

LIVERPOOL CITY LIBRARIES ANNUAL SURVEY REPORT

2022/2023



LIVERPOOL
CITY
LIBRARY 

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SURVEY DISCLAIMER

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PURPOSE OF THE ANNUAL SURVEY

Liverpool City Libraries is dedicated to enhancing our services by actively seeking feedback from the community. The annual survey is a significant platform for gathering this input, playing a pivotal role in shaping decisions about our library service. It was conducted both online and in person throughout August, from Tuesday 1 August to Thursday 31 August 2023. To ensure broad participation, digital marketing strategies were

employed to reach both current library members and potential non-members. This document aims to provide accessible access to the crucial information and insights derived from the conducted survey. The survey questions were intentionally aligned with those from the previous year to facilitate comparisons for identifying areas of improvement and challenges. In total, **1,960** customers completed the survey.

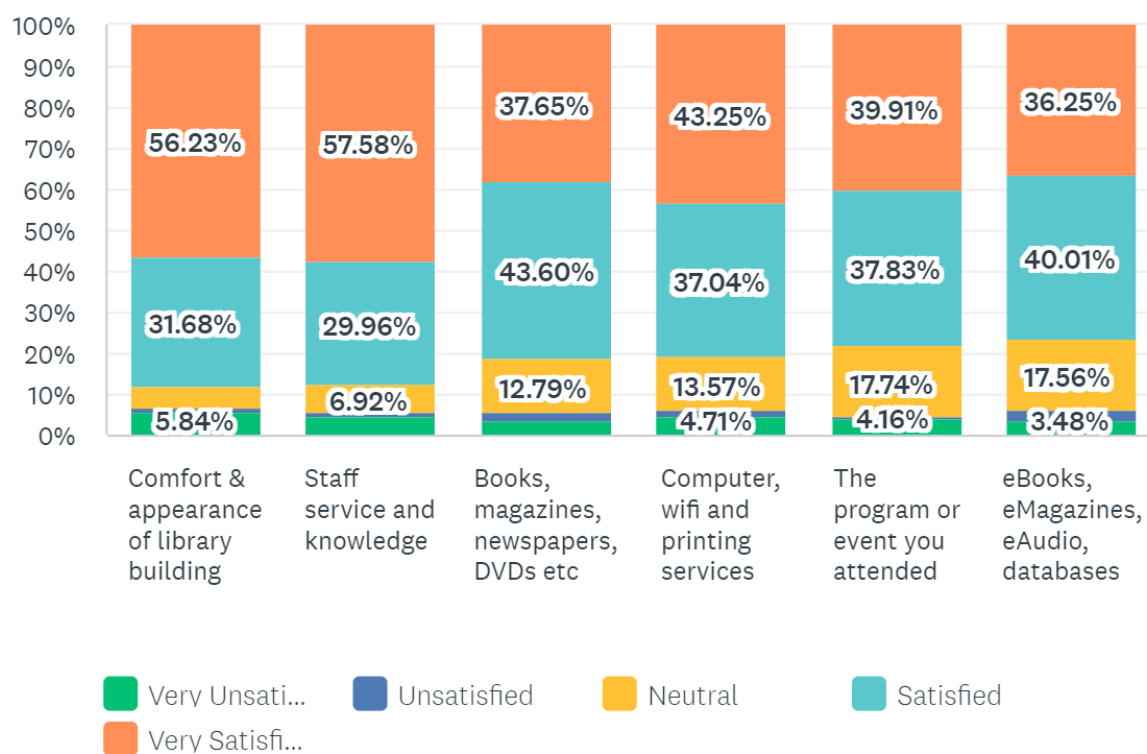


SATISFACTION COMPARISON TO LAST YEAR

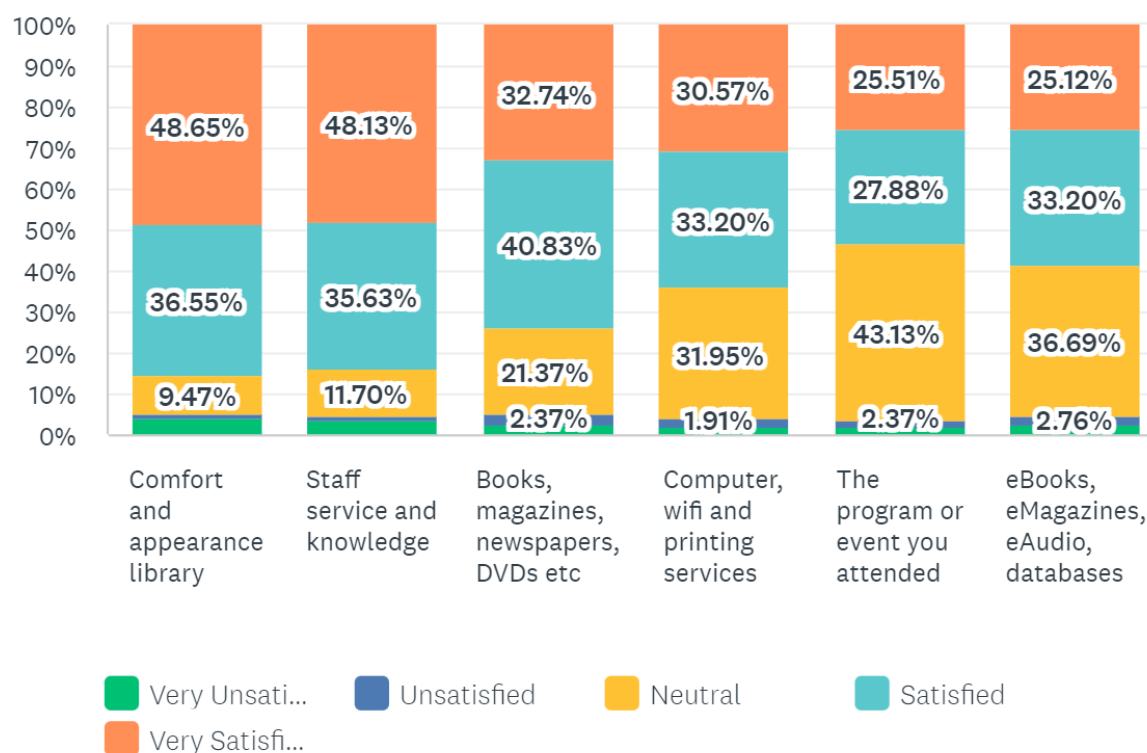
Analysing data from previous years allows the service to track year-on-year growth and improvements.

A comparison of data between this year's and last year's annual surveys reveal a notable increase in satisfaction levels across all key areas.

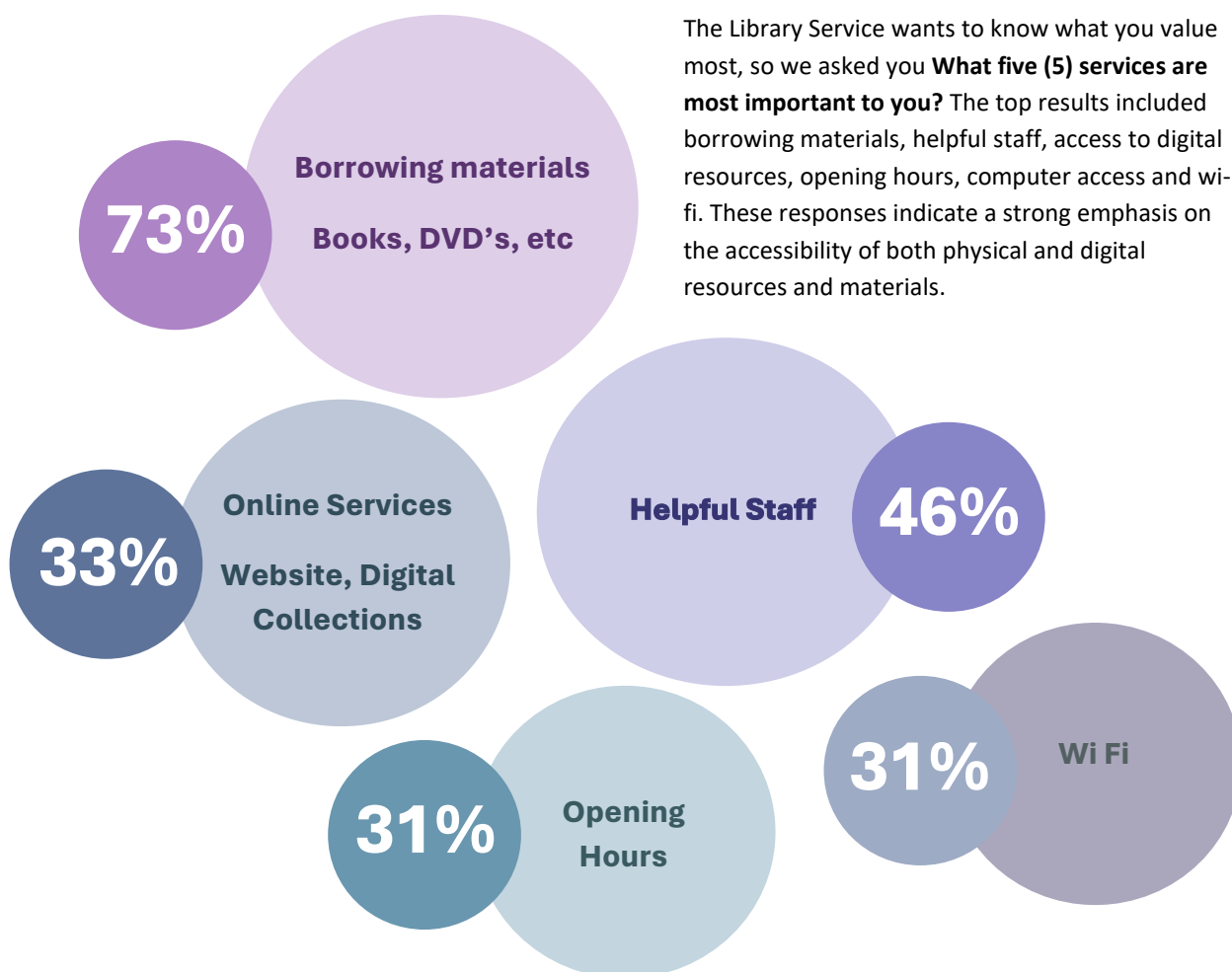
Recent - 2022/2023 (1960 survey participants)



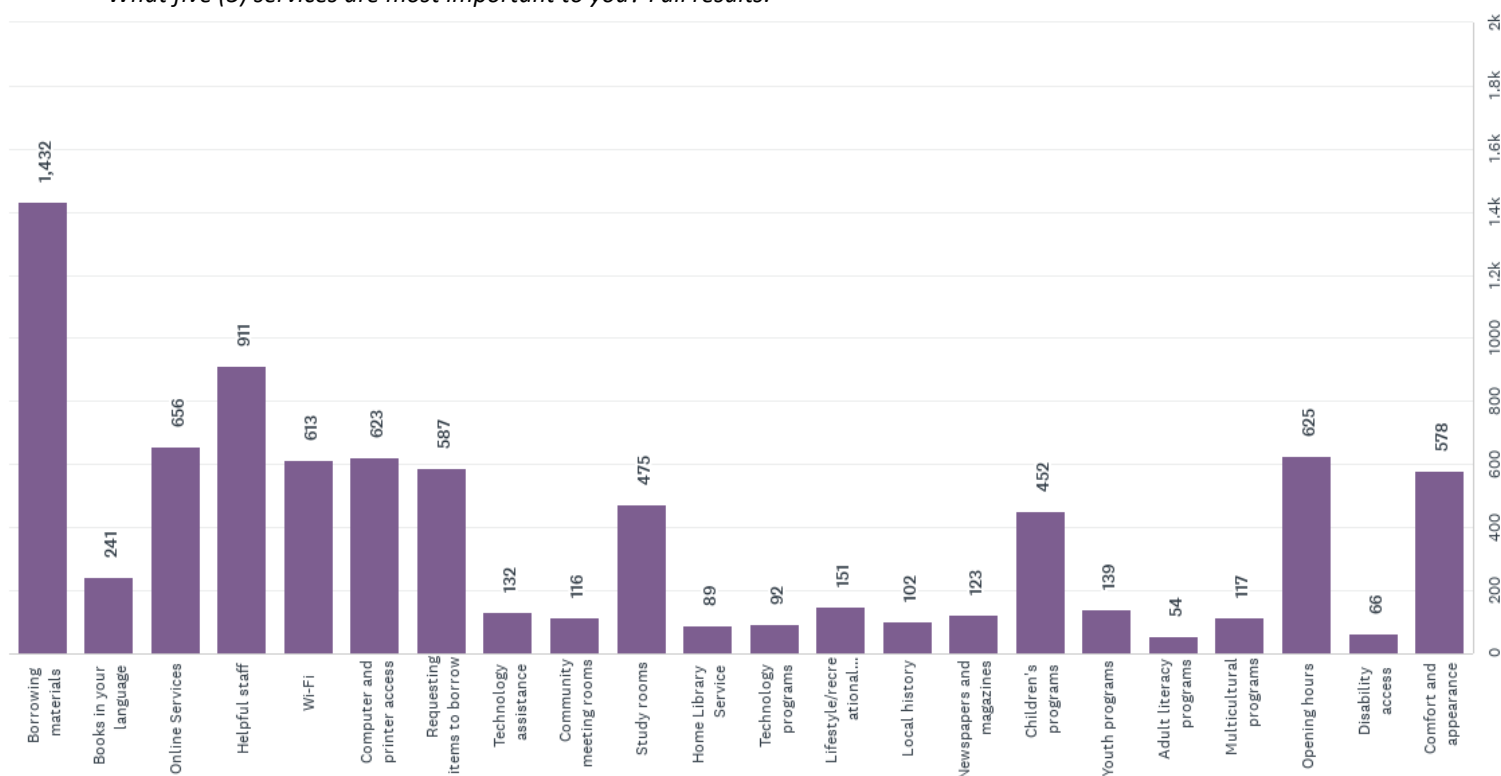
Last Year - 2021/2022 (1521 survey participants)



WHAT DO YOU VALUE MOST FROM YOUR LIBRARY SERVICE?



What five (5) services are most important to you? Full results:



HOW DO YOU USE THE LIBRARY?

The library is interested in how you are using the service to know how to allocate resources. We asked you **What library services or activities have you used in the past 2 years?** Highlights included borrowing materials, as a place for quiet study, to use a computer or access printing and digital services using the app and online. These findings indicate a vibrant trend of borrowing materials and leveraging the library's technological resources. Additionally, it reaffirms the library's role as a tranquil study environment and a meeting place for individuals.

You also said:

"To find job vacancies and apply for positions".

"Continue my work-related activities while kids are attending to LEGO programs".

"Local History Research"

"For kids to enjoy programs and activities".

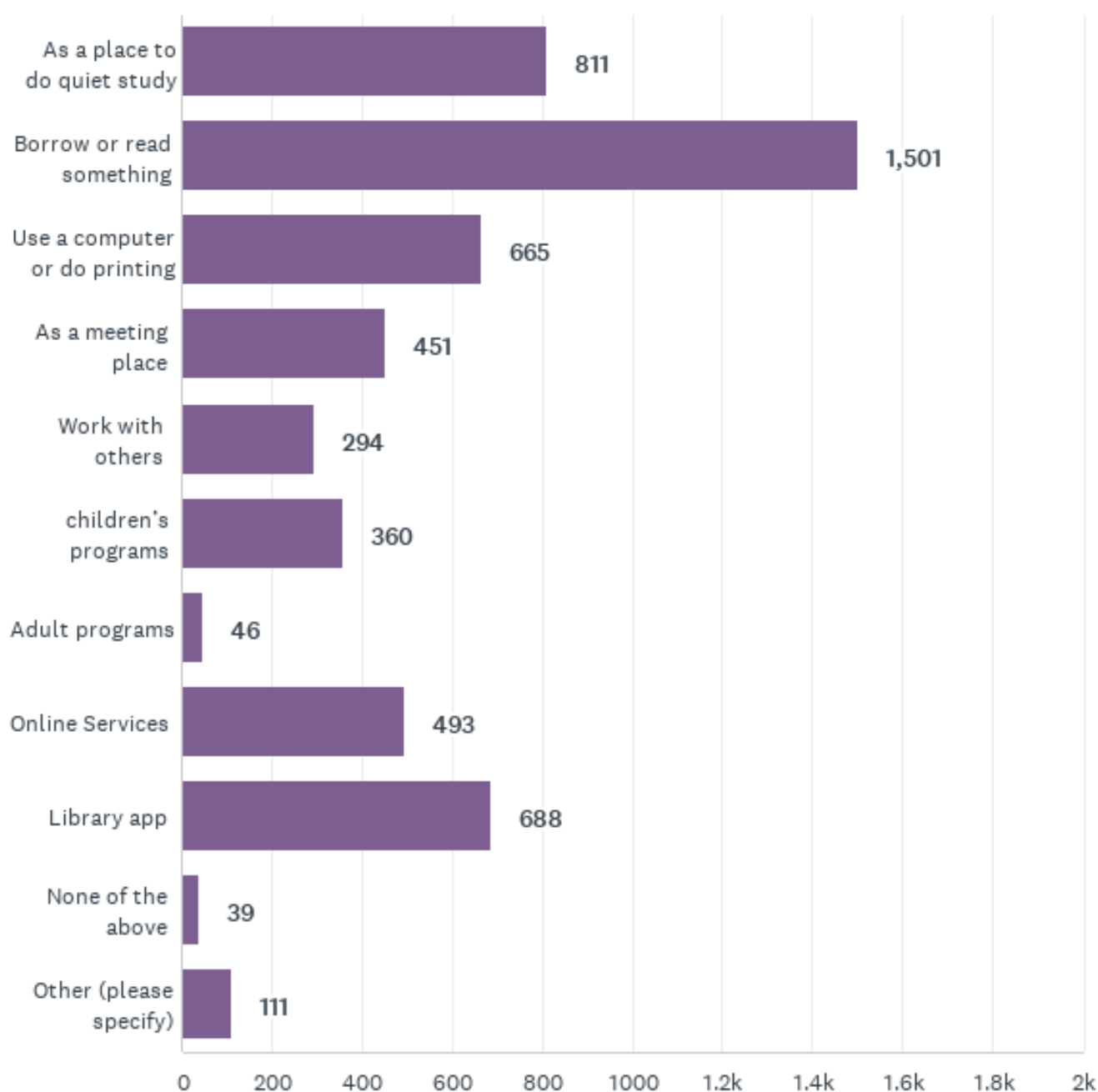
"Speak with library staff for support with research".



Weighted word cloud of comments:

JP service workshop study Children activities Attend JP computer
 place research use quiet work borrow books
 Book Club kids meetings Justice Peace help service programs
 library relax

What library services or activities have you used in the past 2 years? Full results:





DEMOGRAPHICS

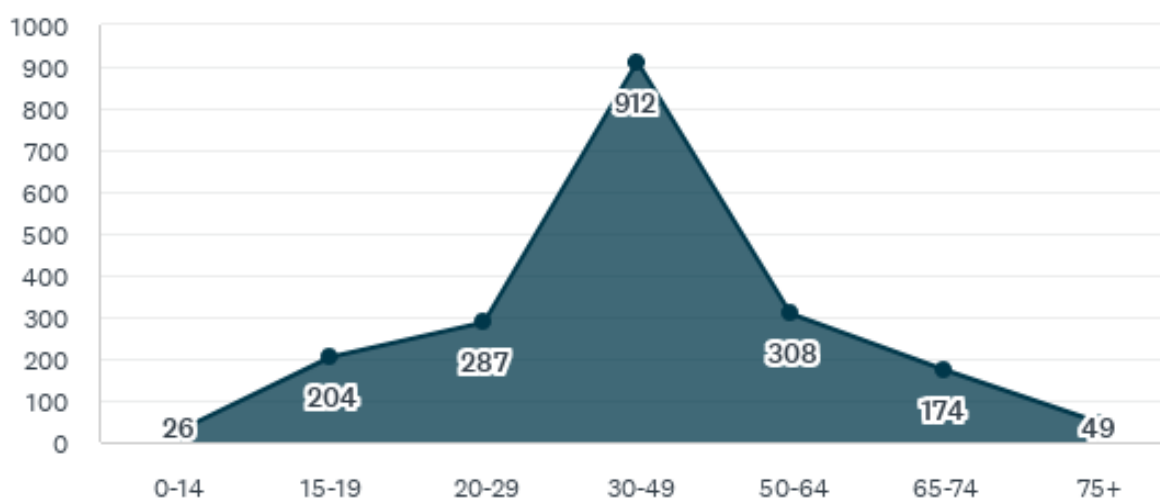
Who you are matters. It informs the makeup of the community and, in turn, informs the makeup of the library.

We asked you **what cultural background do you identify with?** We also asked you **How old are you?** Here is a visual look at the responses:

Weighted word cloud - What cultural background do you identify with?:



How old are you?, full results:



WHAT BARRIERS DO YOU FACE ACCESSING THE LIBRARY?

We wanted to know if there are any barriers preventing you from accessing the library service. We asked **Which of the following restricts you from using our libraries or visiting more often?**

“Business opening hours and not enough hours for printing on the weekends”.

“Sometimes parking spaces around Liverpool are hard to come by. I would like a library in Edmondson Park”.

Time constraints & Library business hours

The most significant obstacles were limited availability of time and the inability to reach the library during its current operating hours.

Transport & Location

The identified barrier is the lack of reliable transportation, with the library's location being deemed too far from residential areas.



WHAT CAN THE LIBRARY IMPROVE ON?

The Library Service appreciates your feedback identifying what services can be improved on. We asked **What are the most important things the library can improve on?** Here is what stood out:

“More audiobook selection in BorrowBox and more books for Book Clubs.”

“Longer opening hours. A library machine that you can borrow DVDs or books out of hours.”

“Better marketing of its activities, services and programs.”

Improvements to our collections

The top outcome highlighted a preference for enhancing our collection, emphasising the importance of better books and collection materials. Additionally, there is a need for improved information and communication regarding the resources available within the collection.

Improvements to overall access

You identified improved access, with improvements to opening hours and library spaces.

Improvements to activities

Improvements in activities, encompassing options for children as well as accessible classes and training sessions.



Liverpool City Libraries Survey 2023

* 1. Are you aware that Liverpool City Library will be moving as part of the Civic Place development?

☐ Yes, I was aware

☐ No, I was not aware

* 2. What library services or activities have you used in the past 2 years?

Tick all that apply

☐ As a place to do quiet study

☐ Borrow or read something

☐ Use a computer or do printing

☐ As meeting place with friends or others

☐ Work with others on a group project or class

☐ Take part in a children's program such as storytime

☐ Take part in an activity for adults such as English conversation classes

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	N/A
eBooks, eMagazines, eAudio, eResearch databases						

* 4. What are the most important things the library can improve on?

- ☐ The service provided by our staff
- ☐ Have better books and other collections available
- ☐ Computers, wifi and printing services
- ☐ Classes / training that you can attend
- ☐ Activities for children
- ☐ The comfort and appearance of our library buildings
- ☐ Letting you know what's available in our libraries
- ☐ Online services
- ☐ Opening hours and access to our Libraries
- ☐ None of the above
- ☐ Other (please specify)

* 5. Which library do you use the most?

- ☐ Carnes Hill

- ☐ Casula
- ☐ Green Valley
- ☐ Liverpool
- ☐ Miller
- ☐ Moorebank
- ☐ eLibrary
- ☐ I don't use the library

* 6. What five (5) services are most important to you?

- ☐ Borrowing materials (books, DVDs, etc)
- ☐ Books in your language
- ☐ Online services (website, digital collections etc)
- ☐ Helpful staff
- ☐ Wi-Fi
- ☐ Computer and printer access
- ☐ Requesting items to borrow
- ☐ Technology assistance
- ☐ Community meeting rooms
- ☐ Study rooms
- ☐ Home Library Service
- ☐ Technology programs

- ☐ Lifestyle/recreational programs
- ☐ Local history
- ☐ Newspapers and magazines
- ☐ Children's programs
- ☐ Youth programs
- ☐ Adult literacy programs
- ☐ Multicultural programs
- ☐ Opening hours
- ☐ Disability access
- ☐ Comfort and appearance of library spaces

* 7. Which of the following restrict you from using our libraries or visiting more often?

- ☐ Don't have my own transport
- ☐ Public transport is too difficult, expensive or is limited/unavailable
- ☐ It takes too much time to get there
- ☐ I don't need to get to a branch because I use the Home Library Service
- ☐ I don't need to get to a branch because I use the libraries online services
- ☐ Time constraints
- ☐ I can't access the library during library business hours

- ☐ Library locations are inconvenient
- ☐ I'm aware of the resources and programs offered by the library but they do not appeal to me
- ☐ I don't know what services, programs and resources the libraries offer
- ☐ I've never been a library user and I feel a bit uncomfortable visiting
- ☐ Library fines
- ☐ Concern over losing items or returning them late
- ☐ None of the above
- ☐ Other (please specify)

* 8. What is the best way we can communicate with you about library services? Select all that apply

- ☐ Email
- ☐ Liverpool City Library eNewsletter
- ☐ Library staff
- ☐ Liverpool City Library Facebook
- ☐ Liverpool City Library Instagram
- ☐ Liverpool City Library Website
- ☐ Local newspaper
- ☐ Printed flyers

☐ Council website and social media

☐ Eventbrite

☐ Other (please specify)

9. Do you have any suggestions to improve Liverpool City Library service?

* 10. How old are you?

☐ 0-14

☐ 15-19

☐ 20-29

☐ 30-49

☐ 50-64

☐ 65-74

☐ 75+

11. What cultural background do you identify with?

* 12. What suburb do you live in?

* 13. Thank you for completing the survey. I would like to:

- ☐ Subscribe to Liverpool City Library monthly eNewsletter
- ☐ Go in the draw for your choice of a \$200.00 gift voucher
- ☐ None of the above

14. Please provide your contact details if you would like to go into the draw, and your email address if you would like to subscribe to the eNewsletter.

First Name

Phone number

Email address

Done

Powered by



See how easy it is to [create a survey](#).