

## Survey: Compact Shelving Survey






## Report: Default Report

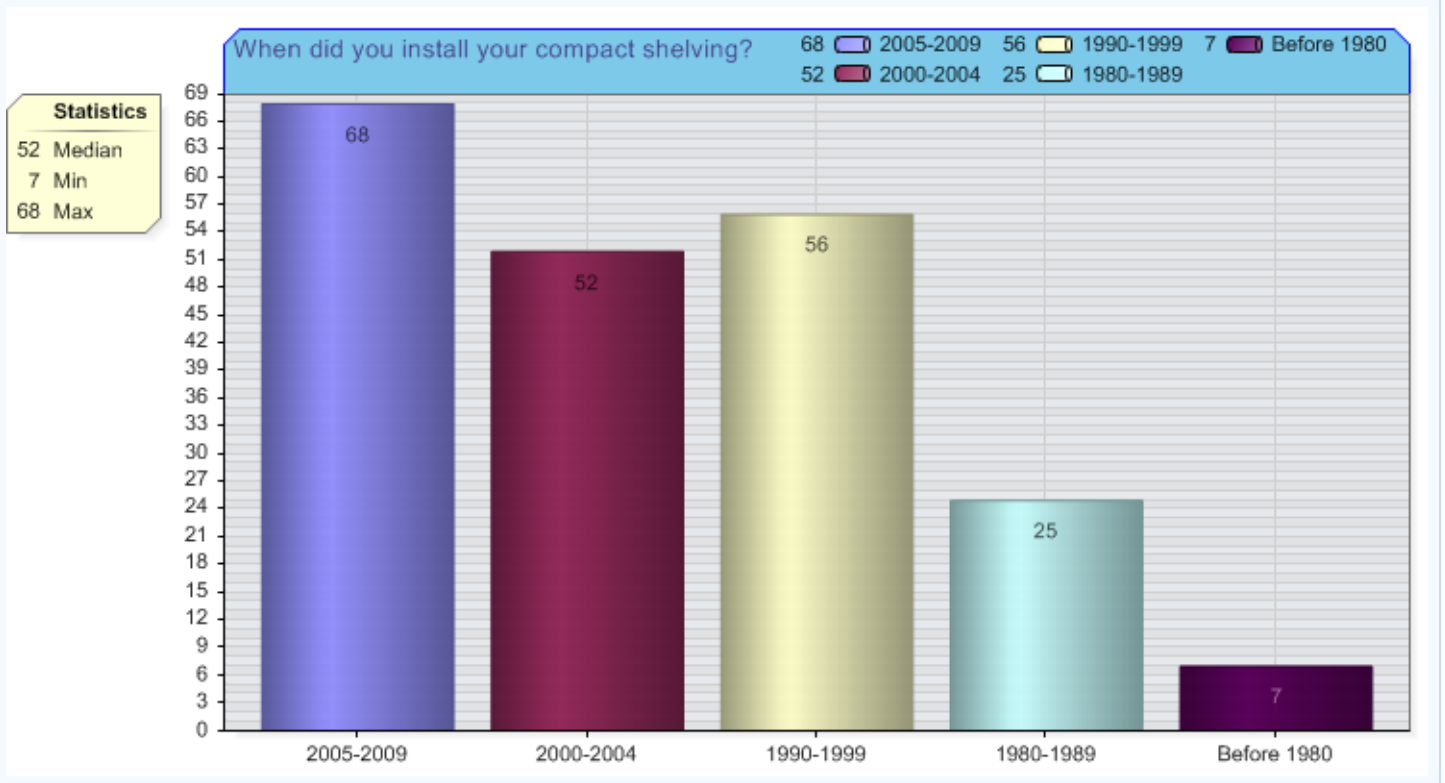
Survey Status		Respondent Statistics		Points Summary:
Status:	Closed	Total Responses:	197	No Points Questions used in this survey.
Deploy Date:	06/04/2009	Completes:	166	
Closed Date:	06/21/2009	Partials:	31	

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 View Questions:  

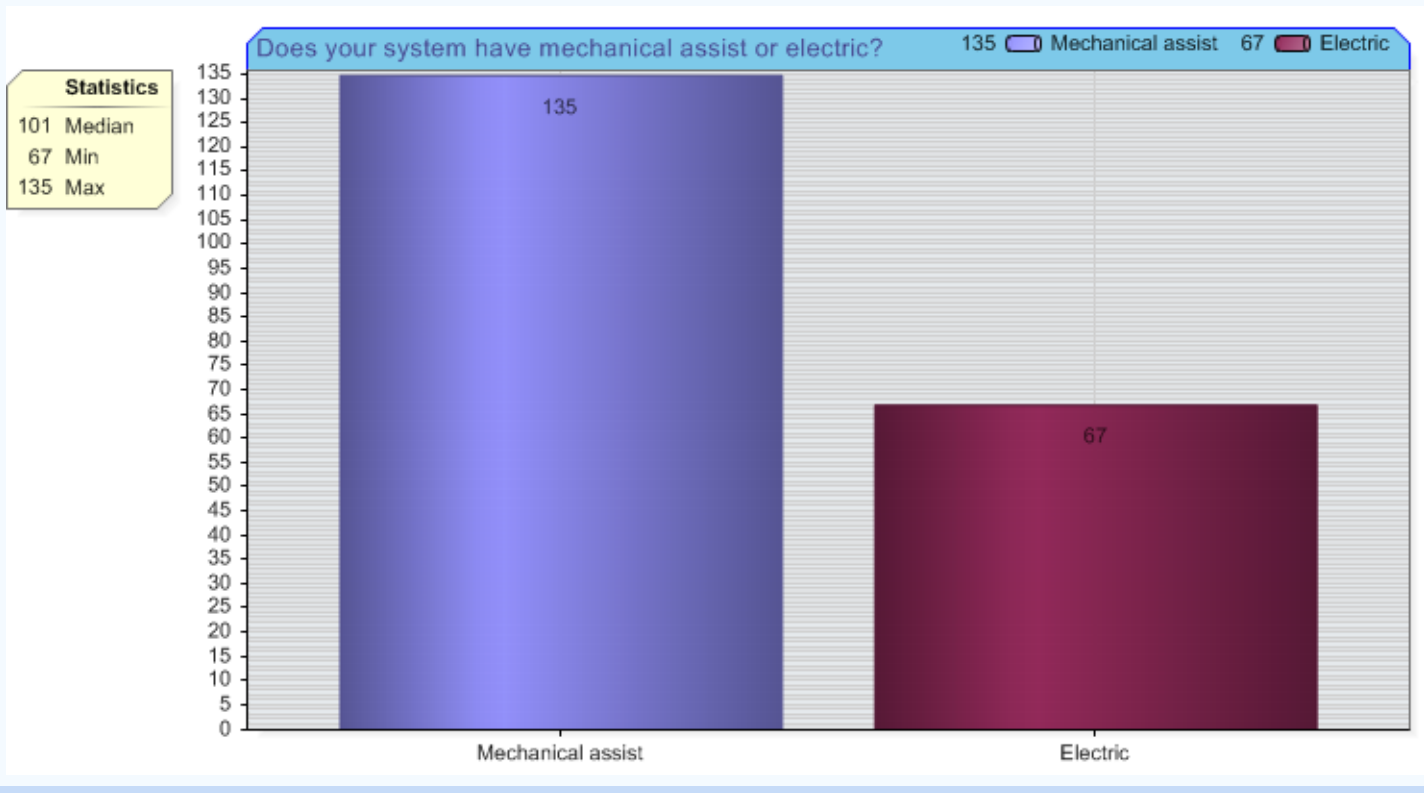
## 1. When did you install your compact shelving?

	Responses	Percent
2005-2009: 	68	36.76%
2000-2004: 	52	28.11%
1990-1999: 	56	30.27%
1980-1989: 	25	13.51%
Before 1980: 	7	3.78%
Total Responded to this question:		185 93.91%
Total who skipped this question:		12 6.09%
Total:		197 100%








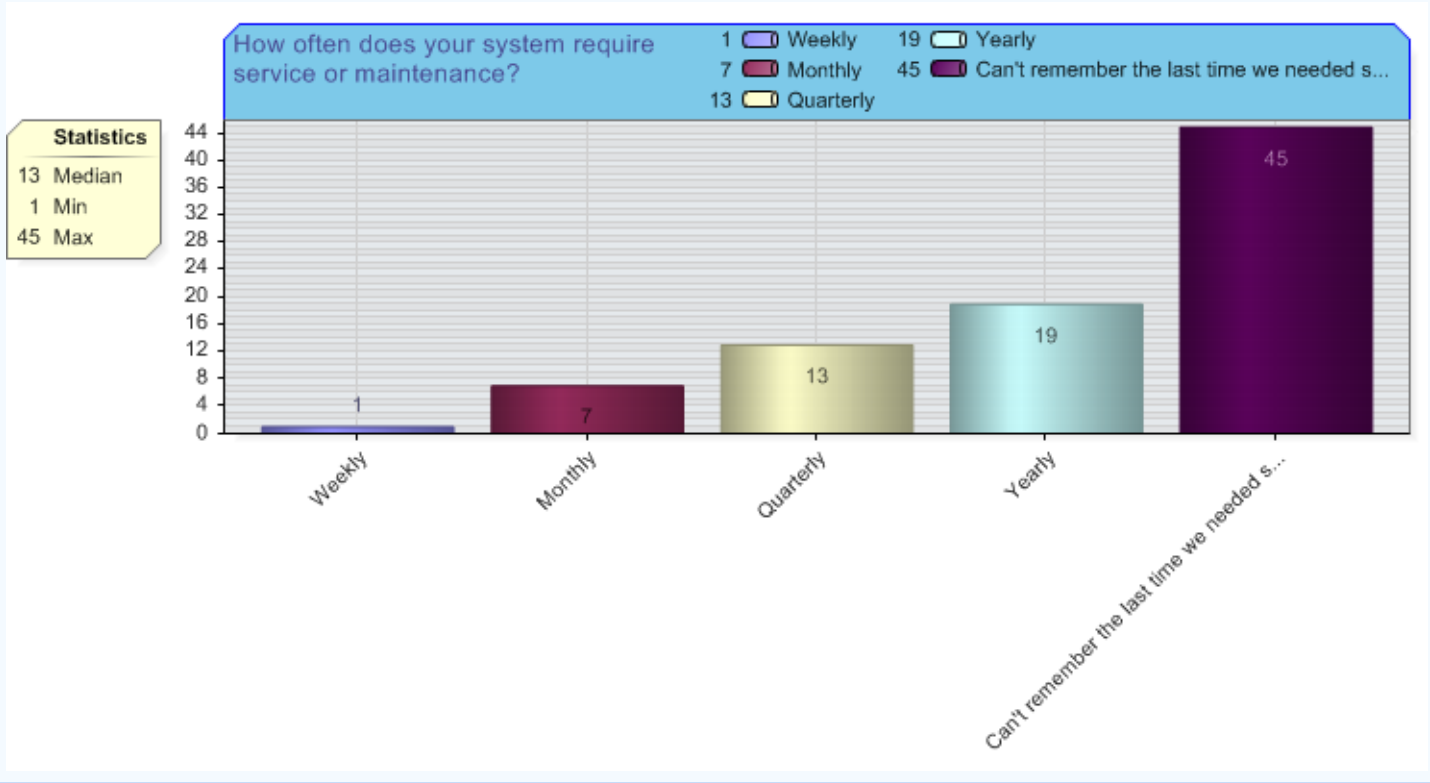
2. Does your system have mechanical assist or electric?

	Responses	Percent
Mechanical assist: 	135	72.58%
Electric: 	67	36.02%
Total Responded to this question:	186	94.42%
Total who skipped this question:	11	5.58%
Total:	197	100%





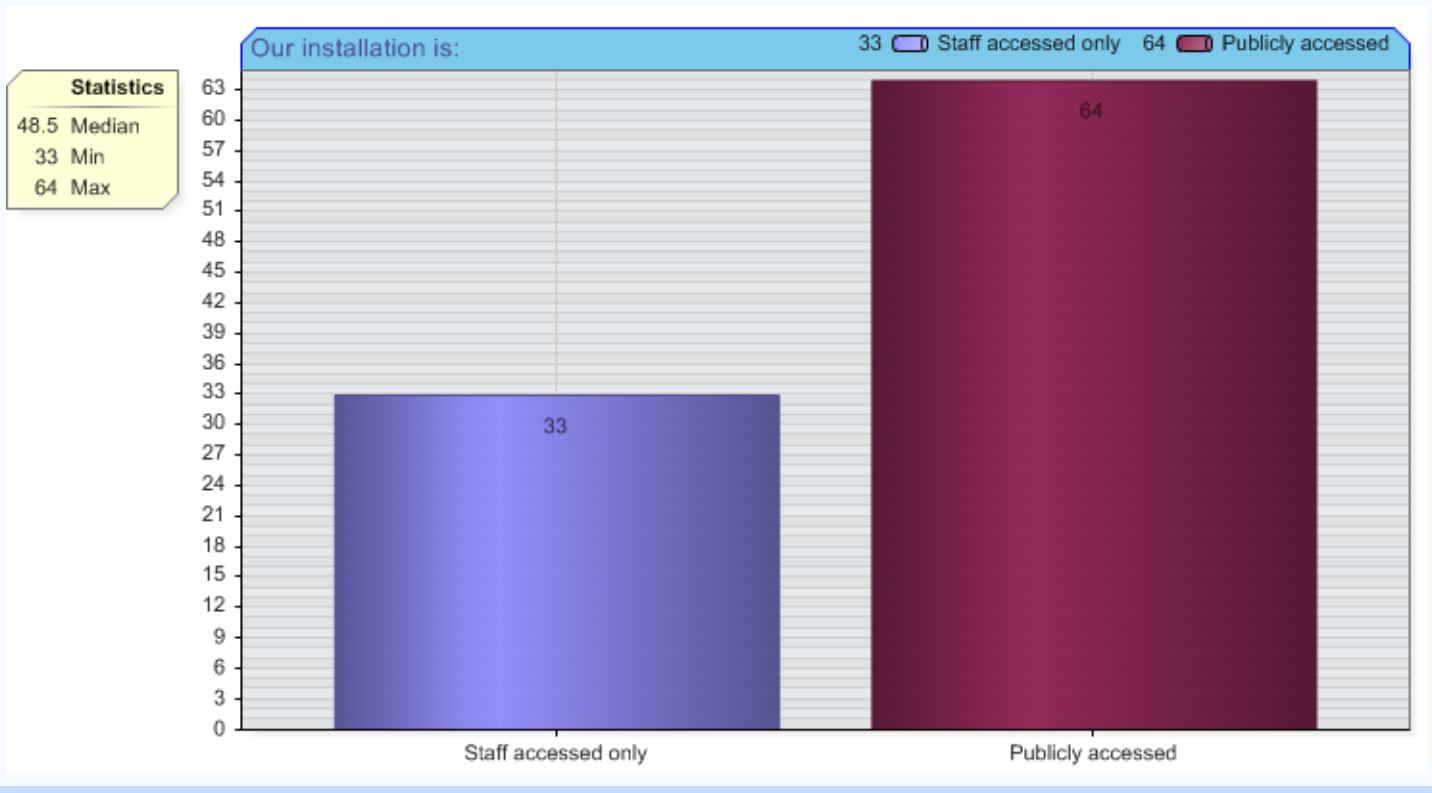
### 3. How often does your system require service or maintenance?

	Responses	Percent
Weekly: 	1	1.19%
Monthly: 	7	8.33%
Quarterly: 	13	15.48%
Yearly: 	19	22.62%
Can't remember the last time we needed service: 	45	53.57%
Total Responded to this question:		84 42.64%
Total who skipped this question:		113 57.36%
Total:		197 100%



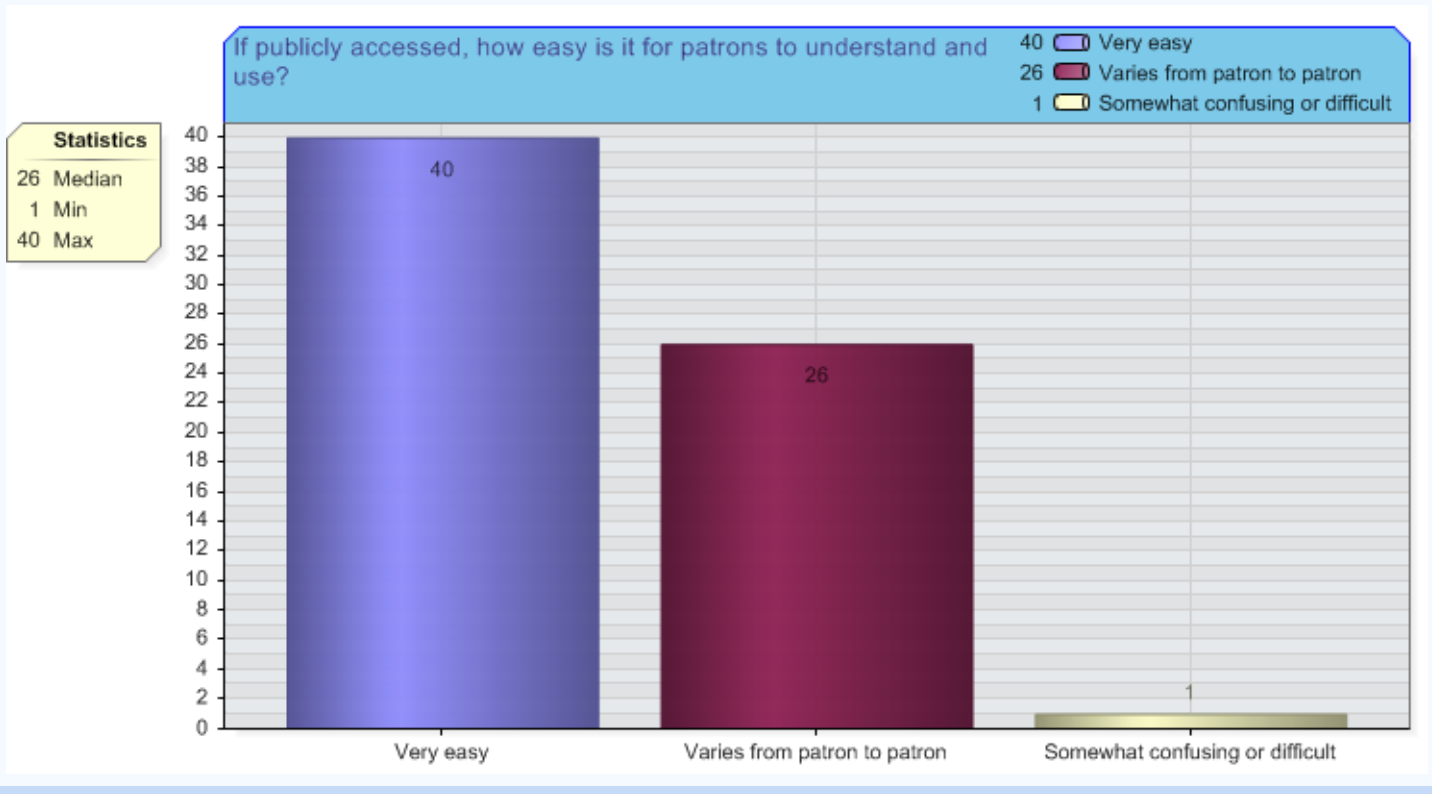
4. Our installation is:

	Responses	Percent
Staff accessed only: 	33	36.26%
Publicly accessed: 	64	70.33%
Total Responded to this question:	91	46.19%
Total who skipped this question:	106	53.81%
Total:	197	100%



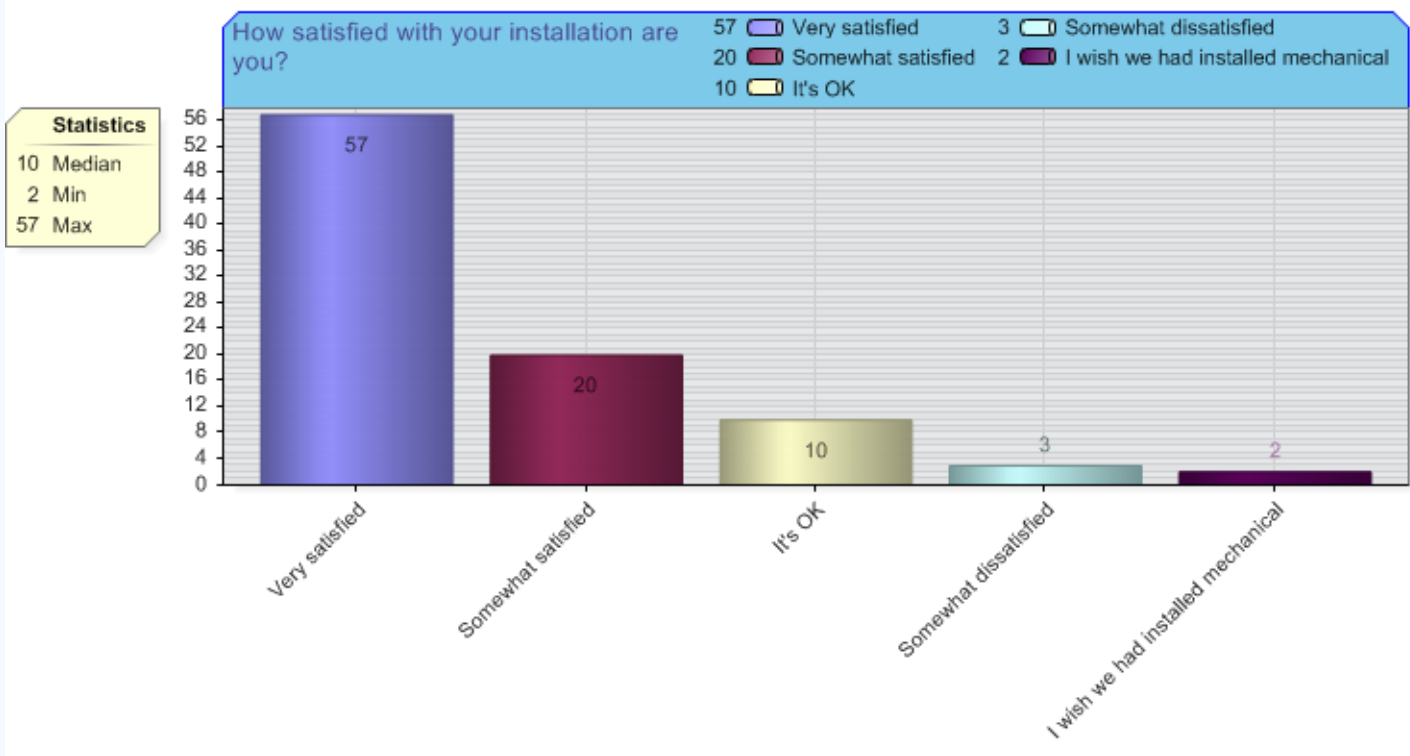
5. If publicly accessed, how easy is it for patrons to understand and use?

	Responses	Percent
Very easy:	40	61.54%
Varies from patron to patron:	26	40%
Somewhat confusing or difficult:	1	1.54%
Total Responded to this question:	65	32.99%
Total who skipped this question:	132	67.01%
Total:	197	100%



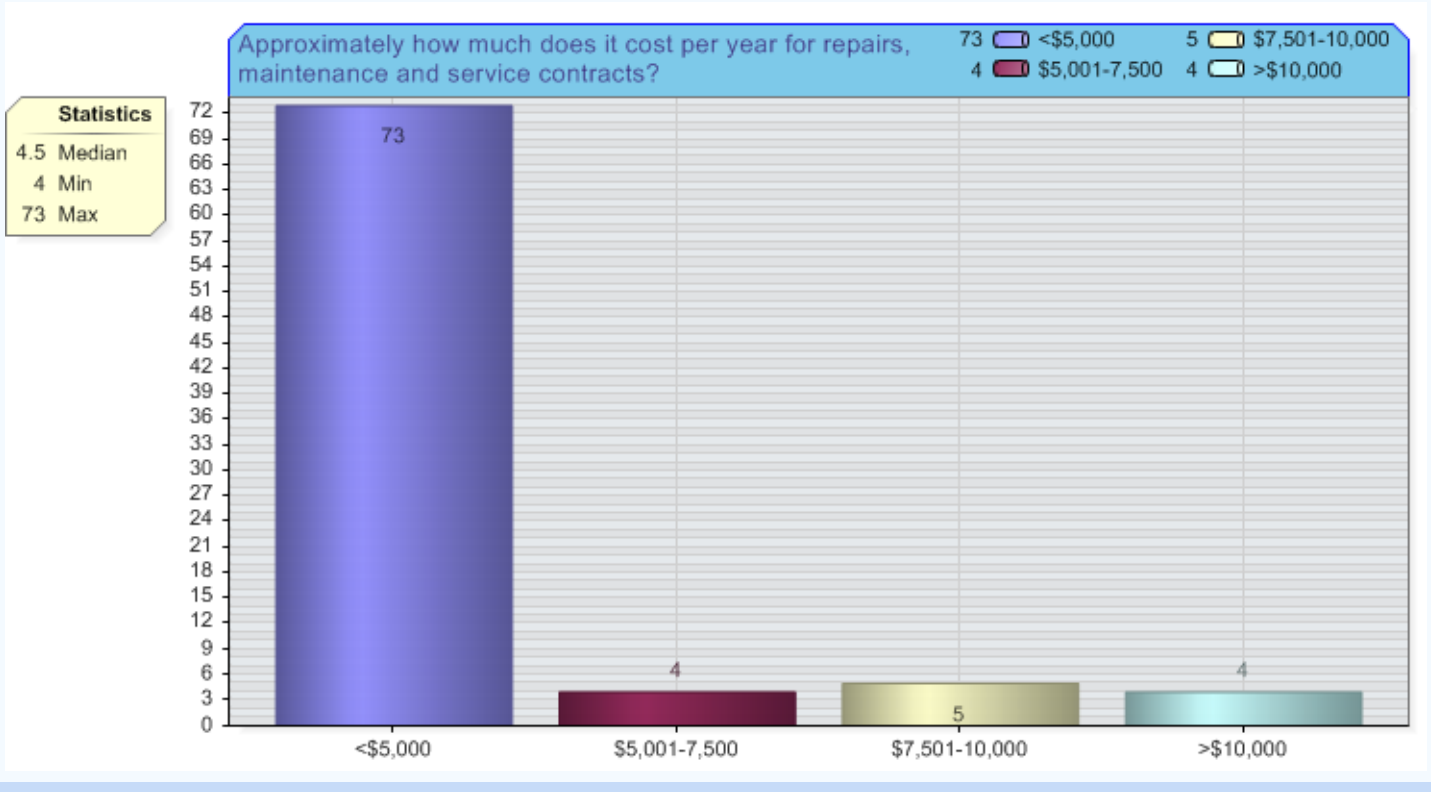
6. How satisfied with your installation are you?

	Responses	Percent
Very satisfied:	57	63.33%
Somewhat satisfied:	20	22.22%
It's OK:	10	11.11%
Somewhat dissatisfied:	3	3.33%
I wish we had installed mechanical:	2	2.22%
Total Responded to this question:		90 45.69%
Total who skipped this question:		107 54.31%
Total:		197 100%



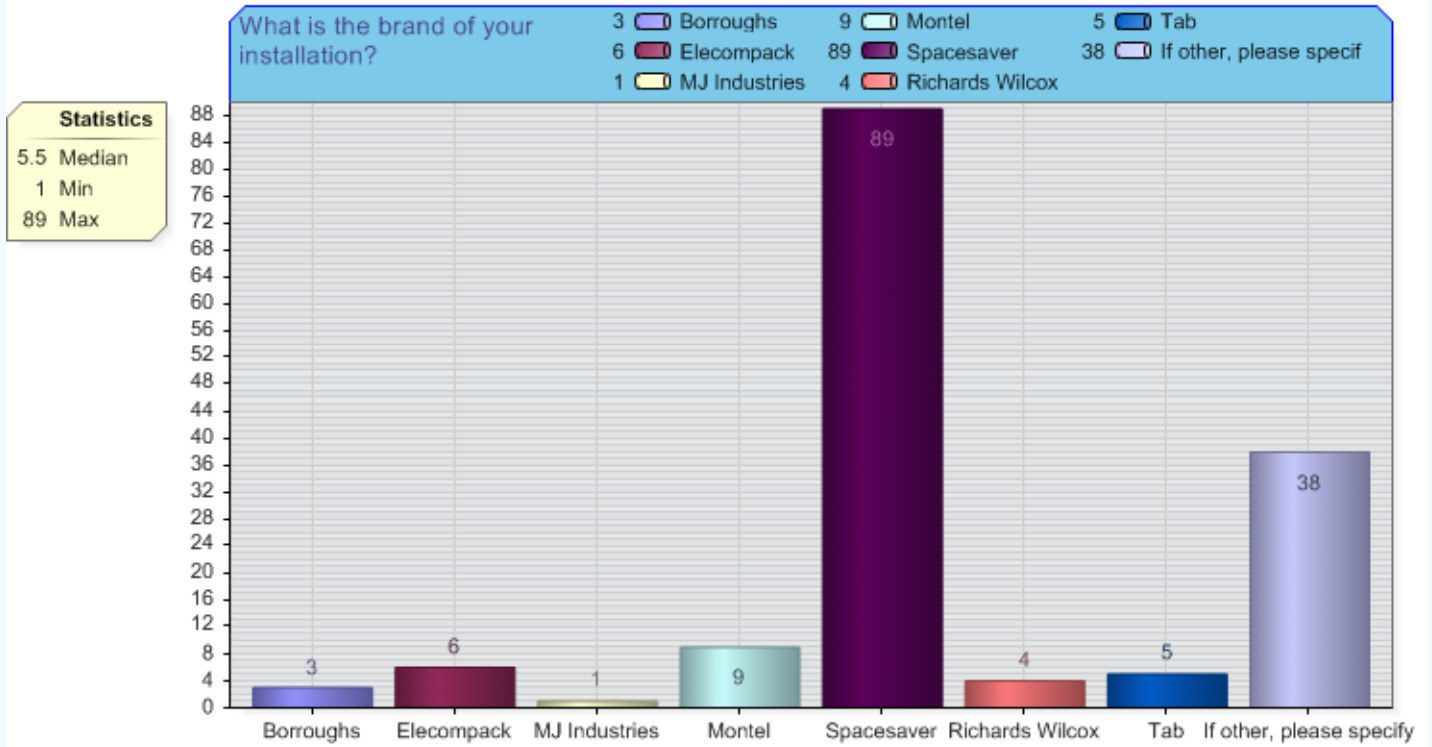
7. Approximately how much does it cost per year for repairs, maintenance and service contracts?

	Responses	Percent
<\$5,000:	73	84.88%
\$5,001-7,500:	4	4.65%
\$7,501-10,000:	5	5.81%
>\$10,000:	4	4.65%
Total Responded to this question:	86	43.65%
Total who skipped this question:	111	56.35%
Total:	197	100%



8. What is the brand of your installation?

	Responses	Percent
Borroughs:	3	1.94%
Elecompack:	6	3.87%
MJ Industries:	1	0.65%
Montel:	9	5.81%
Spacesaver:	89	57.42%
Richards Wilcox:	4	2.58%
Tab:	5	3.23%
If other, please specify :	38	24.52%
Total Responded to this question:		155 78.68%
Total who skipped this question:		42 21.32%
Total:		197 100%



9. Which of the following compact shelving manufacturers do you recognize?

	Responses	Percent
Borroughs:	39	26.17%
Elecompack:	27	18.12%
MJ Industries:	14	9.4%
Montel:	44	29.53%
Spacesaver:	136	91.28%
Richards Wilcox:	12	8.05%
Tab:	29	19.46%
Total Responded to this question:		149 75.63%
Total who skipped this question:		48 24.37%
Total:		197 100%

