The City of Newcastle:
Newcastle region libraries survey results
May 2014

www.newcastle.nsw.gov.au

The City of Newcastle

Executive summary

The Newcastle region libraries survey sought to help identify community satisfaction levels with Newcastle library services and to determine areas for improvements. Results overall depict high levels of satisfaction with library services in the Newcastle local government area.

Key findings

Attendance

- Those that had never visited a library (13%) said this was due to lack of time (32%) or interest (31%).
- Among respondents that have visited a library, visitation patterns were most commonly one to three times a month (31% onsite and 39% offsite).
- The highest rated reasons for visiting libraries were books (86%), DVD's (43%) and magazines (37%).

Satisfaction

- Respondents were satisfied with wellbeing, cleanliness and overall image of the library. Feeling safe had the highest level of satisfaction (94%) followed by cleanliness/ quality of maintenance (91%) and easy to read & informative signage (89%).
- Respondents were satisfied with services and programs provided at the libraries. Customer service had the highest level of satisfaction (91%) followed by books (88%) and opening hours (78%).
- The online services section received high rates of 'don't know/not applicable' indicating that participants have not utilised this service or did not know enough about the service to respond or are not interested in the service. This allows an opportunity to promote these services. Ask a Librarian had the highest level of satisfaction (46%) followed by research material (28%) and local studies resources (26%).

Improvements

- The most common suggestion for improvement put forward were; more variety (37% onsite and 20% offsite), longer operating hours (30% onsite and 28% offsite), comfort (21% onsite) and building improvements (16% offsite).

Additional comments

- Respondents left the following in the additional comments section; great customer service (45% onsite and 37% offsite), generally happy with libraries (39% onsite and 40% offsite), libraries cater to every age group (14% onsite and 13% offsite).

Recommendations

- Consider providing more variety of books, magazines, DVD's, CD's, e-books, audiobooks, programs and exhibitions.
- Look into expanding operating hours particularly at suburban branches.
- Provide more seating and comfortable nooks for study and privacy.
- Review building maintenance programs to ensure building facilities are modern and aesthetically pleasing.
- Provide further exposure to the community regarding the Libraries online services.
- Undergo satisfaction survey every two years unless new programs/services have been implemented and require feedback.

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Introduction

The Newcastle region libraries survey is an annual survey that assists Newcastle region libraries in planning for the future.

The intent of the consultation was to

- find out the profile of visitors to Newcastle libraries
- measure the quality of visitors' experience and understand their requirements and level of customer satisfaction feedback regarding Newcastle libraries
- determine the current reasons for visiting Newcastle libraries, including receptiveness to changes
- determine if Newcastle libraries meet community needs and expectations
- ensure Newcastle libraries information disseminated is relevant and useful
- determine future services and activities

Where to from here

The community feedback will inform an ongoing overview of Newcastle libraries marketing and business plans, assist when seeking grants and sponsorships.

Methodology

Questionnaire design

A structured questionnaire with a total of seven questions was created. Questions were broadly structured around three areas: visitation, satisfaction, and recommendations. A copy of the questionnaire is included in Appendix I.

Data collection

A total of 2,348 Newcastle Voice members were invited to take part in the survey. The online survey was open from 19 May until June 9 2014. 2092 online members were invited.

Printed surveys were mailed to 256 hard copy Newcastle Voice members and was open from 26 May until 15 June 2014.

Surveys were also conducted onsite at a multi-cultural expo, City, New Lambton, Lambton, Stockton, Adamstown, Wallsend, Beresfield, Hamilton, Mayfield and Newcastle libraries between 19 May and 1 June 2014. The survey was conducted by student volunteers from Big Picture Education Australia, Cook's Hill Campus and TAFE. The students worked in pairs for two to three hours each, excluding weekends. The survey was also open to the broader community and was made available online at the Newcastle Voice and Newcastle City Council websites.

Response rate

In total, 902 responses to the survey were received. Of these, 565 were Newcastle Voice members (response rate of 24%) and 337 surveys were conducted onsite. There were 74 respondents that were disqualified as they had never attended the library. This data is important as it helps determine why the community are not visiting the library and if there are actions that could be taken to attract more visitors.

Survey findings

Visitation

Respondents were asked how often they attend a library branch. Among visitors to the library surveyed onsite, 50% reported visiting the library at least once a week, 31% visit one to three times a month and 19% reported visiting less than once a month.

Comparatively, respondents who completed the survey offsite (predominantly Newcastle Voice members) visited less often, with 14% attending the library at least once a week and 39% attending one to three times a month.

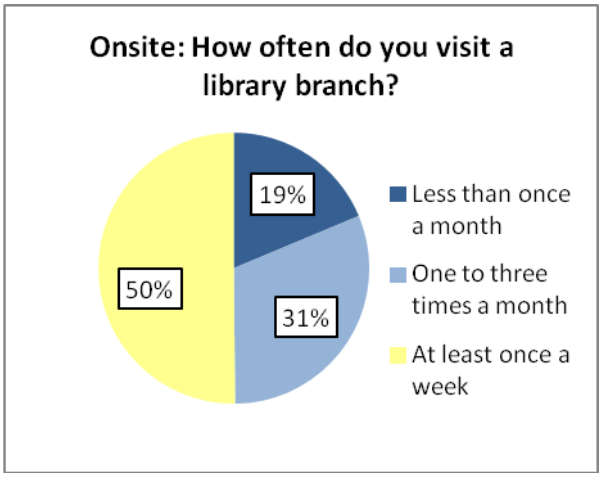

Figure 1: Onsite: How often do you visit a library branch?

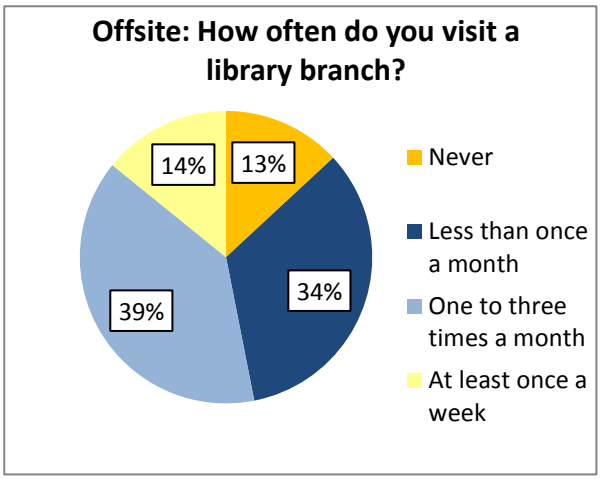

Figure 2: Offsite: How often do you visit a library branch?

Never visited reason

Respondents who indicated they never attend the library (13%) were then asked why they had never visited. The most common reason was lack of time (32%) followed by no interest (31%) and other (30%).

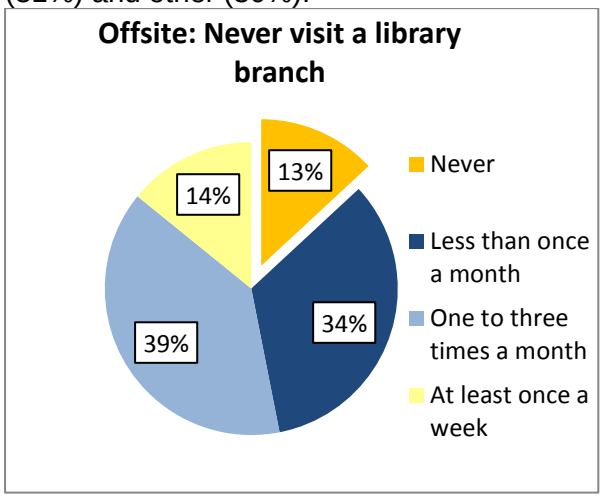

Figure 3: Offsite: Never visit a library branch

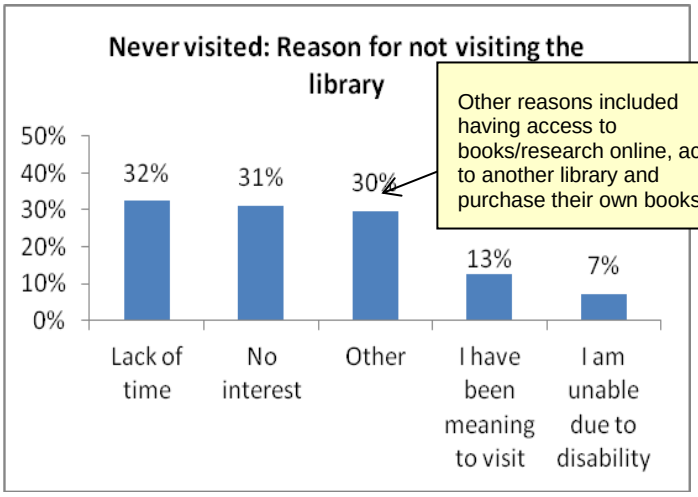

Figure 4: Reason for not visiting the library

Reason for visit

Respondents were asked what the reasons for most of their visits were;

Top three onsite:

- Books (81%)
- DVD's (47%)
- Magazine (32%)

Top three offsite:

- Books (88%)
- Magazines (36%)
- DVDs (34%)

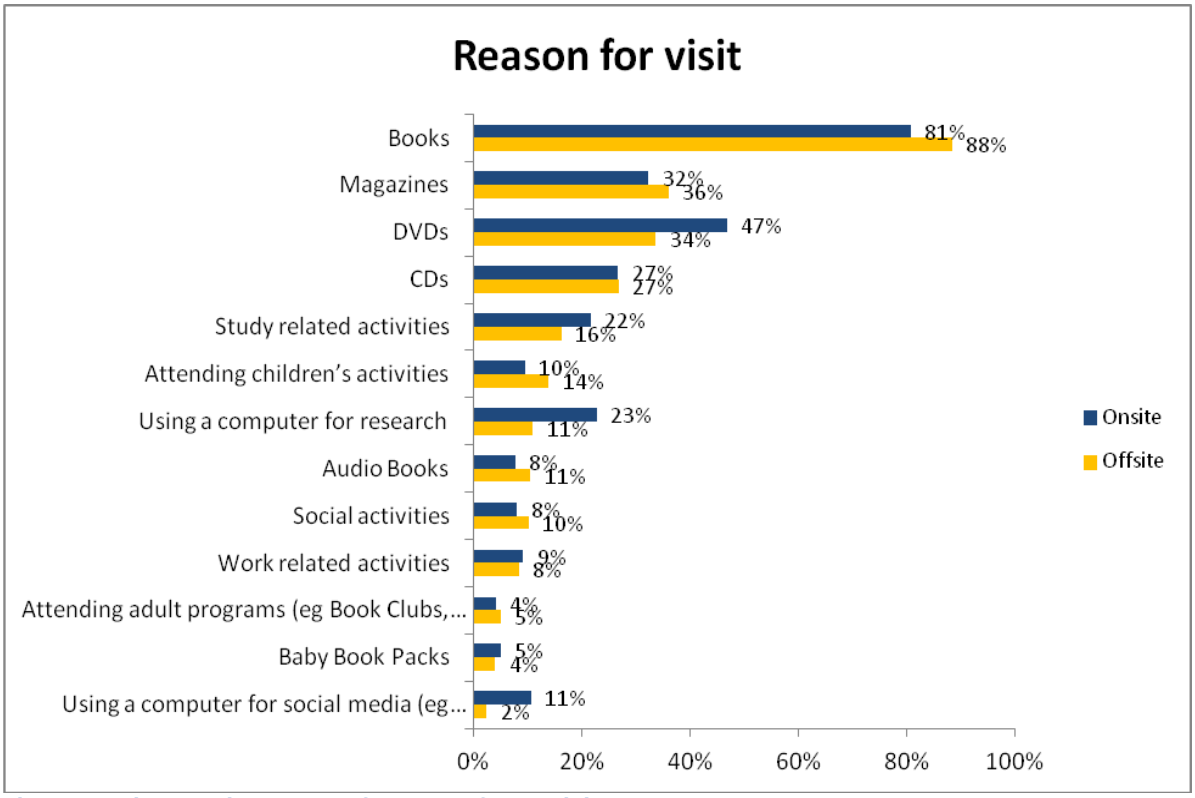

Figure 5: What are the reasons for most of your visits?

Overall the majority of respondent's reasons for attending the library were for books (86%), followed by DVDs (43%) and magazines (37%).

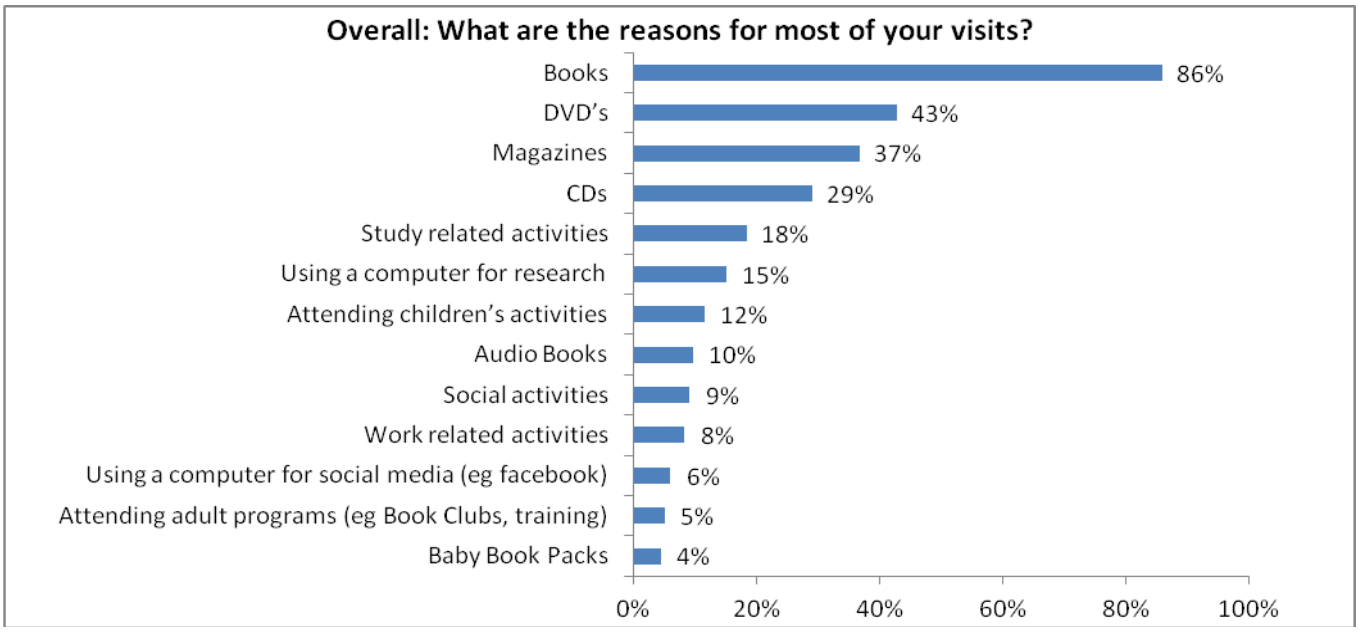

Figure 6: Overall: What are the reasons for most of your visits?

Satisfaction levels

Wellbeing, cleanliness and overall image

Respondents were asked to rate the various aspects related to wellbeing, cleanliness and overall image of the libraries on a scale from very dissatisfied through to very satisfied.

Results show high levels of satisfaction and low levels of dissatisfaction, suggesting that overall respondents are satisfied with wellbeing, cleanliness and overall image of the libraries.

Feeling safe had the highest level of satisfaction (94%) followed by cleanliness/ quality of maintenance (91%) and easy to read & informative signage (89%).

Areas where respondents showed some dissatisfaction were number of places to sit (11%), comfort of places to sit (6%) and overall attractiveness (6%).

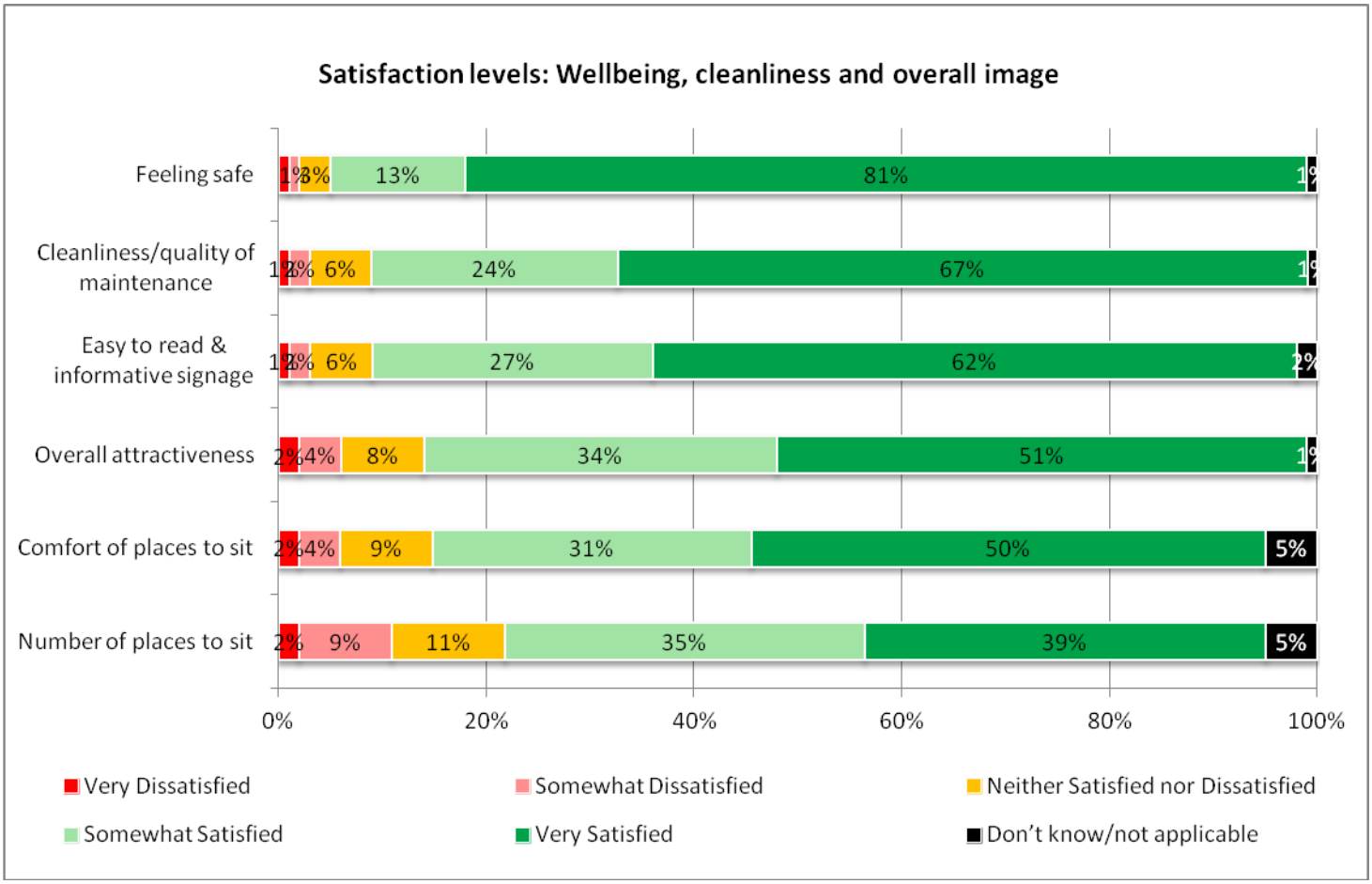

Figure 7: Satisfaction levels: Wellbeing, cleanliness and overall image

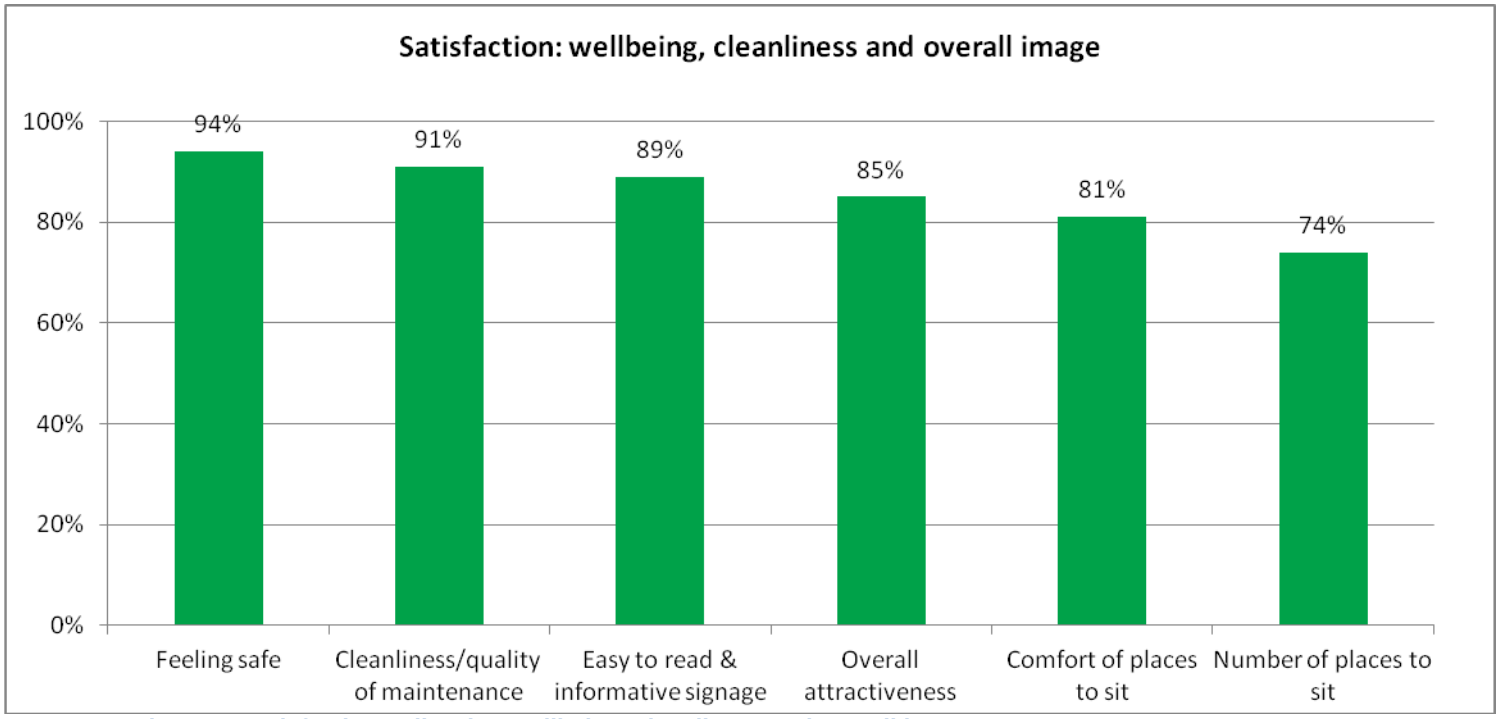

Figure 8: Satisfaction: Libraries Wellbeing, cleanliness and overall image

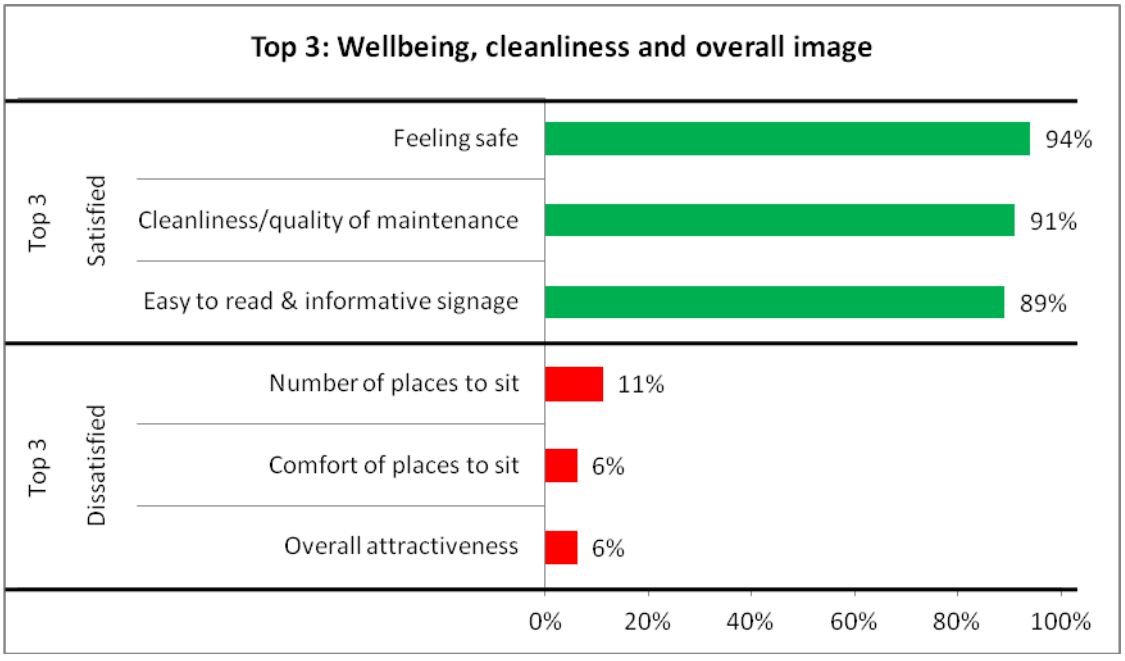

Figure 9: Top 3: wellbeing, cleanliness and overall image

Services and programs

Respondents were asked to rate the various aspects related to customer service on a scale from very dissatisfied through to very satisfied.

Results show high levels of satisfaction and low levels of dissatisfaction, suggesting that overall respondents are satisfied with services and programs offered at the Libraries.

Customer service had the highest level of satisfaction (91%) followed by books (88%) and opening hours (78%).

Areas that rated higher with dissatisfaction were opening hours (13%), books (5%) and computers (4%).

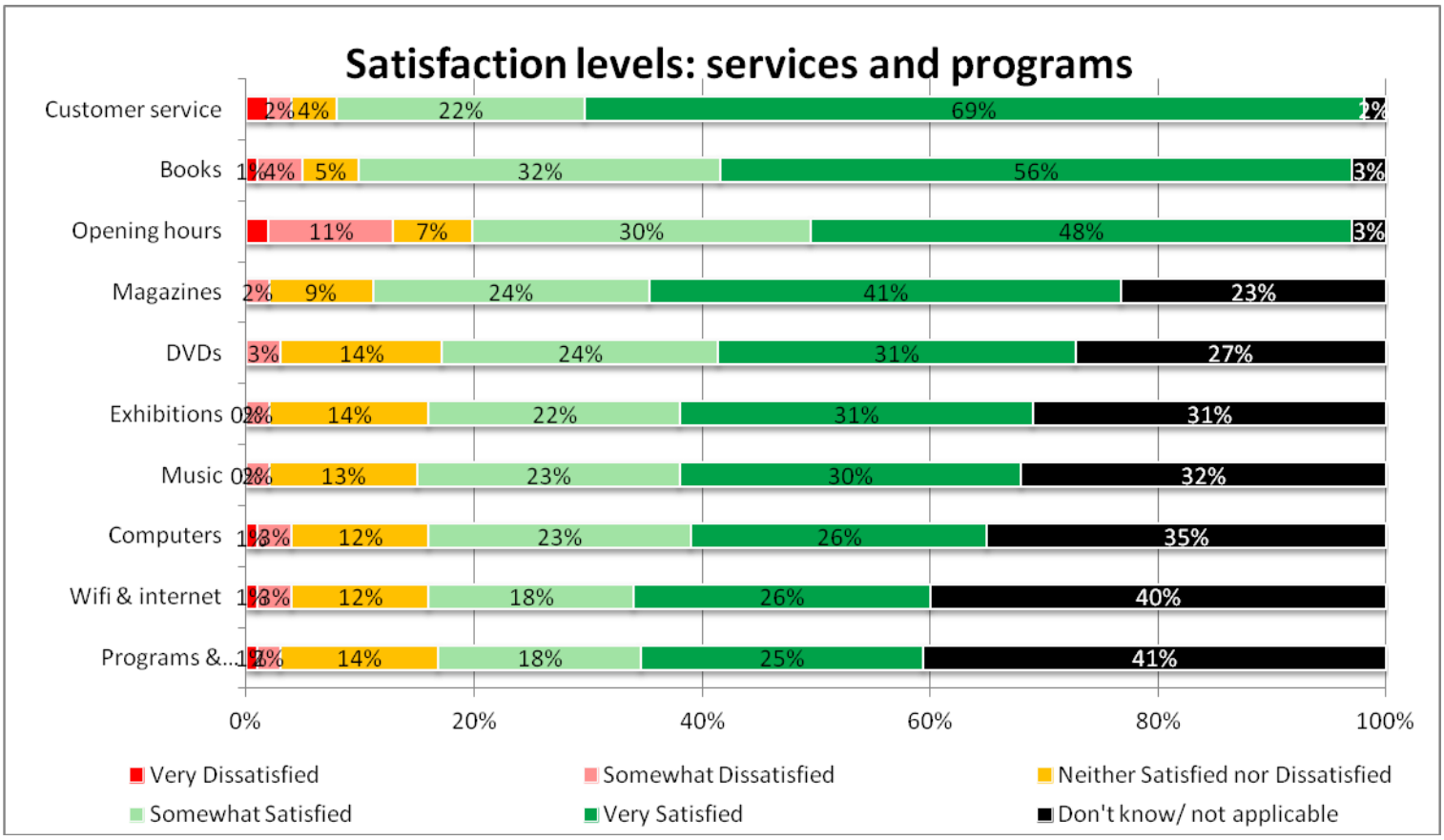

Figure 10: Satisfaction levels: services and programs

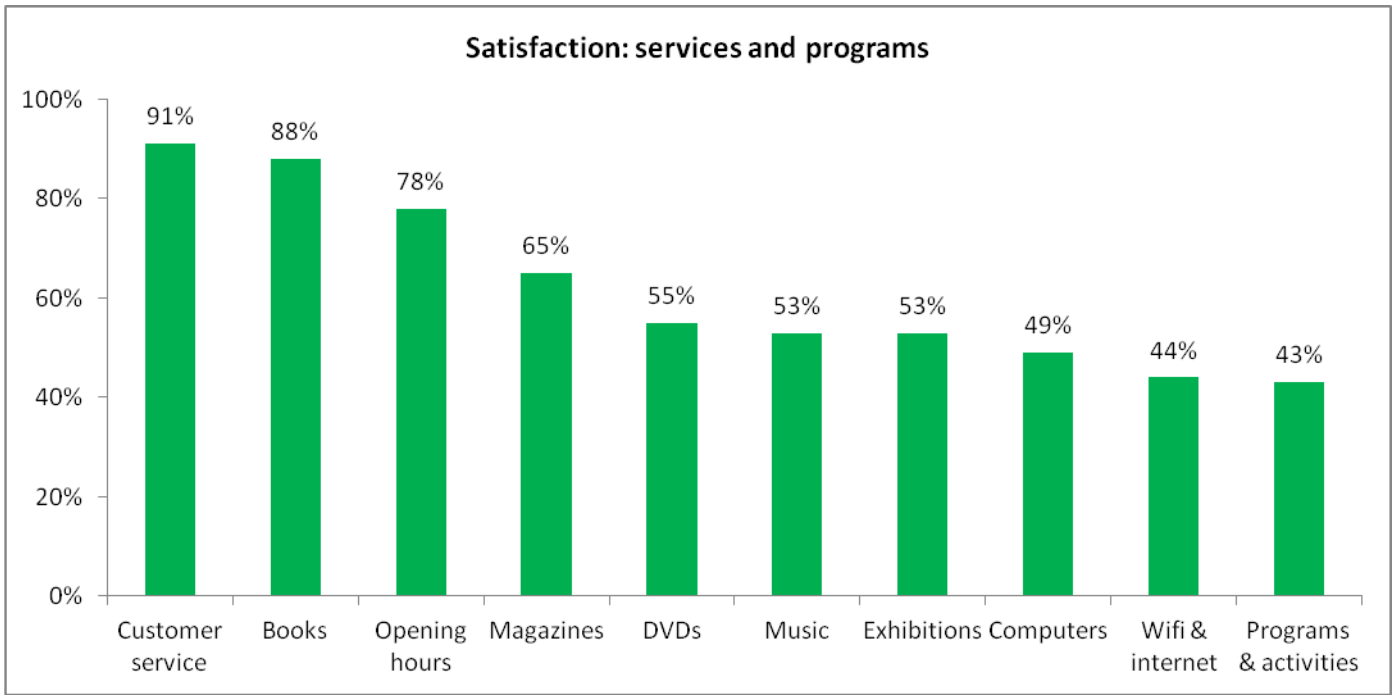

Figure 11: Satisfaction: services and programs

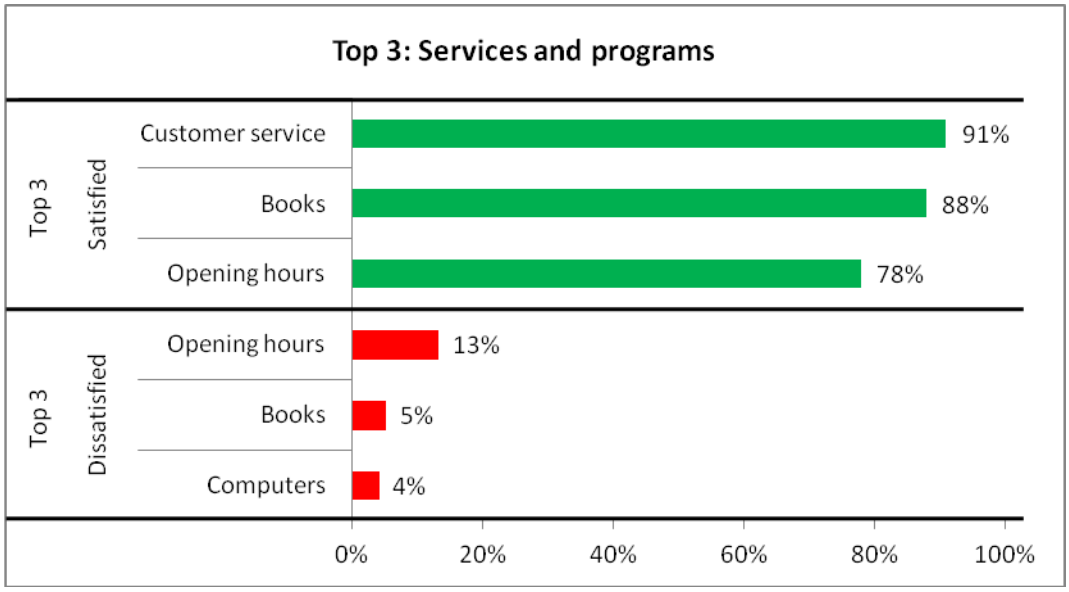

Figure 12: Top 3: services and programs

Online services

Respondents were asked to rate the various aspects related to online services on a scale from very dissatisfied through to very satisfied.

The online services section received high rates of ‘don’t know/not applicable’ indicating that participants have not utilised this service or did not know enough about the service to respond. This allows an opportunity to develop these services in the future.

Ask a Librarian had the highest level of satisfaction (46%) followed by research material (28%) and local studies resources (26%).

Dissatisfaction rates were low ranging from 0% to 2%.

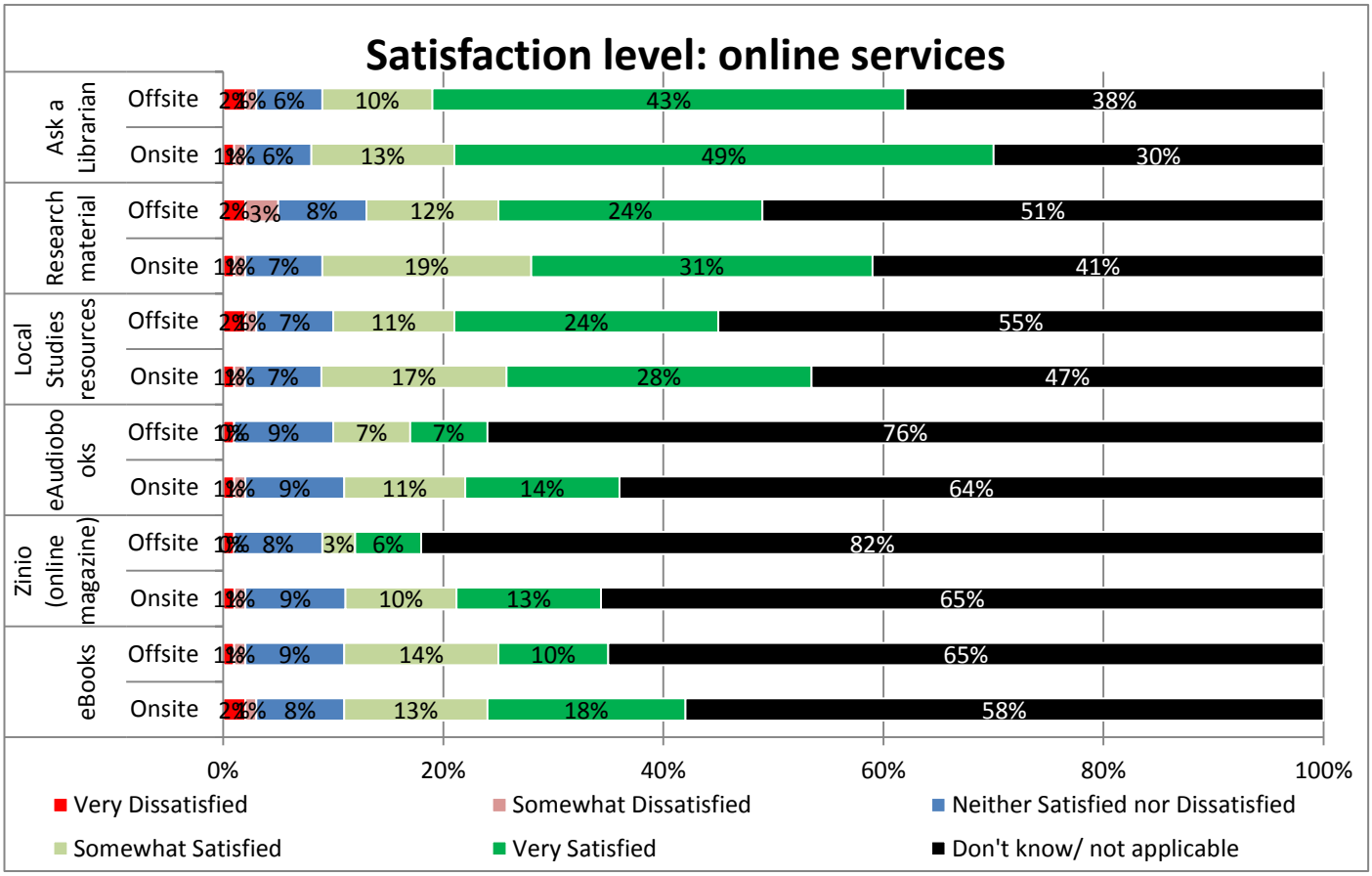

Figure 13: Satisfaction level: online services

Recommended improvements

Respondents were asked in an open-ended question if they had any improvements that could be made to Newcastle Region Libraries.

Figure 15 provides an overview of the suggestions left by respondents (please refer to Table 1 provides further detail).

The most commented on improvements suggested were;

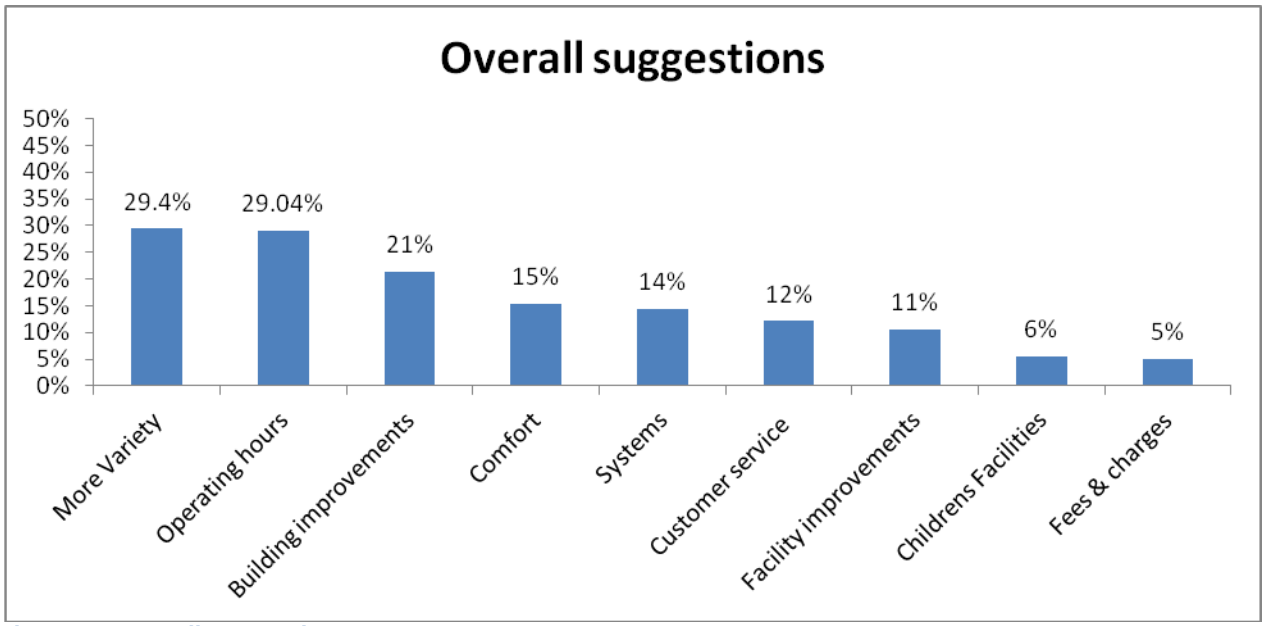

Figure 14: Overall suggestions

Top three onsite:

- More variety (37%)
- Operating hours (30%)
- Comfort (21%)

Top three offsite:

- Operating hours (28%)
- More variety (20%)
- Building improvements (16%)

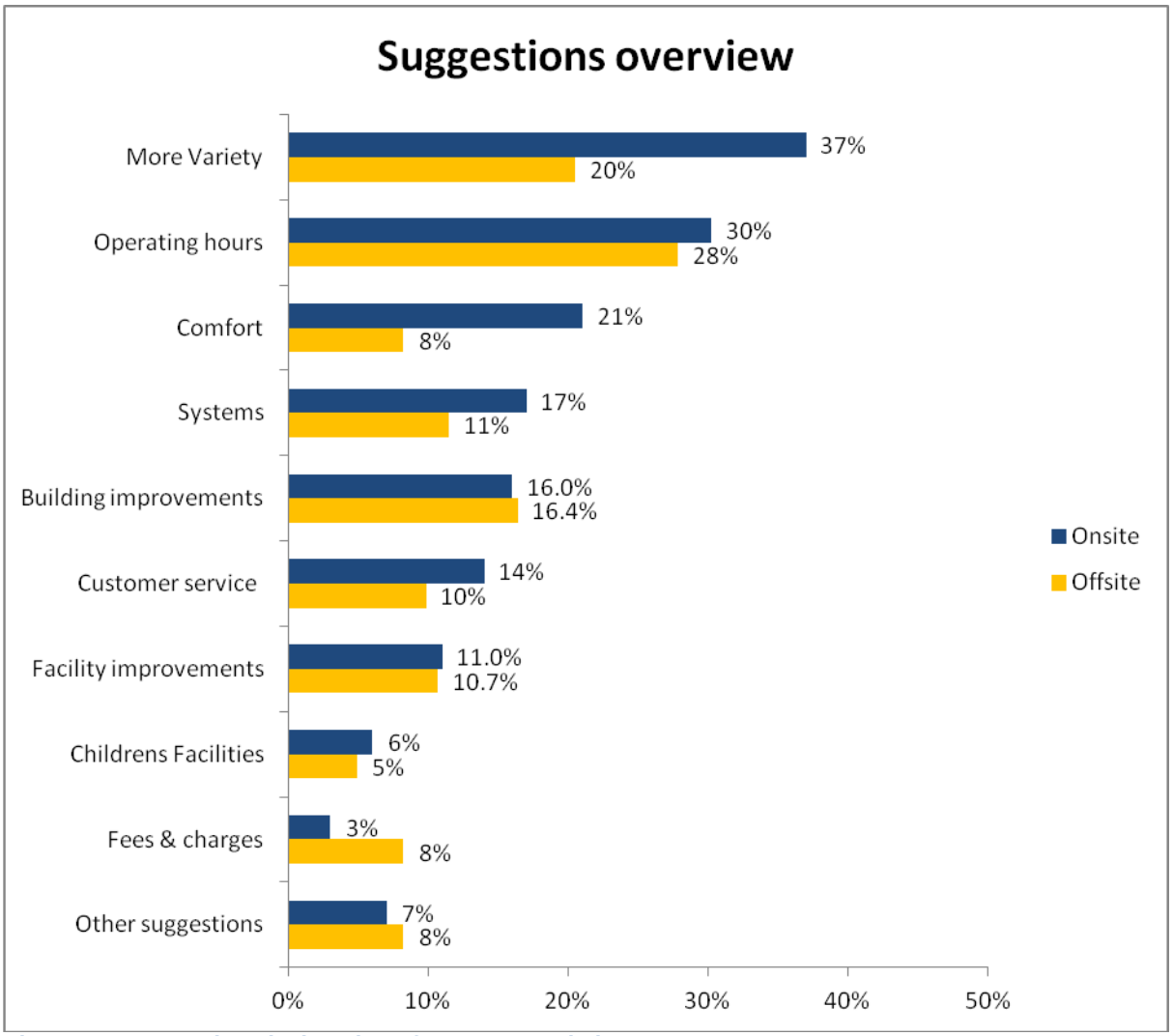

Figure 15: Suggestions by location of survey completion
Note: Results based on open ended response. n=271

Comments:

"A broader range of book genres- e.g. graphic novels, young adult literature, also having a complete book series."

"Local sub-branches of libraries - part time hours are inappropriate. It makes it harder for people who work full time but are also studying to access library facilities."

"(I) am not encouraged to linger and read etc as there are very few places to sit and do this. A "quiet room" would be fabulous (as libraries certainly are not quiet places anymore!)"

Table 1: Improvement suggestions

Topic	Sub-topic	Onsite	Offsite
Operating hours	Longer opening hours	26%	28%
	Weekend opening hours	9%	5%
	Extend suburban hours	4%	2%
More variety	Book & magazines	24%	11%
	Music & DVDs	11%	1%
	Programs & exhibitions	6%	7%
	E-books	5%	0%
	Audio books	3%	2%
Comfort	More comfortable seating	18%	4%
	More user friendly for study- work stations)	6%	2%
	Reading spot- couches and bean bags	2%	2%
	Chairs to assist with kneeling	0%	1%
Improve systems	Online systems	9%	4%
	Communication	6%	2%
	Cataloguing system	5%	6%
Building improvements	Improve maintenance/ upgrade	19%	10%
	Café	6%	3%
	Improve lay out of library	2%	1%
	Outdated facilities	1%	2%
	Library/ gallery create a new social hub	1%	1%
	Centralise libraries (quality not quantity)	0%	2%
	New library (Merewether)	0%	1%
Customer service	Improve customer service	7%	7%
	Great customer service, valued service	4%	2%
Facility improvements	More / improve technological facilities	8%	8%
	Quality of products	2%	1%
	Utilise as focal point for community activities	1%	1%
	Expand the family history section	0%	1%
Children's facilities	More programs/ facilities for children	2%	2%
	Great kids programs/ school holidays	2%	2%
	Children seating & reading areas	2%	2%
	Larger toy library	0%	1%
Fees and charges	No cost / reduce cost for reserving a book	3%	2%
	No change to service (charge fees)	0%	6%
	Increase fines	0%	1%
	Remove fines	0%	1%
Other suggestions	Library should cater to the Universities	2%	1%
	Other	2%	0%
	Provide better service for handicapped and elderly - wider aisle, titles at eye level	2%	0%
	Provide night security	1%	0%
	Address parking	1%	0%
	Provide out of hours chutes/ remote check in stations/ self service	2%	2%

Note: Results based on open ended response. n=271

Additional comments

At the end of the survey, respondents were given the opportunity to provide additional comments. Figure 16 summarises the key themes that emerged from analysis of responses. Full verbatim responses can be found in Appendix II:

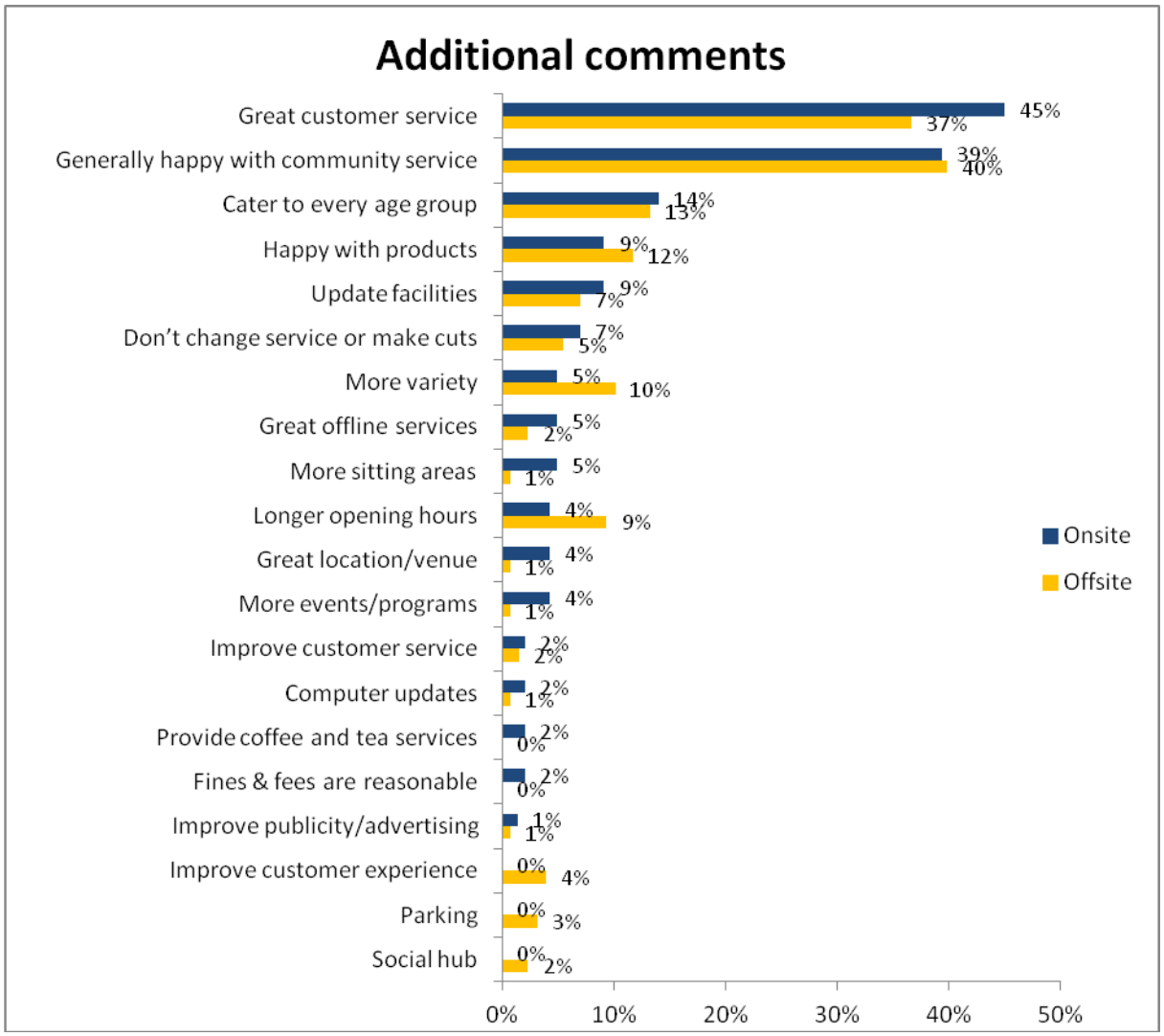

Figure 16: Additional comments

Note: Results based on open ended response. n=271

Comments:

"In my experience library staff are incredibly helpful. They are particularly encouraging of young children, helpful to older children accessing resources for assignments and supportive of those with limited capacity for using online resources. It is always a pleasure to come to the library."

"You are doing a great job, my kids love coming to the library and staff are very helpful. I am sure the local library helps develop a love of books."

"A great place to visit and it is appropriate to the needs of any age group."

Appendix 1 – Survey questionaire

Intro	**Newcastle Region Libraries Survey** This survey is an annual survey that assists Newcastle Region Libraries in planning for the future. Your input will help us to provide you with a better service. The intent of the consultation is to: • find out the profile of visitors to Newcastle Libraries • measure the quality of visitors' experience and understand their requirements and level of customer satisfaction feedback regarding Newcastle Libraries • determine the current reasons for visiting Newcastle Libraries, including receptiveness to changes • determine if Newcastle Libraries meet community needs and expectations • ensure Newcastle Libraries information disseminated is relevant and useful • determine future services and activities The community feedback will inform an ongoing overview of Newcastle Libraries marketing and business plans, assist when seeking grants and sponsorships We encourage you to take about 5- 10 minutes to fill out this questionnaire. You can be assured that all your answers will remain completely confidential. Thank you for taking the time to complete this survey.		
Survey_completion	Where are you completing this survey? Please select one response only. ○ Onsite at the library ○ Offsite		
Online Include: Survey_completion **IS** Offsite	Visitation	How often do you visit a library branch? Please select one response only. ○ Never ○ Less than once a month ○ One to three times a month ○ At least once a week	
	Never_visit Include:	Never_visitCopy 1	Never_visit_reason	You answered that you never visit the library, what is your

	Visitation **IS** Never		reason for this? Please select all that apply. ☐ No interest ☐ Lack of time ☐ I have been meaning to visit ☐ I am unable due to disability ☐ Other
		Encourage_visitation	Is there anything that would encourage you to visit the library? Please be as specific as possible.
		Never_visit_disqualified	**TERMINATE**: Thank you for completing this survey. END INTERVIEW with status : Disqualified
Onsite_CS Include: Survey_completion **IS** Onsite at the library	Onsite_visitation	How often do you visit a library branch? Please select one response only. ○ Less than once a month ○ One to three times a month ○ At least once a week	
	Online_services_rating	Please rate the current online services at your Library: Please select one response for each item.	

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/ not applicable

	eBooks	○	○	○	○	○	○
	Zinio (online magazine)	○	○	○	○	○	○
	eAudiobooks	○	○	○	○	○	○
	Local Studies resources	○	○	○	○	○	○
	Research material	○	○	○	○	○	○
	Ask a Librarian	○	○	○	○	○	○

Reason_for_visits

What are the reasons for most of your visits?
Please select all that apply.

- ☐ CDs
- ☐ Books
- ☐ DVD's
- ☐ Magazines
- ☐ Baby Book Packs
- ☐ Audio Books
- ☐ Using a computer for research
- ☐ Using a computer for social media (eg facebook)
- ☐ Attending children's activities
- ☐ Work related activities
- ☐ Study related activities
- ☐ Attending adult programs (eg Book Clubs, training)
- ☐ Social activities

Image_ratings

Please rate the various aspects related to wellbeing, cleanliness and Newcastle Region Library's overall image:
Please select one response for each item.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/not applicable
Comfort of	○	○	○	○	○	○

	places to sit						
	Number of places to sit	○	○	○	○	○	○
	Cleanliness/quality of maintenance	○	○	○	○	○	○
	Feeling safe	○	○	○	○	○	○
	Easy to read & informative signage	○	○	○	○	○	○
	Overall attractiveness	○	○	○	○	○	○

Services_programs_rating	Please rate the current services and programs at your Library: Please select one response for each item.						
		Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/ not applicable
	Computers	○	○	○	○	○	○
	Wifi & internet	○	○	○	○	○	○
	Opening hours	○	○	○	○	○	○
	Customer service	○	○	○	○	○	○
	Books	○	○	○	○	○	○
	Magazines	○	○	○	○	○	○
	Music	○	○	○	○	○	○
	DVDs	○	○	○	○	○	○
	Programs & activities	○	○	○	○	○	○
	Exhibitions	○	○	○	○	○	○

Improvements	Do you have any improvements to recommend? Please select one response only. ○ Yes ○ No
Improvements_CS Include:	Improvement_open_ended Please suggest any improvements that could be made to Newcastle Region Libraries

Improvements **IS** Yes	Please be as specific as possible.
Additional_comments	Please provide any additional comments about the Libraries in the space below: Please be as specific as possible.
End	**TERMINATE**: Thank you for completing this survey. Your input will help us to provide you with a better service. END INTERVIEW with status : Completed

Appendix II –

Respondent profile

Surveys were conducted onsite and made available online. The majority (63%) were offsite, with 37% conducted onsite at the libraries.

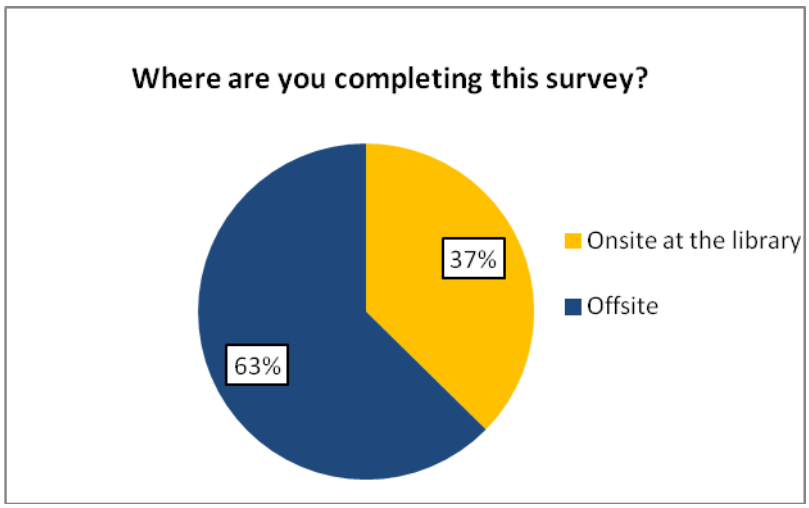

Figure 17: Where are you completing this survey?

Newcastle Voice demographics

Gender

Just over half the amount the respondents were female 55%.

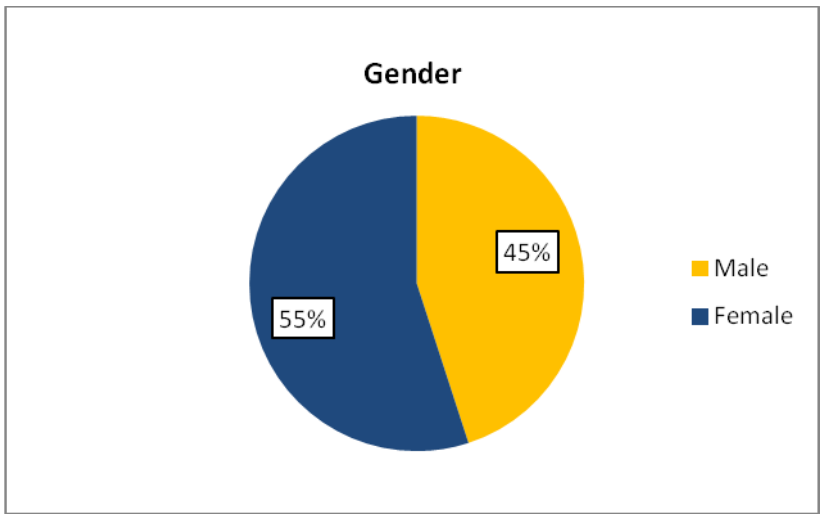

Figure 18: Gender
Note: Newcastle Voice members only.

Age

The majority of respondents were aged between 55-69 (40%) followed by 40-54 (30%).

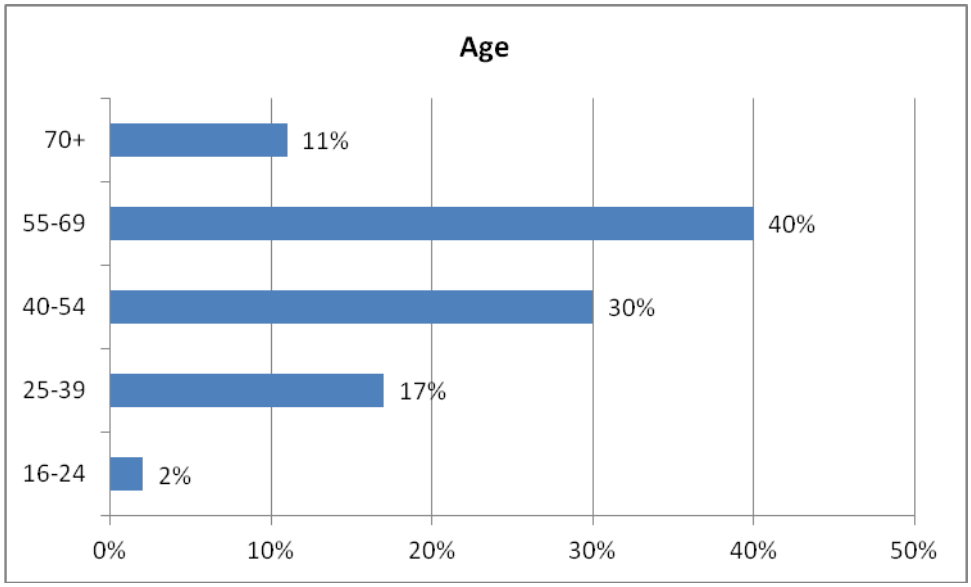

Figure 19: Age
Note: Newcastle Voice Members only.

Residence

The most common residence for respondents was Ward 1 (34%), followed by Ward 2 (22%).

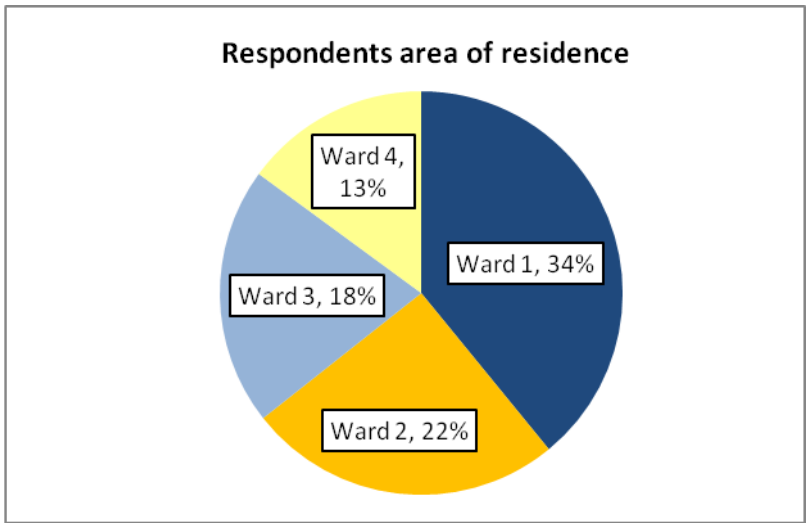

Figure 20: Respondents area of residence
Note: Newcastle Voice members only.

Appendix – III Verbatims

Onsite: Improvements. Please suggest any improvements that could be made to Newcastle Region Libraries

Verbatim Responses
more staff
more staff
- more clean, quiet study areas with clear signage re noise (eg mobile phones off, etc) - longer opening in evening - more bookshelf space and range
- Stack the CDs so that they can be viewed by their spine rather than having to flip every CD to find out what is there. - Open on Sunday 10-2. This would be the best time in the week for me to bring my kids to the library. - I like to see the staff picks but the selection doesn't stay fresh. - Some staff bahave as if they are policemen/women. Some are lovely doing the same job. - The online music download system feels like a dud. - When an online request is not met before it times out, then there should be an action rather than it disappearing. - I like the community notice boards but they need to be actively cleared of out of date items.
1. Local sub-branches of libraries - part time hours are inappropriate. It makes it harder for people who work full time but are also studying to access library facilities. It also makes it harder for pensioners to access library facilities who may only have access to transport on certain days. There is a growing perception that Newcastle City Council only increases budgets for services within the city of Newcastle itself. I think the current opening hours for sub-branches could be used to argue that point. 2. I think the library acquisition department is a little behind in following the growing trends in film and literature. Not only speaking for myself but for a lot of friends who also use your services and listening to my teenaged counterparts. The zombie genre in film and literature is all the rage and has been for quite a while whilst the library does have a good selection it could be a lot larger and it gets tedious requesting books/films from this genre that are best sellers in this field. 3. Another huge area that the library acquisition department is missing is the huge growth in popularity of adult graphic novels. Series such as the 'Walking Dead', 'Preacher', and 'Revival' to name a few have huge followings. 4. By addressing the above suggesting you will only increase your clientele base.
A city library needs to be open 7 days.
A few more comfortable single seats.
A more broader range of book genres- e.g. graphic novels, young adult literature. Also having a complete book series.
Adamstown - building needs to be painted desperately
An area for children due to nosiness More classical, opera and ballet music DVDs- bad choices
An easy to find online suggestion box to make suggestions for for new books, talking books,dvds or cds for people who mostly access the catalogue outside the library.
An expansion in the young adult book section. Lacks a little bit of flavour and interest. Fairly generic choice of books
Better access to eBooks with only one login required noise is sometimes an issue, especially when children's program are running at Newcastle or Wallsend libraries.
Better opening hours for suburban libraries
Better seating
Better use of space at new lambton. Utilising the down stairs space for more cd's and computers and study areas
Books are sometimes not clean having in them hair from body food are dirty. About music discs the cases are sometimes broken.i I like to read certain authors and sometimes the library has two out of the authors twelve books . Thank you for the books I have been able to get. Have
Can online magazines be made available to Linux computer users?

Can you please look at the opening hours of your subbranches. First the council tries to close our pools now it cuts back on branch hours. My daugher would like to tell you to get more zombie series books in like TW Brown's 'Dead Series' and stuff like Mark Tufo's series.
Clean up the seats outside, all the varnish has disappeared because of the rain
Clean your furniture
Cleanliness standards have dropped a little recently
Coffee shop
Comfortable seating and chat spaces Lounge areas for using own technology Cafe or coffee areas More areas for groups to congregate and talk
Computers and wifi are to slow and more up to date computers would be good for the public and faster and mor time on the wifi.
Counter staff need to be trained in customer service. I have been greeted with "Yes?" when approaching the service desk at New Lambton. Staff need to understand that they are there to provide service to their customers.
Create a Friends Of The Library organisation, as the State Library has in Sydney. Congratulations on your Bookchat Thursdays and Norning Teas. Splendid and informative and occasionally entertaining. Broaden your book collection with more biographies\history/literature classifications. If possible in these straightened times, open a small cafe at the library. Customer service is first class and very courteous.
Don't get rid of free gal music
elibrary is very confusing and complicated. I have found it very difficult to use and doesn't support my kindle. Would like to have better wifi and seating areas. magazines stocked in city library aren't as comprehensive as new lambton's selection. Would like a sunday opening time.
Facilities in dire need of updating
First I want to say that every time I have sought assistance from a library employee they have been positive, friendly and helpful and they never leave you waiting at the counter. The library itself however it is great need of improvement (just compare it to Wallsend library and the visual component will be obvious). Our library (the interior) looks as if it was last updated about 50 years ago and is decidedly unattractive - it is also too small for a library serving a major city. Why not a cafe in the library, and a comfortable and attractive lounge area (yes, I now this would require renovations but why not think big about what the future might be.) It is almost impossible to find books because of the bizarrel catalogue system. Book categories include mystery, or sci-fi, or large print or classic (the definition of which is unknown to me). Unfortunately those who catalogue don't always get the category correct so one must check every area when seeking a book. (The other day I actually had to do a loan request as neither the librarian nor I could find the book anywhere - even though it was listed as being in the library.) And to make matters worse, some years ago someone decided that hardcovers would go on top and bottom shelves and paperbacks in the middle - so now one has to search both of these with care because for example, the A's of one don't line up with the A's of the other. Could we not just file all books together by author - yes I know people like to browse mystery - but despite what they might think they aren't browsing all the mystery books. Last year we travelled regularly to Maitland to listen to talks in their speaker series (the one on mystery writers was excellent). Why can't newcastle library have a regular speaker series. The fact that we now have a popular writers festival shows how much interest there potentially is. How about 20 over the year. Like the improved DVD section, but I guess all the good ones are usually out. The World section is a good idea - but again a cataloging problem. What is the definition of world - is it just everything that isn't American or Australian, or everything not English? Just found a movie by Peter Greenaway (an Australian) in the world section. How about just calling it "movies not made in English" or put some tag on the spine so we know. Would also love to know which movies are Australian - apparently there is a kangaroo on books - could they also go on movies. And one more suggestion - please stop putting the library tags on top of the words that tell us what the movie is about - it is extremely frustrating. I guess that's more than enough from me. Good luck.

Firstly, let me commend you for your move to providing e-books to the customers. It is a very useful service and I use it quite often. However, your e-book selection is lacking especially in the area of Christian fiction. The choices you have in this category are very limited (mostly Amish related titles) thereby not attractive to the diverse contemporary audiences. I have made numerous suggestions for acquisitions but I never get responses despite leaving an email address for contact. I would recommend you look into making this category as attractive as the other fiction subjects. The same goes for your DVD selections. The collection lacks diversity to cater for the multicultural society in Newcastle. I realize you cannot buy everything but it would be good for you to branch out and include international titles and not just Hollywood productions.
greater variety of audio books
Hamilton library is requested to open on more days
Have more comfortable chairs to sit on.
Hi
High school students just fooling around therefore taking up study rooms and leaving food mess. Security seems to ignore, staff give three warnings each
I am requesting for a wacky wombat in Hamilton library
I am requesting Hamilton library to be opened on Thursday. I am happy with their customer service, people are understanding and they get the books I want.
I like to see social gatherings held at my local library . Book clubs , computer courses , etc
I mainly visit Newcastle library and Mayfield library but am not encouraged to linger and read etc as there are very few places to sit and do this. A "quiet room" would be fabulous (as libraries certainly are not quiet places anymore!) Mayfield library should be open longer on a Saturday. Say 9am till 1pm. I was recently overseas and received a "your book is in" text, but due to the limits of the system, I could not respond to the text to say thank you and explain why I could not collect my book (for which I had waited a couple of months, and I was not going to phone from Istanbul!) This would be a good feature of the SMS notification service (the ability to reply).
I only seem to find out about library events because I go to the library. I have found our local library (Hamilton) an invaluable resource for my family/kids. Maybe more advertising could attract new families to visit their local branch and partake in library activities.
I use Lambton library the most, the service is great. We visit 2-3 times a week. New Lambton library service is poor. I would be very upset if Lambton library was merged with a larger branch. Most of the visitors are elderly or families who walk down. We would not drive to a bigger library. Thanks.
I VISIT WALLSEND LIBRARY OFTEN, THE STAFF ARE WORTH THEIR WEIGHT IN GOLD AND DO A FANTASTIC JOB BUT THE POOR GIRLS ARE OVER RUN AT THE COUNTER WITH VISITORS AND QUESTIONS. AT TIMES THEY COULD DO WITH MORE STAFF
I would like more recent DVD's available and a change in the audio book titles,also I think there should be a dvd/cd cleaner available before we take them home cos sometimes they are filthy with finger prints and scratches
I would like this company to keep doing a good job because they are good people
I would like to see more 4x4 magazines and more caravan magazines.
ibrary is great
i'd like to have a much better wi-fi connection to use my smartfone to look up things eg., movie reviews before checking out a DVD
I'd like to see a larger range of magazines available onsite or online, including cross stitch magazines. The e-resources available are great although I am disappointed to see the Freegal music subscription is being discontinued. If you work it is difficult to access the library in opening hours.

I'd love a service, perhaps a monthly email advice you could subscribe to, which would list the libraries' new acquisitions (including e-books). It would be helpful to know if books I've searched the catalogue unsuccessfully for in the past are now held by the libraries. Sometimes I trawl through the 'new titles' section of the catalogue, but it's in alphabetical order (rather than date added), so it's hard to narrow in on the stuff that's been added since the last time I checked it. Also, I order a lot of holds and am always scratching around to find the correct money to pay for the holds. It would be good if I could just pay, say, $20 on my account, and gradually draw down the balance as my holds are fulfilled.
If possible more weekend opening hours, especially Sunday. Needs a section on sustainability, green energy, low carbon plus more magazines on these topics and suitable sites eg reneweconomy should have icons on the computers. Need far fewer magazines on celebrities etc. There are too many. Generally very happy with the library. Staff are great.
In other libraries, it's quite noisy, with kids running around and library staff talking.
Increase opening hours at all libraries
Increase opening times to improve access to libraries
It would be good if lamb ton library could increase its hours of opening. Wallsend is great. These are the two main libraries that I use. Staff are super....helpful, polite and friendly.
It would be good to have authors and other related activities in Hamilton library.
It would be more satisfactory as a library user to be able to borrow the books in my local library without having to put them on hold then paying the $1.10 to borrow them... from "my" library!!! I suppose i could just wait till tehy stop being so popular, and I can find them on "my" shelves.
It would be nice to have permanent coffee
Lake Macquarie Library was like this in 1998; It is now much more available to it's members both online and at the branches. An update for Newcastle is pretty much overdue and would save time and allow librarians to be a good deal more to the members than checking books etc. in and out. The smallest branches could have a self check-out. Larger branches can invite popular authors to signing days, hold exhibitions etc. Popular book series instalments, should be arriving as soon as possible for the fans. I note that some of my favourites are several instalments behind, and I have only been using the library for about a month!
Laman Street needs a total refurbishment: it is an embarrassment for such a city - needs modern carpeting,, much more room, some depth and soundproofing where people don't want to mingle with noise makers. I lived ten years in Christchurch, NZ, where the Library was a daily hub of activity and enjoyment for city dwellers - quiet and busy spaces, a huge range of materials, E reading facilities, wifi etc, coffee shop attached. We should be able to have this in central Newcastle in the 21st century. The library seems stuck in the culture of the Cultural Centre of the 1930s, but mind you, I love it.
Larger premises
Later opening times
Library At Beresfield is looking very tired with daggy furniture
Library staff attend Book caht to keep us up to date with book/library information Am not prepared to use a self checkout of library books. Face to face customer service should be a priority!!!!
Longer hours on Saturday. Wallsend
Longer hours on weekend.
Longer hours.
Longer opening hours or open more days please. Some academic resources? I'd love to be able to research for university locally.
Longer opening hours would be welcome

Longer opening hours, no fees for holding a book or picking up at a different branch from where the book is housed, greater range of books, especially if education funding is to be cut
Longer opening hours.
Make the book reading to children and babies more accessible. Wallsend library is wonderful, but the external book return doesn't work as some books I have returned that way have gone missing, leading to librarians hounding me before I explained the situation. Why not make it a WiFi hotspot instead of secured? It would be more accessible especially if there is a shortage of staff at the desk.
Mayfield library could do with a spruce up outside, the building doesn't look very attractive, although it's very nice inside.
Mayfield Library: A few work tables and chairs, A place to put your own laptop to work on, Perhaps a power-point if battery is low, More community and children activities. There are always school holiday activities on but seldom anything at Mayfield.
Mayfield needs a bigger library
More books in ebook collection
More books.
More comfortable seating and more days to open.
More community activities
More computers. With the growth of mayfield, maybe a bigger library.
More days open,
More gardening. Magazines
More information on local and community activities, exercises, clubs in the area. The libraries who have rooms not being used regularly could be used for activities by volunteer groups such as, e.g. scrabble, card games (NOT bingo and gambling games that registered clubs have), exercise classes for seniors or over 50's who cannot afford the prices of fitness classes or haven't got transport to be able to fitness centres. This keeps the mind and body alert and while they are at the library they can get the books, etc out. Gets them out on social outing. This should be a cost for NCC to take up. It could covered by attendees at minimum cost.
More latest movies.
More movies/DVDs
More opening hours
More opening hours at Lambton and more book swap page between libraries
More opening hours for part-time branches.
More opening hours in smaller branches
More places to sit
More places to sit and more computers self serve borrowing
More seating for reading newspapers
More seating with power points More areas for quiet study Less noise in Library
More space in some of the branches.
More staff, rotate books and other material between branches more frequently, post up book reviews and staff suggestions re books to read, also review DVD's and music CD's
More staff,bigger reading area, more storage space for records, more comfortable chairs, a second room for local studies, the local studies staff provide an excellent service given the difficulties they work under
More study areas for students
More up to date kids books & DVDs
Need more DVDs and documentaries.
Need to spend some money on refurbishment

Needs fresh paint and an overall spruce up.
New Lambton branch is way too small!!
Nil
Ongoing maintenance required on the outside of Wallsend Library. Painting of the timber sheeting is required before further deterioration causes greater costs for council.
Online book service is not very good whereas the Zinio online magazines are excellent. The wallsend branch book collection is very good whereas the collection at newcastle city branch is very tired and limited in range. More money needs to be spent on books.
Open at least to seven at night
Open library 9:00 am
Open on weekends
Open Sat afternoon and Sunday Enable logging into account with a user name rather than a very long number
open week-ends, and closed Mondays, so use can extend to working people.
Opening hours of Hamilton and Adamstown- very confusing!
Paint Adamstown library
Place to have tea and coffee.
Please clean DVDs covers
Please offer computer classes in Hamilton library
Please update PRC reading books.
Political stories. Graham green and Gunter grass
Raise money for children activities in the library
Replace broken lighting in toilets asap, and maintain toilet cleanliness, as sometimes it's not very clean, or things are broken.
reservations fees too high....
Self Service Check-in & Check-out of selected material
Shall we have more computer and time to use it when it necessary please
Some comfortable armchair seating would be nice. I was at one of the branches that had a lot of bench style seating, or cafe style table and chairs, but it wasn't really comfortable to sit back and read for an extended amount of time.
Some libraries are well set up and have lots of room. Libraries like New Lambton don't have enough sitting space and computers.
Some need refurbishing and larger such as New Lambton.Massive lovely library at Wallsend.
some of the buildings are very dated
Some updating of library building would be good
Sometimes some of the staff at New Lambton are not particularly happy/friendly. A smile at the very least is not that hard.
Spend more money on books, mags, cds, dvds, reference material, computers, exhibitions etc etc. Good to see a lot more activities taking place for children eg Saturday not so long ago where there was heaps on children following some person in a costume, not sure who it was?! just heaps of happy kids should be more activities for children as I consider reading a top priority for learning
Sssssss
Sunday opening hours.
The catalogue can be frustrating, the old catalogue was actually easier to use.
the computer system seems a lot slower to log into, maybe because of all the extra content. new books are a lot slower arriving than previously, maybe the ordering system has changed. maybe a few signs asking parents to control their children, the library is not a child minding centre. perhaps a master copy of the very popular magazines kept on the shelf eg choice, not available for loan but for reading on site.
The library needs a facelift. Make it look more comfortable and modern. Not council ugly

The 'new' website is not user friendly ... more attractive than the 'old' one, but not as functional or easy to use or navigate around. I expect you are locked into this new design, so I do not expect much change. In particular, I use the website to keep up with new acquisitions in the library system and the new site does not have an intuitive system for informing me of those. I find it easier to revert to the 'old' classic catalog to remain current.
The non-fiction shelving system is frustrating. Books are catalogued by Dewey, yet are shelved differently with a crazy mix of numbers. It would be simpler to return to the Dewey shelf arrangement. We are then able to look up the books with one reference. The need for a shelf map as well is ridiculous.
The opening hours on Saturdays are too short. If they were longer we could have more activities on a Saturday when people are off work. Also, there should be more evening events on seeing as the library is open until 8pm. this is fabulous. why not utilise it with more lit events and social gatherings?
The physical space needs a real facelift. Non-fiction resources would be easier to locate if shelved according to their Dewey number. As it is, it takes soooo long to locate a title.
the range of e-magazines available through Zinio are mostly UK or US publications, Australian publications would be preferable.
Toilets, which are not a part of the library, could be better? Such "little" details make a difference between better and best.
Update the DVDs and more voriaty. More comfortable chairs.
Venue updates in terms of attractiveness, lighting and external signage to library sites. Website re- design in terms of improved user experience: login would be better if on home page and calendar of events would make what's on easier to data mine for rapid access to info, also being able to access what's on via location . Many libraries are now leveraging the communication power behind social media, and it seems an outdated approach that newcastle region libraries are not able to maximise this avenue of community contact and engagement.
While the staff are very professional and friendly at New Lambton Library the community needs a much larger facility like the one at Wallsend.
Wifi available for more than thirty minutes Quiet ares for study Large tables in the downstairs area of New Lambton library
Would like more classics in large print and audio such as Tim Winton,, Alex miller, Thomas Keneally, Liz byrski
Would love more free or reasonably priced children's activities year round and in school holidays.
Would love to get a reminder text that books are due to be returned.
You need more librarians, it's obviously understaffed. Librarians, not library assistants. A bigger and better collection of children's fiction at city branch would also be good.

Onsite: Additional_comments. Please provide any additional comments about the Libraries in the space below:

Verbatim Responses
- They are great. - The ability to suggest an aquisition and be heard is excellent. - Evening opening times are useful. - The fines are reasonable.
a fantastic resource
A great place to visit and it is appropriate to the needs of any age group . It is especially great with kids as they find the place amazing .It gets them out of the house and thinking for themselves .

A library is essential to society so everyone no matter rich or poor can access books, learning, the internet and children's activities. It is very short sighted to cut services we are poorer as a society without this wonderful resource.
A real pleasure to come here, our favourite library
Ability to search for books in the children's section is difficult as there are no terminals in the section.
Activities for kids during the school terms would also be good also activities in every holidays
All good no dramas
All round good- no complaints
All the service is good. Thanks so much.
All the staff are exceptionally helpful.
All very helpful and friendly
Always friendly
Amazing building, nice staff. Friendly place. I prefer it over the Newcastle university library.
Amazing staff but a little bogged in work. With only one person on hand to help makes it a little hard to find books.
City library needs a facelift to its branch. The external is now excellent but the inside is desperately in need of a makeover. the event spaces are really good but it would good to see more events in them - saturdays and evenings. like readings, authors, etc
Clean your furniture
computers run to slow
Continue to provide audio books and expand the genre which appears to be predominantly crime fiction.
Doing Great at Adamstown
Email notifications of overdues are great. I would prefer to have them sent to my phone.
Excellent friendly and very helpful staff
Excellent library staff
Excellent place - wallsend
Extremely happy, use the library a lot. Staff always helpful. Have ordered in books which is very useful.
For the male librarians to be a little bit nicer
friendly, helpful staff with a smile
Girls are all helpful and polite . Beresfield
Good library
Great asset for Wallsend (the only library I have visited lately)and surrounding suburbs
great children's program at city library. Staff are excellent.
great community space,excellent staff and it is wonderful to be able to access authors from around the globe
Great educational material
Great place

Great resource that is so accessible. Thank you
Having coffee and tea available could assist the general enjoyment of the visits for those who spend time utilising the services they may not have access to at home.
Hi
I always use and enjoy access to various online databases provided, as well as Freegal and Zinio - thank you - very helpful!
I am a little handicapped in that I can't bend down to read book titles sideways any more; which is why, when I was a member of Lake Macquarie Library, I would always order my books on line and my husband would collect them, most days. I kept track of what series was due out a new book and advised the librarians accordingly. Last year, LML stopped charging to reserve books. Perhaps they found it more inexpensive to do it that way. I would go to the reserved shelf, find my book and check it out myself on days when I collected them. Just a thought!
I am very happy with our staff service at Stockton library
I can and do highly recommend baby book time, story time and wacky wombats to friends with kids. Being able to borrow so many great books is an added bonus when we attend these library activities. I am so grateful my kids and I have been able to become part of the library community.
I don't think the fee to request a book from another library in the same library system is fair. It should be free.
I don't think we could be any better, brilliant.
I found the staff to be lovely and very helpful but I was surprised that the 24211013139481 doesn't have an automated self checkout service
I just love the separate language books room. I also have just borrowed my first Ebook and this is a fantastic service. The staff had an ipad behind the desk to show me how to go and do it at home and it was EASY! Thanks
I like the location and it's a pleasure the access to the Darby street restaurants
I love that the catalogue is available online. I love the BookMyne app. I love that I can download e-books at home. I love Newcastle Region Libraries.
I love this place cos of the LGBTI safe placement here
I often request items (books, CDs, DVDs) that are not already in the catalogue and I really appreciate how quickly these items are purchased and how affordable it is - only the usual $1.10 reservation fee.
I think that the library staff at my local library, Wallsend, provide a friendly and a competent service.
I think the libraries provide a terrific service, with good support staff.

I think this is a very valuable service and the library does a great job with little funding.
I think we are lucky to have the experienced staff we have. At our libraries
I use all libraries in the region and find them all very suitable to my purposes. The Wallsend Library is by far the best, with plenty of room to spread my notes, good clean toilets and friendly staff. I have found the younger woman with the dreadlocks at New Lambton Library probably the friendliest and most helpful staff member in the network by far. She always finds time to show an interest and have a chat. She shares my interest in music and we always have something musical to talk about. I think that possibly the CD collection could be updated more often, but then I can't really talk because I haven't contributed any useful advice or suggested any purchases.
I won't be using the self serve function at the library as I value the input and help from the live people who assist me. Your staff are exceptional, and is like to see their jobs retained!
I would like the library to start getting stuff like graphic novels. Things like 'Preacher' by Garth Ennis
I would prefer larger, higher quality libraries like Wallsend in preference to so many small outlets.
I'm 63 so many things have changed since I was a child, but it's all for the good.
I'm using the newspaper archives for my research.
In general the library services are fabulous and an extremely valued and valuable part of our community.
It is a lovely environment to be in :)
Librarians are always extremely helpful and obliging. Good long opening hours. Very helpful that children don't have to pay fines!
Libraries are a vital part of society and should be continually funded so they continue to remain as vital community places
Libraries are an excellent resource for the people of Newcastle. In my experience library staff are incredibly helpful. They are particularly encouraging of young children, helpful to older children accessing resources for assignments and supportive of those with limited capacity for using online resources. It is always a pleasure to come to the library.
Longer hours on weekend
Love it.
Love libraries!
Love the libraries, I don't think I could live without them. Hopefully the council doesn't feel the need to cut back these services.
Love the libraries. Don't cut these essential services.
Love the staff who are readers! I love it when they can recommend books for myself and my children. Please encourage your staff to know about books!
Lovely and clean and very we'll set out. People are very nice. Beresfield
Lucky to have libraries

madd
Mayfield has more books than ican read but I notice that other branches stock more title and more variety
More computers
More study rooms
Mostly I go to New Lambton and City libraries, New Lambton isn't that big so there aren't many places that once can sit mostly one large table surrounded by chairs.
My family are regular users of the library, both through visits to branches and online. The library offers a great range of activities and services to foster interest in reading at all ages. It is important to me that these services remain accessible to all members of the community.
My four year old loves it!
My main use of libraries is through online access. Holding books through the internet, e resources, downloading music and magazines and browsing online databases and catalogues is how I use the service at the moment. This is the best way to access the service as i live remotely from the library in a rural area
Needs newer looking facilities
New Lambton library is very good
No suggestions about improvement. Staff are very helpful, always friendly and Libraries are well maintained.
Ok
one of the best libraries in the area. Wallsend.
Open longer hours please
open more hours at night
overall the library services are good. I attend wallsend very regularly, the staff are always polite and very helpful. the variety of books, magazines etc is good. as a reader who loves hard copy books please don't stop providing us with our reading choice. thankyou
Overall, I find the library services excellent. Perhaps just a wider variety of books or other media.
Please do not close the Hamilton library and the staff here are excellent.
Please do not economise on library services
Please keep funding them - it's one of the council services I get most from.
Public libraries provide a much needed and valued service for the community with an expanded range of materials and technologies and should be maintained and improved.
Rock and rhyme book time is a wonderful activity for little kids. The format and teaching is exceptional. My kids love attending and now love reading books, singing and dancing with instruments.
Service is great

Should be more publicity. Also signage inside the Libraries could be improved. Found it difficult to locate the Shaun Tan exhibition recently. The library assistant didn't know if it was open or not!
staff assistance generally very good to excellent.
Staff at at all branches are excellent and always very helpful
Staff at the Stockton Public library are excellent. They provide a range of services to the community (different users have different needs). The collections are dynamic and the ability to request items is excellent
Staff is fantastic, eager to help and knowledgeable.
Staff super professionals
Staff were very friendly and helpful. Will certainly use these services and facilities again.
Thank you for your service you help us because we have no internet . My children do their homework her all the time and I studied for my drivers license here and I have it now. I am glad for this company it's very good for the community thanks.
The children's' program of rock and rhyme run by Sally on a Monday afternoon is wonderful. My grandaughter really loves going. Well done Sally. (Am hoping all the instruments used are cleaned each week.)
The librarians are to be commended on their excellent service.
The library has a decent catalogue with great variety. I do think it needs to sell itself more though.
The library I utilise is New Lambton. I commend the staff for their friendliness, helpfulness and knowledge. I always enjoy my visits, and come away with a feeling of having spent time with people I like and who like me. As a retired person, I enjoy the interaction with staff, enjoy browsing the collection, occasionally finding items that I hadn't heard of that prove to be very enjoyable. On a whole library perspective, I appreciate the breadth of items available in books, magazines, music and DVD movies. Great work everybody.
The library is a lovely space and the staff are very helpful.
The staff are always very helpfull and curteous. The book club is really good, with interesting choice of books. My Ladies Probus meet here once a month and the room is always set up well and the library staff very obliging.
The staff are excellent and willing to assist. I feel Newcastle libraries could be made more attractive for people studying high school or university e.g. Group study areas
The staff are tremendous that is effective, efficient, friendly and smiling. Very caring.
The staff are very efficient and helpful
The staff at Adamstown branch are always helpful and polite, however the library is well below standard in the building and layout. This branch should also be open on a Friday as it is the day when most people do there shopping etc

The staff at the Newcastle branch are very helpful and efficient.
The person who buys the CDs has excellent taste and keeps up with all the latest music. Zinio magazines online is great as is freegal music. I use the reservation system for CDs which is excellent.
The staff at Wallsend library are friendly, courteous and always happy to assist when requested.
The staff is cheerful, knowledgable and obliging - and patient and helpful. Approximately 90% of resources I seek are held in other branches - it's amazing! This means I have to wait, then pay a reservation fee. Library staff run many and varied programmes that are spread across the age groups. This means they are always involved and creative.
The staff where I go to at Wallsend Library are very knowledgeable, courteous and helpful. 99% of my 'borrowing' are done online, which I appreciate very much as I am a Guardian & carer for 2 family members & this frees up a lot of time for me. It is also a cheap & efficient way for me to borrow books & magazines. Thank you.
There has been a lot of fuss about the need for a new art gallery but I think a new library with ample parking and public transport access is more urgent and should at least be planned for.
These are really cool places to come sitnand read or study.
They are very usefull and great to have around so the more the merrier
They could maybe benefit by adding more seat and reading spaces that are elderly people friendly as I have seen older people at times having trouble getting in and out of seats.
They may need a public campaign of support as this Council slashes its way through the cultural values of this city.
This is an excellent service which I use frequently at Laman St and Adamstown libraries.Staff are always friendly,helpful and efficient.Keep up the good work!
This library is very good! I hope there is more couches though
To keep the libraries maintained how they are.
Very friendly and helpful staff. Always greet me by my name and always pleasant
Very good
Very good. Very happy with every area
Very helpful and knowledgeable staff at Wallsend, pleasant to deal with. Wallsend library cd & dvd racks could be improved/expanded so that items on the lower shelves are more easily accessed.
Wallsend is a wonderful facility It is a shame other suburbs do not have the same facilities
Wallsend is fabulous, new Lambton is pretty good but young fail could be improved in location, layout & stock. Would love to see Lambton open lots more - cafe attached would be great!
Wallsend library are fabulous. They are vert helpful and knowledgable.
Wallsend library assistants have always provided delightful service. No, I don't have relatives working there. They are most friendly and helpful...

Wallsend library is a plesant and welcoming eriorment with a good variety of information. a light and airy building with very helpful staff. I appreciate on line contact as a reminder to return items. A great place to relax.
Wallsend staff are v helpful
We love the children's programs. Sally is a gem - so good with the kids. She really engages them in the activities. My son has been going for over a year now and still loves it and asks throughout the week if it is Sally library day. I look forward to continuing going with my second son who has down syndrome. A love of books will be especially important for him as a foundation to learning to read.
We love the Monday rock and rhyme class. What a great way to introduce books to babies
With out the library it will be hard to get the books that we read today
Would like libraries open at 9 am
Would like longer opening hours and maybe a community cafe
You are doing a great job, my kids love coming to the library and staff are very helpful. I am sure the local library helps develop a love of books. Thanks!!
Your library staff are very friendly and helpful.

Offsite: Improvements. Please suggest any improvements that could be made to Newcastle Region Libraries

Verbatim Responses
Longer opening hours
Longer opening hours
- Better choice of books - More foreign language books
- Need to have a good look at staff attitude and general manner - Wallsend staff seem to be all GREEN as of a political leaning and that is not good - The attitude of library staff leaves much to be desired, maybe they need a REV up
* extend opening hours on Saturday and open on Sunday * increase fines and decrease cost for reserving a book that your branch does not hold - or is popular * Lovett exhibition program is stale and predictable * Develop the Local Studies area - its exhibitions have been fun and interesting (food) * Branch libraries (except for Wallsend) are old, uninspiring and desperately need to be upgraded * move New Lambton to beside the pool and develop a "middle of the city" leisure precinct with a focus on young people * what programs are here for life long learning - and I dont mean a 2 hour workshop on how to use a computer or a cuppa and a chat about books run by the staff - engage the Uni to deliver some interesting and intellectual series of programs - at night or on a weekend
1. Don't change the service. Particularly charge fees. 2. Enlarge some of the libraries, particularly the busier ones e.g. New Lambton. 3. Offer more computers and wifi access.
8.30 open

A greater range of books to borrow, especially complete series of novels
Remote check-in stations in common public areas that are not neccessarily onsite at the library
A larger library area would be good for the number of people that use New Lambton library
A larger space for the Newcastle Toy Library would be greatly appreciated. Perhaps the Lambton Library (instead of its current location in the basement of the new Lambton library)?
A library for Merewether
A scanner and more computers would improve services at the library
Access to catalogue online- currently as in the case of music you need to know the name of the cd etc to see if it's available , rather than the other way around.- ie being able to view the catalogue / library collection and then make your choice. Otherwise people don't know what's available New music should be available - You should be able to search the catalogue I alphabetical order , and genre There should be a. Suggestion box for purchases , books , DVDs, music, documentaries etc Monthly email update to members as to new acquisitions , include a section in focus - health, cooking, arts and highlight the collection (as a means of bring the collection to light and covering what you have, and what you don't have) It http://self-managedsuperfund.com.au/what-is-a-self-managed-super-fund/does it make sense to have resources un available because you don't have an open system To improve its ability to service the community To be able to make suggestions to the catalogue online To request purchases/ suggest directions re books and music, or DVDs , with an outcome/ response reply Books / sections in focus, writing completions etc
Additional seating would be very welcome. More book club packs and promotion of recently added packs would be good. Please add toy library to list of services people might use !
Air condition the Lovett, especially during major functions.
all services should be user pays
An easier cataloging system in finding authors and the sequence in which they wrote their novels
As a Mon-Fri worker, I'd love to see some of the libraries open longer hours, or on weekends.
As a person who works 9-5, accessing the library could be improved with longer opening hours on weekends.
As an Early childhood teacher I always find it very difficult to find certain picture books as the books are keep in wooden bin like shelves and have no order.
At Lambton Branch please have an out of hours receptacle

At Mayfield branch the large print book shelves could be better situated as the computers are squashed in that area too Staff at all branches have very good customer service attitudes and are always pleasant Today at Wallsend used the self checkout desk with the librarian for the first time very smart service as long as it doesn't mean staff cuts thank you
Be open Sundays and late nights. Learning programs
Better access to quality current affairs magazines like the Quarterly Essay and the Monthly
better opening hours
Books ordered from other libraries to stay in the destination library. More days open (Hamilton) Wider range of current books that are reviewed in the media, including current political books, award winning fiction.
Bring the libraries into the 21st century. Continue to use them as a focal point for interesting community activities.
centrelise to only city and charlestown libraries. go for high level quality not quantity.
Child sized seating at adamstown library Increased opening hours at adamstown library
Close Lambton, close Adamstown, Close Mayfield - extend Hamilton, bring the City, New Lambton and Stockton into the 20th century. It's antedeluvian about those buildings. Been to a library in another city lately?
Could do with a refurbishment looks very tired. Not enough seating unless very quiet. Would like more nonfiction books that I could borrow e.g. Was after Art Deco books, houses and furnishing. The limit books I could find were only in reference section. I find new Lambton library staff more helpful then newcastle branch.
Customer service focus for staff, uniforms? & standard opening hours.
Do not reduce this invaluable service.
easier to download books to reader
Establish senior activities at all libraries. Rest rooms are great to have when caring for children. Have always found librarians extremely helpful for all computer activities.
Family History Research Centre to be open all weekend
First, most of the staff are excellent; none of my comments for improvement have to do with them. It is clear that not very much money has been spent on the Library in a loooong time. Where to start? In the children's area, the books aren't alphabetised, presumably because there aren't enough staff paid to work exclusively in the children's library area. There aren't enough books in the adult's area, and the books for tweens and teens are practically non-existent. Many books are old, shabby, and, again, not alphabetised in the Dewey Decimal System. Faster internet & more & updated computers are required to bring the Library into the 21st century - 14 years behind the times.

I'll say it again, your people are GREAT, your facilities are substandard.
Get rid of ancient paperback books with miniscule print. particularly the old romance variety, some of these books should be removed because they are absolute rubbish.
Good as is
Have more read and rhyme times.
I appreciate it as it is. Exhibitions and school holiday programs for kids are great
I currently use the library facilities at Raymond Terrace and Adamstown. Raymond Terrace has been recently refurbished at a great cost and sadly the outdoor area as the beautiful garden at the front was not furbished with seating. I believe this is a great oversight as I view that people would like to enjoy the garden area by sitting within it rather than just walking past it. Also as the cafe sells coffee, i would be nice to sit within the beautiful gardens rather than the dark conference room created inside. I attend Adamstown as I live nearby but the opening hours are limited which is a shame for the community.
I enjoy Science Fiction, Fantasy and Mystery novels, I find it hard when all of a series is not available because one or two are lost. These need to be renewed. I enjoy Robert Barrett and Georgette Heyer which are never available. If a book is popular or lost it needs to be renewed. I enjoy old authors not just new ones.
I find it slightly inconvenient that my local branch Lambton is not open every week day
I know it is a resource juggle but the hours of opening make it difficult for me to get to the library... I am time poor and that is not the libraries' fault but I think this is the case for more and more of us....
I only go to Stockton and Newcastle libraries and they are very different in what they have to offer, obviously. I love the children's activities that are organised in the school holidays and take my grandchildren when I can. We visit Stockton library to borrow books and DVDs but the opening hours are very limited. It has been proposed that a new library be built at Stockton, but I feel that the expense is not justified when longer opening hours could service the community better. The library is closed for a few days a week and only open Saturday mornings.
I spend a lot of time at the libraries and the impact of library review and numerous restructures has been on the agenda for so long that it seems to distract the librarians work and makes them feel unvalued. they are the front line of council and this should not happen.
I wonder if the Newcastle Civic Library is taking full advantage of its proximity to the university city campus? There are many international students in the area, (and is likely to increase) so perhaps providing materials specific to their needs could bring more people into the library. (The university library has a designated "English Language Learning" collection, as well as a 24 hour section with access to computers, which is very popular!) Personally, I like to see exhibitions and think that aspect of the library could be expanded (space may be an issue I realize).
I would like more desks and sitting areas. I often want to peruse a book before I borrow it and find there is no where to sit down.

I would like to be taught how to use the new E book facility and be shown how to set it up and use it on my iPad.
I would like to see Beresfield library open each weekday if possible.
I would like to see longer opening hours for the smaller libraries.
I would like to see the opening hours extended on Saturday afternoons. I would then be able to use the family history resources on those afternoon.
I would love the adamstown branch to be open longer. Im pretty sure its a busy branch. Maybe DVDs, CDs and possibly books shuffled around to different branches. Happy to pay fines but dont think you should be charged to reserve a book. I think people that are fined should be expected to pay it straight away. Thanks for the opportunity to comment.
I'd like an email sent when exhibitions are on
If feasible, a more comprehensive, up to date book list. Lack of shelf space for this indicates more space, larger library. You beaut !
Improved and simmpler access to legislation including Regulations, rules etc and partiv=cularly in relation to planning, building regulation, Local Government, and the environment.
Indicate by a coloured dot on the bookspine as to what type of book it is eg. mystery, biography, etc. Not all books such as mystery are found in mystery section. Makes it easier to find favourite type of book.
Internet quality speed .
It should be more like Wallsend. Fluid and offering different zones. A cafe to make it more of an experience and glass to open it up to the streetscape to bring the outside in.
It would be great if the library was open longer on a Saturday. A bigger range of new kids books & DVDs would be great
Lambton Library to open more days.
Library hours in the suburbs could be extended. For example Lambton library only opens 21/2 days each week which is not enough.
longer hours in the evening to study or to go after work.
longer opening hours especially on weekends
Longer opening times
longer weekend opening hours
Main Library - On my last visit I needed the latest edition (Edition 8) of Nick Renton's 'Guide for Meetings and Organisations, Volume 2', however, the staff member on duty gave me Edition 7. When I explained that I'd previously borrowed (from that library) Edition 8, she appeared to look at the computer record and then proceed to tell me that Edition 7 was the only one held. There are 2 issues. Either the library's records are wanting, or, teh staff member wasn't sufficiently trained to know that there was a later version(Edition 8), which the records should have shown I'd previously borrowed. As this was for study, it is an important issue.
make more baby books (card books) available outside of the baby packs: I don't want to borrow the cds or keep track of the items in the bags, just want to borrow the books but there are relatively few available on the shelves.

Maybe more family history section without having to go to Newcastle for it
Modernise the libraries to make them attractive, environmentally friendly, educational, informative places that encourage the people of Newcastle to use them. Make them user friendly and beautiful places to be, instead of looking like worn out, no-longer funded public facilities. Make great reading spots - couches, beanbags, etc. Make cosy workstations for study. As an adult living in the city and undertaking lots of ongoing professional education, it would be wonderful to have an inviting place to go to study, and to be able to get a coffee when taking a break from reading. Install free, fast, working wifi in all libraries. Need a cafe out the front of the Newcastle library & gallery, where people can go before/after using the library. Extend the library free wifi to the coffee cafe. Adding a delightful cafe will attract people to the library, gallery and city precinct. With a minimum of effort, the library/gallery precinct could become a new social and cultural hub that people actively visit. Please develop the potential of Newcastle and it's public facilities instead of leaving them stale!
more activities for children with autism/disabilities to help reading. open more hours, like sundays. to inform public of different things.
More audio books for the elderly
More audio books, and work out how to have working copies of CDs rather than scratched ones that wont play. Can you lend out a copy and keep the original unscratched?
More bestseller books so there is not such a long wait - I largely gave up borrowing and generally buy them as the wait is enormous
More childrens book clubs.
More children's programs and activities.
More comfortable chairs.
More computers for online research and browsing
More contemporary books. Coffee shop
More hours at smaller branches that are not in City area.
More local history talks and exhibitions.
more recent issues to be available
More seating available. Extended hours/opening times for Hamilton Library. Greater variety in music, DVDs, books for Hamilton library. More program such as book club for adults at smaller libraries such as Hamilton. Coffee and tea facilities and "reading lounge" areas would be great (similar to what used to be provided in the now defunct Borders bookstore, Westfield, and to what is provided by the University of Newcastle library (especially Huxley).
More they are very good as they are
More visible casual seating
Mostly just more staff to help. I love taking my kids to the library as a treat when I get a day off work. Places to sit where we don't annoy people are really great, so if I had a wish it would

be a bit more kids space.
My one main recommendation is that you use the Dewey system to file the books on the shelf. I really dislike the fact that you may find a book on the catalogue and then you have to browse along the shelving when if they were put in no. order you could find much more quickly. I feel its treating people like they're too dumb to look up and find a number. Apart from that I really enjoy the libraries
My responses to question 143 depends on which I library I am using. If your asking me to pick one library it's difficult as I go to a few different ones each time. Customer service response depends on who's there, some people are friendlier than others. It would be more convenient if all libraries shut at 8pm on weekdays, not just some of them. I can't make it there after work this way. The biggest problem is having the 15 minute quick search computer. Particularly at smaller libraries with only 2-3 computers, It doesn't give the option to top up your minutes to your 1 hour requirements - most of the time it sits empty as 15 minutes is not long enough. Make all the computers 1 hour so people can have the option of 1 hour, or can log out whenever they finish within this time frame. When you're sitting there doing research it's too noisy having people coming and going every 15 minutes. Particularly at smaller libraries like Mayfield and New Lambton. The library receipt you are issued when you borrow something is particularly in need of improvement. The website on the bottom of it - what's this for? It doesn't tell you if that's an online system where you can check what you've borrowed or what. So 1 simple instruction might help to sort that out. It could also have what else you have due out in ascending order of date - saying don't you forget you also need to return - or something - as sometimes you forget if you misplace the initial paper. There are many other improvements I could suggest but who knows if any of them will actually be implemented as it takes forever to get anything done in this town. So, all I say is look at the University of Newcastle's library system - you might learn a thing two.
on site coffee shops librarian of the month/year award
Open Adamstown Library on a Friday :)
Open on a Sunday as well so working families have more opportunities to take their children to experience the library
Open on sunday
Open on Sundays. More chairs. Develop maker spaces. A new facility like the "Edge" in Brisabane as a joint venture with uni and TAFE. Separate quiet and loud spaces. Run archiving classes for local associations.
Opening hours at some libraries
Place a chair or two in book aisles for people who have trouble bending or stooping.
Put back the old figs
Put more money into the library to get more up to date facilities and books. Simplify the website (it is awful)and let us have simple log ins rather than the barcode on card.
Remain as the appreciated and excellent public service that it is
Remove overdue charges for school children up to 18 yo or when they have finished school.

Return all libraries to 6-day per week opening.
Some of the isles need to be wider to make provide better handicapped access.
staff are saying the new system is stopping them from providing good customer service for example transferring a hold eg the staff member told me the computer won't let them do things. Not very good customer service. A system where you could be identified without carrying a card would be helpful eg user name and pincode/password. Wider range of magazines and CD's. Online platform that is easier to use. Friendlier staff would be nice to feel welcome in the library.
Stockton libraries. Bookcases, the bottom shelves are far to low for elderly people to read the titles
Stockton library needs some more space especially for tables to allow people to undertake research or to use their own computers.
Sunday hours
Take away that storks nest so called artistic? statue and use something else like maybe a water bubbler please- cheaper too!
That staff smile & greet you. They always appear to be 'too busy' and I feel like I am interupting them.
The attitude of counter staff towards customers is perceived as "why are you bothering me, I have more important things to do" Eye contact rarely happens.
The local history section suffers from several inadequacies - the microform machines are hopelessly out of date - see NSW Library for up to date models. - there has been no effort to digitise the local history material. - the materials on the shelves are poorly maintained especially the newspaper clippings. Serious funds are needed to: a. increase staffing, knowledgeable of the content of the local history material available. b. list more clearly the material stored away in archives. c. Use volunteers to assist improving the shelving of material d. forge better links with local historical societies. e. upgrade the microform readers. LOCAL history societies hold more material than the Ncl Regional library. Do you want to run your local history section down till it no longer exists? Does it mount displays of materials from the archives - publicised to attract readers?
The old post should be made into library & library should be art gallery
the systems at adamstown library is very hard to find authors. Very had to explain. Even one librarian having trouble to find a book. Before she looked it up on the computer
The visual aesthetics to the main library on Laman Street has taken a turn for the worse since the poorly conceived redevelopment of Laman ST.
The web site seems to close late at night several nights per week. The web site itself is clunky and needs improvement. It is not greatly accessible or intuitive.

There are a lot of chairs that LOOK comfortable but are actually not great to sit and read in. It would be nice to have comfortable chairs scatted round for parents to read to kids or to just sit and have a look at books. (This is specifically in relation to Wallsend Library)
There's no point in having an after-hours chute at the Laman St library if it's not open after hours. Please have a drop-off chute that's accessible when the library is closed.
they need to be upgraded - brought into the 21st century. More libraries like Wallsend would be really great! Wallsend has good facilities, is really accessible and has several different types of meeting rooms. should be more available across the whole LGA
Think free parking is your biggest problem. Maybe someone to escort to your car at night?
try to get more youth involvement in it. More activities for teens and young adults would be good, as well as regular after school activities. Lastly, an update of computers is needed. Computers tend to be slow and dont support some programs or files that are much needed for study purposes. (E.g. Microsoft version is outdated and messes up format of document when printing most of the time)
Update computers and newspaper viewers in local history section to print off articles in the newspapers. Better machines at Mudgee and Nowra Council libraries
Wallsend library is excellent and needs no improvements, staff are always helpful and friendly
Would like Hamilton to be open all week
Would love Sunday opening of one Branch!

Offsite: Additional_comments. Please provide any additional comments about the Libraries in the space below:

Verbatim Responses
n/a
-
9am opening Saturday morning would be nice
a dvd cleaner in every branch as many from my experience dont play and jump All your staff on Stockton are very nice and helpful
A good venue for small exhibitions and public information forums.
A wonderful resource for all the community. A safe environment for young and old. Access to computers and great wifi
Additional parking in front of main library . Eliminate those metal poles that apparently were installed to help, but are too small to see.
aim for coffee shop/bookshop atmosphere with ambience high in priorities
All is just fine.
Also a place you meet people with similar interests, friendly places.

Am very happy in general with the library branches I visit (mostly New Lambton, but sometimes Wallsend and the City). Staff are nice, and the range of children's videos and DVDs is very good. Also really like that household batteries can be recycled at the branches, and that glasses (spectacles) can be recycled at Wallsend. This makes this accessible for the community. Nice initiative.
Amazing for kids - a great way to keep them interested in books
An essential and excellent service.
As a Mayfield resident, I love having a local library where I can bring my 2 year old grandchild (more grandchildren before him, more to come), and to read the Newcastle Herald, as well as to borrow books sometimes. I think that a local library is a wonderful resource.
at Wallsend library I fine the staff both friendly and helpful at all time
Beresfield Library is an excellent facility and has customer focused staff.
Better lighting outside and a refresh of decor would be gòod.
Books are the backbone of the Library - electronic or hard copy. There should be more choice, better display and stacking. Your people are great, they need more time to do better things with the extremely limited resources you have. This Library is a symbol of how Newcastle is kept provincial by SHORT SIGHTED POLITICIANS who won't spend money on the things that matter!
Buses sunday services? none on thirsday evening for late night shopping. what about sunday curch services
City library seems to get the most new books. Hamilton library is located in a fairly depressing building, though staff are always friendly and helpful.
Couldn't do without them.
Customer service is great at the libraries I have visited
Do not reduce current level of library locations and services.
Donated and second hand books not wanted by the Library t be stacked on movable stands in front of library where people can remove them for free and not worry about returning- give them away. Have seen this in Hawaii- it works well
Exchange of books between libraries
Generally Newcastle branch libraries offer a very satisfactory service to the community.
Good to see more exhibitions can be made available at local libraries
Great spaces with excellent service
Have found trying to locate books etc. on line was an unsatisfying exercise.
I am very happy with services.
I appreciate the e-mail books due advice. Staff are usually very helpful

I believe libraries are an integral part of communities in the Newcastle and region. They provide an invaluable service to people. For many elderly folk it is a way of socializing with a library staff member or others. For mums needing a safe place to visit with their children - libraries are ideal and promoting literacy at the same time for their children. The only thing I can fault is that sometimes people are unaware of all the services that the library has to offer. eg. Scanning or faxing services, Wifi, Free music downloads etc I work at Uni and many times a student has advised that they do not have a scanner at home or cannot get to the uni. I advise them to visit their local library as they will most likely have scanning and photocopying facilities etc.
I do love your exhibits. Would love to see more on local artists and inspiring senior high school and Tafe students
I find that the majority of Library staff are very helpful and I want to thank them for their diligence.
I have found that books are not in strict alphabetical order
I like how Newcastle has maintained smaller libraries. I see a lot of community members attend the Adamstown library from all walks of life. The staff are friendly and the library is welcoming.
I love Newcastle Library esp if computer are for free , It would be good if there were more a list books available
I love the BBC Wildlife photos being on display each year at the Newcastle Library and I think more exhibitions will bring more people to the library and also to the city
I love the Wallsend Library!
I make copies of material that I require (library copier) mostly for work related activities and some study related activities. Thank you for this service.
I mostly use the Wallsend Library where the facilities are fantastic.
I only use Newcastle Library searching for historic items in newspapers etc. Lambton and Wallsend with grandchildren for childrens activities. Wallsend in frequently for certain books and some cds.
I really enjoy going to the library - the staff are helpful and friendly and I always find the environment calm and relaxing. I think the children's programs are important and I found the library a great way to introduce my child to the love of reading and it is free!
I strongly support the library as a centre for cultural activities, meeting place, childrens corner, cooking wifi and value what the library offers
I think libraries are an invaluable resource for the community and funding and maintenance should be a priority for every Council in Australia.
I think the Newcastle , Adamstown Libraries provide a great service with a great range of books, that is why I mainly go to borrow books. The stsafff are very helpful and friendly
I visit Adamstown Library. I find it a great place to visit. With most books I am seeking or being able to have them brought in. Libraries are an essential part of the community and should remain as is.

I'd like a more contemporary selection of art books. The ones you have are old and dreary.
Please more audio books.
Increase ebook collection to include more literature, rather than crime and thriller and romance
It would be good if Hamilton library was open more often.
Lambton and new lambton libraries always appear to have good public attendance. service is always polite and helpful
Lambton is a very convenient library, and always a good supply of new books.
Lambton Library is great
Libraries are a great local asset and potential hub for communities. Providing greater collection and services (such as Adult programs like book clubs and coffee/tea "book lounge areas") at smaller local libraries such as Hamilton would be great for the activation of the wider locality such as mainstreets like Hamilton.
Libraries are a tremendous community resource. They have deep value that extends beyond the access to information and literature. I hope Newcastle council will take this opportunity to further develop this potential.
Libraries are am important resource and need to be retained. Thursday night hours would be good, with perhaps later morning starts?
Libraries are an essential and much needed community facility and should not be amalgamated, have reduced hours or services as this will affect many people, especially those who would not be able to otherwise avail of these services. I should also say that the staff in the city library as excellent - very helpful and always friendly.
Libraries are avital part of strong communities
Libraries are changing as demand changes. They are working with other organisations such as Hunter Writer's Centre to provide safe locations for any culture centred activity.
Libraries are very good for children and communities. Keep improving service in libraries.
Libraries should become archive centres
library meets my needs
Life has been made easier since the 'overdue book reminder' option was activated for me.
live in Wallsend and our library has very good disabled access, as well as a security guard most afternoons, modern building with excellent staff.
Longer opening hours at more branches would be helpful for full time workers.
Longer opening hours on Saturdays would be great. It's hard to get school aged kids to the library as Saturday morning is often taken up with sport.
Look after your libraries and archives, very important to the future of Newcastle.
Love being able to use and return books at any branch
Mainly concerned with Genealogy and Newcastle History research.
More parking
More staff NOT self serve

My elderly Mother is in an aged care facility (Tinonee Gardens) and is regularly visited by someone from the Library. I would like to commend this service as it is a life line for my Mum who no longer see or hears the TV very well but enjoys the large print books. Thank you very much. Noreen Fleming
My family and I use the Wallsend Library and occasionally visit the library in town for family research. I feel that it is a vital part of our community and gives everyone a chance to education regardless of their financial circumstances. I applaud the library and their staff.
My local library is Wallsend library. The only complaint I may have is that sometimes I have visited and there have been rowdy children (high school age) in the library after hanging around the bus shelters. Ive had to ask them to stop swearing in the library as I had my daughter with me and I feel their behaviour was inappropriate
my response is based upon visits to one or two branches only; not all branches would rate equally...
New Lambton Library is one of the best in Newcastle
newcastle libraries are excellent and all staff are helpful and pleasant
Newcastle libraries are underfunded. More copies of qualities authors in hard cover and good print.
no comment
no suggestions at present. Staff do a great job
None
Not reading so much now due age (nearly 90)
nothing to add
Opening at 8am.
Opening hours and expansion should be reviewed to increase availability especially in liason with schools in the west of Newcasrtle
Overall, I find the library service to be excellent. Librarians are always friendly and helful
Perhaps a note in Council Newsletter as to LOTE /CALD resources?
Perhaps time to modernise the city library a la Wallsend.
please consider longer opening hours on Saturdays and opening on Sunday afternoons.
please dont ever reduce your services.
please make them safe to leave.
Seating and layout could be more modern and inviting. In demand items could be circulated more quickly if hold period was reduced to 3 or 4 days.
Service good, but popular books take a long time.
Some staff are excellent. Others are very rude. Always the same staff.
Speaking for the city library, Excellent access for the handicapped, the staff are very helpful and courteous and the building is well lit and comfortable.

Staff are always friendly and helpful, particularly when there is a computer error in items out/returned. The missing article is found and records corrected.
Staff at new lambton library are wonderful. :) The toy library is brilliant and should be given lots more funding and space! Very useful service and great way to get children exposure to new toys and principals of borrowing and looking after toys.
Stockton Library (my 'home' library), could be improved by excluding some 'community' activities not compatible with libraries; eg, noisy pre-school type teaching - or at the very least, widely adversiting when these are scheduled so that those who need a bit of quiet study time can go at another time.
Take a trip to Byron Bay and check out their new library and watch the staff at work also. They too have a space that budding artist can hire (at a minimal cost) to stage an exhibition.
Thank you for a great service, very much appreciated!
THE BOOK CLUB BOXES ARE A TERRIFIC ADDITION TO THE LIBRARY SYSTEM. THE CHOICES OF BOOK ARE PRETTY GOOD, ESPECIALLY FOR A RATEPAYER FUNDED AMENITY. THANKYOU
The Hamilton library is just down from my house. I walk past every day. Sometimes I go in to access the internet (you have to book a spot) or to print things off a memory stick. The staff are helpful and knowledgable. The place is often full of children doing fun activities. You can order the latest books and they will get them in for you. I am on a pension so I appreciate the library and its services. Please don't close the library.
The libraries provide a great service is making available community notices / flyers etc. I'd like to see these displayed to maximum advantage.
The Libraries provide a great service, including the exhibition spaces in the City, and the historical collection there. Please continue to improve the range of books available, and opening hours outside of 9 to 5 work hours.
The library is a very important public facility and should be supported.
The Local history section lags behind the other reader's sections of the library. It needs to be modernised.
The New Lambton library is fantastic. Kay the librarian is a lovely, helpful lady.
The nicest library layout and condition is Wallsend - it is newer of course! For their age and size most other libraries are doing rather well. It is important that Libraries are located close to other services and not in isolation from them eg New Lambton is ideally situated, Hamilton pretty good but small and Newcastle have an excellent range of materials while still being convenient to access.
The Shaun Tan exhibition is excellent - it is great to have some additional art exhibitions. A redevopement of the Art Gallery would serve those need much better however!!
The Staff are exemplary and I have on numerous occasions observed them handling inquiries and signing up new members with cheerful courtesy and efficiency.
The staff are fabulous

The staff go out of their way to help. I would like more books, DVD;s and CD[s I would also like more computer availability. I am a pensioner and can't afford the internet at home.
The staff, the book ordering, and the services provided by the libraries are as informed and professional as could be. It's a shame that the back office and buildings don't reflect that.
they are doing a pretty good job!!
They are exactly what is needed.
They serve me well
Undercover, secure pushbike parking
Very good facility and service
very helpful in getting books from other branches or directing me to a particular branch that has my request
very user friendly
Wallsend Library branch is ideal and the staff are always friendly and helpful, it would be hard to improve on
Wallsend library is exceptional and all other libraries should be modeled on it. Every single one of the staff there are fabulous, so helpful and knowledgeable. congratulations. New Lambton library, the staff are like that too, but the actual space leaves much to be desired with only 1 desk to do some study. City library is daggy and so out of date and actually unpleasant to visit.
Wonderful, friendly staff who are always too happy to help. I love my library and think it is a valuable community asset.
would be good if Hamilton and Adamstown libraries were open Mon-Fri
Would be good to have activities, such as baby book club, advertised more widely.
Would prefer opening at 9, instead of 9:30
you have great staff
You've got customer's email. Notification of new books. Comments from survey - Don't feel safe going to car at night. - Not enough/slow computers - Lousy range of Christian books, mags, DVD and movies - remove time limit for Wifi - FREE PARKING!