
Thursday Island Library Survey Results 2020



DECEMBER 2020

Torres Shire Council
68 Douglas Street
Thursday Island QLD 4875



Report on Community Survey – Torres Shire Council Library

Background

From 20th July to 7th August 2020, Council undertook a Community survey to seek the views of the Community on the Torres Shire Council Library, recently located in Douglas Street, next to the main IBIS store. Note that the survey was completed prior to any announcement regarding the temporary relocation of the Library to Ken Brown Oval.

The survey sought 4 main pieces of information.

1. The basic demographics of library users
2. Feedback on the library's current services, resources, operating hours and location
3. What specifically Community members liked about the library
4. What would the Community like to see in the future?

The survey was undertaken both manually and online with 82% of respondents utilising the online survey (63 of 77 total responses).

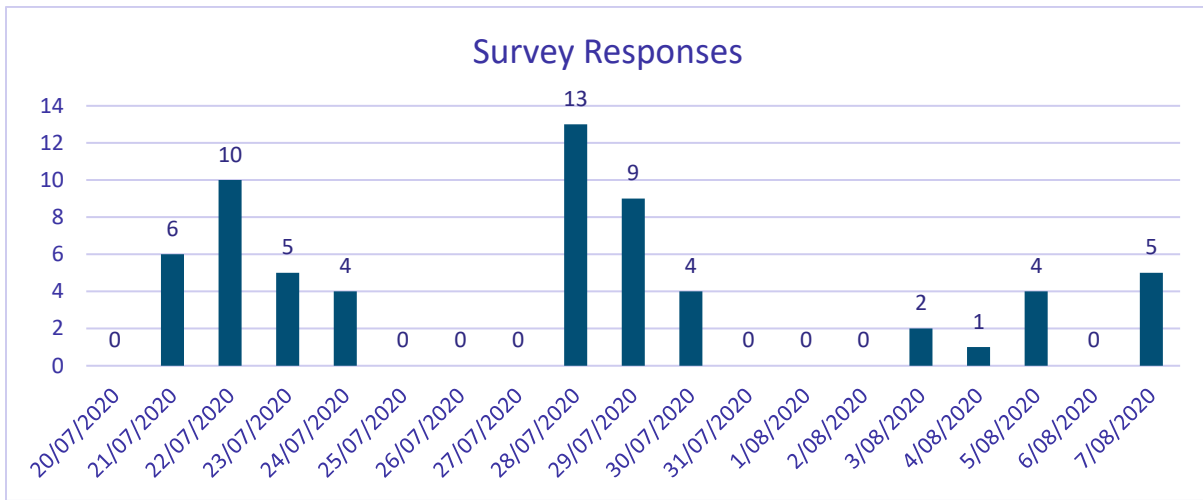
Executive Summary

A number of recurrent and overwhelming themes came from the survey.

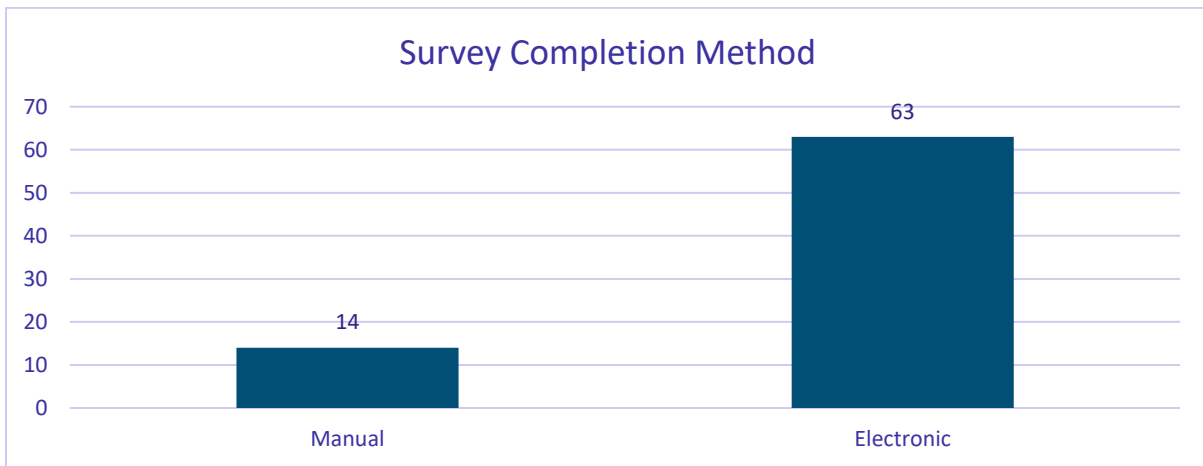
- Our current Librarian, Mavis Bani is very well respected and loved by the Community for her friendly nature and excellent customer service.
- The library ranks very highly for customer service – 84% of respondents rating as “Very” or “Extremely” professional.
- The current location is considered central and useful by the majority.
- The community desires and larger space with more resources, inclusive of books and IT resources.

Detailed Findings

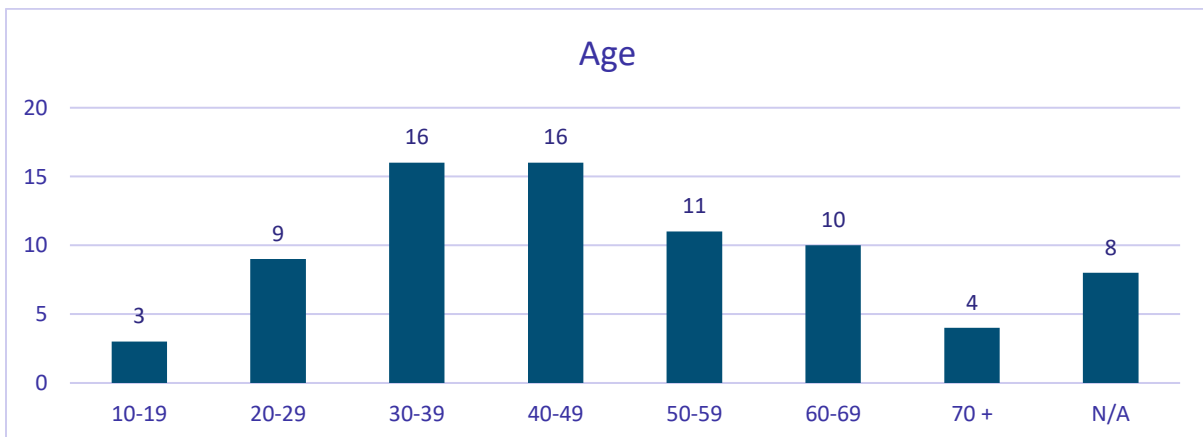
During the period of the survey, online responses were received as follows:



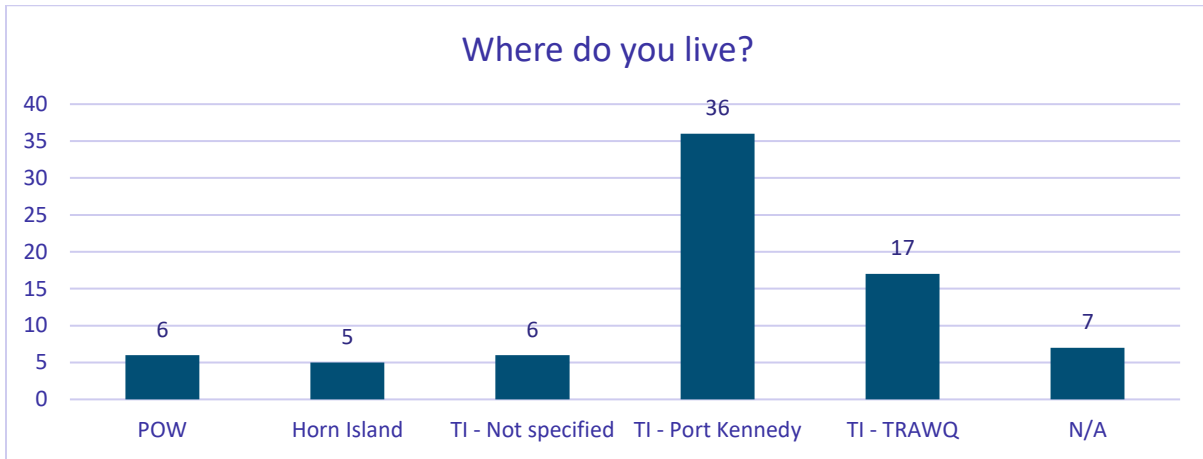
Total surveys completed were 77, with 14 surveys completed on the manual forms located at the Council main office, and Library.



The age of all respondents was as follows:



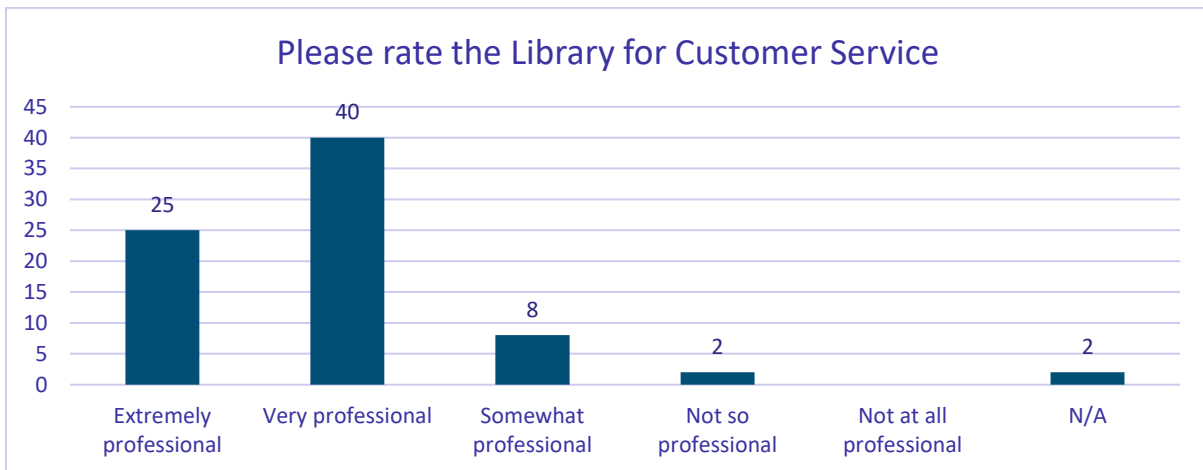
The survey was completed by a geographically diverse cross section of the Community.



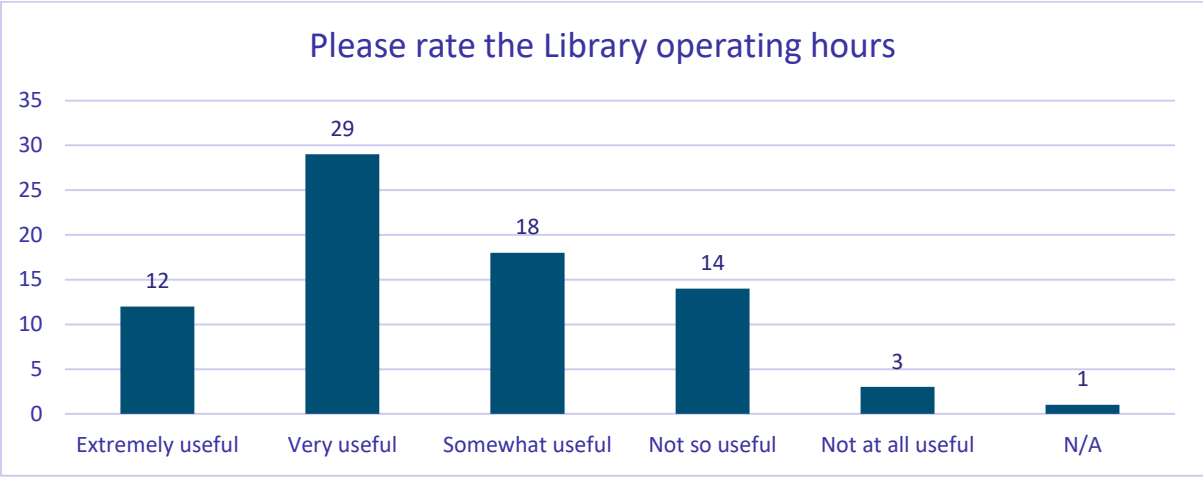
About 65% of respondents were library members.



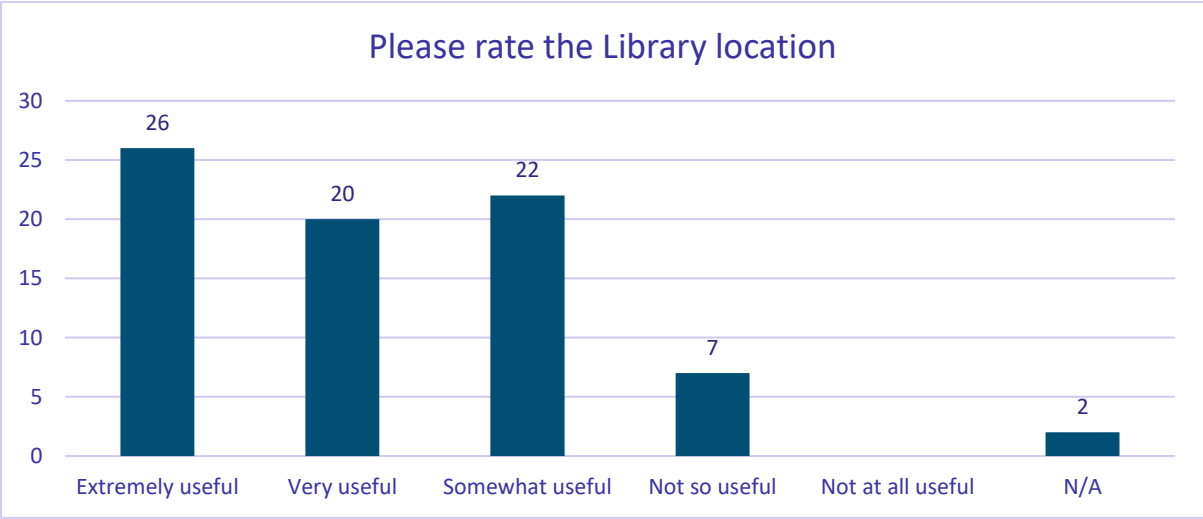
The library is well regarded for its level of customer service.



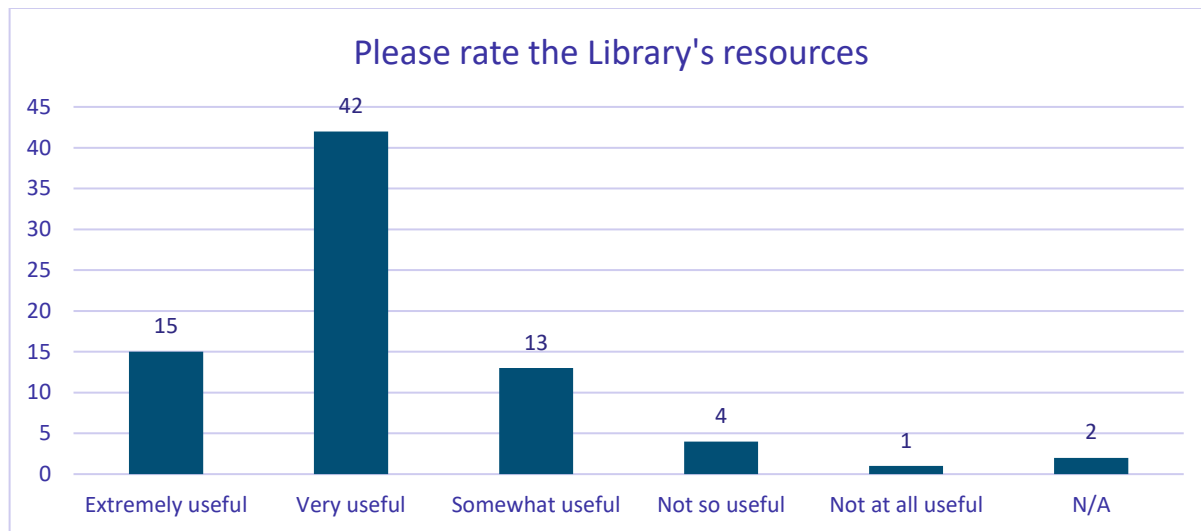
Feedback regarding the Library's opening hours was largely positive.



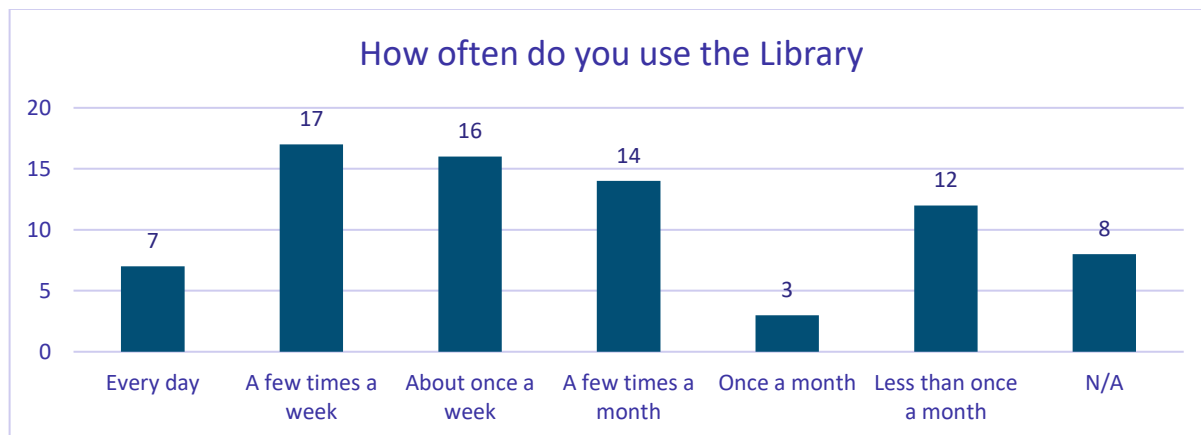
Feedback was similarly positive regarding the Library location.



A similar positive level of feedback was provided for the Library resources. Although this was one of the main two themes coming from the open feedback section of the survey.



The library remains often used by members of the respondent Community.



The survey concluded with two open questions where respondents could leave free comments. Rather than reproduce all responses received, we have classified each comment received under a specific theme.

Question - What did you enjoy about the library?

Row Labels	Count of Actual comment
Atmosphere	11
Children's activities	5
Customer service	28
Location	8
Resources	14
Grand Total	66

Question - I would use the library more if?

Row Labels	Count of Actual comment
Better location	8
Better location, bigger space	1
Bigger space	16
Bigger space, longer opening hours	2
Bigger space, More resources	15
Free to join	2
Happy	2
Longer opening hours	5
More children's activities	3
More resources	6
Personal	4
Grand Total	64

