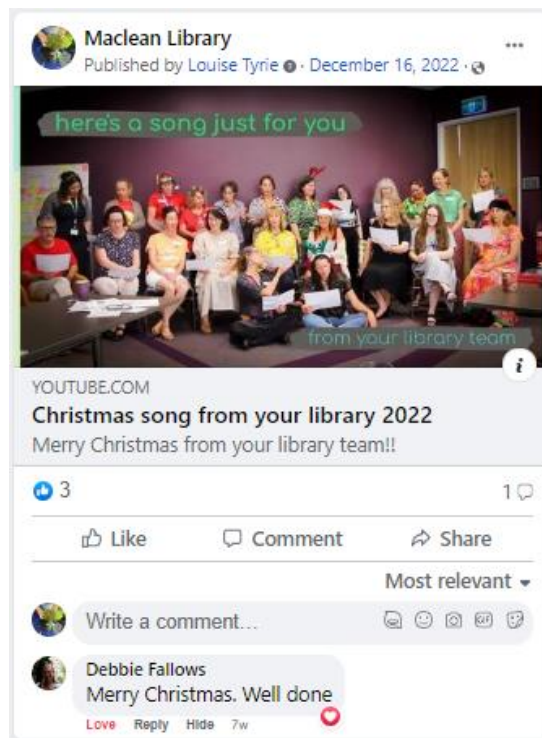
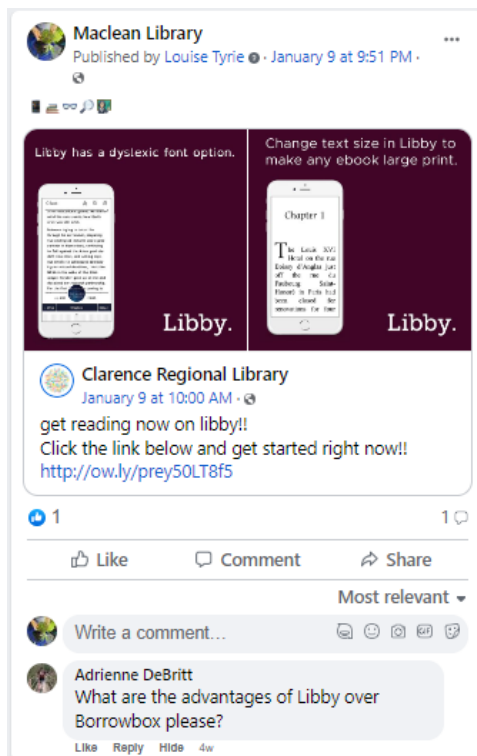
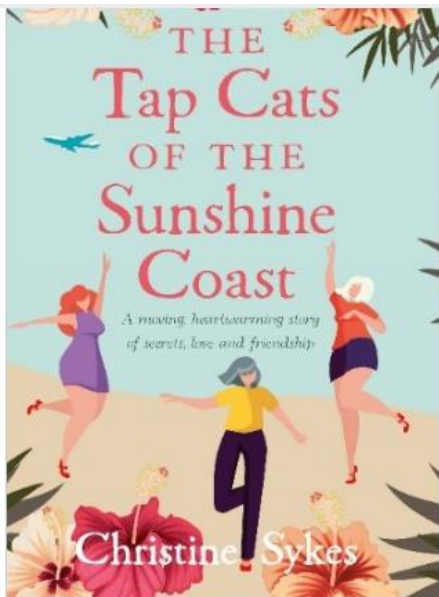


ATTACHMENT item 10.1 Community feedback, comments & interactions









Yamba Library
Published by Hootsuite · January 5 ·

We would like to invite you to a Meet the Author Talk with Australian Novelist Christine Sykes. She will be discussing her newest novel, 'The Tap Cats of the S... See more

3 1 1

Like Comment Share

Most relevant

Comment as Yamba Library

Cheryl Christopher
Yamba Book Club

Like Reply Hide Send Message 3d

Yamba Library
Published by Jacqui Hinshaw · January 18 at 4:05 PM ·

we have so loved having all the kids & grownups in the library for our school holiday workshops
see you all back here at Easter when we get to do it all over again

#yambalibrary #clarenceregionallibraries #nswpubliclibraries #sandart #creativeworkshop



25 2 5

Like Comment Share

Most relevant

Comment as Yamba Library

Cris Av
Thank you so much, it was a wonderful activity

Like Reply Hide 2w

Most Relevant is selected, so some comments may have been filtered out.



You and 25 others 7 1

Love Comment Share

Most relevant

Comment as Yamba Library

Dani O'Brien
Thanks so much for having us!

Love Reply Hide 3w

View 2 previous replies

Author
Yamba Library
Dani O'Brien any time

Like Reply Commented on by Jacqui Hinshaw 3w

Most Relevant is selected, so some replies may have been filtered out.

Susan Hillery
Fabulous!

Like Reply Hide 3w

Darcie Smith
Looks amazing!

Yamba Library added a new photo.
Published by Jacqui Hinshaw · January 11 at 3:08 PM ·



3 1

Like Comment Share

Most relevant

Comment as Yamba Library

Top fan
Jane Gosper
Matt Gosper

Like Reply Hide 3w

Yamba Library
Published by Jacqui Hinshaw · December 31, 2022 ·



Goodreads
December 8, 2022 ·

We've tallied all the votes, and the readers have spoken! Discover which books won the 2022 #GoodreadsChoice Awards.
<https://amzn.to/3P8bqzU>

1 1

Like Comment Share

Most relevant

Comment as Yamba Library

Maggie Neumann
Thanks Jacqui Hinshaw

Like Reply Hide 5w

Santa and her mobile popcorn stall
we all enjoyed, games, craft, lego & getting started on the summer reading challenge
join us back here on February 1st to start the fun all over again

#yambalibrary #clarenceregionallibraries #nswpubliclibraries



21 2 1

Like Comment Share

All comments

Comment as Yamba Library

Author
Yamba Library

Like Reply Commented on by Jacqui Hinshaw 7w

Jenny Gleeson
You have so much fun at work, Jacqui.

Love Reply Hide 7w

Write a comment

Yamba Library
Published by Jacqui Hinshaw · December 15, 2022

Clarence Regional Library
December 15, 2022

Merry Christmas from your library team!!
hope you enjoy our fabulous voices!!
https://youtu.be/pjTn_yPSkQc



YOUTUBE.COM
Christmas song from your library 2022
Merry Christmas from your library team!!

2 3

Like Comment Share

Most relevant

Comment as Yamba Library

Kathryn Goldie
Merry Christmas, clever team!!

Alice Fazio
Louise that was excellent

Vicki Jane
Merry Christmas

Write a comment

elves-a-plenty at storytime yesterday
join us next Tuesday to celebrate our final
storytime for 2022
wear your most christmasy clothes
#yambalibrary #nswpubliclibraries
#clarenceregionallibraries #storytime



19 2 2

Like Comment Share

Most relevant

Comment as Yamba Library

Alice Fazio
Can you believe our Angel lollipops are still on the tree!!!

Susan Hillery
So much fun!

we'll see the rest of you back here on the 31st
January 2023
#yamba... See more



23 2 1

Like Comment Share

Most relevant

Comment as Yamba Library

Steven Jenner
I wonder what the staff would do in a bigger space?
Has the Mayor, a councillor or the GM given us an update?

Susan Hillery
The most beautiful group of mothers and children.

Write a comment

Yamba Library
Published by Jacqui Hinshaw · December 12, 2022

we loved having students from **Palmer's Island Public School** call in for a visit last week
we read, sang, created artworks, explored the library & played games that enhanced our literacy skills
the kids impressed us with their beautiful behaviour and ability to recite whole passages of Dr Seuss!!



21 1 3

Like Comment Share

Most relevant

Comment as Yamba Library

Palmer's Island Public School
Thanks for having us Jacqui. The students had the best visit and enjoyed all the wonderful activities.



Clarence Regional Library
December 12, 2022

More awesome highlights from Libby!!
Click the link below and get started right now!!
<http://ow.ly/XSGG50LUKPS5> See more

3 2

Like Comment Share

Most relevant

Comment as Yamba Library

Author
Yamba Library
We did too Cheryl

Cheryl Christopher
Really enjoyed The Criminal Class

Write a comment...

Yamba Library
Published by Jacqui Hinshaw · December 6, 2022

we so can't wait to see this movie adaptation of one of our favourite books

ABC News
December 5, 2022

While he's one of Hollywood's brightest stars, Eric Bana's latest film, **Blueback**, sees him shining on the west coast of Australia.



ABC.NET.AU
Eric Bana, director Robert Connolly and author Tim Winton team up for big screen...

11 1

Like Comment Share

Most relevant

Comment as Yamba Library

Belinda Bylos
Can't wait

Published by Jacqui Hinshaw · July 29, 2022 ·

🎉 celebrating our wonderful volunteers this week (and every week) 🎉

#nswpubliclibraries #LIW2022

32 6

Like Comment Share

Most relevant

Comment as Yamba Library

Jenny Gleeson
Some familiar faces here.

Author
Yamba Library
Jenny Gleeson some of the volunteers have been with us for more than 20 years 🥰❤️

Like Reply Commented on by Jacqui Hinshaw · 9w

Jenny Gleeson
Yamba Library Amazing volunteers

Like Reply Hide 9w

Councillor Karen Toms Follow
Yamba Library
Wow that is special! 20 years, that needs celebrating 🥰

Love Reply Hide 8w

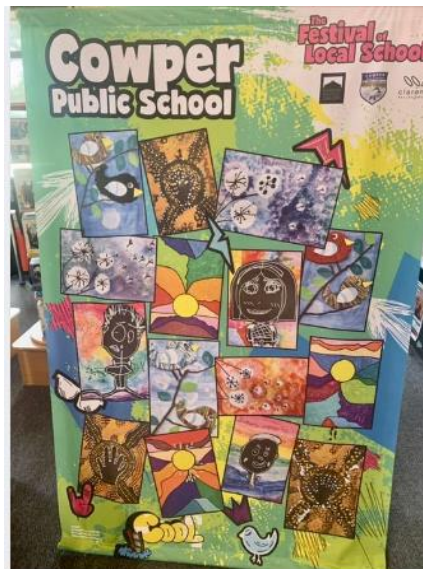
Reply as Yamba Library

Aimee Bennett
See you in the morning! 🥰

Like Reply Hide 9w

Steven Jenner
Thankyou 🙏

Love Reply Hide 9w



9 2 1

Like Comment Share

Most relevant

Comment as Yamba Library

Natasha Earle
Sue Magarry Tiame Martin

Like Reply Hide 9w

Sue Magarry
Natasha Earle very cool

Like Reply Hide 9w

Reply as Yamba Library

Yamba Library
Published by Jacqui Hinshaw · November 30, 2022 ·

we are thrilled to be hosting art from The Festival of Local Schools in the library

thanks Grafton Regional Gallery

call in & have a look & be inspired 🥰

#yambalibrary #nswpubliclibraries #graftonregionalgallery



20 1 10

Like Comment Share

Most relevant

Comment as Yamba Library

Jenny Gleeson
Looks awesome 🙌

Like Reply Hide 9w

Yamba Library
Published by Jacqui Hinshaw · October 25, 2022 ·

things have been getting spooky at the library

come on in & scare up a story

storytime kids practised some alien dress ups & did all things spidery today 🕷️👽

#nswpubliclibraries #yambalibrary #clarenceregionallibrary #storytime #Halloween



7 1 4

Like Comment Share

Most relevant

Comment as Yamba Library

Kathryn Goldie
All the scary things!

Like Reply Hide 15w

Yamba Library
Published by Jacqui Hinshaw · November 7, 2022 ·

so nice to have a visit from our mobile library today

find out more about the mobile service here

<https://www.crl.nsw.gov.au/clarence.../mobile-library/>



16 1 2

Like Comment Share

Most relevant

Comment as Yamba Library

David Mary-Anne Ford
Could the library visit Ash y ,please?

Like Reply Hide 13w

Mobile Library - Clarence Regional Library
Published by Danni Gates · January 19 at 9:06 AM ·

good morning library lovers,

if you're looking for a screen free activity for the kids we will be in Brushgrove & Tucabia today making these creepy little beauties

contact your library to make a booking as there are only limited spaces available



6 2 2

Like Comment Share

Most relevant

Write a comment...

Glenda Simpson
Hi I enjoyed making this yesterday 🥰❤️

Like Reply Hide 2w

Danni Gates
Glenda Simpson thanks for the photo He looked great 🥰

don't forget we will be meeting for our last story time for 2022 tomorrow (wednesday) at 11 am, when the mobile library visits Nymboida Hall.

come and join us for some songs, stories and craft....
See more



4 1

Like Comment Share

Most relevant

Write a comment...

Jodie Hackett
Storytime is so much fun with Danielle
Love Reply Hide 5w



Grafton Library

Published by Darcie Smith · December 20, 2022 ·

Did you drop into the launch of the HSC ARTCLASS 2022?

Yesterday your library celebrated with the amazing young artists who have recently finished their HSC majors and the Grafton Regional Gallery team - what exceptional talent and effort these works have taken! If you're interested in seeing these artworks make sure you drop into the Grafton Library before January 27th!



9 2 2

Like Comment Share

Most relevant

Write a comment...

David Anderson
Robyn Anderson
Like Reply Hide 3w

Madison Carlton
Lynette Eggins
Like Reply Hide 6w

Write a comment...



Grafton Library

Published by Darcie Smith · December 7, 2022 ·

Wishing you a Merry Christmas and Happy Holidays this festive season from your Library crew! Grafton Library is decorated to the brim "from the North Pole to your Library" this December - make sure you drop in and check it out!



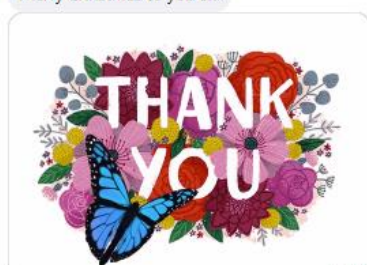
23 1 1

Like Comment Share

Most relevant

Write a comment...

Margaret Ross
Merry Christmas to you all.



Love Reply Hide 8w



19 4 10

Like Comment Share

Most relevant

Write a comment...

Annette Schofield
Such a great activity. Artworks look fabulous.

Grafton Library
Annette Schofield we agree! They did such an awesome job

Michael Lindsay
Thank you Grafton Library for putting on such a wonderful activity to keep the kids entertained during the holidays. The kids had such a great time

Grafton Library
Michael Lindsay thanks for visiting Michael! we're so glad you all had a great time

Write a reply...



Grafton Library

Published by Darcie Smith · December 15, 2022 ·

Grafton Library had a fabulous festive storytime today... with a surprise visitor! Thank you Santa for stopping by and surprising our library crew! Also a big thank you to our 62 guests and 2 cheeky elves. Join us next week for our last storytime before Christmas



You and 22 others 3 5

Love Comment Share

Most relevant

Write a comment...

Annette Schofield
3 cheers for Santa and storytime Di
Love Reply Hide 7w

Kerry Newsom
Santa had a lovely time thank you for inviting him.
Like Reply Hide 7w

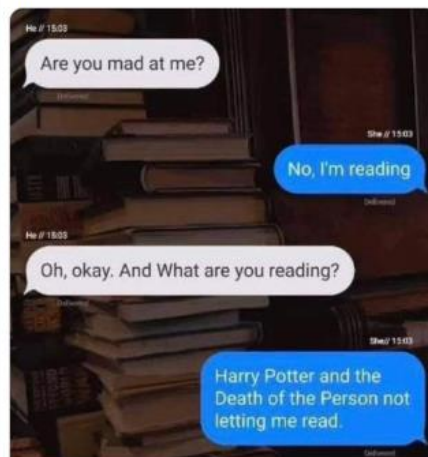
Di Collins
Kerry Newsom He did such a great job.



Grafton Library

Published by Katrina Shillam · November 22, 2022 ·

lol



A Book a Day keeps the reality away » The Book Hangout Spot
November 22, 2022 ·

3 1 1

Like Comment Share

Most relevant

Write a comment...

Tara Brown
Kaitlyn Bannister
Like Reply Hide 10w

Grafton Library
Published by Hootsuite · November 1, 2022 ·
Public

Happy Halloween from the Grafton Library team! 🎃👻



You and 25 others 1 3

Love Comment

Write a comment...

Jacqui Hinshaw
Looking fabulous 🍷🍷

Love Reply Hide 14w

and then Scratch Art for 5-12 years on Wednesday 25 January.

Bookings are required for both ... See more



10 2

Like Comment Share

Write a comment...

Emily Vial
Thank you for another wonderful library activity! Especially when we were late and not booked in (sorry!!) the girls had a great time, it was such a lovely, relaxed atmosphere. Thanks again, see you for scratch art! 🍷

Like Reply Hide 4w

Author
Urunga Library
Emily Vial thanks, it was lovely to have your girls there today ❤️

Like Reply 4w

Bellingen Library
Published by Rowena Sierant · January 10 at 3:09 PM ·

Beautiful Scratch Art at this morning's activity. If you missed out on getting creative we have Marvellous Mobiles for the younger kids on Tuesday 24th Jan (10:30am) or Drumming for the teens ~ Get Loud in the Library Tuesday 17th Jan (10:30am). Book now - 66551744



5 1 3

Like Comment Share

Write a comment...

Emma Turner
It was so fun! 🍷

Like Reply Hide 4w

Iluka library closed from Friday 23rd Dec at 1pm back open Tuesday 3rd Jan at 10am
Clarence Regional Library reglibn@crf.nsw.gov.au (02) 6641 0111

Clarence Regional Library
December 13, 2022 ·

Your libraries will close for a short time this holiday season. But don't worry, you still have stacks of time to visit us and stock up!

Don't forget -- your e... See more

3 2

Like Comment

Most relevant ▾

Write a comment...

Kristy Jade
Hello Bellingen Library
The app wouldn't let me order a certain book, so I have been ringing but your telephone isn't working. Do you have an email address that I can use to order a book? It is called "The Midnight Library" by Matt Haig

Like Reply Hide 5w

Author
Bellingen Library
Hi Kristy, we are not sure why the app wouldn't let you order, there may be a message on there that staff will need to clear. The book should be available and on the shelf in Bellingen and as soon as staff are there today they can place a hold on it for... See more

Urunga Library
Published by Alison Pope · December 21, 2022 ·

Yesterday we held a special 'Elf on the shelf' storytime with songs, an Elf hunt and Christmas craft. How wonderful to see our library filled with the sounds of kids (big and small) having fun, with 20 children plus parents filling our little library space 🍷

Thanks to Shire Librarian superstar Rowena and Michelle for doing such a wonderful job preparing and presenting this special storytime to our Urunga families.



Councillor Ellie Tree and 13 others 1 1

Like Comment Share

Write a comment...

Emily Vial
This was so good! Thank you so much for hosting such a fun event for the kids 🍷

Love Reply Hide 6w

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: PETER JONES

borrower no 61753661

phone: 0708601725

email: raj1949@outlook.com

address 2 Bryce Crescent
Clarence

what is your preferred method of contact?

phone ☐

written ☐

email ☒



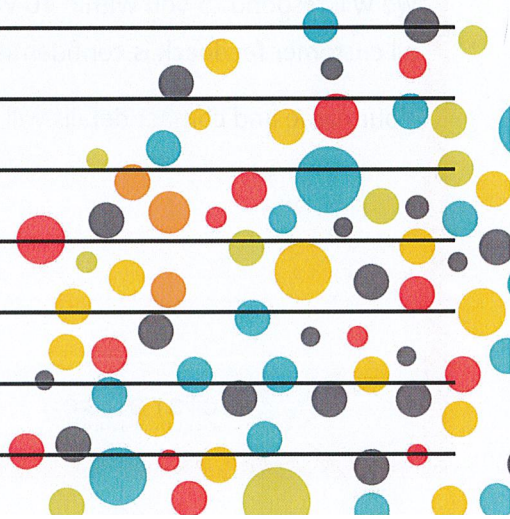
clarence
VALLEY COUNCIL

feedback/suggestions

Love the new layout.

Very easy to see titles
without bending down.

Keep up the good work.



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: Dawn Lewis

borrower no: _____

phone: 0457689561

email: Krista Loda@Outlook.com

address: 5/24 Mcleod St
Micklem

what is your preferred method of contact?

phone

☒

written

☐

email

☐

clarence
VALLEY COUNCIL

feedback/suggestions

I'm just wanting on how
good the stuff are at
Micklem library.

After the renovations, there
is to be a lot of easy
ways of finding stuff in
the ~~library~~ library
And also is so so
much organised
heavily
Emmnet.



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: Sandra Teece

borrower no: 61994208

phone: 04 999 28287

email: sandratteece78@icloud.com

address: 23 Roddick St

Maclean NSW 2463

what is your preferred method of contact?

phone

☒

written

☐

email

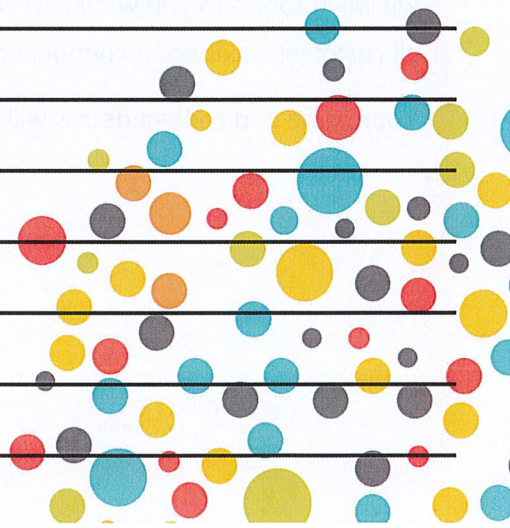
☐

clarence
VALLEY COUNCIL

4.2.23

feedback/suggestions

I like the refurbishment,
spacious and a pleasure
to spend time in the
library.



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: Heather Ryan

borrower no 60066503

phone: (02) 66 464375

email: _____

address _____

what is your preferred method of contact?

phone ☒

written ☐

email ☐

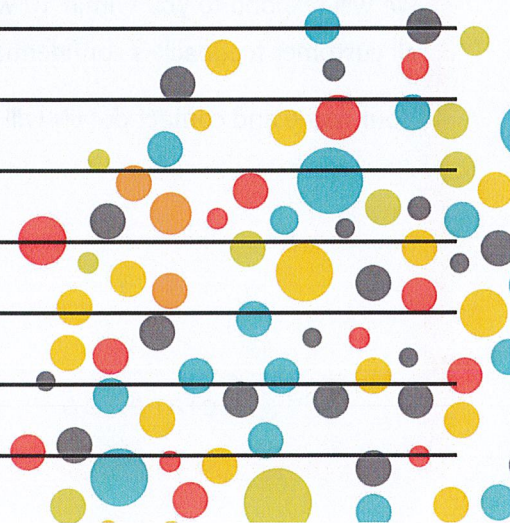


clarence
VALLEY COUNCIL

4.2.23

feedback/suggestions

We are both happy with
set up - eg the way the
books are on the slope,
plus the whole lay-out
of the furniture.



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: MAREE WARNER.

borrower no 61363669.

phone: 66455037

email: slashesck@westnet.com.au

address _____

what is your preferred method of contact?

phone ☐

written ☐

email ☒

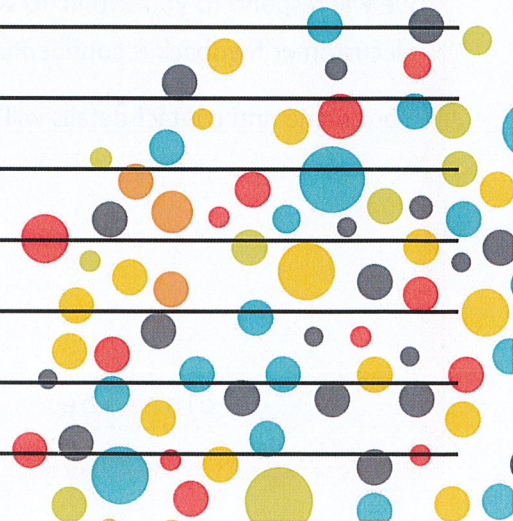


clarence
VALLEY COUNCIL

feedback/suggestions

New shelving is great.

4.2.23



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: Nicole Lopez

borrower no 619 957 59

phone: 0411 736 017

email: missaucher@hotmail.com

address 14 Island View Rd,
Woombah NSW 2469

what is your preferred method of contact?

phone ☐

written ☒

email ☐



clarence
VALLEY COUNCIL

feedback/suggestions

I'm very happy with the accessibility of our Maclean library. Disability access, large print books, dyslexic collection etc are fantastic for our community. The new benches with access points are great to help those get access to the internet & a quiet space to do their work. The staff are extremely helpful and take time to show you everything available to you.

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

name: Vera Thurgood

borrower no 61899530

phone: 0400 370 555

email: _____

address _____

what is your preferred method of contact?

phone ☐

written ☐

email ☐



clarence
VALLEY COUNCIL

feedback/suggestions

First look at new
arrangements. A very
nice feel and well
arranged, e.g. Easy to
see book titles & authors
on the tilted shelves.

Furniture very
comfortable
looking



EVENT EVALUATION: *Library Lego Legends – January 2023 school holiday activities*

Event	Number of attendance
Date: 19/01/2023 (morning session) Location: Maclean Library	Reservations: 6 Attendance: 8
Date: 19/01/2023 (afternoon session) Location: Maclean Library	Reservations: 7 Attendance: 7

Your evaluation comments:

	Feedback received (positive)	Feedback received (opportunity for improvement)
Louise	<p>Attendees created their own worlds – real or imaginary in 40 minutes, then took turns to share their story about their created worlds. We placed one world at a time in the centre and stood around it while the creator spoke. The kids really enjoyed both sharing and listening to the stories.</p> <p>I withheld all the special LEGO until the last 10 minutes then the kids took turns to pick a limited edition. This was well received.</p>	N/A

Physical feedback forms:

**your library
your place**
CLARENCE VALLEY

customer feedback
what would you like to tell us?
we welcome feedback on any aspect of our events.
all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.


name: Belinda Mainprize
Poppy Dawson 61880001

borrower no _____

phone: 0903 586 54

email: mainprize belinda@gmail.com


reglibn@crl.nsw.gov.au

 clarence
VALLEY COUNCIL

event feedback

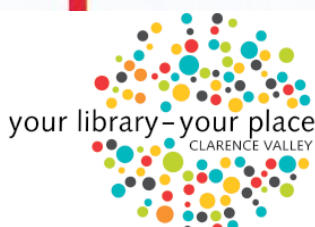
a delightful activity
utilizing amazing
imagination

Thank you Louise
at Maclean Library





BELLINGEN
SHIRE COUNCIL



clarence
VALLEY COUNCIL

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Matt Gosper (Jack + Jamie)
borrower no 61893004
phone: 0423396618
email: mgosper78@gmail.com

reglibn@crl.nsw.gov.au



event feedback

It was fun building all the fun things
The boys had a lot of fun.



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

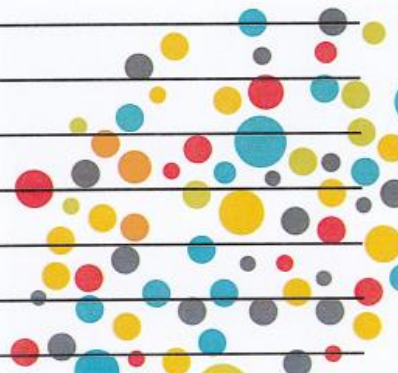
name: Toji George claire
borrower no 61862892
phone: 0475 269 681
email: toji.george@yahoo.com

reglibn@crl.nsw.gov.au



event feedback

"I really like it, so much fun and interesting".



BELLINGEN
SHIRE COUNCIL



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Meghan Cordell

borrower no 61871638

phone: _____

email: _____

Jasper + Geronimo.

reglibn@crl.nsw.gov.au



event feedback

Excellent and engaging
idea, great Lego
to get imagination
flowing.

Thank you!



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Graa Westera

borrower no 61733622

phone: _____

email: _____

Jasper, Shiloh + Ezra

reglibn@crl.nsw.gov.au



event feedback

Jasper's story
enjoying the other stories
there of different
well-organised
books for ideas



BELLINGEN
SHIRE COUNCIL



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Cecilia Clarke
borrower no 61995114
phone: _____
email: _____

reglibn@crl.nsw.gov.au



event feedback

It was so fun I really enjoyed seeing the other kids Lego Ideas and I loved the one with the toilet. It was nice to have all the pieces for us too use and you could do what you wanted to build and that there ~~was~~ were no instructions.

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Jonathan Clarke
borrower no 61995148
phone: _____
email: _____

reglibn@crl.nsw.gov.au



event feedback

This event was super amazing. I liked the variety of Lego to use and how there were turns for who got to grab the Lego figures and special parts. The bricks were really good when you look through them to find a piece but find other cool ones. I liked we could make our own things with the world theme and there were no directions. Thank you!



BELLINGEN
SHIRE COUNCIL



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

Elie/Amelia

name: Hayley Luchetti

borrower no: 61995395

phone: _____

email: _____

reglibn@crl.nsw.gov.au



event feedback

My 2 girls loved this event. There was enough lego to use. Everyone was friendly. The small group size was great.

Thank you 😊

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Gail Delucia - Owen

borrower no: 61862330 ^{Nye}

phone: _____ ^{age 4}

email: _____

reglibn@crl.nsw.gov.au



event feedback

Owen was hesitant at the very beginning but settled well due to enthusiasm of the staff. I thought he was too young but enjoyed his time & made his own model.

Thank you.



BELLINGEN
SHIRE COUNCIL



Event	Number of attendance
Date: 11/01/2023 (morning session) Location: Yamba Library	Reservations: 8 Attendance: 15
Date: 11/01/2023 (afternoon session) Location: Yamba Library	Reservations: 8 Attendance: 18
Date: 20/01/2023 Location: Iluka Library	Reservations: 8 Attendance: 5

Your evaluation comments:

	Feedback received (positive)	Feedback received (opportunity for improvement)
Jacqui	No staff feedback provided.	No staff feedback provided.
Serena (Iluka)	Great fun and a fantastic idea for the kids to create their own masterpiece calico bag. The idea of creating your own keepsake calico bag was a great one.	As I was a casual assigned to this activity I didn't have much preparation time. It would have been beneficial if objects to create and decorate the bag with were organised ahead of time – e.g. stencils and stickers.

Physical feedback forms: (Yamba)

your library
your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Deb Logan

borrower no

phone: 0412544628

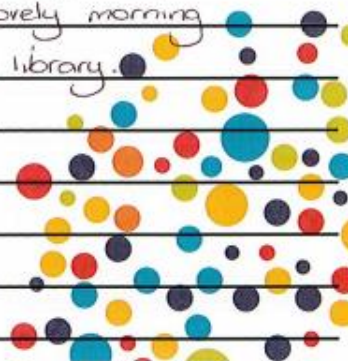
email: debbielogan@hotmail.com

reglibn@crl.nsw.gov.au



event feedback

My granddaughter attended
a craft session (decorate a
calico bag), Yamba Library 10.1.23.
This was very well organised &
Jacqui is friendly and helpful.
Zali really enjoyed this event.
We had a lovely morning
at our local library.
Thank-you.



BELLINGEN
SHIRE COUNCIL



clarence
VALLEY COUNCIL

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Teresa Kalinka
borrower no: 019 9510 6
phone: 0433 198 716
email: teresakalinka@gmail.com
(kids are Cecilia +
Jonathan Clarke)
reglibn@crl.nsw.gov.au



event feedback

Excellent Event.

Love that the kids were given
real, useful supplies and paint
markers are excellent!

Letting them design and explore
on their own is fantastic
Thankyou!

☺ Teresa



your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Jen Browning
borrower no: _____
phone: 0450 096421
email: jenbrowning@outlook.com

reglibn@crl.nsw.gov.au

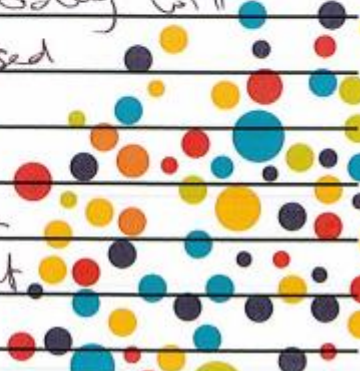


event feedback

The kids really enjoy
coming to the library
especially to do arts +
crafts.

I'm sure the bags they
decorate today will
be well used
by the
kids.

Thank you
for the great
morning



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CLARENCE VALLEY

customer feedback

what would you like to tell us?

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name: Paula Krahe
borrower no 617 4186 4
phone: 0408256279
email: paulakrahe@netspace.net.au

reglibn@crl.nsw.gov.au

event feedback

Indie and Nix had a great time making their library bags. Thank you to the lovely Jacqui for helping the children do their activities.

Well done

Clarence

Valley

Council

Yamba

Library.

Photos: (Yamba)



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Physical feedback forms: (Iluka)

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your place**

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customer feedback

what would you like to tell us?

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Guest

name: Emily Murphy

borrower no _____

phone: 0409661973

email: _____

reglibn@crl.nsw.gov.au



event feedback

I enjoyed it, maybe more stickers/stencils, etc to put on bag. Overall it was very good.

12 years old



**your library
your place**

CLARENCE VALLEY

customer feedback

what would you like to tell us?

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Guest

name: Mia Naschima

borrower no _____

phone: 0409661973

email: _____

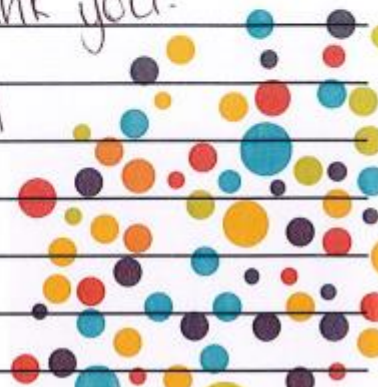
reglibn@crl.nsw.gov.au



event feedback

It was good, stickers/stencils (tracing) would have been good. I also loved being able to pick what I could draw. I loved it, thank you.

10 years old



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your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Pepper Cooper
borrower no: _____
phone: _____
email: blane.walsh@hotmail.com

reglibn@crl.nsw.gov.au



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customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Guest Neve Mulcahy
borrower no: _____
phone: 0477492141
email: _____

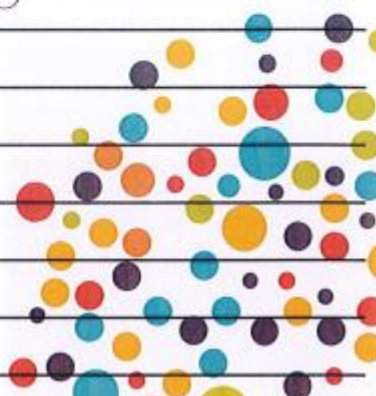
reglibn@crl.nsw.gov.au



event feedback

I liked the drawing
I liked that you could
create your own drawing
and artwork!

Thankyou!



event feedback

Neve really enjoyed both
workshops! She especially
enjoyed the Calico bag
workshop. It is a fantastic
service that we really
appreciate. Keep them coming
We love Iluka library.
Thank you.



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EVENT EVALUATION: *Volunteer Celebration– all libraries*

Event	Number of attendance
Grafton 17/11/2022	17 volunteers + 9 staff (26)
Iluka 21/09/2022	4 volunteers + 2 staff (6)
Yamba 27/07/2022	7 volunteers + 2 staff (9)
Maclean 06/12/2022	2 volunteers + 2 staff (4)

Your evaluation comments:

	Feedback received (positive)	Feedback received (opportunity for improvement)
GRA	This was a lovely event! Positive feedback all around and a great attendance. People loved the food choices, PowerPoint and the tea towel gift.	N/A
ILU	Our wonderful Iluka volunteers celebrated their hard work with morning tea. We are so grateful for their hard work and commitment to help our library staff. It was a good opportunity for everyone to get to know each other better and learn from each other.	
YAM	Lovely afternoon tea. We had 9 volunteers able to make it. Photos aren't that fabulous, but have publishing permissions. I will do a post about volunteers at the end of the week.	
MAC	N/A	N/A
Other	Grace: I've made a video with image compilations from 2021-2022 (going back roughly 18 months) A lot has happened in the past 18 months with many things achieved.	



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Physical Feedback: Grafton

your library your place

CLARENCE VALLEY

customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Tahlia Scherger

borrower no 61488847

phone: 0402298202

email: tahlia.scherger@clarence-nsw.gov.au

reglibn@crl.nsw.gov.au

event feedback : Volunteer celebration

• It was a fantastic turn out & I got lots of compliments from happy volunteers about how everything was set up & the gifts

• A few volunteers said they enjoyed how we kept it simple as an afternoon tea & said they enjoyed having a chat with everyone -

• Lots of people were impressed with the coffee machine



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Thu 17/11/2022 8:56 PM

Rowena Lucas <rowena.vovo@gmail.com>

Re: Volunteer afternoon tea 2023

To Darcie Smith

Hey Darcie,

Thank you for a lovely lunch today,

I've filled out my survey but had a couple of thoughts since.

Perhaps when volunteers names are called you could also say what they do? the tasks are quite diverse and not everyone is aware of what each of us do (me included)

Also any opportunity to just talk is lovely, most of us a very busy dedicated workers who don't get much chance to chat on the job

Acknowledgment is lovely

You are doing a great job ★

Rowena

our volunteers rock!

just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

The connection with others -volunteers

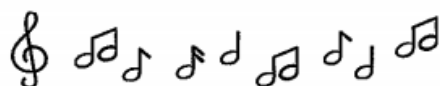
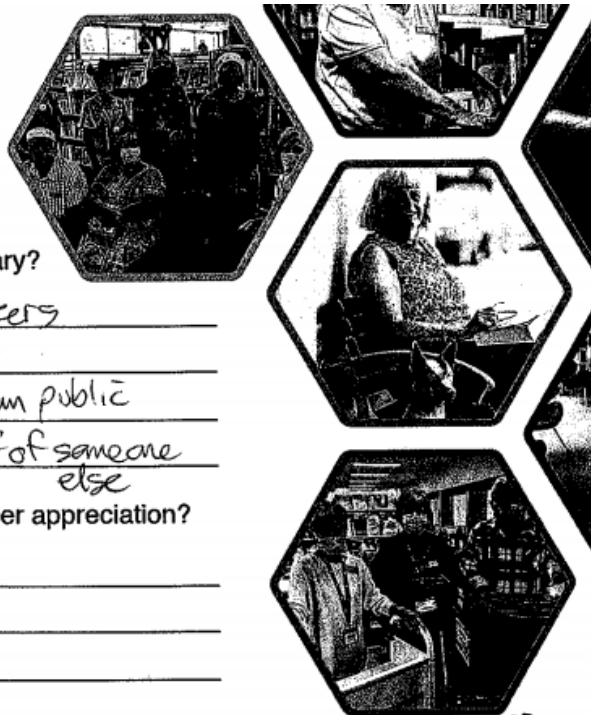
- staff

- random public

I get to explore the library on behalf of someone else

What would you like to do for next year's volunteer appreciation?

A purple + tavel!



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our volunteers rock!

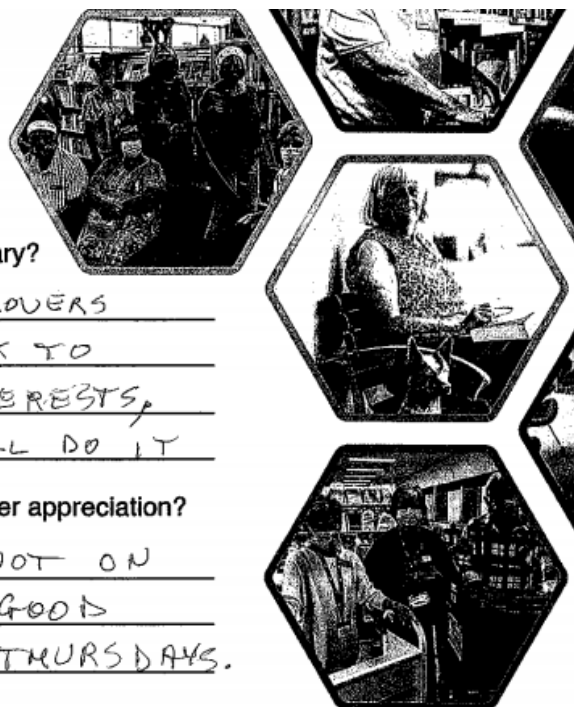
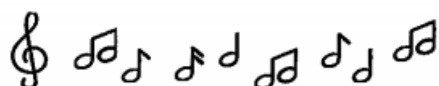
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

DELIVERING BOOKS TO BOOK-LOVERS
GIVES ME A CHANCE TO TALK TO
PEOPLE WITH SIMILAR INTERESTS,
BESIDES I HOPE SOMEONE WILL DO IT
FOR ME.

What would you like to do for next year's volunteer appreciation?

ENJOYED THIS YEAR'S. NOT ON
A THURSDAY WOULD BE GOOD
AS I PLAY BRIDGE ON THURSDAYS.



our volunteers rock!

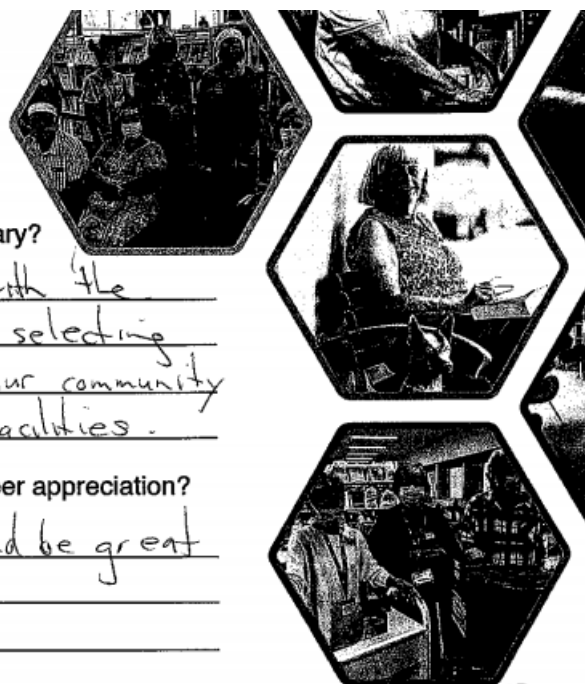
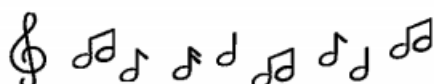
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

I enjoy the interaction with the
lovely staff & browsing & selecting
the wonderful collection for our community
especially the aged care facilities.

What would you like to do for next year's volunteer appreciation?

A picnic in the park would be great
with a purple theme.



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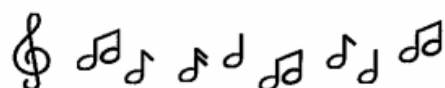
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

learning new things, being part of the community, the atmosphere of the library, I just enjoy being here.

What would you like to do for next year's volunteer appreciation?

I don't know this years one was nice, maybe something similar



our volunteers rock!

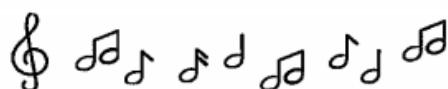
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

I enjoy socialising with staff and other volunteers.

What would you like to do for next year's volunteer appreciation?

A morning tea/lunch is fine.



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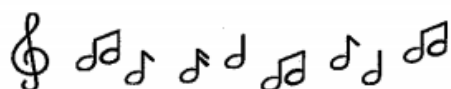
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

As well as the lovely friendly environment within the library, I really enjoy learning about the history of the Clarence Valley + its locals, as I transcribe the oral histories

What would you like to do for next year's volunteer appreciation?

I was happy with this one, thanks.



our volunteers rock!

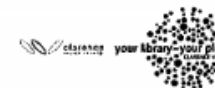
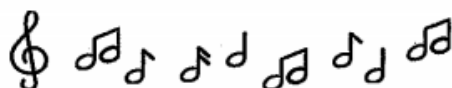
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

The library is a nice place to volunteer the staff are very obliging. It is also a good way to meet people and give back to the community.

What would you like to do for next year's volunteer appreciation?

Maybe a lunch at one of Grafton's lovely hotels.



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our volunteers rock!

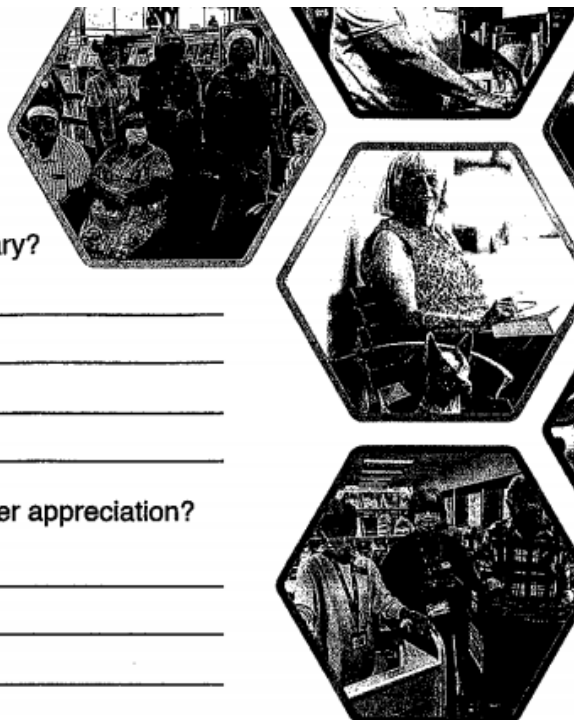
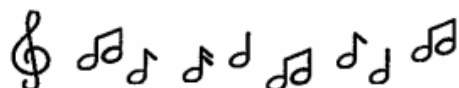
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

just being around books.

What would you like to do for next year's volunteer appreciation?

Go to the pub!



our volunteers rock!

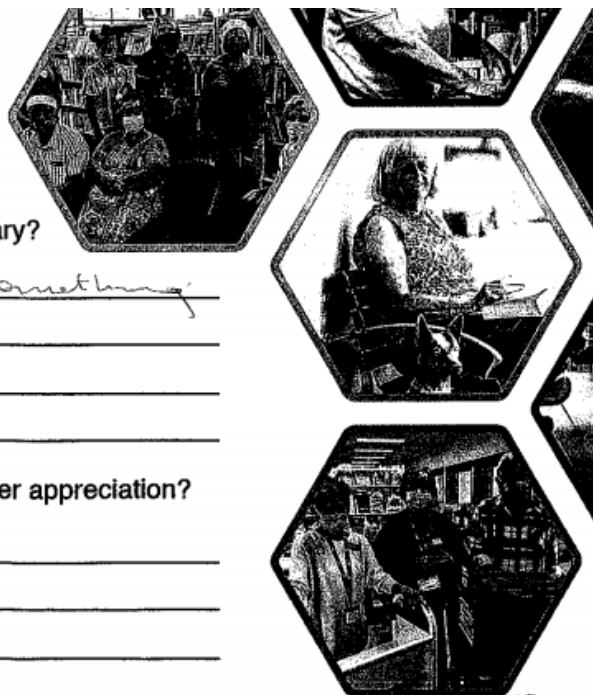
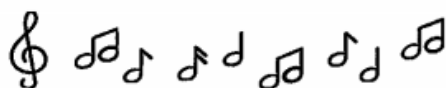
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

- the sense of doing something that benefits others

What would you like to do for next year's volunteer appreciation?

A. Similar event



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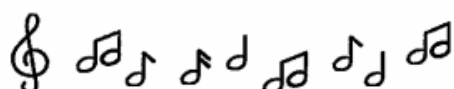
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

THE SPACE HERE IS TERRIFIC, ADAPTABLE
TO MULTIPLE FORMATS. FACILITIES LIKE
THIS ARE GREATLY APPRECIATED.

What would you like to do for next year's volunteer appreciation?

THE MULTIMEDIA PRESENTATION COULD INCLUDE
SHORT VIDEOS OF THE EVENTS THAT TAKE
PLACE TO SHOWCASE HOW THE VARIOUS USERS
AND ACTIVITIES MAKE USE OF THE FACILITIES.



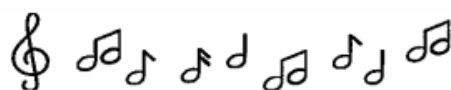
our volunteers rock!

just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

The staff at the Grafton library are a happy friendly mix
who encourage the volunteers to be involved in their many
activities. I enjoy different tasks as a volunteer and am able
to keep some of my computer skills current. It is really
interesting being involved with the Digital History
What would you like to do for next year's volunteer appreciation?

transcribing, hearing about the past lives of our locals.
Of course, the bonus is being surrounded by books
and the library has such a lovely friendly
atmosphere.



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Physical Feedback: Maclean

our volunteers rock!

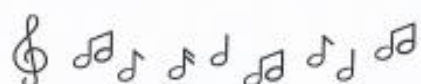
just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

I love being able to help my community and put a smile on people faces. Also I love being surrounded by books!

What would you like to do for next year's volunteer appreciation?

Doing more crafts would be nice. I really enjoyed making KoBedamas, so little activities like this are always enjoyable.



our volunteers rock!

just a quick survey to help make this event better and better!!

What do you like about volunteering with the library?

Friendly staff. Training fabulous.

What would you like to do for next year's volunteer appreciation?

Anything Really Happy



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Physical feedback forms:

**your library
your place**

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customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

name: Grace Ramsay

borrower no 61520516

phone: 0429008156

email: grace-ramsay@outlook.com

reglibn@crl.nsw.gov.au



event feedback

I attended the Halloween Storytime event at Grafton library with my two kids. They had an amazingly enjoyable time and spoke of it for days after.

The flow of the event went very smoothly the stories read were very engaging and it was awesome how interactive they were. I.e "what animals can you see?" The event felt like I should have paid for it. So much excitement and free stuff. Thank you!!!!

Photos:



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