

## Have your say: Library Resources and Services Review

The City of Norwood Payneham & St Peters operates three libraries that offer a wide range of physical and digital resources, services and programs for the community.

Whilst our libraries are amongst the Council's most used and liked services, we continuously consider ways to enhance the offering.

We want to know what aspirations you have for the Council's library service. Whether you are a frequent visitor, a regular borrower or have never been to the Council's libraries, we want to know how our library service can better meet your needs, enhance your well-being and support a connected, learned and inspired community.

The results of the survey will help shape recommendations about the future direction of the library services and programs.

Complete the survey and return to:

- Norwood Town Hall, 175 The Parade, Norwood
- One of three libraries in Norwood, Payneham and St Peters.

*\* denotes compulsory field*

### **About current library use**

#### **1. Do you currently use any of the City of Norwood Payneham & St Peters' libraries?**

- Yes, regularly
- Yes, occasionally
- I have used them in the past but not recently
- No, I have never used them
- Unsure

#### **2. Which library/libraries do you use? (select all that apply)**

- Norwood Library
- Payneham Library
- St Peters Library
- Online Library Services
- Other libraries outside the Council area
- I do not currently use library services

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City of  
Norwood  
Payneham  
& St Peters

**3. Would you travel to a library further from your home if it better met your needs?**

- Yes
- No
- Unsure

**4. Do you know what services or programs the library provides beyond lending books?**

- Yes
- Partially
- No, not at all

**5. Do you know where your local library is located?**

- Yes
- No
- Unsure

**6. If you do not use the library, or only use it rarely, what are the main reasons? (select up to three)**

- I don't know what is available
  - Opening hours do not suit me
  - I use another library
  - I prefer to buy or access books/media elsewhere
  - I use online services instead
  - The programs and services are not relevant to me
  - I don't have transport
  - I don't need library services
  - Other (please provide detail)
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**Community needs and priorities**

**7. What are the most important things the library should support in the community? (select up to five)**

- Supporting cohesion and social tolerance
- Advocacy and promoting social change
- Supporting access to health and wellbeing information and other preventative health measures
- Empowering informed decision making and political participation
- Providing digital services to address digital divide
- Reading and literacy
- Community participation and access for all residents
- Emotional development of younger children under 5 years
- Lifelong learning

- Local history and identity
  - Study, work and economic participation
  - Environmental awareness and sustainability
  - Supporting community vitality and dynamism
  - Other
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**8. Thinking about digital services and programs, what do you think the library should prioritise? (select up to three)**

- Assistance using library digital services – such as audio and e-books
  - Assistance accessing and using basic digital or online services (e.g. completing online forms, help accessing online government services, resolving issues with mobile phones/facetime/social media like Facebook)
  - Access to Wi-Fi
  - Access to computers
  - Access to advanced scanning equipment to digitise personal items (e.g. photos)
  - Access to licensed AI programs such as Chat GPT or Claude
  - Access to more advanced digital programs beyond what is generally available on a home computer (e.g. Indesign, CAD, video editing programs)
  - Access to 3D printing or vinyl and laser cutting
  - Access to podcasting or creative media equipment (e.g. studio space, microphones, green screens and video editing programs)
  - Assistance using advanced digital equipment and programs
  - Access to streaming services (Netflix, music streaming)
  - Other
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**9. Thinking about services and programs for children, what should the library prioritise? (select up to three)**

- Books
  - Literacy programs
  - Writing activities such as encouraging children to write book reviews, letters to authors
  - Building social connections programs
  - Social well-being programs
  - Arts and crafts
  - Supporting children with diverse needs and abilities
  - Parenting programs
  - Linking with authors and illustrators
  - Linking with services in the community e.g. playgroups and knowing which ones are around
  - Other
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**10. Thinking about services for older people, what should the library prioritise? (select up to three)**

- Large print books and other accessible media
  - Opportunities to meet with like-minded people (book clubs, special interest groups like a history club)
  - Access to older technologies and services (microfiche machines, slide projectors)
  - Ability to participate and contribute (e.g. opportunities to volunteer and share skills)
  - Programs aimed at helping to navigate modern life (e.g. using technology, help adapting to streaming services)
  - Programs aimed at connecting older people to younger people
  - Health and well-being information sessions
  - Home library or outreach services
  - Other
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**11. More generally, what else, if anything, would encourage you to use the library more? (select up to three)**

- Better understanding of services and events
  - Different opening hours
  - More relevant programs
  - More digital services and resources
  - More and better range of books
  - More children's/youth programs
  - More quiet study/work spaces
  - More social or community activities
  - Easier parking or access
  - Outreach services outside the library building
  - Nothing at this stage
  - Other
- 

**Library spaces and access**

**12. In light of your responses above, what changes would make the library better able to meet the priorities you have identified? (select up to three)**

- Multi-service hubs
- More quiet study areas
- More comfortable reading areas
- More spaces for children and families
- More spaces for young people
- More meeting or group spaces

- Better technology access
  - Better signage or wayfinding
  - More accessible design
  - More welcoming atmosphere
  - Informal gathering space or café
  - Outdoor or garden areas
  - Other
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### **Future priorities**

#### **13. How should libraries connect with and support the community in the future? (select up to three)**

- Through library branches
  - Through outreach services delivered beyond the library buildings in community settings
  - Through online services and resources
  - Through partnerships with schools and community organisations
  - Through cultural and creative activities
  - In partnership with allied/other services or providers
  - Other
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### **Communication and promotion**

#### **14. How would you prefer to hear about what your library is doing in the community? (select up to three)**

- Look East (Council newsletter/magazine)
  - Look East digital e-newsletter
  - Council website
  - SMS
  - Social media
  - Printed flyers or program
  - Through schools, childcare or community groups
  - Library website
  - Word of mouth
  - Other
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**15. What is one thing the library currently does well?**

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**16. What is one thing the library could improve?**

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**Demographic questions**

We use your feedback to inform decision-making. The following information is collected to understand participation demographics and identify data trends. Any personal, identifying details will not be linked to your survey response.

**17. What is your age group?**

- Under 18
- 18–24
- 25–34
- 35–44
- 45–54
- 55–64
- 65–74
- 85+
- Prefer not to say

**18. What suburb do you live in?** \_\_\_\_\_

**19. If you would like to be kept informed of the outcomes of the City of Norwood Payneham & St Peters Library Resources and Service Review, please provide your email address below (optional).**

Email address \_\_\_\_\_