

Corangamite Regional Library Survey Response

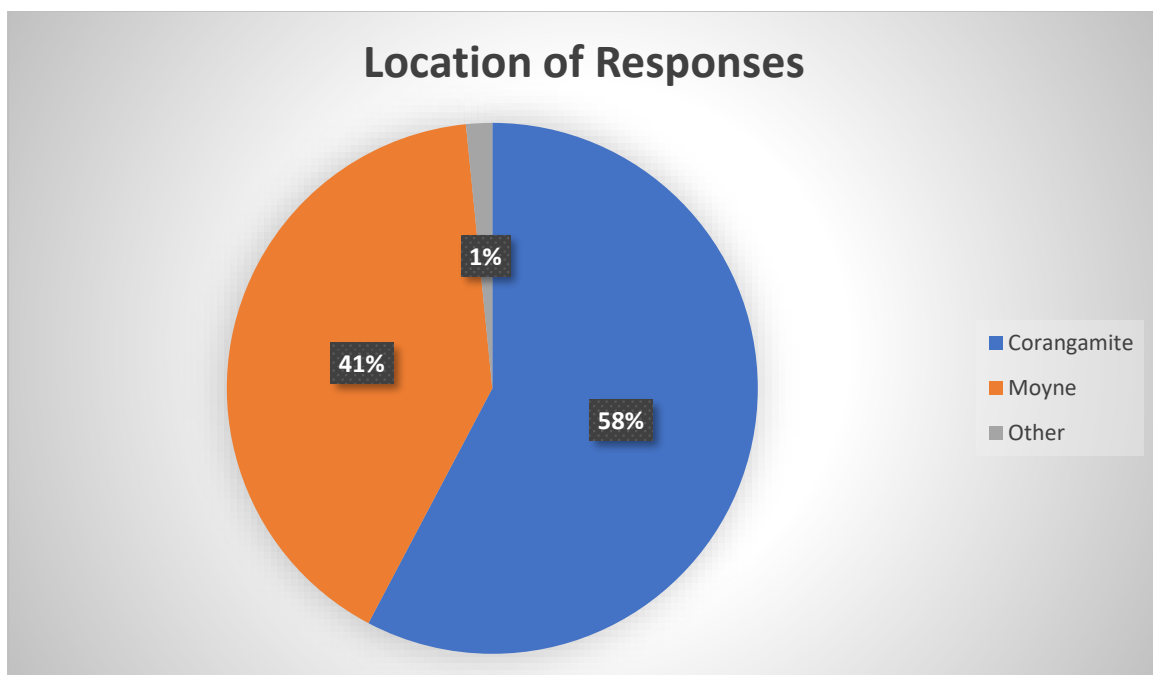
A total of 440 surveys were completed by local Library users online and on paper throughout March 2021.

254 responses from Corangamite Shire residents

179 responses from Moyne Shire residents

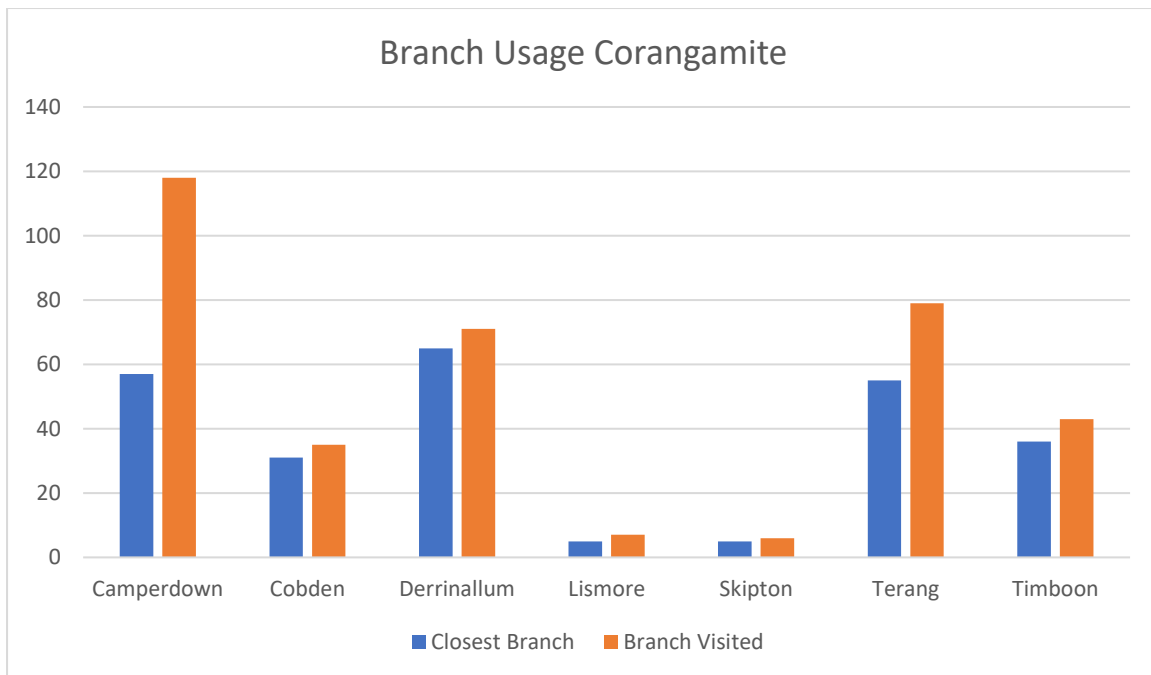
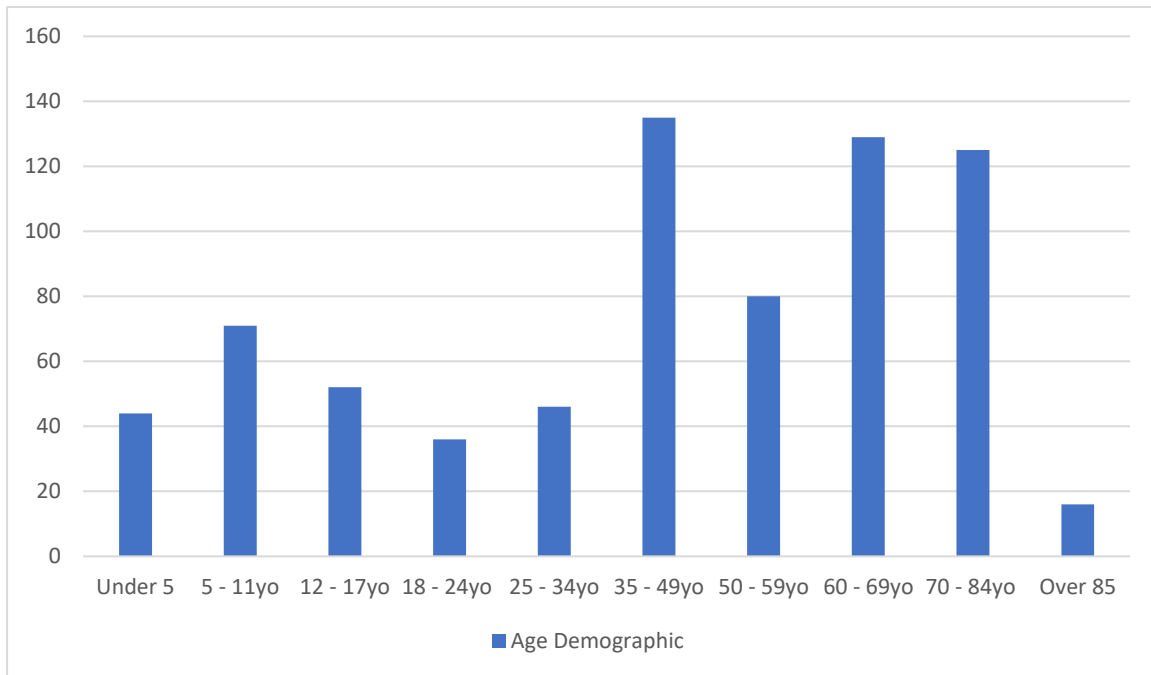
7 responses from Colac and Warrnambool Shire residents

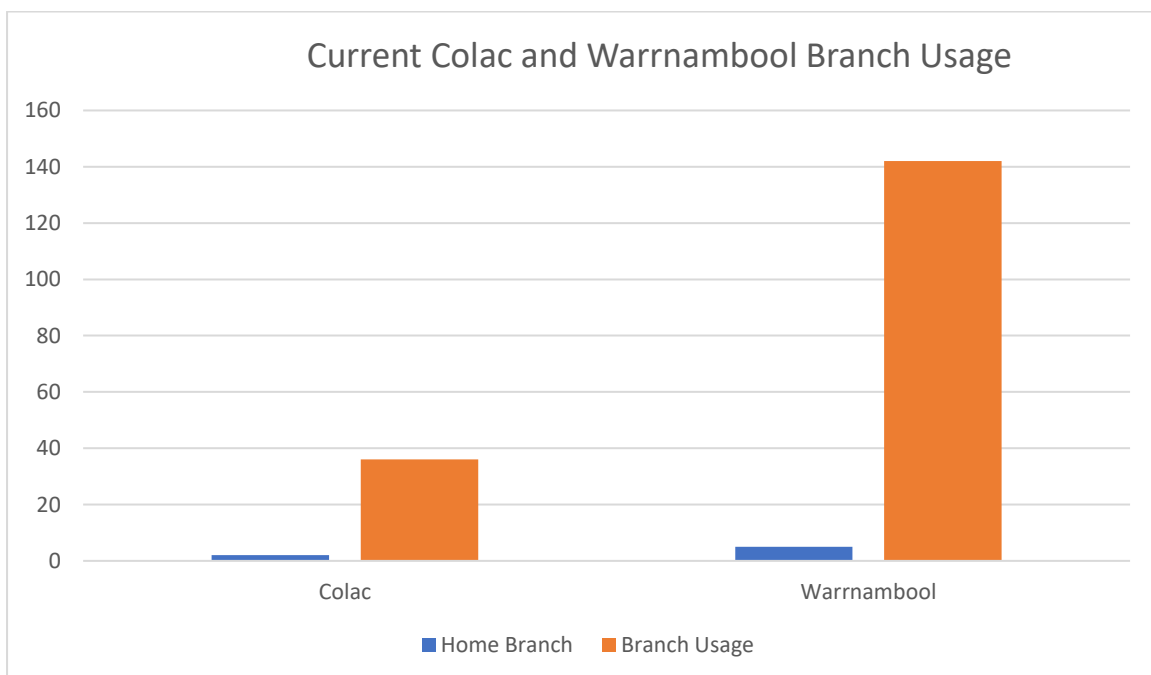
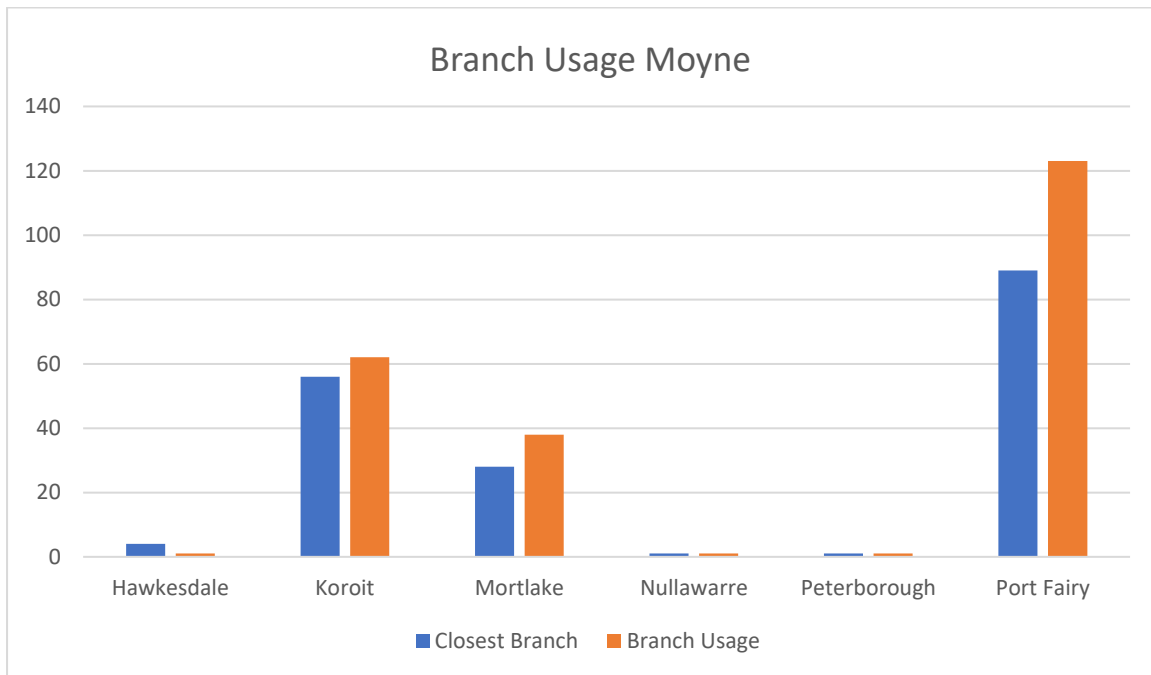
Overall, 90% of users are satisfied that the Library facilities meet their needs.





The main user groups of our library facilities are young families and retirees

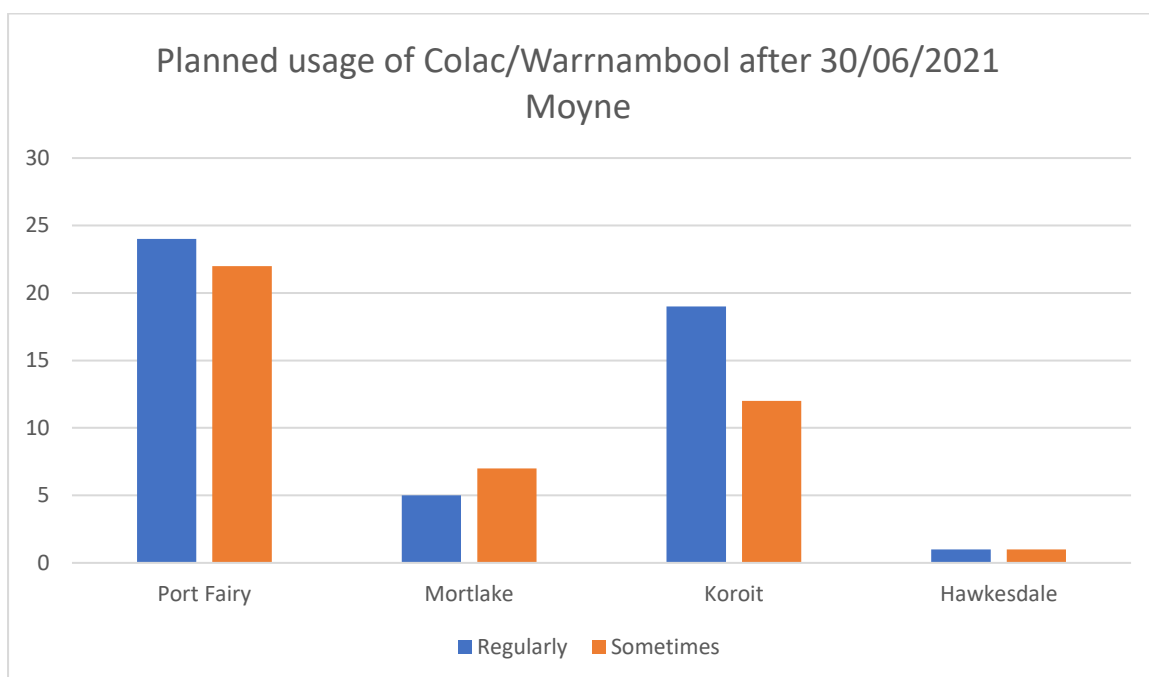
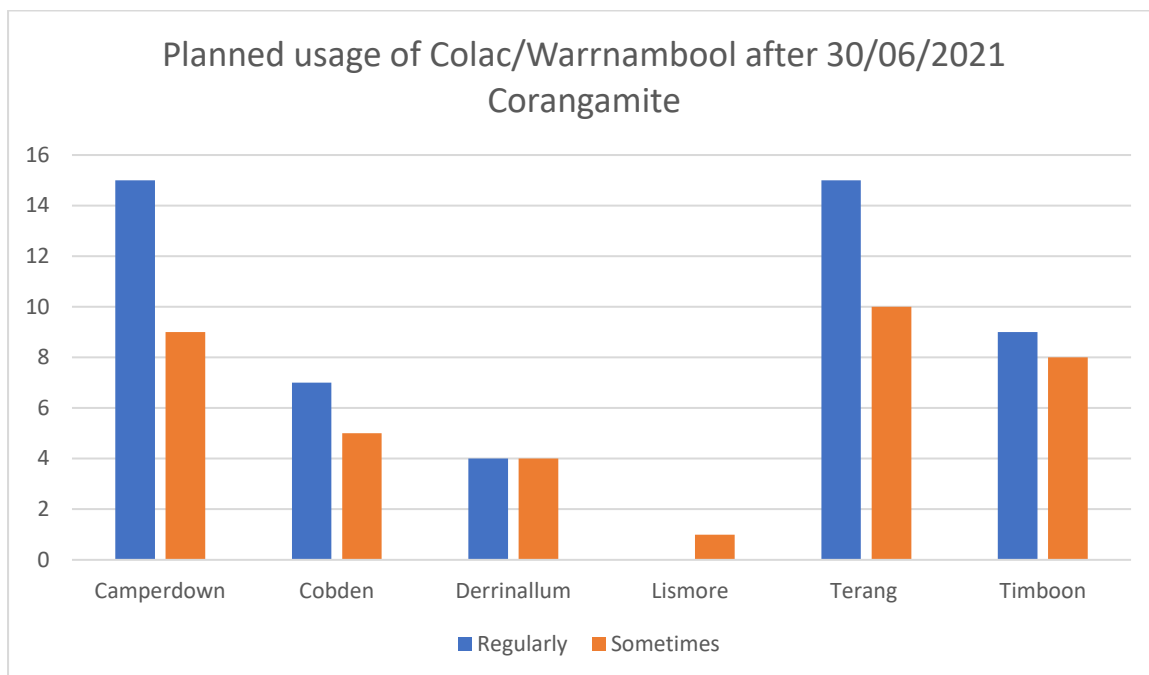




41% of Library users plan to continue to use Colac or Warrnambool Libraries after 30 June 2021 either regularly or sometimes.

21.5% No

37.5% Not applicable



Do you access the digital collection?

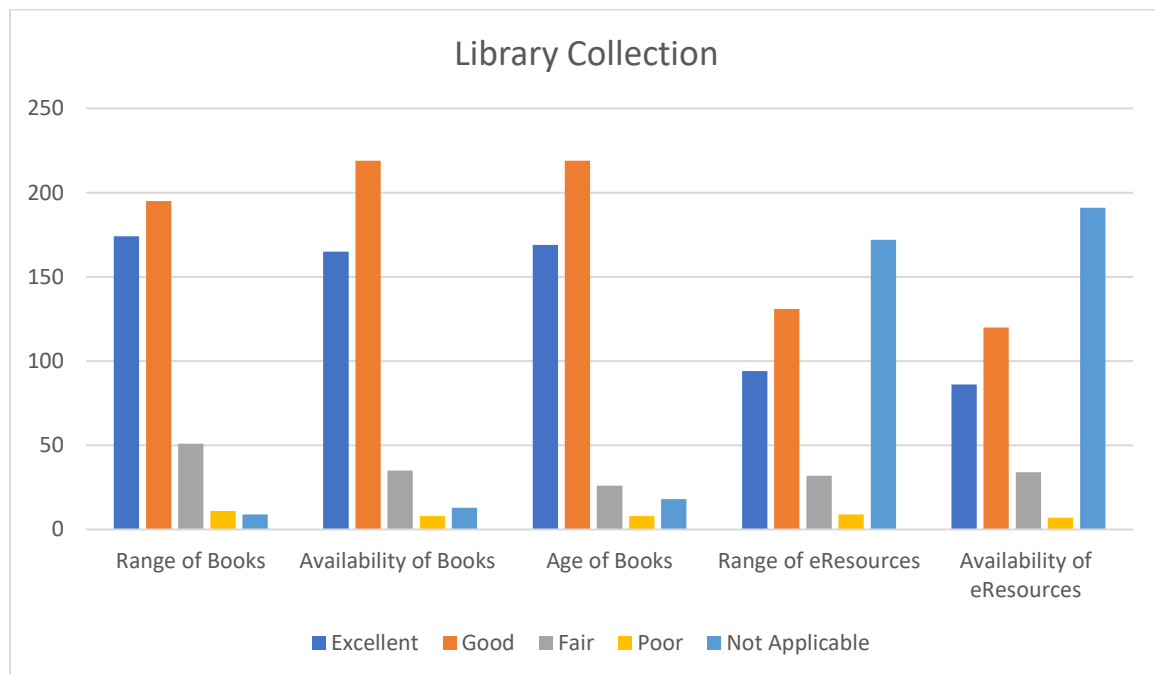
Yes 46%

No 54%

Primary reasons for people not accessing the digital collection are

- Prefer real books
- Not technology savvy/not interested/have no access to technology
- Didn't know about the digital collection or haven't learnt how to access
- Prefer the social connection of visiting the library
- Sometimes it's harder to navigate the digital collection than going into a branch

The only comment regarding poor phone/internet service was at Koroit. Wifi is terrible.

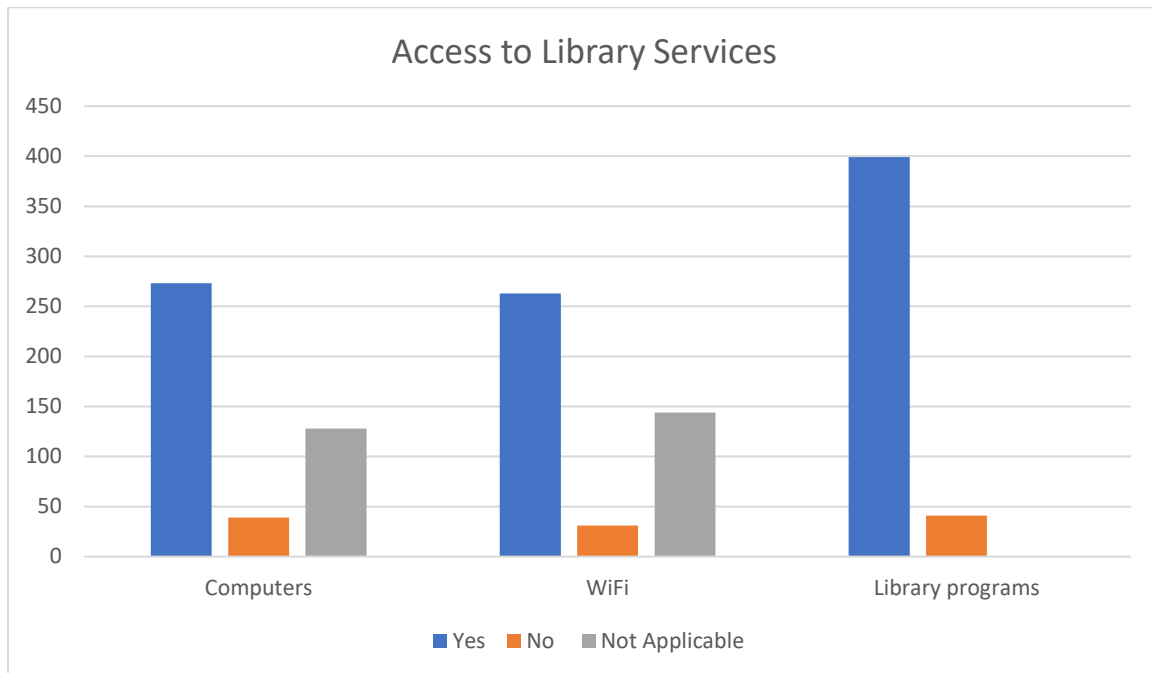


62 responses rated 'Range of Books' Fair or Poor.

5 of those responded with NO to access the Library One card. I note the 5 were all over the age of 60 and may not have understood what the Library One card provides.

The YES responses were all positive about the greater access to collections through the Library One card.

Do you have access to or aware of the Library Services available?



For those that said NO to having access to Computers the following reasons were provided.

Camperdown – Not enough computers and not enough space to study at the computer station.

Cobden – Not easy to get access to computer as only 1. Would like another.

Derrinallum – Not easy to get access to computer as only 1.

Terang – Library hours unsuitable to access computers

Koroit – Library hours unsuitable to access computers

Mortlake – Library hours unsuitable to access computers

Port Fairy – Library hours unsuitable to access computers

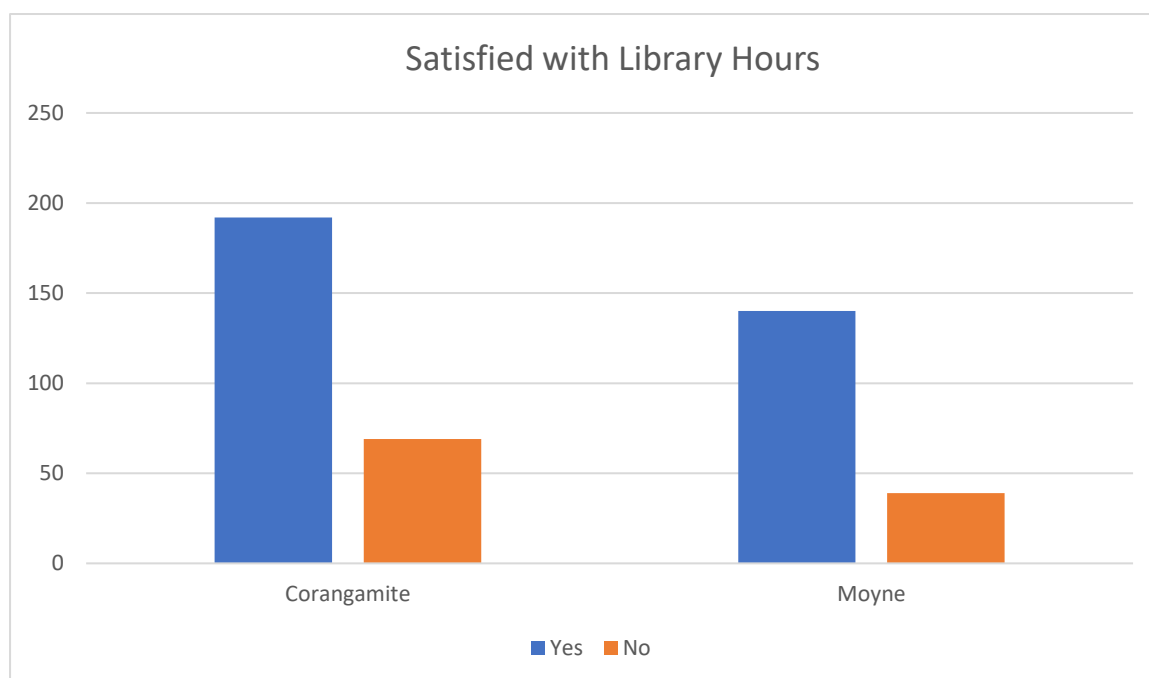
Other comments around not having access to computers is due to no need, due to having own computer or don't use technology.

What Library programs would patrons like to see in the future?

- Story time / Rhyme Time
- School holiday activities
- CFA visit
- Educational workshops on Computers/iPad.
- How to access eResources
- Literacy/Writing/Drawing workshops
- Visiting authors/Guest speakers
- 1000 books before school
- Book club
- Art & craft & music
- Study space for students



Are you satisfied with the Library opening hours?



Yes 75 %

No 25%

- Need more hours and more days
- Need more consistency with opening days/times, can be confusing
- Hard to access for full time workers
- Would like earlier and later opening for workers
- More weekend hours
- Those travelling from out of town tend to go to town in the mornings and most of the libraries aren't open

Changes to Library Hours Suggestions

Camperdown – 31 not happy with current hours

- Current lunch break 1 – 1.30pm is an issue for workers accessing
- More morning hours
- Atleast one later evening closing
- More weekend hours but at least until 1pm Saturday

Cobden – 11 not happy with current hours

- More days and more hours
- Would like some mornings

Derrinallum – 5 not happy with current hours

- One other opening day or perhaps spread the days out across the week

- A morning opening

Lismore – 0 not happy with current hours

- No changes to opening hours suggested

Skipton – 0 not happy with current hours

- No changes to opening hours suggested

Terang – 7 not happy with current hours

- An additional day either Tuesday or Thursday
- One later evening closing

Timboon – 14 not happy with current hours

- Being part of the school is too limiting. School principal dictating who/when facility can be used therefore not a community asset
- Hard to access for workers, would like some later closing
- Would like full time hours 9.00 – 5.00. Current hours are too limiting

Hawkesdale – 3 not happy with current hours

- Additional day, Tuesday or Thursday

Koroit – 18 not happy with current hours

- Longer hours Monday afternoon/Wednesday morning. 10-5 each opening day
- A more inviting and friendly layout/building. Current facility outdated
- Cater for working families that are moving into town
- Lunchtime availability

Mortlake – 4 not happy with current hours

- Access to one night for workers
- Need more than 2 ½ days

Port Fairy – 13 not happy with current hours

- Additional days/hours. Possibly Tuesday or Thursday
- Longer Saturday hours, even Sunday's especially during busy holiday periods
- At least one evening until 6pm

Would you support the introduction of a Library One card?

Yes 86%

- Greater choice and access to books and resources
- Convenience. Easy to access
- Great for travelling

No 14%

- Don't have Computer/Internet
- I like to look and feel the books I am choosing



Positive Feedback

- Staff are fabulous & very helpful.
- Thank you for your important service.
- I don't often visit the library physically, but have recently been utilising the Borrowbox and online resources which has been great
- I love our library. My children all enjoyed the books, DVDs, activities the library offered. Our Librarian is wonderful helpful. Love the fact we have a library in our town which allows me to read
- The venue is excellent, modern light airy. Sharing with kids is great. Library staff are very helpful.
- Whatever form the library service takes in the future, we hope that it is well funded, resourced and staffed, so that it can continue to offer our community the much-appreciated programs and services that we currently enjoy.
- We value the inter-library borrowing service
- The ability to reserve books from multiple locations on the website has been great for us
- Our town needs the library for a meeting place
- The elderly still like holding a books and meeting and talking to people in the library. Often, it's the only place we see people
- Visiting local library is a great social outlet
- The mobile library fills a need for country people as there is a lack of public transport. The service has been wonderful for isolated people.
- Our librarian is friendly resourceful and full of local knowledge.
- Keeping our local library and its facilities are very important. Apart from the joy of reading a book there is also the social side to visiting a library and participating in one of the programs available.
- Libraries are very important to stimulate social and mental wellbeing. Very important meeting place in small communities
- The library is vital to the community. I use it for scanning & photocopying as well & reading papers magazines & borrowing books. It is a safe place for people to learn & use computers & access books - it is imperative our service is not downgraded
- A physical library space is a refuge from daily grind for young and old. It cannot always be measured in number of books borrowed. It stirs our creativity and imagination. It is unbiased non-judgemental space just to be your own private self or express or indulge yourself



Concerns/Suggestions for Improvement

- From what I understand, it costs the shire quite a lot to provide the library service. I would consider closing all the smaller libraries to save costs and simply have one library which is open most of the time thereby reducing wages and other costs. We would have a better service for most people
- I think it is a shame that Colac and Warrnambool have pulled out. I believe this will seriously affect Camperdown's stock and access to books. Often you have to reserve a book and 9 times out of 10 that book will come from Colac or Warrnambool. I believe the library will need to be extended, opened an extra day and open over the lunch time period.
- Greater digital library
- Has any thought been given to approaching Glenelg Regional Library to enquire about a merger?
- It would be fabulous to see upgrades made to libraries
- The move to the SWTAFE facility is the worst possible move. It will turn into a SWTAFE run facility which will be useless. I will continue to buy my books, audio etc online or from Collins. When I need to physically sit in a library, I will utilise the Deakin Uni library, a much nicer environment than town which has no parking or pleasant staff. I can't see that changing when it moves to SWTAFE.
- Concern with Colac and Warrnambool leaving will we have incomplete series of novels
- Colac has the best range of books. Its withdrawal leaves no option but to join their system.
- Really concerned that the resources will be reduced without access to the larger catalogue of resources from Warrnambool & Colac.
- A larger range of audiobooks would be useful.
- Older books are not kept, which means they need to be ordered from another library service which I cannot do myself, and then a fee is charged. This does not occur with other library services in Vic where they can be ordered online from elsewhere and sent to your library free of charge.
- Media coverage needs to be greater re free services on offer
- It would be good to have more young people working in the library as they have fresh ideas
- Libraries could be better utilised hub for community - with books as the common thread, but for interest talks, groups to gather
- Please do all you can to ensure our libraries continue to service our communities
- Having overdrive access would be great
- The Geelong library offered great seating, i.e. pod type chairs, area to play video games, coffee shop, outdoor reading area, separate children's area, private spaces.
- Would be good to have tea/coffee facilities for social connection
- Limited non-fiction, history, manuscripts, business, and personal finance

Current Corangamite Library Opening hours

Camperdown

Tuesday 11.00 am - 1.00 pm
1.30 pm - 5.30 pm
Thursday & 12.00 pm - 1.00 pm
Friday 1.30 pm - 5.30pm
Saturday 10.00 am - 12 noon

Cobden

Wednesday & 11.30 am - 12.30 pm
Friday 1.00 pm - 5.00 pm
Saturday 10.00 am - 12 noon

Derrinallum

Thursday & 11.30 am - 12.30 pm
Friday 1.00 pm - 5.00 pm
Saturday 10.00 am - 12.00noon

Terang

Monday 2.00pm - 5.00pm
Wednesday & 10.00 am - 12.30 pm
Friday 1.00 pm - 5.00 pm
Saturday 10.00 am - 12 noon

Timboon

School Term

Mon - Wed 1.30 pm - 5.00 pm
Thurs & Fri 10.00 am - 2.30 pm
Saturday 10.00 am - 12 noon

School holidays

Mon & Wed 2.00 pm - 5.00 pm
Fri 10.00 am - 2.30 pm
Saturday 10.00 am - 12 noon

Lismore and Skipton

Fortnightly mobile outreach van

Current Moyne Library Opening hours



Port Fairy

Monday 10.00 am - 1.00 pm
1.30 pm - 4.30 pm
Wednesday 1.30 pm - 6.00 pm
Friday 10.00 am - 1.00 pm
1.30 pm - 6.00 pm
Saturday 10.00 am - 12 noon

Koroit

Monday 10.00 am - 1.00 pm
Wednesday 1.00 pm - 5.00 pm
Friday 11.00 am - 1.00 pm
1.30 pm - 5.00 pm
Saturday 10.00 am - 12 noon

Mortlake

Wednesday 10.00 am - 1.00 pm
1.30 pm - 4.00 pm
Friday 10.00 am - 1.00 pm
1.30 pm - 5.00 pm
Saturday 10.00 am - 12.00noon

Nullawarre and Peterborough

Fortnightly mobile outreach van