

# Library Service Survey

We are currently conducting research to help us develop a new strategic plan to guide the future of our library services.

This survey is aimed at gathering information on how our community feel about Camden's libraries. We would appreciate you taking some time to fill out this survey.

Complete this survey for a chance to win a \$100 gift voucher. Survey closes **Friday 14 February** and winners will be notified by Friday 21 February.

**1.** I currently use: (tick all that apply)

- Camden
- Narellan
- Oran Park
- Do not currently use a service
- Online services
- Home Library service

If not, why?

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**2.** How often do you use the library? (tick only one)

- More than once a week
- Once a week
- Once every two weeks
- Once every three weeks
- Once a month
- Once every three months
- Once every six months
- Less than once a year
- Do not currently use a service

**3.** What do you use the Library for? (tick all that apply)

- Borrow books, DVDs, CDs, audiobooks, magazines
- Read books, newspapers, magazines
- Study or research
- Use the computers
- Use the internet
- Other (please specify)
- Access WI-FI
- Photocopy, print or scan
- Use as a quiet place to read
- Attend programs and events
- Meet with friends

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**4.** What library event or programs do you or your family attend? (tick all that apply)

- Babies into Books (BIBs)
- Preschool Storytime
- School Holiday Activities
- Summer Reading Club
- HSC Programs
- Code Club
- IT Tech Help
- Tech Savvy Seniors
- Other (please specify)
- Dungeons and Dragons Club
- Knitters/Patchwork/Sewing Group
- Chess Club
- Legal Talks

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**5.** Thinking about how you use the library now, what else would you like the library to offer? (Please list)

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**6.** Do you use a library computer?

- Yes
- No

**7.** If yes, what are your main reasons for using a library computer (tick all that apply)

- Internet
- Email
- Resume writing
- Job applications
- Online library catalogue
- Online research
- Recreation
- Stay in touch with family/friends
- Access Government services. For example, Centrelink
- Speed of internet
- I don't have a computer at home
- I don't have internet access at home
- Other (please specify)

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**8.** In a few words, tell us what the library means to you?

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**9.** What are your preferred methods of finding out information relating to services, programs and events at Camden Libraries? (tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Council/Library website  | <input type="checkbox"/> Email (newsletter and flyers)  |
| <input type="checkbox"/> Council/Library Facebook | <input type="checkbox"/> Word of mouth (family/friends) |
| <input type="checkbox"/> Twitter                  | <input type="checkbox"/> Flyers/posters                 |
| <input type="checkbox"/> Instagram                | <input type="checkbox"/> Library staff                  |
| <input type="checkbox"/> Newspaper                |   |
| <input type="checkbox"/> Other (please specify)   |   |

**10.** Which of the following types of content would you like to see on Camden Libraries' social media platforms? (tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Service updates        | <input type="checkbox"/> Pictures               |
| <input type="checkbox"/> New books/resources    | <input type="checkbox"/> Video                  |
| <input type="checkbox"/> Reviews                | <input type="checkbox"/> Links to related pages |
| <input type="checkbox"/> Events/programs        | <input type="checkbox"/> I don't know           |
| <input type="checkbox"/> Community news         |   |
| <input type="checkbox"/> Other (please specify) |   |

**11.** How satisfied are you with the following services provided by Camden Libraries?

	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
Collections (books, DVDs, CDs, resources)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online access to library services from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you were 'dissatisfied' or 'very dissatisfied' with any of these services, please specify the reason for the rating and, if possible, which library you were visiting.

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The following questions are to provide us with a demographic profile of survey respondents and will not be linked back to individuals.

**12.** Which age group do you belong to? (tick only one)

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 0-9 years   | <input type="checkbox"/> 45-54 years |
| <input type="checkbox"/> 10-14 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 15-19 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 20-24 years | <input type="checkbox"/> 75-84 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 85 + years  |
| <input type="checkbox"/> 35-44 years |                                      |

**13.** Are you?

- Female       Male       Other

**14.** What is the main language you speak at home? (tick only one)

- English  
 Arabic  
 Hindi  
 Mandarin  
 Other (please specify)

\_\_\_\_\_

**15.** What suburb do you live in?

\_\_\_\_\_

Thank you for taking the time to respond to this survey. If you would like to go into the prize draw for completing the survey, provide your details below.

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_