

# Asiakaskyselyn tuloksia 2014

## Hyvinkää

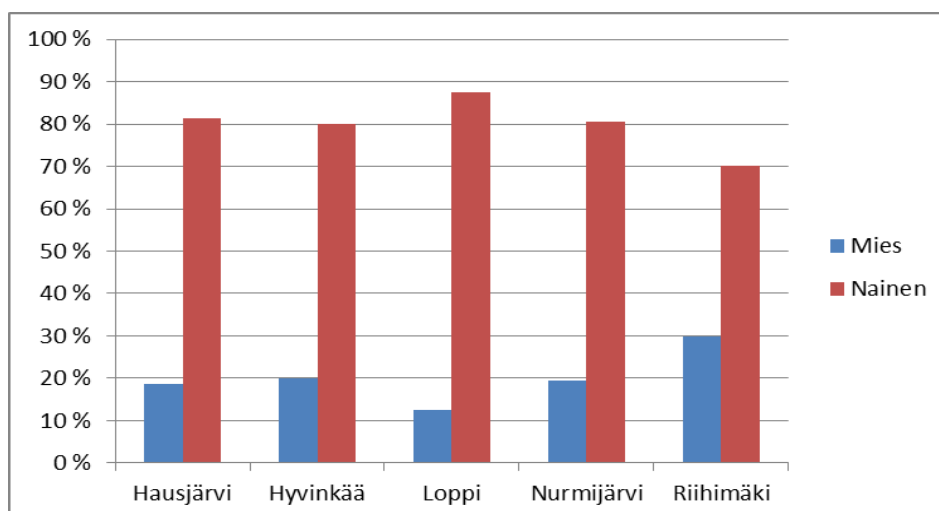
Ratamo-kirjastojen (Hausjärvi, Hyvinkää, Nurmijärvi ja Riihimäki) sekä Lopen kirjaston yhteinen asiakaskysely

Vastaajia oli kaikkiaan 851. Vastausmäärät toimipisteittäin näkyvät taulukossa:

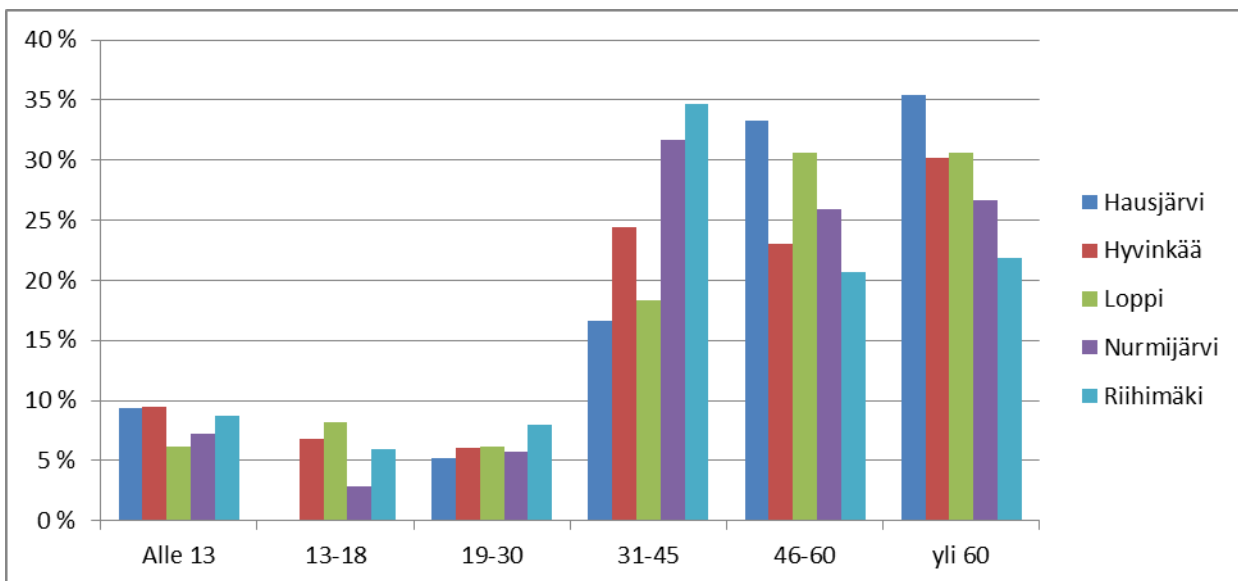
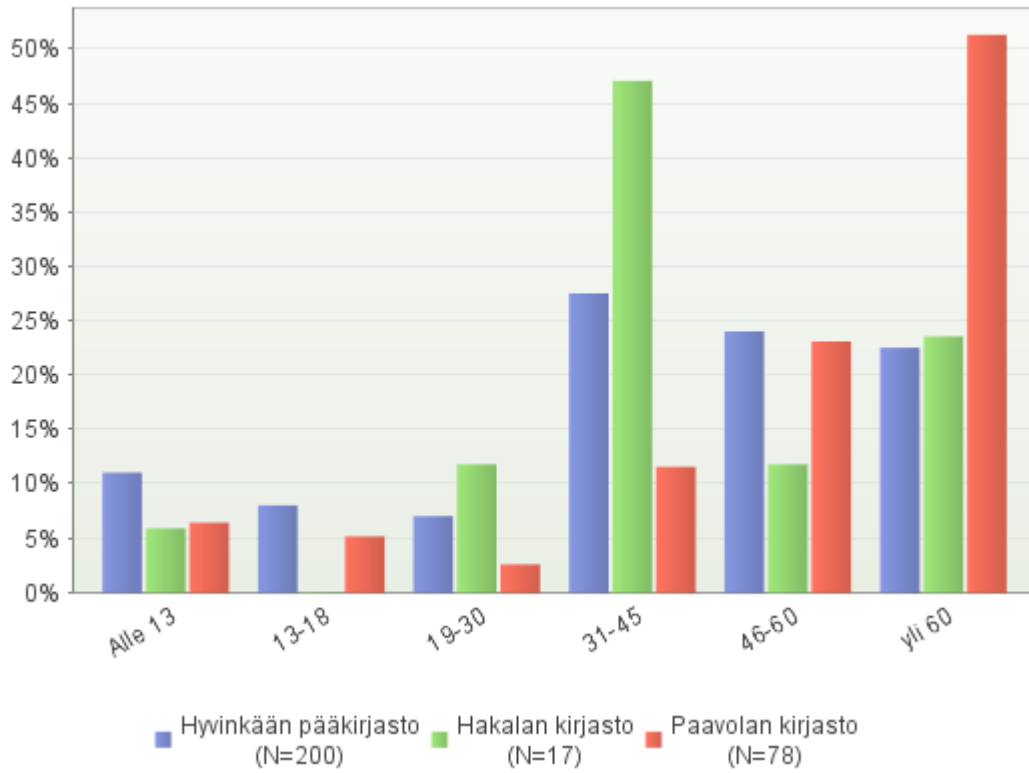
|                          |     |
|--------------------------|-----|
| <b>Hausjärvi</b>         |     |
| Hausjärven kirjasto      | 48  |
| Hausjärven kirjastoauto  | 51  |
| yht.                     | 99  |
| <b>Hyvinkää</b>          |     |
| Hyvinkään pääkirjasto    | 204 |
| Hakalan kirjasto         | 17  |
| Paavolan kirjasto        | 82  |
| yht.                     | 303 |
| <b>Loppi</b>             |     |
| Lopen kirjasto           | 43  |
| Lopen kirjastoauto       | 7   |
| yht.                     | 50  |
| <b>Nurmijärvi</b>        |     |
| Nurmijärven pääkirjasto  | 36  |
| Klaukkalan kirjasto      | 72  |
| Rajamäen kirjasto        | 28  |
| Nurmijärven kirjastoauto | 3   |
| yht.                     | 139 |
| <b>Riihimäki</b>         |     |
| Riihimäen kirjasto       | 256 |

Vastaajien sukupuolijakauma:

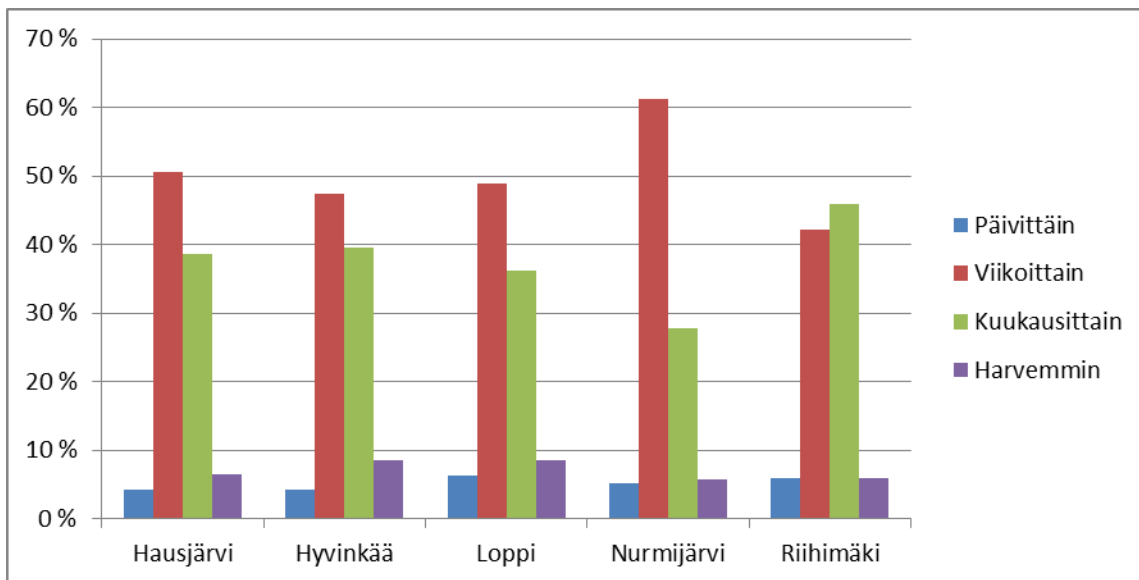
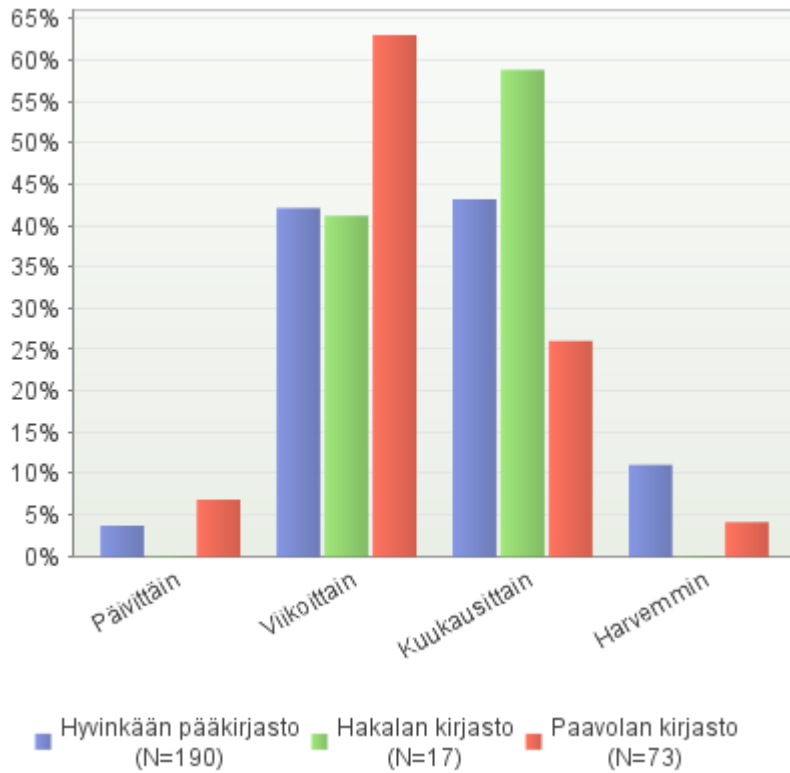
|        | Hyvinkään pääkirjasto<br>(N=201) | Hakalan kirjasto<br>(N=16) | Paavolan kirjasto<br>(N=80) |
|--------|----------------------------------|----------------------------|-----------------------------|
| Mies   | 17,9%                            | 6,3%                       | 27,5%                       |
| Nainen | 82,1%                            | 93,8%                      | 72,5%                       |



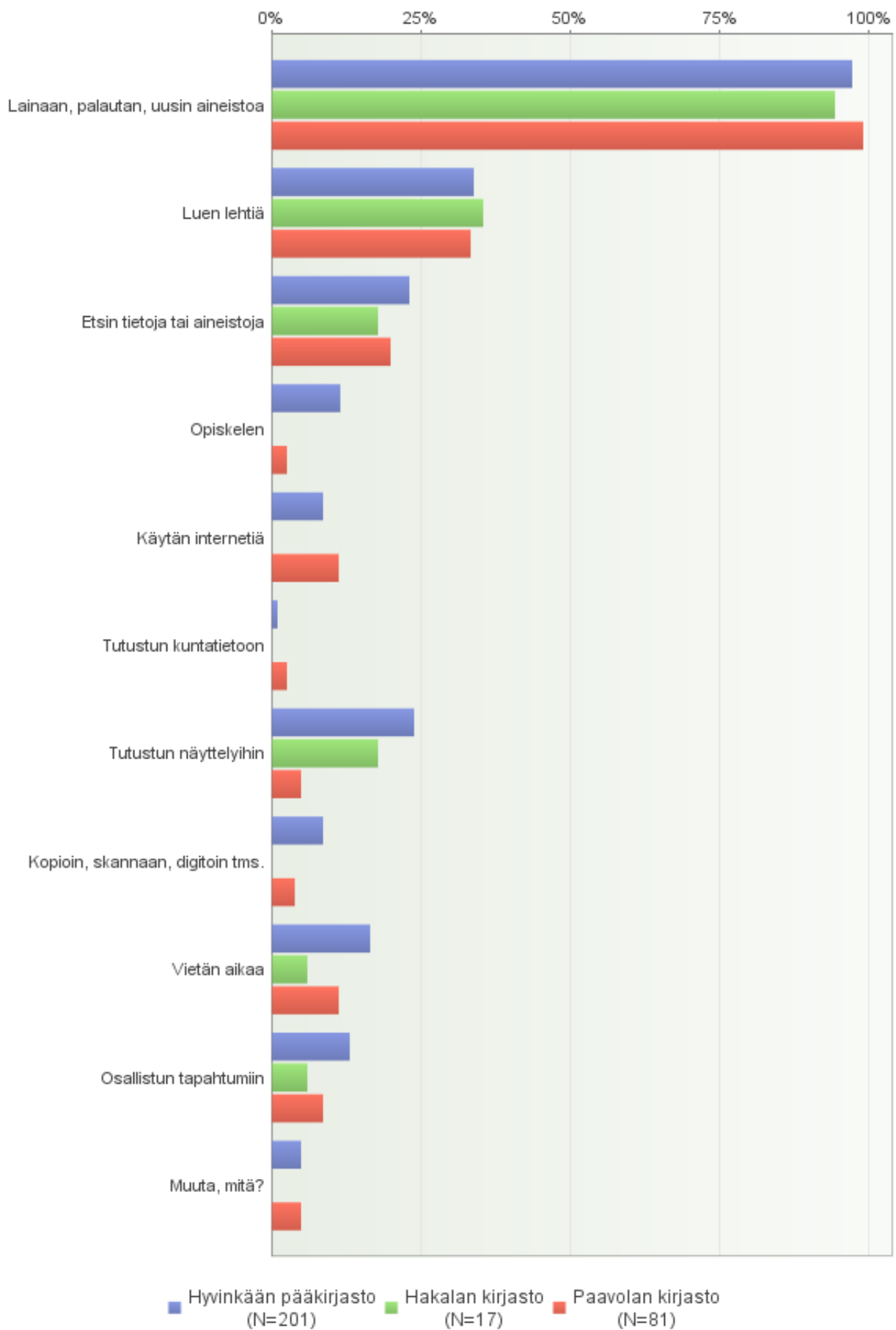
Ikäjakauma:

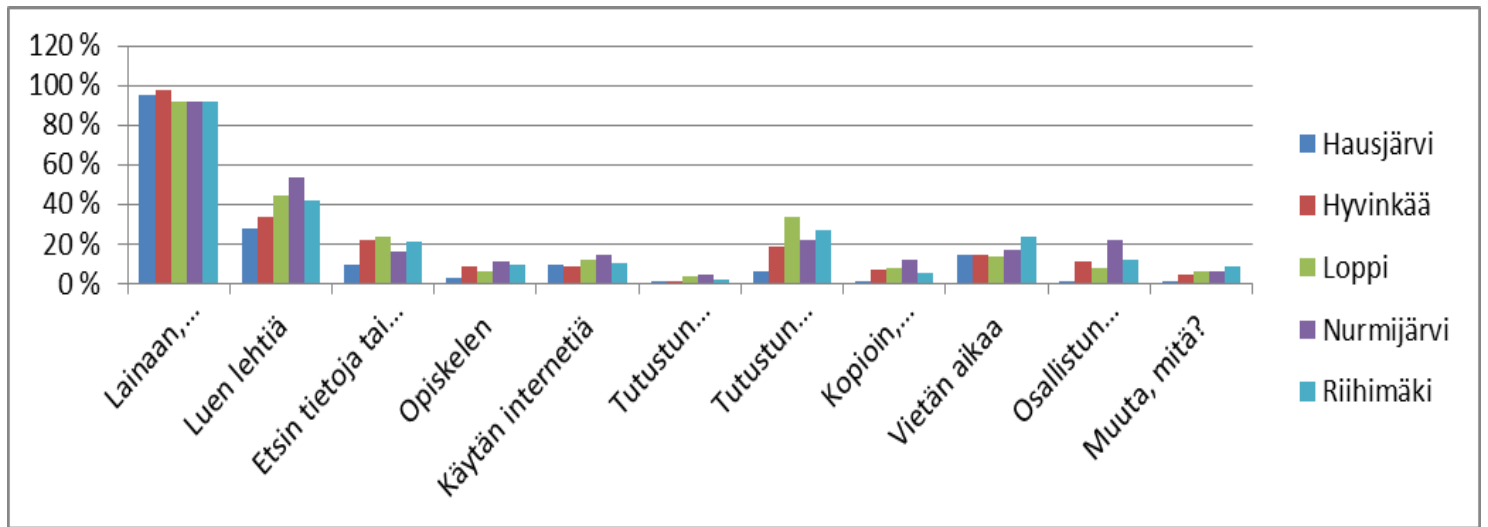


## Kuinka usein käyt kirjastossa?



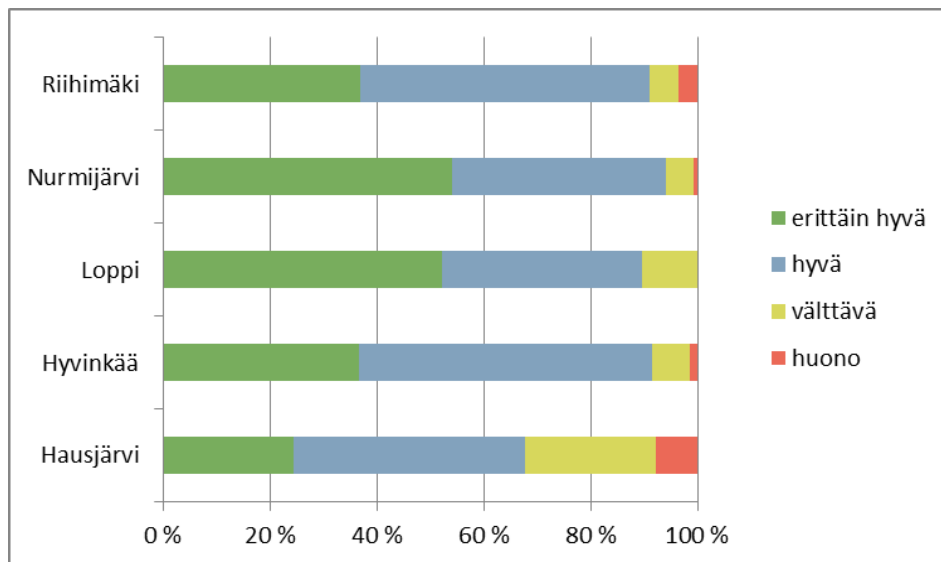
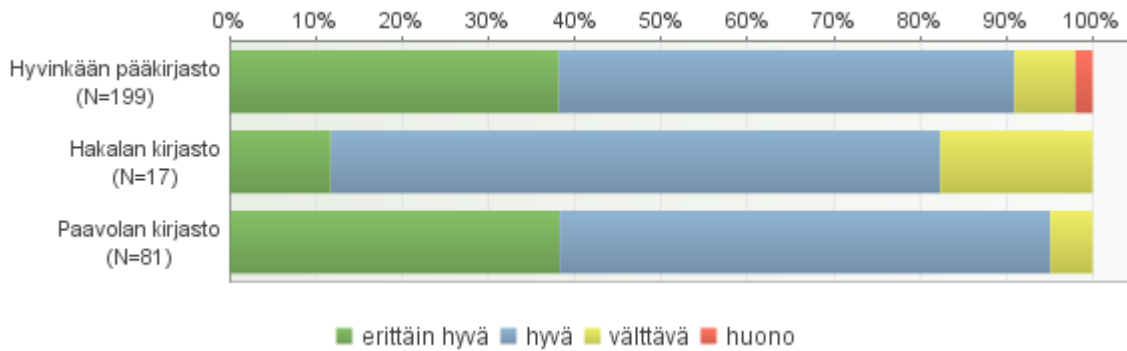
## Mitä tavallisesti teet kirjastossa?



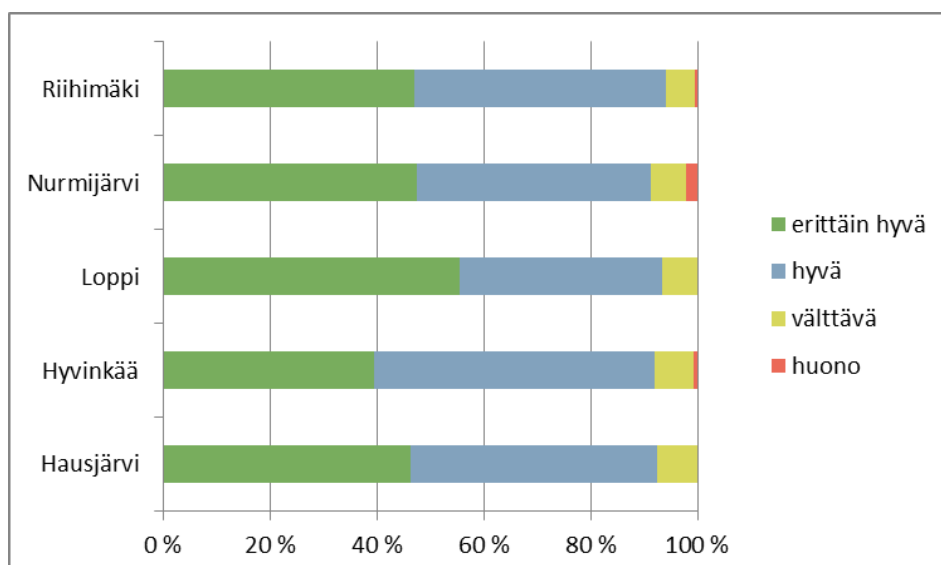
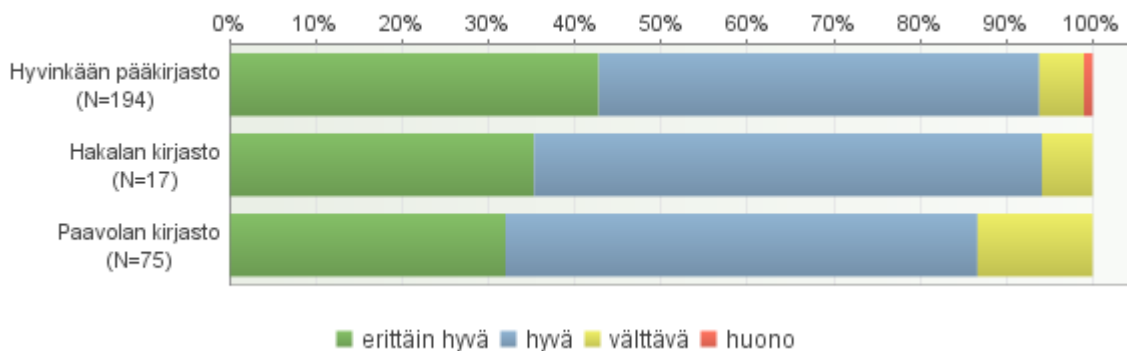


## Arvioi kirjaston aukioloaikoja, tiloja ja laitteita:

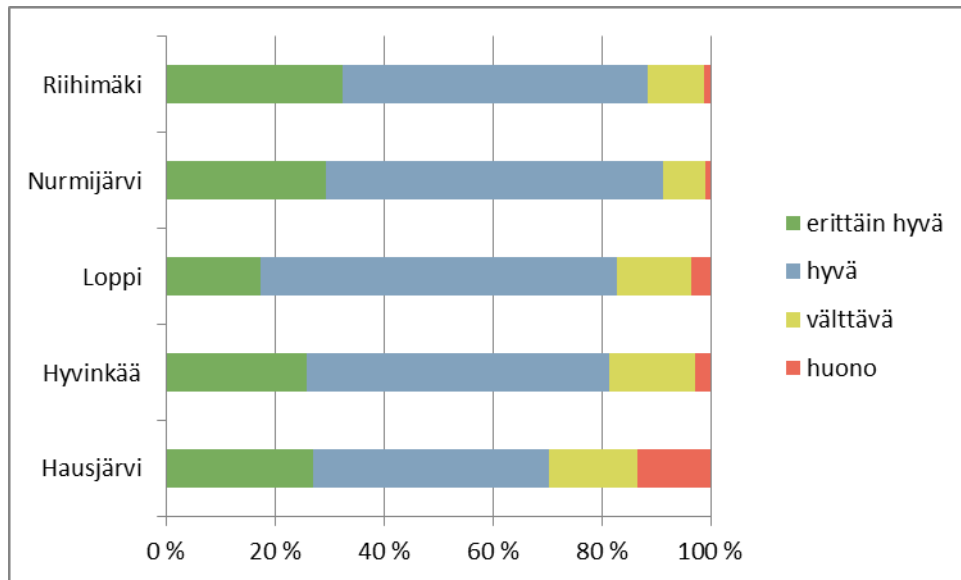
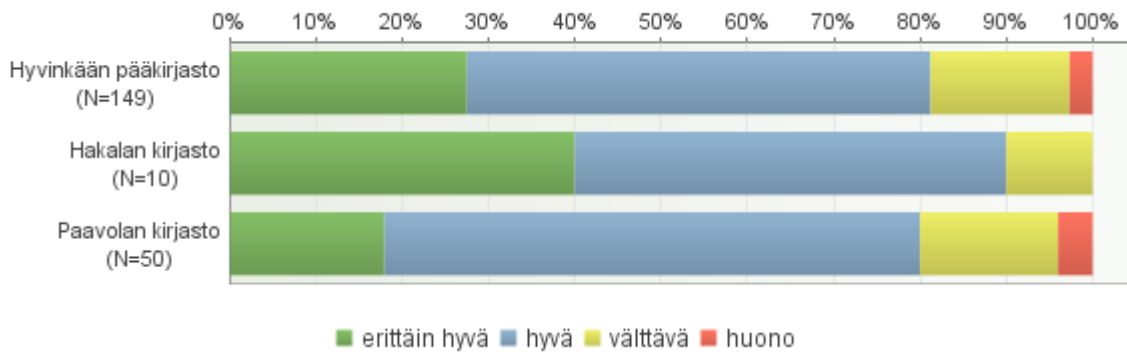
### Aukioloajat



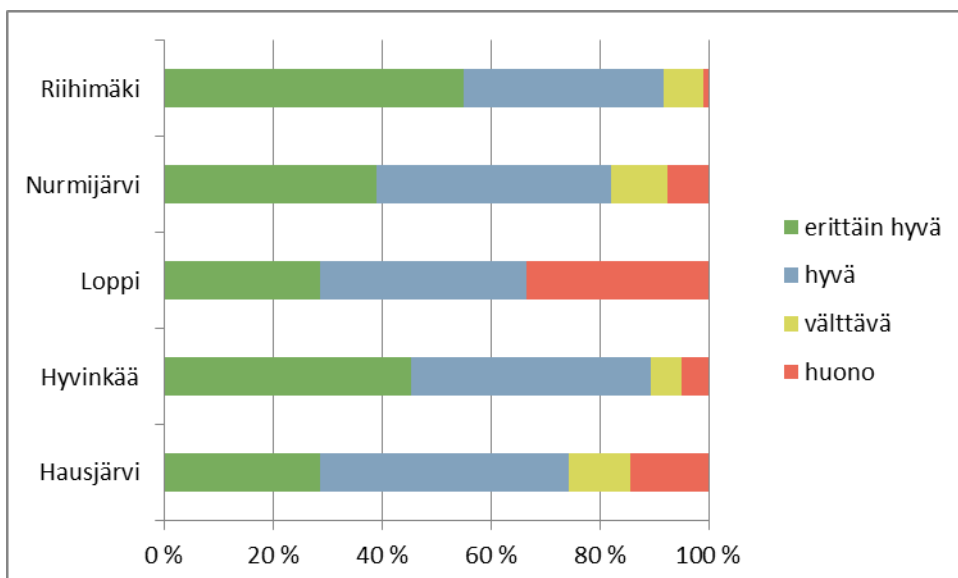
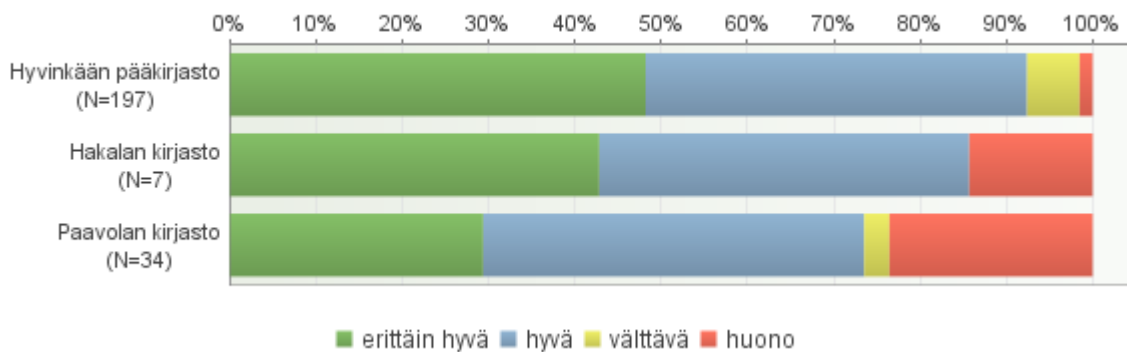
### Tilojen viihtyisyys ja käytännöllisyys



## Internet-tietokoneiden määrä

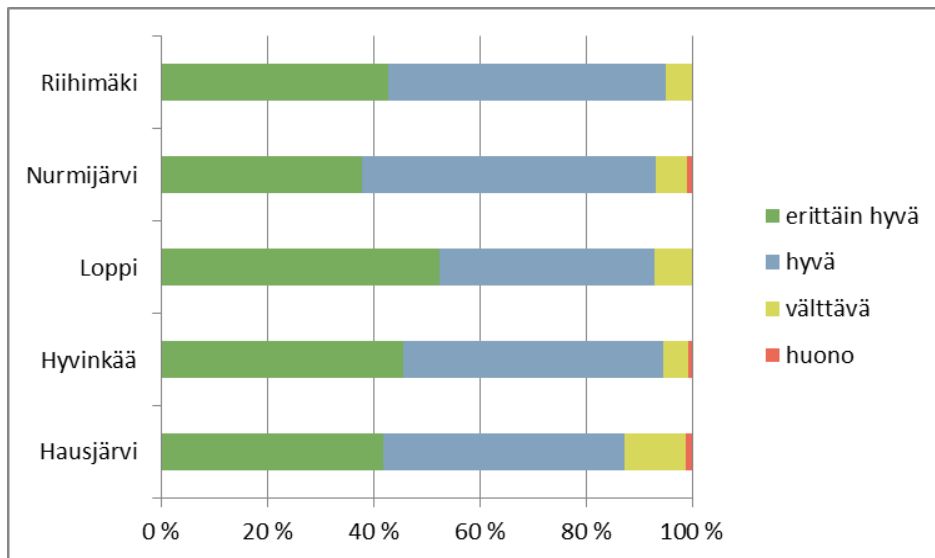
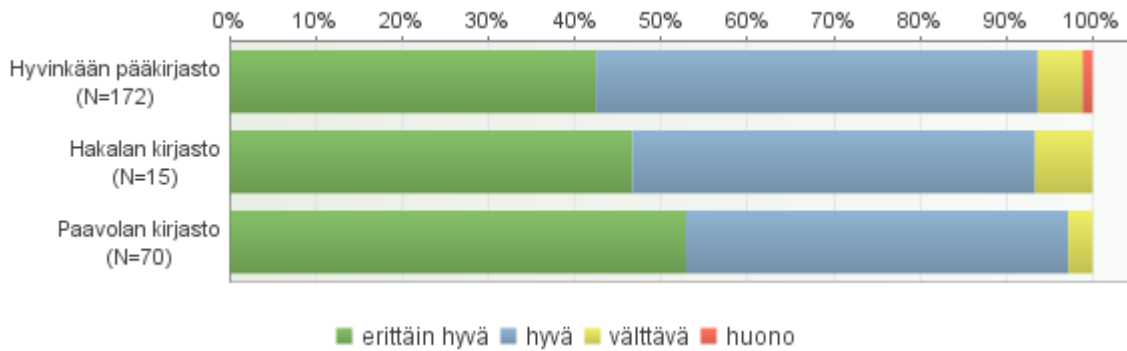


## Lainaus- ja palautusautomaatit

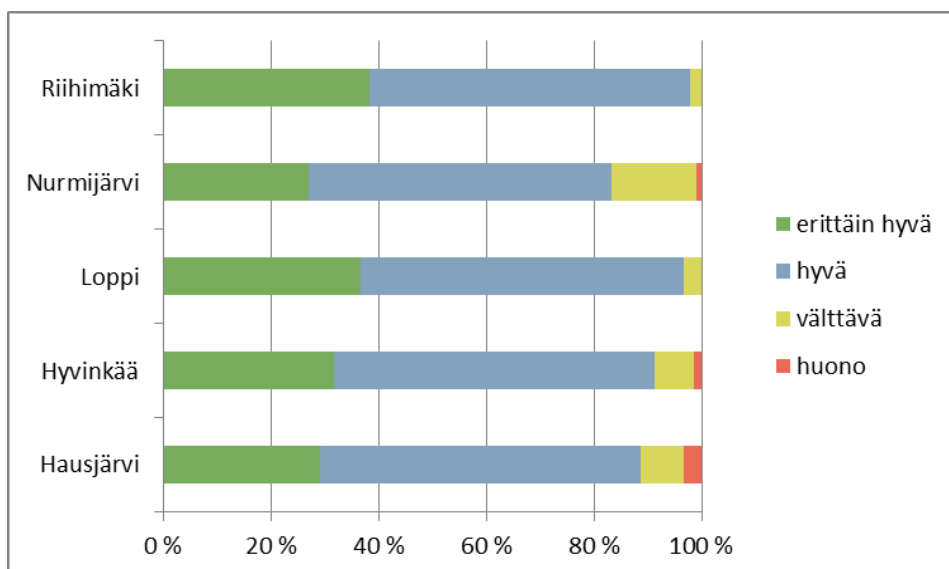
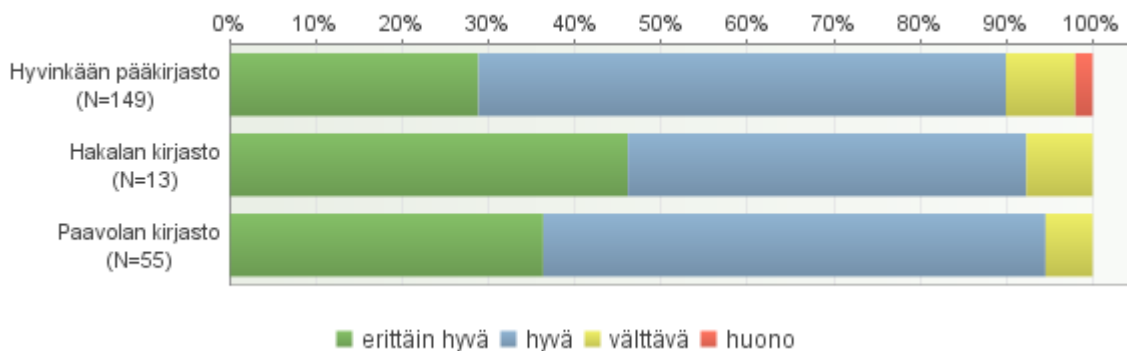


## Arvioi käyttämäsi kirjaston kokoelmia:

### Aikuisten kaunokirjallisuus

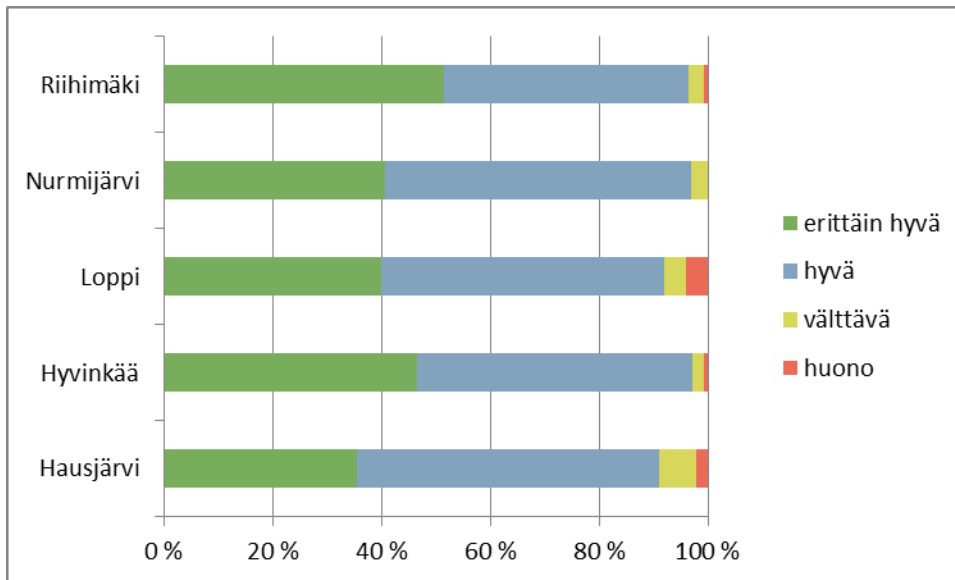
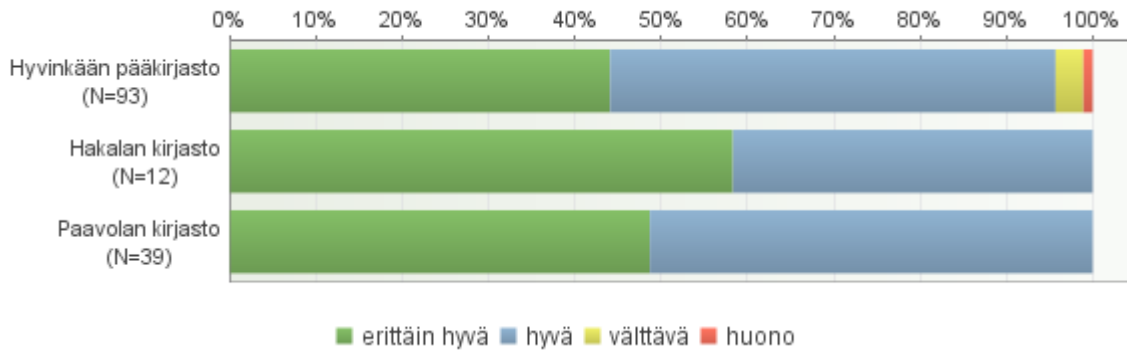


### Aikuisten tietokirjallisuus

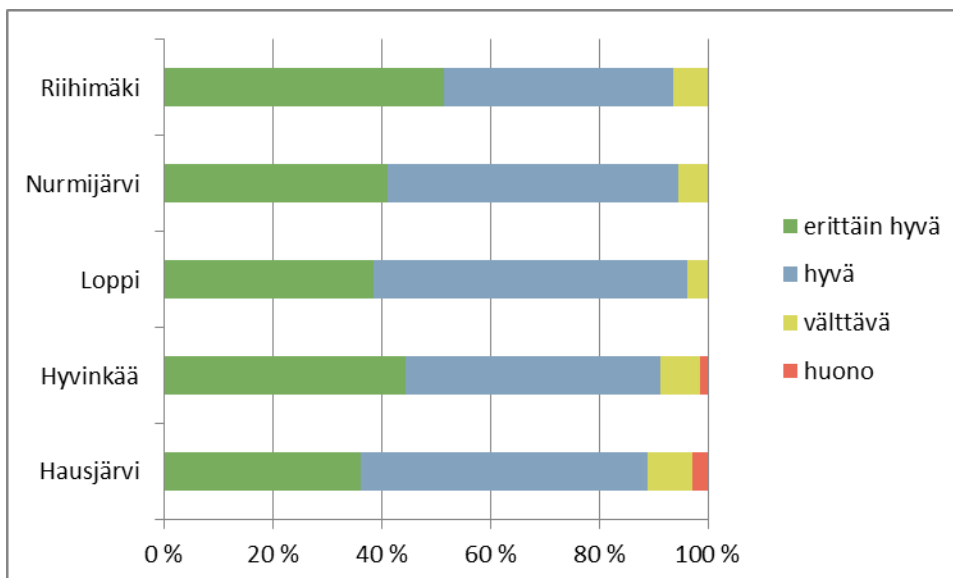
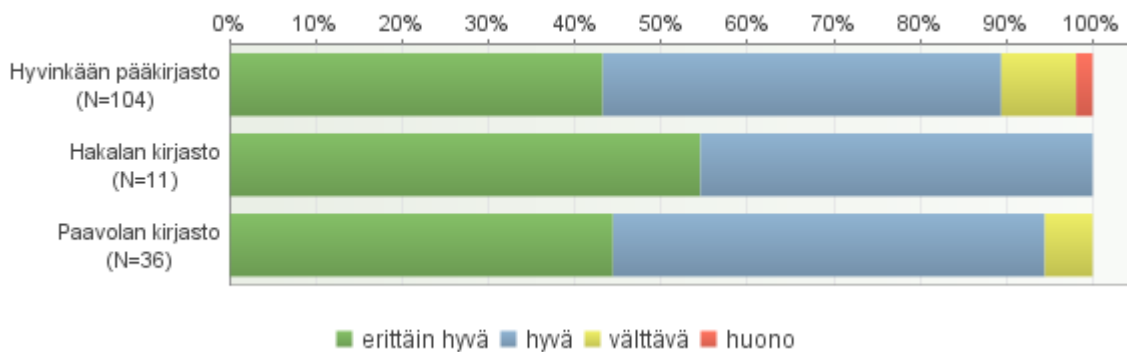




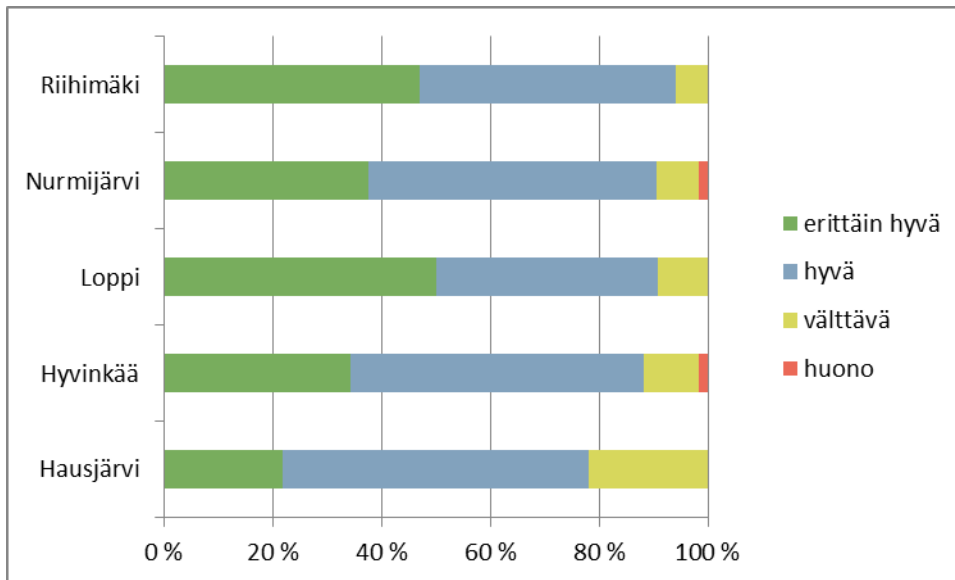
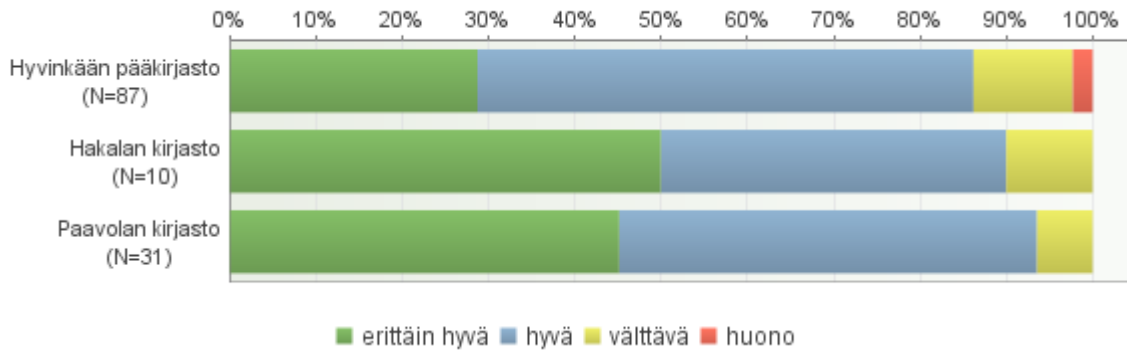
## Lasten kuvakirjat



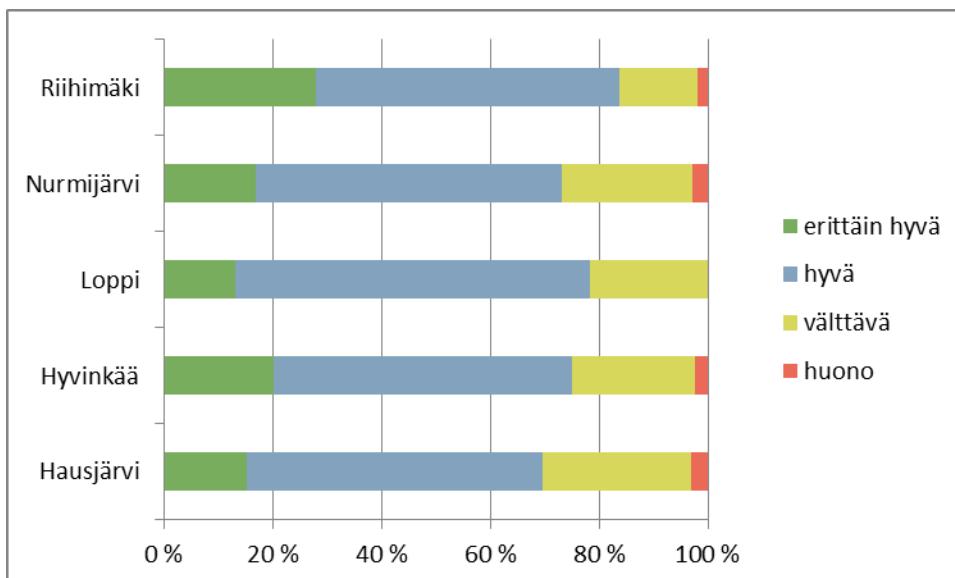
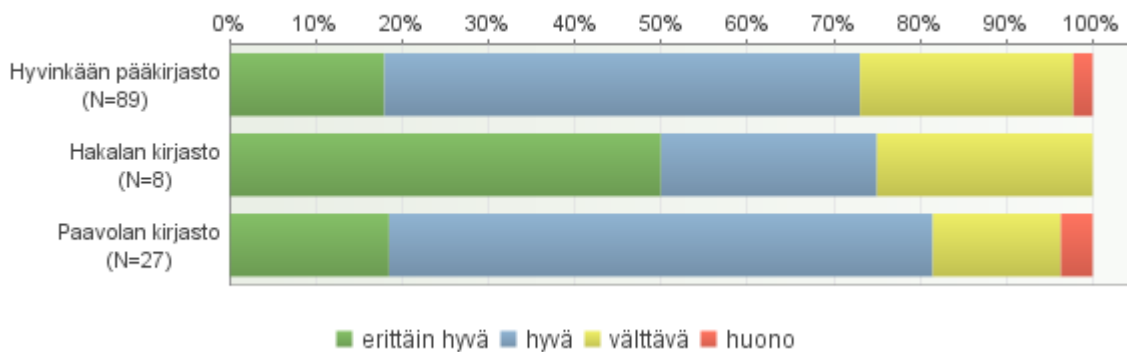
## Lasten ja nuorten kaunokirjallisuus



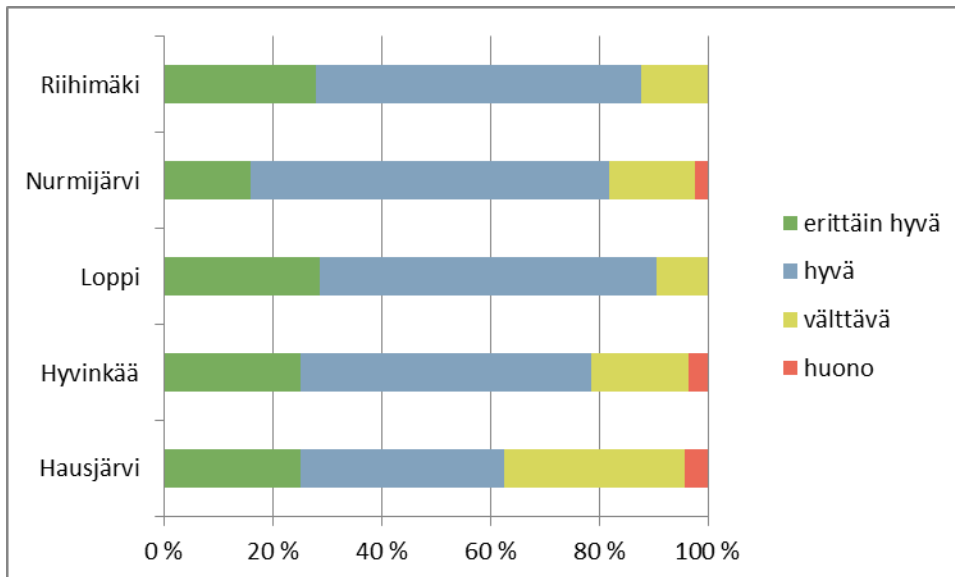
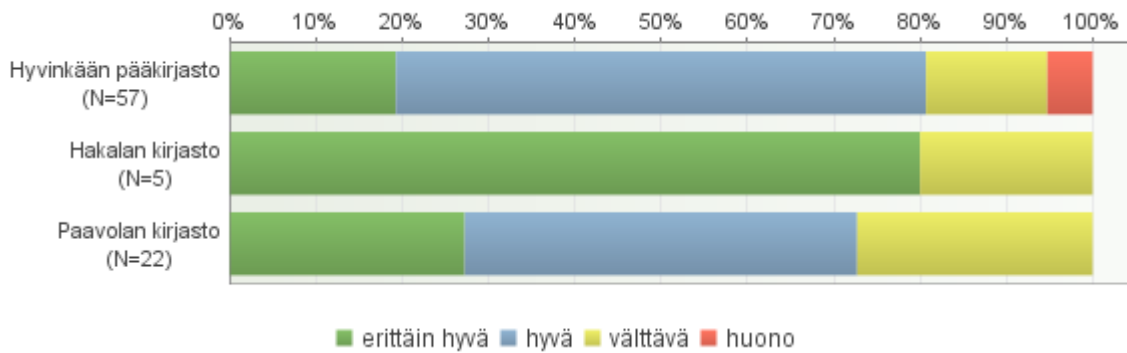
## Lasten ja nuorten tietokirjallisuus



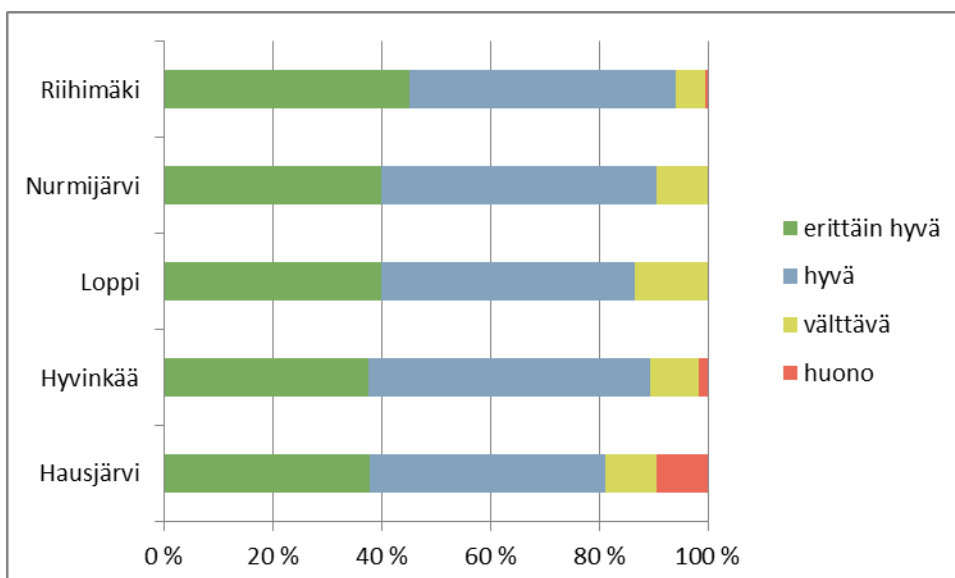
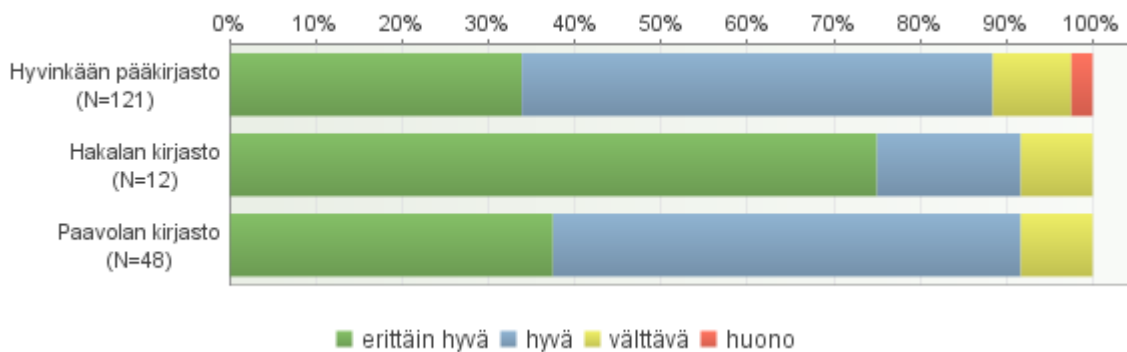
## Äänikirjat



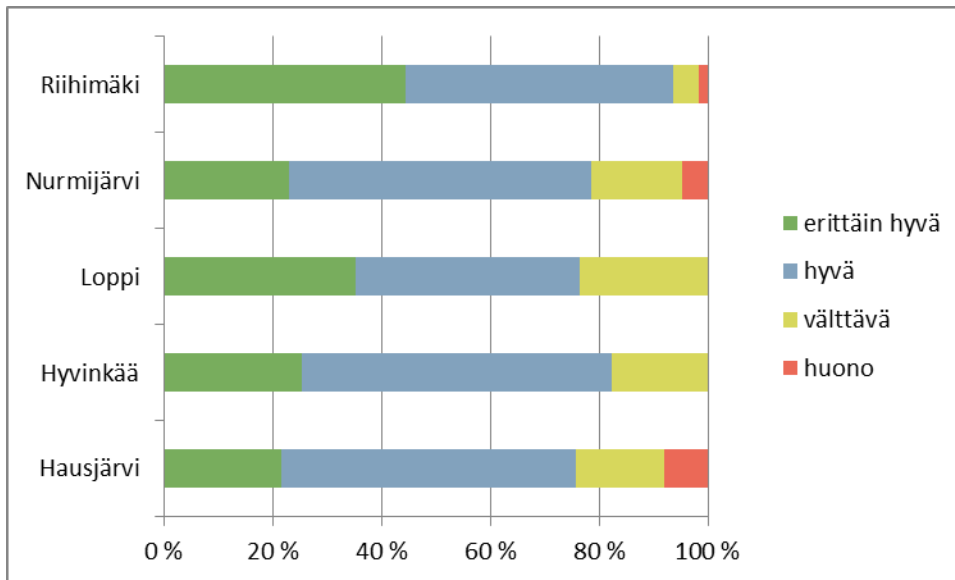
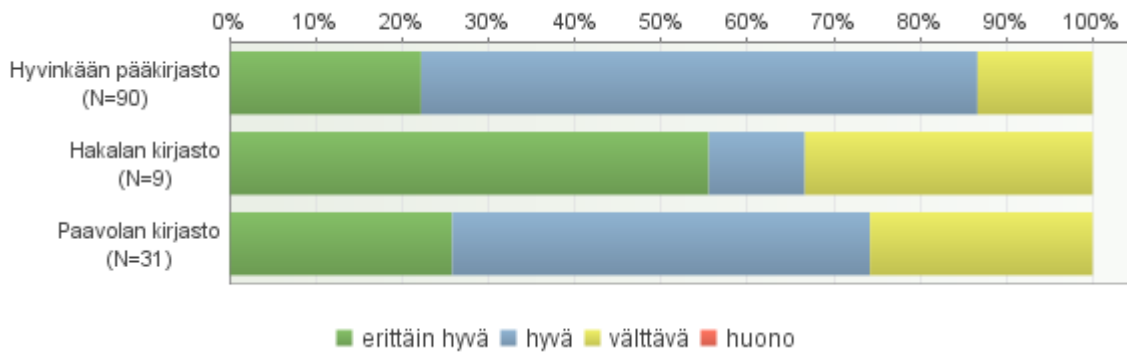
## Kielikurssit



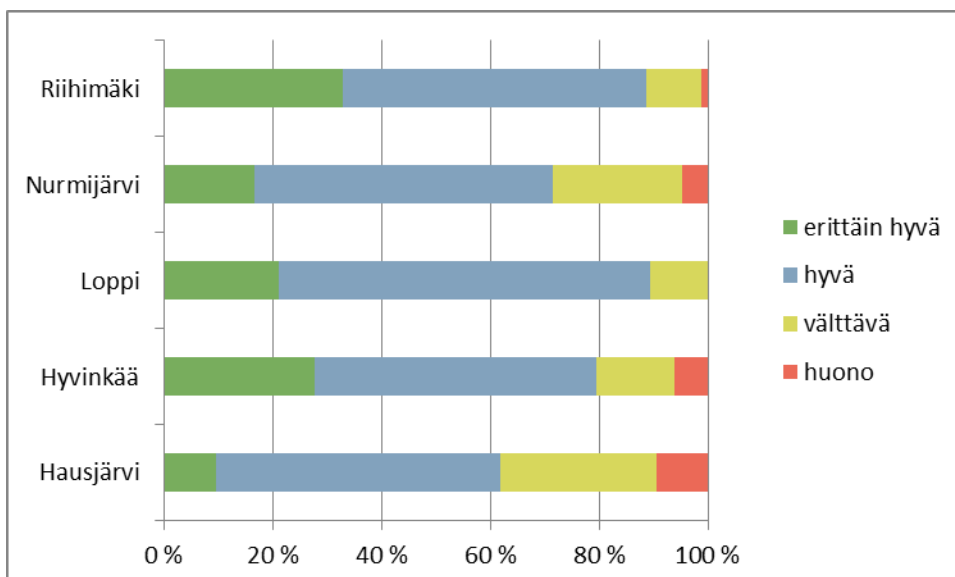
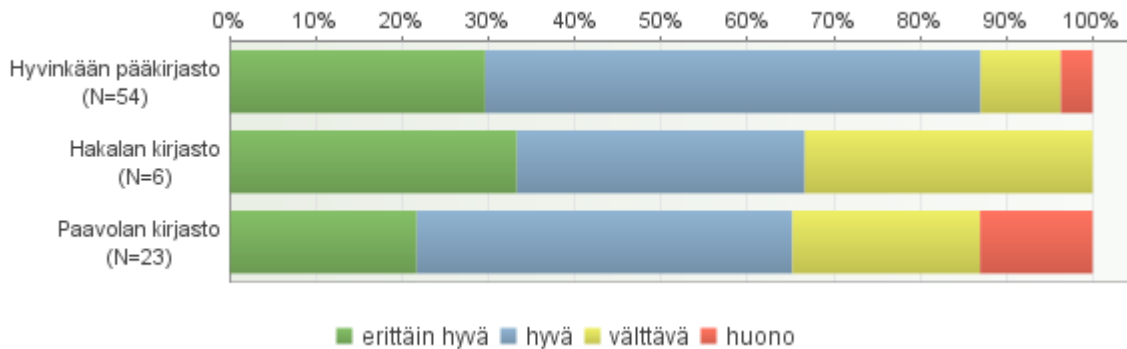
## Lehdet



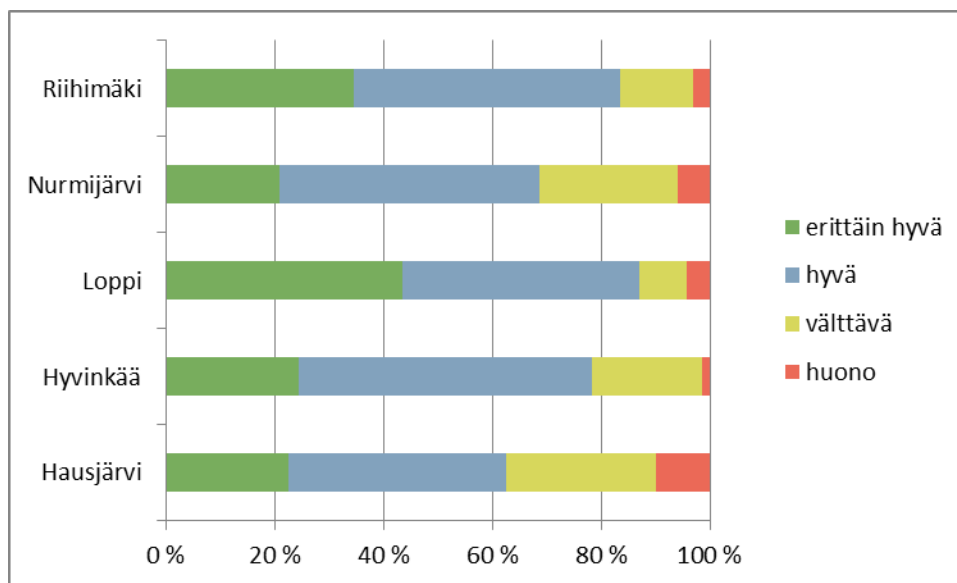
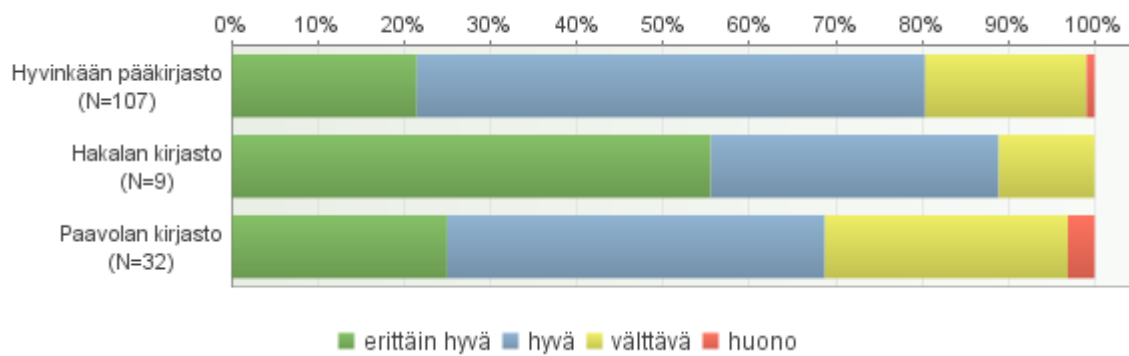
## Musiikkiäänitteet



## Nuotit

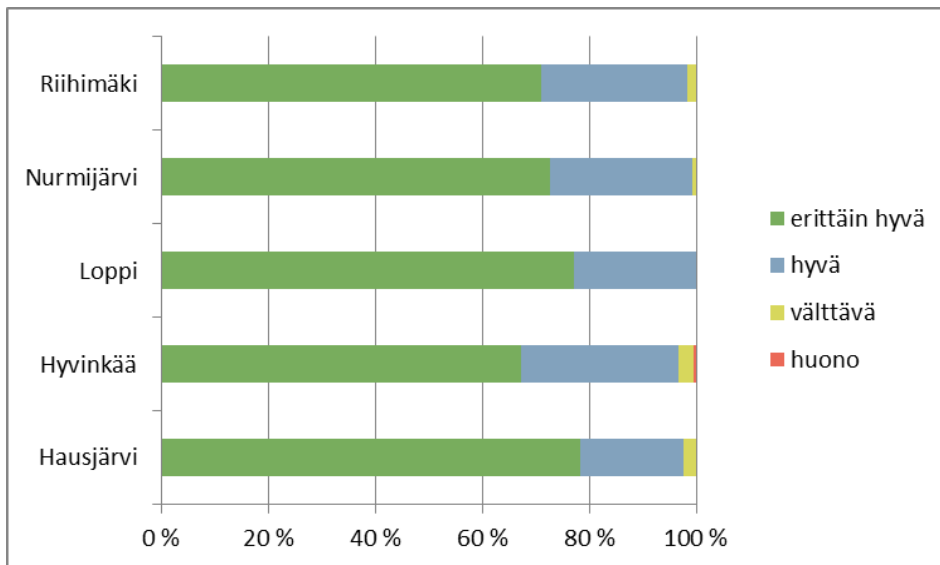
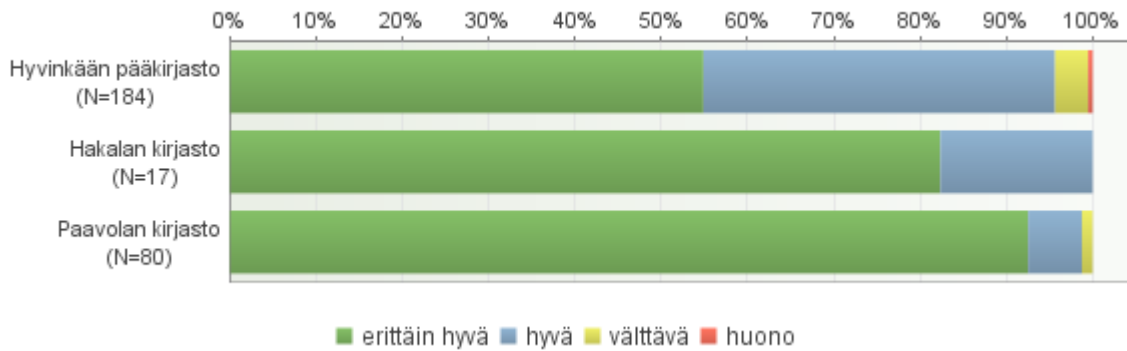


## Elokuvat

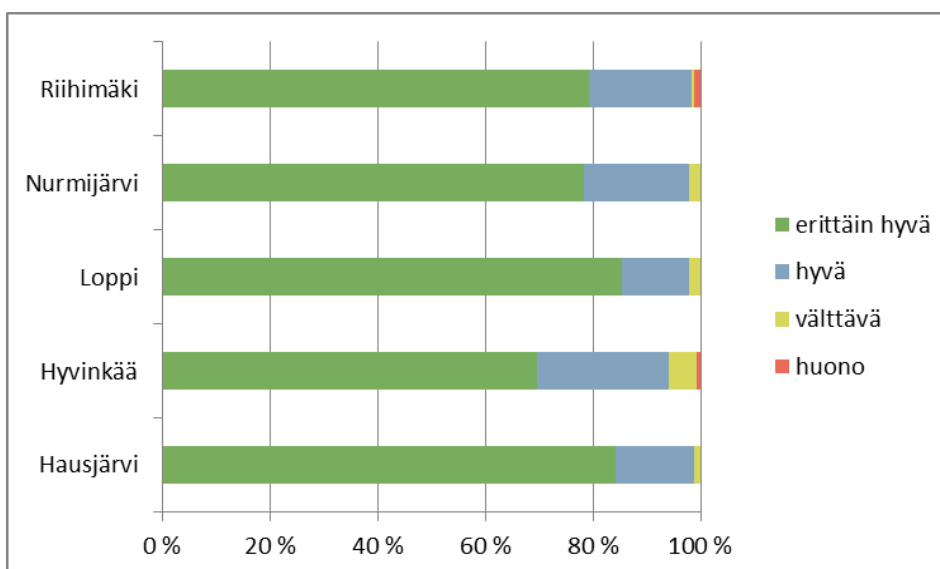
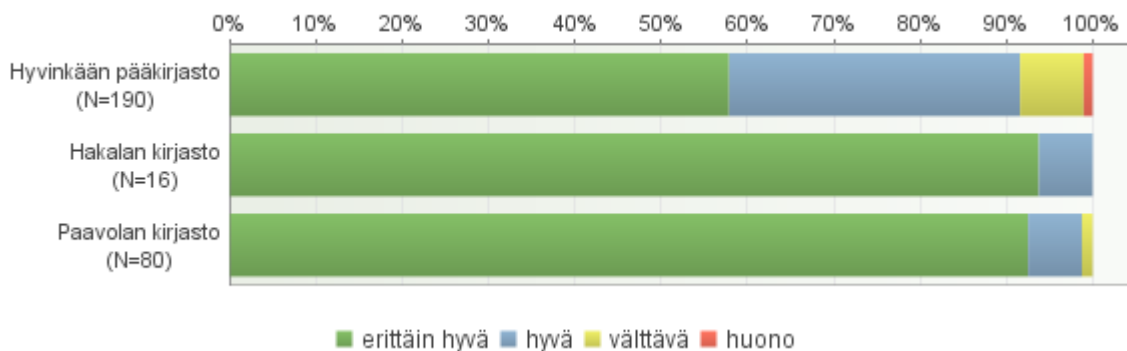


## Arvioi kirjaston palvelua:

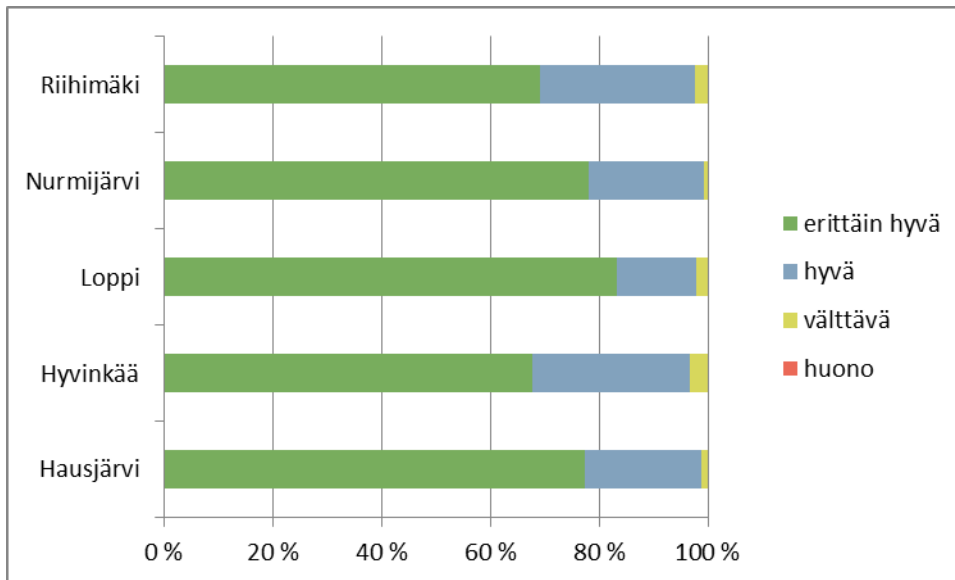
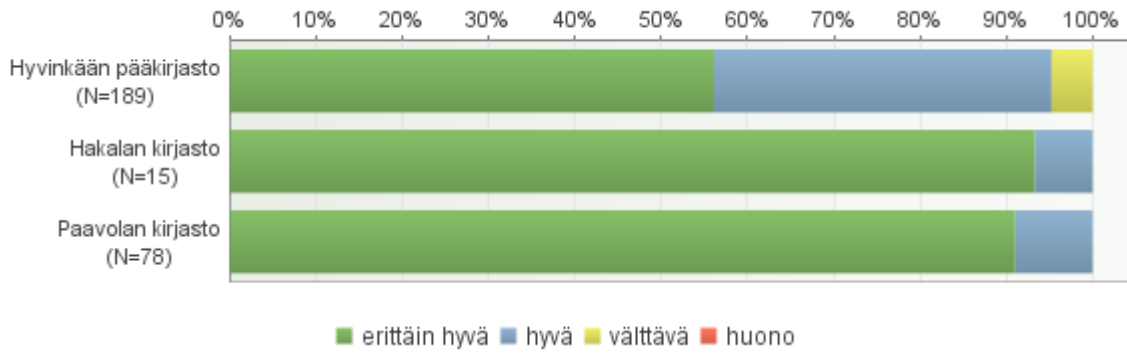
### Henkilökunnan asiantuntemus



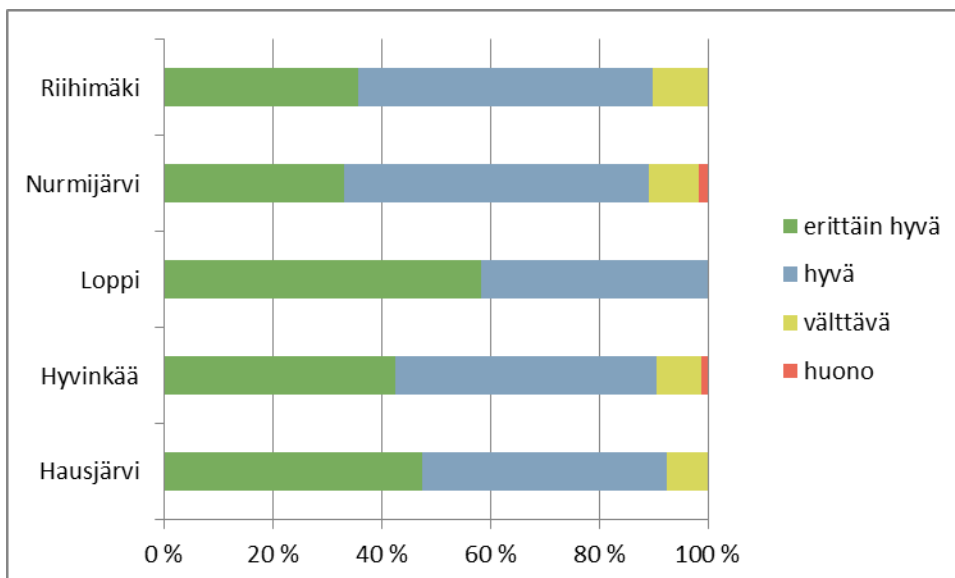
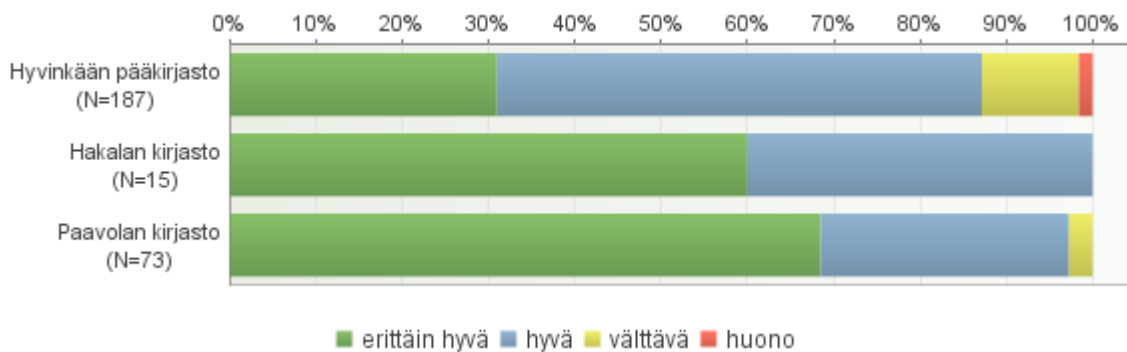
### Henkilökunnan ystävällisyys



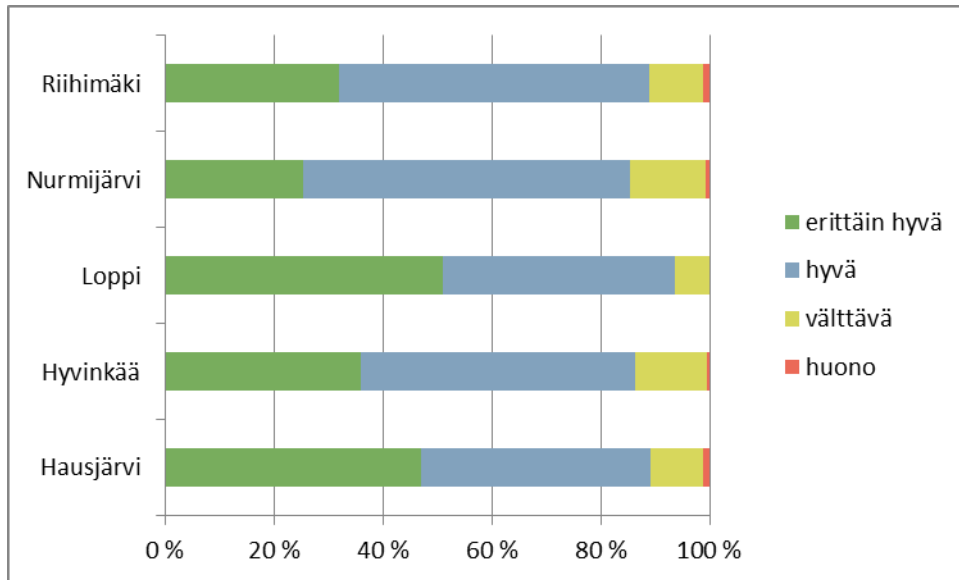
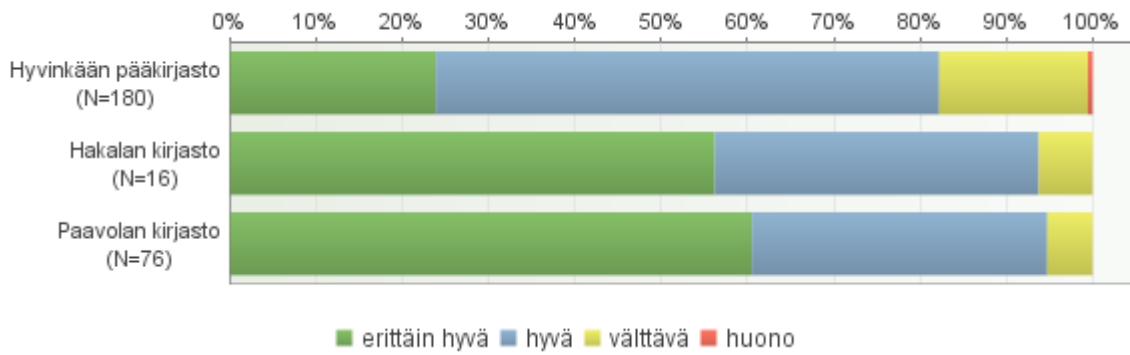
## Palvelun sujuvuus



## Aineiston sijoittelu ja löydettävyys



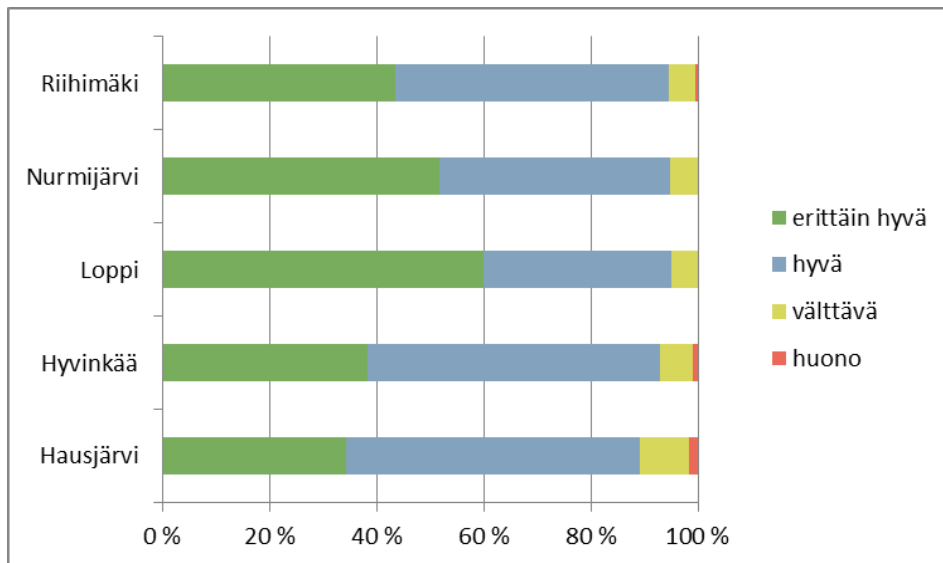
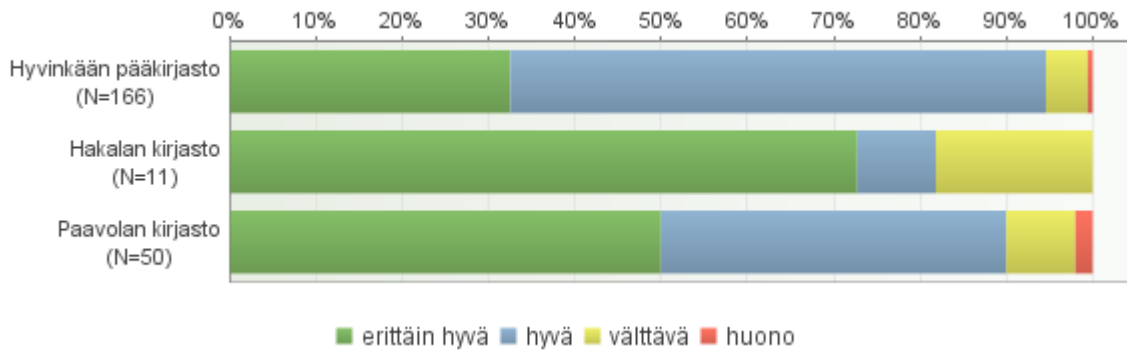
## Aineiston saatavuus



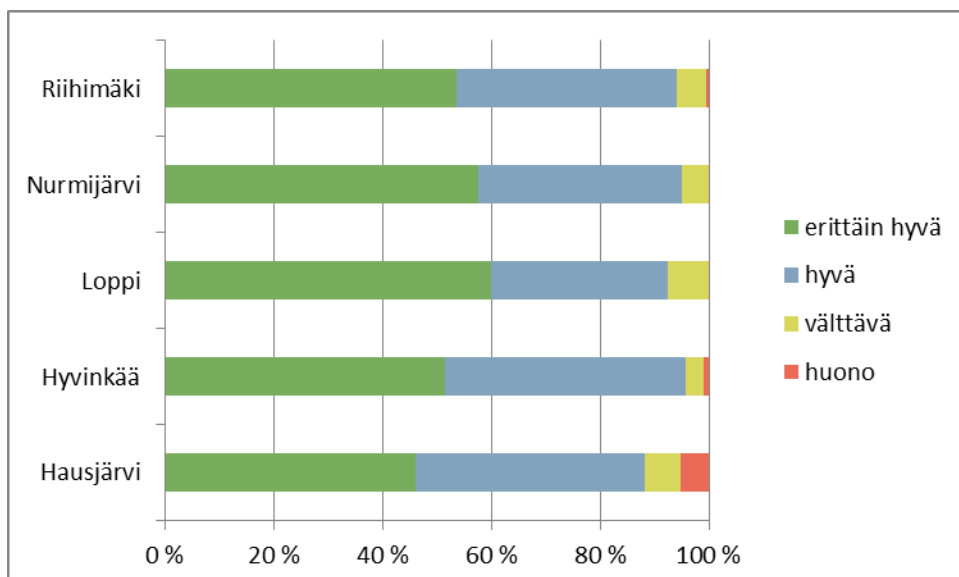
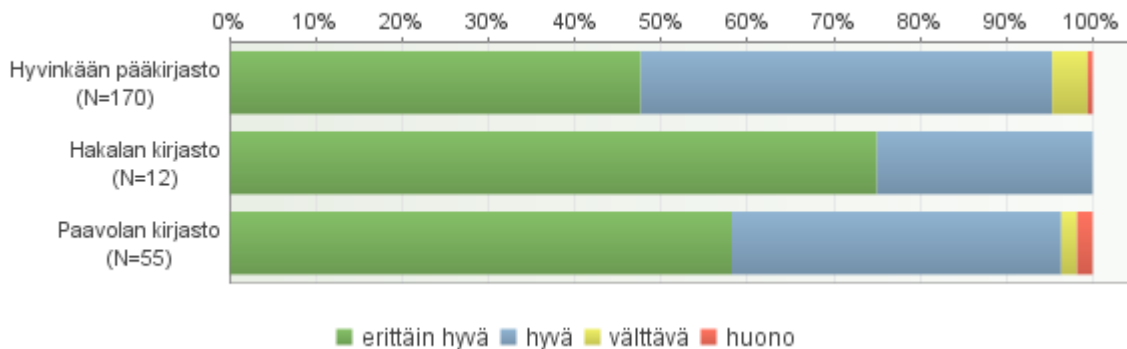


## Arvioi kirjaston tiedottamista ja kotisivuja:

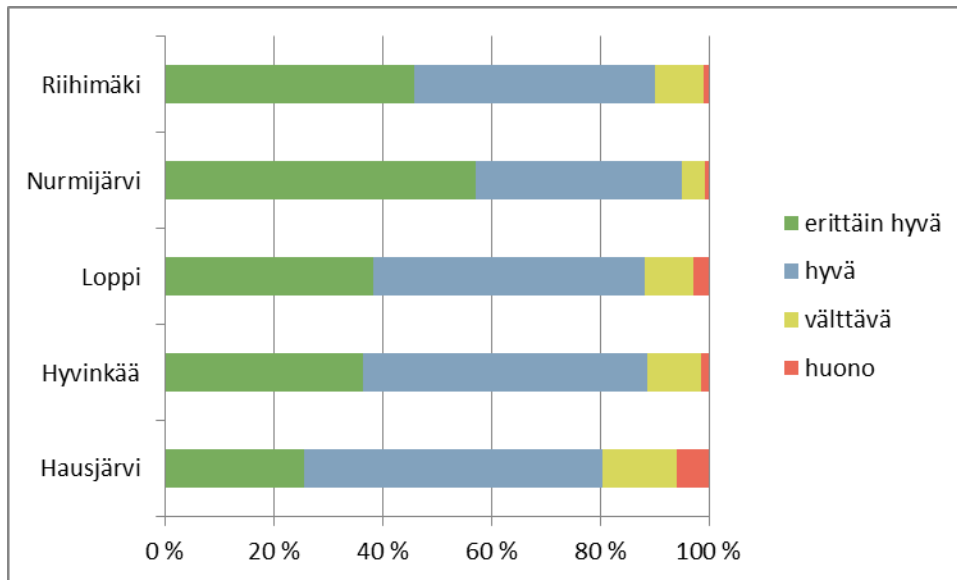
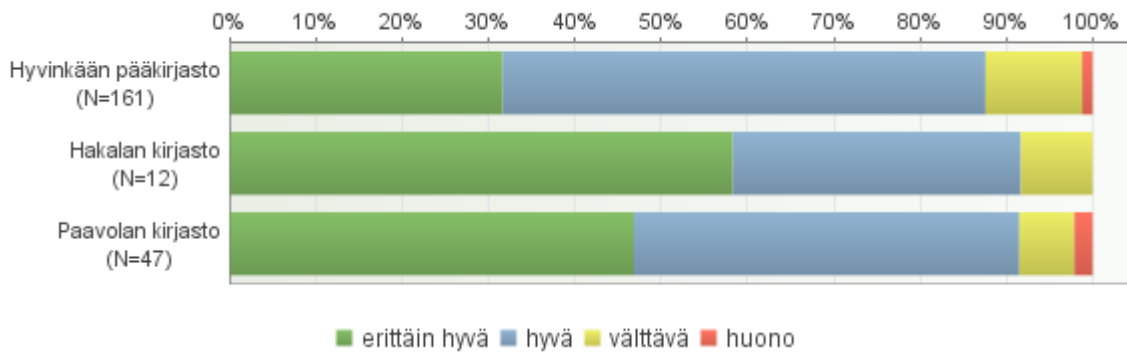
### Tiedon saanti palveluista



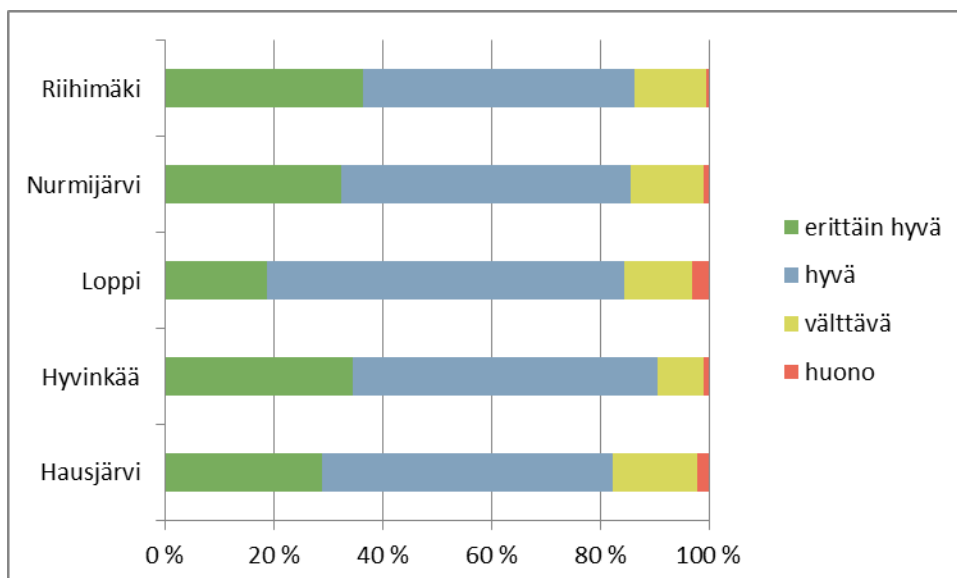
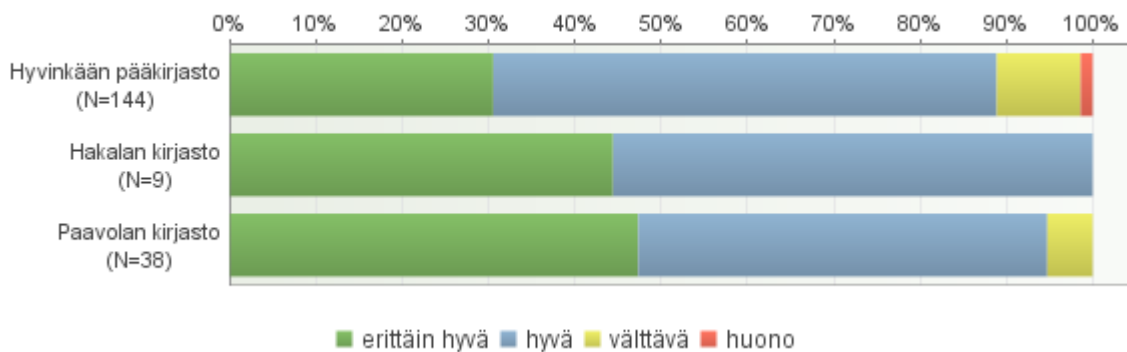
### Tiedon saanti aukioloajoista



## Tiedon saanti tapahtumista



## Kirjaston kotisivut

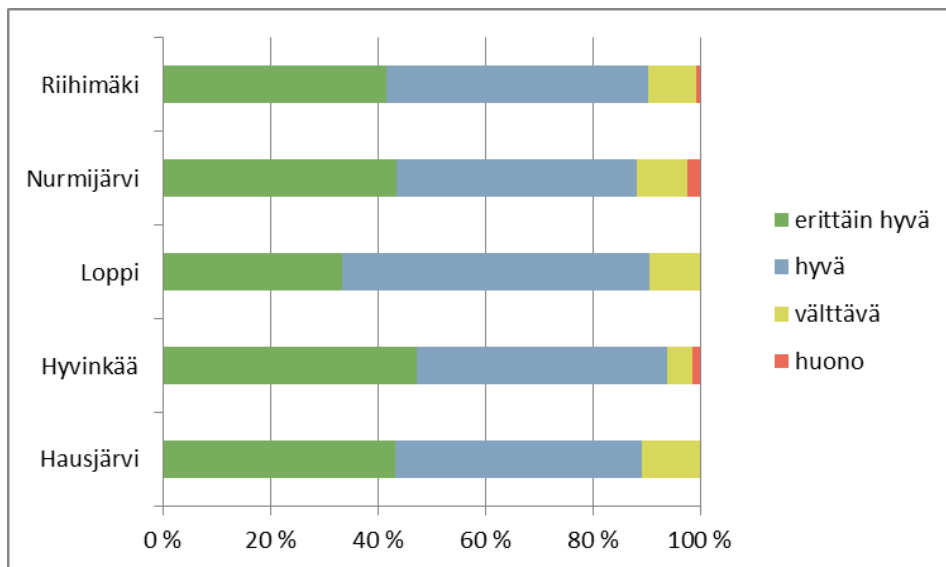
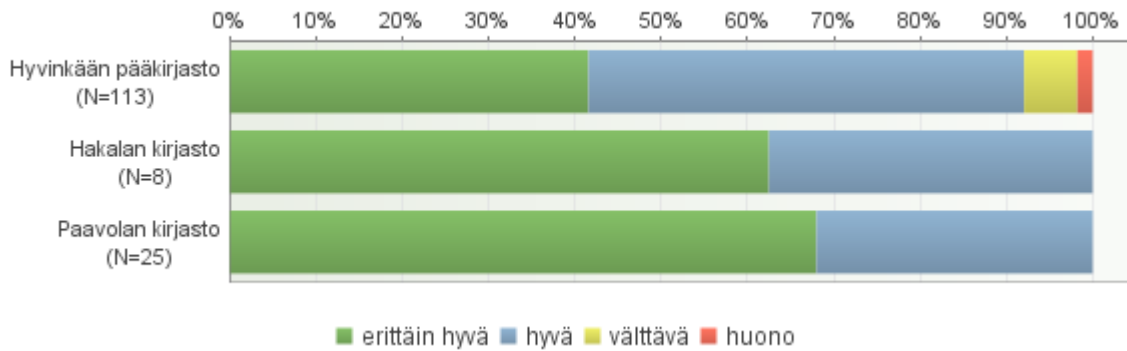


Mistä lähteistä saat tietoa kirjaston palveluista, aukioloajoista ja tapahtumista?

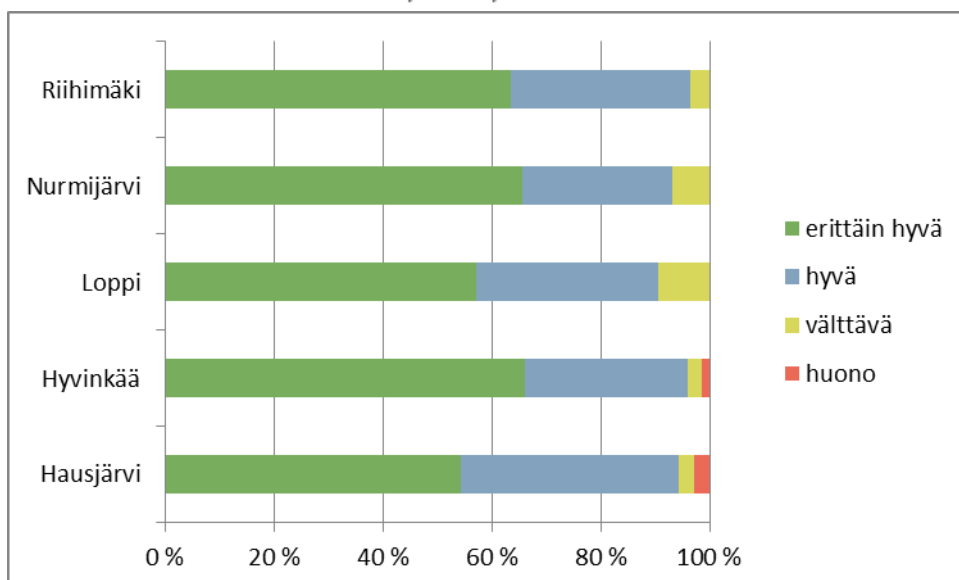
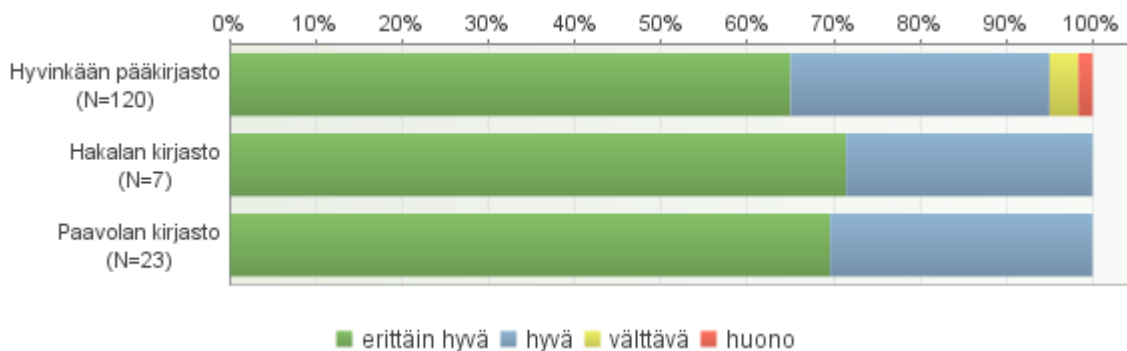
Vastauksissa oli mainittu seuraavat lähteet: kirjaston nettisivut ja Facebook-sivu, mainokset ja tiedotteet kirjastossa, henkilökunta, paikallinen sanomalehti ja lainauskuitti.

## Jos käytät verkkokirjastoa, arvioi käyttämiäsi toimintoja:

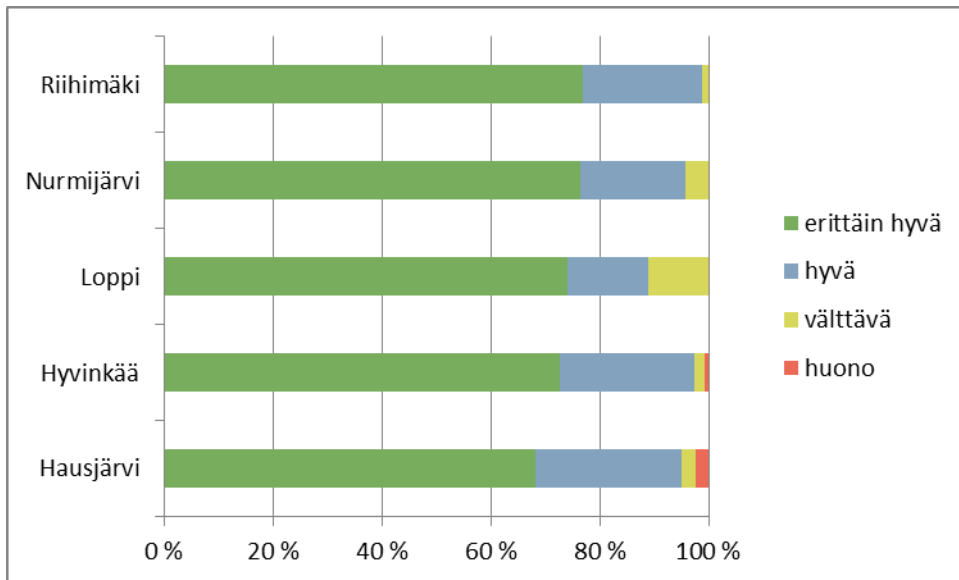
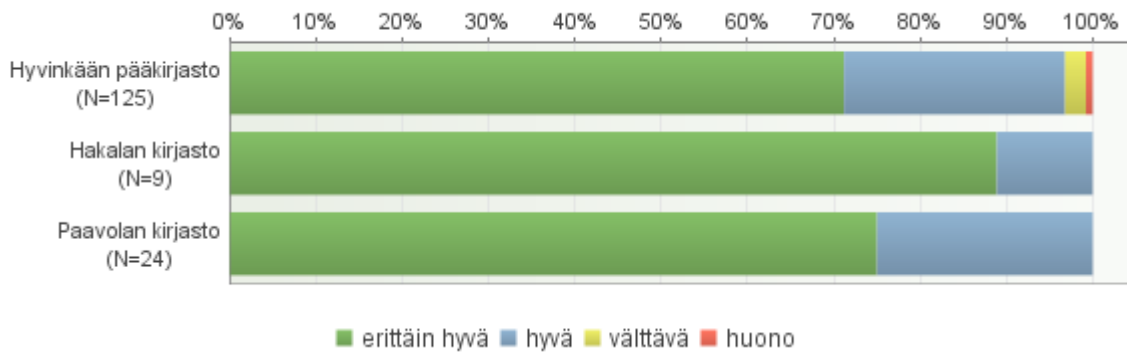
### Tiedonhaku



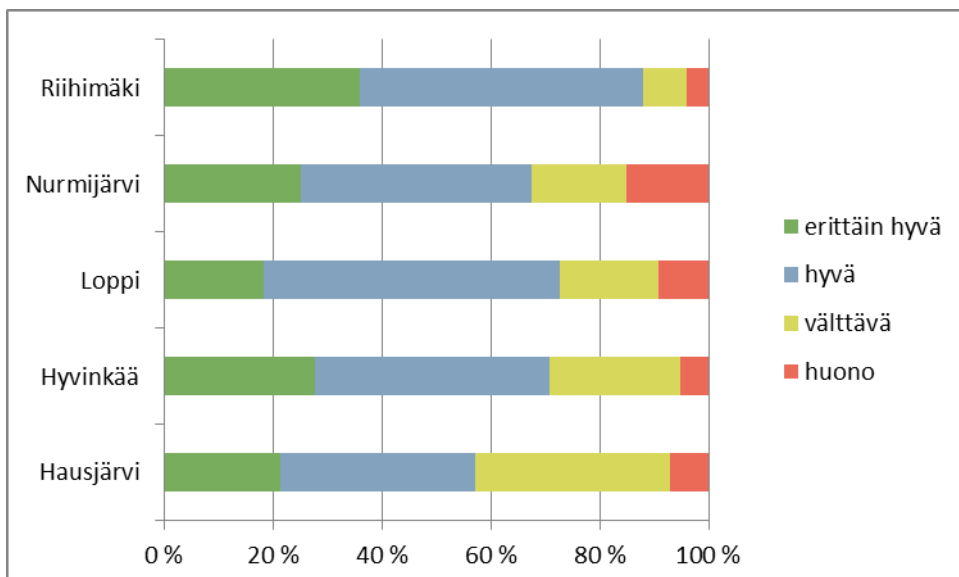
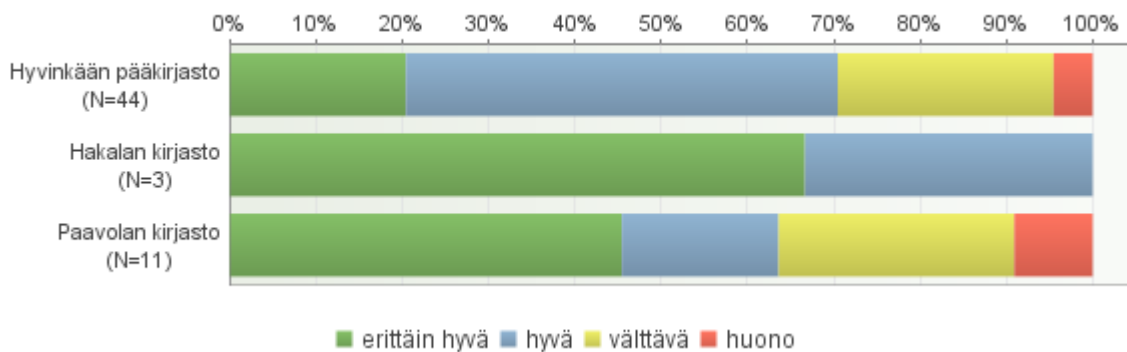
### Varausten tekeminen



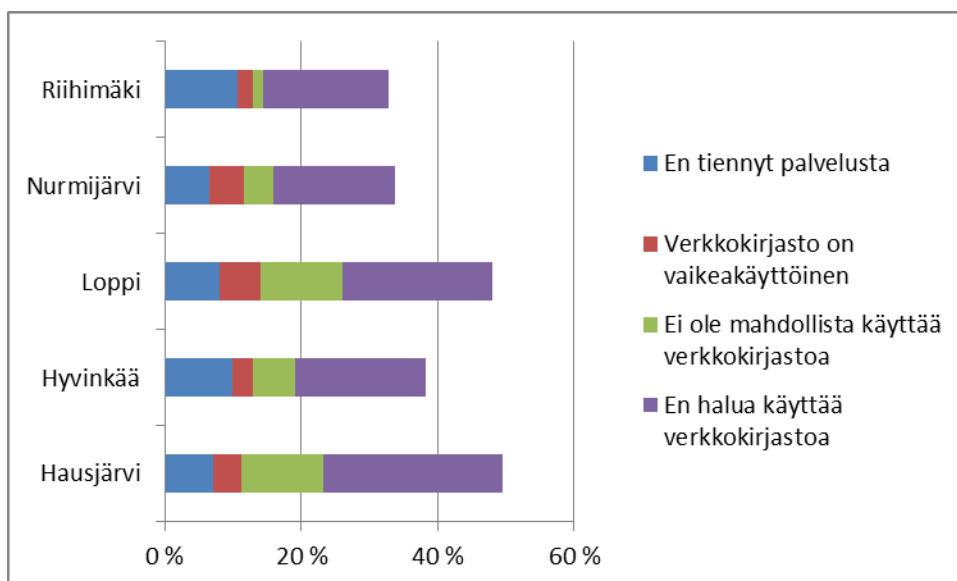
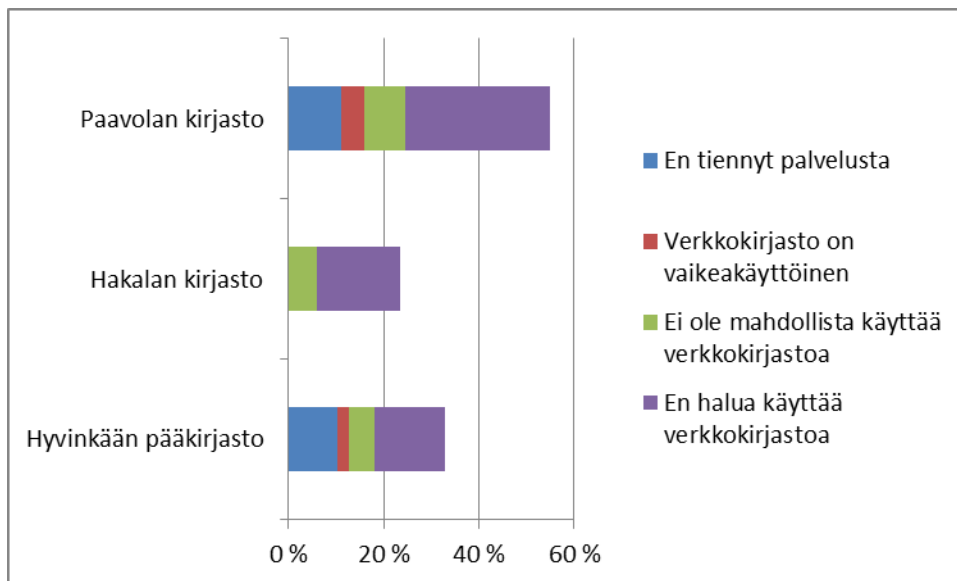
## Lainojen uusiminen



## Sähkökirjojen lainaaminen

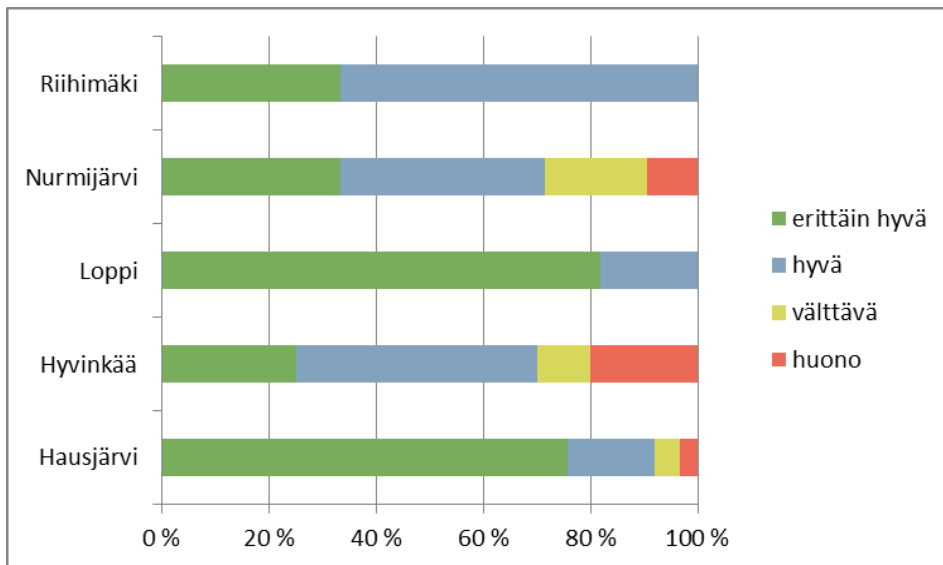
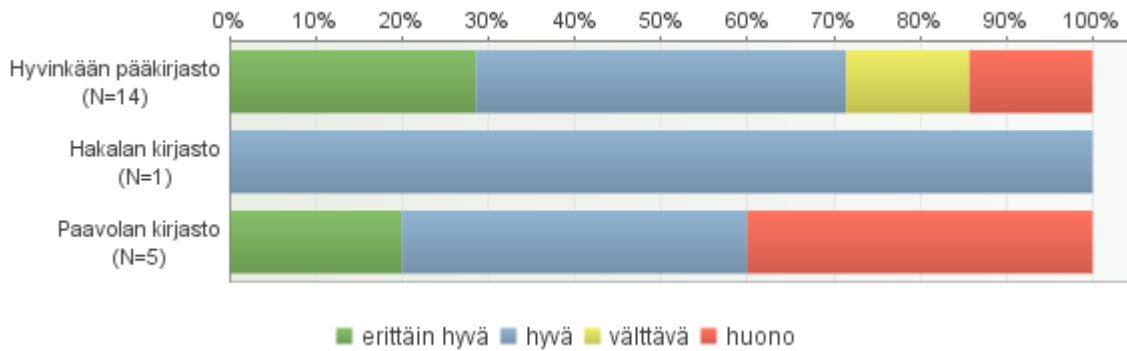


## Jos et käytä verkkokirjastoa, miksi et?

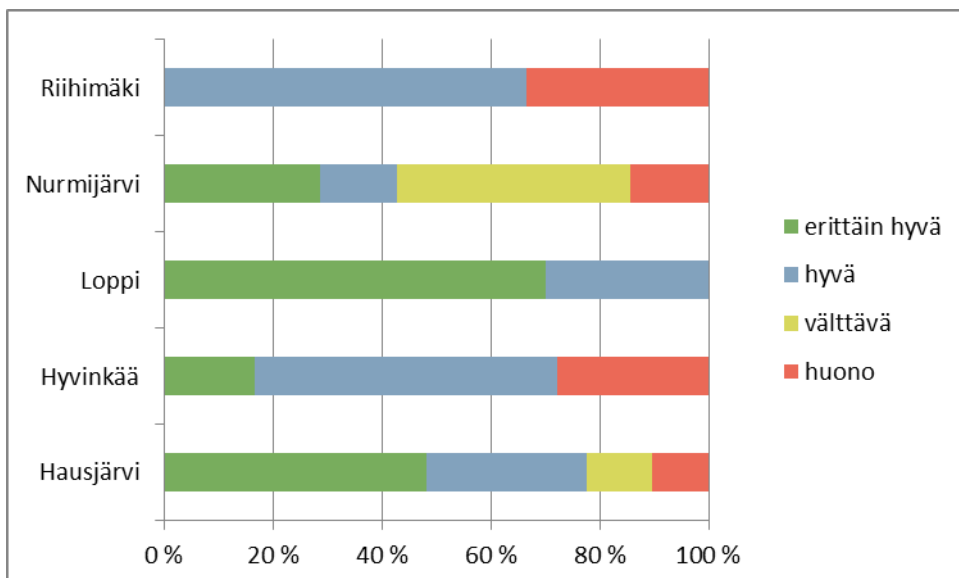
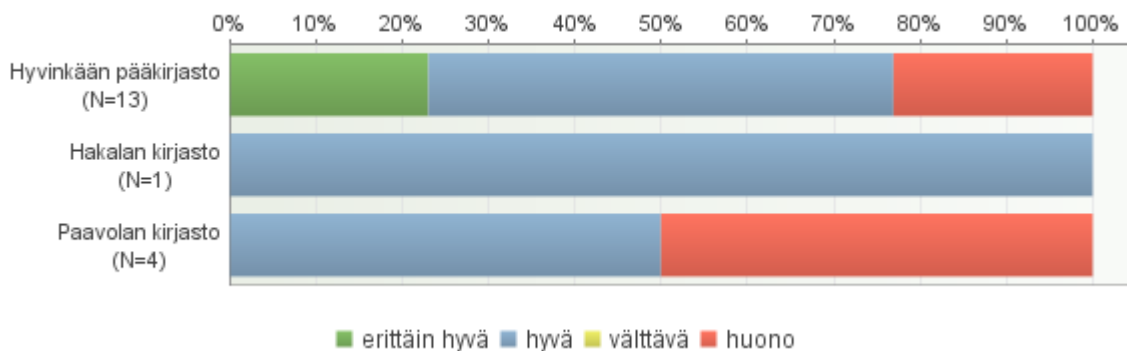


## Jos käytät kirjastoautoa, arvioi:

### Pysäkkien sijaintia



### Pysähtymisen ajankohtaa



## Pysähtymisajan pituutta

