

APPENDIX A

CHRISTCHURCH CITY COUNCIL

ANNUAL SURVEY OF RESIDENTS

LIBRARIES

Q.1 "Do you hold a Christchurch City Council library membership card?" (CIRCLE ONE)

Yes - 2 No - 1 Don't know - 3

Q.2a **SHOWCARD 2a**

"Have you visited any of these Christchurch City Council public libraries in the last 12 months?"
(CIRCLE ONE)

Yes - 2

No - 1

Don't know - 3

GO TO BOX BEFORE Q.7

Q.2b **SHOWCARDS 2a & 2b**

"About how often altogether, did you visit any of these libraries in the last 12 months?"
(CIRCLE ONE)

Once a week or more often
(50 times or more often) ----- 1

Once a month or more often
(12 to 49 times) ----- 2

Once every 3 months or more often
(4 to 11 times) ----- 3

Less often than that
(1 to 3 times) ----- 4

Don't know ----- 5

Q.3a **SHOWCARD 3**

"Which of these describes your main reason for visiting a Council library over the last 12 months?"
(CIRCLE OR RECORD ONE ONLY IN **MAIN REASON** COLUMN BELOW)

Q.3b "And which, if any, describes your next most important reason for visiting a Council library over the last 12 months?"
(CIRCLE OR RECORD ONE ONLY IN '**2ND REASON**' COLUMN BELOW)

	Q.3a Main Reason	Q.3b 2nd Reason
To borrow or return books	01	01
To borrow or return records, cassettes, CD's & videos	02	02
To get information	03	03
To browse and read	04	04
To study	05	05
To bring the children	06	06
Because I enjoy the quiet & the atmosphere	07	07
No other reasons		08
Other reason (SPECIFY)	_____	_____
	_____	_____

Q.4a "Which branch of the library have you visited most in the last 12 months for **borrowing books**?"
(SPECIFY BRANCH AND CODE LIBRARY FROM CARD 2a)

NONE = Z → GO TO INTERVIEWER INSTRUCTIONS ABOVE Q.5a

CODE NUMBER OF THE LIBRARY FROM SHOWCARD 2a.

Q.4b **SATISFACTION SHOWCARD**

"Thinking just about borrowing books from the [BRANCH NAMED IN Q.4a] library in the last 12 months, how satisfied or dissatisfied were you with ...?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know/ N/A
"The range of books at that library?"	1	2	3	4	5	6
"How easy it was to find your way around that library by yourself and find what you wanted by yourself?"	1	2	3	4	5	6
"How long you had to wait to get your books issued?"	1	2	3	4	5	6
"How long you had to wait if you reserved a book or requested an interloan?"	1	2	3	4	5	6
"How helpful the staff were?"	1	2	3	4	5	6
"How polite and courteous they were?"	1	2	3	4	5	6

INTERVIEWER: IF "TO GET INFORMATION - 03" HAS BEEN CIRCLED IN Q.3a OR Q.3b, GO TO Q.5a, OTHERWISE GO TO Q.6.

Q.5a "Which branch of the library have you visited most in the last 12 months for **getting information**?"
(SPECIFY BRANCH AND CODE LIBRARY FROM CARD 2a)

CODE NUMBER OF THE LIBRARY FROM SHOWCARD 2a. NONE = Z

INTERVIEWER NOTE: INCLUDE ANY SORT OF IN-LIBRARY SEARCHING TO FIND SOMETHING OUT, LOOKING UP THE ELECTORAL ROLL OR A REFERENCE BOOK, CHECKING A RECIPE, FINDING OUT ABOUT A HEALTH PROBLEM OR ABOUT COURSES/ACTIVITIES IN CHRISTCHURCH, RESEARCH FOR AN ASSIGNMENT OR FOR A DIY PROJECT AT HOME ETC. INCLUDE PHONE CALLS TO THE LIBRARY FOR INFORMATION.

Q.5b **SATISFACTION SHOWCARD**

"Thinking just about getting information at a Council library, how satisfied or dissatisfied were you with ...?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
"How easy it was to find the information that you wanted?"	1	2	3	4	5	6
"The quality of the information that you got?"	1	2	3	4	5	6
"How quickly you could get help if you wanted it?"	1	2	3	4	5	6
"How helpful the staff were?"	1	2	3	4	5	6
"How polite and courteous they were?"	1	2	3	4	5	6

Q.6 SATISFACTION SHOWCARD

"Overall, how satisfied or dissatisfied are you with ...?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
"The hours that the Council libraries are open?"	1	2	3	4	5	6
"The days that the Council libraries are open?"	1	2	3	4	5	6
"The location of the City Council libraries?"	1	2	3	4	5	6

ASK Q.7 FOR EACH UNDER 18 YEAR OLD LIVING IN THE HOUSEHOLD. IF NONE, GO TO Q.8a.

Q.7 SHOWCARD 7

"In the last 12 months, about how often has [NAME OF UNDER 18 YEAR OLD] visited a Council public library?" (CIRCLE ONE FOR EACH NAME)

	Name	Name	Name	Name	Name	Name	Name
Visits In the Last 12 Months							
Once a week or more often (50 times or more)	1	1	1	1	1	1	1
Once a month or more often (12 to 49 times)	2	2	2	2	2	2	2
Once every 3 months or more (4 to 11 times)	3	3	3	3	3	3	3
Less often than that (1 to 3 times)	4	4	4	4	4	4	4
Not at all	5	5	5	5	5	5	5
Don't know	6	6	6	6	6	6	6

SWIMMING POOLS

Q.8a **SHOWCARD 8**

"In the last 12 months have you been to any of these Council swimming pools - either to swim or watch, or to use any of the other facilities at the pool?" (CIRCLE ONE)

Yes - 2



No - 1



GO TO Q.9

Don't know - 3



GO TO INTERVIEWER
INSTRUCTION ABOVE Q.10

Q.8b **SHOWCARD 8**

"Which of these pools have you been to in the last 12 months?" (CIRCLE ALL MENTIONED)

- Sockburn Pool ----- 01
- Halswell Aquatic Centre ---- 02
- Centennial Pools ----- 03
- Waltham Lido Pool ----- 04
- Jellie Park Aqualand ----- 05
- QE II Pools ----- 06
- Wharenui Pool ----- 07
- Papanui Pool ----- 08
- Templeton Pool ----- 09
- Edgeware Pool ----- 10
- Woolston Pool ----- 11
- Don't know ----- 12

INTERVIEWER: IF ONLY ONE POOL CIRCLED, GO TO Q.8d. OTHERWISE GO TO Q.8c

Q.8c **SHOWCARD 8**

"Which of these pools have you been to **most often** in the last 12 months?"
(CIRCLE THOSE BEEN TO **MOST** OFTEN - PROBABLY ONLY ONE OR TWO)

- Sockburn Pool ----- 01
- Halswell Aquatic Centre ---- 02
- Centennial Pools ----- 03
- Waltham Lido Pool ----- 04
- Jellie Park Aqualand ----- 05
- QE II Pools ----- 06
- Wharenui Pool ----- 07
- Papanui Pool ----- 08
- Templeton Pool ----- 09
- Edgeware Pool ----- 10
- Woolston Pool ----- 11
- Don't know ----- 12

INTERVIEWER:

IF BEEN TO TWO OR MORE EQUALLY OFTEN, THEN ASK Q.8d ABOUT THE MOST RECENT VISIT

Q.8d **SATISFACTION SHOWCARD**

"Please answer the next question just for that pool. How satisfied or dissatisfied are you with ...?"
 (CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
"The hours of opening?"	1	2	3	4	5	6
"The standard of facilities like showers and changing rooms?"	1	2	3	4	5	6
"The water in that pool - whether it was clear and clean?"	1	2	3	4	5	6
"Whether everything else there is kept clean and tidy?"	1	2	3	4	5	6

➔ **NOW GO TO INTERVIEWER INSTRUCTION ABOVE Q.10**

Q.9 **SHOWCARD 9**

"Which **one** of these reasons best explains why you have not been to any of those pools in the last 12 months?" (CIRCLE OR RECORD ONE REASON ONLY)

- You don't like going to swimming pools ----- 01
- Unable to because of personal health reasons ----- 02
- You do not have enough time ----- 03
- You prefer other types of exercise/recreation ----- 04
- You swim at other pools ----- 05
- There is a lack of transport ----- 06
- The cost of entry is too high ----- 07
- Or other reason (SPECIFY) _____
- _____
- _____

INTERVIEWER: ASK Q.10 FOR EACH UNDER 18 YEAR OLD LIVING IN THE HOUSEHOLD.

IF NONE, GO TO Q.11a.

Q.10 "In the last 12 months, has [NAME OF UNDER 18 YEAR OLD] been to any of these pools? Include any school trips to the pools." (CIRCLE ONE FOR EACH NAME)

	Name	Name	Name	Name	Name	Name	Name
Visits In the Last 12 Months							
No	1	1	1	1	1	1	1
Yes	2	2	2	2	2	2	2
Don't know	3	3	3	3	3	3	3

STADIUMS

Q.11a SHOWCARD 11

"Here is a list of Council stadiums in Christchurch. Which ones, if any, have you been to, to watch or take part in sport or some other event in the last 12 months?" (CIRCLE ALL MENTIONED)

Porritt Park	-----	01	
Cuthberts Green Softball Complex	-----	02	
Denton Oval	-----	03	
English Park	-----	04	→ GO TO Q.11b
Cowles Stadium	-----	05	
Pioneer Stadium	-----	06	
QE II Stadium	-----	07	
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ANOTHER STADIUM (If not been to any <u>listed</u> stadium)	-----	08	
BEEN TO ONE OR MORE, BUT CAN'T REMEMBER WHICH	-----	09	→ GO TO Q.12a
NONE AT ALL	-----	10	→ GO TO Q.11f
CAN'T RECALL WHETHER BEEN TO ANY	-----	11	→ GO TO Q.12a

Q.11b "During the last 12 months, how many times have you been to any of those stadiums to watch or take part in some event (READ OUT AND CIRCLE ONE)

- "1-2 times" ----- 1
- "3 times or more" ----- 2

DO NOT READ OUT: Don't know - 3

INTERVIEWER: IF ONE STADIUM ONLY IN Q.11a, GO TO Q.11d. OTHERWISE ASK Q.11c.

Q.11c SHOWCARD 11

"Which stadium have you been to **most often** in the last 12 months?"
(CIRCLE ONES BEEN TO MOST OFTEN - PROBABLY ONE OR TWO)

Porritt Park	-----	01
Cuthberts Green Softball Complex	-----	02
Denton Oval	-----	03
English Park	-----	04
Cowles Stadium	-----	05
Pioneer Stadium	-----	06
QE II Stadium	-----	07
Don't know	-----	08

INTERVIEWER:

IF BEEN TO TWO OR MORE EQUALLY OFTEN, THEN ASK ABOUT THE ONE MOST RECENTLY VISITED.

Q.11d SATISFACTION SHOWCARD

"How satisfied or dissatisfied were you with the facilities that you used when you were there?"
(CIRCLE ONE ONLY)

Very satisfied	-----	1	}	→	GO TO Q.12a
Satisfied	-----	2			
No feeling either way	-----	3			
Dissatisfied	-----	4	}	→	GO TO Q.11e
Very dissatisfied	-----	5			
Don't know	-----	6	→	GO TO Q.12a	

Q.11e "Why do you say that?" (PROBE FULLY AND RECORD)

→ NOW GO TO Q.12a

INTERVIEWER: ASK Q.11f ONLY IF RESPONDENT HAS NOT BEEN TO A STADIUM
IE. ANSWERED 'NONE AT ALL - 10' AT Q.11a.

Q.11f SHOWCARD Q.11f

"Which **one** of these reasons best explains why you have not been to a stadium in the last 12 months?"
(CIRCLE OR RECORD ONE MAIN REASON ONLY)

You don't have anything to do with stadium sports or events	-----	01
The stadiums are too far away	-----	02
You do not have enough time	-----	03
You prefer other types of sports	-----	04
There is a lack of transport	-----	05
The cost of entry is too high	-----	06
Or another reason (SPECIFY)	-----	
