

# Willoughby City Library Annual Survey 2024



WILLOUGHBY CITY  
**LIBRARY**





The Library's 2024 Survey was conducted from 4 November to 1 December 2024.

All library members were sent information about the survey and the survey was also promoted on the library website, the library app, on posters at each library and via social media. Three gift vouchers were offered as a draw for survey respondents.

We received an impressive **1,934** completed responses, contributing to the library's understanding of what is important to library users.

Responses indicated that most customers are highly satisfied with the library, which is very encouraging, but the feedback also helped identify and confirm areas of concern and improvement.

Responses were predominantly from library members, with **93% of participants identifying as members of Willoughby City Library**, with over 50% aged between 35 years and 64 years.



### The age group breakdown of respondents is:

● 17 years or below - **5%**

● 25 - 35 - **7%**

● 50 - 64 - **26%**

● 80 and over - **6%**

● 18 - 24 - **4%**

● 35 - 49 - **25%**

● 65 - 79 - **27%**

# Frequency of visits

Of people who responded 49% visit either Chatswood or a branch every month, 23% visit every week, 20% visit every 6 months, and 8% visit more than once per week.

# Satisfaction with the library

88% of survey respondents rated themselves as either satisfied or very satisfied with the library, with all age groups reporting a very high rate of overall satisfaction.



# What's important to library users, and how well did we do

Respondents were asked to rate how important the following services are for them, and how well the library currently met their needs in that area.

The most important services were the physical resources, reflecting their centrality to library services and the interests of the majority of the respondents.












## What's important to library users, and how well did we do?

Percentage who rated this as important or very important

Percentage who rated the library as meeting their needs in this area as well or very well

Percentage who rated the library as meeting their needs in this area as somewhat or not well

	Percentage who rated this as important or very important	Percentage who rated the library as meeting their needs in this area as well or very well	Percentage who rated the library as meeting their needs in this area as somewhat or not well
 Physical resources - Books, newspapers, DVDs, etc.	85%	83%	3%
 Accessibility - Parking, public transport, opening hours	78%	71%	9%
 Environment - Temperature, lighting, noise levels	76%	73%	7%
 Customer service - Staff assistance	73%	84%	3%
 Library space - Study areas, reading areas, comfortable seating, power points	65%	74%	6%
 Access to technology - Wifi, public computers, printing	51%	67%	8%
 Digital resources - eBooks, eAudiobooks, online databases	48%	61%	10%
 Programs and events - Learning workshops, creative sessions, children's activities	39%	53%	11%
 Local studies and history - Access to expertise and historical materials	30%	52%	11%

# Most important by age group

Breaking this down by age shows responses from those aged 25 years and above rated **Physical resources** (books, newspapers, DVDs, etc.) as the most important library service, whereas those aged from Under 17 years to 24 years rated the **Library space** (Study areas, reading areas, comfortable seating, power points) as the most important.

The most important services for respondents by age is summarised below:

Age	Most important service
Under 17	Library space, Environment
18 - 24	Library space, Access to Technology
25 - 34	Physical Resources, Library Space
35 - 49	Physical Resources, Accessibility
50 - 64	Physical Resources, Environment
65 - 79	Physical Resources, Customer Service
80 and over	Physical Resources, Customer Service

# Branch libraries

Approximately one third of all respondents had visited at least one branch library in the last year.

Most respondents reported they visited branch libraries to borrow and return items.



**13%** visited  
**Artarmon**



**5%** visited  
**Castle Cove**



**4%** visited  
**Naremburn**



**10%** visited  
**Northbridge**



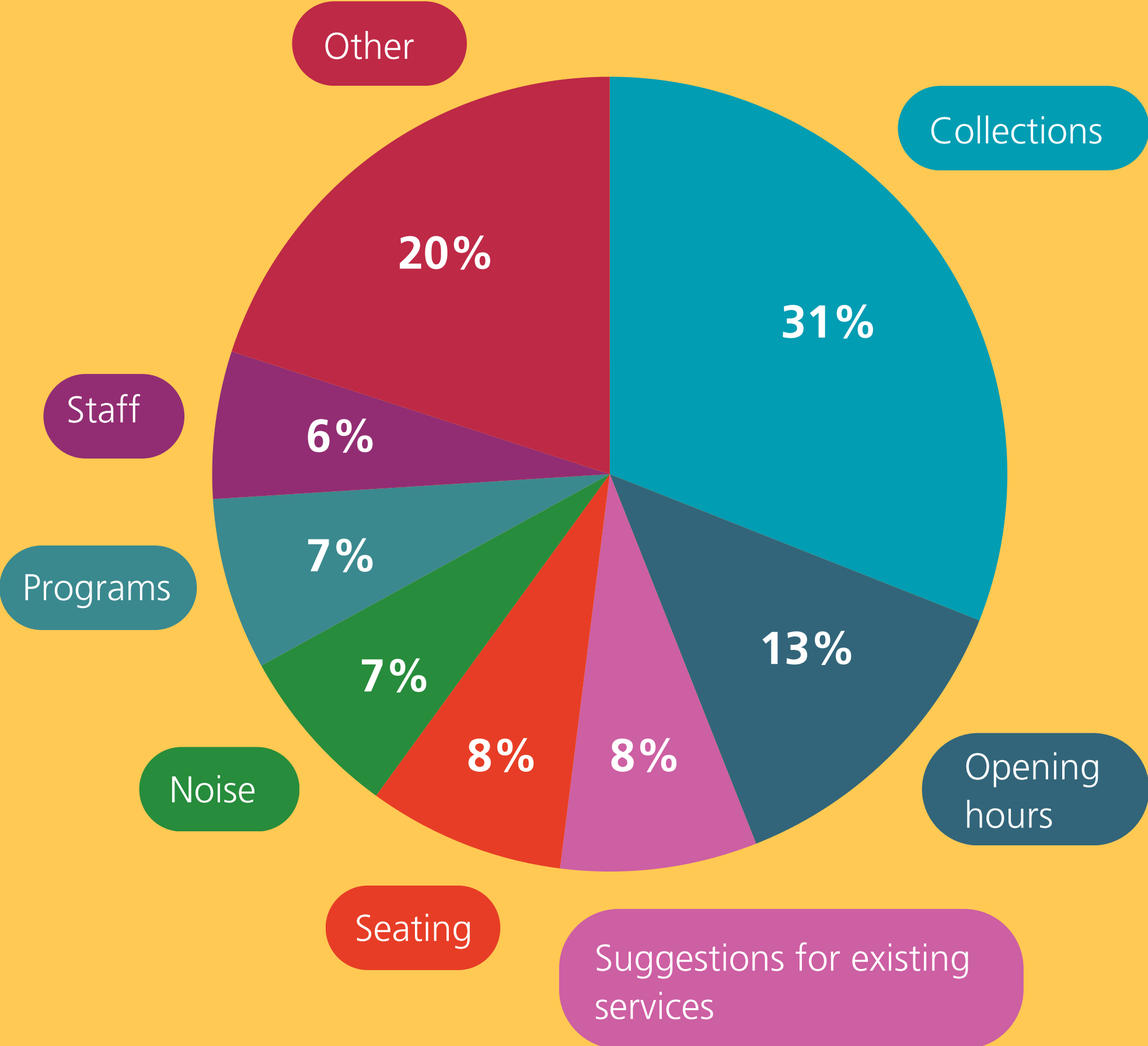
**10%** visited  
**West Chatswood**

**59%** of respondents  
did not visit any branch  
library

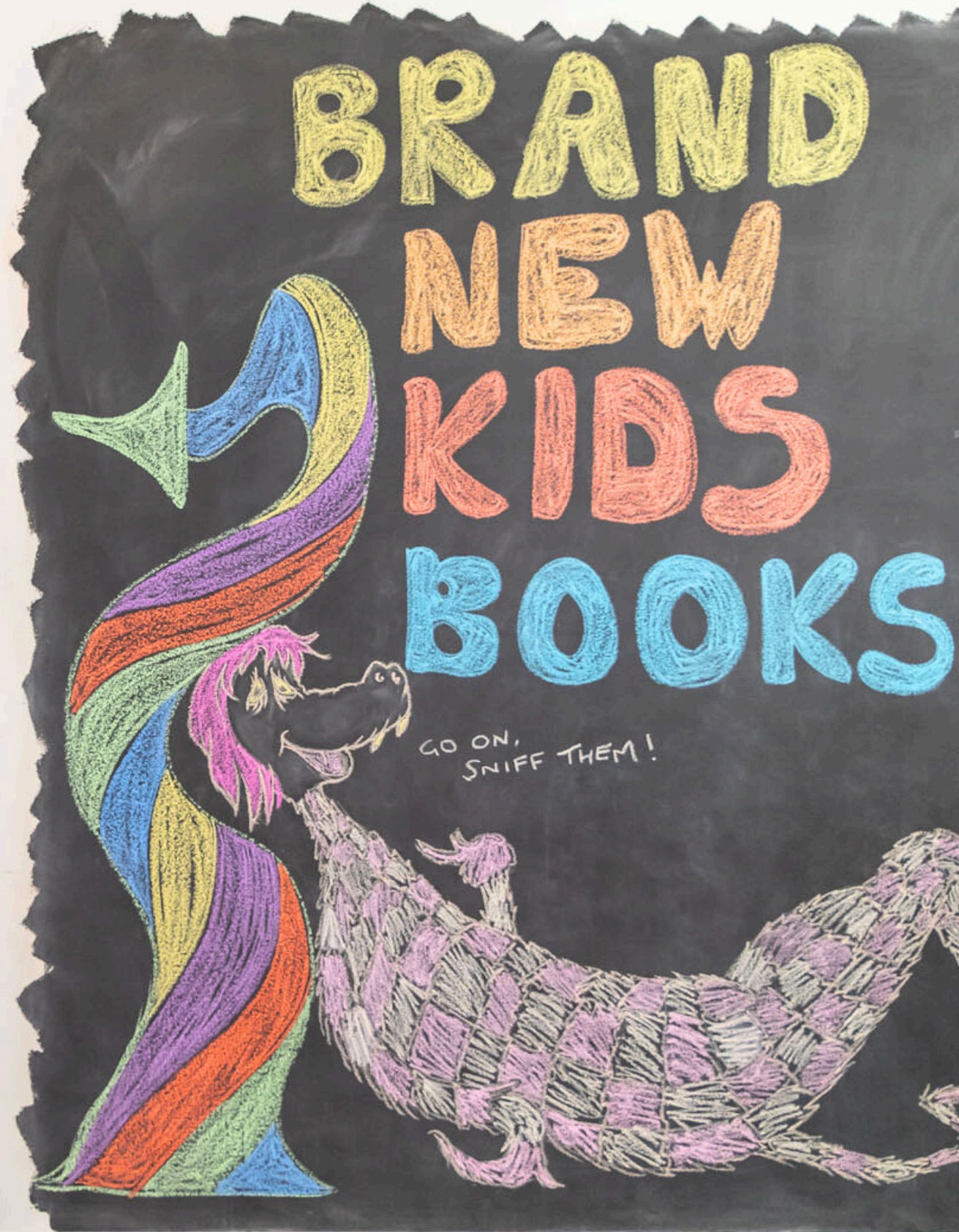


# Survey comments

Respondents provided further information through their comments in the survey, giving the library valuable information for areas of improvement.



# Create



## **31%** of comments were about library collections

The largest number of comments concerned the library collections, including dissatisfaction with aspects of the eresources collection, requests for more new books and for the purchase of books for specific collections.

These comments are really helpful for the library to manage the collections. They also indicated a need to help our members find and access books, and greater effort will be directed to providing customer support.

Improved communication will include information on how to suggest new books the library could purchase.

# 13% of comments were about opening hours

There were many comments about opening hours, indicating the desire to access library spaces at different times than currently. There is a clear demand particularly for longer opening hours at Chatswood Library on a Sunday morning. This is really valuable feedback and will be incorporated into planning for all our library spaces – both Chatswood and branches.





## **8%** of comments were suggestions for existing services

Eight percent of comments were requests for services that are currently available such as providing newspapers, free reservations or waiving late fees.

This feedback highlighted the need to improve our communication about the services we offer to ensure all library users know about them. We are working on ways to ensure our customers are better informed about all the resources and services available from the library.

# 8% of comments were about seating

Many respondents requested additional seating, particularly during busy periods in the lead-up to HSC exams.

We understand the importance of this, and how busy Chatswood Library can be. Ways to increase capacity are being actively investigated to meet this need.





# **7%** of comments were about noise

Many comments highlighted that Chatswood Library can be very noisy.

Staff are aware of these concerns and continuously monitor noise levels and take a proactive approach to maintaining a quieter environment through directly addressing excessive noise and finding ways to create quiet spaces in the library.

Additionally, the library will look at ways noise may be reduced through, for example, acoustic treatments.

# 7% of comments were about programs

The comments about programs were mostly positive, asking for more of what is already available.

This feedback helps confirm the community's enthusiasm for creative and learning opportunities at the library, and which we will continue to develop with the community, over time.





## **6%** of comments were about staff

There was a mix of positive and constructive feedback about staff. Many customers expressed appreciation for the time and effort staff dedicate to providing assistance, while others shared a desire for staff to take a more proactive approach in addressing noise and other concerns. This feedback will be used to support staff to deliver consistent, high quality customer service, particularly through recognition and training.





The remaining comments covered a variety of topics, including parking and concerns about the environment at Chatswood Library. Having insight into these concerns is valuable for the library and which we will share with other areas of Council as appropriate.



Thank you to everyone who responded to the  
**Willoughby City Library Annual Survey 2024**



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