



CUMBERLAND  
CITY COUNCIL

# Library

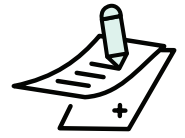
---

## *Satisfaction Survey*

If you have used Council's Library Services in the past year, we would like your feedback!

# Library

## SATISFACTION SURVEY



If you need more space to hand write, please attach additional pages to this survey.

### Q.1 How often do you visit a Cumberland City Council library?

<input type="checkbox"/>	More than once a week
<input type="checkbox"/>	One to three times a month
<input type="checkbox"/>	One to three times a quarter
<input type="checkbox"/>	One to three times a year
<input type="checkbox"/>	Less than once a year
<input type="checkbox"/>	I have never been to a Cumberland City Council Library

### Q.2 Which library do you visit most?

<input type="checkbox"/>	Auburn
<input type="checkbox"/>	Granville
<input type="checkbox"/>	Greystanes
<input type="checkbox"/>	Guildford
<input type="checkbox"/>	Lidcombe
<input type="checkbox"/>	Merrylands
<input type="checkbox"/>	Regents Park
<input type="checkbox"/>	Wentworthville

### Q.3 The library that you visit the MOST (tick all that apply):

<input type="checkbox"/>	Is kept in good repair
<input type="checkbox"/>	Is easy to get to
<input type="checkbox"/>	Has plenty of seating
<input type="checkbox"/>	Feels warm and welcoming
<input type="checkbox"/>	Has bright cheerful children's area
<input type="checkbox"/>	Always has enough resources for the numbers using it
<input type="checkbox"/>	Easy to identify staff
<input type="checkbox"/>	Has enough staff at all times
<input type="checkbox"/>	Has enough clear, helpful signs

### Q.4 How often do you use any library services (including home library, the website and other online services):

<input type="checkbox"/>	More than once a week
<input type="checkbox"/>	One to three times a month
<input type="checkbox"/>	One to three times a quarter
<input type="checkbox"/>	One to three times a year
<input type="checkbox"/>	Less than once a year
<input type="checkbox"/>	I have never been to a Cumberland City Council Library

### Q.5 Overall, I find the library facilities and services

<input type="checkbox"/>	Very good
<input type="checkbox"/>	Good
<input type="checkbox"/>	Poor
<input type="checkbox"/>	Very poor

### Q.6 What would make the library and its services better?

### Q.7 How satisfied are you with the following?

	Always	Usually	Sometimes	Never	Not relevant – help not needed
Helpful on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful in response to emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available to help when I need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know enough to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective in resolving problems or questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful when asked about what to choose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know enough to help in using computers and the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Actively seek to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q.8 What is missing or frustrating about the library and its services?

### Q.9 What programs would you like to see or be involved with in the future?

**Q.10 How do you find the library programs and events?**

<input type="checkbox"/>	Very good
<input type="checkbox"/>	Good
<input type="checkbox"/>	Poor
<input type="checkbox"/>	Very poor
<input type="checkbox"/>	Do not attend

**Q.11 Keeping in mind all areas of the library, overall how do you rate your library experience?**

<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Dissatisfied
<input type="checkbox"/>	Very dissatisfied

**Q.12 Would you recommend the library to your family and friends?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q.13 Please tell us why you gave your response in Question 12:

**Q.14 Do you have any other comments or feedback about using the libraries in Cumberland City?**

**Q.15 Your Name**

--

**Q.16 Your email address**

--

**Q.17 What suburb do you live in?**

--

**Q.18 What gender do you identify with?**

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	Other
<input type="checkbox"/>	Prefer not to say

**Q.19 What is your age group?**

<input type="checkbox"/>	Under 15 years of age
<input type="checkbox"/>	15 - 21
<input type="checkbox"/>	22 - 30
<input type="checkbox"/>	31 - 40
<input type="checkbox"/>	41 - 50
<input type="checkbox"/>	51 - 60
<input type="checkbox"/>	61 - 70
<input type="checkbox"/>	Over 70

**Q.20 What is your employment status?**

<input type="checkbox"/>	Full time
<input type="checkbox"/>	Part time
<input type="checkbox"/>	Unemployed
<input type="checkbox"/>	Studying
<input type="checkbox"/>	Retired
<input type="checkbox"/>	Carer
<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	Over 70

**Q.21 What is your highest level of education?**

<input type="checkbox"/>	What is your highest level of education?
<input type="checkbox"/>	A University degree or post-graduate qualification
<input type="checkbox"/>	A diploma or certificate
<input type="checkbox"/>	NSW Higher School Certificate
Other (please specify)	

**Q.22 Can you read/write/speak in languages other than English?**

<input type="checkbox"/>	Yes – read, write and speak
<input type="checkbox"/>	Yes – read and speak only
<input type="checkbox"/>	Yes – speak only
<input type="checkbox"/>	No

## *Thank you*

Thank you for taking the time to complete our survey.

We hope to see you soon.

**For more information, opening times and enquiries visit:**  
[www.cumberland.nsw.gov.au/library](http://www.cumberland.nsw.gov.au/library)



CUMBERLAND  
CITY COUNCIL

**Cumberland City Council**

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

**T** 8757 9000 **W** [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au) **E** [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au)

**f** Cumberland City Council Sydney **@** [cumberlandcitycouncil](https://www.instagram.com/cumberlandcitycouncil)