

Library Satisfaction Survey

2022 summary

Each year the Library Satisfaction Survey is conducted to survey library users to measure their satisfaction with our library services, programs and facilities.

Here's a snapshot of what we achieved and implemented as a result of your feedback in the 2022 survey.



94%

Library user satisfaction score from 847 survey responses

Top 3 services and programs



87%

Borrowing (books, magazines, CDS, DVDs)



44%

Library App



41%

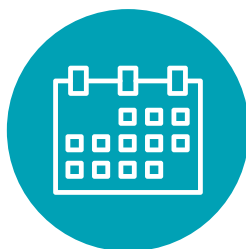
Photocopying, scanning, printing and faxing

Top 3 opportunities for promotion of services and programs



39%

Seed Library



18%

Special programs and events for adults and seniors

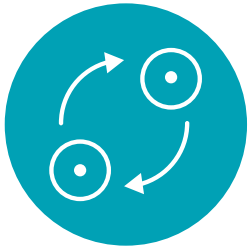


17%

Weekly children's programs

What have we been doing?

Analysing feedback from the survey has helped us gain valuable information on ways in which we can improve. Based on the comments provided, we have implemented the following:



DVD's

Improved our DVD cleaning process



Grab & Go Collection

Established a G&G collection for quicker access to new release titles



Children's Resources

Added new 'I Can Read' titles to the children's collection



Libby

Introduced Libby – a new eLibrary collection



Large Print

Instigated a LP rotation between all Library branches



Author Visits

More author visits and workshops planned



Movies @ Your Library

Changed screening time from afternoon to morning



The Lounge & Kids Crew

Introduced 2 new programs for children ages 8+



Find out more about our Libraries at portstephens.nsw.gov.au/services/library or scan the QR code

