

Survey of Disabled Users

The National Library of Scotland is committed to ensuring our facilities and services are fully accessible to disabled people. We recognise the importance of obtaining the views of disabled people who use the Library. To help us achieve our aim, please take a few minutes to complete this survey if you have a long term illness, health problem or disability which limits your daily activities. Thank you. All your responses will be entirely confidential.

Section One: Access to Facilities at the National Library of Scotland

Q1 Which of the following facilities have you used in the past six months? Please indicate which facilities you have used by putting ✓ or X in the shaded areas below.

Reader Registration	<input type="checkbox"/>	Map Library, Causewayside	<input type="checkbox"/>
Lift to the Reading Rooms	<input type="checkbox"/>	Exhibition or event at NLS	<input type="checkbox"/>
Main Reading Room George IV	<input type="checkbox"/>	Coffee facilities/refreshment area	<input type="checkbox"/>
North Reading Room – George IV	<input type="checkbox"/>	Toilets	<input type="checkbox"/>

Q2 How would you rate the access to the facilities you have used? Please give a number between 1-5, where 1 = access is very poor and 5 = access is very good

Reader Registration	<input type="checkbox"/>	Map Library, Causewayside	<input type="checkbox"/>
Lift to the Reading Rooms	<input type="checkbox"/>	Exhibition or event at NLS	<input type="checkbox"/>
Main Reading Room George IV	<input type="checkbox"/>	Coffee facilities/refreshment area	<input type="checkbox"/>
North Reading Room – George IV	<input type="checkbox"/>	Toilets	<input type="checkbox"/>

Q3 Overall, how would you rate access at the National Library of Scotland?

Very good	<input type="checkbox"/>
Good	<input type="checkbox"/>
No opinion	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>

Section Two: Customer Service at the National Library of Scotland

Q4 Listed below are a number of areas of customer service. For each area, please tick one box to show how satisfied or dissatisfied you are with the service provided by NLS staff.

	Very dissatisfied				Very satisfied	Not aware of
	1	2	3	4	5	
Welcome by staff in entrance/reception area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of staff in Reading Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of staff in Reading Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of the needs of disabled people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 We are interested in making sure that we provide our readers with the information they require on how to use the Library and its resources. Please rate the information that the Library provides by writing in a number between 1-5, where 1 = information is very poor and 5 = information is very good. If you have not seen the information please write in '0'.

Information for new readers when they register	<input type="checkbox"/>
Information on facilities at NLS	<input type="checkbox"/>
Information on assistance available to disabled readers	<input type="checkbox"/>
Information on the plans for the development of the front entrance	<input type="checkbox"/>
Signage to facilities in the Library	<input type="checkbox"/>

Q6 Please give us your comments on how NLS could improve its facilities and services for disabled people:

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Section Three: Information About You

The final section asks for some information about you. This information will be entirely confidential and will only be used for analysis purposes

Q7 Which of these best describes your type of disability?

Visual impairment	<input type="checkbox"/>	Physical disability	<input type="checkbox"/>
Learning difficulty	<input type="checkbox"/>	Other disability	<input type="checkbox"/>
Hearing difficulty	<input type="checkbox"/>		

If you have any additional comments about the National Library of Scotland and how it could improve its facilities and services, please write them in the space below.

If you have any queries about the research, please do not hesitate to ask a member of staff or contact Veronica Denholm, Access Manager, either by phone 0131 623 3826 or by emailing v.denholm@nls.uk

Please write in details below if you would be interested in taking part in further research to help NLS develop its facilities for disabled people.

Name Phone number

Address

..... Post Code.....

Email address

Once you have completed this questionnaire please return it to a member of staff or post it to the Access Manager, National Library of Scotland, George IV Bridge, Edinburgh EH1 1EW