



KEMPSEY
Shire Council

DIRECTOR CORPORATE AND COMMUNITY SERVICES REPORT

3rd February 2009

DCCS14	LIBRARY USER SURVEY		
	FILE: 554	GB (NRN)	{Folio No. *}

SUMMARY:

In November 2008, 100 library users were surveyed to find out how often and why they use the Kempsey branch of the library.

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DESCRIPTION:

The purpose of administering a short questionnaire, was to find out what changes need to be made to accommodate users' needs, more than a satisfaction survey.

96 people visit the library more than once a month and 86 of those borrow resources among other activities which include computer use and study.

58 use the library website mostly to reserve items.

47 listed the helpfulness of staff as what they most liked about the service and they also like all the activities and programmes the library offers.

11 dislike the library layout. 5 people would like the library to be open for longer hours especially at the weekends.

As a result of suggestions, a magnifier has been purchased and placed with the audio books and three stepping stools have been ordered to make access to top shelves easier.

100 people is a small sample, another 100 will be surveyed in May and at six monthly intervals henceforth. The questions will be adapted to reflect answers. For instance there was negligible interest expressed in another branch (10 people nominated 9 different places) and if the result in May is the same for that question, it will be dropped.

RECOMMENDATION IMPLICATIONS:

- ***Environmental***

Nil

- ***Social***

The library's focus is changing from purely the provision of resources to becoming a community centre where people can go to be comfortable, pass time and meet others, to be educated through exhibitions and talks as well as having well run programmes for their children. Over 48% of Kempsey's community are active library members (that is, people who have used the library in the last two years).

- *Economic (Financial)*

Kempsey community suffers from low socio-economic levels and the library is a popular, well-used facility offered by Council where members can be informed and educated so they can better themselves, or simply be provided with free leisure activities and resources.

- *Policy or Statutory*

Nil

- *Director's Review*

Surveying users of the library provides Council with opportunities to improve services and consult with the community.

RECOMMENDATION:

For the information of Council.

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**K E OLIVER
ACTING DIRECTOR CORPORATE AND COMMUNITY SERVICES**