

## LIBRARY SATISFACTION SURVEY 2024 OVERVIEW

### Help us improve our library services

Cumberland City Council maintains a network of eight libraries with a wide range of resources available for all ages. We are committed to providing great customer service and would like to know how well we are doing with our existing services.

To help us improve our services in the future and better assist you with your needs, please participate in the below short online survey on our current library services.

We offer several services as our libraries including membership and borrowing, computers and internet, access to research databases, and information from local studies and family history. Find out more about our library services on the [Council website](#).

### Want to visit us in person?

We would be happy to welcome you at one of our libraries. The operating hours, and locations of each branch is noted on the Council website.

(<https://www.cumberland.nsw.gov.au/locations-and-hours>).

- Auburn Library
- Granville Library
- Greystanes Library
- Guildford Library
- Lidcombe Library
- Merrylands Library
- Regents Park Library
- Wentworthville Library and Toy Library

Please return the completed questionnaire by 5pm, Thursday 31<sup>st</sup> October 2024 in one of the following ways:

1. Email your feedback to [Council@cumberland.nsw.gov.au](mailto:Council@cumberland.nsw.gov.au)
2. Post your feedback to The General Manager, Cumberland City Council, PO Box 42, Merrylands NSW 2160.

If you have any questions or require further information, please contact:

Salina Khao  
Senior Coordinator Library Services  
Cumberland City Council  
P: 8757 9476.

## LIBRARY SATISFACTION SURVEY 2024

### QUESTIONS

<p>1. How often do you visit a Cumberland City Council library?</p>	<p><input type="checkbox"/> More than once a week</p> <p><input type="checkbox"/> One to three times a month</p> <p><input type="checkbox"/> One to three times a quarter</p> <p><input type="checkbox"/> One to three times a year</p> <p><input type="checkbox"/> Less than once a year</p> <p><input type="checkbox"/> I have never been to a Cumberland City Council Library</p>
<p>2. Which library do you visit most? (Select ONE)</p>	<p><input type="checkbox"/> Auburn</p> <p><input type="checkbox"/> Granville</p> <p><input type="checkbox"/> Greystanes</p> <p><input type="checkbox"/> Guildford</p> <p><input type="checkbox"/> Lidcombe</p> <p><input type="checkbox"/> Merrylands</p> <p><input type="checkbox"/> Regents Park</p> <p><input type="checkbox"/> Wentworthville</p>
<p>3. The library branch that you use MOST (tick all that apply) is:</p>	<p><input type="checkbox"/> Is kept in good repair</p> <p><input type="checkbox"/> Is easy to get to</p> <p><input type="checkbox"/> Has plenty of seating</p> <p><input type="checkbox"/> Feels warm and welcoming</p> <p><input type="checkbox"/> Has a bright and cheerful children's area</p> <p><input type="checkbox"/> Always has enough resources for the numbers using it</p> <p><input type="checkbox"/> Easy to identify staff</p> <p><input type="checkbox"/> Has enough staff at all times</p> <p><input type="checkbox"/> Has enough clear, helpful signs.</p>

<p>4. How often do you use any library services (including home library, the website and other online services)?</p>	<p><input type="checkbox"/> More than once a week</p> <p><input type="checkbox"/> One to three times a month</p> <p><input type="checkbox"/> One to three times a quarter</p> <p><input type="checkbox"/> One to three times a year</p> <p><input type="checkbox"/> Less than once a year</p> <p><input type="checkbox"/> I have never been to a Cumberland City Council Library</p>
<p>5. Overall, I find the library facilities and services:</p>	<p><input type="checkbox"/> Very good</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Poor</p> <p><input type="checkbox"/> Very Poor</p>

6. Overall, I find the library facilities and services are:

	Always	Usually	Sometimes	Never	Not relevant / Help not needed
Helpful on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful in response to emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available to help when I need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know enough to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective in resolving problems or questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Usually	Sometimes	Never	Not relevant / Help not needed
Helpful when asked about what to choose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know enough to help in using computers and the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Actively seek to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. What would make the library and its services better?	
8. What is missing or frustrating about the library and its services?	
9. How do you find the library programs and events?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Very Poor <input type="checkbox"/> Do not attend

<p>10. What programs would you like to see or be involved with in the future?</p>	
<p>11. Keeping in mind all areas of the library, overall how do you rate your library experience?</p>	<p><input type="checkbox"/> Very satisfied  <input type="checkbox"/> Satisfied  <input type="checkbox"/> Dissatisfied  <input type="checkbox"/> Very dissatisfied</p>
<p>12. Would you recommend the library to your family and friends?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No</p>
<p>13. Please tell us why you gave your response in Question 12:</p>	
<p>14. Do you have any other comments or feedback about using the libraries in Cumberland City?</p>	

### Your Contact Information (OPTIONAL):

Providing contact details is optional, but will assist us with assessing responses.

<p>15. Your name:</p>	
<p>16. Your email address:</p>	
<p>17. What suburb do you live in?</p>	

<p>18. What gender do you identify with?</p>	<p><input type="checkbox"/> Male  <input type="checkbox"/> Female  <input type="checkbox"/> Other  <input type="checkbox"/> Prefer not to say</p>
<p>19. What is your age group?</p>	<p><input type="checkbox"/> Under 15 years of age  <input type="checkbox"/> 15 - 21  <input type="checkbox"/> 22 - 30  <input type="checkbox"/> 31 - 40  <input type="checkbox"/> 41 - 50  <input type="checkbox"/> 51 - 60  <input type="checkbox"/> 61 - 70  <input type="checkbox"/> Over 70</p>
<p>20. What is your employment status?</p>	<p><input type="checkbox"/> Full time  <input type="checkbox"/> Part time  <input type="checkbox"/> Unemployed  <input type="checkbox"/> Studying  <input type="checkbox"/> Retired  <input type="checkbox"/> Carer  <input type="checkbox"/> Other (please specify):  <hr/></p>
<p>21. What is your highest level of education?</p>	<p><input type="checkbox"/> A University degree or post-graduate qualification  <input type="checkbox"/> A diploma or certificate  <input type="checkbox"/> NSW Higher School Certificate  <input type="checkbox"/> Other (please specify):  <hr/></p>
<p>22. Can you read/write/speak in languages other than English?</p>	<p><input type="checkbox"/> Yes – read, write and speak  <input type="checkbox"/> Yes – read and speak only  <input type="checkbox"/> Yes – speak only  <input type="checkbox"/> No</p>