

# A survey of Clarence Valley and Bellingen Shire residents to measure their satisfaction with the library collections



A random and representative survey of  
246 Clarence Valley and Bellingen Shire residents conducted by the  
**Clarence Regional Library**

**Report dated May 2019**

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



## Executive Summary

Clarence Regional Library conducted a collection needs survey during November and December 2018.

The survey was designed gauge if the library service was meeting customer needs and see what current trends and interests are.

In a reflection of the aging population there was a significant increase from respondents aged 60 or above.

On the whole the results were similar to the 2014 survey with a few changes in the order of popularity of some genres.

## Background

The Clarence Regional Library Strategic Action Plan 2012-2022 Targeted Public consultations include:

- Developing a consultation plan
- Target particular groups on an annual basis
- Build results into future budget allocations
- Train staff or engage in a consultant
- Analyse results

The aim is to inform future collection development.

The CRL Committee has agreed on the benefits of running regular surveys of resident and library users in order to maintain an awareness of satisfaction with various aspects of the library service and to respond accordingly. These are to alternate annually between targeting specific groups and targeting the broader community.

A digital literacy survey was run in 2016 and a Book Club survey in 2017. The last Collection Survey was delivered in 2014. Since then the library service has increased its collections of electronic resources such as eBooks, eAudio and eMagazines and the DVD collection has grown.

After a review of the 2014 survey, survey questions were developed which would provide feedback on the usage and satisfaction with all collections and formats held within all CRL libraries. The questions were placed into SurveyMonkey for online completion and analysis, and duplicated in print surveys as an alternative means of collection.

## Promotion

The survey was promoted to the community through a media release, posters in the library, Facebook posts and the library website. Once again a *Samsung Galaxy Tab A* was offered as a prize in each LGA as an incentive to complete the survey.

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The survey was available from 12 November 2018 to 21 January 2019 and print surveys entered into survey monkey after this so that analytical statistics could be generated. A total of 246 surveys were submitted, significantly less than the 2014 survey.

## Findings and comparisons

The following is a summary of the major findings to come out of the survey, with possible interpretations of these. Comparisons with the 2014 survey are highlighted in italics.

### Gender

As with previous surveys, the larger proportion of responses were from females (73.5%) (76.44%), than from males (26.5%) (23.56%). Interestingly the proportion of females has slightly decreased over the last 4 years.

### Age

3% of respondents were under 20 years, *this continues a downward trend from the 2014 survey (4.93%) and the 2009 survey (12.7%)*.

17.52% were aged between 20 and 50, being the working ages for most of the population, *however this was a significant decrease from the 2014 survey when respondents from this age group were 24.66%*

17.95% were aged between 50 and 60, *once again this is a decrease from 20.28% in 2014*.

61.54% of respondents were aged 60 or above, *this is a significant increase from the just over 50% from the 2014 survey and the 43.7% of the 2009 survey. This is a reflection of the aging population*.

### Location and Membership

There was a noticeable change in the split of responses between the two Councils in this survey. 57.32% (73.5%) of respondents were from Clarence Valley and 37.8% (23.5%) of respondents were from the Bellingen Shire

97.15% of respondents are members of the Clarence Regional Library.

The majority of respondents were from Grafton Library (21.95%) followed by Dorrigo (18.70%), Bellingen (16.26%), Yamba (12.20%), Iluka (11.79%), Maclean (8.13%), Urunga (7.72%) and the Mobile Library (3.25%).

The percentage of respondents who visit the library in person stayed relatively steady (94.72%) *in comparison to the 2014 survey (95.25%)*.

41.46% accessed the library through the internet, *slightly down on the 46% who did so in 2014*.

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Otherwise access to the library was through the telephone, via email or through a family member. This made up 10.57%.

### General Library Services

Print collections increased their excellent rating in this survey to 41.8% with 29.51% rating the print collection as above satisfactory. *In the 2014 survey the excellent rating was 35.7% and 29.4% was above satisfactory.*

45.22% of respondents did not give a rating for eBooks and eMagazines. Only 14.35% rated the collection as excellent, 20.43% as above satisfactory and 13.48% as satisfactory. CRL moved to a new platform, BorrowBox, in July 2018. These figures are perhaps an indication that we need to do more publicity and build our collection.

Once again a large proportion of respondents, 52.38%, do not access on online resources, this is similar to the 2014 survey 55.95%. Of those who do use these resources 16.88% rated them as excellent, 14.72% as above satisfactory and 14.29% as satisfactory.

### Collection format

For the question “You find what you need at the library” 23.58% responded always, 60.57% often, 15.04% sometimes and .81% rarely. *This is fairly similar to the 2014 survey where 29% always found what they wanted, 61% often, 8.50 sometimes, 1.25% rarely and .25% never.*

As in previous surveys print is still the most popular format. 61.25% of respondents prefer paperback with 57.92% preferring hardback.

The DVD collection continues to be a popular collection with 34.58% of respondents rating it high and 23.33% rating it medium. *This is comparable with the 2014 survey with 32.6% rating DVD’s high and 27.25 rating them medium.*

Large Print is the next most popular format with 23.33% of respondents rating it high and 30% rating it medium.

The fifth most popular format was Magazines, followed by Audio books (MP3), eBooks, eAudio books and eMagazines

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## Fiction genres

In response to the question of which Fiction genres customers would like more of once again the top pick was Australian fiction (56.44%), *a slight increase on 2014 (54.27%)*. This was followed by Crime/Detective (52.89% - *48.76% in 2014*), Mystery (45.78% - *46.3% in 2014*), Historical (43.56% - *33.9% in 2014*) Action/Adventure (41.33% - *33.3 in 2014*), Thriller (35.11% - *30.3% in 2014*) and Humour (32.89% - *33.6 % in 2014*).

Other genres that rated between 15-30% include classics, science fiction, fantasy, short stories, romance, sagas and women's literature.

Genres that are not so popular and rated at the bottom include Young Adult, Paranormal, Feminist, Graphic Novels, Christian fiction, Westerns, Horror and LGBTIQ.

The open question asking for specific authors or titles received 72 responses. Most responses named particular authors, many of which the library has on standing order. This indicates that we need to think of ways to promote those popular authors whose latest books are heavily reserved so that customers see that they are available.

Below are some of the other comments received for this question.

"I'm most impressed with Library's current A1+ coverage of authors; plus, there's the added bonus of being able to recommend the Library acquires new titles. I couldn't be happier! Thanks!!"

"I like that the library buys the latest best selling authors ... Those I like are too numerous to put down ... It is also good to be able to suggest purchases after reading a good review or wanting to watch a TV series when one does not have pay TV of any kind."

"I do not read much fiction, especially not "recipe" writers. I prefer well-written historical novels with a strong and accurate factual basis."

## Non Fiction categories

Biographies are still the most popular category in the non fiction collection 42.38%, an increase on the *35.6% recorded in the 2014 survey*.

The five next popular categories were Gardening (34.76% / *31.27%*), History (32.86% / *26.9%*), Travel (31.9% / *27.86%*) and Crafts (29.05% / *31.27%*)

Local History remains a popular subject with 25.71% wanting to see more titles on the shelf, a slight increase since 2014 (*24.5%*).

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There were 21 responses to the open ended question asking respondents to list authors, titles or subjects they would like to see more of in the collection. Once again some of the more recently popular non fiction titles were named, which we already held copies of.

“Again, I comment that I’m already very pleased with Library’s current resources and anticipate they will continue to grow and improve over time.”

“I don't have any names. I just enjoy picking up a true life story, any category, any subject.”

## Magazines

There was an interesting difference in responses in this survey in comparison to the 2014 survey.

The top 8 subjects that respondents would like to see more magazines on are the environment (30.82%), Lifestyle (28.93%), Hobbies (27.24%), Wildlife (26.42%), Travel and Holiday (26.42%), Alternative Lifestyles (25.79%), Self sufficiency (25.16%), Health and Fitness (23.27%), and Women (21.38%).

There was a large increase from the 2014 survey in the percentage of respondents who were interested in magazines on the Environment (12.64%), Alternative Lifestyles (13.03%) and Self Sufficiency (14.18%) reflecting a growing awareness of our environment and sustainability.

There were 34 comments in the open ended question about what magazines would you like to see in your library. They were all for specific titles (some of which we already hold). All titles will be checked for price and availability and possible inclusion in our magazine subscription.

## DVD's

Once again Comedy films rated highly with 48.54% wanting to see more on the shelves, followed by Drama (42.69%), British (36.26%), Detective/Mystery (36.26%), Family Movies (25.09%) and Classics (33.92%).

## eResources

28% of respondents addressed the question of whether they access eBooks, eAudio or eMagazines through the Clarence Regional library website.

eBooks are the most popular format with 67.14% of respondents followed by eAudio books (37.14%) and eMagazines (35.71%). *There has been a large increase in the percentage of people accessing eAudio books from the last survey 19.79% and a slight decrease in eMagazine usage (39.6%)*

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The introduction of the Borrowbox platform for eBooks and eAudio books has been popular. The increase in percentage of people interested in eAudio books can potentially be linked to this.

Adult fiction remains the most requested collection for eBooks with 76% of the 75 respondents favouring this, 32% would like to see more biographies in the eBook collection and 29.33% more non fiction. *In comparison to the 2014 survey biographies (30.53%) have overtaken non-fiction (39.63%) but only just.*

22.67% would like to see more young adult fiction reflecting this generation's confidence with technology.

## Conclusions

The responses have shown very little change over the last 4 years of what our customers want from their library collections in terms of fiction genres and non fiction subjects. However there has been a big increase in customers wanting to access information on the environment, self sufficiency and alternative lifestyles in the magazine format.

The low response from customers under the age of 20 highlights a need to find a way to connect with this segment of the community to find out what they would like to see in their library.

It is interesting to note that in some of the open responses customers have asked for authors or titles that are already in the collection. This indicates that we need to evaluate how we promote new additions to the collection and how we provide Reader's Advisory services.

The increase in popularity of e-audiobooks shows that the move to the Borrowbox platform has been beneficial and usage figures are reflecting this.

## Recommendations

- That we review our marketing and promotion of individual collections.
- That we review our Fiction Standing Order list in regards to number of copies purchased for popular authors.
- That we publish the results of the survey and post onto the library website and a hardcopy be sent to each branch for display.
- That a general response to comments, complaints and suggestions be produced and posted to the website.
- That a specialised survey for children aged 5-12 be developed for delivery in September/October 2019.

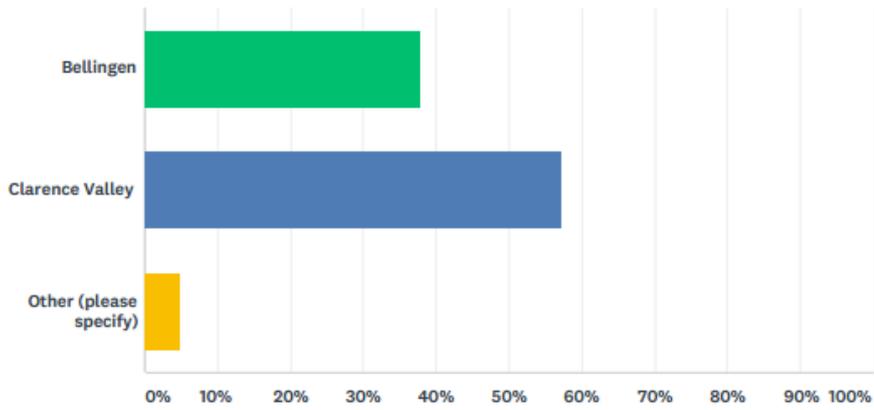
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Major Data Responses from the Survey

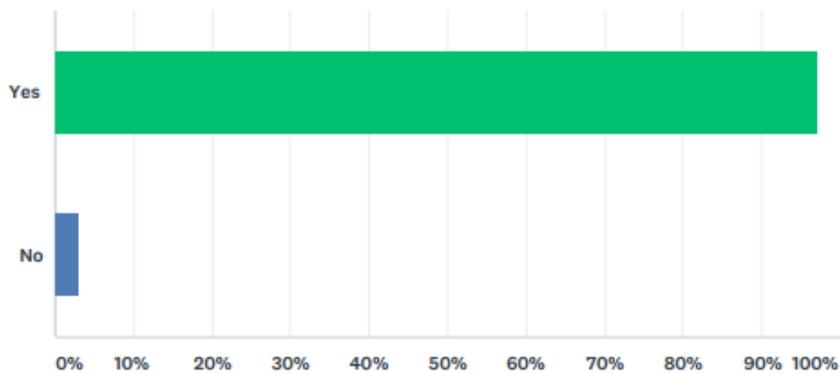
Q1 Which council area do you live in?

Answered: 246 Skipped: 0



Q2 Are you a member of the Clarence Regional Libraries?

Answered: 246 Skipped: 0

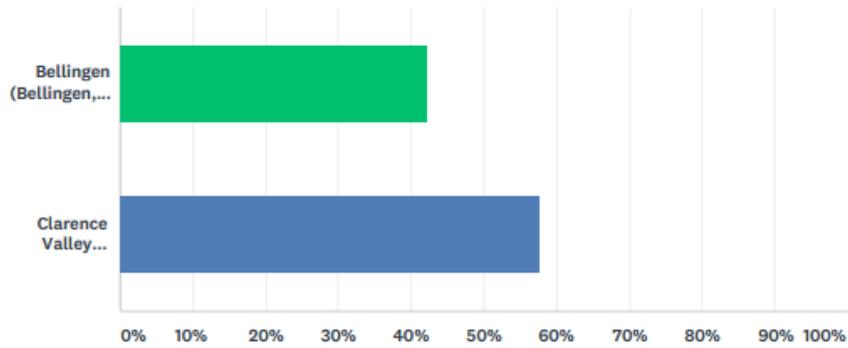


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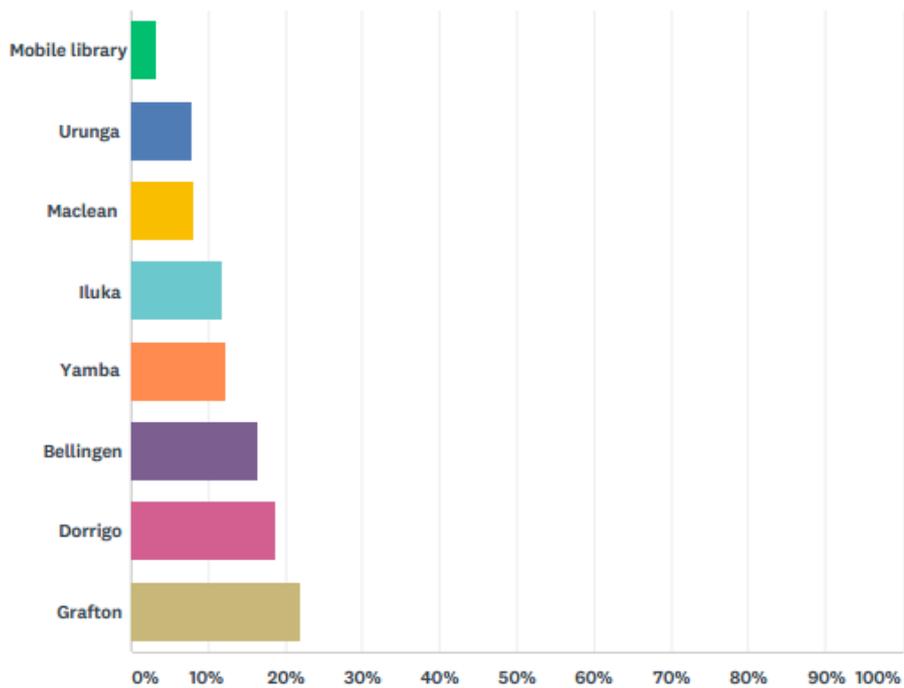
### Q3 Which library service do you usually use?

Answered: 246 Skipped: 0



### Q4 Which library do you use / contact most often?

Answered: 246 Skipped: 0

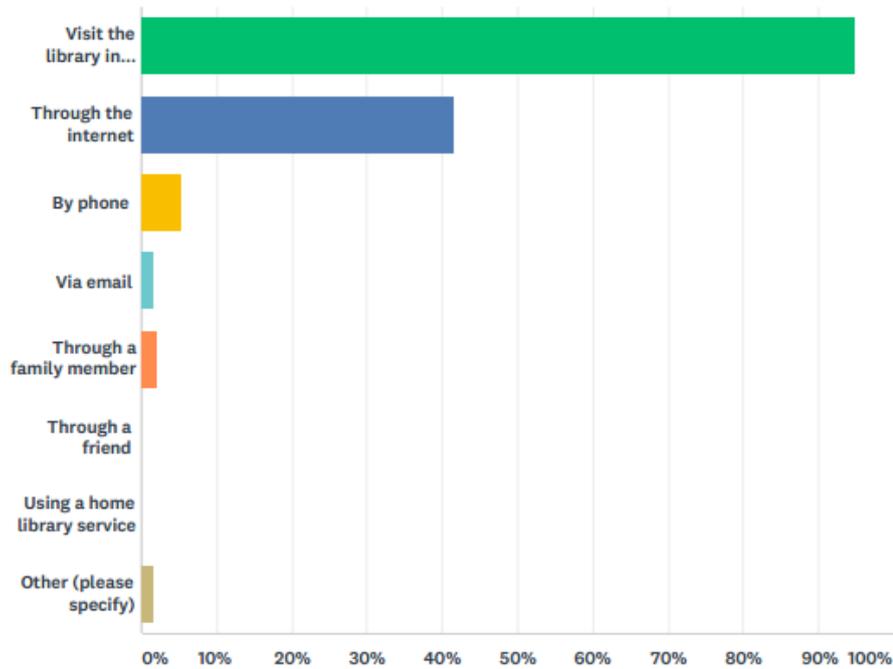


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### Q5 How do you usually access the library's services?

Answered: 246 Skipped: 0

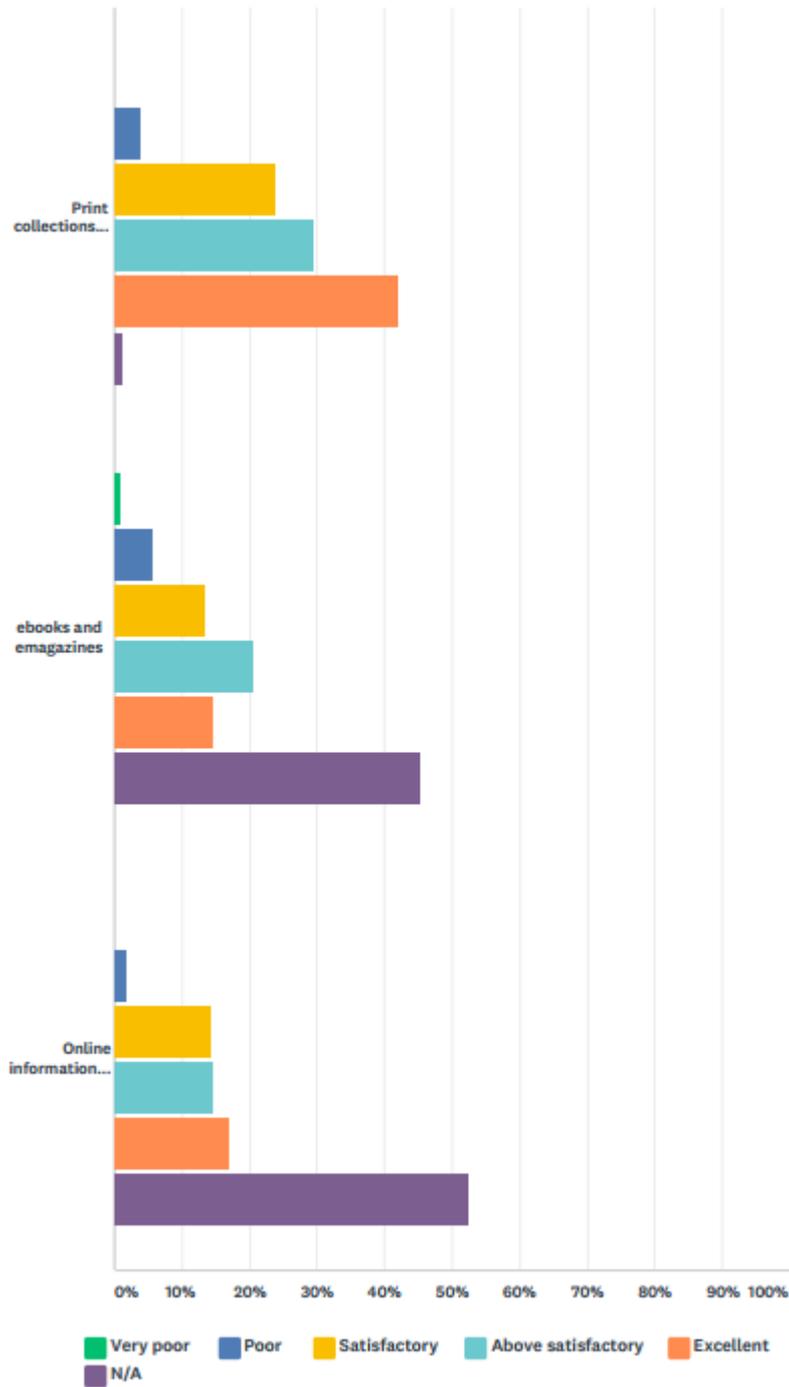


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Q6 Regarding the library you use / contact the most often, how satisfied are you with the following?

Answered: 246 Skipped: 0

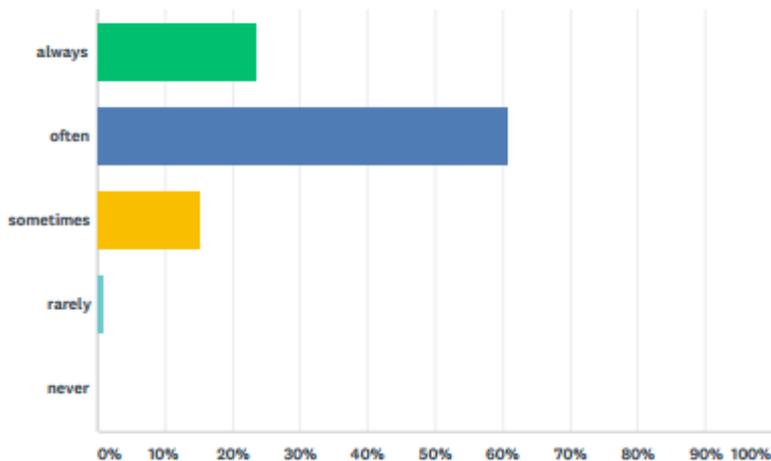


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Q7 You find what you need at the library:

Answered: 246 Skipped: 0

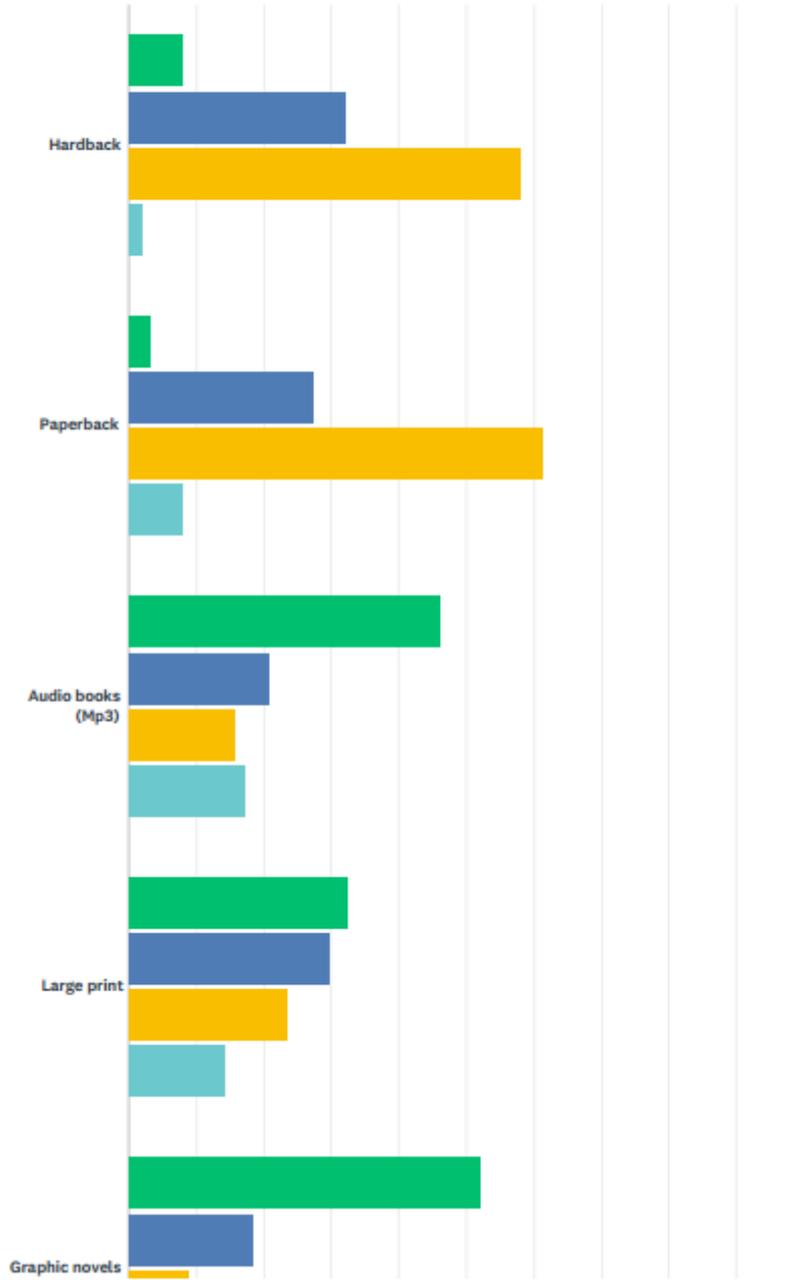


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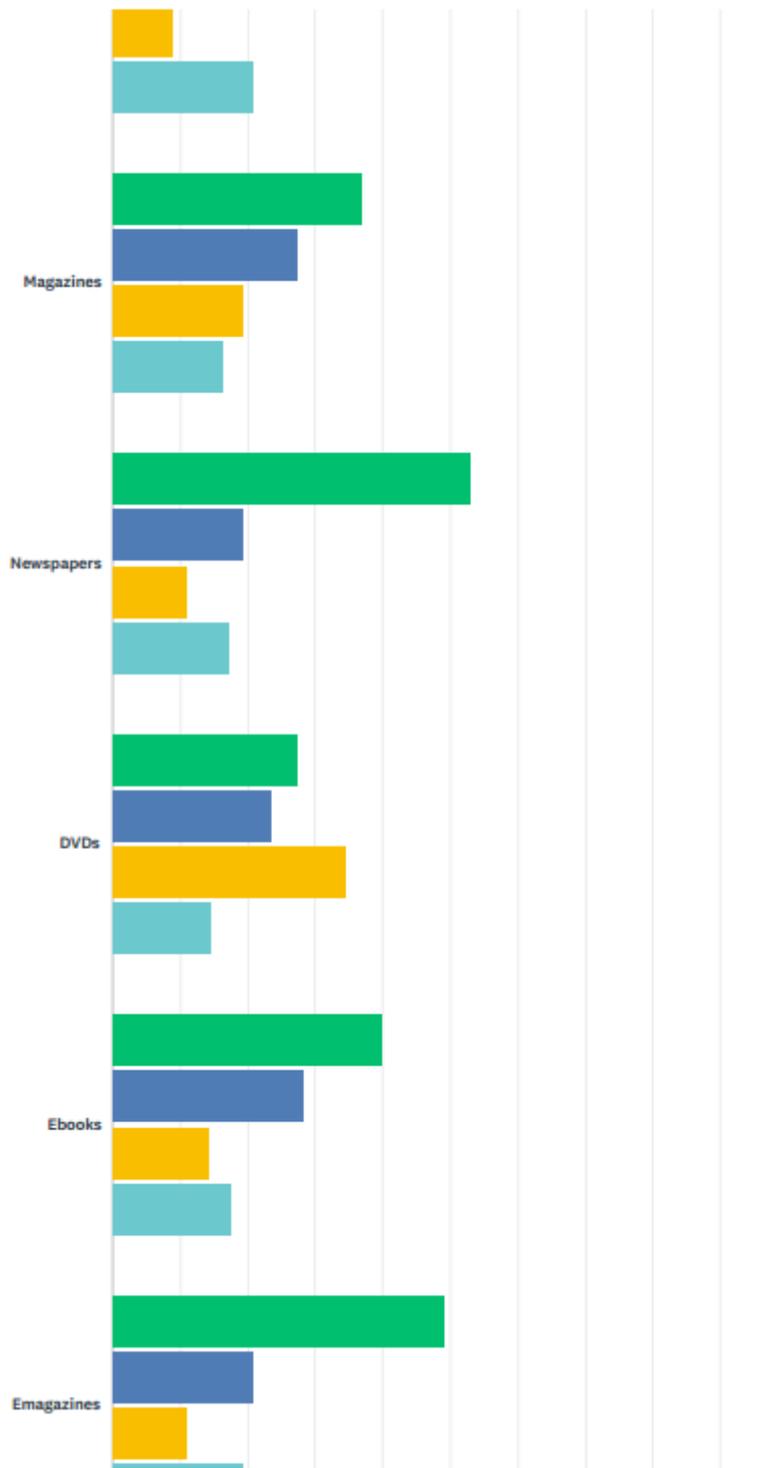
Q8 Please rate the following formats that exist in our collection, with high being your preferred format.

Answered: 240 Skipped: 6



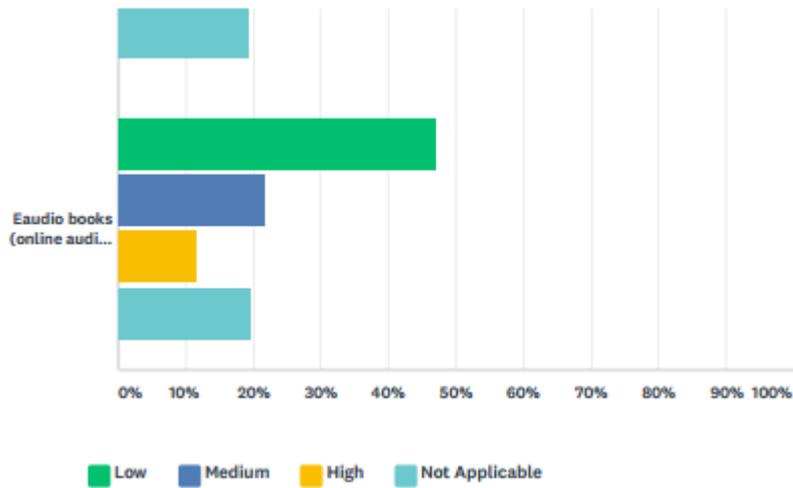
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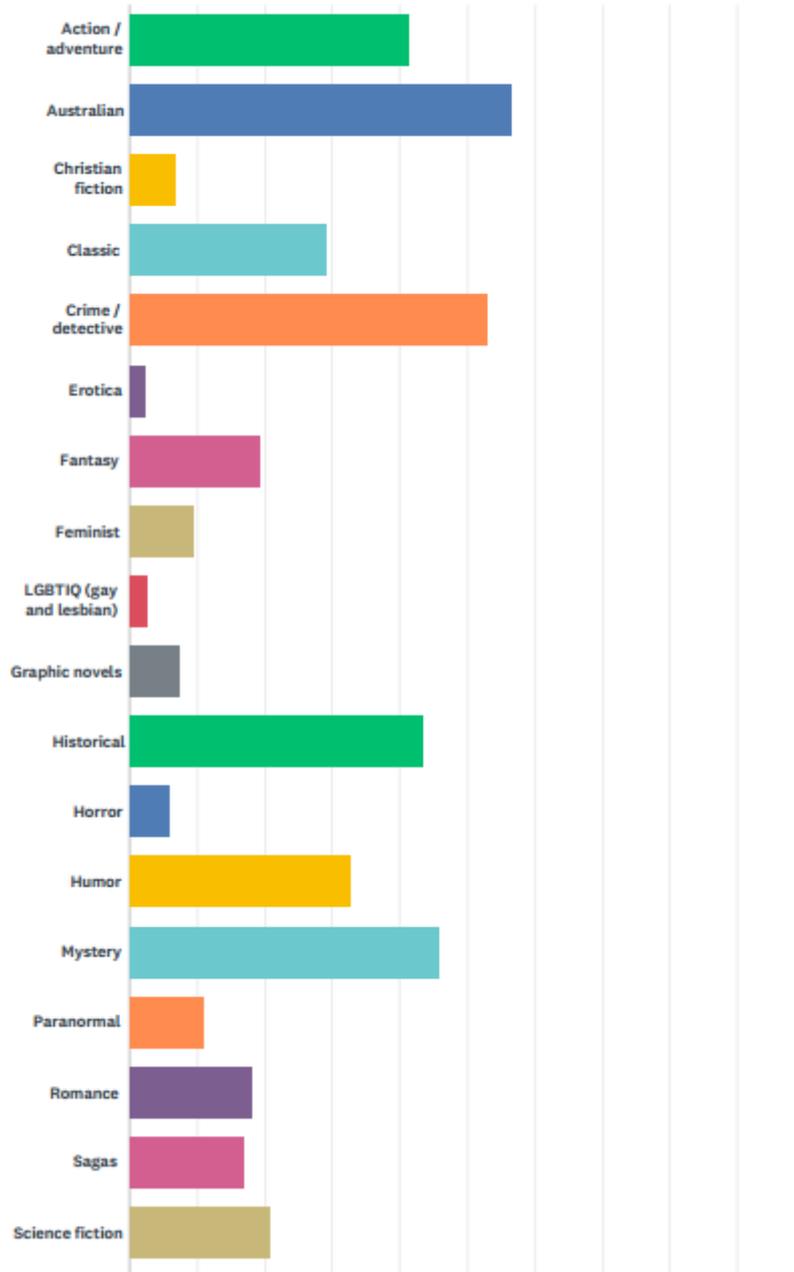


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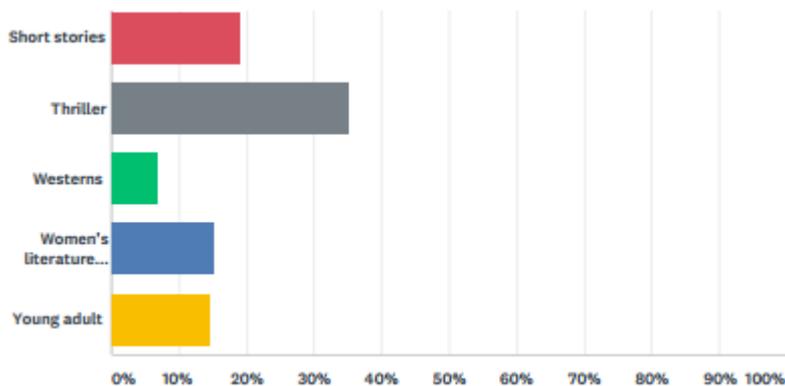
Q9 Which of the following FICTION genres would you like to find more of on your library's shelves?

Answered: 225 Skipped: 21



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**Q10 Please list the names of any FICTION authors and titles that you would like to see included in our collections. Please use the format: last name, first name and/or initials/title.g. Roberts, Nora / The Witness / Glory in Death** Enter a new line for each author you add

Answered: 78 Skipped: 168

Anna Jacobs
Cleeves, Ann (The Vera Series)
Liane moriarty
Spike Millingan. Diary
Any Australian authors
Sands, Lynsay
Kapuscinski Tabucchi Daniel Pennac Umberto Eco
Robert Galbraith
Parks, Tony Courtney, Bruce
Simmons, Paulina/ all of her books
Popular authors
I'm most impressed with Library's current A1+ coverage of authors; plus, there's the added bonus of being able to recommend Library acquires new titles. I couldn't be happier! Thanks!!
Satisfied with what's available.
Barbara Hambly
james patterson    reichs kathy    child lee
Shiloh Walker / The Unwilling, The reunited, The protected, The doubted, Hunters Fall, Hunters rise, Razed , Busted, Ruined.. J.R Ward/ Consumed, Irresistible Bachelor Lora Leigh/ Shameless embraces, Where the heart lies, Nautier and Wilder,

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<p>Shayla Black/ Holding on tighter, Wicked and Dangerous, Dirty Wicked, Smoke and sin</p> <p>Christine Feehan/ Leopards run, Toxic Game, Shadow Warrior.</p> <p>Maya Banks/ Brighter than the sun, Where ever you are, Undeniable, Colter's gift, With Every breath, Just one touch.</p> <p>Gina Showalter/ The vampires bride, The Darkest Captive, the Darkest King</p> <p>Kresly Cole/ Shadows seduction The professional, The player.</p> <p>Diana Palmer/ Heartless, Tom, Escapade,</p> <p>Kristen Ashley/ Free, wild like the wind, Raid, Deacon, Sebring,</p> <p>Kylie Scott/ Trust, It seemed like a good idea at the time, Repeat.</p> <p>Lauren Dane/ Sugar</p>
<p>Magson Adrian</p> <p>Martini Steve</p> <p>Mariani Scott</p> <p>Masello Robert</p> <p>May Peter</p> <p>Goddard Robert</p> <p>Silva Daniel</p>
<p>Lamour, Louis</p> <p>Henry, Will</p> <p>Paine, Lauren</p>
<p>Jim Kelly</p>
<p>Roberts, Nora</p>
<p>Hesse, Herman , Quinn, Daniel</p>
<p>Gemmell, David</p>
<p>Andreas Pluegler (Andreas Pfluger?)</p>
<p>Susan B Kelly, Carin Gerhardsen, Amanda Cross</p>
<p>Johnson,Milly</p> <p>Kelly,Cathy</p> <p>Oflanagan,Sheila</p> <p>Wiseman,Beth</p> <p>Brunstetter,Wanda</p>
<p>More Penguin Classics or similar. Less pulp fiction</p>

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Russo, Richard/ Trajectory: A Short Story Collection Robert Goddard
Dorothea Sofia Rosselini - local Dorrigo author - book is called Mrs Clay. Excellent read and local
Vollmann, William T Erickson, Steve Krasznahorkai, Laszlo Carter, Angela Mieville, China
Bolton S.J./ all Lacy Flint novels Crombie Deborah/ all Kincaid/James Ellis Kate
Doig, Ivan Kingsolver, Barbara Morehouse, Frank Steinbeck, John
Douglass Adams
Viskic, Emma / And Fire Came Down Tsao, Tiffany / Under Your Wings Moriarty, Liane / Nine Perfect Strangers
Behrouz Boochani, No Friend but the Mountains Richard Powers, The Overstory Jessie Cole, Staying Maria Tumarkin, Axiomatic Lou Berne's, November Road
Child Lee
Chadwick Elizabeth / The Running Vixen Ward J R / The Bourbon Kings / The Angels Share / Devil's Cut
Ian Rankin Jeffrey Archer Jane Harper

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Paulo Coelho Arundhati Roy
McEwan Ian Amsterdam
Roberts, Nora Robb, J D Morton, Kate Steele, Danielle
Morrissey, Di
Chris Hammer Kelly Zimmer Jacqui French - adult and young adult Anna Snoekstra
I like that the library buys the latest best selling authors ... Those I like are too numerous to put down ... It is also good to be able to suggest purchases after reading a good review or wanting to watch a tv series when one does not have pay tv of any kind
Rossellini, Dorothea/Mrs Clay
Ellis, Deborah – Parvana
Child, Lee - Jack Reacher series Reichs, Kathy - Bones series
Gosciny, Rene - Asterix and the Hack Gold, 12 tasks of Asterix
Roberts, Nora
Tomson, Jamie / Dark Lord Burton, Steve / i Horror Tolkien, J.R.R / Silmarillion
Wodehouse, P.G. / (Any) Frazer, George Macdonald / (Any)
Canadian Authors: King, Thomas / Green Grass Running Water Donoghue, Emma Boyden, Joseph Bodami, Anita Rau / Tamarind Mem / Tell it to the trees / Haunting Bombay / ...etc

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<p>Morris, Heather / Tattooist of Aushwitz                  Quinn, Kate / The Alice Network                  Nafisi, Azar / Reading Lolita in Tehran                  Coehlo, Paulo / Manuscripts found in Accra                  Harari, Yuval Noah / Sapiens - A brief history of humankind                  Mistry, Rohinton / A fine Balance                  Toeaws, Miriam / A complicated kindness                  Purcell, John / The girl on the page                  Collette, Katherine / The helpline                  Moriarty, Liane / Nine Perfect strangers                  Greer, Andrew Sean / Less                  Woodward, Bob / Fear: Trump Whitehouse                  Triggs, Gillian / Speaking up                  Obrien, Kerry / A memoir                  Marr, David / My country / Writing</p>
<p>Roy, Arundhati                  Winterson, Jeanette                  Winton, Tim                  Kingsolver, Barbara</p>
<p>Zahn, Timothy</p>
<p>Follett, Ken                  Eliot, George</p>
<p>I do not read much fiction, especially not "recipe" writers. I prefer well-written historical novels with a strong and accurate factual basis.</p>
<p>Award winning Novels:                  Murakami, Haruki                  Barker, Nicola / Darkmans                  Penney, Stef / The Tenderness of Wolves                  Moore, Susanna / In the Cut / One last look                  Fox, Paula / Desperate Characters                  Harrison, Kathryn / The Seal Wife</p>
<p>Windspear, Jacqueline / Maisie Dobbs                  Robinson, Peter / DCI Banks</p>
<p>Walliams, David</p>

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French, Jackie
Pilkey, Dav
Twain, Mark / A Tramp Abroad
Child, Lee
Nesbo, Jo Connelly, John Burke, James Lee Holt, Anne Winslow, Don Isles, Greg
Hoyt, Elizabeth
Patterson, James Deaver, Jeffery Child, Lee
Drewe, Robert Smith, Alexander McCall
Chesteton, J. K.
Pitcher, Rosamind Siddon Rivers, Anne Paver, Michelle
Miller, Alex
Tan, Amy Bryson, Bill Keneally, Tom Sedaris, David Kent, Hannah
Child, Lee Patterson, James Morrison, Di Nunn, Judy
Murakami, Haruki / Kafka on the Shore

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Mistry, Rohinton / A Fine Balance
Platchett, Ann / Bel Canto
Coetzee, J.M. / Disgrace
Franzen, Johnathan / The Corrections
Lahiri, Jhumpa / Interpreter of Maladies
McCann, Colum / Let the Great World Spin
McEwan, Ian / Amsterdam
Donaghue, Emma / Room
Pullman, Phillip / The Amber Spyglass
Ghosh, Amitav / Sea of Poppies
Ruth, Phillip / American Pastoral

Mankell Henning
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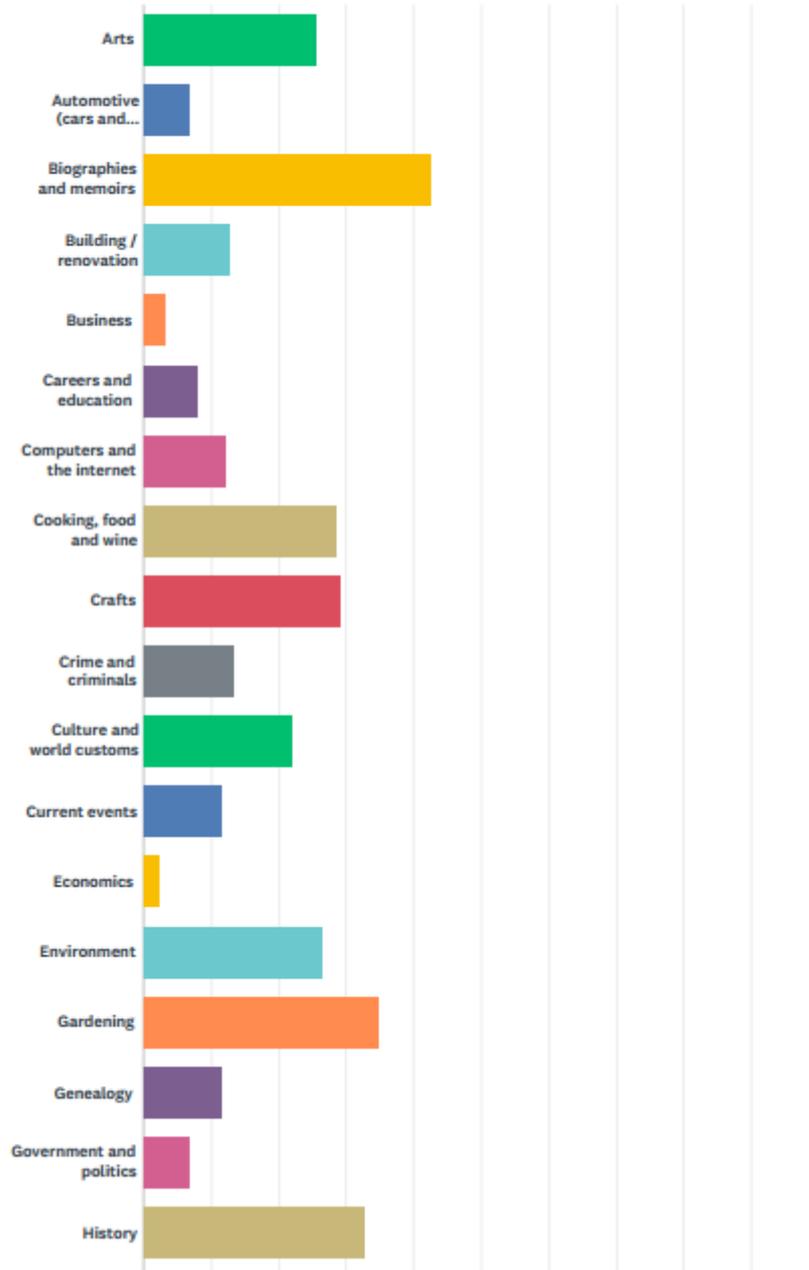
Daniel Silva
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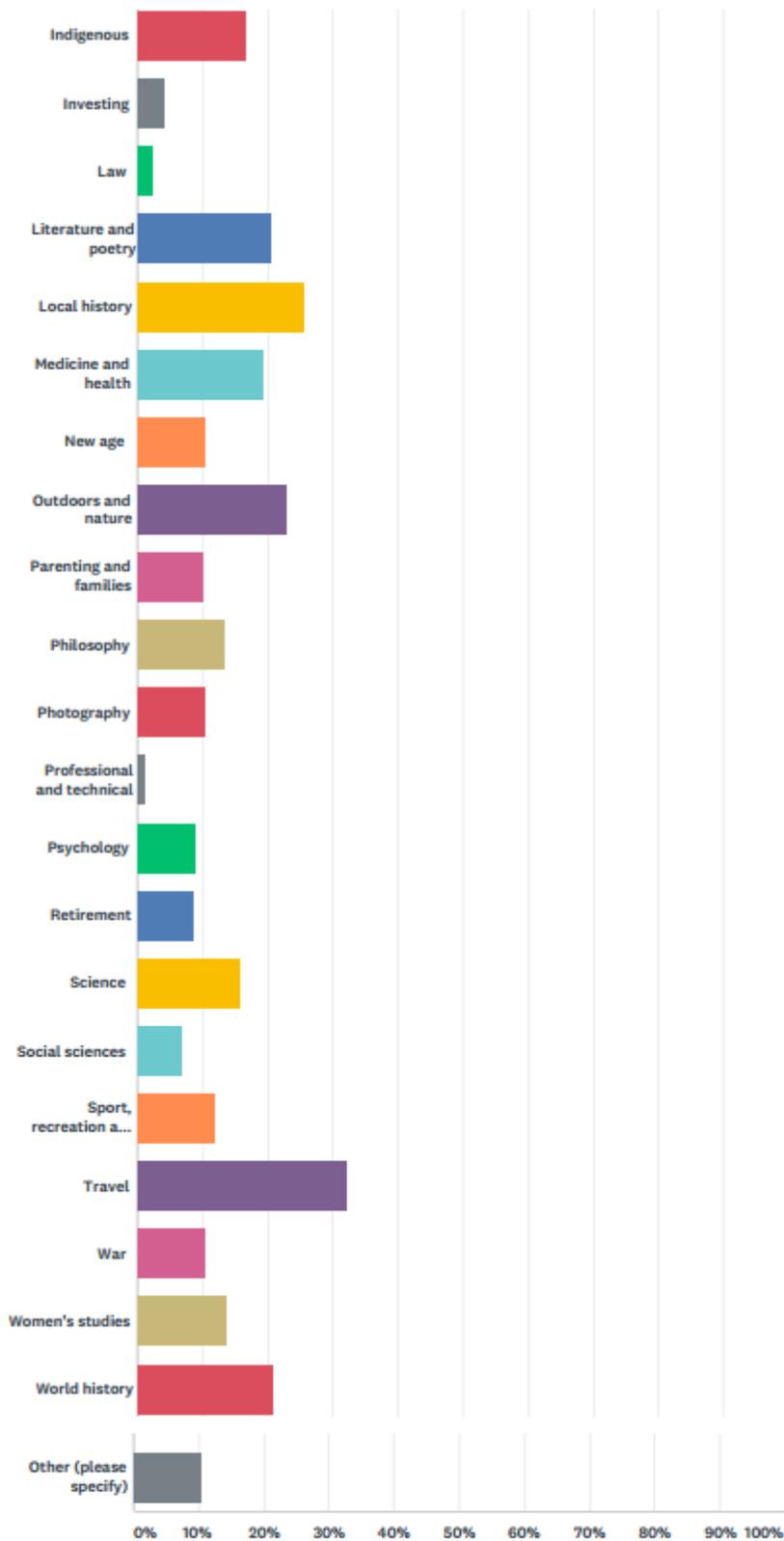
Q11 Which of the following NON-FICTION categories would you like to find more of on your library's shelves?

Answered: 210 Skipped: 36



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**Q12 Please list the names of any NON-FICTION authors, titles or subjects that you would like to see included in our collections. Please use the following format if listing an author and title: last name, first name and/or initials/title Enter a new line for each author/title/subject you add**

Answered: 33 Skipped: 213

Pauline Scudamore, Spike Millingan biography.
Quilting Sewing manuals
I would like to see more accounts of people's personal travels and also more travel guides. I think the library collection is somewhat lacking in these areas. Recently, I donated a travel book to the library and then found it on the 50 cent sale shelf. Also, recently I recommended a travel book "For Better for Worse" by Damien and Siobhan Horner to a friend only to find that it had been withdrawn from the library collection a couple of weeks previously and been boxed up and sent to Grafton Rotary. Would it be possible for a list of library books that are to be withdrawn from the collection to be put on the library's web site and the library members given a chance to buy them? Another time I saw a fantastic fiction book that was only a couple of years old "All the Light I Cannot See" on the 50 cent sale shelf and bought it to lend to friends who hadn't read it.  Also, you don't have a full collection of Janet Evanovich's Stephanie Plum novels. I donated some that I'd bought second hand that weren't in the collection - I hope they made it into the collection. I've been trying to find "Hot Six" which is not in the collection for about 10 months. I don't want to do an inter library loan because you have to pay the fee (?\$5) even if the book can't be borrowed from another library.
Again, I comment that I'm already very pleased with Library's current resources and anticipate they will continue to grow and improve over time.
Syed Bounce
Crochet
Vollmann, William T Mieville, China
More copies of Dark Emu Holgren, David, Retrosuburbia Permaculture
more on sculpture and papier mache more sewing instruction book

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Astle, David / The Gargantuan Book of Words/ Rewording the Brain. Stephen, Louise / Eating ourselves Sick.
Horse racing Cricket
Frankopan Peter. SILK ROAD
Pascoe Bruce Dark Emu.
I don't have any names. I just enjoy picking up a true life story, any category, any subject.
quilters companion handmade
Flannery, Tim Adyashanti Longo, Valter
Mancuso, Stefano/Brilliant Green/Environment
Grayling A.C
Herd, Tim - Native bee keeping - second edition (soon to be out)
Investing for Dummies Pape, Scott / The barefoot investor Lonely Planet / The best moment of your life
Video Games
Xbox
Platt, Stephen / Autumn in the Heavenly Kingdom Gammadge, Bill / The Biggest Estate (this is on request) Threads: Gross, George Who, Harry Harain, Yuval Noah / Sapiens / Homo Deus
Browne, Peter / The Longest Journey Burnside, Julian / On Privilege Thompson, Robert V. / A Voluptuous God Epston, David and White, Michael / Narrative Means to Therapeutic Ends Trunpa, Chogyam / Cutting through Spiritual Materialism

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library

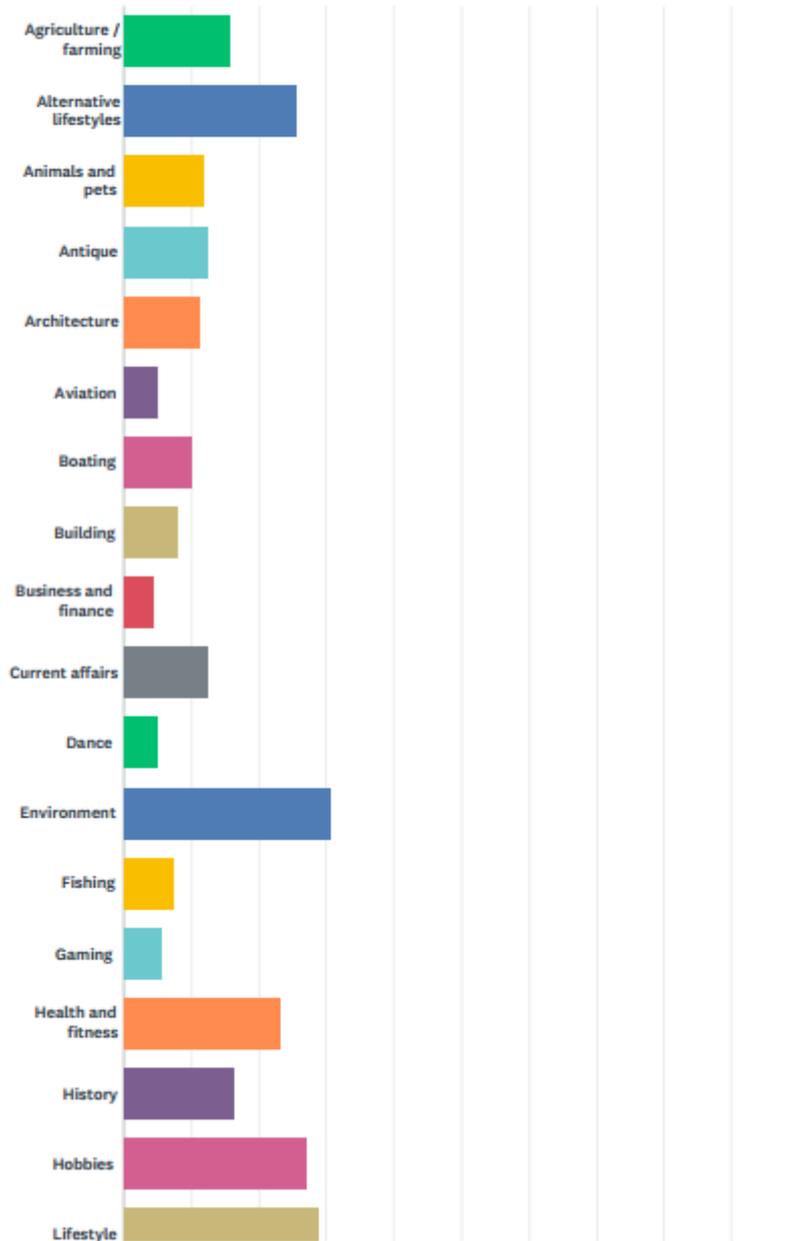
Obama, Michelle / Becoming
Aston, John / Faith in Science / In six days / Evolution impossible / Creation V Evolution / Creation Science
Famous Australians Aboriginal history of local areas
Douglas Murray Jordan B Peterson

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



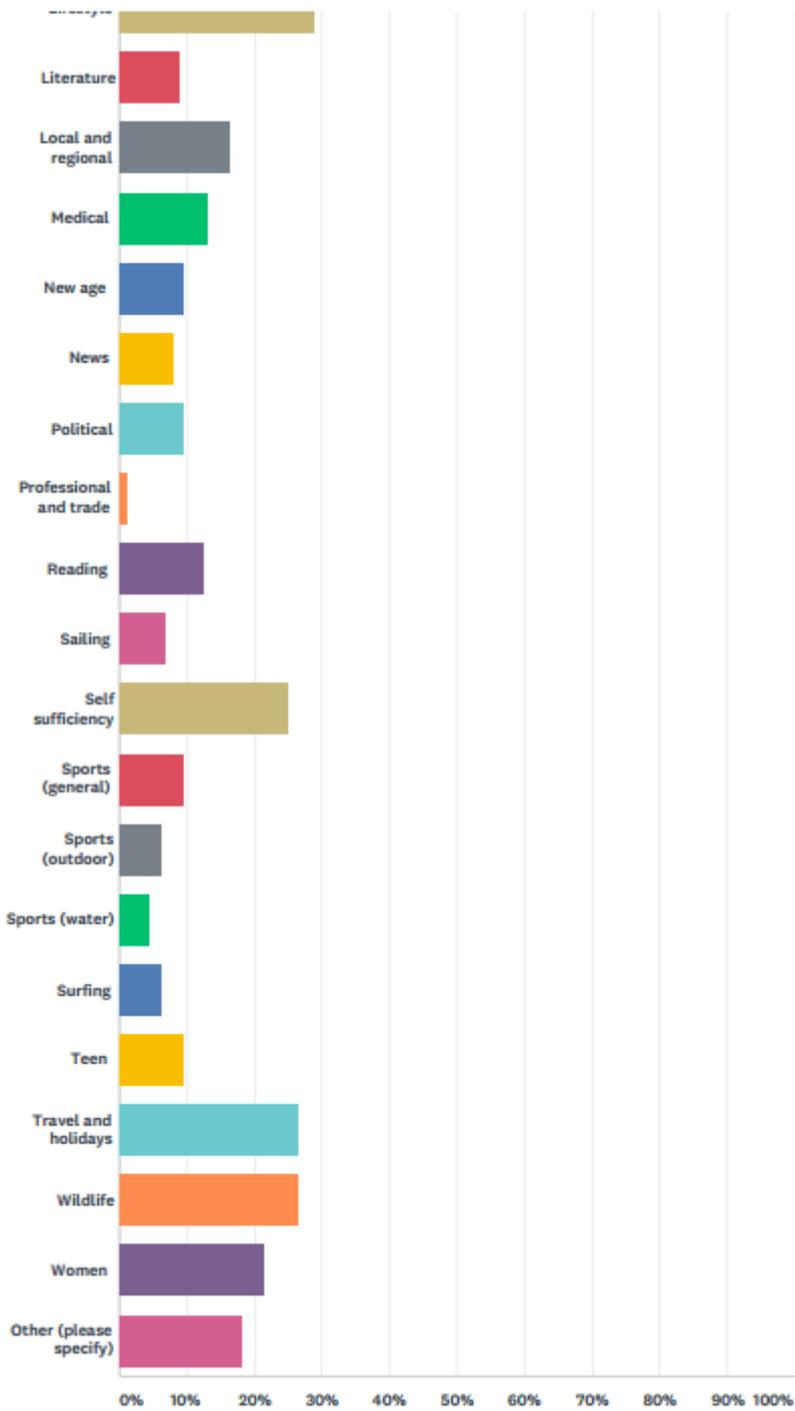
Q13 Which of the following MAGAZINE categories would you like to see more of on your library's shelves, including those in the emagazine collection?

Answered: 159 Skipped: 87



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**Q14 Please list specific MAGAZINE titles that you think the library should consider.**

Answered: 42 Skipped: 204

25 Beautiful Homes, Country Style
National Geography
Daphne's Diary
Motor Auto Action
The economist
Caravan Australia
This England
Macworld Australia
Breathe Teen breathe Traces
Australian Womens Weekly
McSweeneys
Renew
Reader's digest
That's life!
Teen Breathe, Flow
Felting, Embellish, Quilting Down Under
The Monthly/ Australian Artist/ Textiles
You have really excellent "New Philosopher" What about "Scientific American"?
"Bicycling Australia" "Bike"

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"Cycling" (UK or USA publications)
IT girl Total girl Little angel
Gardening Travel
Archery Action Australian Shooter
Breathe Teen Breathe Sanctuary
Money Magazine
Australian New car buyer Fourfourtwo
Cookery
Cookery
Australian Geographic
Creation Magazine Biblical Archaeology Review
Australian Country Daphne's diary
The Economist
Australian Photography
Choice Money
Designer Knitting Magazine PomPom Quarterly The Knitter Simply Knitting Laine Magazine

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



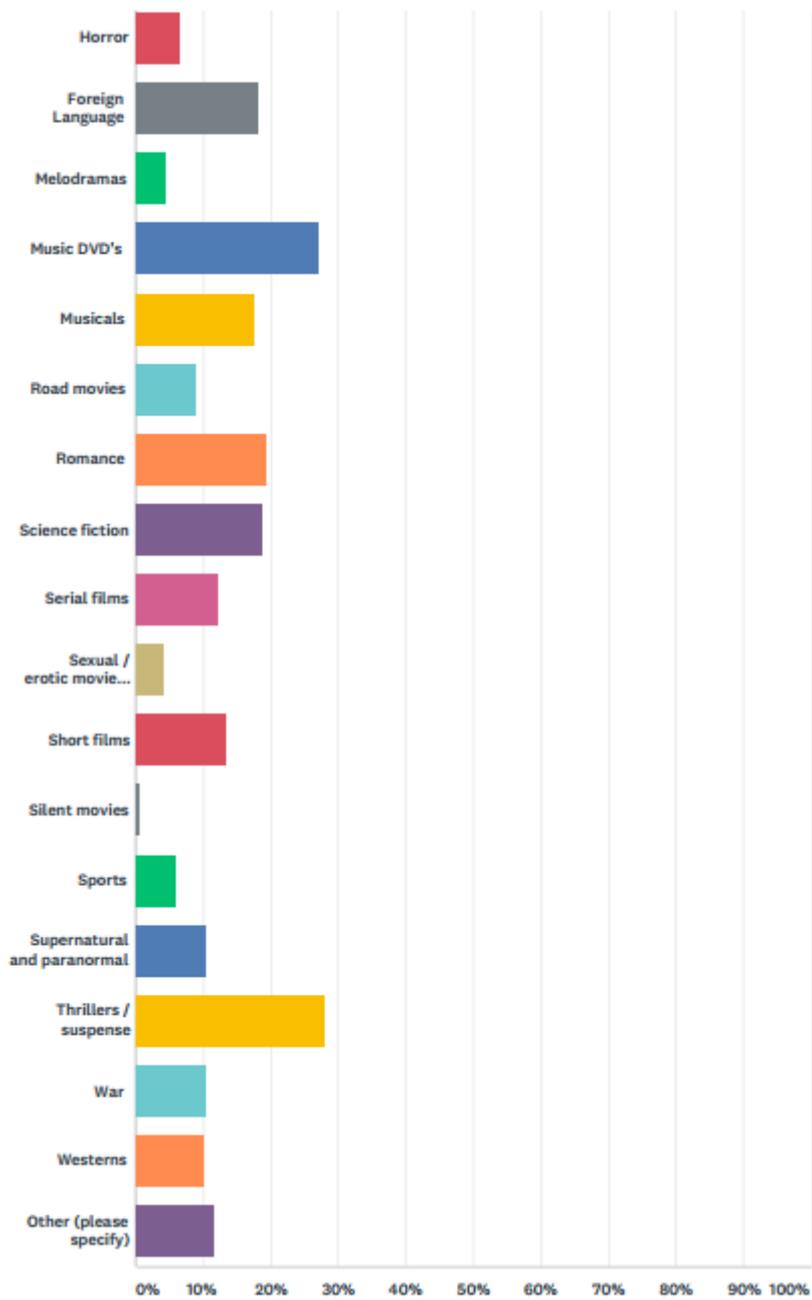
Q15 Which of the following DVD categories would you like to see more of on your library's shelves?

Answered: 171 Skipped: 75



Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



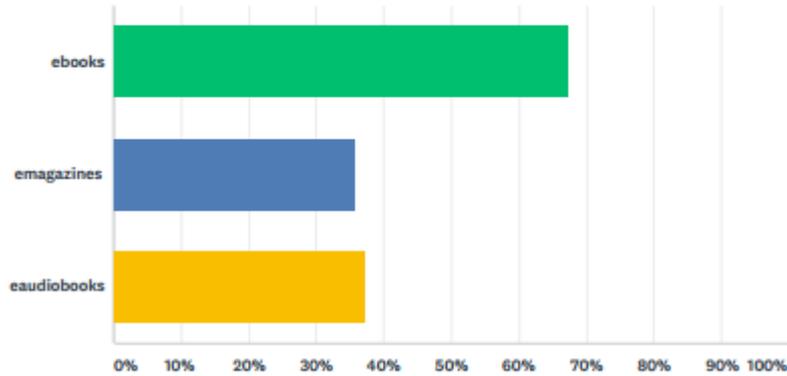


Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



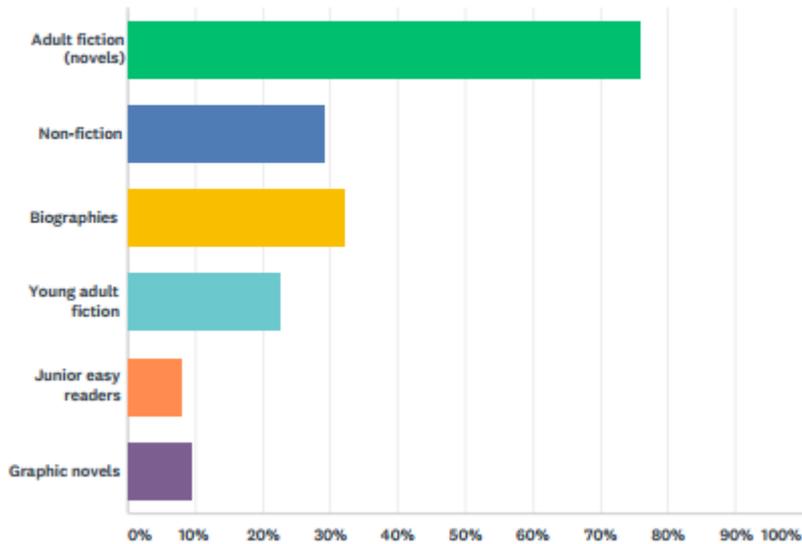
Q16 Do you access ebooks, emagazines or eaudiobooks through the Clarence Regional Library website?

Answered: 70 Skipped: 176



Q17 What types of ebooks or eaudio would you like to see more of in the collection?

Answered: 75 Skipped: 171

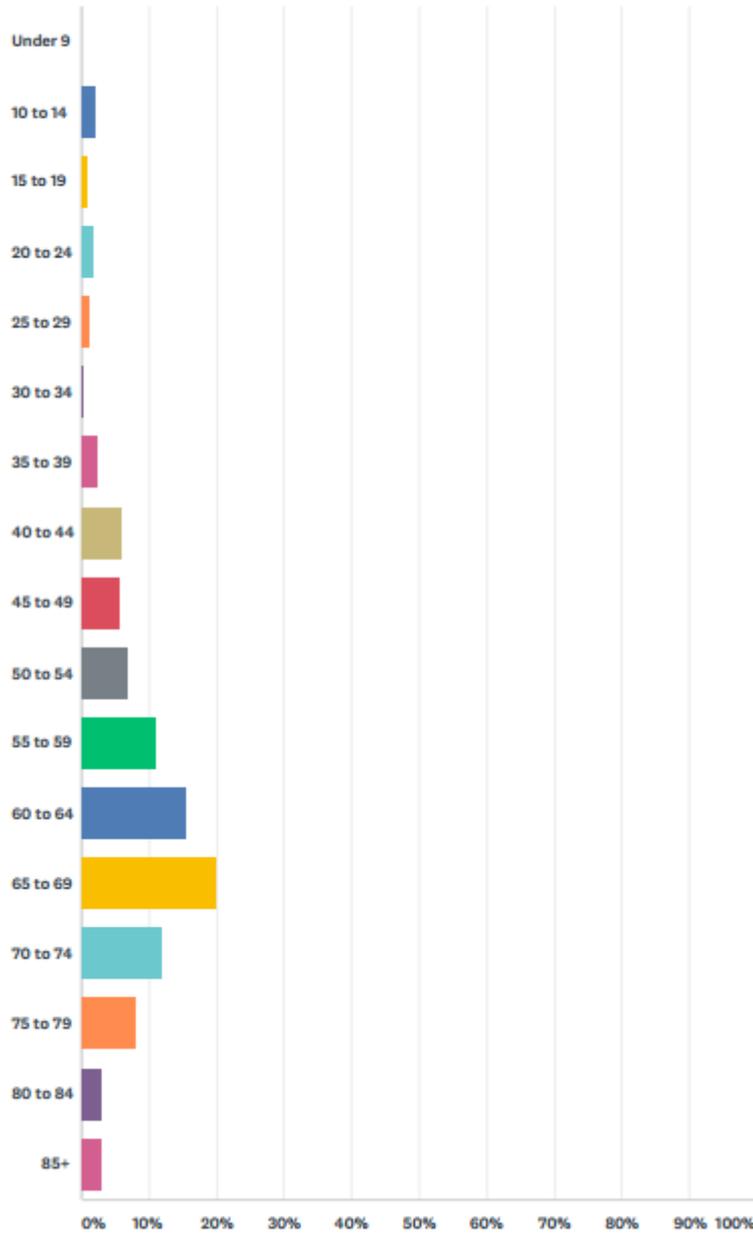


Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



### Q18 What is your age group?

Answered: 234 Skipped: 12

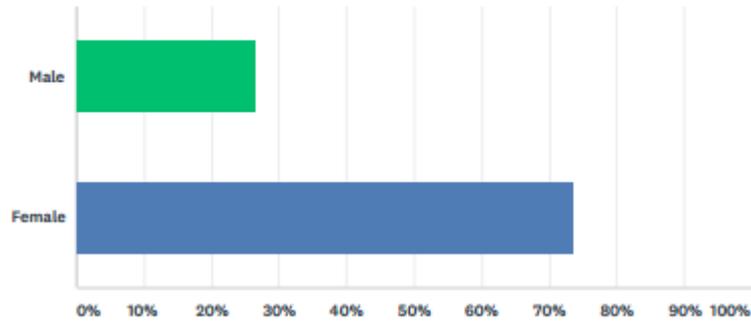


Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library



### Q19 Are you male or female?

Answered: 234 Skipped: 12



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