



Let's talk about  
your library!!



Survey

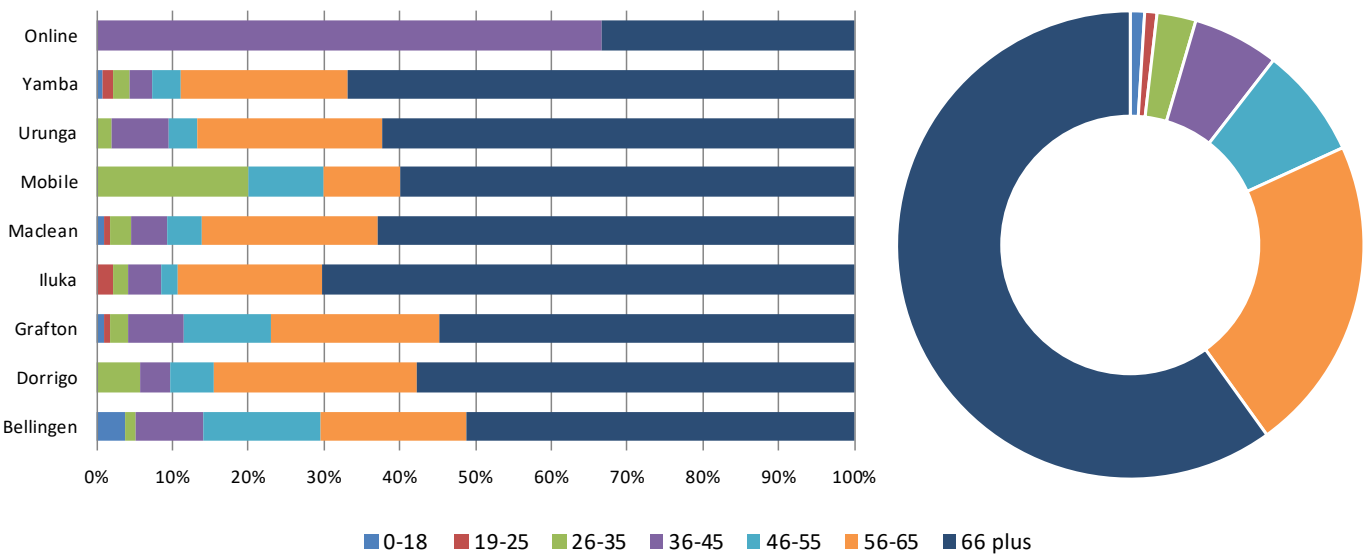


Data Report  
2022



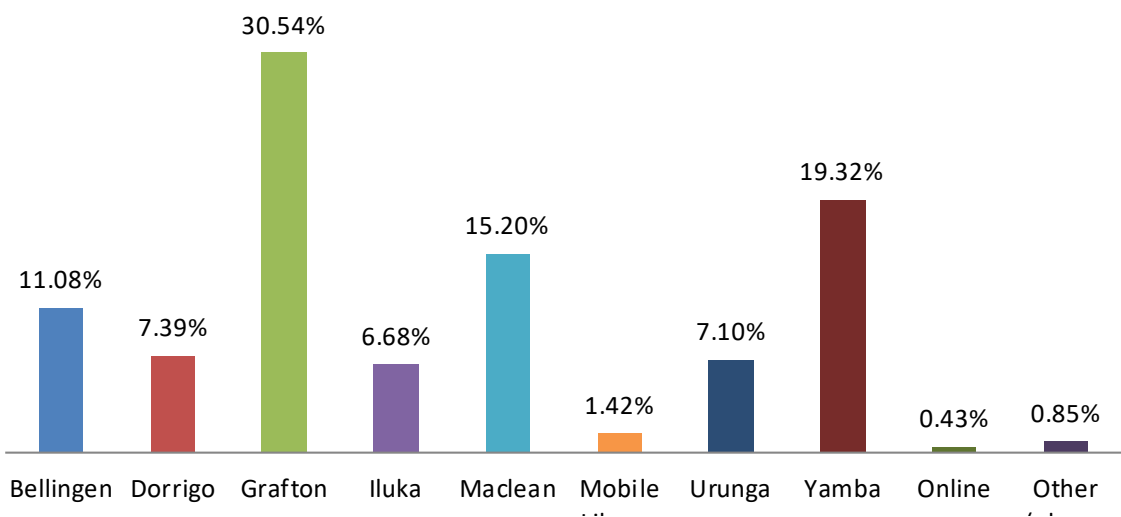
# Questions with multiple choice responses

Q2 age group of participants

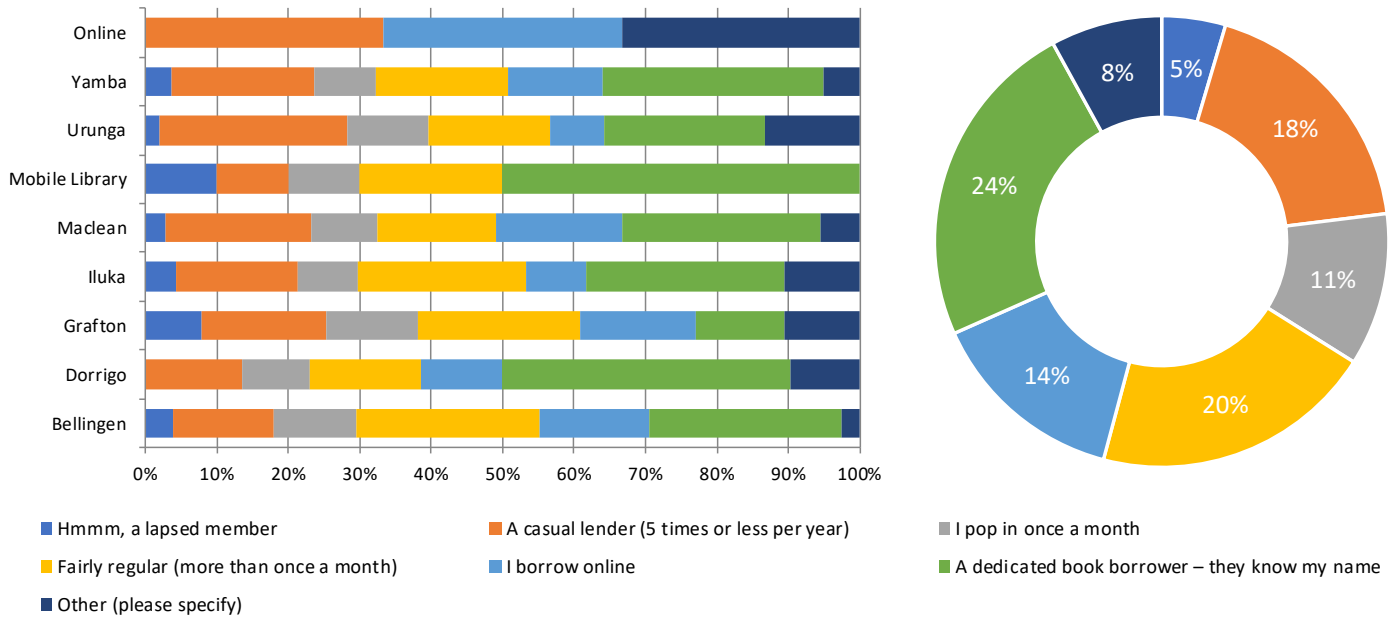


	0-18	19-25	26-35	36-45	46-55	56-65	66 plus	Total
Bellingen	3	0	1	7	12	15	40	78
Dorrigo	0	0	3	2	3	14	30	52
Grafton	2	2	5	16	25	48	119	217
Iluka	0	1	1	2	1	9	33	47
Maclea	1	1	3	5	5	25	68	108
Mobile Library	0	0	2	0	1	1	6	10
Urunga	0	0	1	4	2	13	33	53
Yamba	1	2	3	4	5	30	91	136
Online	0	0	0	2	0	0	1	3
Total	7	6	19	42	54	155	421	704

Q1+3 Library location

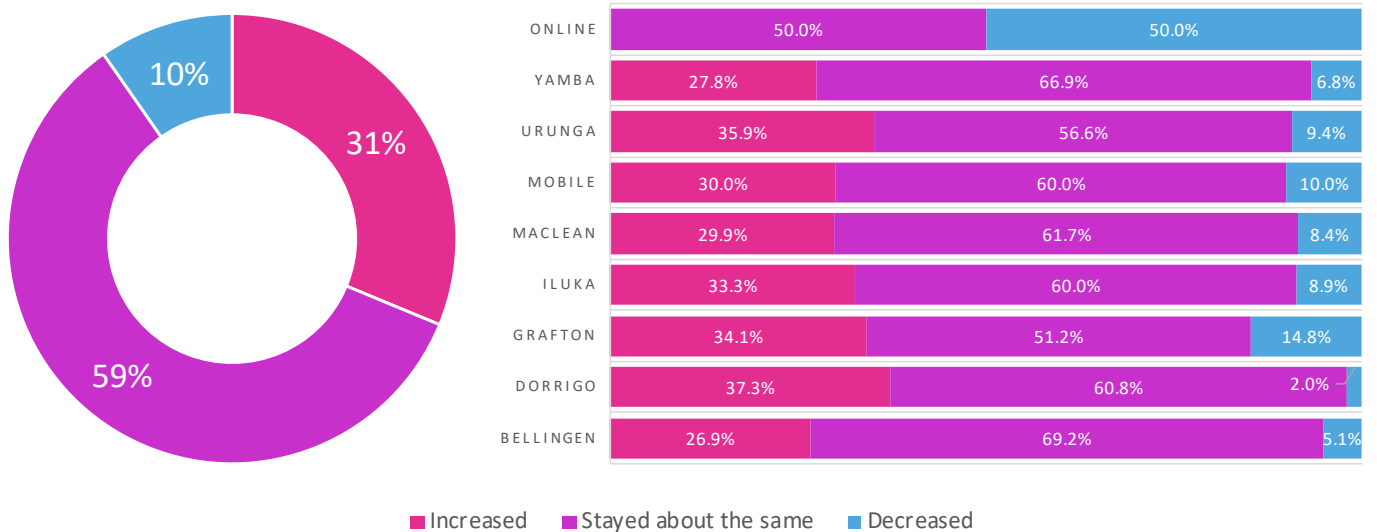


## Q4 participants' library participation

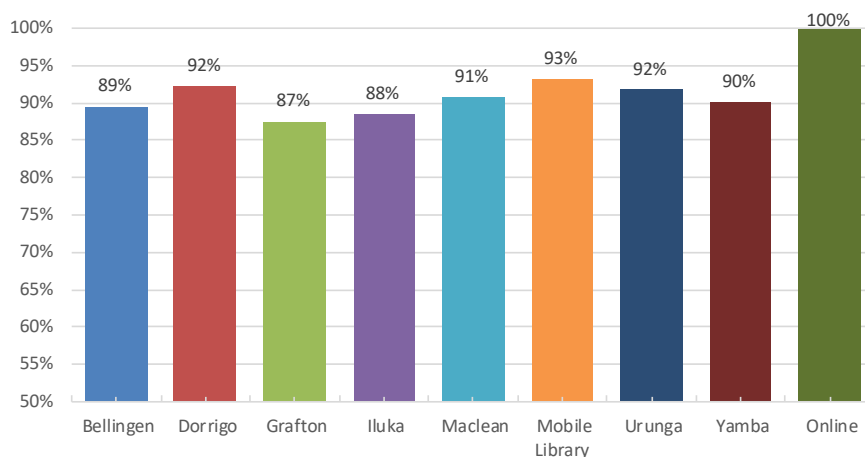
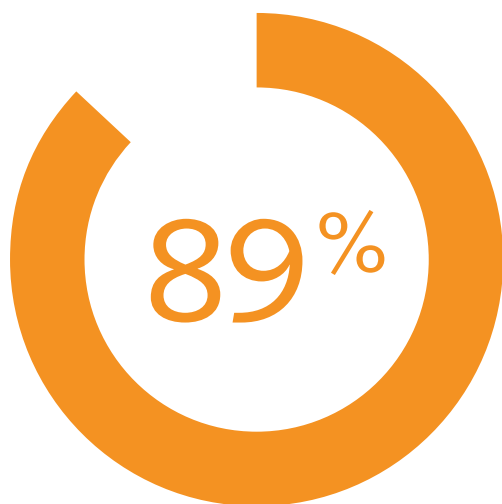


	lapsed	0-5 per year	monthly	Fairly regular	online	dedicated borrower	Other	total
Bellingen	3	11	9	20	12	21	2	78
Dorrigo	0	7	5	8	6	21	5	52
Grafton	17	38	28	49	35	27	23	217
Iluka	2	8	4	11	4	13	5	47
Maclean	3	22	10	18	19	30	6	108
Mobile Library	1	1	1	2	0	5	0	10
Urunga	1	14	6	9	4	12	7	53
Yamba	5	27	12	25	18	42	7	136
Online	0	1	0	0	1	0	1	3
Total	32	129	75	142	99	171	56	704

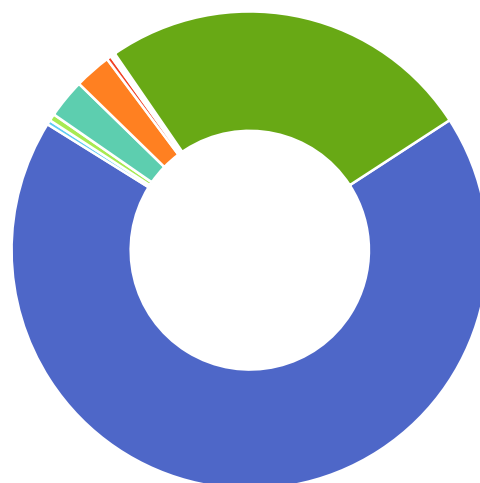
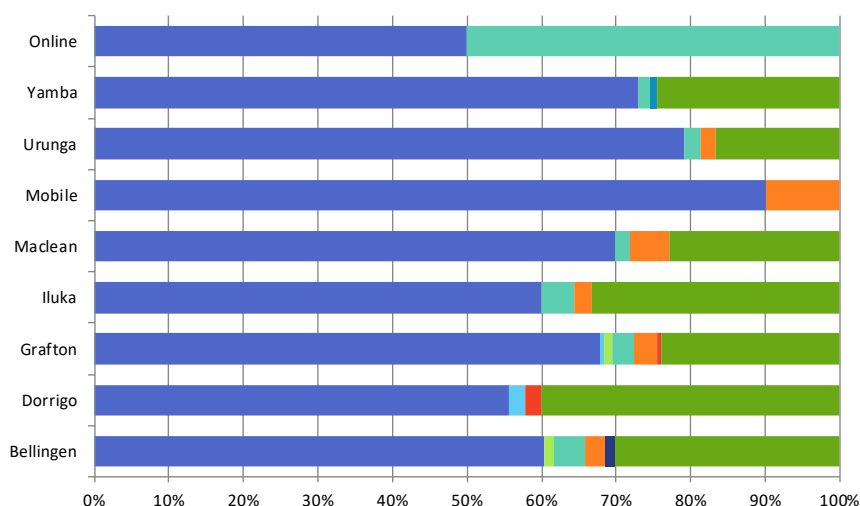
## Q5 Library participation change



## Q6 Being a library member is... between 0-100



## Q7 What is your main reason for going to the library?

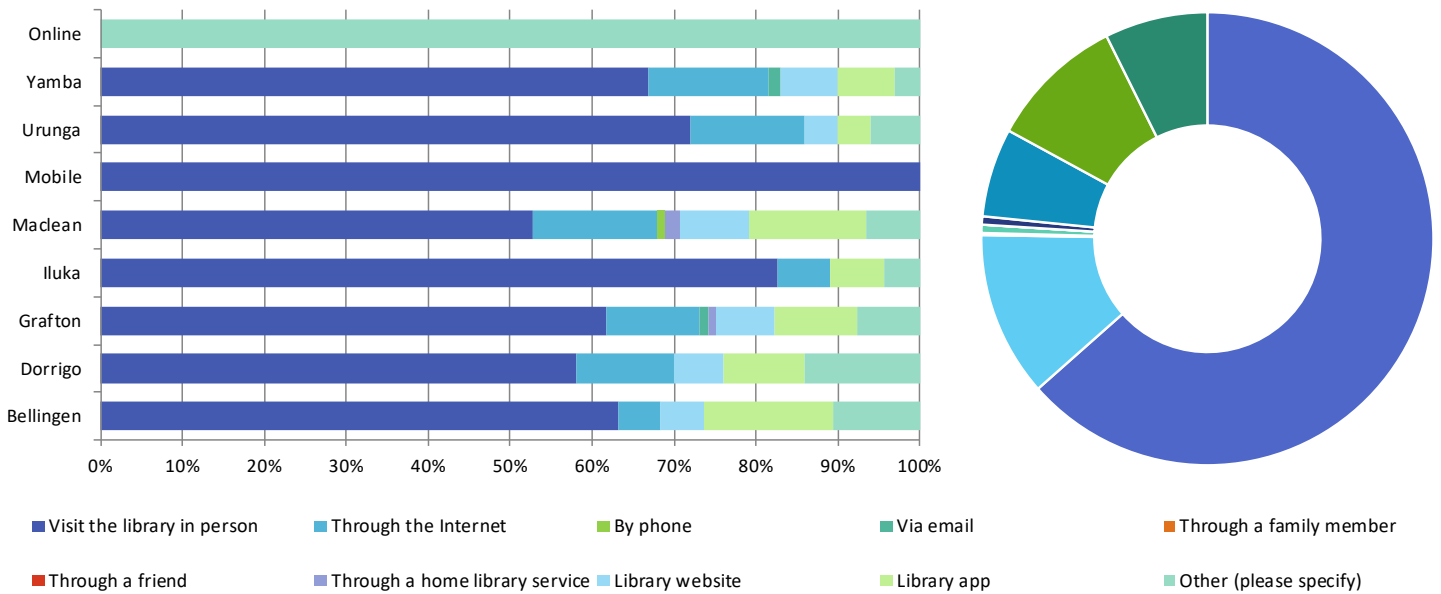


Just to borrow Meet friends It's a free space To use the computers Organised activities

Free WiFi Air conditioning To study A combination of these

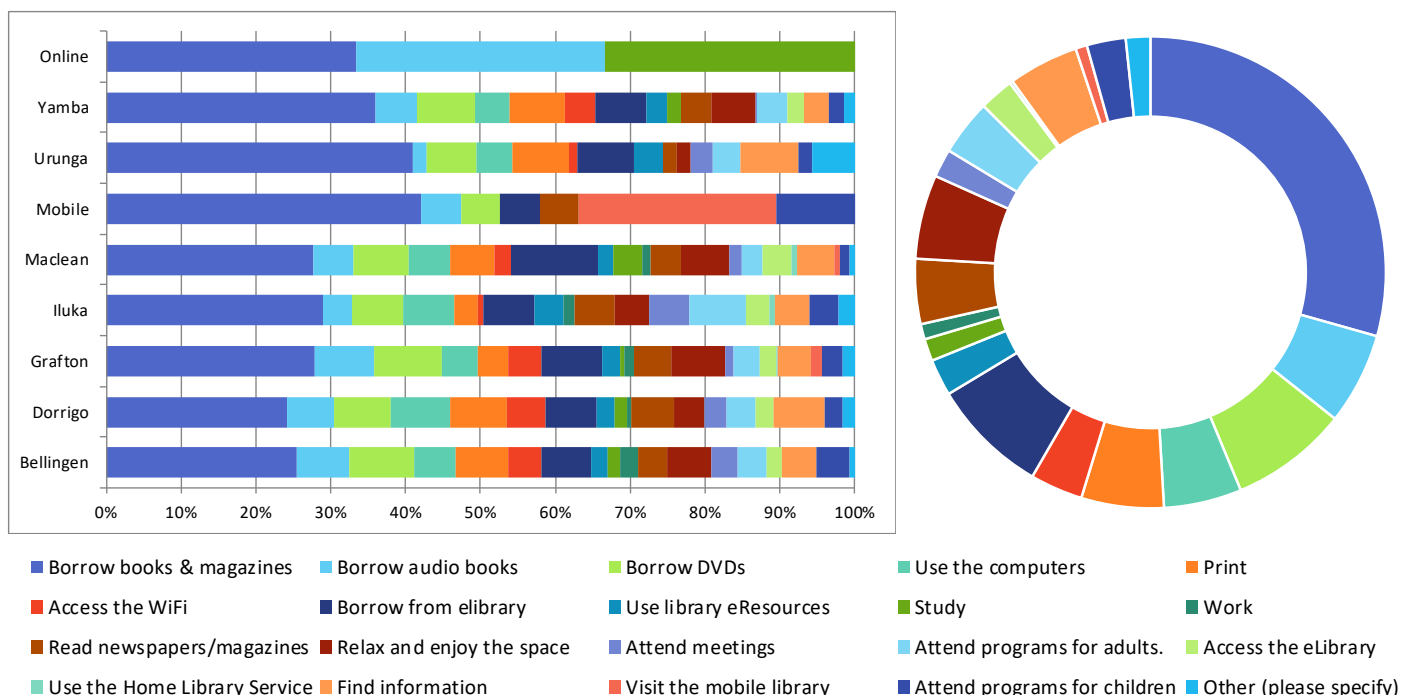
	Just to borrow	Meet friends	It's a free space	computers	Organised activities	Free WiFi	Air-con	To study	A combo of these	Total
Bellingen	44	0	1	3	2	0	1	0	22	73
Dorrigo	25	1	0	0	0	1	0	0	18	45
Grafton	133	1	2	6	6	1	0	0	47	196
Iluka	27	0	0	2	1	0	0	0	15	45
Maclean	67	0	0	2	5	0	0	0	22	96
Mobile	9	0	0	0	1	0	0	0	0	10
Urunga	38	0	0	1	1	0	0	0	8	48
Yamba	92	0	0	2	0	0	0	1	31	126
Online	1	0	0	1	0	0	0	0	0	2
Total	436	2	3	17	16	2	1	1	163	641

## Q8 How do you usually access the library's services?



	Visit the library in person	Through the Internet	By phone	Via email	Through a family member	Through a friend	Through a home library service	Library website	Library app	Other (please specify)	Total
Bellingen	48	4	0	0	0	0	0	4	12	8	76
Dorrig	29	6	0	0	0	0	0	3	5	7	50
Grafton	129	24	0	2	0	0	2	15	21	16	209
Iluka	38	3	0	0	0	0	0	0	3	2	46
Maclean	56	16	1	0	0	0	2	9	15	7	106
Mobile	10	0	0	0	0	0	0	0	0	0	10
Urunga	36	7	0	0	0	0	0	2	2	3	50
Yamba	87	19	0	2	0	0	0	9	9	4	130
Online	0	0	0	0	0	0	0	0	0	2	2
Total	433	79	1	4	0	0	4	42	67	49	679

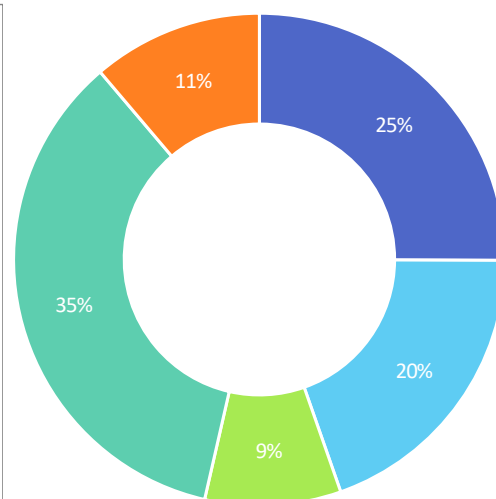
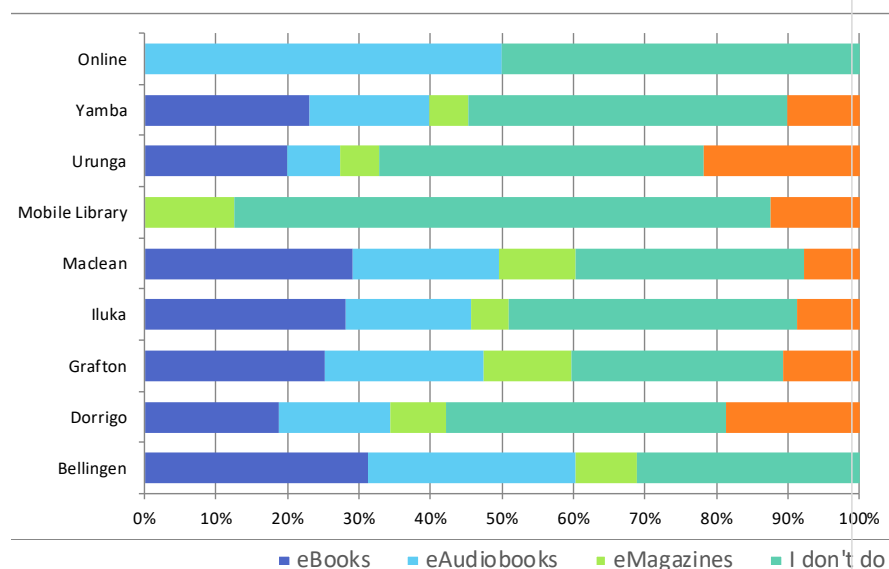
## Q9 services participant's access



## Q9 services participant's access cont.

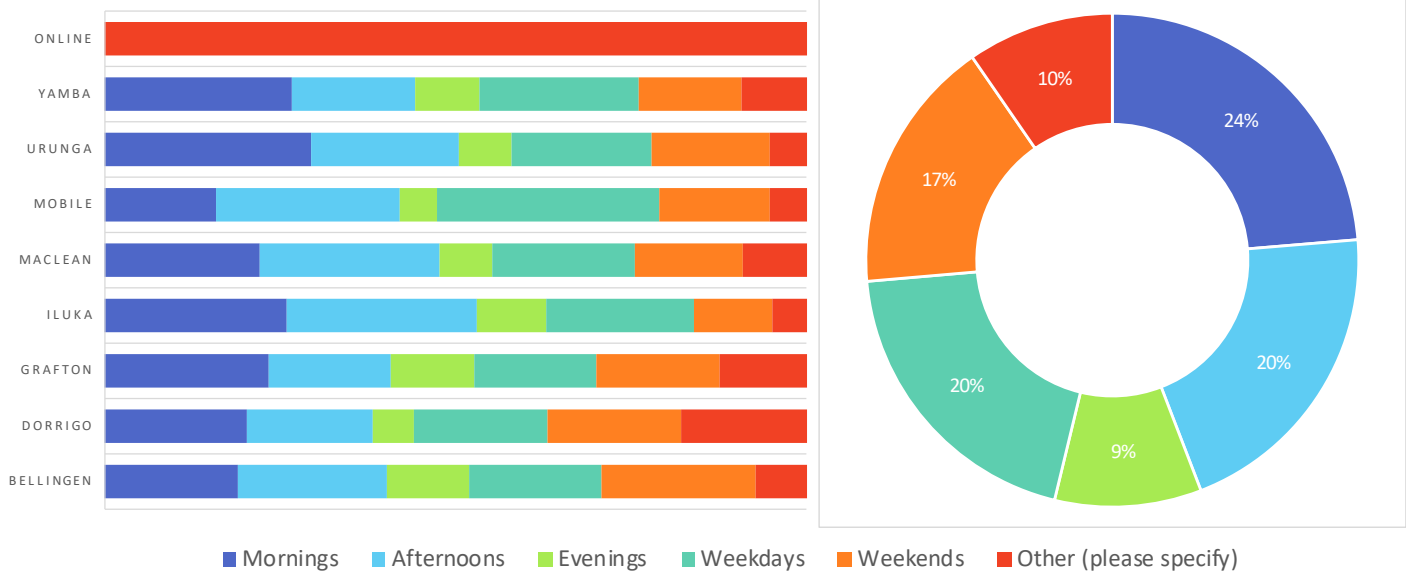
	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
Borrow books & magazines	65	42	167	38	79	8	43	116	1	559
Borrow audio books	18	11	48	5	15	1	2	18	1	119
Borrow DVDs	22	13	54	9	21	1	7	25	0	152
Use the computers	14	14	29	9	16	0	5	15	0	102
Print	18	13	25	4	17	0	8	24	0	109
Access the WiFi	11	9	26	1	6	0	1	13	0	67
Borrow from elibrary	17	12	49	9	33	1	8	22	0	151
Use library eResources	6	4	14	5	6	0	4	9	0	48
Study	4	3	4	0	11	0	0	6	1	29
Work	6	1	8	2	3	0	0	0	0	20
Read newspapers/ magazines	10	10	30	7	12	1	2	13	0	85
Relax and enjoy the space	15	7	43	6	18	0	2	19	0	110
Attend meetings	9	5	7	7	5	0	3	1	0	37
Attend programs for adults.	10	7	21	10	8	0	4	13	0	73
Access the eLibrary	5	4	13	4	11	0	0	7	0	44
Use the Home Library Service	0	0	1	1	2	0	0	0	0	4
Find information	12	12	27	6	14	0	8	11	0	90
Visit the mobile library	0	0	8	0	2	5	0	0	0	15
Attend programs for children	11	4	17	5	4	2	2	6	0	51
Other (please specify)	2	3	10	3	2	0	6	5	0	31
Total	76	50	210	46	105	10	50	129	2	678

## Q10 digital borrowing of participants



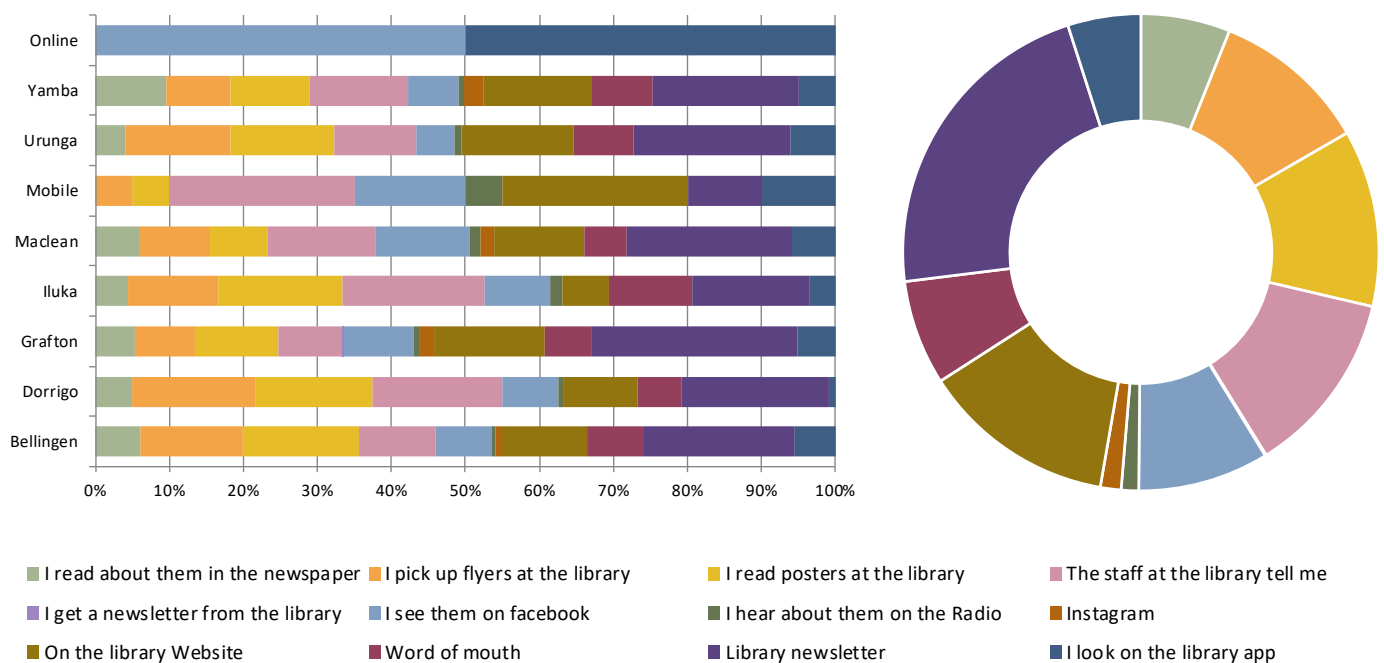
	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
eBooks	29	12	66	16	41	0	11	34	0	209
eAudiobooks	27	10	58	10	29	0	4	25	1	164
eMagazines	8	5	32	3	15	1	3	8	0	75
I don't do digital	29	25	77	23	45	6	25	66	1	297
Other (please specify)	8	12	28	5	11	1	12	15	0	92
Total	71	49	196	45	99	8	49	121	2	640

## Q11 library event availability of participants



	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
Mornings	26	17	81	21	39	3	28	58	0	273
Afternoons	29	15	60	22	45	5	20	38	0	234
Evenings	16	5	41	8	13	1	7	20	0	111
Weekdays	26	16	60	17	36	6	19	49	0	229
Weekends	30	16	61	9	27	3	16	32	0	194
Other (please specify)	10	15	43	4	16	1	5	20	1	115
Total	73	49	198	43	96	10	49	119	1	638

## Q13 participants' library news sources

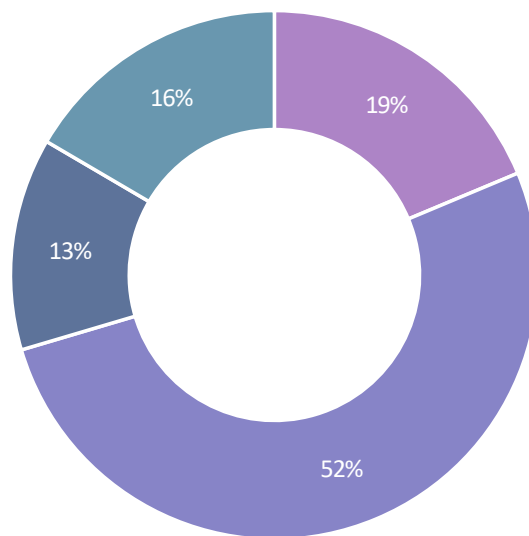
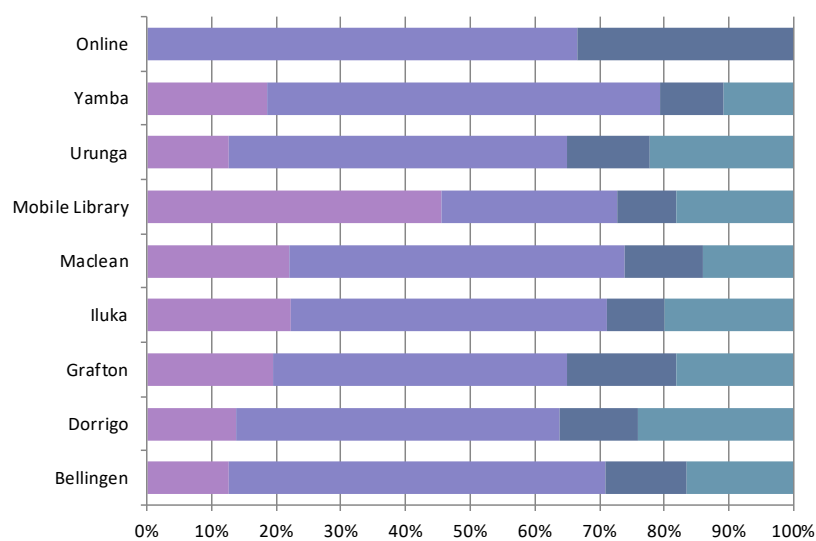




## Q13 participants' library news sources cont.

	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
I read about them in the newspaper	9	6	20	5	12	0	4	25	0	81
I pick up flyers at the library	20	20	30	14	20	1	14	23	0	142
I read posters at the library	23	19	42	19	16	1	14	28	0	162
The staff at the library tell me	15	21	32	22	30	5	11	35	0	171
I get a newsletter from the library	0	0	1	0	0	0	0	0	0	1
I see them on facebook	11	9	35	10	26	3	5	18	1	118
I hear about them on the Radio	1	1	3	2	3	1	1	2	0	14
Instagram	1	0	7	0	4	0	0	7	0	19
On the library Website	17	12	56	7	25	5	15	38	0	175
Word of mouth	11	7	23	13	12	0	8	22	0	96
Library newsletter	30	24	104	18	46	2	21	52	0	297
I look on the library app	8	1	19	4	12	2	6	13	1	66
Total	68	49	202	42	105	10	50	127	2	655

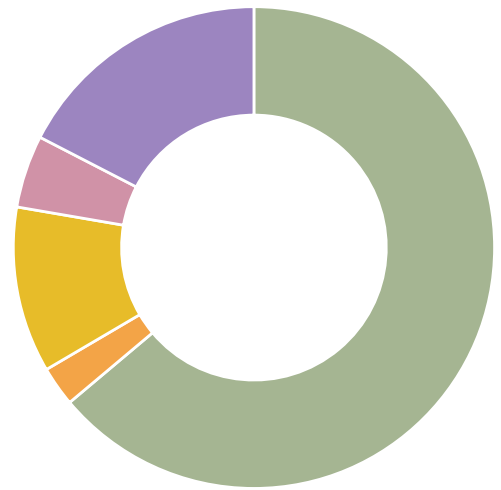
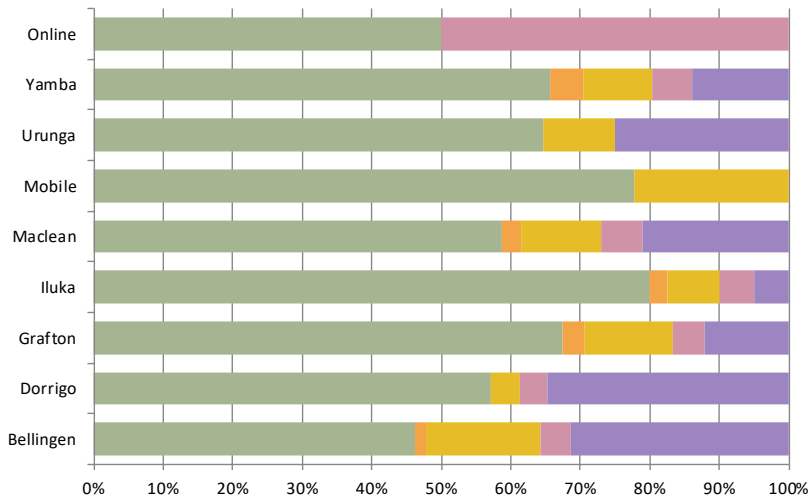
## Q14 do you follow your library on facebook?



■ Yes 
 ■ No 
 ■ I didn't know you were on Facebook 
 ■ I'm not a Facebook user

	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
Yes	10	8	46	10	27	5	8	26	0	140
No	46	29	108	22	63	3	33	85	2	391
I didn't know you were on Facebook	10	7	40	4	15	1	8	14	1	100
I'm not a Facebook user	13	14	43	9	17	2	14	15	0	127
Total	68	49	202	42	105	10	50	127	2	655

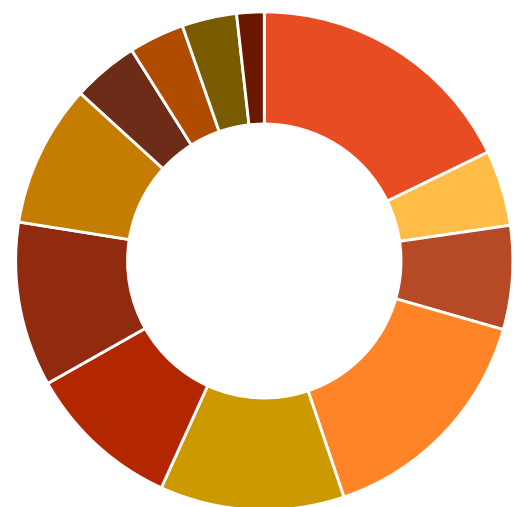
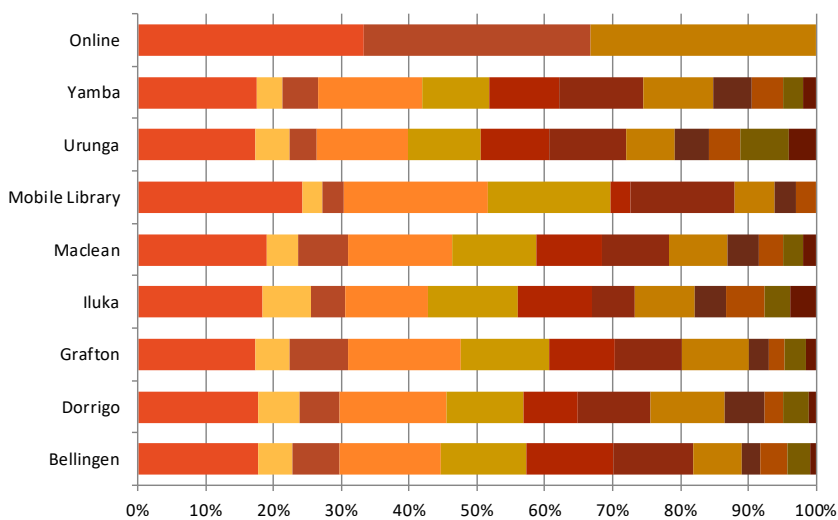
## Q15 do you like receiving emails from your library?



■ I love the newsletter and read every word.
 ■ I never open emails from the library.
 ■ I haven't seen any emails from the library
 ■ I'm going to call the library and get on the email list!
 ■ Other (please specify)

	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
I love the newsletter and read every word.	31	28	133	32	61	7	31	80	1	404
I never open emails from the library.	1	0	6	1	3	0	0	6	0	17
I haven't seen any emails from the library	11	2	25	3	12	2	5	12	0	72
I'm going to call the library and get on the email list!	3	2	9	2	6	0	0	7	1	30
Other	21	17	24	2	22	0	12	17	0	115
Total	67	49	197	40	104	9	48	122	2	638

## Q16 participants preferred topics

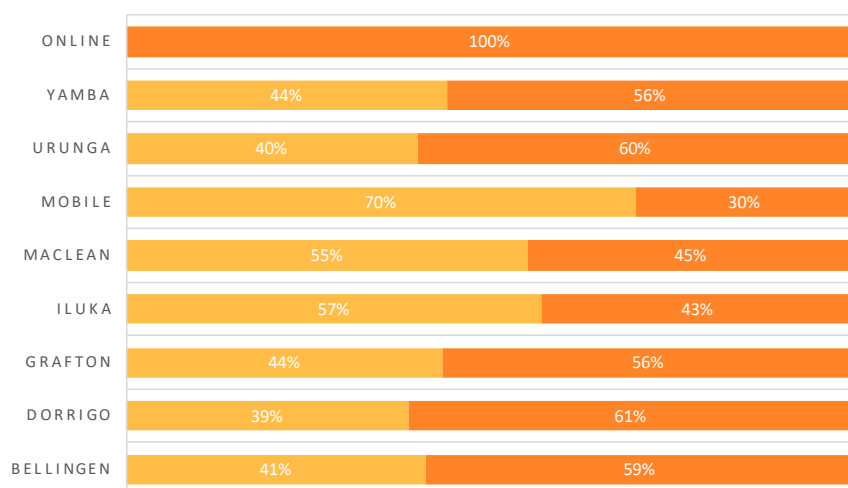


■ Books
 ■ DVDs
 ■ eLibrary
 ■ New releases
 ■ Events
 ■ Author Talks
 ■ Book reviews
 ■ Community news
 ■ News from each library
 ■ Staff profiles
 ■ Literary awards
 ■ Other (please specify)

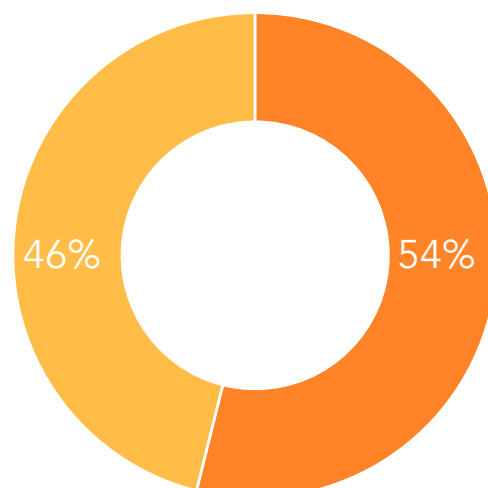
## Q16 participants preferred topics cont.

	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile Library	Urunga	Yamba	Online	Total
Books	45	33	122	29	61	8	31	80	1	410
DVDs	13	11	35	11	15	1	9	18	0	113
eLibrary	18	11	61	8	24	1	7	24	1	155
New releases	38	29	117	19	49	7	24	70	0	353
Events	32	21	91	21	40	6	19	46	0	276
Author Talks	33	15	68	17	31	1	18	47	0	230
Book reviews	30	20	70	10	32	5	20	57	0	244
Community news	18	20	69	14	28	2	13	47	1	212
News from each library	7	11	21	7	15	1	9	26	0	97
Staff profiles	10	5	16	9	11	1	8	22	0	82
Literary awards	9	7	23	6	10	0	13	13	0	81
Other (please specify)	2	2	10	6	6	0	7	9	0	42
Total	61	46	194	41	95	10	47	120	1	615

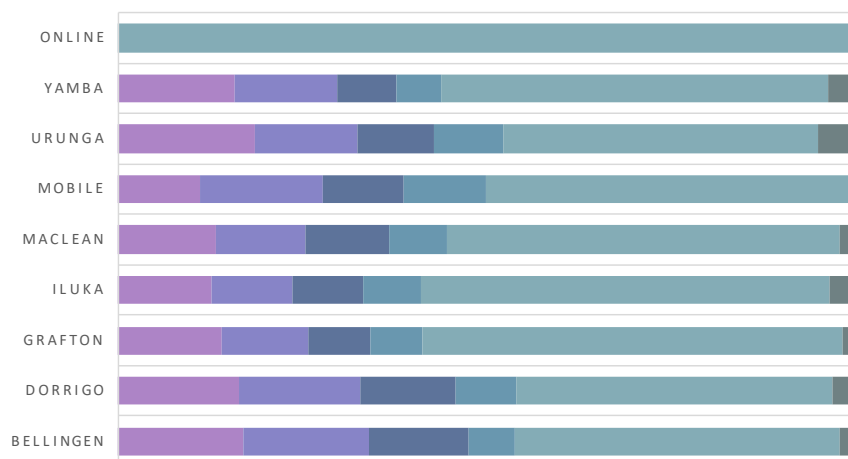
## Q17 app use by participants



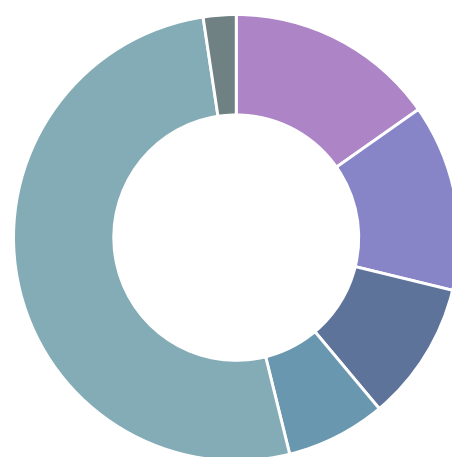
Yes No



## Q18 participants opinion of who the library cater for



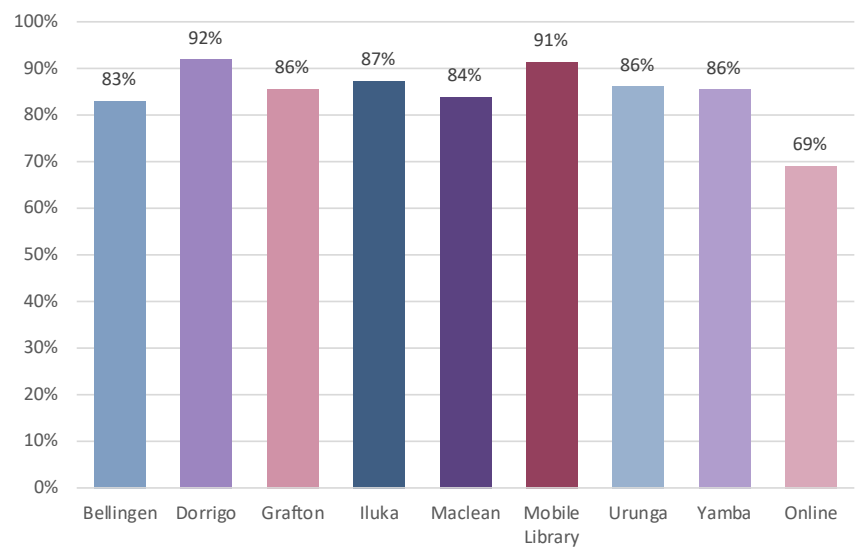
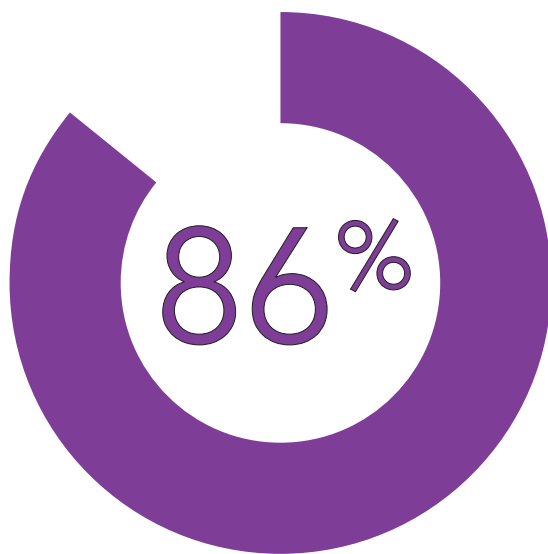
Seniors Children and mothers School students Young people Everyone Other (please specify)



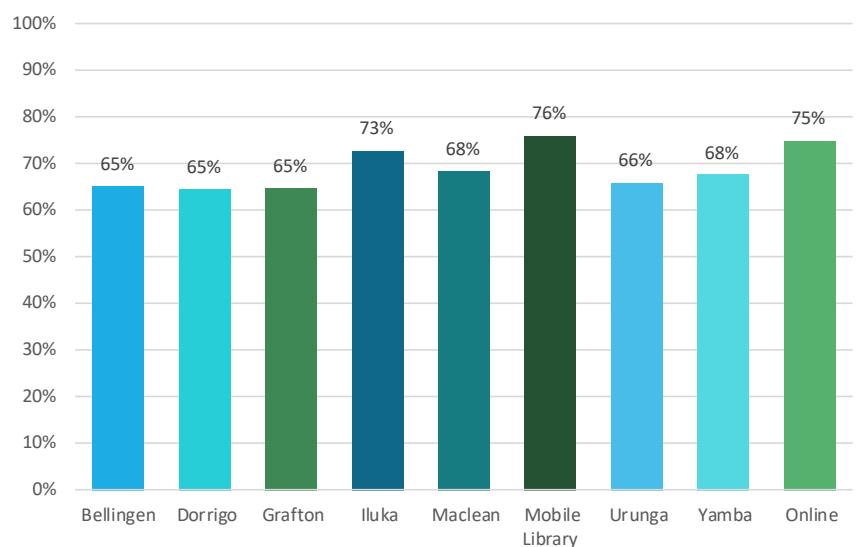
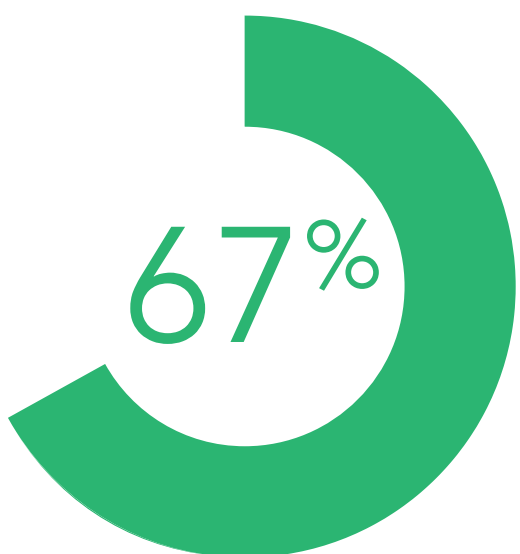
## Q18 participants opinion of who the library cater for cont.

	Bellingen	Dorrigo	Grafton	Iluka	Maclean	Mobile	Urunga	Yamba	Online	Total
Seniors	19	18	40	8	22	2	16	34	0	159
Children and mothers	19	18	34	7	20	3	12	30	0	143
School students	15	14	24	6	19	2	9	17	0	106
Young people	7	9	20	5	13	2	8	13	0	77
Everyone	49	47	163	35	88	9	37	113	1	542
Other (please specify)	2	3	4	2	3	0	4	7	0	25
Total	64	49	195	41	96	10	47	127	1	630

## Q21 participants rating of their library



## Q23 participants rating of this survey



# Questions with written responses

## Q12 participants preferred time to access their library

### Bellingham

- Weekday afternoons
- Weekdays at 3:30 onwards and anytime weekends
- Any time
- Anytime that it is open
- After lunch
- 10am
- It can be mornings afternoons depending when I'm in town
- When I can access the disability parking - sometimes I have to just drive away. This is why I depend on the ebook apps so much
- Whenever I can get access up the disability parking - sometimes I have to just drive away
- most days
- Does not open until 10 am so 10 am I guess
- 10am
- Anytime as I am retired
- Morning to afternoon
- morning week days
- Mid morning onwards
- Monday 9:30
- Any
- Any
- Anytime it's open
- Thursday and Saturday
- Flexible
- 3pm Thursdays
- Mid-Late morning any day
- Anytime
- Saturday
- 2 - 3 pm weekdays
- Saturday morning
- It varies around childrens activities
- 10am - 4pm
- this varies. weekdays - morning for loans, afternoons for longer events like a talk
- anytime
- Mid morning
- Mondays Tuesdays
- 10am
- It depends on other commitments
- During school hours
- no preference
- Midday
- when i run out of books
- Friday mornings. I wish it opened at 9
- Any time
- Anytime
- Monday-Saturday, 10:00-2:00ish
- Saturday
- 9/5
- Saturday afternoon
- anytime, I am retired
- Morning and afternoon, our kids go to bed pretty early in the evening
- In my lunch hour
- afternoon
- mornings
- 10.30 am
- a/h
- 9am
- Afternoons
- Any time
- Any afternoon
- Most days
- It varies but Thursdays are good
- weekends
- 9am
- Nil
- Depends on what else is happening
- 10am
- After work - 4pm

## Urunga

- no answer
- no answer
- 9:00 to 12:00
- Random
- Morning
- Weekends
- any day
- Anytime
- 10:30am
- Any time
- Morning
- N/A
- Tuesday morning
- 10-2
- Late morning
- 11.30 am
- Mornings
- PM mon-fri
- anytime
- No preference
- Any time , I'm retired
- Weekdays late mornings onwards
- Monday or saturday
- mornings are best
- Mid morning
- Late morning
- Anytime. I usually don't come specifically but blend it in with my run into town for other errands.
- 9am
- any time it is open, and I like it to be open weekdays and Saturday mornings.
- Varied -being retired my activities and han estado time varies from week to week
- Tuesdays - mornings
- 3.30 pm Tuesdays and Fridays.
- Thursday, Monday afternoons
- 10 am
- every day has something on but probably saturday
- 10am
- Anytime of day
- morning
- Monday - Friday 9 am - 5pm
- I any time
- After lunch
- Generally Wednesday or Friday afternoons
- Between 10am and 2pm
- anytime often coordinate with shopping
- After 4pm weekdays, Sat mornings
- when its open
- After work on weekdays or all day weekends.

## Dorrigo

- Thursdays 11.30am
- Retired so fairly flexible
- NA see above
- 11am
- Mondays
- Anytime.
- Morning, Wednesday and Saturday
- Totally variable and flexible
- mornings
- Tuesday
- Thursday and Friday any time
- Mornings - weekdays & Saturday.
- Weekdays
- depends on need and circumstances
- anytime
- varies
- 11.00
- Usually 11am
- come most days when not working
- 10am-2pm
- generally around the middle of the day between 10 and 3
- Most days
- Fridays anytime
- when open
- late morning, early afternoon
- Mixed Tuesdays - Saturday
- morning or afternoon
- any day, mornings
- Prefer mid morning except 2nd Wed in month.
- Flexible
- AM or PM
- 8 to 12 am, seven days a week
- any morning
- Thursday afternoon
- Morning
- Morning
- I usually pop in between 3-5 pm weekdays to pick up the books I reserved
- After lunch
- When they are open
- Whenever I am in town anyhow
- Daytime any day
- 3pm onwards week days
- 2.00
- Any day from 11am.
- Weekends
- Probably after lunch

## Grafton

- 9-5am/pm
- no answer
- Saturday
- Wednesday 10-12
- anytime
- Saturday mornings or 5 to 7pm weekdays. Can stay later for special events. Can attend on Sundays for special eventss
- Morning to lunch tome
- 10.30am
- N/a
- Weekday mornings
- Thursday afternoons
- Anytime when it's online. The service online is very good
- Anytime I'm in grafton
- 10am, Monday, Tuesday, Thursday.
- when we are in Grafton for shopping or appointments
- No particular time
- Wednesday
- Saturday morning
- After 1.00 pm
- 3 pm
- Am able to use library any day/time except Tuesdays
- i use the mobile library one afternoon a fortnight
- Saturday morning
- 10.00 to 12.00
- mornings, tuesdays and wednesdays
- Open at lunch
- 11am-3pm
- After school on a weekday
- Usually late afternoons or weekends
- casual worker so variable times
- Tuesday 3pm
- 4:00 - 4:30 pm
- Thursday evening and weekends
- Friday am
- 9am
- am...Friday
- Not sure
- No particular day but usually in the morning
- Any time during the day
- 4.00pm
- About lunchtime
- Daytime if best
- Anytime
- Sat morning
- Usually go to town Thursday or Friday each week or two
- At the moment best time is some Saturday mornings or after 5.00pm weekdays as I work full time
- Mornings
- 10am through to 3pm
- 2pm to 4pm
- When I retire and have more time I am excited that will finally have more time to attend in person. I am also thinking about joining the knitters.
- early wednesdays
- Anytime
- Anytime
- Mornings
- I use the app
- Early
- 9am
- Any time before lunch time
- pm
- After work or Saturdays
- I'm flexible
- 10 am
- After lunch
- Tuesday morning
- not possible as stated
- 1000
- Wednesday - 4pm
- Probably later in the day. From 4pm onwards.
- 9-1
- It varies
- Thursday
- Wednesday
- 10 am
- Wednesday approx 11:45
- Anytime
- No time in particular
- any time
- Noon
- Thursday or Friday
- 10.00am-11.00am
- 9-10am
- Any time
- 2 pm
- Friday afternoon
- 10am-12pm
- Afternoons
- 9-12 am
- 10am Mon -Fri
- Saturday or Sunday
- Thursday afternoon
- It varies depending on work, Saturdays are good for me to bring the kids
- Any day

- Morning
- On one most of the time
- between 10 and 11am
- tuesday after four!
- Weekends or on days off
- It varies
- Between 10am and 1pm
- Morning
- Not really relevant but Tuesday afternoon would be good.
- It depends on what I am doing on the day
- 3pm
- Thursday Friday Saturday mornings
- Afternoons evenings weekends or every second Monday RDO
- any week day after 10.30am
- Afternoon
- 10am Monday, Tuesday
- Wednesday
- Anytime on the weekend
- Weekends
- Late morning
- 9am Monday Tuesday
- Usually Saturday morning
- Before 10am but it's not open then so after work but its not open si weekends
- Saturday
- Saturday afternoon
- Before lunch
- Most days. Afternoons
- 2.00
- 09.00-12.00.mon to fri
- after 2pm
- mornings between 11 & 12
- pm
- Mid morning
- Daytime
- Am
- Any
- morning
- Anytime
- Monday or Friday all day or after hours on other days
- Whenever a book I order online comes in.
- mornings
- anytime really
- any time
- sat morning or weekdays in school hrs.
- Any day
- Mondays, Tuesdays and Fridays
- Friday & Saturday
- anytime

- weekday lunchtimes
- 2.00 pm
- Monday to Thursday 9 am to midday
- 10am Tuesday and Wednesday
- afternoon
- Monday - Wednesday after 1:00pm
- anytime
- afternoon
- 11-3
- when convenient
- Mornings. Tuesday and Thursday
- Saturday morning
- Anytime
- Any week time
- Wherever
- Thursday is our town day so that is the best day for us
- Evenings are easiest when I'm working full time.
- Morning
- Any day, any time
- After lunch
- Usually weekday mornings
- Daytimes
- online anytime
- Mornings
- I do not have a preference
- 10:00 until 3:00
- Friday afternoon and Saturday morning
- Before 9am week days or 9 on Saturday
- Morning
- After 4pm.
- 12:00 PM
- saturday 10.00
- Morning Tuesday and Thursday
- Morning
- 0900hrs-1100hrs Monday to Friday
- Early morning Saturday
- after 5
- 10.00am
- Saturday, Sunday too if it were open.
- Thursday afternoon

## Iluka

- I wish the library was open everyday and didn't close for lunch
- 11am anyday
- Anytime during the day
- 10am
- Wednesday Friday 10-1
- I am retired so any day is fine
- Wednesday morning



- Every day. After 10am.
- Afternoon
- We only have access 3 days so I have to juggle the times and days that fit in to my schedule. It varies
- late morning, any day
- After lunch
- Wed-Friday 10-4
- Any day
- After 3pm
- 10am
- Any time its open
- About 11:30
- 2pm Wednesday
- Mon to Fri would be good
- As above
- Most times, most days
- 11 am when open
- Mid Morning
- Afternoons on Thursdays or Fridays
- Any time
- Mornings
- Late mornings after beach
- Morning
- 10.00
- about 10 am
- Either mornings or afternoons any week day
- anytime
- Anytime its open
- 10am
- when i want to go!!!
- Depends on what I've got planned
- 10:00-12:00
- Friday morning
- anytime,anyday

## Maclean

- Morning and afternoon
- Saturday
- Mondays Fridays
- Currently weekdays after work 4:30pm
- Any day pm
- after 2.30 grafton, before 11 Yamba, anytime MacLean
- Afternoon
- Any day
- Nothing definite, whatever fits in with my visits to town.
- Most days
- Weekends
- It is when I am in Maclean or occasionally Grafton.i.e just when I need to pick up a book
- AM or PM.

- Morning, before lunch
- Morning
- Mornings and afternoons
- Wednesday 10am
- Mostly late morning or early afternoon
- Any time really
- Whenever
- No specific day or time. Just as required
- Flexible
- Day time
- Any day I've finished the previous borrowed books
- lunchtime, after work
- 9am-12 noon
- ??
- Afternoon
- any day
- Weekdays after 4 pm. However, I only borrow and do no attend events
- Afternoon
- Weekdays around 9am
- Whenever it's open
- Whenever I'm shopping
- Probably Tuesday afternoons
- 10.00 am
- Any day or time
- Whenever I can make it
- When I am in town
- 11:00am
- 12pm
- all week days
- 10am
- 10.0
- No set time.
- Thursday
- any
- Morning
- Tuesday afternoon
- Any day or rime5
- 11am-3pm
- Anyway day of the week
- Fridsy
- late arvo
- Tuesday afternoon.
- Anytime
- Saturday morning
- Mornings
- Tues 1:30 to 3:30
- Tuesday pm
- anytime
- Afternoons
- Morning

- Mornings or afternoons
- All
- Saturday
- lunch time, but always closed
- No special time
- Any day any time
- anytime
- Most days at around 10.30
- Anytime
- 9am
- Any day
- 11am
- Morning
- 9.00- 12.00 week days
- Late morning
- Anytime, am retired
- When I've finished reading the books I borrowed
- I am happy to be able to access my local library whenever I can, as a preference week day evening opening would be fantastic
- Mornings and afternoons, weekdays
- I don't have a best time I go when I need books or information.
- Seems to be everytime its closed for lunch

## Yamba

- All times.
- During day as I walk or catch bus
- Afternoons or weekends
- Any and all
- 10-- 11
- Week days during opening hours.
- Any time
- Week day mornings
- Mornings
- any day mid morning
- 10 AM
- lunch time or saturday mornings
- 10am
- Morning
- 10.am any day
- Any time
- After lunch
- anytime
- mornings usually
- Mornings through to lunch. I would stay longer if they didn't shut at lunchtime & kick you out
- not fussy
- anytime
- 11am - 2 pm
- any time
- Weekends
- Any time
- flexible
- Friday any time
- Mon to Fri 8.30am
- Weather dependent. Not everyone has transport. Rarely go out at night.
- Lunchtime
- no specific time
- 3:00pm
- Any
- 10 -11 AM
- 2pm
- early afternoon
- Morning
- After 10 am
- Wednesday 9am
- Morning
- after school or sat morning
- Morning after school drop off
- Varies
- any day but wednesday
- anytime
- Mornings and afternoons
- I like to go say around 10 to 11am depending on my day
- Anytime/day
- 9am to 4pm
- Wed
- 11am any day
- 10.00am onwards
- When I am going to town.
- Any time
- any day in the afternoon
- 9.30
- Weekend
- Sat morning
- when the library is opened...we have odd hours so I follow the lead
- 10.00 am
- 10.o a.m. to noon
- Mid morning to mid afternoon
- 10 a.m. Tuesday or Wednesday
- Tuesday morning 10.00am
- just before or just after lunch time
- Any
- 10am\_11.30am
- 10am
- ANY
- Anytime
- After 5 weekdays, weekends, school holidays
- Weekdays

- After 11am
- probably after lunch.
- Usually early
- I LIKE FRIDAY AFTERNOONS MOST
- 10-12 Monday
- Late morning or early afternoon
- no particular time or day
- 10-11am
- various
- Anytime
- Monday
- wednesday mornings
- Any day and most times
- 10am
- Whenever something I am interested in, I make myself available.
- Any time suits me
- Wednesday afternoon
- late mornings afternoons
- 10am
- Any
- Thursday afternoons but it isn't open, so some Monday afternoons
- 10.am
- am any day
- 10 to12
- Anytime
- Thursday afternoons or Friday mornings or the week-end
- Anytime
- 11am
- Any

- Between 10am & 4pm
- anytime
- I'd really like to be able to go before & after work hours. The open hours are too restrictive and they shut at lunchtime!! It is hard to get in except for Saturday morning before sport
- Afternoons, any day
- most times are good
- 9 till 12
- Any week day
- Saturday
- 0900
- It differs
- Any time.
- Saturday morning

### Online

- Anytime

### Mobile Library

- Tuesdays each fortnight when Danielle brings the bus to Wooli
- Any time in school hours
- afternoon tuesday
- No particular time
- I can be flexible, but to access the mobile library, i like having time both during school hours and after school hours
- No favourite time
- As per the mobile library timetable

## Q19 what does the library do well?

### Bellingen

- Staff are super helpful and friendly. Our library is very much a community space for all.
- Everything
- Great staff - always friendly and helpful. Library is very responsive to community needs. Good meeting space.
- Community events
- Help with finding books/ events / kids events/ friendly service/ computer and wifi access
- Friendly and welcoming
- Friendly and helpful staff
- Holds some titles of interest.
- "Welcoming & assist in searching for & ordering books I'm looking for.

- Seems to provide a huge range of services for many needs
- displays books, staff very helpful
- The friendly and welcoming attitude of staff.
- welcomes new comers to the area. provides good service
- Not sure, don't visit
- customer service is amazing. the staff really go the extra mile.
- "Holiday workshops
- Friendly and welcoming
- Personal "
- Provides a good service to our community
- Events

- Helpful friendly well informed staff.
- Friendly and efficient service
- Reserving books and getting them from other libraries.
- Friendly staff, adaptable and kind to kids
- The staff are always happy and helpful and have never let me down.
- "intelligent and personable staff who are very well read.
- gets books in from other libraries"
- everything
- Helps people feel welcome. Provides great events, eg Writers On The Road.
- Don't know
- Friendly
- We loved story time when the kids were younger. The library is always clean and tidy. The staff are always friendly.
- Welcoming, helpful
- Finds book that I want.helpful staff.
- Everything
- Very friendly, helpful staff. fairly good selection of books. Kids seem to enjoy the readings.
- Good range of books and lovely staff
- I enjoy the newsletters.
- "Has a very diverse and recent release books,
- Very friendly and helpful"
- My grandmother loves it
- A pleasant space to read and work.
- All good
- friendliness, helpful
- safe space
- kids activities
- community connection
- Friendly, warm, welcoming. Lots of fun things to do eg puzzles and board games as well as books.
- Great space and facilities
- Pleasing quiet space
- managing to provide all these services at once cheerfully, efficiently and helpfully
- Excellent staff
- Resources
- Personal help
- Friendly staff. Good selection
- Manage reservations
- Clean, well organized space, friendly staff.
- interaction with customers
- I don't physically use it.
- Friendly reliable and great that you can access so many resourcesThe CRL App is
- Friendly
- Great collection of books etc ... Staff friendly and helpful ...

## Urunga

- Look up items on the computer
- no answer
- Helpful and friendly staff
- Friendly staff
- Inviting and friendly place. Helpful staff.
- Keeps a great book collection
- Provides an important and vital service
- Readily provides information about books & any other questions asked.
- Helpful staff
- Friendly and helpful staff
- Friendly staff always willing to help. Love going on line and borrowing from catalogue
- Everything
- staff are friendly and helpful, have taken trouble to help me
- Friendly wonderful staff
- Everything
- Friendly and helpful staff
- keeps book displays tidy and in order
- For me, by being very helpful.
- Everything
- Very friendly and welcoming
- Inform
- Good app and very good for reserving from other participating libraries.
- The staff make you feel very welcome and are always helpful. "
- Lots of kids books
- Promote reading, promote education, social inclusion, welcoming,
- The staff are so very helpful and pleasant, willing to answer any questions and do it with a smile.
- I like the monthly movie afternoon
- Personal service; friendly and approachable.
- Face to face - very welcoming, friendly and a genuine willingness to help
- Great range and book lots for book clubs
- all good
- nice knowledgeable staff - never too busy to answer questions and find things
- Provide a good environment to lend books, computer access, meeting space, children's stories and always a friendly place to walk into.
- Efficient staff
- Displaying what is happening in the library. Communication with the public and events they hold.
- The variety of things that are offered for all age groups that can be used.
- Friendly and helpful at finding the books that I want to read
- Always a pleasant space to visit
- CRL does the inter library loans well with minimal wait time for requested books

- The librarians are so helpful
- Friendly staff, location and meeting room
- Welcoming place
- welcoming & helpful staff
- Personalised touches. They hand choose books for my kids during lockdown.
- Friendly staff
- Staff A1

## Dorrigo

- The librarians are wonderful. Welcoming, extremely helpful, willing, enthusiastic, very friendly, proactive, community minded, etc and all other things stem from there.
- Very Friendly and helpful staff
- "Offers a pleasant, welcoming and quiet environment.
- Friendly and helpful staff."
- Communicates exceptionally helpful and friendly
- Community information
- Friendly and peaceful
- The staff are excellent.
- Friendly and helpful staff, inter library loans, grand-child friendly, diverse range of resources
- It is a great community asset that is a pleasure to visit
- Provide a great community service
- Customer service is brilliant. Great range of resources and assistance to access same.
- As per 18 above. Our Librarians do a fabulous job!
- Give individual care
- delightful and extremely helpful and friendly staff
- Personal interaction
- very helpful in getting the books i want
- All is just fine
- personal assistance, social space, activity space away from home.
- everything
- Personal contact, friendly & welcoming. Very helpful
- friendly approachable and helpful staff
- The staff are wonderful, friendly and obliging.
- staff are great and activities for the kids
- there are great staff working there
- help
- Friendly/helpful
- School holiday activities for primary school age kids
- Patience, help & goodwill.
- friendly and helpful when enquiring about new books
- The local Librarians communicate well with their users. Find interesting things for us do.
- friendly staff, very!
- always willing to help
- Friendly accessible place
- Friendly and helpful

- Communication, information and professionalism
- "Bering friendly, finding books even if u have forgotten the name
- Or knowing something that u might like. "
- Treat people nicely
- Has a great lot of books and magazines
- Friendly and professional staff, pleasant space. Provides access to Bellingen Council staff weekly.
- Take a real interest in how to be of help to find books suiting my taste.
- "Networking with other community groups
- Create a friendly environment for everyone
- Welcoming, friendly, always have time to help.
- Very helpful and knowledgeable staff.
- We are all known by name, the librarians are extremely helpful in providing new options. the library is an extension of our homes.

## Grafton

- Everything that i've asked about.
- great staff
- Friendly staff.
- Books I love.
- "prompt book reservations
- Help with enquires"
- I love the space. Reservations of books. Generally good reading lists and books. Recent parents/children evenings at library were great! (reported by a colleague). Excellent helpful staff.
- Great range of books and great service
- Help people
- Friendly helpful staff,
- communicates with members & updates us
- Friendly, helpful staff.
- They are very friendly
- Courtesy staff not
- Customer Service is exceptional at our library in Grafton. We love going in there.
- Helpful friendly staff and good customer service, order new books I request, handle my many reservations. It is also a very attractive space.
- There is always someone there if you need information.
- Encompasses all ages
- Staff are friendly and super supportive
- "Customer service of library staff is brilliant.
- Library communicates information regarding borrowings, return date reminders etc well."
- It delivers my books through the mobile service and there is time to chat with the librarian and other users, it's quite the social event locally
- Customer service, events and good variety of reading material.
- The website is great and I love it. The new library is well set up and lovely to visit.

- "personal service from all staff.
- well stocked library for all needs.
- children's activities, special events"
- Everything
- Friendly staff and a great range of reading material
- The staff are amazing. I like the way reserves are shelved. It is easy to find.
- Staff are always helpful and friendly. Toilets are usually clean.
- "online book reservations
- helpful staff"
- Assist members, must certainly improved the Libby site by 100 percent, much faster and ease of search.
- You can easily find books that you want to get.
- Lovely set up inside the library at Grafton. Very welcoming.
- pleasant space and helpful pleasant people
- Friendly and helpful staff
- Customer service
- Very helpful... if book requested is not available they offer to buy it.
- Everything
- Always helpfull
- Welcoming helpful staff, nice atmosphere, events for readers ( though I haven't been to one yet as I've only lived in Grafton for 2 years)
- Great book recommendations, and the staff are amazing!
- Good selection of fiction books
- Very helpful
- I think it tends to meet the needs of most people in the community and they respond well to requests
- Very helpful & pleasent staff at the library when using the computers.
- Create a welcoming , comfortable environment
- Staff are friendly & helpful, place is always clean and bright and tidy
- "Always friendly and helpful staff.
- Children's activities
- Books"
- Helps you when needed
- "Very comfortable in browsing bookshelves,which are well
- laid out"
- It's always clean and tidy and quiet. The range of books is good.
- Help ful, friendly staff
- It is lovely space to be in. Nice and bright.
- helpful, friendly staff
- Personal service
- Create s a welcoming and friendly environment.
- Very friendly staff
- Mobile library
- helpful staff
- Customer service
- "Good facilities
- Friendly staff"
- Everything
- "Engaging with the community
- Events for different demographics
- Free jigsaws"
- Chooses books that suit us
- Nice and helpful staff
- Well organised space with a huge variety items to please everyone's needs.
- Beautifully presented space. Love the presentation space downstairs too. Staff are lovely. Good cross section of books.
- Presentation
- Customer service
- Friendly and helpful staff.
- Has a good selection of books
- A very friendly and competent staff who are extremely knowledgeable and helpful
- Helpful,friendly staff
- Lend books
- Assist with needs
- Making the space welcoming and having great books
- Have books
- "Customer service staff are friendly and helpful
- Beautiful building, reasonable collection
- "DVDs, magazines.
- No overdue fines.
- Huge amount of items you can borrow at any one time."
- Lovely atmosphere.
- Helpful staff
- Communication
- Provide a lovely space to study or read
- Friendly and helpful staff.
- provides a nice space and a good selection of adult and kid books
- Friendly and knowledgeable service
- everything
- "Mostly more eno
- provide a range of entertainments and education
- Making people feel welcome
- Friendly comfortable space.
- It is a lovely open, quiet, informative space, and pleasant to be in, in summer."
- Everything
- E books
- Great range of books
- Displays books well
- Service and friendly staff
- Friendly staff



- Gets books in for me and suggests other books & authors I might like, Really enjoy using eMagazines through the Library's "Libby" App - I use this several times a day to download & read favourite magazines
- The space is very welcoming and staff are helpful
- Everything! Not only are they warm and welcoming but nothing is too much trouble. Helped my Mother with mobile phone. They are all just fabulous.
- Books and ebooks
- "Very friendly supportive staff
- responds to book requests
- Display of relevant brochures"
- Makes me feel relaxed the staff and the design
- I think the staff are so willing to help you. I have seen them manage some tricky situations.
- Excellent layby service
- Like the email newsletters to keep up on what's happening
- It's excellent.
- "Welcoming environment
- Events and programmes
- family history classes
- Everything
- supports all members of the community
- great place for information
- "Modern facilities
- Pleasant environment
- Good resources"
- Friendly, welcoming, inclusive, helpful
- It is a lovely relaxed space
- AUDIO BOOKS
- "Friendly staff
- Customer service
- They have big print books for seniors, computer access for students, events for children and youths
- Everything
- Grafton library is a friendly, happy place. The staff are keen to help.
- Everything
- Customer service
- helpful staff
- provide good service
- customer service :)
- nice atmosphere.
- Good selection of books
- Have great books
- I love being able to borrow out books (particularly audiobooks) on the Borrow Box app. I drive a lot so audio books suit me really well.
- kids stuff and tech information
- everything
- Have great helpful staff
- Staff are helpful, really interested in what might be of help to you, nothing is too much trouble for them.

- Staff are extremely competent at customer service, friendly, helpful and disciplined open at
- Elibrary is excellent
- variety
- Stay open considering books are a dead medium.
- It's a lovely environment conducive to learning and enjoying everything on offer. The staff are fantastic.
- The staff are fantastic, always helpful and friendly.
- Provide an excellent community service
- Communicates with people about what they can access in the library
- Good resource. Staff are knowledgeable. Library is great at sourcing requests.
- The staff are amazing and super helpful
- Provides a valuable resource for our community
- Keeps up to date with most new releases
- Pretty much everything.
- Provide information, promotes imagination, helps me to relax,
- Customer service
- Friendly helpful staff.
- almost everything
- Story time, reservations
- Presentation and display of available items.
- I think it's fine how it is
- Helps Community to connect
- Customer service
- audio book good selection
- Staff are polite, resourceful and very helpful.
- hosts writers group
- Friendly+helpful
- Personal service
- Friendly
- Reservations and self borrowing
- Study spaces - speaking for Grafton Library

## Iluka

- It provides a friendly safe place to relax or chill out. You're always met with a big hello and smile. Our librarian goes above and beyond to be obliging and accommodating
- Being friendly to the people who borrow books
- pleasant and helpful staff
- The staff are the best.
- Friendly helpful staff with a good knowledge range
- Everything and they are particularly helpful in ordering my chosen books in from other libraries.
- Helping us what we are looking for
- Lovely helpful staff. Efficient processing of loans. Clean and welcoming.
- Communication, professional staff are always friendly and knowledgeable

- Friendly staff
- it is important to the locals and all the seniors,.
- Very good staff. Helpful and friendly. Well stocked shelves
- Provide a centre for the community
- Nice space, computers, photo copier, books, community space, meeting place, Etc
- "Library is always well presented.
- Love seeing the seniors in the library using the facilities and gathering with others. "
- The staff, particularly Tracy at Iluka and Louise at Maclean libraries.
- Staff are lovely friendly informative and helpful.
- "Information about upcoming events.
- Always helpful
- Everything
- Welcoming, friendly, helpful manner of staff
- Happy with most issues.
- Friendly and helpful
- Friendly helpful
- Help me find books I like to read
- "Great Customer service with minimal staff
- Very accommodating and welcoming
- Lots of new books "
- Proactive and engage with borrowers
- Staff is friendly.
- Communication and a meeting place
- Atmosphere
- has books
- A sense of being valued by friendly staff
- Very friendly and helpful staff
- Nice kind and helpful staff
- friendly and helpful staff
- Helpful staff

## Maclean

- Provide books in series when available
- Courteous knowledgeable
- "Friendliness, helpfulness, relaying of events, caring for community
- Centre for community"
- "The Staff at Maclean are very helpful and friendly.
- They often suggest books I will like.
- Louise has very high customer service skills."
- Vary welcoming and helpful. A friendly space
- "Friendliness & helpfulness
- Well informed"
- E books etc
- Friendly, knowledgeable and helpful staff. Up to date purchases of library items.
- "Staff friendliness, helpfulness and amenability
- Ordering in books I've requested"

- Customer service is always great when I ask a question or just pick up books and take my grandchildren.
- Good Service
- Great staff but not much depth in books
- Friendly staff
- Friendly space.
- Offer a safe space for everyone
- The ladies are always helpful. It always is well organised.
- Friendly helpful staff
- Always available for help and totally informed
- The staff are very helpful
- Staff are friendly
- "Issues books
- Has pleasant, ambient space
- Allows quiet reading and browsing
- Gives access to a wider range of books, which can be ordered from other libraries."
- It is open
- Lovely informative staff who look out for the kind of books I like.
- Provide access to resources
- Very helpful and courteous Staff
- Personal service
- staff very helpfull
- Friendly helpful service by the staff
- Love the app! So easy to search the catalogue and reserve items.
- Can organise inter-library loans for me
- Friendly welcoming and well informed staff
- They are friendly and helpful especially when looking for new releases to reserve and have good knowledge on what you want even when unsure yourself
- Friendly supportive
- Face to face contact
- Being a good library
- Create a nice atmosphere to browse
- Being available for people
- Lovely friendly staff.
- Help me find books suitable for my wife's needs. She has a disability and lives in an aged care facility.
- There service is wonderful, always helpful when I need help.
- friendly staff
- books
- Community minded, endeavours to cater to a wide age range
- Love the space in the new building and years ago when my children were little knew the librarians as was a regular
- Librarians have always have always been very helpful with everthing from general information to wifi use.
- Present as friendly
- always helpful



- Pleasant always
- Friendly service
- Has excellent staff who are generous with their time and totally committed to the support of the library users.
- Organise, help, inform and do their job well
- Services
- Is to use app to borrow e books etc
- Great helpful customer service
- everything
- bookx
- Friendly staff who know their stuff
- Caters to needs of most people in the community.
- keep people aware of new releases etc
- Everything
- knows my likes, reservations, interacts with members,
- being friendly and helpful
- Customer service
- Provides reading material and related resources across a broad range. Accommodates the needs of young children especially those at a pre-school age. The library staff are very helpful.
- Friendly staff
- "Help whenever you ask for it. Order a book not available and the library let's you know when the book is there to collect.
- Help about finding a book."
- Very organized
- Being there
- Helpful librarians
- Communicate
- Supply me my reading books
- Helpful interested staff
- Computers
- Be of service
- Friendly service, great range of books, audio books etc, activities.
- Provides me with current books I wish to read, I am amazed how quickly I get newly published novels.
- Information. Customer service.
- Makes you feel welcome and give help whenever they are able to. It is bright and comfortable
- Libraries are a significantly important resource in communities. Just being open is a huge bonus to the community. I personally love the passion which is shown when I request a book that may not have been previously heard of.
- School children stuff

## Yamba

- Um...it has lots of books.
- App works well, being able to reserve. Borrowing time
- Very Knowledgeable Librarians and Volunteers who are always friendly and very helpful
- All things
- Friendly, helpful advice & service
- Excellent customer service, in Yamba especially, but also in Grafton and Maclean.
- Friendly and helpful
- community participation and events. Catering Activities to specific members and age groups within the community. Great at keeping us up to date with events in the literature world and provides the most welcoming and passionate space and staff for books and learning!
- Very good selection of books and will get a book in if I ask. Very pleasant staff.
- it has friendly and knowledgeable staff who go out of their way to help
- THE staff are ALWAYS friendly and helpful!
- Friendly, helpful staff. Quick reserves from other libraries. Great range of books.
- The librarians are super friendly and go out of their way to help you.
- Service
- Friendly and helpful staff
- The librarians help me out with whatever I need.
- "personalised service
- sources material effectively
- great location "
- great staff always friendly
- The staff are amazing & helpful, they will always try & find me somewhere to sit when it is crowded & they let me leave my laptop in there when they close at lunch
- friendly, very helpful
- Helpful friendly staff
- The staff are beautiful, attentive and very informative.
- Great community hub. Good sense of connection and interaction
- Friendly helpful staff. Cosy comfortable space with beautiful natural light. Helpful with computers.
- New to the area, I recently joined the library at Grafton. Very friendly and helpful lady looked after my enquiry.
- keeps the collection updated
- staff are lovely
- "programs
- new items to borrow"
- Looks after people's needs.
- Friendly cheerful and helpful staff
- provides an interesting space for diverse activities
- Friendly and efficient staff
- All good

- Friendliness
- The librarians always have a smile and are ready to chat
- Staff are kind and helpful!!
- Friendly place to visit.
- Community spirit
- Staff are really helpful, borrowing is easy
- Welcoming clients
- Service
- Inclusive and safe space open to all who want to learn
- Customer service
- Accessibility, polite staff and book selection
- friendly service and advice
- Just being there and providing all the services they have.
- Friendly service always time to chat and listen
- Good customer service & assistance
- friendly and helpful and survival in a confined space
- Warm welcome, helpful without being condescending, generous, patient. They are not afraid to think outside the square when problem solving.
- Support community
- The staff are awesome. Friendly and very helpful. I never feel embarrassed or that i m annoying them. They help me all the time. The volunteers are great to, so helpful and friendly.
- don't know
- Very friendly staff.
- Offer good service
- Great staff, resources, ambiance, books
- Location
- Charming helpful staff and volunteers
- Providing information and services when I need them
- welcomes me in
- ease of use
- Everything
- It has always had exceptional staff as well as volunteers. Never too busy to help and advise
- Have a great supply of books. Being able to reserve and manage my loans online. Good diversity of eaudio book apps.
- There are good books to read
- Great staff, very helpful and reserves books from other locations
- Great communicators, always friendly & helpful. Very professional & hold fantastic technology sessions to help seniors.
- Friendly, orders books for me, a good space to visit, has a good range of things
- Friendly and welcoming space. Knowledgeable staff. Easily accessed.
- Great and Helpful Staff
- Helpful staff, easy to locate
- Great friendly helpful staff
- Friendly helpful staff. I love to be able to reserve titles for pickup
- Customer service. The staff at our library are so friendly and nothing is too much trouble.
- Helpful & friendly staff, access books for me.
- COMMUNICATE VERY WELL, ALWAYS FRIENDLY AND EXTREMELY HELPFUL
- arranges books on order
- Efficient borrowing service
- service
- Look after and answer borrowers
- The staff are wonderful, and I love visiting the library.. everything is very organised
- Advises when a regular magazine is available
- Always very friendly & helpful
- buys books irecommend
- Extremely friendly staff and a nice selection of books.
- The staff are always helpful and a have great knowledge about their library and its resources. I also love buying the odd bargain book for my personal library.
- Pleasant staff - always friendly
- layout and book selection
- Everything
- All good
- Great and welcome staff who know how to help according to needs.
- Great customer service
- Include everyone, community hub
- Friendly, informative and always helpful
- staff relations to customers
- Excellent service
- They are exceedingly helpful, with a professional approach
- Everything. It is a real community hub that is an integral part of the community. Staff are extremely knowledge and friendly and are always there to help if needed
- Excellent resources
- Great staff
- Communicate with members.
- Ordering in suggested books
- Friendly staff
- "Has lovely staff.
- Clean and comfortable. "
- Helpful staff service.
- No fines!
- Everything. The staff are awesome. Friendly and helpful.
- The people who work there are lovely & helpful
- Eaudiobooks
- good up to date books
- The staff are very friendly and helpful and make you feel good.
- Arranges to get material not held at Yamba

## Mobile Library

- "Staff are most helpful at all times and know their members tastes in literature.
- Staff are always responsive to user requests
- The resources are well organised and current"
- Provides to Lawrence
- just being able to have the mobile library come to Lawrence is amazing.
- good service
- Provides a great service to out of town readers. Staff are so friendly & helpful.
- Visit outlying villages
- Good range of books and ability to get specific titles in
- Personal service, friendly staff.

## Online

- Online access for homeowners that may not reside full time in the area.

## Q20 what could the library do better?

### Bellingham

- More programs/ workshops for teenagers. Maybe a book club in the evening.
- Can't think of anything
- More study spaces / more adaptable space
- Less signage and posters
- Not getting rid of classics. I am in disbelief (and have expressed too to staff) that the purchasing restrictions means that the children's section is so limited. My son cannot even find one of the artemis fowl series, and it will not be replaced. To not have the classics is crazy.
- It would be fabulous if there was coffee & tea available. Like a coffee bookshop. More movie showings. Book reviews live anything that helps us get involved.
- Hold more copies of popular books so waiting times are reduced. Hold more quality literary fiction, there's too much popular fiction in the collection that's of little interest to serious readers.
- "Provide a larger range of titles on borrowbox and libby.
- Indymore is very frustrating and could be dispensed with if others could be increased"
- "Parking is a bit difficult.
- Open on mondays
- Events
- Could be better if council parking was somewhere else and used for library parking mums with kids older disabled people "
- AA
- "Youth workshops

- Less gaming on computers!"
- Maybe bookclubs could meet there?
- Longer evening hours
- All good
- Have more foreign language books.
- Better storytime presenter, more animated / kid centred
- More literary books. It has nothing in the way of classic authors
- Open mondays. Increase dvd's. Provide bag hook in bathroom. Modern look/feel/furniture. Latest ya/teen books to keep up with young readers.
- Don't know
- School holiday activities for kids over 10 would be great.
- Have more new releases.
- More local surveys like this one
- Stock more books.
- More books from international authors. More recent books
- More parking
- Home delivery would be great.
- The cpl app is not easy to use, hard to login.
- Open more
- Have more book sets for bookclubs
- Better range of ebooks including older titles.
- More exciting new books. Bilingual books!
- Can't think of anything
- Give a 'middle fiction' section
- Extended weekend hours.

- Nothing
- I wonder if it is possible to subscribe to a better service for ebooks. Also i would love it if i could read the books on my kindle.
- "We'd love if the 'junior' and children's non-fiction was separate from the adult books. Also a more child-friendly search function eg being able to search through only the books held at bellingen library.
- I often can't find the books i'm after. The new website to request titles just doesn't work :( it'd be great to make this process better so we can get an even better collection.
- More activities
- I don't know
- I am happy as it is
- More author talks, more info on new releases
- Nothing
- Music cds?

## Urunga

- Have more of the type of books i like to read in stock at urunga. Most seem to be at maclean or grafton
- Don't know
- Hold more classic literature.
- Hire staff who are friendly to users and who love books rather than those who have qualifications but no love of people or books. This is quite common.
- A while ago sought books by p g wodehouse - the jeeves series. They were only available as ebooks.
- Communicate more publicly about 'happenings'
- Not sure
- More e audio books
- "No suggestions
- Not sure
- Perhaps send reminders of events, i get the e-newsletter then forget what's on, maybe a brief weekly message, though it would take more resources ...
- Rotate books by author between branches
- Have no idea
- Love what they do so just more of it
- Be open on monday and fix the mould at urunga.
- I like how coffs library has a specific display of new books called 'rapid reads'. Two week loan on current new books.
- I wish my library (nambucca) would accept suggestions for dvds rather than buying from a list. They do accept book suggestions, so why not dvd's?
- "Digital travel guides
- I would love to see get togethers based on a specific interest egg crocheting (as occurs in some branches)
- More activities for seniors perhaps....The urunga library is very well located in the town hub, surrounded by green space and outdoor seating/play equipment. Would be great to see it become part of a more vibrant community, more connected to it.

- Just hook me to home internet for local and family history
- They are just fine
- More new book releases
- I really do not know, i personally believe they are wonderful
- Open longer hours.
- Raise the level of the shelves for people who can't get down to floor level
- "Why does yamba library still close 1 day / week?
- If you have books 3 and 4 of a series of books, can you please also have 1 and 2!"
- I can't think of anything
- Frustrating but understandable when book is at another branch
- More board books, open on mondays.
- Open early

## Dorrigo

- More books
- I'm not in favour of having dogs in the library unless it is a service dog
- Build an extension...
- Borrowbox could notify that a book/audio has been borrowed before
- I always feel its a great space
- Promote
- No suggestions
- Don't know
- Do more of the same
- Enjoy a larger space!
- I don't know.
- Re-introducing a wi fi loan ipad would be most useful to me since i do not have a smart phone or internet connection at home
- More quiet space for students.
- Can't think of anything
- It's good as it
- Perhaps more new books, although if i wish to resurveyed somehow it is always found some other library, everyone at our dorrigo library are always wonderfully helpful
- Have a better range of ebooks
- It all works very well for me so as long as it doesn't change i am fine with it all.
- Less american narration on audiobooks.
- More books of course
- Bigger range of recent non-fiction
- Some more for young people (14-18 year olds)
- ...What more could one ask?
- Be open 7 days a week
- Don't know
- Make it easier to find authors when in the library.
- Space
- Nothing! Louise is just a gem!

- Increase the size which is probably not possible.
- Not sure.
- Crl could put articles in local papers & do interviews on local abc stations to keep us in the loop. E.G. Fiona poole abc coasts coast. This would open up library use to those seniors that don't visit library or don't use internet! They don't know what is happening in their community.
- Nothing i can think of...
- Can't think of anything
- Nothing they do their best
- Information about events
- I don't know

## Grafton

- Provide on trend resources
- The collection is somewhat limited.
- Open at 9am
- Be more responsive to those of us who work including working mothers of young children often can't attend events. Eg i'd love to join a book club, but face to face not online! And can't do the current time.
- They're doing the best they can
- It provides for all my needs
- More new releases online
- Not aware of anything
- Not sure, we are really happy with the service we get from the staff.
- I swear there is something wrong with the catalogue system. It is quite common to not find books using the catalogue, even though i know they are there. I have learnt to try searching using author (trying different spellings or configurations) or series name, and best not to use home page for a title search as often the title will not appear. I would love to fix this. When i find the authors name spelt incorrectly i have advised library & they have fixed it in the system.
- I think grafton library is doing everything it needs to do.
- Nothing it is amazing
- I am very satisfied with service i receive at library
- Not sure.
- Can't think of anything.
- Open more hours particularly grafton evenings and saturday arvos
- Have more books on display so you can see them at a glance
- "Coffee and light snacks at grafton would be great (not just junk food).
- A shower cubicle for out of towners to use would be useful."
- "I don't really like being reminded for several months (via the red 'status' banner on my profile page) that i didn't collect a reserved book. One notification advising me that the book is no longer available is sufficient.
- Depot for recycling batteries etc is very useful.
- Toilets seem poorly ventilated.
- On suggestions. A job well done.
- Communication to the community is always on going
- The dvds can be sorted better.
- The after-hours book chute frequently fails to recognise the bar codes on books & won't open. This means another visit to the library another day to return the items during opening hours."
- Better range on the online library. It's murder mysteries, magazines and romance and very little else.
- Nothing that know of
- Borrowing self service work
- "You could try doing things nobody else is ... For instance, how can we get access to / borrow film (such as classic movies, docs etc) that aren't easily available elsewhere?"
- Tie-ins? like music students getting exposure in the library? Music and literature 'events'? Have a presence at the saraton when there's an opportunity (music, theatre, film, books)? Tie in with u3a folks e.G. Sessions round historical or cultural themes?"
- It fulfils my needs. Maybe keep purchasing the latest editions.
- Nothing as far as i know.
- Nothing i can think of.
- Communications. I didn't know there was an app, or a newsletter.
- More romance books
- Am satisfied
- I would like to see more diverse speakers / authors
- Stop disposing of books just because they are published more than 5 years ago. Keep books that are part of a series!
- More events after hours for workers
- Very satisfied with service,so doesn't need to do better
- Maybe more up-to-date reference books on various topics, such as photography.
- Don't know. They are pretty good as is.
- Open at 9.00 Am in the summertime
- More contemporary audio books. New release audio books.
- More titles available in ebooks
- "I absolutely love the library and feel what i am looking for as a regular borrower are being met.
- More resources for mobile library
- More australian author focused displays
- Cannot think of a thing . Danielle and clea spoil us with help and support.
- Unsure
- Better selection other than mainstream
- Perhaps the opening hours could be 9:30am on a saturday."
- Mmmm not sure.
- Have lots more large print books
- Have more books but space is a premium



- Opening times including longer on the weekend, events that happen at times people can attend
  - I do not know
  - Not sure do not spend enough time in the library to comment
  - Longer opening hours, more staff
  - Better range of books both fiction and non-fiction.
  - I dislike the libby app.
  - Can't think of anything
  - Update library and borrowbox with more recent books and novellas
  - Make sure you have each book in the series.
  - Open longer hours on the weekend
  - My daughter and i loved bed time story time, working makes it hard to attend library events that are hosted during the day, but night events are great, the time slot was also great for little people ! Well done, more please.
  - I sometimes find the spydus app clunky
  - More ebooks
  - Public burning of public servants, and politicians who have passed their use by date
  - Have out of hours reserve collection point?
  - I would have to re-visit to answer this.
  - Some sessions for seniors on how to use samsung ipads, and how to set up my own zoom and teams meetings and just getting to know more about the many other things i have on my computer i never use but probably could if i knew what they were for! And maybe a drop in and get help with technology service for seniors!
  - Nothing comes to mind
  - Send out new books emailed
  - Offer more self serve computers for those who want to borrow books themselves
  - I don't know
  - Maybe have enough funds to regularly buy new books & other resources
  - Nothing comes to mind.
  - I don't know
  - Nothing, everything is great
  - More helpful and pleasant librarians/ library assistants and library assistance!
  - Extend opening hours
  - Nothing that i can think of
  - Talks from prominent authors
  - More australian fiction audiobooks
  - I find it a bit tricky as the books are not set out in section eg crime, romance, drama.
  - Nothing
  - More programmes/workshops etc
  - Have a link to other libraries e-books
  - Update new releases
  - Nothing i can think of
  - "Open longer hours in the morning
  - Offer more events and activities for under school age children"
  - Keep updating their audio books
  - Keep it quieter
  - I think the library caters for all ages, has a great e-library service. I am very satisfied.
  - Books ordered online can take a long time to arrive at grafton library.
  - More new books on borrow box
  - Nothing
  - Nothing
  - Better selection of clean books for youth - a lot of books on the ya section are very graphic. There were no classics on the shelves ie tolkien, c.S. Lewis etc, bronte,
  - More of my favourite authors
  - Increase range, particularly of audiobooks.
  - More hours open
  - Pay your librarians more money.
  - Open at 9.30am
  - "Advice as to bookclubs and any other available Meetings"
  - Don't like shorter loans: don't always have time to read the book in the timeframe
  - Stay open longer on a saturday
  - Have more classical music books
  - More of the same
  - I think they do a really good job now
  - They do pretty well i reckon!
  - I wish we had more funding for more books and ebooks
  - All good as far as i am concerned
  - Sometimes on the websites it says that there is a reserved book to pick up and it isn't there and it doesn't get there for sometimes months
  - More new releases
  - Opening earlier in the morning
  - Interact more with the visitors. I feel largely ignored by staff. When i speak to them they are eager to assist and helpful but you get the impression they wish you did everything yourself
  - Assist with computer classes
  - Nothing
  - Advertise local writers
  - Access to specialist fire+bushfire books+electronic docs
  - Longer opening hrs
  - Daily newspaper and coffee
  - Longer weekend hours
- ### Iluka
- Not close at lunchtime and be open everyday
  - Nothing comes to mind
  - Be open more often
  - I just need to start using it!!

- Perhaps to have more books that are not in the "easy read" category.
- None
- Open more days of the week. More events, talks relevant to locals. Make use of beautiful outdoor space for events.
- Have a clock on the wall that works.
- More books on the shelves. Example being the art and craft section in iluka is depleted
- Open more days
- Be open 5 days a week
- Im happy
- Inform the community of events/activities i know a lot of people don't hear about things going on at the library if they aren't a member so promote around the community more and will get more people joining the library.
- Open earlier.
- It could provide a much more homely arrangement of seating, but given space considerations and health regulations, it is not possible for adults to have any shared intimate reading of books to young children... Its just side by side in uncomfortable upright chairs..
- Great as they are
- I am pleased with the iluka library. Maybe more dvds
- Be open 5 days
- Not much
- "Needs to be open longer say m-f 9-16:00. Always do with a greater selection.
- Visits from specialist - native bees, native plants, local native food, etc."
- Open more days
- Nothing at
- Not much. They are very helpful
- "The staff could do with my help ie 2 staff members as it is very busy at times with enquires and assistance
- More audiobooks with less waiting time to borrow, some are months ahead on wait list. Have the complete series of audiobooks and not just some.
- Open daily
- Have more "technical" type books and less fiction.
- Maybe be open 5 days a week
- I think the library is doing an excellent job they couldn't do any better no complaints
- Open more than 3 days a week
- Extend opening hours.
- Cannot think of anything
- Not much. Basically it issues books. That is its function, and that has not changed since i borrowed my first book in 1953.
- Get bigger
- Library website information re novels from series could be much better organised. Series could be read chronologically then without confusion.
- Better system for transporting reserved books from branch to branch. It takes too long as is."
- Have access (perhaps online if not available in print) of past classics by authors of prize-winning merit
- Not sure but i sometimes think i could use my e browser better. I have had one lesson with a man to down load but not really how to browse for books.
- You couldn't do any better than what you are doing.
- More contemporary art books
- They do the best they can with the funding they have. Council need to allocate more funding to such an important resource.
- More friendly contact.
- The main staff member in our library really needs to be educated in client service, as she is extremely rude and puts one off visiting the library as you get the impression that she would rather not have anyone in "her" library touching her books. We have complained to grafton about her before, but with no evidence of change to her attitude.
- Bring childrens readings to local schools
- Need shorter wait times on new releases.
- Be open on a wed, and open around lunch time
- More current science-based nonfiction
- Sometimes the staff aren't overly friendly, though this seems to have improved in the last 6 months.
- I am satisfied with things as they are: good job!
- "Open at evening for working people.
- Have more copies of popular new books so the reserve wait is not so long."
- Be open each day
- I think they're fabulous
- I can't really can't comment on this having only used it a few times in the past 12months
- Not covering information on books with stickers or g codes.
- Move the bottom shelves of books off the floor
- Be larger
- More content
- Nothing,
- More access to web databases
- Kindle format for ebooks
- Make sure that all sequels are purchased ie if books 1-3, then invariably book 3 will not be in the library, which is very frustrating
- Good the way it is. Maybe open more hours.
- Enlarge their collection of literature in specific genres.

## Maclean

- More online books movies
- Provide more security for staff especially when they are at maclean by themselves.
- Can't think of a thing
- E books - what is the criteria for those being presented by the library?
- Comfortable reading spaces
- Nothing really.
- Not much.

- I don't know
- Nothing
- I'd really like a wider range of current novels to e borrow
- Increase range of authors, i like to follow possible reads on abc book club. Have more copies of books. Two of a recent release is not enough over 4 libraries
- Nothing in particular
- Tea and coffee
- Have complete series of books not just the latest release - i have often discovered an author and wanted to read a series but sometimes the early ones are not at the library
- Make it easier to recommend book buys.
- Nothing at present
- I have no complaints. Does an excellent job
- Happy with it
- Nothing that comes to mind
- Don't know
- "It needs to be much much larger, do there is plenty of space for everyone. Build it and they will come. I dont you are able to measure people like me who would visit but dont because if the current situation
- More rent books
- More new releases
- I am very happy as it is.
- "Can't think of anything.
- Maybe news of book award winners and reviews etc."
- The new shelves are too cramped and the books get pushed too far back
- Better variety of large print fiction.
- "As i said weekday evening openings would be an absolute positive, however i understand all about resources etc.
- So that being said just keep on keeping on."
- Nothing comes to mind
- Cater for everyone else

## Mobile library

- Increase staff pay.... They do a great job!
- Provide a much needed children's story time to the kids in lawrence through the mobile library
- At this point not a thing.
- Not much
- Better promotion of events
- Can't think of anything.

## Yamba

- I have never received a book
- I was wondering if in the newsletter members might be invited to contribute reviews of new books?
- "Open on thursdays, and at lunchtime on weekdays.
- A bigger library which i am aware is under discussion
- Be bigger with more tables to sit at!!!

- Nothing i can think of
- Bigger range of ebooks
- "The space is small, during storytime and other school children based activities there seems to be limited room for the other library users to move around as freely as possible.
- Also the access for older patrons with mobility devices is limited. "
- The new library, slated for treelands drive, will have a lot more space for more resources and separate space for activities like storytime, lego, book club, which will mean the library can be a quiet space for other users."
- List of new books on arrival
- Speed up the reserved books
- Keep hard copies available. It seems a lot of books i look for are now only available as electronic loans. Noooooooo...Please....I like the feel, smell, the evidence that others have read it before me and the occasional note snuck. Nice.
- "Perhaps have a jp available say once a month for a couple of hours as finding one is difficult if you don't have transport.
- Id like more non fiction audio books "
- A larger space is much needed for our local library. It's incredible what the staff achieve in such a small space. Imagine what they could do and how they could service the community with larger and more updated resources!
- Allow extension of book borrowing
- Nothing! They are always helpful, friendly & provide a wonderful service to all our local residents of all ages.
- Provide a space where i can study without hearing noise & i don't have to pack my gear up when they shut at lunchtime
- Stock older books
- The service is fine
- Needs a better / more functional space
- Better toilet - it's dark
- Have more books and a larger space to read and exhibit
- Be open 40 hours a week!
- Retain yamba library in town in wooli street. Wooli street has the most heritage. The school of arts was there since the beginning of 20th century. The wooli street hall & yamba library need to remain where they are. It is listed for tourists & locals to visit on the yamba heritage trail. Our local librarian has mentioned keith howland's painting of the school of arts hall in the current yamba library on site & remembers the dances & going to dances there. In trove it is listed many times in the digital newspapers & government gazettes.
- Iam really happy with the library.
- Not close for lunch
- Guest writers
- More activities for retirees
- Be larger



- More parking out the front
- More hours
- Stay where it is in yamba
- A better reference collection
- Have an extra staff member for a morning or afternoon to help with tech questions, phones, tablets and computers
- Computer area is not very spacious or private.
- Can't think of anything
- Selection of books and number of copies
- Don't be complacent
- It's a small regional library, but i'd like exhibitions and author visits
- Bigger space with more tables and computers for youths and studying. Quiet a closed area for movie time.
- Probably a bigger library which i know is under discussion
- I just love our library where it is. Easy to walk to or get parking close by. Books held in other libraries arrive in good time when reserved. Bigger budget for new books. Perhaps the toilet could be renovated.
- Stay where it is
- Service
- I think i could utilise the library moreso and see what they have on offer with digital services
- Library opening hours and special events
- More author talks and book launches
- Have more space but that will change when it moves to a bigger place soon.
- More digital stuff. Why not introduce hoopla. A number of sydney libraries now offer this service.
- I would like a better range of craft books. Some books on sewing and upcycling clothes
- It's great!
- Nothing for me
- I can't think of anything as they are doing an excellent job!
- I'm happy
- "Yamba needs more space i understand this will be addressed in the new community centre
- More books
- Range of books & reviews
- Not sure
- A family history section at each library with more online access to information "
- I think it is doing great.
- I dont think there is anything in particular they could do better
- Nothing comes to mind
- Nothing
- Keep daily newspapers on file
- "Greater choice of magazines.
- Open on thursdays
- I am happy with the yamba library as it is.
- Looking forward to the bigger new library at yamba - more books to browse and borrow.
- More author talks if possible
- Open every week day.
- We need a bigger space, and i believe this is in its pipeline
- More books
- Stay at present address
- There have been times when i have attended that the computers are not working.
- Provide a space for local artists to exhibit work
- It could be bigger, better & open more. It could also do booktok as that's where i get all my recommendations from
- It does a great job.
- Nothing. I think yamba library staff are wonderful.
- Open every day for the same length of time
- Increase the range and number of ebooks available in borrow box.
- A dedicated room for bookclub would be great, i have a hearing problem, sometimes the background noise makes hearing difficult.
- "Occasional charity social event.
- Eg a talk with say wine/cheese for a local charity or community organisation."
- Wider and later selection

## Online

- Increase the online range to include more international top reads. Reese's book club/ nyt best sellers/other popular book club reads lists etc.

## Q22 please explain your answer to question 21

### Bellingen

- It's a great community hub. We love our library
- It has everything i need and quite a lot that i don't
- Lovely community space and great staff
- It is getting a little tired looking but still ok!
- Would be lost without it.
- I enjoy going to my library & would go more often if there was say gatherings to discuss books or book readings . I'm open to live events.
- Although i have been an avid in-person visitor at the library i now have a mobility issue so depend heavily on remote access to audiobooks and ebooks. I find the range of titles frustratingly limited, though realise funding too might be limited for this
- Coffee place near by would work well
- I've been a member of public libraries all my life and the crl collection feels like slim pickings of the sort of quality titles i'm interested in. Others are also interested because there may only be 1 copy of a good book and thus several reservations and months wait to get hold of it.
- A good variety of reading material for us and easy to access
- The variety of services on offer makes it a huge asset to the town.
- Could have better events. Open more...Monday in particular as its after the weekend and good time to get things done.
- I don't visit so what i know is limited to give a opinion
- The library is great and i believe it can improve, including multicultural events.
- I borrow audiobooks via borrowbox. A great service. Would like more audiobooks to borrow.
- Difficult to get books on mountain biking, fly fishing, costume design. Practical movement based older child hands on subjects. Lots of gardening and cook books and fantasy fiction for them which is great.
- Its multiple services are all that i need and more
- I'm very happy with our local library
- It's an important part of our community, socially & cohesively
- It just does
- My need is to borrow books and occasionally photocopy
- My local library covers all my reading needs, but it does not have foreign language books.
- Enjoy coming to the library to do computing and look for books for special interest activities
- An essential service.
- Great community library
- My local library is a modern, well appointed building positioned in parkland on the edge of the village shops. The staff are friendly and helpful and they have a variety of products and services available to the members. I wish i lived closer to town so i could spend more time there.
- I basically like paper books but use electronic ones when i am travelling. Its accessible and has a safe return chute
- Needs better books
- Some staff too rushed. Generally a great space.
- I don't have face to face anymore due to covid initially but since i read via ebooks now i don't need a physical presence so i haven't returned. For health reasons i wouldn't attend basically as small children and mothers attend during the day for reading sessions and at other times school students.
- I rarely go to the library now.
- The staff are super helpful and the range is great.
- I would like to see more new releases. They take quite a long while for new books to be available.
- It's a small library with limited material and takes a while to get inter library loans. But i use it sometimes and am glad it is there and provides a good service.
- Earlier opening and marked parking spots out the front
- I love libraries! When i call or visit the staff are always helpful and friendly.
- I am so grateful to have our library providing such a up to date and friendly service. It has a very welcoming atmosphere
- I don't have much to compare it to, as i don't go anywhere else
- Very helpful
- I need a section appealing to my age (middle fiction), otherwise the library is awesome
- Working and travelling full time it can be difficult to access library services during the week.
- We find the kids/junior non-fiction pretty limited. When the kids need books for a school assignment or just for something they're interested in, we often have to wait for books to come in from another library - by then it is often too late because they have moved on to other things.
- Always want more choice
- Too many different staff.
- As mentioned above i'd like to see more bookclub sets
- "It can use improvement. Not the staff. The bello staff is superb.
- More the books and services. The collection of books feels a bit dusty..."
- Not 100% perfect, but close to it ....

## Urunga

- Can always think of ways to improve
- I'm lazy, easier to borrow online, don't feel compelled to visit library, sometimes think i should drive to grafton for the saturday writing group but haven't made it yet. Never remember when movies are on.
- I only borrow books.
- Not a lot to explain really, it has books for me to borrow.
- I usually go with a list of books i would like to read but usually can't find any of them. Sometimes i can go on a wait list for a certain book . Mostly i just choose from what is available. I do down load some magazines.
- The library is not the problem the biggest barrier to my using the library is myself!
- Always room for improvement.
- Building and books and overall service is excellent.
- Again i am not in a position to comment too much as i am not a regular user at this point in time - i would dearly love it to be a more integral part of my elderly parents' lives, one of whom has dementia. Is there any evidence/suggestions where libraries could support seniors with dementia?
- It's a pleasant space with attentive staff there's adequate (including disabled) parking spaces nearby,
- Great resource
- I'm excited about the prospect of a new space for more books!
- Satisfies my needs
- At the moment it suits my needs and the staff are always helpful. As i age and use facilities more my answer will change
- Very satisfied
- It has good selection of books and dvd's, i usually use app to put in the search what i'm after
- The range of e audio is not large
- The staff at urunga are so helpful and nice
- Although it is a small library being able to access books through other libraries means i am able to get most books i want
- Visit regularly only to find the same selection on offer
- Nothing is perfect
- I've only been a member for a short time since i moved here, but i really enjoy my library experience.
- What a great local service
- Lots of books for a small library. I could always handle more though.
- I think our library needs more funding.
- I mainly hire childrens books at this stage of parenting, and it has what i need. If i wasn't going to coffs more regularly i would certainly visit more often!
- It isn't perfect. We are getting a new space. But the heart of our library is the staff, and i am not sure they get the credit they deserve!
- Urunga library is such a pleasant relaxed place to visit /- even if not borrowing
- I don't need much but when i do it is all there with friendly faces to greet you

- It's a first rate country community library.
- I like to order books online
- The facilities are excellent, the staff are fantastic and well read, nothing is ever too much trouble for them. They have a real interest in our community.
- It has improved over the years because of the services it now provides and just needs to be open longer each day.
- I love my library
- I am an avid reader and can order most of the titles i like through our library
- When a book i would like is not in stock the librarian will go out of his or her way to procure it for me
- I often need to look at other libraries for the titles i seek, ok for me as i am a member of 4 other libraries, but restrictive for others.
- All good
- Plenty of variety to choose from. Welcoming space. Print and scan facilities available.
- The rare time i visit i have to choose my time with care to fit around the opening hours
- Urunga library is small so it is naturally limited in book range and space. It is great to borrow books and i regularly order in books from other libraries. There is limited space to work.

## Dorrigo

- Dorriggo library is good. Would like more craft and recipe books and wider range of well written novels
- I use a lot audiobooks. There could always be more pleasn.C
- Most things i am looking for i can access at the library and if not in dorriggo can be sourced from a neighboring library
- Apart from the restricted space the library staff are excellent
- I just feel the dorriggo library is a great space for this community.
- I can always order something in if i want.
- Can access books that might not be available at my library, excellent staff, access to printer, photocopier and scanner, children's activities
- I order and search for books online - the library is very good about requests for new books and generally gets in the new (to the library) books i have requested within a reasonable time.
- Whatever queries i have they are always answered well
- Great community service
- It provides what I need, what more can I say?
- I love my local library, i borrow regularly and it's free which is awesome.
- I only need to borrow books so all good
- If there is nothing there i want i reserve online at home
- Could be bigger with more books
- It's a great place to go
- I never go to the library

- Wonderful people and wonderful service. There are other resources that i don't use at the moment and may in the future so it caters for current needs and has room for future expanded interests.
- It's a great service overall; love the ability to order books from other libraries in the network. Range of magazines could be wider...
- Friendly and helpful staff
- Excellent, welcoming community service & space.
- My answer says it all !
- I'm kept informed by staff what is happening & try to participate in their activities. The friendly staff are excellent out our dorrigo library. Always willing to help us.
- It's a gem, small yet appropriate for dorrigo
- Small library that provides and serves a small population with an excellent sense of community
- I have no complaints or suggestions at this time.
- Always helpful on the phone or in person ,nothing is too much trouble, they do the best to address any issue
- Sometimes i'm surprised to find that certain books/ authors aren't available
- I love my library and the help. It gives me.
- Occasionally there are books i would like to read that i can't access there
- It is important to the community, and encourages children to become readers.
- "No place is perfect but it is pretty good
- The wifi service is slow"
- I used to go to second hand bookshops where the staff took time to find what i like but i never expected this amazing service from a librarian!
- "Life is very busy
- The library sits nicely in my week"
- Wonderful =)
- I find books to satisfy my needs.
- Free wifi great, books great, newspaper great, computer access great. Staff great. Air cond great in summer & winter.
- What more can one say?

## Grafton

- I come in to borrow, staff always helpful and cheerful no complaints.
- It has a mobile service which, apart from delivering the books i've reserved on line, also allows for personal service and recommendations from the librarian and a chance to meet other locals who support this wonderful service
- The books are generally outdated
- Reading mater etc is plentiful.
- The library appears to be offering different ways of borrowing to keep up with the times. Return chute located outside the library is very convenient, i have used it many times."
- "Great service and very helpful
- Very good at obtaining requested books"
- I moved here from one of the best libraries in sydney (stanton at north sydney). I really love the library in grafton but it was interesting to see the difference between the two. One of the things that really struck me was the shorter opening hours in grafton. Stanton was always being used by school and uni students for studying so had much longer opening hours, including sundays. I'm surprised there isn't more demand for that here.
- Basically due to my current working hours as explained, so cannot attend many activities. My retired husband has attended a couple though.
- I find the staff most helpfull
- It has everything i need
- I can only speak for my grandchildren who use library
- I think my answer speaks for itself.
- I'm running out of books that i want to read. I'm a big reader!
- When i get to the library i usually find what i want
- We love to read and we always fine the books we want to read with little effort. I have used some research material for my craft ideas.
- I like the number 88 and it's about right for my rating.
- It is always there and i can access it if i need information besides borrowing books.
- It even has a technology assistant for those of us that need a little help
- They get books in for me.
- Happy with most things.
- "I am happy with services provided by the library.
- Free activities, free wifi, free charging, tech help, great books, lovely atmosphere and friendly, knowledgable staff.
- "I find books and dvds that i want 98% Of the time.
- Happy with the staff assistance, friendliness and eagerness to help 100% of the time. "
- Could be open more hours
- "There is always something to read.
- I like the way some books are presented so that you can see the cover fully."
- I love being able to reserve my books online and then just pick them up. When i have time i also love to browse the shelves for books and dvd's. Staff are always around to help.
- My current family responsibilities don't allow me to use it as much as i would like. Open in the evenings and longer on saturdays would be great. See q.20
- The library is a valuable local service and i'm a very grateful reader.
- How fortunate grafton is to have such a functional library and devoted helpful staff.
- It has all the books i need and i can easily access them.
- There are always things that could be done better as per my answer to 20.
- I would like to be able to borrow old / scarce films. I would like to have more time to investigate how to borrow new books etc.



- Serves my needs
- All round great library. Maybe open a bit earlier
- Clean, convenient, great size and wonderful staff.
- I'm sure it has everything i need, but i'm yet to really investigate the possibilities on offer.
- If i were kept up to date about library news i would give a 100% score
- I can always find something to read
- The only problem is not the library but my lack of enthusiasm in using the modern technology available to me
- The library has everything that i need. Staff are very helpful. It is in a top area & has parking.
- Only because i can't attend a book club after hours
- Friendly staff and helpful.
- It fulfils my needs
- It's ok
- Has all the services and help i require. Thank you for having this survey.
- I am frustrated that "old authors" are so little represented when so many of them have stood the test of time. Unless their books are on the shelves how will the next generation learn about them and love them too?
- I like to browse the books on offer or sit and read the newspapers
- The only complaint i've got with the Grafton library is the speed of the wifi - it's very slow.
- My present needs are being met. I plan in the future to use genealogy service available.
- I am usually able to get what i'm after with assistance from the staff who point me in the right direction.
- Very good spacious, clean and inviting
- Welcoming staff, nice clean space. Sadly i usually read on kindle, which is unsupported.
- There are times when i cannot find certain books / authors
- I am able to borrow books to read
- A nice place to visit. Very friendly and helpful staff
- I'm more than satisfied
- Based on experience over years library does it well for a country town
- Grafton is a great library and community asset
- We would be lost without this service, being housebound.
- Has the authors i read
- It has everything i need
- "Bright and open library space where all needs are being catered for.
- Friendly and helpful staff"
- At this stage, i feel like i could make more use of the services and space.
- Books, events, computer, photocopier, book club and even a knitting group if i was interested in going.
- As i have not had the time to visit as often as i would like i cannot comment.
- "Good friendly service, good selection of books
- No complaints
- Not much i want to borrow
- Well run and well stocked
- Because i don't go that often
- "Friendly
- Great space
- Provides me with all the books i need. If the library closed i would want to move to another city or town with a functioning library.
- Excellent and though a council branch still manages to have excellent staff. Quite strange with the rest of council lacking badly. I have never walked out disappointed. The other sections of council are life style positions.
- Staff are awesome but the limitations of opening hours makes it hard to enjoy the library
- Attractive surroundings"
- I am often after more contemporary fiction.
- Doesn't seem to have the books i would like to borrow
- Has a good range of books i like to borrow.,
- I think it has the things i need, but obviously doesn't acquire all the books i would like to read because we all have different tastes & there are financial constraints.
- It's impossible for one place to have everything you need.
- I love the convenience of getting new books but there is not enough new books as the wait times are too long. I read a lot of the time so i finish a book every day
- Nothing's perfect
- I feel extremely privileged to have such a great service. All i could ask for is that the library had increased funding to employ more staff and increase services and collections even more.
- At the moment all i need is a good choice of entertaining books to access.
- I was sent a reminder when i had already returned my books
- More is always great.
- It's self explanatory i think
- It has books
- I like browsing books and like displayed books near the entry
- It has plenty of great literature and helpful friendly staff
- Good staff
- Possibility of finger food lunch for author visits"
- Would like more audio books and on offer less reserving
- Need to open wider borrowing sources
- Plenty of choice
- Since i retired 4 years ago i have enjoyed rediscovering our wonderful library and interacting with the library's very friendly and helpful staff

- Everything i want is available. There's a great selection of resources and books. I would like more information on your online resources
- I can always find a great book to read or an audio book
- Great atmosphere, wonderful staff, couldn't ask for more.
- "Very satisfied except for talks by prominent ( not always local ) authors
- It meets my needs
- I reserve dvd's on the website and the staff put them there for me to collect and notify me by text, excellent service.
- I think todays library services are so broad compared to the old days even just some tips and help info in the newsletter showing all of the services available would be good
- I find it easy and useful.
- Would like to see more current publications/reviews
- It has a good variety of books and 'e' material
- Satisfied
- It provides the service i require
- Not always there for all events
- Self-explanatory
- It has great access to ebooks, audio books and magazines.. Sometimes in my job i take seniors to get big print books.
- Better selection of clean books for youth - a lot of books on the ya section are very graphic. There were no classics on the shelves ie tolkien, c.S. Lewis etc,
- I use the library to borrow books & dvds & it has a good range to choose from.
- I am happy with the range of books that i am able to borrow from grafton library.
- Because it does
- Good range of books and magazines. Great service by the staff.
- It has everything i need
- It will always have a book that suits me, but not always the actual book i'm looking for.
- There may be things i'm not aware of!
- Just love going
- Great staff. Beautiful building
- "Convenient location and variety
- Would like to have more events/workshops
- At this stage i am happy with the library's facilities. I sometimes wish they hadn't got rid of some old books that i would like to read again.
- Can always have more of the goods stuff
- "I can select , i can reserve, i can use computers, print, read newspapers access wifi and enjoy the space and the staff.
- Can attend talks, meetings .
- Take my grandchildren to school holiday activities, have fun and enjoy it"
- I would like to see more non fiction books in the areas of environment, science and political science.
- Elibrary is good, staff helpful but i am not really aware of meetings etc even though i get the library news sheet. Maybe info was prev given out but needs to be updated more frequently
- Frustrating when all books in a series are not available (regardless of format)
- No classical music books.
- It has what i need
- I love having access to fiction and non-fiction books. The more books the better. I also like having access to the range of e-books and e-audiobooks.
- Self explanatory
- I can access books i want to read and the staff are always helpful if i need to ask anything.
- The staff are great and get books from other libraries for us but you can't get some books as they are too 'old' or they will have half a series as ebooks and the others as books.
- Our library has something for everyone
- We always find what we want
- No explanation necessary. I am very happy with everything that my library provides.
- I joined the library so that i could read lots of books i could not afford to buy.
- I always come away feeling happy
- I love our library .. Everyone is helped and as an old person that is much appreciated.
- I used to find it a bit difficult to find the books i need in the time i had spare, but i often picked up books from the stand near the front desk to save time.
- Its great but i think there needs to be more activities for teenagers on weekends and school holidays
- I am able to access reading materials
- Modern books and resources to borrow, lovely presentation of space and facility should i wish to spend any length of time there. Great access both physically and electronically.
- I think if it isn't broken then don't fix it, would like to see a few books on hunting though
- Love my library
- Am able to access what i need
- When covid was on i could still borrow books and the staff were extremely lovely.
- I can get what i want
- More advert. Needed
- Like access to specialist fire+bushfire books+electronic docs
- Daily papers are missing.
- The library has a comforting presence in the town of grafton. It is always there if i need it; be it for a safe space, a meeting place, a study space or an entertainment space.

## Iluka

- It provides computer stuff if you want it, has loads of interesting books etc and is always neat and tidy. Recently they introduced a film club which is fantastic
- The library is a good place to be in during the afternoon
- Not every book i search for is available and so i buy it for my kindle
- It's there when i need it.
- There might be something i don't know i need yet!
- I nearly always have to order books in but as they come fairly quickly it's not really too much of a problem.
- More group events targeted at specific interests or groups and with 2-3 time options. For example, i'd come to a talk from the local landcare group or npws that was backed with a display of books and other available resources about growing native endemic plants. Good for the environment, community, and personal well-being and could boost landcare membership.
- My library caters for my interests
- No need
- Very helpful
- We need are more comprehensive range and number of books in iluka
- Fulfils my literary needs
- Nice staff and good resources easy parking!
- I order good books that i have heard about and i read them without having to pay out for books. It's great.
- I love the iluka library and the personal service you get.
- Make more use of the great facilities that they have.
- I enjoy our library. Friendly staff and help when needed. I visit nearly every wednesday afternoon for a craft group. I've made new friends and have something special to do each week. We all read as well. Tracey is a special staff member and friend.
- All good
- Always helpful and friendly
- I love libraries, they are an amazing, helpful and essential resource.
- Refer what could library do better.
- Mostly i can find interesting books or the staff order a book in for me
- "It fulfills many community needs for book lovers and socially as well
- My only concern is that it is understaffed at times "
- It's warm and welcoming and requests are listened to. Help provided when needed.
- A perfect community hub
- Its 85% effective
- It is there if and when i need it. It is a necessary public institution.
- It's always a welcoming place to go and our librarian is keen to be super helpful
- I always get what I intended to do at the library whether it's computers or borrowing books

- It's a small regional library with limited room
- The iluka library meets my needs
- Well stocked, helpful staff
- I said before i have books sent to me by family members and do not often borrow from the library

## Maclean

- It supports me with resources and information to help me study. Also, the staff are very nice and welcoming, and they nurture my needs. The library also always has the right book for me.
- The library meets my current needs.
- "We rate our local library 100percent.
- A treat.
- Great happy advising staff. The renovations at maclean are excellent. "
- It may not be able to meet my expectations due to size and budget
- I'm very happy with everything but would like more classic writers on the shelves eg all of thea astley say and all of hemingway
- People, place, resources. It retains useful and important social and educational functions that libraries have always performed, while offering services and resources for contemporary needs.
- I research a lot of books online as well as from good reading and maclean library will usually fulfill my purchase suggestions. The library is my go-to spot for fulfilling my addiction to hard print books. I'd be lost without it
- Everything can find ways to be increasingly relevant
- We are always welcomed and after the covid a nice area to sit and reflect.
- Should not need to
- Again it comes back to funding.
- Lots of books and dvds. They can order in everything i need.
- They research my choices when not immediately available.
- No need to explain.
- I am an avid reader and really appreciate the online new release books. I also have found that any books i request have been obtained. Mostly these books are mentioned on radio national so are topical
- "No explanation needed. I don't know what sort of outcome or result is being sought in this survey at all. Libraries have been part of our lives for decades, and our current clarence regional libraries do the job well.
- What more is needed? "
- Great facility
- You need to retrain your staff at maclean to be friendly and helpful, not snappy and unfriendly.
- Would like ebooks in kindle format
- When i have rung or gone in found the staff very helpful
- It meets my needs
- Love it!



- The library is easily accessible."
- As i am not a student or studying and only look for book to read for the library seem to have all i need
- It provides when requested
- Space i'm not interested in using, i find it a bit hard to browse and find things of interest. I liked it when more books were promoted on the shelves.
- There are not enough books of interest to me
- The staff have been most helpful in satisfying my particular needs
- Generally good
- It informs, provides great material, provides a thinking space, friendship and supports the community - it's the new form of the village well
- I have received good advice, used computers - with a lot of help from our really friendly librarian - and reserved books. I have also checked out the books on the shelves. It's all there
- Not enough verity
- I wish it were a lot bigger with an area for taking children with comfy chairs or bean bags to sit and read to books to them .
- The library meets my needs well. I did not give it 100 because the actual building in maclean is inadequate and desperately needs a meeting room so that we too could have events like film club.
- Due to poor internet service at home and studying several courses, firstaid cpr, coaching working with children etc, couldn't be done without library facility.
- I always find books to read
- It is what it is
- Closing on wednesdays, mid week, is not always helpful, but that is a personal inconvenience only.
- As we are a regional area i think it has quite an extensive range of books etc
- Always friendly and helpful
- I have al lot of books on my to read list that are not available across our libraries
- Not big enough
- It is only a small library because it is in a small town and therefore cannot meet the offerings of a big city library. But the clarence valley library service does a good job under the circumstances.
- Great space to visit and i always feel welcome when i go there - i would visit more often but my work hours don't permit me time to get there very often
- It meets my needs most of the time.
- Service and friendship
- The staff are great.
- "Staff are friendly and help when ever you need it.
- They supply afternoon coffe and tea for the knitwit ladies."
- I never lack something to read. Plenty of choice.
- All my needs
- Very pleased
- It doesn't always have every book that i enquire about
- Everything i need? Now that's a big ask! I buy books for academic pursuits and specialist interests. I don't expect the library to cater for such needs.
- Graftom seem to have all the good books
- "I can access it easily and get most of the books that i like to read.
- I like that i can order books from home and that i'm advised by email when the book is ready for pickup.
- It has books aplenty
- As before. It is inadequate for the population growth surrounding maclean.
- The library/librarians are always friendly and helpful
- I have always got the books i am looking for
- Computers, printer, books
- Could do with more computers
- Great resources, user friendly internet access and staff who are happy to help technophobes!
- "Brilliant service,meets my needs ,not sure what imwould do without it.
- I use ebooks on line but still,prefer the hard copy"
- Happy enough until i've read everything
- While i can find books, audio and dvds on the data base that i would like, sometimes it takes a long time to get them to maclean from other libraries even though they are available to loan.
- I have always believed that if you can't find it at the library or find out about it, then it isn't worth finding out about
- It doesn't cater for my age group
- I would amend that to it has everything i need and will endeavour to obtain what they don't

## Yamba

- Yamba library contains many historical reference books & books on a variety of subjects plus magazines it is convenient to use the computers. There have been some interesting workshops held there. There were over 11,000 people voted at yamba public school in the last election - closest to wooli street yamba library - a very convenient position including for those at angourie & wooloweyah where the bushfires were & where many locals live in town & beachside area. Noticed yamba tafe has a library course so there would be enough trained to staff the current yamba library in town & a tafe library in town. There are currently grants available that council should look into to fund both a tafe library & the current yamba library. Many towns & cities in australia & around the world have repair cafes - (repair cafe yamba has a facebook page but no funding), library of things, little free libraries. Council could research funding these as they teach people skills, keep things out of landfill & provide more things for communities to do. Yamba town & west yamba are two separate areas. Public transport use to town is frequently used & supports local small businesses in town. Yamba library & wooli street hall have the support of yamba chamber of commerce to be retained where they are on community land.

- Too many books now only available in ebook format.
- It has just about everything i need. People are friendly. Gives me a purpose for a regular walk. Great variety of new books.
- Most of the time the library does an excellent job finding resources for me
- Almost perfect
- A great library offering a wonderful service in a very central location to all residents in yamba.
- I just borrow books and the staff always are very helpful and supply all the information that i require
- Would like to be able to access new books faster
- There have been a couple of self help books that are not available through the library.
- Am happy with the library service
- I think the new library will fill gaps such as a designated quiet space
- It has everything i need !!!!!
- I'd love separate meeting space for groups (storytime, book clubs, writers groups), non-flaky wifi, quiet reading/study space, and for the library to be open on thursdays and at lunchtimes.
- I mainly borrow online for convenience and the experience is excellent
- Self explanatory
- Obviously pushed for space and staff, they do an incredible job servicing the community needs.
- I'm mainly interested in books but it offers services i could use
- Friendly staff, good collection ob books - though could have more australian books, and a great range of eaudiobooks
- The librarians are wonderful but the building is bloody ordinary
- I just love going in and choosing books
- It is too small for the number of people in there wanting to use it
- Has books i am keen on & the staff will get them in to my local at yamba
- The size is limited
- It desperately needs upgraded spaces and facilities
- Nothing to explain
- If i can't find what i need staff usually help & can access from other bigger libraries
- Too small
- Needs more books, and open more often
- Very impressed with grafton library... modern, clean, tidy and helpful staff. Also easy to get to on public transport.
- Building leaks and the carpets are damp and all the computers got rained on in the floods so nobody could use them - the children's area is too small, there is nowhere to study or have events, the hall at the back is old and dirty. No parking and no pedestrian crossing if you park at bowlo. Staff are great, friendly competent, trying to make the most out of very little resources and they are a tremendous help to the community.
- Always helpful friendly staff. Has most of the books i need, even if i have to wait a while to get some new releases
- It's always a pleasant place to visit. Appreciate the large print books.
- More hours needed
- It is there when i need it
- Last time i was there i deliberately went with no plan to borrow anything in particular and even though i love books i didn't see anything i wanted.
- They have good selection of books mags and dvds and if they don't have it they can order it. I love being able to buy old books. I like that they have feature books and a shelf for popular reads. The staff are fantastic, so helpful and knowledgeable.
- I'm flat out reading all the books my friends loan me but if i need a specific book the library always tries to help.
- Online ordering of my books,excellent service,online notification when ready to pickup
- I realise i live in a small town and are grateful to have a library - it has all we need but of course we would always benefit if it improved. They are one of the most vital institutions in the history of society.
- I love my local library but it is only small.
- As a very senior citizen with limited technical expertise i usually only borrow books
- It satisfies all my library needs.
- Even though it's a small library i can usually find what i feel like reading and it's easy for me to just return and select more
- Often have to wait for books to come in because there isn't a copy held here.
- Good community service
- Good helpful staff, ease of access/locality, able to access computers/printers, ability to get books from other locations, great children's days, just about everything!
- Great staff. I love to go in. I feel welcome. It has enough books for me, i can order ones from other libraries. I constantly use the computers and print. I constantly have trouble doing it myself ! Lol ! The staff and volunteers always help me.
- I have ahd to go in because the online borrowing of books has been unsuccessful
- Very helpful staff.
- "I find the library a great place to visit for bookclub & taking my grandchildren
- Peaceful & calm"
- Large range of books, dvds, great n helpful staff n ambiance
- I need to discover more, because i feel that thye wols be able to help me and point me in the right direction.
- Good range of children books
- Its small and needs an upgrade but not at the expense of selling the council building
- We still need more space

- I'm able to borrow or reserve books i like to read. And there is a good selection of eaudio books for me to listen to.
- I love the library. Some more recent craft and sewing books would be good.
- I asked for an australian standard but the yamba branch could not get it for me, just wanted to read a given clause ? Not buy or get the standard to take home. Said something about no longer on the authorized list.
- I have been a member of yamba library for over 15 years & always enjoy going to my local library. It is a wonderful place to visit & a great asset for our community to utilise.
- I'm happy with the staff and the service they provide
- Handles internet well
- Although a small library, i can order in anything that can be found in our larger libraries. Such a great service.
- Helpful service
- Everything good except i would like it to be open every week day
- Has great books and recent releases. Great i can see them online and reserve when i see a book i like and can then track my reserved
- Always room for improvement but yamba library staff are just great
- I borrow books. I can see so much more in my library that people make use of.
- Simple really, it has every thing i want in a library. There isnt anything that i cant get there to satisfy my needs
- I am satisfied with the current service
- Staff are always very pleasant & most helpful
- It provides what i require when i need it.
- I love walking into the library , love the staff, love the smell of the books and just love being surrounded by all the brilliant writers that take you on different journeys...
- The staff (jacki & marie) are very helpful in other matters, e.G printing documents, scanning. Nothing is too much trouble
- Yamba library is a very friendly and welcoming place. All the staff are helpful and knowledgeable.
- I just need a lot of books to choose from to read - depending on my current author favourite. I have personal computers and printers to use but love having the option of checking something if i need to when at the library. I have also joined a local knitting group and love being able to meet at the library and do our knitting.
- Extremely helpful and knowledgeable staff
- I like large print and there are lots
- Has books and dvd to borrow
- Same as qn 20
- Not perfect, but always looking for ways to imprive
- If my local library doesn't have what i need the staff always help me procure the copy

- The people who work there are great but it is a small, old building with nowhere to sit & study that is noisy when little kids are in there. So the problem is with the building & the size of it, not the people
- Its good
- It has everything i need
- I need to explore the resources more - but they are or should be an integral part of the community
- It's almost perfect
- I just love jackie the librarian and the energy she gives to the space
- As i just said the above our library is awesome. No changes needed. I love my time spent at our local library!
- It has a very good range of e-audiobooks but i would like more added, particularly australian authors
- Yamba always has what i want
- "If the library doesn't hold a copy of the book i want i suggest a purchase and if the library is able to obtain said book they buy it - a wonderful service.
- It would be good if yamba library could hold more technology classes for seniors. I know that this has been difficult due to covid-19."
- For my personal literature needs it does very well and meets my expectations
- As a regional library it has restrictions on the resources it can provident short notice.
- Always gets a recommended book. Tries hard to find me other books that i may be interested in.
- My library is convenient and economical

## Online

- I am very likely an anomaly but for me personally i can only acces the digital library. I enjoy international current top reads, best seller lists, and lots on financial education. The range for those is limited. That said, i love the library - all libraries - and appreciate my wish list is likely not possible for a small regional library network.

## Mobile library

- I always leave with the resources i am interested in and the spac(es)...Library bus and main grafton library.... Are welcoming and calming places to be
- Mobile library needs more kids activities especially in lawrence
- The mobile library has everything that i need.
- Has a great range of books, magazines etc plus you can place an order for collection the next fortnight
- I prefer to read hard cover books. Lots of those to choose from
- I think the library is very good, but i do not utilise it enough.
- The mobile library is an unique system, much appreciated and extremely helpful, superb when used in conjunction with reservations on line.



