

**RB of Kingston upon Thames
ePlus Survey
Combined Weighted Authority
& Service Point Report
November 2008**

Service Point Error Ratings

Service Point	Weekly Visits	Completed Questionnaires	Error Rating	Weighting
Surbiton	190	124	4.5%	100.0%
Kingston	300	142	4.6%	100.0%
New Malden	250	127	3.4%	100.0%
Hook & Chessington	175	86	4.1%	100.0%
Tolworth Community	135	76	4.9%	100.0%
Tudor Drive	60	31	5.3%	100.0%
Old Malden	45	26	7.5%	100.0%
Total	1,155	612	1.8%	

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

1. Which of the following ICT facilities are you making use of today?

	A library PC or terminal	WiFi or Your own laptop	Both	no. of respondents
Surbiton	95.8%	5.0%	.8%	119
Kingston	99.3%	2.9%	2.2%	138
New Malden	99.2%	2.4%	1.6%	124
Hook & Chessington	98.8%	1.2%		84
Tolworth Community	98.7%	5.3%	4.0%	75
Tudor Drive	100.0%			29
Old Malden	100.0%			25
Total	98.5%	3.0%	1.5%	594

2. How often do make use of the library ICT facilities?

	This is my first time	Daily	More than once a week	About once a week	Less often than once a week	no. of cases	Survey response rate
Surbiton	10.7%	11.5%	41.0%	23.0%	13.9%	122	98.4%
Kingston	6.6%	12.5%	42.6%	27.9%	10.3%	136	95.8%
New Malden	7.3%	5.6%	42.7%	29.8%	14.5%	124	97.6%
Hook & Chessington	9.6%	7.2%	34.9%	28.9%	19.3%	83	96.5%
Tolworth Community	6.7%	9.3%	44.0%	22.7%	17.3%	75	98.7%
Tudor Drive	17.9%	10.7%	17.9%	17.9%	35.7%	28	90.3%
Old Malden	4.2%	12.5%	25.0%	37.5%	20.8%	24	96.0%
Survey total	8.4%	9.6%	39.5%	26.7%	15.7%	592	96.9%

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Electronic Public Users Survey Report 2008**

3. Why do you use the ICT facilities provided here?

	It is free	Using other services in the library	Better computer facilities	No internet access at home	Help and advice from staff	Library location	Convenient opening times	Other	no. of respondents
Surbiton	66.1%	37.2%	18.2%	62.0%	24.0%	43.8%	33.9%	13.2%	121
Kingston	68.1%	29.7%	18.8%	58.7%	17.4%	27.5%	20.3%	8.0%	138
New Malden	60.5%	36.3%	18.5%	58.1%	33.1%	35.5%	27.4%	11.3%	124
Hook & Chessington	57.6%	35.3%	15.3%	56.5%	24.7%	31.8%	27.1%	12.9%	85
Tolworth Community	55.3%	27.6%	21.1%	48.7%	17.1%	44.7%	27.6%	5.3%	76
Tudor Drive	48.3%	24.1%	17.2%	58.6%	13.8%	44.8%	10.3%	6.9%	29
Old Malden	56.0%	60.0%	20.0%	60.0%	28.0%	44.0%	28.0%		25
Survey total	61.5%	34.1%	18.4%	57.7%	23.2%	36.8%	26.3%	9.7%	598

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Electronic Public Users Survey Report 2008**

4. What did you want to do today?

	Education	Computer gaming	Chat rooms	Email	Blog	Social networking	Instant messaging	Job hunting	Find information
Surbiton	19.5%	.8%	.8%	69.1%	3.3%	8.9%	4.9%	17.9%	50.4%
Kingston	24.6%	2.8%	5.6%	76.1%	1.4%	18.3%	4.9%	30.3%	47.2%
New Malden	31.0%	.8%	1.6%	65.1%	2.4%	8.7%	3.2%	23.8%	45.2%
Hook & Chessington	29.1%	1.2%	4.7%	54.7%	2.3%	11.6%	10.5%	18.6%	45.3%
Tolworth Community	14.5%		2.6%	73.7%		11.8%	5.3%	21.1%	46.1%
Tudor Drive	10.0%			66.7%		10.0%	3.3%	20.0%	43.3%
Old Malden	8.7%			60.9%		13.0%		4.3%	60.9%
Survey total	22.9%	1.2%	2.8%	68.0%	1.8%	12.0%	5.1%	22.1%	47.4%

4. What did you want to do today?

	Online shopping	Personal finance	Work	Stream content	Print	Scan	Download	Upload	Other	no. of respondents
Surbiton	4.9%	4.9%	13.8%		16.3%	3.3%	7.3%	1.6%	8.1%	123
Kingston	2.8%	7.7%	16.9%		16.2%	1.4%	9.9%	4.2%	9.9%	142
New Malden	6.3%	4.8%	14.3%	1.6%	13.5%	3.2%	7.9%	2.4%	7.9%	126
Hook & Chessington	9.3%	5.8%	11.6%		11.6%		8.1%		5.8%	86
Tolworth Community	2.6%	5.3%	5.3%		22.4%	3.9%	3.9%	2.6%	5.3%	76
Tudor Drive	10.0%	10.0%	13.3%		6.7%		13.3%			30
Old Malden	8.7%	13.0%	8.7%		8.7%	8.7%	4.3%	4.3%	8.7%	23
Survey total	5.4%	6.3%	13.0%	.3%	15.0%	2.5%	7.9%	2.3%	7.4%	606

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Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
a. Library Computers
Availability, can you always access this service?**

	Always	Frequently	Rarely	Never	no. of cases	Survey response rate
Surbiton	41.9%	56.4%	.9%	.9%	117	94.4%
Kingston	39.6%	58.3%	1.4%	.7%	139	97.9%
New Malden	52.9%	45.5%	1.7%		121	95.3%
Hook & Chessington	70.2%	27.4%	2.4%		84	97.7%
Tolworth Community	47.3%	51.4%	1.4%		74	97.4%
Tudor Drive	43.3%	56.7%			30	96.8%
Old Malden	65.2%	34.8%			23	92.0%
Survey total	49.3%	49.0%	1.4%	.3%	588	96.2%

**5. How can we help you do this?
a. Library Computers
Is it fit for your purpose?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	88.6%	11.4%		114	91.9%
Kingston	82.5%	15.3%	2.2%	137	96.5%
New Malden	89.2%	10.0%	.8%	120	94.5%
Hook & Chessington	92.6%	7.4%		81	94.2%
Tolworth Community	88.7%	8.5%	2.8%	71	93.4%
Tudor Drive	89.7%	6.9%	3.4%	29	93.5%
Old Malden	100.0%			21	84.0%
Survey total	88.3%	10.5%	1.2%	573	93.8%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
a. Library Computers
Seating provision, is it**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	69.2%	29.1%	1.7%	117	94.4%
Kingston	73.4%	25.2%	1.4%	139	97.9%
New Malden	72.6%	24.8%	2.6%	117	92.1%
Hook & Chessington	71.8%	25.9%	2.4%	85	98.8%
Tolworth Community	71.1%	27.6%	1.3%	76	100.0%
Tudor Drive	75.9%	24.1%		29	93.5%
Old Malden	85.0%	15.0%		20	80.0%
Survey total	72.4%	25.9%	1.7%	583	95.4%

**5. How can we help you do this?
a. Library Computers
Desk / furniture provision, is it**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	66.4%	30.9%	2.7%	110	88.7%
Kingston	66.9%	32.3%	.8%	133	93.7%
New Malden	74.1%	25.0%	.9%	112	88.2%
Hook & Chessington	77.5%	22.5%		80	93.0%
Tolworth Community	72.6%	27.4%		73	96.1%
Tudor Drive	70.4%	29.6%		27	87.1%
Old Malden	85.0%	15.0%		20	80.0%
Survey total	71.4%	27.7%	.9%	555	90.8%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
a. Library Computers
Space, is it**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	58.9%	35.7%	5.4%	112	90.3%
Kingston	50.0%	44.0%	6.0%	134	94.4%
New Malden	71.2%	28.8%		111	87.4%
Hook & Chessington	74.7%	25.3%		79	91.9%
Tolworth Community	63.5%	33.8%	2.7%	74	97.4%
Tudor Drive	63.0%	33.3%	3.7%	27	87.1%
Old Malden	75.0%	25.0%		20	80.0%
Survey total	62.8%	34.1%	3.1%	557	91.2%

**5. How can we help you do this?
a. Library Computers
Lighting, is it**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	78.6%	21.4%		112	90.3%
Kingston	72.6%	27.4%		135	95.1%
New Malden	77.0%	23.0%		113	89.0%
Hook & Chessington	82.3%	17.7%		79	91.9%
Tolworth Community	65.8%	31.5%	2.7%	73	96.1%
Tudor Drive	82.1%	17.9%		28	90.3%
Old Malden	85.0%	15.0%		20	80.0%
Survey total	76.1%	23.6%	.4%	560	91.7%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
a. Library Computers
Customer care, is it**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	82.6%	14.7%	2.8%	109	87.9%
Kingston	77.3%	22.7%		132	93.0%
New Malden	87.4%	11.7%	.9%	111	87.4%
Hook & Chessington	87.3%	12.7%		79	91.9%
Tolworth Community	80.8%	19.2%		73	96.1%
Tudor Drive	96.4%	3.6%		28	90.3%
Old Malden	90.0%	10.0%		20	80.0%
Survey total	83.7%	15.6%	.7%	552	90.3%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
b. WiFi / Your own laptop
Availability, can you always access this service?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	70.4%	18.5%	11.1%	27	21.8%
Hook & Chessington	81.5%	3.7%	14.8%	27	31.4%
Tudor Drive	75.0%	25.0%		4	12.9%
Survey total	75.9%	12.1%	12.1%	58	24.1%

Analysis solely provided for those libraries that currently offer WiFi access

**5. How can we help you do this?
b. WiFi / Your own laptop
Speed, is it sufficient for your purposes?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	72.0%	20.0%	8.0%	25	20.2%
Hook & Chessington	87.0%	4.3%	8.7%	23	26.7%
Tudor Drive	66.7%	33.3%		3	9.7%
Survey total	78.4%	13.7%	7.8%	51	21.2%

Analysis solely provided for those libraries that currently offer WiFi access

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
b. WiFi / Your own laptop
Is it fit for your purposes?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	84.6%	7.7%	7.7%	26	21.0%
Hook & Chessington	91.3%		8.7%	23	26.7%
Tudor Drive	100.0%			3	9.7%
Survey total	88.5%	3.8%	7.7%	52	21.6%

Analysis solely provided for those libraries that currently offer WiFi access

**5. How can we help you do this?
b. WiFi / Your own laptop
Availability, can you always access this service?**

	Yes	No	no. of cases
Surbiton	83.3%	16.7%	6

Analysis solely provided for those libraries that currently offer WiFi access and where the respondent has ticked 'WiFi or Your own laptop' at Question 1.

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
b. WiFi / Your own laptop
Speed, is it sufficient for your purposes?**

	Yes	Partly	no. of cases
Surbiton	83.3%	16.7%	6

Analysis solely provided for those libraries that currently offer WiFi access and where the respondent has ticked 'WiFi or Your own laptop' at Question 1.

**5. How can we help you do this?
b. WiFi / Your own laptop
Is it fit for your purposes?**

	Yes	no. of cases
Surbiton	100.0%	6

Analysis solely provided for those libraries that currently offer WiFi access and where the respondent has ticked 'WiFi or Your own laptop' at Question 1.

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
c. Our software
Up to date?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	70.7%	27.3%	2.0%	99	79.8%
Kingston	81.7%	15.1%	3.2%	126	88.7%
New Malden	77.8%	20.4%	1.9%	108	85.0%
Hook & Chessington	88.2%	10.5%	1.3%	76	88.4%
Tolworth Community	75.4%	21.5%	3.1%	65	85.5%
Tudor Drive	78.3%	21.7%		23	74.2%
Old Malden	88.2%	5.9%	5.9%	17	68.0%
Survey total	79.0%	18.7%	2.3%	514	84.1%

**5. How can we help you do this?
c. Our software
Range available is it sufficient for your purposes?**

	Yes	Partly	No	no. of cases	Survey response rate
Surbiton	85.1%	13.8%	1.1%	94	75.8%
Kingston	80.2%	15.5%	4.3%	116	81.7%
New Malden	76.0%	23.1%	1.0%	104	81.9%
Hook & Chessington	94.4%	4.2%	1.4%	72	83.7%
Tolworth Community	83.3%	15.0%	1.7%	60	78.9%
Tudor Drive	95.2%		4.8%	21	67.7%
Old Malden	86.7%	6.7%	6.7%	15	60.0%
Survey total	83.6%	14.1%	2.3%	482	78.9%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

5. How can we help you do this?

c. Our software

Did you ask the library staff for help regarding the software on our computers?

	Yes	No	no. of cases	Survey response rate
Surbiton	39.6%	60.4%	101	81.5%
Kingston	35.8%	64.2%	123	86.6%
New Malden	44.4%	55.6%	108	85.0%
Hook & Chessington	34.7%	65.3%	72	83.7%
Tolworth Community	31.3%	68.8%	64	84.2%
Tudor Drive	17.4%	82.6%	23	74.2%
Old Malden	43.8%	56.3%	16	64.0%
Survey total	37.1%	62.9%	507	83.0%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
c. Our software
Staff knowledge of software packages, is it?**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	60.5%	35.8%	3.7%	81	65.3%
Kingston	52.0%	45.9%	2.0%	98	69.0%
New Malden	74.4%	24.4%	1.2%	86	67.7%
Hook & Chessington	70.0%	28.3%	1.7%	60	69.8%
Tolworth Community	78.2%	20.0%	1.8%	55	72.4%
Tudor Drive	72.2%	27.8%		18	58.1%
Old Malden	70.0%	30.0%		10	40.0%
Survey total	65.9%	32.1%	2.0%	408	66.8%

**5. How can we help you do this?
c. Our software
Staff knowledge of software packages, is it?**

	Good	OK	Bad	no. of cases
Surbiton	57.5%	37.5%	5.0%	40
Kingston	65.1%	32.6%	2.3%	43
New Malden	83.0%	17.0%		47
Hook & Chessington	76.0%	24.0%		25
Tolworth Community	70.0%	30.0%		20
Tudor Drive	75.0%	25.0%		4
Old Malden	71.4%	28.6%		7
Survey total	70.4%	28.0%	1.6%	186

Filtered by those who ticked 'Yes' to 'Did you ask the library staff for help regarding the software on our computers?'

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

5. How can we help you do this?

c. Our software

Staff helpfulness with software packages, is it?

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	65.4%	33.3%	1.3%	78	62.9%
Kingston	61.7%	36.2%	2.1%	94	66.2%
New Malden	80.0%	20.0%		85	66.9%
Hook & Chessington	74.1%	24.1%	1.7%	58	67.4%
Tolworth Community	75.5%	24.5%		53	69.7%
Tudor Drive	70.6%	29.4%		17	54.8%
Old Malden	70.0%	30.0%		10	40.0%
Survey total	70.6%	28.4%	1.0%	395	64.6%

5. How can we help you do this?

c. Our software

Staff helpfulness with software packages, is it?

	Good	OK	Bad	no. of cases
Surbiton	55.3%	42.1%	2.6%	38
Kingston	73.2%	24.4%	2.4%	41
New Malden	91.3%	8.7%		46
Hook & Chessington	72.7%	27.3%		22
Tolworth Community	68.4%	31.6%		19
Tudor Drive	75.0%	25.0%		4
Old Malden	71.4%	28.6%		7
Survey total	73.4%	25.4%	1.1%	177

Filtered by those who ticked 'Yes' to 'Did you ask the library staff for help regarding the software on our computers?'

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**5. How can we help you do this?
d. Our support
Helpfulness, is it?**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	83.2%	16.8%		107	86.3%
Kingston	77.3%	21.8%	.8%	119	83.8%
New Malden	84.9%	14.2%	.9%	106	83.5%
Hook & Chessington	93.2%	5.5%	1.4%	73	84.9%
Tolworth Community	85.5%	13.0%	1.4%	69	90.8%
Tudor Drive	80.8%	19.2%		26	83.9%
Old Malden	100.0%			16	64.0%
Survey total	84.3%	14.9%	.8%	516	84.5%

**5. How can we help you do this?
d. Our support
Customer care, is it?**

	Good	OK	Bad	no. of cases	Survey response rate
Surbiton	84.6%	12.5%	2.9%	104	83.9%
Kingston	80.5%	18.6%	.9%	113	79.6%
New Malden	88.8%	10.3%	.9%	107	84.3%
Hook & Chessington	90.4%	8.2%	1.4%	73	84.9%
Tolworth Community	86.2%	13.8%		65	85.5%
Tudor Drive	80.0%	20.0%		25	80.6%
Old Malden	100.0%			16	64.0%
Survey total	85.9%	12.9%	1.2%	503	82.3%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About you
a. Your gender**

	Female	Male	no. of cases	Survey response rate
Surbiton	41.0%	59.0%	117	94.4%
Kingston	48.1%	51.9%	135	95.1%
New Malden	44.6%	55.4%	121	95.3%
Hook & Chessington	61.2%	38.8%	85	98.8%
Tolworth Community	47.3%	52.7%	74	97.4%
Tudor Drive	40.0%	60.0%	30	96.8%
Old Malden	38.9%	61.1%	18	72.0%
Survey total	47.1%	52.9%	580	94.9%

**6. About you
b. Your age (group)**

	Age group (in years)									no. of cases	Survey response rate
	14 or under	15 to 19	20 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or over		
Surbiton		3.0%	9.1%	9.1%	23.2%	23.2%	13.1%	12.1%	7.1%	99	79.8%
Kingston	1.5%	9.9%	10.7%	23.7%	22.1%	11.5%	12.2%	6.1%	2.3%	131	92.3%
New Malden		6.4%	9.2%	18.3%	24.8%	16.5%	15.6%	4.6%	4.6%	109	85.8%
Hook & Chessington		9.9%	13.6%	16.0%	17.3%	17.3%	16.0%	7.4%	2.5%	81	94.2%
Tolworth Community	1.5%	6.1%	12.1%	24.2%	19.7%	16.7%	13.6%	4.5%	1.5%	66	86.8%
Tudor Drive		3.8%	11.5%	7.7%	42.3%	11.5%	15.4%	7.7%		26	83.9%
Old Malden		5.9%	5.9%	11.8%	11.8%	23.5%	23.5%	17.6%		17	68.0%
Survey total	.6%	7.0%	10.6%	17.6%	22.5%	16.6%	14.4%	7.4%	3.4%	529	86.6%

*Library and Heritage Service
Electronic Public Users Survey Report 2008*

**6. About You
c. Your postcode:**

Surbiton	KT1	8
	KT10	2
	KT12	1
	KT2	1
	KT3	2
	KT5	38
	KT6	44
	KT7	1
	KT9	3
	SW20	1
	W13	1
	no. of cases	102

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About You
c. Your postcode:**

Kingston	KT1	38
	KT10	1
	KT12	1
	KT16	1
	KT19	2
	KT2	21
	KT3	5
	KT4	1
	KT5	9
	KT6	9
	KT8	3
	KT9	6
	SE11	1
	SM2	1
	SW19	1
	SW20	1
	TW10	1
	TW11	5
	TW14	1
	no. of cases	108

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About You
c. Your postcode:**

New Malden	CR4	1
	EX31	1
	KT1	9
	KT2	4
	KT22	1
	KT3	72
	KT4	2
	KT5	6
	KT6	1
	KT9	1
	MK1	1
	SW11	1
	SW19	1
	SW20	2
	no. of cases	103
Hook & Chessington	KT10	2
	KT19	2
	KT2	1
	KT21	1
	KT22	1
	KT3	2
	KT4	1
	KT5	4
	KT6	5
	KT9	59
	N16	1
	SM1	1
	TW4	1
	no. of cases	81

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About You
c. Your postcode:**

Tolworth Community	GU21	1
	KT1	1
	KT19	3
	KT2	2
	KT3	5
	KT4	1
	KT5	23
	KT6	26
	KT9	2
	SM4	1
	SW17	1
	TW11	1
	no. of cases	67
	Tudor Drive	KT1
KT2		20
TW10		7
no. of cases		28
Old Malden	KT1	1
	KT19	1
	KT3	6
	KT4	5
	KT5	1
	no. of cases	14

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Electronic Public Users Survey Report 2008*

Percentage of respondents
completing
6. About you
c. Your postcode

	Response rate
Surbiton	82.3%
Kingston	76.1%
New Malden	81.1%
Hook & Chessington	94.2%
Tolworth Community	88.2%
Tudor Drive	90.3%
Old Malden	56.0%
Weighted total	82.3%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About you
d. Last week were you:**

	Employee in full-time job	Employee in part-time job	Self-employed full or part-time	On a government supported training programme	Full-time education at school, college or university	Unemployed and available for work
Surbiton	26.9%	10.9%	10.9%	.8%	6.7%	14.3%
Kingston	21.6%	12.7%	11.9%		15.7%	24.6%
New Malden	21.5%	17.4%	8.3%	2.5%	11.6%	14.9%
Hook & Chessington	28.6%	17.9%	9.5%		10.7%	8.3%
Tolworth Community	35.7%	18.6%	8.6%	1.4%	11.4%	11.4%
Tudor Drive	20.0%	13.3%	13.3%	3.3%	6.7%	23.3%
Old Malden	17.6%	11.8%	11.8%	5.9%	11.8%	17.6%
Survey total	25.2%	14.8%	10.3%	1.2%	11.1%	16.2%

**6. About you
d. Last week were you:**

	Permanently sick / disabled	Wholly retired from work	Looking after the home	Doing something else	no. of respondents
Surbiton	8.4%	18.5%	5.9%	5.0%	119
Kingston	3.7%	14.2%	8.2%	9.0%	134
New Malden	5.0%	15.7%	5.0%	6.6%	121
Hook & Chessington	6.0%	17.9%	9.5%	1.2%	84
Tolworth Community	4.3%	11.4%	7.1%	5.7%	70
Tudor Drive	3.3%	16.7%	16.7%	6.7%	30
Old Malden		35.3%	5.9%		17
Survey total	5.2%	16.3%	7.5%	5.7%	575

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

6. About you

e. Please indicate if you consider yourself to have any of the following conditions?

	I do not have a long-standing condition	Deafness or severe hearing impairment	Blindness or severe visual impairment	A condition that substantially limits one or more basic physical activities	A learning difficulty	A long-standing psychological or emotional condition
Surbiton	75.3%	4.5%	1.1%	15.7%	1.1%	5.6%
Kingston	76.3%	4.3%		7.5%	3.2%	5.4%
New Malden	67.6%	4.2%	1.4%	16.9%	4.2%	15.5%
Hook & Chessington	77.0%	3.3%		9.8%	3.3%	4.9%
Tolworth Community	77.1%	5.7%	2.9%	8.6%	2.9%	14.3%
Tudor Drive	90.9%	9.1%	4.5%	4.5%	4.5%	13.6%
Old Malden	84.6%	7.7%				
Survey total	75.8%	4.7%	1.0%	11.2%	2.9%	8.3%

6. About you

e. Please indicate if you consider yourself to have any of the following conditions?

	Other, including any long-standing illness	no. of respondents
Surbiton	7.9%	89
Kingston	16.1%	93
New Malden	9.9%	71
Hook & Chessington	14.8%	61
Tolworth Community	5.7%	35
Tudor Drive		22
Old Malden	7.7%	13
Survey total	10.7%	384

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About you
f. Ethnic group**

	White				Mixed		
	English	Other British	Irish	Any other White background	White and Black Caribbean	White and Asian	Any other Mixed background
Surbiton	59.3%	7.4%	4.6%	5.6%	.9%	2.8%	
Kingston	50.0%	6.7%	2.5%	13.3%	2.5%	2.5%	2.5%
New Malden	57.4%	6.1%		8.7%		.9%	1.7%
Hook & Chessington	70.5%	2.6%		7.7%		1.3%	
Tolworth Community	41.3%		1.6%	9.5%		1.6%	
Tudor Drive	56.7%	13.3%	3.3%	13.3%			
Old Malden	68.8%			6.3%			
Survey total	56.4%	5.5%	1.9%	9.2%	.8%	1.7%	.9%

**6. About you
f. Ethnic group**

	Asian or Asian British					Black or Black British		
	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Caribbean	African	Any other Black background
Surbiton	5.6%		.9%	3.7%	.9%	1.9%	2.8%	.9%
Kingston	3.3%	.8%		.8%	6.7%	3.3%	4.2%	
New Malden	6.1%	1.7%		2.6%	13.0%	.9%	.9%	
Hook & Chessington	2.6%			1.3%	6.4%	2.6%	2.6%	
Tolworth Community	17.5%	1.6%	3.2%	4.8%	4.8%	1.6%	9.5%	
Tudor Drive	3.3%		3.3%				6.7%	
Old Malden	6.3%				6.3%		6.3%	
Survey total	6.0%	.8%	.8%	2.3%	6.2%	1.9%	3.8%	.2%

**Library and Heritage Service
Electronic Public Users Survey Report 2008**

**6. About you
f. Ethnic group**

	Oher ethnic group	no. of cases	Survey response rate
	Any Other		
Surbiton	2.8%	108	87.1%
Kingston	.8%	120	84.5%
New Malden		115	90.6%
Hook & Chessington	2.6%	78	90.7%
Tolworth Community	3.2%	63	82.9%
Tudor Drive		30	96.8%
Old Malden	6.3%	16	64.0%
Survey total	1.7%	530	86.7%