





2022 VICTORIAN PUBLIC LIBRARY SURVEY

All Victorian public libraries are conducting a survey of library use. Please take 10 minutes to answer the survey – there are 28 questions altogether. Your answers will help us to make library services better for you and your community.

LET'S START

1.* V	What is the name of the public library you use most often? How did you find out about this survey?								
2.* H									
		I was at the library Email or SMS Social media		Other – please specify					
3. <i>A</i>	Are y	you a library member?							
		Yes		No					
ACCE:	SSII	NG THE LIBRARY							
l. F	How	do you access public library services? <i>Ti</i>	ck alı	boxes that apply					
		By visiting a library Through the library website Through the library app Through the mobile library		Through the home library service or other outreach services Other – please specify					
i. H	How often do you use this library? Please select only 1 option								
		More than once a week Weekly Every 2 to 4 weeks		3 to 4 times a year 1 to 2 times a year					
i. F	How	do you usually travel to the library? Plea	ase s	elect only 1 option					
		Car/Motorcycle Walk Bicycle Public transport		Mobility scooter/wheelchair Other – please specify					
7. V	Who	do you usually come to the library with	? Tici	k all boxes that apply					
		By myself Children – Pre-school Children – Primary school Children – Secondary school Spouse or partner		Friends Parents Other – please specify					

LIBRARY USE

8.	In the last year have you done any of the following things at/through the library? $Tick\ a$ responses that apply						Tick all				
		Borrow bo Borrow chi Search the Download streaming) Borrow son	'Ds or mu Idren's be catalogu an ebook	ooks or I e or rese , eaudio	erve an it book or o		rital item	(e.g. ema	agazine, v	video	
		Borrow a d	_								
			_		•	r in the l	ibrary				
		, 6									
9.		ne last year have you done any of the following things at/through the library? Tick all onses that apply									
		\square Participate in a library program (in person/online) to learn something or develop a new skill									
		Participate in a library program (in person/online) for entertainment or social connection									
		Bring children to participate in a library program or event (in person or online) Bring children to use the library									
		Bring adult day groups to use the library									
		, ,									
		, ,									
			=	=		nø					
		Use the library as a place for a meeting Hire library spaces or rooms									
		7 1									
10.		ne last year onses that o	=	done ar	y of the	followin	g things	at/throu	gh the lik	orary?	Tick all
		Use the lib Use the lib Use the lib Use the lib Use the lib Print, phot Use the lib Use the Lib	rary comprary comprary comprary wificary staff ocopy or rary webs	puters to puters fo puters fo for help scan site/app	access gor job-see or leisure using co to check	governm eking or enter mputers what's o	ent servi rtainmen	t	mplete fo	orms	
11.		rall, how sat	tisfied are	e you wi			=	rary?			
	Not sa	atisfied 1	2	3	Mod 4	erately sati 5	isfied 6	7	8	9	Very satisfied 10
				_					ů		

LIBRARY PERFORMANCE

12. How important is your library in ...?

		2	1 – Not important	2 – Somewhat important	3 – Moderately important	4 – Important	5 – Very important	Not applicable
	Providing access to books, magazines, DVDs and other resources							
	Providing access to educational resource and support	es						
	Helping with children's literacy and education							
	Helping you to learn new things							
	Connecting with your community							
	Connecting with friends							
	Providing access to computers and wifi							
	Helping you use computers and wifi							
	Providing somewhere to study							
•	Providing somewhere to work							
	Providing somewhere to just be							
•	Helping you to access online governmen	it						
	services and complete forms							
	Supporting your mental health and wellbeing							
	Supporting your physical health and wellbeing							
	Helping you to access job opportunities							
	Helping you submit job applications							
42	Helping you develop interview and jobready skills							
13.	How well do you think your library perf			ns ot	•	Excelle	5.	
		Very poor	2	3	4	5		on't know/ applicable
	Opening hours							
	Look and feel of the library building							
	Availability and ease of finding books							
	and information							
	Ease of using the library website							
	Access to the digital library							
	Providing computer/wifi access							
	Responding to users' requests							
14.	How well do you think library staff perf	orm in	term	s of ?				
		Very poo	or 2	3	4	Excelle 5		on't know/ applicable
	Being welcoming and friendly			э 		э П		
	Being knowledgeable and professional							
	Improving my use of library services							
	Going out of their way to be of help	<u> </u>						<u> </u>

THE IMPORTANCE OF THE LIBRARY

15. Do you agree with the following statements about your library?

			Strongly disagree Disagree Neutral			Stron Agree	gly agree	Don't know/ Not applicable	
			1	2	3	4	5	1100 000	
	The library welcomes p walks of life	eople from all							
	•	The library is a hub for community activities and connections							
	The library has information I can't get elsewhere At the library I can find out what is going on in my community								
	At the library I can find	At the library I can find out about Council or other government services							
	I feel safe at the library								
	I feel connected to othe when I am at the library								
	I feel better when I am	at the library							
16.	How important is the li	brary to?							
	0	ery important 1 2	3	4	ely importar 5 6	7	8	Very imp	10
	Your family								
	Your family								
17. Briefly explain what your library means to you and your community?									
18.	3. If you could make <u>one improvement</u> to your library what would it be?								
19.	In the last year have yo	ou visited or us	ed the S	State Lib	rary of Vi	ctoria?			
	□ Yes □ No								
	If you answered 'Yes'	. what did you o	do at the	e State L	ibrary?				

FINALLY, ABOUT YOU

20.	What is your gender?						
	□ Female □ Male	☐ Other gender identity☐ I would prefer not to say					
21.	What is your age?						
	 ☐ 12 to 17 years ☐ 18 to 24 years ☐ 25 to 34 years ☐ 35 to 49 years 	 □ 50 to 59 years □ 60 to 69 years □ 70 to 84 years □ 85 years and over 					
22.	Are you of Aboriginal or Torres Strait Islan	der origin?					
	□ Yes	□ No					
23.	Do you speak a language other than Englis	h at home? Please select only 1 option					
	 □ No – English only □ Yes – Mandarin □ Yes – Cantonese □ Yes – Italian □ Yes – Greek 	☐ Yes – Arabic☐ Yes – Vietnamese☐ Yes – Other (what language?)					
24.	Which of the following best describes you? Please select only 1 option						
	☐ Child under 15 years☐ Dependent student (15 to 24 years)☐ Single person	 ☐ Member of a couple without dependents ☐ Member of a couple with dependents ☐ Sole parent with dependents 					
25.	What is your current employment status? Please select only 1 option						
	 ☐ Full time employment ☐ Part time/casual employment ☐ Self-employed ☐ Job seeker/unemployed ☐ Disability pensioner 	□ Retired□ Home duties or carer□ Student□ Other – please specify					
26.	What is your total family income before tax? If single, please show your individual income						
	☐ Less than \$25,000 ☐ \$25,000 to \$49,999 ☐ \$50,000 to \$99,999	□ \$100,000 to \$199,999□ \$200,000 or more□ I would prefer not to say					
27.	Do you have access to the internet apart f	rom at the library? Tick all boxes that apply					
	 □ No □ Yes – at home □ Yes – on a mobile device □ Yes – at work 	☐ Yes – at school, TAFE or university☐ Yes – Other – please specify					
28.	Where do you live (suburb/town)?						