
Andreas Pluegler (Andreas Pfluger?)

Susan B Kelly, Carin Gerhardsen, Amanda Cross

Johnson,Milly
Kelly,Cathy
Oflanagan,Sheila
Wiseman,Beth
Brunstetter,Wanda

More Penguin Classics or similar. Less pulp fiction
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<tr>
<th>Book Title</th>
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<td>Russo, Richard / Trajectoy: A Short Story Collection</td>
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<td>Bolton S.J./ all Lacy Flint novels</td>
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<td>Crombie Deborah/ all Kincaid/James</td>
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<td>Jessie Cole, Staying</td>
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<td>Chadwick Elizabeth / The Running Vixen</td>
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<td>Jane Harper</td>
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<td>Paulo Coelho</td>
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<td>Kelly Zimmer</td>
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<td>Jacqui French - adult and young adult</td>
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<td>Child, Lee - Jack Reacher series</td>
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<td>Goscinny, Rene - Asterix and the Hack Gold, 12 tasks of Asterix</td>
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<td>Canadian Authors:</td>
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<td>Bodami, Anita Rau / Tamarind Mem / Tell it to the trees / Haunting Bombay / ...etc</td>
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I like that the library buys the latest best selling authors ... Those I like are too numerous to put down ... It is also good to be able to suggest purchases after reading a good review or wanting to watch a tv series when one does not have pay tv of any kind
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<thead>
<tr>
<th>Author</th>
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<tr>
<td>Morris, Heather</td>
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Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
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<td>Miller, Alex</td>
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<td>Tan, Amy</td>
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<td>Bryson, Bill</td>
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<td>Keneally, Tom</td>
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<td>Sedaris, David</td>
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<td>Kent, Hannah</td>
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<td>Child, Lee</td>
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<td>Patterson, James</td>
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<td>Morrison, Di</td>
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<td>Nunn, Judy</td>
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<tr>
<td>Murakami, Haruki / Kafka on the Shore</td>
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<tr>
<td>Author</td>
<td>Title</td>
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<td>------------------------</td>
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</tr>
<tr>
<td>Mistry, Rohinton</td>
<td>A Fine Balance</td>
</tr>
<tr>
<td>Platchett, Ann</td>
<td>Bel Canto</td>
</tr>
<tr>
<td>Coetzee, J.M.</td>
<td>Disgrace</td>
</tr>
<tr>
<td>Franzen, Johnathan</td>
<td>The Corrections</td>
</tr>
<tr>
<td>Lahiri, Jhumpa</td>
<td>Interpreter of Maladies</td>
</tr>
<tr>
<td>McCann, Colum</td>
<td>Let the Great World Spin</td>
</tr>
<tr>
<td>McEwan, Ian</td>
<td>Amsterdam</td>
</tr>
<tr>
<td>Donagheue, Emma</td>
<td>Room</td>
</tr>
<tr>
<td>Pullman, Phillip</td>
<td>The Amber Spyglass</td>
</tr>
<tr>
<td>Ghosh, Amitav</td>
<td>Sea of Poppies</td>
</tr>
<tr>
<td>Ruth, Phillip</td>
<td>American Pastoral</td>
</tr>
<tr>
<td>Mankell Henning</td>
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<tr>
<td>Daniel Silva</td>
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</tbody>
</table>
Q11 Which of the following NON-FICTION categories would you like to find more of on your library’s shelves?

Answered: 210  Skipped 36

- Arts
- Automotive (cars and...
- Biographies and memoirs
- Building / renovation
- Business
- Careers and education
- Computers and the internet
- Cooking, food and wine
- Crafts
- Crime and criminals
- Culture and world customs
- Current events
- Economics
- Environment
- Gardening
- Genealogy
- Government and politics
- History
Q12 Please list the names of any NON-FICTION authors, titles or subjects that you would like to see included in our collections. Please use the following format if listing an author and title: last name, first name and/or initials/title
Enter a new line for each author/title/subject you add

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pauline Scudamore, Spike Millingan biography.</td>
</tr>
<tr>
<td>Quilting</td>
</tr>
<tr>
<td>Sewing manuals</td>
</tr>
<tr>
<td>I would like to see more accounts of people’s personal travels and also more travel guides. I think the library collection is somewhat lacking in these areas. Recently, I donated a travel book to the library and then found it on the 50 cent sale shelf. Also, recently I recommended a travel book &quot;For Better for Worse&quot; by Damien and Siobhan Horner to a friend only to find that it had been withdrawn from the library collection a couple of weeks previously and been boxed up and sent to Grafton Rotary. Would it be possible for a list of library books that are to be withdrawn from the collection to be put on the library's web site and the library members given a chance to buy them? Another time I saw a fantastic fiction book that was only a couple of years old &quot;All the Light I Cannot See&quot; on the 50 cent sale shelf and bought it to lend to friends who hadn't read it. Also, you don’t have a full collection of Janet Evanovich’s Stephanie Plum novels. I donated some that I'd bought second hand that weren't in the collection - I hope they made it into the collection. I’ve been trying to find &quot;Hot Six&quot; which is not in the collection for about 10 months. I don't want to do an inter library loan because you have to pay the fee (?$5) even if the book can't be borrowed from another library. Again, I comment that I’m already very pleased with Library’s current resources and anticipate they will continue to grow and improve over time.</td>
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<tr>
<td>Syed Bounce</td>
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<tr>
<td>Crochet</td>
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<tr>
<td>Vollmann, William T</td>
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<tr>
<td>Mieville, China</td>
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<tr>
<td>More copies of Dark Emu</td>
</tr>
<tr>
<td>Holgren, David, Retrosuburbia</td>
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<tr>
<td>Permaculture</td>
</tr>
<tr>
<td>more on sculpture and papier mache</td>
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<tr>
<td>more sewing instruction book</td>
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</tbody>
</table>

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Gargantuan Book of Words</td>
<td>Astle, David</td>
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<tr>
<td>Rewording the Brain</td>
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<tr>
<td>Eating ourselves Sick</td>
<td>Stephen, Louise</td>
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<tr>
<td>Horse racing</td>
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<tr>
<td>Cricket</td>
<td></td>
</tr>
<tr>
<td>SILK ROAD</td>
<td>Frankopan Peter</td>
</tr>
<tr>
<td>Dark Emu.</td>
<td>Pascoe Bruce</td>
</tr>
<tr>
<td>I don't have any names. I just enjoy picking up a true life story,</td>
<td></td>
</tr>
<tr>
<td>any category, any subject.</td>
<td></td>
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<tr>
<td>quilters companion</td>
<td></td>
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<tr>
<td>handmade</td>
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<tr>
<td>Flannery, Tim</td>
<td>Adyashanti</td>
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<tr>
<td>Adyashanti</td>
<td>Longo, Valter</td>
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<tr>
<td>Stefano//Brilliant Green/Environment</td>
<td>Mancuso, Stefano</td>
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<tr>
<td>Environment</td>
<td>Grayling A.C</td>
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<tr>
<td>Native bee keeping</td>
<td>Herd, Tim</td>
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<tr>
<td>second edition (soon to be out)</td>
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<tr>
<td>Investing for Dummies</td>
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<tr>
<td>The barefoot investor</td>
<td>Pape, Scott</td>
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<tr>
<td>The best moment of your life</td>
<td>Lonely Planet</td>
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<tr>
<td>Video Games</td>
<td></td>
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<tr>
<td>Xbox</td>
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<tr>
<td>Autumn in the Heavenly Kingdom</td>
<td>Platt, Stephen</td>
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<tr>
<td>The Biggest Estate (this is on request)</td>
<td>Gammadge, Bill</td>
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<tr>
<td>Threads:</td>
<td></td>
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<tr>
<td>Sapiens / Homo Deus</td>
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<tr>
<td>Browne, Peter / The Longest Journey</td>
<td>Browne, Peter</td>
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<tr>
<td>On Privilege</td>
<td>Burnside, Julian</td>
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<tr>
<td>A Voluptuous God</td>
<td>Thompson, Robert V.</td>
</tr>
<tr>
<td>Narrative Means to Therapeutic Ends</td>
<td>Epston, David and White,</td>
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<tr>
<td>Cutting through Spiritual Materialism</td>
<td>Trunpa, Chogyam</td>
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</tbody>
</table>

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library
<table>
<thead>
<tr>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obama, Michelle / Becoming</td>
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<tr>
<td>Aston, John / Faith in Science / In six days / Evolution impossible / Creation V Evolution / Creation Science</td>
</tr>
<tr>
<td>Famous Australians</td>
</tr>
<tr>
<td>Aboriginal history of local areas</td>
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<tr>
<td>Douglas Murray</td>
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<tr>
<td>Jordan B Peterson</td>
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</tbody>
</table>
Q13 Which of the following MAGAZINE categories would you like to see more of on your library's shelves, including those in the emagazine collection?

Answered: 159  Skipped: 87
Q14 Please list specific MAGAZINE titles that you think the library should consider.

Answered: 42  Skipped: 204

<table>
<thead>
<tr>
<th>Magazine Titles</th>
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<tbody>
<tr>
<td>25 Beautiful Homes, Country Style</td>
</tr>
<tr>
<td>National Geography</td>
</tr>
<tr>
<td>Daphne's Diary</td>
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<td>Motor</td>
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<tr>
<td>Auto Action</td>
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<tr>
<td>The economist</td>
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<tr>
<td>Caravan Australia</td>
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<tr>
<td>This England</td>
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<tr>
<td>Macworld Australia</td>
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<tr>
<td>Breathe</td>
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<tr>
<td>Teen breathe</td>
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<tr>
<td>Traces</td>
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<tr>
<td>Australian Womens Weekly</td>
</tr>
<tr>
<td>McSweeneyys</td>
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<tr>
<td>Renew</td>
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<tr>
<td>Reader's digest</td>
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<tr>
<td>That's life!</td>
</tr>
<tr>
<td>Teen Breathe, Flow</td>
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<tr>
<td>Felting, Embellish, Quilting Down Under</td>
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<tr>
<td>The Monthly/ Australian Artist/ Textiles</td>
</tr>
<tr>
<td>You have really excellent “New Philosopher”</td>
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<tr>
<td>What about “Scientific American”?</td>
</tr>
<tr>
<td>“Bicycling Australia”</td>
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<tr>
<td>“Bike”</td>
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<tr>
<td>Category</td>
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</tbody>
</table>
| "Cycling" (UK or USA publications) | IT girl  
|                               | Total girl  
|                               | Little angel  
| Gardening                     | Travel  
| Archery Action                | Australian Shooter  
| Breathe                       | Teen Breathe  
|                               | Sanctuary  
| Money Magazine                | Australian New car buyer  
|                               | Fourfourtwo  
| Cookery                       |  
| Cookery                       |  
| Australian Geographic        | Creation Magazine  
|                               | Biblical Archaeology Review  
| Australian Country            | Australian Photography  
| Daphne's diary                | Choice Money  
| The Economist                 | Designer Knitting Magazine  
|                               | PomPom Quarterly  
|                               | The Knitter  
|                               | Simply Knitting  
|                               | Laine Magazine  

Q15 Which of the following DVD categories would you like to see more of on your library's shelves?

Answered: 171  Skipped: 75

- Action
- Adventure
- Animated films
- Biographical films
- British
- Chickflicks
- Children's films
- Classics
- Comedy
- Crime / gangster
- Cult movies
- Detective / mystery
- Disaster movies
- Drama
- Dystopia
- Epics / historcal
- Family movies
- Film noir
Q16 Do you access ebooks, emagazines or eaudiobooks through the Clarence Regional Library website?

Answered: 70  Skipped: 176

- ebooks: [Graph showing percentage]
- emagazines: [Graph showing percentage]
- eaudiobooks: [Graph showing percentage]

Q17 What types of ebooks or eaudio would you like to see more of in the collection?

Answered: 75  Skipped: 171

- Adult fiction (novels): [Graph showing percentage]
- Non-fiction: [Graph showing percentage]
- Biographies: [Graph showing percentage]
- Young adult fiction: [Graph showing percentage]
- Junior easy readers: [Graph showing percentage]
- Graphic novels: [Graph showing percentage]
Q18 What is your age group?

Answered: 234  Skipped: 12
Q19 Are you male or female?

Answered: 234  Skipped: 12

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<th>80%</th>
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