Annual Ipswich Libraries Survey

Thank you for sharing your thoughts so we can continue to improve our Ipswich Libraries for you. This survey is estimated to take 5 to 10 minutes to complete.

01. In a typical year, how often do you visit a library in person?

Select one answer only
◯ Daily
◯ Weekly
◯ Monthly
◯ Quarterly
◯ Yearly
◯ Rarely, I haven't visited in over two years
◯ Never, I am not a library member

02. Do you know where your closest library is?

Select one answer only
◯ Yes
◯ No
◯ Unsure

03. Which free Ipswich Libraries services are you aware of? Required

Select all that apply
☐ eAudiobooks
☐ eBooks
☐ Movie and TV streaming
☐ eMagazines and eNewspapers
☐ Study desks and reading areas
☐ Community meeting rooms and event spaces
☐ Library programs and events for all ages
☐ Wi-Fi
☐ Internet and computer access

☐ 3D Printing and VR Technology
☐ 24/7 borrowing facilities
☐ Family History resources – online and on shelf
☐ I wasn't aware the libraries offered any of these services

04. What libraries do you visit?

Please select all that apply.

Select all that apply
☐ Ipswich Central Library
☐ Ipswich Children's Library
☐ Redbank Plaza Library
☐ Redbank Plains Library
☐ Springfield Central Library
☐ Rosewood Library
☐ Ipswich Library Virtual Branch (website only)
☐ Karalee Library Pod
☐ My school/university/TAFE library
☐ Brisbane Libraries
☐ Gold Coast Libraries
☐ Logan Libraries
☐ Queensland State Library
☐ Other

05. Of these Libraries, which do you visit most frequently?

Please select the one library you visit most frequently.

Select one answer only
◯ Ipswich Central Library
◯ Ipswich Children's Library
◯ Redbank Plaza Library
◯ Redbank Plains Library

◯ Springfield Central Library
◯ Rosewood Library
◯ Ipswich Library Virtual Branch (website only)
◯ Karalee Library Pod
◯ My school/university/TAFE library
◯ Brisbane Libraries
◯ Gold Coast Libraries
◯ Logan Libraries
◯ Queensland State Library
◯ Other

06. Why do you visit the library?

Please select your top three (3) reasons.

Select between 1 and 3 answers
☐ To borrow/return from the library's collection
☐ To borrow/return multimedia
☐ To read/browse magazines or newspapers
☐ To use the library's computers
☐ To access the library's free Wi-Fi
☐ To browse the library's collections
☐ To read, work or study
☐ To access assistance from library staff
☐ To attend a library program or event
☐ To meet friends
☐ To access new technologies via Makerspace
☐ For support with technology
☐ To visit/use the Virtual Branch (website only)
☐ To relax/enjoy the facilities

- [ ] Other

07. Please indicate your level of satisfaction on each of the following Ipswich Libraries' services.

The library's collection
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The online services (website, catalogue, access to digital collections, research databases)
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Assistance from library staff
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Public access computers and internet access
◯ Very dissatisfied
◯ Dissatisfied

◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Wi-Fi services
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Printing and copying services
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The interlibrary loan service
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Technology assistance
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied

◯ Very satisfied
◯ Not aware of this service
The Karalee Library pod
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Study desks and reading areas
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Community meeting rooms and event spaces
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Library programs
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service

Makerspace
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The newspaper and magazine collection
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The Local History programs
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The Smartlockers services
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
The Home Library service
◯ Very dissatisfied

◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service
Opening hours
◯ Very dissatisfied
◯ Dissatisfied
◯ Neither satisfied or dissatisfied
◯ Satisfied
◯ Very satisfied
◯ Not aware of this service

08. How important are these library services to you, even if you don't use them?

Borrowing materials (books, DVD's music)
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Online services (website, catalogue, access to digital collections, Picture Ipswich, research databases)
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Assistance from library staff
◯ Not at all important
◯ Hardly important

◯ Somewhat important
◯ Important
◯ Very important
Computer/internet access
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Wi-Fi
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Printers and/or photocopiers
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Interlibrary loan service (ILL)
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Technology assistance
◯ Not at all important
◯ Hardly important

◯ Somewhat important
◯ Important
◯ Very important
Makerspace
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Karalee Library pod
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Study desks and reading areas
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Community meeting rooms and event spaces
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Library programs
◯ Not at all important
◯ Hardly important

◯ Somewhat important
◯ Important
◯ Very important
Newspaper and magazines
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
24/7 access to borrowing facilities
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Home Library service
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Opening hours
◯ Not at all important
◯ Hardly important
◯ Somewhat important
◯ Important
◯ Very important
Disability access
◯ Not at all important
◯ Hardly important

◯ Somewhat important
◯ Important
◯ Very important

09. Are there any reasons why you don't visit a library branch more often?

Please select all that apply.

Select all that apply
☐ I don't have transport
☐ Public transport is too difficult, expensive or is limited/unavailable in my area
☐ It takes too much time to get there and back
☐ I don't need to get to a branch as I use the Home Library service
☐ Time constraints
☐ I can't access the library during library opening hours
☐ Library locations are inconvenient
☐ Parking
☐ The library services provided don't appeal to me
☐ I don't know what services, programs and resources the libraries offer
☐ I feel uncomfortable visiting a library
☐ Community health concerns i.e. Covid-19
☐ Not applicable
☐ Other

10. Is there anything that would help you visit the Ipswich Libraries more often?

11. Would you be interested in picking up reserved library items at self service check-outs at other locations in the city?

This might be through a library pod or locker system where you can collect and return books and other library items. Please select all that apply.

Select one answer only
◯ Yes, at a shopping centre
◯ Yes, at a community centre
◯ Yes, at a transport hub
◯ I would not use a self service check-out
◯ Other location (please specify)

12. What is the best way we can communicate information about upcoming Ipswich Libraries' events and programs that may interest you?

Please select up to three (3) preferences.

Select between 1 and 3 answers
☐ Ipswich Libraries website
☐ Ipswich Libraries Facebook page
☐ Ipswich Libraries Instagram
☐ Ipswich Libraries email
☐ Ipswich First
☐ Signs and flyers in libraries
☐ Local newspaper
☐ Library staff
☐ SMS
☐ Other

13. How satisfied are you with Ipswich Libraries' services overall? Required

Select one answer only
◯ Very satisfied
◯ Satisfied
◯ Neither satisfied or dissatisfied
◯ Dissatisfied
◯ Very dissatisfied

14. If you would like to to share why you gave that rating, please provide any comments below.

15. Do you have any suggestions to improve the Ipswich Libraries' services?

Please complete the following questions about you to ensure we hear from a cross section of our community.

Council is collecting your personal information ("Personal Information") for the purpose of analysis specific to the Annual Libraries Survey project. We will not disclose your personal information outside of Council unless we are required by law or you have given your consent.

For more information on how Council manages personal information, you can view https://www.ipswich.qld.gov.au/about_council/media/corporate_publications/privacy

16. How old are you? Required

Select one answer only
◯ 0 to 14
◯ 15 to 19
◯ 20 to 29
◯ 30 to 49
◯ 50 to 64
◯ 65 to 74
◯ 75+

17. What is your gender? Required

Select one answer only
◯ Female
◯ Male
◯ Other
◯ Prefer not to say

18. What is your cultural background? Required

Select one answer only
◯ Aboriginal
◯ American
◯ Australian
◯ Both Aboriginal and Torres Strait Islander
◯ Chinese
◯ Dutch
◯ English
◯ Fijian
◯ Filipino
◯ German
◯ Greek
◯ Indian
◯ Irish
◯ Italian
◯ Malaysian
◯ Maoiru
◯ Melanesian
◯ New Zealand
◯ Samoan
◯ Scottish
◯ South African
◯ South American
◯ Spanish
◯ Sri Lanken
◯ Sudanese
◯ Tamil
◯ Torres Strait Islander
◯ Vietnamese

◯ Other

19. Would you like to join Ipswich Libraries?

Select one answer only
◯ Yes
◯ No

20. Would you like to share why you don't want to join Ipswich Libraries?

You can complete the quick membership form online by clicking on the ‘join button on the Ipswich libraries website https://www.ipswichlibraries.com.au/ and start using the great services on offer.

Collect your welcome pack when you visit an Ipswich Libraries branch.

Remember to click next and submit your survey after the membership form opens in a new tab!

21. Thanks for completing the survey. Would you like to enter the draw to win an iPad (10 Gen)

Select one answer only
◯ Yes
◯ No

22. Thanks for completing the Ipswich Libraries survey. I would like to:

Select all that apply
☐ Go into the draw to win an iPad (10 Gen) (Terms and conditions apply)
☐ Be kept up-to-date about Ipswich Libraries activities
☐ Receive a copy of the survey results
☐ None of the above

Please read the below terms and conditions.

Ipswich Libraries Survey Competition 2024 Terms and Conditions

1. Ipswich City Council (ICC) of 1 Nicholas Street, Ipswich Queensland is the promoter (“Promoter”) of ICC Annual Ipswich Libraries Survey: Community Survey Competition (the “Competition”).
2. The Competition opens at 3:00pm, Monday, 13 May 2024 and closes at 11:59pm, Monday, 17 June 2024, or the date the survey closes (“the competition period”). Any entry received outside of the Competition Period will be invalid. The Promoter does not accept any responsibility for late, lost, delayed or misdirected entries.
3. The winner of the Competition will receive an iPad (Gen 10). There is one to be won.
4. The prize will be drawn at 10:00am on Monday, 1 July 2024 and the winner will be notified via the email address supplied during entry.
5. Prize is not redeemable, and/or exchangeable for compensation in cash or kind.
6. The Competition may be cancelled without notice.
7. Entry to the competition is free and open to all except for council officers working directly on the Annual Ipswich Libraries Survey.
8. All eligible people who complete the full Annual Ipswich Libraries Survey will be given the option to enter into the prize draw (Competition) which can be found at the end of the survey.
9. Companies and organisations are ineligible for entry to the Competition.
10. The results of the Competition will not be published.
11. In the event that the winner has not claimed their prize within 72 hours, a re-draw will take place and a new winner selected from the existing entrants.
12. Each entry to the Competition must be entered in accordance with these Terms and Conditions. By entering the Competition, each entrant agrees to be bound by these Terms and Conditions. The Promoters may in their discretion refuse to award any prize to any entrant who fails to comply with the Terms and Conditions.
13. The decision of the judges in relation to ALL competition matters are final and no correspondence and/or communication of any kind in relation to their decisions will be entered into.
14. Entrants must not engage in any unlawful or improper misconduct calculated to jeopardise the fair and proper conduct of the Competition.
15. By entering the Competition each entrant agrees to indemnify the Promoters against all claims for loss, damage, costs (including legal costs) or liability whatsoever arising out of or in connection with the entrant’s breach of the Terms and Conditions.
16. The entrant shall indemnify and release the Promoter in respect of any judgement, action, or liability for all loss, damage or injury to persons or property

arising from the negligence of the or against any breach by the entrant of any third party intellectual property rights and against any act or omission of the entrant commenced by a third party against the Promoter.

17. The Promoter is collecting your personal information for the purposes of conducting the competition and supplying you with e-newsletters regarding council events and activities. We will not disclose your personal information outside of council unless we are required by law or you have given your consent. By completing an entry form we will consider that you have given the Promoter your consent to manage your personal information in the manner described.

23. I agree to the Annual Libraries' Survey Competition 2024 Terms and Conditions

If you are under 18 years of age please make sure your parent/guardian provides consent for you to enter the competition.

☐ Yes

Provide your details below to enter the competition.

24. First Name

25. Last Name

26. Email address

27. Phone number