

Appendix 1 – Telephone Survey Report Executive Summary

This survey was commissioned as part of the Dollars, Sense and Public Libraries project, with a view to measure the economic benefits of Victoria's public libraries.

The study focused on three general questions:

1. What are the measurable economic benefits of Victorian public libraries?
2. What are the main ways that libraries contribute economic benefits?
3. What opportunities are there for libraries to make stronger economic contributions?

This survey canvassed the views of the general public via a telephone survey of a representative sample of 1,050 Victorians.

Key findings

- Two-thirds (67%) of the population were members of a public library. Membership was higher among women (75%) and households with dependent children (71%).
- Nearly two-thirds (63%) had used a Victorian public library in the previous 12 months. Recent use was more common among women (71%) and people over 55 years (68%).
- Library customers estimated that they would have to spend an average of \$364 per year to access library services from private businesses; 69% said they would have spent over \$100.
- Overall, respondents were willing to spend an average of \$65 per year to maintain community access to current library services; 22% were not prepared to pay anything and 25% nominated an amount up to \$25. Most people (82%) said that libraries were worth more than they nominated, but this was all they could afford to pay.
- Non-users were prepared to pay \$55 per year on average, compared with \$72 per year among library customers.
- Library services that were widely known included: books and print loans; internet access; reference materials; expert staff; video, DVD and CD loans; and computers for general use. There was patchy awareness of other services.
- Many benefits provided by libraries were widely recognised, including:
 - supporting children's education (68%) and early development (62%);
 - helping people obtain information not available elsewhere (63%);
 - contributing to enjoyable and meaningful pastimes (62%), hobbies and interests (58%);
 - supporting educational courses (53%) and lifelong learning (54%); and
 - fostering a sense of community belonging (50%).
- There was low recognition of work-related benefits such as: helping job productivity (14%); helping people get a job or promotion (14%); and helping new business start-ups (12%).
- Similarly, there was low acknowledgement of the role libraries play in supporting community languages and English-language learning, supporting businesses and job or career planning.
- Libraries were widely perceived to contribute to local culture through relevant collections (74% strong agreement) and local history collections (71% strong agreement).
- Many people made no suggestions for improved services. Suggestions focused on: wider range of loan items (10%); longer opening hours (6%); keep up-to-date with media and books (5%); and raise awareness of library services (4%).
- Non-users placed more emphasis on the need for libraries to communicate their services more widely.

Implications for library advocacy

- The strong support for libraries by non-users as well as by customers suggests that advocacy initiatives should be addressed to the whole community. Given that support for libraries is strong and widespread, advocacy should work towards making libraries more visible in local communities. In particular, library buildings should be in prominent locations that convey value and pride, rather than 'behind the scenes' or blended into other facilities.
- As many non-users are not familiar with the breadth of services and amenities offered by modern libraries, it will be important to educate the wider community about the role played by libraries in the modern information economy.
- Advocacy initiatives should use a variety of channels to provide:
 - up-to-date facts and figures about the valuable contributions made by Victorian public libraries;
 - key concepts about the ways libraries contribute (place making, lifelong learning, healthy recreation, social responsibility, social inclusion, etc.);
 - lively and contemporary discussion of topical issues relating to the work of public libraries in Victoria.

"The access to books and the people that work there are very helpful. They help if you are not sure and they guide you to what you are after."

(survey respondent)

Introduction

This report presents the findings from a survey of a representative sample of 1,050 Victorians. The sample was selected using random digit dialling using quotas to ensure representativeness in terms of age, gender and metropolitan/country balance.

Interviewing was carried out by Field Works Market Research.

The survey collected the following information:

- demographic profile;
- patterns of library use;
- travel time and cost;
- purpose of use (recreation, education, etc.);
- type of use (reference, borrowing, program, etc.);
- use of library website;
- views on benefits provided by libraries;
- cultural contribution of this public library;
- economic, social/cultural and environmental benefits of the library service;
- value of this public library (CVM); and
- open comments on public library pros and cons.

Data was collated, open questions were coded, and the data summarised in cross-tabulated data tables.

The questionnaire and data tables are in Section 5.

About this report

Some percentages have been rounded off. When this occurs, totals may be a little more or a little less than 100 percent.

Percentages add to more than 100 when multiple responses are possible.

When the term 'significant' is used in this report, it refers to a statistically significant difference between two percentages.

Research Findings

1. Library use

This section reports the patterns of library use among respondents.

1.1 Membership

Two-thirds (67%) of respondents were members of a Victorian public library. This was similar for Melbourne and country residents. The following differences were noted:

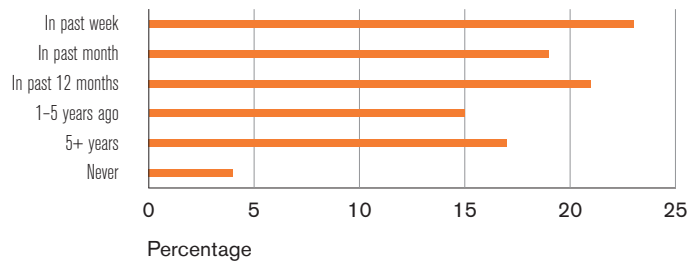
- Women were more likely to be members (75% women cf 59% of men).
- People with children in the household were more likely to be members (71% with children cf 64% with no children).
- Older people were slightly more likely to be members (73% of people 55+; 70% of people 35–54; 58% of people under 35).

1.2 Use of public libraries

Participants were asked when was the last time they used a Victorian public library. Figure 1 shows the findings.

Figure 1: Last use of Victorian public library

Base: 1,050



2. Perceptions of public libraries

This section reports on awareness and perceptions of public libraries.

2.1 Awareness of library services

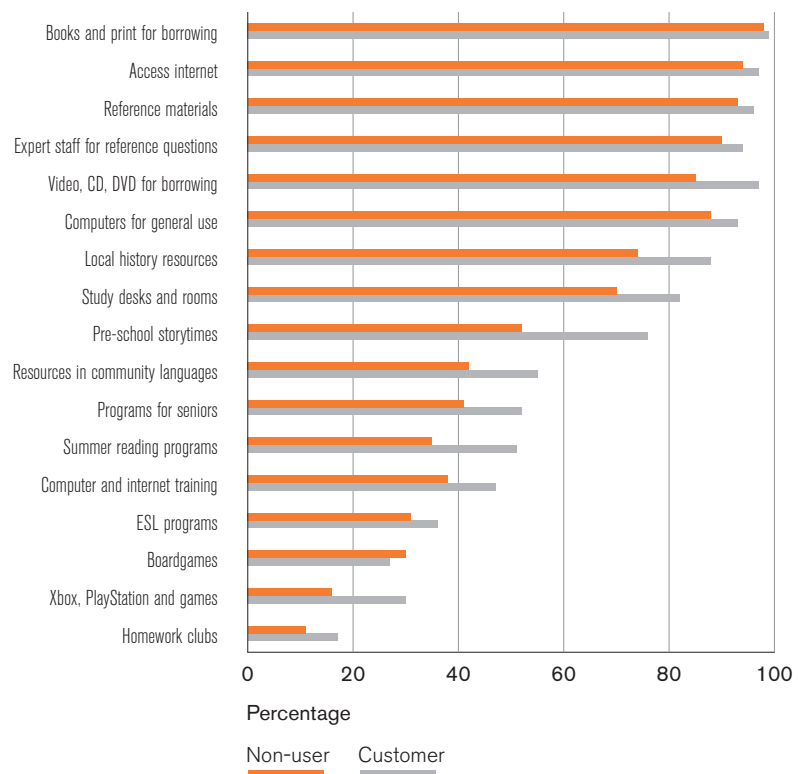
Participants were asked whether they were aware of a variety of library services. As Figure 2 indicates, there was almost universal awareness of some services, while other services were little-known.

Points to note:

- Four key features were universally recognised by recent library customers and non-users:
 - books and print for borrowing;
 - access to the internet;
 - reference materials; and
 - expert staff for reference.
- Most other features were more widely known among library customers.
- Four features were known by less than one-third of respondents:
 - ESL programs;
 - boardgames;
 - Xbox, PlayStation and other games; and
 - homework clubs.
- Family history resources were a little better known in country Victoria than in Melbourne.
- Resources in community languages were a little better known in Melbourne than in country Victoria.

Figure 2: Awareness of library services among users (past 12 months) and others

Base: 1,050



2.2 Perceived benefits of public libraries

Participants were asked to nominate to what extent Victorian public libraries offered a range of benefits. Figure 3 summarises the data.

A wide range of benefits from libraries was recognised, including:

- supporting children's education and early development;
- helping people obtain information not available elsewhere;
- contributing to enjoyable and meaningful pastimes, hobbies and interests;
- supporting educational courses and lifelong learning; and
- fostering a sense of community belonging.

Much smaller proportions of people thought that libraries made a large or moderate contribution to:

- helping job productivity or helping people get a job/promotion;

- helping people start a new business; and
- helping people understand medical or legal information.

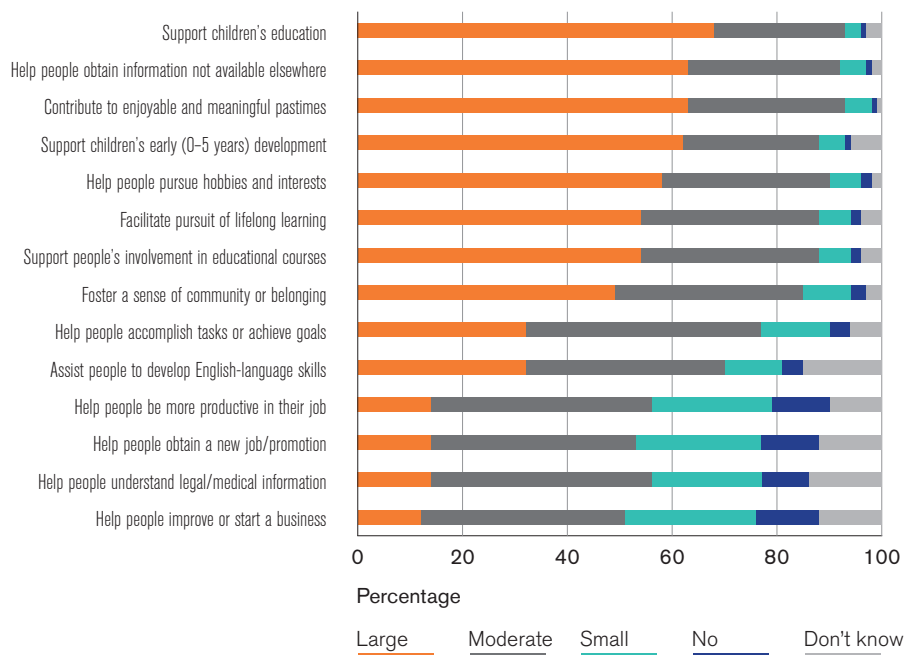
It was interesting to note that most of these perceptions were held by library customers and non-users alike. Similarly, there was little difference in perception according to gender, age, location (Melbourne/other) or presence of children.

While the views of non-users were the same as customers for most measures, there were five areas where non-users were less likely to see the benefits offered by libraries:

- support children's early development;
- facilitate pursuit of informal lifelong learning;
- contribute to enjoyable and meaningful pastimes;
- foster a sense of community or belonging; and
- help people pursue hobbies and interests.

Figure 3: Perceived benefits of public libraries

Base: 1,050



2.3 Perceived characteristics of public libraries

Respondents were asked to indicate their level of agreement with a series of statements about characteristics of public libraries. There were notable differences between people who had used a library in the past 12 months and those who had not, as Figure 4 data shows.

The overall profile of responses for library customers and non-users is similar, with strongest agreement for the safe and pleasant environment of libraries and lowest agreement for their role in supporting and attracting new businesses.

It is not surprising that with their greater knowledge of libraries, library customers were more likely to agree with most of the statements.

2.4 Cultural contribution of public libraries

Participants were asked to rate the importance of ways that libraries contribute to local community culture. Figure 5 shows the findings.

It is clear that collections were regarded as the most important contributions public libraries make to the culture of their local communities. Three-quarters of Victorians thought that general library collections and local history collections were 'very important' contributions to local community culture.

The mix of author talks, multicultural activities and art exhibitions were regarded as very important by one-third of Victorians.

In general, non-users had similar views to library customers.

Figure 4: Customer and non-user agreement with statements (agree strongly)

Base: 1,050

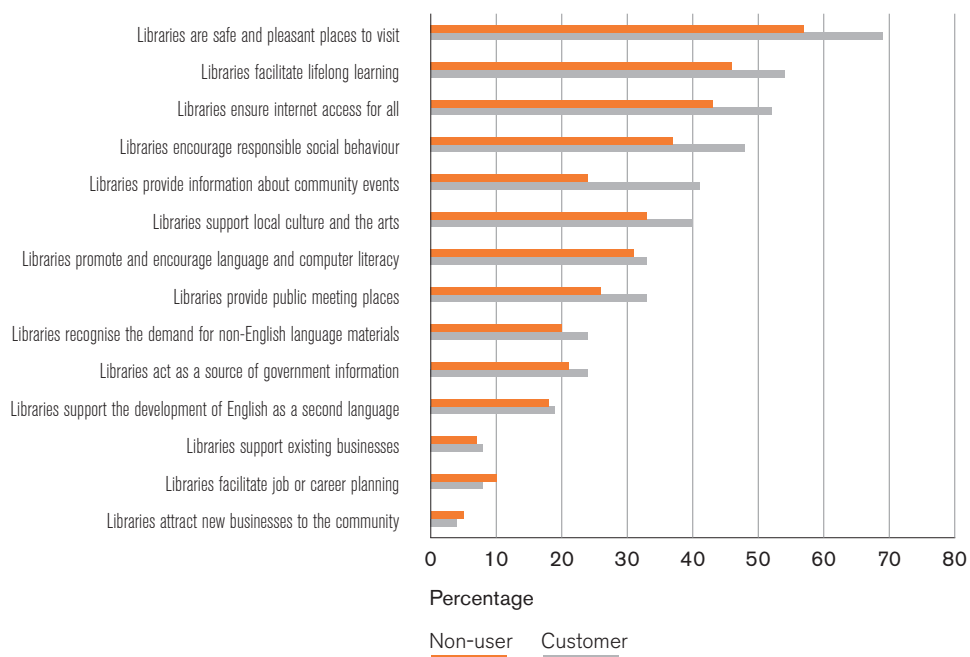
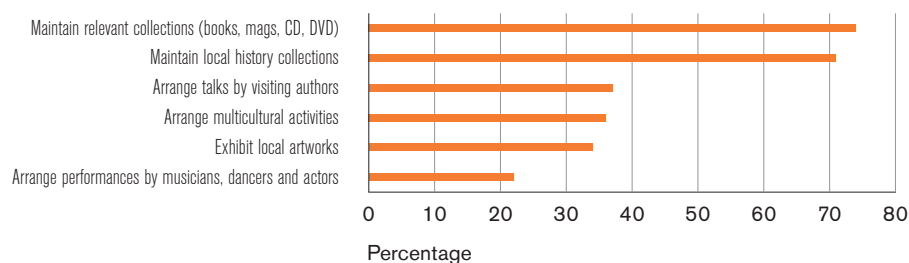


Figure 5: Cultural contribution of public libraries (very important)

Base: 1,050



2.5 Best things about public libraries

Participants were asked to nominate the best things about Victorian public libraries. Figure 6 shows the most common types of responses.

The main beneficial services were:

- the opportunity to borrow books at no cost (37%);
- the range and variety of books in library collections (29%);
- access to information and resources (26%); and
- the opportunity to borrow DVDs, CDs, audio books and other media (16%).

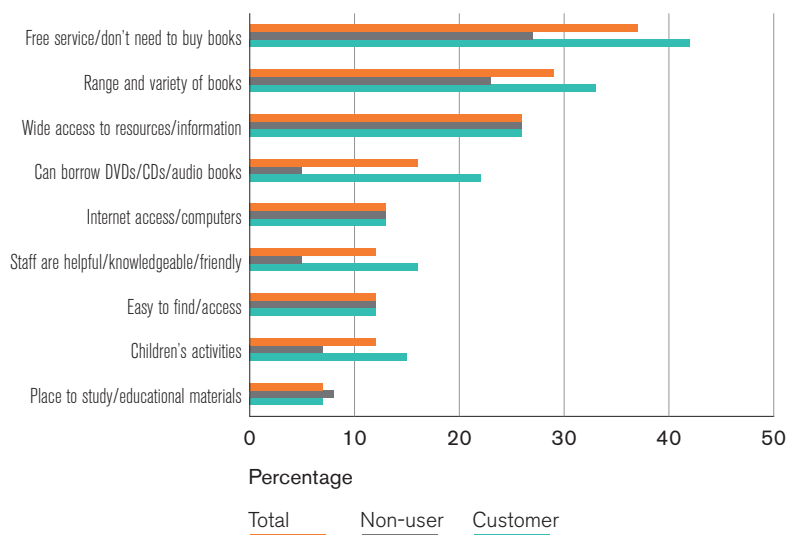
Library customers were more likely than non-users to mention borrowing books at no cost; the range/variety of books; and especially DVDs, CDs and audio books. Non-users put the same emphasis on access to information/resources as customers.

The following good things were mentioned at lower levels:

- access to newspapers/magazines (6%);
- online catalogue/order books from other libraries (5%);
- quiet, relaxing atmosphere (5%);
- reading room/can read books there (4%);
- good borrowing system/generous loan period/reminders (2%);
- long opening hours (2%);
- accessibility/all people/all ages (2%);
- creates a sense of community/social network (2%);
- up-to-date technology/electronic resources (1%);
- discussion groups/bookclubs/authors (1%); and
- photocopying (1%).

Figure 6: Best things about public libraries (customers and non-users)

Base: Total=1,050; Customers=668; Non-users=382



Some of the comments made by participants are shown here.

'It is great you can order books from all over Victoria. At one point, you had to pay but now I get books from all over the place, and now that I can look up catalogues online there are no limits.'

'If you have kids studying, they are good resource for reference material, good for a quiet place to study without distractions.'

'You can escape from the real world and just read a book. If the kids have annoyed you the whole day, you can get on a computer there. You can get videos without paying for them and you can grab and read as many books as you like. Good for research for kids – the internet is good but you can photocopy as much as you can and you can sit and concentrate on it.'

'You can borrow books for free. Wide variety of books and magazines. Can borrow CDs and DVDs.'

'Locally here we have a small library and they are able to get all the books we want from other libraries. Just the service that we have, it's always great service. And my children use the services at the local library quite a lot. They use the internet a lot.'

'The access to books and the people that work there are very helpful. They help if you are not sure and they guide you to what you are after.'

'I think they're great for info. There's not much you can't find if you need information about places or things. They have a lot of facilities for children and web...so you don't have to own a computer and you can spend a couple of hours there.'

'It is good and quiet. I like the environment, a lot of newspapers and magazines.'

'They're good for the elderly. It gives them access to a lot of things they can't afford to buy themselves. I know my father-in-law uses them, and I think they run computer classes and I know he took one of those.'

'Range of books you don't have to purchase. Also for talking books when you drive.'

'Just the range of books, our library has just been renovated and it looks really good. I also like the storytime that they have for the little kids.'

'The atmosphere, it is a great place to go and read. The assistance that is given by the library staff when you are researching a project. The availability of the books.'

'They have got everything. They have got good books and the paper is there to read and also the Internet if you do not have it at home.'

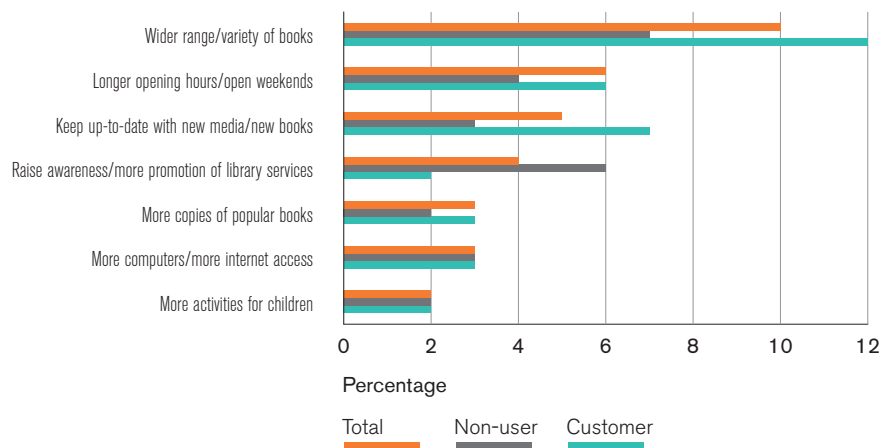
2.6 Suggested improvements to public libraries

Participants were asked to suggest improvements to library services. Overall, 47% did not suggest improvements, either because they were happy with the service, or they did not know it well enough to comment. Those who did not suggest improvements comprised 44% of customers and 51% of non-users. Figure 7 summarises the findings.

Given the contrasting levels of experience of library customers and non-users, it is not surprising that there are notable differences in the suggestions made by these two groups. Customers were more likely to want a wider variety of books, longer opening hours and more up-to-date material/media. Non-users were more likely to say that libraries should be more proactive in promoting their services.

Figure 7: Suggested improvements (customers and non-users)

Base: Total=1,050; Customers=668; Non-users=382



A wide variety of improvements were suggested by 1–2% of people:

- wider range of DVDs, CDs and audio books;
- better access to interlibrary loans;
- online access to download books;
- more study space/reading room;
- more resources in community languages;
- more library staff;
- more funding for libraries;
- mobile library services;
- better index/catalogue;
- cafe/coffee shop;
- longer borrowing time;
- no fees for late returns;
- upgrade library building; and
- bigger library.

Some of the comments made by participants are shown here.

'They should have more people working there, so that when you have questions someone can help you instead of having to go on the internet and search. They should also have more selection of referencing material.'

'Locating books on the shelves, there are not enough staff around to ask and I get a little bit lost. It's just when you need to access a book quickly. Some people have language difficulties and have trouble finding books.'

'I think that they have a service for elderly people who are at home, and I'm not sure if they still run a mobile library, but that service is very good.'

'I would like to see longer hours, maybe to 8 or 9 o'clock instead of just the daytime hours. Keep up with current media forms. Ten years ago there was not a lot of internet use and DVD so there is more media to keep up with these days.'

'I think breadth of material should be wider, the ability to borrow between all libraries. Melbourne Uni you can borrow but to exchange information from that library through here, it costs \$15.'

'More international collection of resources, more world history oriented instead of Australian history.'

'Just making the public more aware of where they are.'

'More copies of popular books.'

'More computers to access the internet, because they are always booked out.'

'A larger selection of books. I know there are university libraries, but perhaps more professional journals and textbooks for people to borrow.'

"They have got everything. They have got good books and the paper is there to read and also the internet if you do not have it at home."

(survey respondent)

2.7 How libraries contribute to communities

Participants were asked to nominate other ways that libraries contribute to communities. Most people (45%) had no further comment to make, and the main comments are shown in Figure 8.

The most common comment was a general statement about the importance and value of public libraries as vital community resources. Not surprisingly, this comment was much more common among library customers (28%) than non-users (15%).

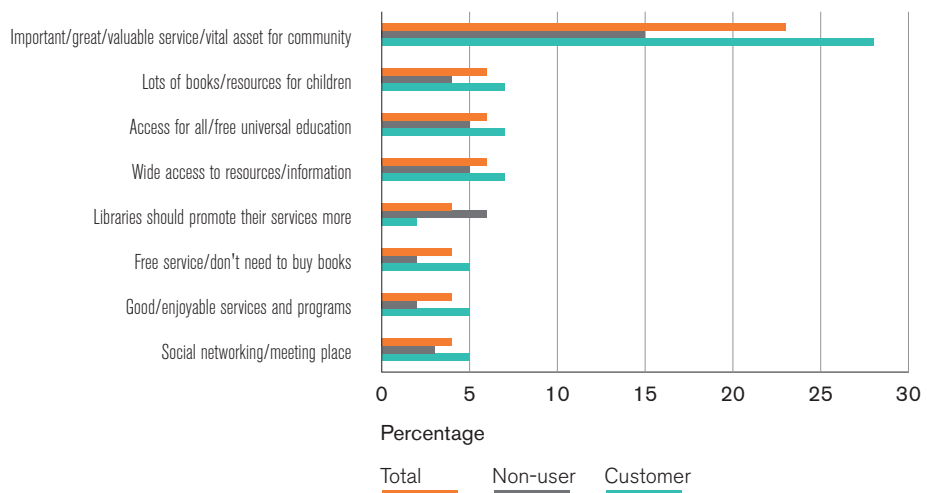
Other contributions to community mentioned by 4–6% of participants were:

- the number of books and resources for children (6%);
- access for all (6%);
- wide access to resources/information (6%);
- free service (4%);
- good and enjoyable programs and services (4%); and
- social networking/meeting place (4%).

Once again, 6% of non-users took the opportunity to say that libraries should promote their services more actively.

Figure 8: Library contribution to community (customers and non-users)

Base: Total=1,050; Customers=668; Non-users=382



3. Value of public libraries

This section discusses estimates of the value of public libraries. Two questions captured measures of value.

Firstly, library customers were asked to think of their library use over the past 12 months and estimate how much it would have cost them if they had to pay private businesses for the service.

Secondly, all respondents were asked to say how much they would be willing to pay to maintain the community's access to the current service.

3.1 Estimated cost of library services used in past 12 months

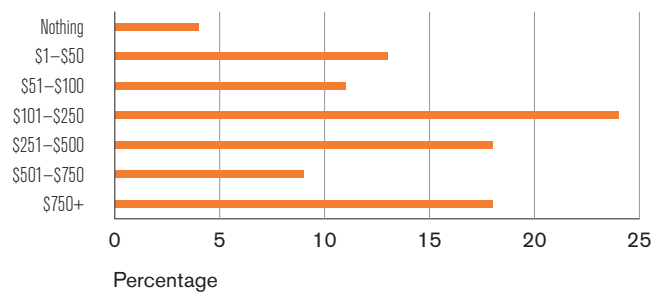
Participants were asked to think about their typical library use in a 12 month period and to nominate how much they would have spent if they had to buy the services from a private business. Figure 9 shows the results.

Points to note:

- The average amount spent across the whole sample was \$364.
- 69% said that they would have spent over \$100.
- 45% said they would have spent over \$250.
- 27% said they would have spent over \$500.
- 18% said they would have spent over \$750.
- Only 4% said they would have spent nothing.

Figure 9: Estimated cost of library services used

Base: 590 (used a library in past 12 months)



3.2 Willingness to pay for current library services

Participants were asked to nominate how much they would be willing to pay to maintain community access to current library services. People who had used public libraries in the previous year tended to nominate higher amounts as Figure 10 shows.

In total:

- The average amount people were willing to pay was \$65 per year.
 - library customers, average amount = \$72.
 - library non-users, average amount = \$55.
- 16% said they were prepared to pay more than \$100 a year for library services.
- 18% said they were prepared to pay \$51–\$100 per year.
- 22% were prepared to pay \$26–\$50 per year.
- 21% were prepared to pay up to \$25.
- 22% were not prepared to pay anything.

Participants were asked whether their response was affected by their capacity to pay. Overall, 82% indicated that libraries were worth more than they said they would pay but that was all they could afford.

Figure 10: Willingness to pay (annual amount) – library customers vs non-users

Base: Total=1,050; Customers=708; Non-users=342



4. Survey respondent profile

Table 1 provides a profile of survey respondents.

Table 1: Respondent profile

	Total (1,050) %
Gender	
Male	47%
Female	53%
Age	
Under 35	29%
35–54	39%
55 and over	33%
Work	
Full-time	41%
Part-time	17%
Student	8%
Domestic/unemployed	10%
Retired	24%
Education	
Primary/secondary	41%
College/TAFE	18%
University undergraduate	23%
University postgraduate	17%
Location	
Melbourne	73%
Country	27%
Birth place	
Australia	76%
UK/Eire	9%
India	3%
Other Europe	3%
Household	
Alone	15%
Couple with no children	28%
Couple with children	41%
Single with children	6%
Other family	4%
Group household	4%

Points to note:

- The gender profile was fairly evenly divided between men and women.
- The age profile was distributed across the life span.
- Most participants worked or were retired.
- Participants were distributed between Melbourne and country Victoria in proportion to the population.

Table 2 shows the income distribution of survey respondents.

Table 2: Annual household income before tax

	Total (1,050) %
Under \$15,000	5%
\$15,000–\$24,999	7%
\$25,000–\$39,999	10%
\$40,000–\$59,999	13%
\$60,000–\$79,999	11%
\$80,000–\$99,999	10%
\$100,000–\$119,999	8%
\$120,000–\$149,999	5%
\$150,000–\$199,99	6%
\$200,000 and over	2%

5. Victorian survey – Telephone

Hello, this survey asks about the way people use Victorian public libraries and the benefits libraries offer to their communities.

1. Are you a member of a Victorian public library?
 - Yes
 - No
2. When was the last time, if ever, you used a Victorian public library?
 - In past week
 - In past month
 - In past 12 months
 - Between 1 year and 5 years ago
 - More than 5 years ago
 - Never
3. When was the last time, if ever, you used the website of a Victorian public library?
 - In past week
 - In past month
 - In past 12 months
 - Between 1 year and 5 years ago
 - More than 5 years ago
 - Never
4. In your own words, what are the BEST THINGS about Victorian public libraries?
5. And what suggestions, if any, do you have for IMPROVEMENTS to Victorian library services?
6. Victorian public libraries offer a range of services and facilities. For each service I read out, could you please say whether or not you know that the service is available at some Victorian public libraries? [ROTATE]
 - Books and other print materials for borrowing
 - Videos, CDs and DVDs for borrowing
 - Reference materials for use at the library
 - Access the internet
 - Computers available for general use
 - Expert staff to answer reference enquiries
 - Study desks and meeting rooms for general use
 - Pre-school storytime programs
 - Summer reading programs
 - Homework clubs
 - Computer and internet training
 - Programs and activities for seniors
 - English-language programs and activities
 - Resources in community languages other than English
 - Local history resources
 - Boardgames
 - Xbox, Playstation and other games
7. Public libraries have different benefits for different people. In your opinion, to what extent are the following benefits provided by Victorian public libraries? [ROTATE]

Large Extent; Moderate Extent; Small Extent; Not Provided; Don't Know

 - Support people's involvement in educational courses
 - Support children's early (0–5 years) development
 - Support children's education
 - Facilitate pursuit of (informal) lifelong learning
 - Assist people to develop English-language skills
 - Help people understand legal or medical information
 - Help people to accomplish tasks and/or achieve goals
 - Contribute to enjoyable and meaningful pastimes
 - Help people obtain a new job or promotion
 - Make people more productive in their job
 - Help people improve or start a business
 - Foster a sense of community or belonging
 - Help people obtain information not obtainable elsewhere
 - Help people to pursue hobbies and interests

8. Thinking about how public libraries contribute to the general community, please say whether or not you agree with the following statements. [ROTATE]

Agree Strongly; Agree; Disagree; Disagree Strongly; Don't Know

Public libraries...

- Are safe and pleasant places to visit
- Encourage responsible social behaviour
- Facilitate lifelong learning
- Provide information about community events
- Act as a source of government information
- Support local culture and the arts
- Provide public meeting spaces
- Facilitate job or career planning
- Promote and encourage (language and computer) literacy
- Recognise the demand for non-English language materials
- Support the development of English as a second language
- Ensure access to the internet for all
- Attract new businesses to the community
- Support existing local businesses

9. Public libraries contribute to cultural development in a number of ways. In your opinion, how important are the following things that libraries do in contributing to local community culture? [ROTATE]

Very Important; Important; Not Important; Don't Know

- Maintain relevant collections (books, magazines, CDs, DVDs)
- Maintain local history collections
- Exhibit local artworks
- Arrange talks by visiting authors
- Arrange live performances by local musicians, dancers and actors
- Arrange multicultural activities

Economic value of public libraries

The next questions are designed to estimate the value of the services provided through public libraries. There are no plans for public libraries to increase fees and charges for services that are currently FREE.

[USERS ONLY]

10. Thinking about your typical library usage over the past 12 months, what do you estimate it would have cost you if you had to pay for the services from private businesses? (You may provide your estimate at item A or select from the nominated ranges.)

- A. \$...
- B. Nothing
- C. \$1–\$50
- D. \$51–\$100
- E. \$101–\$250
- F. \$251–\$500
- G. \$501–\$750
- H. More than \$750

[ASK ALL]

11. Thinking from the broader community perspective, if your local public library service was not funded by government, how much would you be willing to pay to maintain the community's access to the current services? (You may provide your answer at item A or select from the nominated ranges.)

- A. \$... per annum.
- B. Nothing
- C. \$1–\$25 per annum
- D. \$26–\$50 per annum
- E. \$51–\$100 per annum
- F. \$101–\$250 per annum
- G. \$251–\$500 per annum
- H. More than \$500 per annum

12. When thinking about your response to the previous question, please nominate which of the following best describes the way you responded.
- The amount is what I think libraries are worth.
 - Libraries are worth MORE than this, but I can't afford more/don't want to pay more.
 - Libraries are currently worth LESS than this, but extra funds could pay for better services.
13. Do you have any other comments on how public libraries contribute to the community and/or the library's value to you?
14. Gender:
- Male
 - Female
15. What year were you born?
16. In which country were you born?
17. What is the postcode of your home address?
18. Is English the primary language spoken in your home?
19. Household composition:
- Alone
 - Couple with no dependent children
 - Couple with dependent children
 - Single parent with dependent children
 - Other family
 - Group household
 - Other
20. Which of the following describes you best? (select one)
- Employed full-time
 - Employed part-time
 - Looking for work
 - Domestic duties/carer
 - Full-time student
 - Retired
21. What is your highest level of education?
- Primary/high school
 - Trade/technical/business college
 - University – Undergraduate degree
 - University – Postgraduate degree
22. What is your approximate weekly household income before tax?
- Under \$15,000
 - \$15,000–\$24,999
 - \$25,000–\$39,999
 - \$40,000–\$59,999
 - \$60,000–\$79,999
 - \$80,000–\$99,999
 - \$100,000–\$119,999
 - \$120,000–\$149,999
 - \$150,000–\$199,999
 - Over \$200,000
 - Rather not say

Thank you.

"Just the range of books, our library has just been renovated and it looks really good. I also like the storytime that they have for the little kids."

(survey respondent)

Data tables index

Number	Title	Reference
Table 1	Location	Q17
Table 2	Gender	Q14
Table 3	Age groups	Q15
Table 4	Member of Victorian public library	Q1
Table 5	Used a Victorian public library	Q2
Table 6	Accessed library website	Q3
Table 7	Best about Victorian public libraries	Q4
Table 8	Improvements to Victorian public library services	Q5
Table 9	Availability facilities	Q6
Table 10	Availability (Books and other print materials for borrowing)	Q6
Table 11	Availability (Videos, CDs and DVDs for borrowing)	Q6
Table 12	Availability (Reference materials for use at the library)	Q6
Table 13	Availability (Internet access)	Q6
Table 14	Availability (Computers available for general use)	Q6
Table 15	Availability (Expert staff to answer reference enquiries)	Q6
Table 16	Availability (Study desks and meeting rooms for general use)	Q6
Table 17	Availability (Pre-school storytime programs)	Q6
Table 18	Availability (Summer reading programs)	Q6
Table 19	Availability (Homework clubs)	Q6
Table 20	Availability (Computer and internet training)	Q6
Table 21	Availability (Programs and activities for seniors)	Q6
Table 22	Availability (English-language programs and activities)	Q6
Table 23	Availability (Resources in community languages other than English)	Q6
Table 24	Availability (Local history resources)	Q6
Table 25	Availability (Boardgames)	Q6
Table 26	Availability (Xbox, PlayStation and other games)	Q6
Table 27	Opinion benefits	Q7
Table 28	Opinion (Support people's involvement in educational courses)	Q7
Table 29	Opinion (Support children's early [0–5 years] development)	Q7
Table 30	Opinion (Support children's education)	Q7
Table 31	Opinion (Facilitate pursuit of [informal] lifelong learning)	Q7
Table 32	Opinion (Assist people to develop English-language skills)	Q7
Table 33	Opinion (Help people understand legal or medical information)	Q7
Table 34	Opinion (Help people to accomplish tasks and/or achieve goals)	Q7
Table 35	Opinion (Contribute to enjoyable and meaningful pastimes)	Q7
Table 36	Opinion (Help people obtain a new job or promotion)	Q7
Table 37	Opinion (Make people more productive in their job)	Q7
Table 38	Opinion (Help people improve or start a business)	Q7
Table 39	Opinion (Foster a sense of community or belonging)	Q7

Number	Title	Reference
Table 40	Opinion (Help people obtain information not obtainable elsewhere)	Q7
Table 41	Opinion (Help people to pursue hobbies and interests)	Q7
Table 42	Level of agreement statements	Q8
Table 43	Level of agreement (Are safe and pleasant places to visit)	Q8
Table 44	Level of agreement (Encourage responsible social behaviour)	Q8
Table 45	Level of agreement (Facilitate lifelong learning)	Q8
Table 46	Level of agreement (Provide information about community events)	Q8
Table 47	Level of agreement (Act as a source of government information)	Q8
Table 48	Level of agreement (Support local culture and the arts)	Q8
Table 49	Level of agreement (Provide public meeting spaces)	Q8
Table 50	Level of agreement (Facilitate job or career planning)	Q8
Table 51	Level of agreement (Promote and encourage [language and computer] literacy)	Q8
Table 52	Level of agreement (Recognise the demand for non-English language materials)	Q8
Table 53	Level of agreement (Support the development of English as a second language)	Q8
Table 54	Level of agreement (Ensure internet access for all)	Q8
Table 55	Level of agreement (Attract new businesses to the community)	Q8
Table 56	Level of agreement (Support existing local businesses)	Q8
Table 57	Importance cultural contribution	Q9
Table 58	Importance (Maintain relevant collections)	Q9
Table 59	Importance (Maintain local history collections)	Q9
Table 60	Importance (Exhibit local artworks)	Q9
Table 61	Importance (Arrange talks by visiting authors)	Q9
Table 62	Importance (Arrange live performances by local musicians, dancers and actors)	Q9
Table 63	Importance (Arrange multicultural activities)	Q9
Table 64	Estimated cost of public library usage (Q10) filtered by Member of Victorian public library	Q1
Table 65	Willing to pay for public library service	Q11
Table 66	Best describes value of public library (Q12) filtered by Willing to pay for public library service (excluding 'Don't know')	Q11
Table 67	Opinion Victorian public libraries' community contribution	Q13
Table 68	Country of birth	Q16
Table 69	English primary language	Q18
Table 70	Household composition	Q19
Table 71	Describes you best	Q20
Table 72	Highest level of education	Q21
Table 73	Annual household income before tax	Q22
Table 74	Length in minutes	

Data Tables

Table 1: Location (Q17)

	Total	Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Melbourne	770 (73%)	363 (73%)	407 (73%)	236 (79%)	298 (73%)	236 (69%)	526 (74%)	244 (71%)	493 (74%)	277 (73%)	371 (76%)	394 (71%)
Victorian country	280 (27%)	132 (27%)	148 (27%)	64 (21%)	112 (27%)	104 (31%)	182 (26%)	98 (29%)	175 (26%)	105 (27%)	120 (24%)	158 (29%)
Totals	1,050 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 2: Gender (Q14)

	Total	Location		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Male	495 (47%)	363 (47%)	132 (47%)	139 (46%)	198 (48%)	158 (46%)	290 (41%)	205 (60%)	273 (41%)	222 (58%)	223 (45%)	271 (49%)
Female	555 (53%)	407 (53%)	148 (53%)	161 (54%)	212 (52%)	182 (54%)	418 (59%)	137 (40%)	395 (59%)	160 (42%)	268 (55%)	281 (51%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 3: Age groups (Q15)

	Total	Location		Gender		Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	Yes	No	In past 12 months	Longer or never	Yes	No
18-24	114 (11%)	98 (13%)	16 (6%)	66 (13%)	48 (9%)	68 (10%)	46 (13%)	68 (10%)	46 (12%)	73 (15%)	41 (7%)
25-34	186 (18%)	138 (18%)	48 (17%)	73 (15%)	113 (20%)	107 (15%)	79 (23%)	93 (14%)	93 (24%)	98 (20%)	88 (16%)
35-44	191 (18%)	145 (19%)	46 (16%)	84 (17%)	107 (19%)	136 (19%)	55 (16%)	135 (20%)	56 (15%)	152 (31%)	38 (7%)
45-54	219 (21%)	153 (20%)	66 (24%)	114 (23%)	105 (19%)	149 (21%)	70 (20%)	140 (21%)	79 (21%)	134 (27%)	84 (15%)
55-64	145 (14%)	99 (13%)	46 (16%)	66 (13%)	79 (14%)	102 (14%)	43 (13%)	94 (14%)	51 (13%)	19 (4%)	123 (22%)
65-74	133 (13%)	92 (12%)	41 (15%)	60 (12%)	73 (13%)	98 (14%)	35 (10%)	94 (14%)	39 (10%)	12 (2%)	121 (22%)
75+	62 (6%)	45 (6%)	17 (6%)	32 (6%)	30 (5%)	48 (7%)	14 (4%)	44 (7%)	18 (5%)	3 (1%)	57 (10%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 4: Member of Victorian public library (Q1)

	Location			Gender		Age groups			Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	In past 12 months	Longer or never	Yes	No
Yes	700 (67%)	526 (68%)	182 (65%)	290 (59%)	418 (75%)	175 (58%)	285 (70%)	248 (73%)	590 (88%)	118 (31%)	347 (71%)	355 (64%)
No	342 (33%)	244 (32%)	98 (35%)	205 (41%)	137 (25%)	125 (42%)	125 (30%)	92 (27%)	78 (12%)	264 (69%)	144 (29%)	197 (36%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 5: Used a Victorian public library (Q2)

	Location			Gender		Age groups			Member of Vic. public library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	Yes	No
In past week	246 (23%)	187 (24%)	59 (21%)	95 (19%)	151 (27%)	43 (14%)	101 (25%)	102 (30%)	237 (33%)	9 (3%)	124 (25%)	121 (22%)
In past month	199 (19%)	146 (19%)	53 (19%)	77 (16%)	122 (22%)	47 (16%)	79 (19%)	73 (21%)	178 (25%)	21 (6%)	86 (18%)	111 (20%)
In past 12 months	223 (21%)	160 (21%)	63 (23%)	101 (20%)	122 (22%)	71 (24%)	95 (23%)	57 (17%)	175 (25%)	48 (14%)	118 (24%)	102 (18%)
Between 1 year and 5 years ago	160 (15%)	122 (16%)	38 (14%)	86 (17%)	74 (13%)	64 (21%)	49 (12%)	47 (14%)	93 (13%)	67 (20%)	75 (15%)	85 (15%)
More than 5 years ago	183 (17%)	128 (17%)	55 (20%)	107 (22%)	76 (14%)	57 (19%)	73 (18%)	53 (16%)	25 (4%)	158 (46%)	73 (15%)	109 (20%)
Never	39 (4%)	27 (4%)	12 (4%)	29 (6%)	10 (2%)	18 (6%)	13 (3%)	8 (2%)	-	39 (11%)	15 (3%)	24 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	491 (100%)	552 (100%)

Table 6: Accessed library website (Q3)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
In past week	102 (10%)	92 (12%)	10 (4%)	35 (7%)	67 (12%)	28 (9%)	55 (13%)	19 (6%)	97 (14%)	5 (1%)	99 (15%)	3 (1%)	61 (12%)	41 (7%)
In past month	90 (9%)	64 (8%)	26 (9%)	33 (7%)	57 (10%)	25 (8%)	35 (9%)	30 (9%)	81 (11%)	9 (3%)	87 (13%)	3 (1%)	44 (9%)	44 (8%)
In past 12 months	143 (14%)	110 (14%)	33 (12%)	60 (12%)	83 (15%)	37 (12%)	66 (16%)	40 (12%)	121 (17%)	22 (6%)	122 (18%)	21 (5%)	66 (13%)	76 (14%)
Between 1 year and 5 years ago	69 (7%)	50 (6%)	19 (7%)	32 (6%)	37 (7%)	26 (9%)	30 (7%)	13 (4%)	47 (7%)	22 (6%)	37 (6%)	32 (8%)	39 (8%)	30 (5%)
More than 5 years ago	20 (2%)	13 (2%)	7 (3%)	14 (3%)	6 (1%)	10 (3%)	7 (2%)	3 (1%)	3 (0%)	17 (5%)	-	20 (5%)	9 (2%)	11 (2%)
Never	626 (60%)	441 (57%)	185 (66%)	321 (65%)	305 (55%)	174 (58%)	217 (53%)	235 (69%)	359 (51%)	267 (78%)	323 (48%)	303 (79%)	272 (55%)	350 (63%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 7: Best about Victorian public libraries (Q4)

	Total	Location		Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Free service/no need to purchase books/ can borrow books	384 (37%)	280 (36%)	104 (37%)	147 (30%)	237 (43%)	100 (33%)	171 (42%)	113 (33%)	299 (42%)	85 (25%)	279 (42%)	105 (27%)	194 (40%)	188 (34%)
Range/variety of books	304 (29%)	223 (29%)	81 (29%)	139 (28%)	165 (30%)	78 (26%)	109 (27%)	117 (34%)	233 (33%)	71 (21%)	218 (33%)	86 (23%)	135 (27%)	165 (30%)
Wide access to resources/information to research	273 (26%)	198 (26%)	75 (27%)	127 (26%)	146 (26%)	78 (26%)	104 (25%)	91 (27%)	181 (26%)	92 (27%)	172 (26%)	101 (26%)	123 (25%)	147 (27%)
Can use the internet/ computers there	138 (13%)	90 (12%)	48 (17%)	60 (12%)	78 (14%)	46 (15%)	60 (15%)	32 (9%)	104 (15%)	34 (10%)	90 (13%)	48 (13%)	62 (13%)	76 (14%)
Children's activities/ services provided (e.g. storytime)	128 (12%)	94 (12%)	34 (12%)	33 (7%)	95 (17%)	33 (11%)	68 (17%)	27 (8%)	98 (14%)	30 (9%)	100 (15%)	28 (7%)	98 (20%)	30 (5%)
Easy to find/access	128 (12%)	104 (14%)	24 (9%)	64 (13%)	64 (12%)	34 (11%)	57 (14%)	37 (11%)	87 (12%)	41 (12%)	81 (12%)	47 (12%)	65 (13%)	63 (11%)
Can borrow DVDs	88 (8%)	66 (9%)	22 (8%)	41 (8%)	47 (8%)	14 (5%)	44 (11%)	30 (9%)	78 (11%)	10 (3%)	82 (12%)	6 (2%)	44 (9%)	43 (8%)
Staff are helpful/ knowledgeable	82 (8%)	68 (9%)	14 (5%)	32 (6%)	50 (9%)	5 (2%)	28 (7%)	49 (14%)	73 (10%)	9 (3%)	70 (10%)	12 (3%)	26 (5%)	54 (10%)
Audio books/CDs provided	79 (8%)	56 (7%)	23 (8%)	34 (7%)	45 (8%)	16 (5%)	34 (8%)	29 (9%)	69 (10%)	10 (3%)	66 (10%)	13 (3%)	36 (7%)	42 (8%)
Education materials/ good place to do study	77 (7%)	61 (8%)	16 (6%)	36 (7%)	41 (7%)	32 (11%)	32 (8%)	13 (4%)	43 (6%)	34 (10%)	47 (7%)	30 (8%)	45 (9%)	31 (6%)
Access to newspapers/ magazines	68 (6%)	48 (6%)	20 (7%)	32 (6%)	36 (6%)	9 (3%)	32 (8%)	27 (8%)	60 (8%)	8 (2%)	49 (7%)	19 (5%)	28 (6%)	40 (7%)
Electronic/online catalogue/can order books from other libraries	57 (5%)	42 (5%)	15 (5%)	23 (5%)	34 (6%)	14 (5%)	24 (6%)	19 (6%)	49 (7%)	8 (2%)	47 (7%)	10 (3%)	31 (6%)	26 (5%)
Provides a quiet/ relaxing atmosphere	52 (5%)	42 (5%)	10 (4%)	25 (5%)	27 (5%)	13 (4%)	19 (5%)	20 (6%)	39 (6%)	13 (4%)	39 (6%)	13 (3%)	25 (5%)	27 (5%)
Staff are friendly/ polite	45 (4%)	34 (4%)	11 (4%)	17 (3%)	28 (5%)	7 (2%)	8 (2%)	30 (9%)	41 (6%)	4 (1%)	38 (6%)	7 (2%)	10 (2%)	35 (6%)
Reading room/can read books there	38 (4%)	25 (3%)	13 (5%)	21 (4%)	17 (3%)	8 (3%)	13 (3%)	17 (5%)	29 (4%)	9 (3%)	25 (4%)	13 (3%)	18 (4%)	19 (3%)
Good borrowing system/generous time given/remind you when due back	25 (2%)	18 (2%)	7 (3%)	7 (1%)	18 (3%)	9 (3%)	11 (3%)	5 (1%)	23 (3%)	2 (1%)	21 (3%)	4 (1%)	13 (3%)	12 (2%)
Long/flexible opening hours	23 (2%)	18 (2%)	5 (2%)	8 (2%)	15 (3%)	3 (1%)	13 (3%)	7 (2%)	19 (3%)	4 (1%)	17 (3%)	6 (2%)	10 (2%)	13 (2%)

Table 7: Best about Victorian public libraries (Q4) continued

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Up-to-date with technology/electronic-based resources	11 (1%)	7 (1%)	4 (1%)	6 (1%)	5 (1%)	4 (1%)	4 (1%)	3 (1%)	6 (1%)	5 (1%)	6 (1%)	5 (1%)	5 (1%)	6 (1%)
Discussion groups/bookclubs/visiting authors	11 (1%)	9 (1%)	2 (1%)	5 (1%)	6 (1%)	3 (1%)	4 (1%)	4 (1%)	9 (1%)	2 (1%)	9 (1%)	2 (1%)	6 (1%)	5 (1%)
They offer computer courses/workshops	10 (1%)	10 (1%)	-	2 (0%)	8 (1%)	2 (1%)	3 (1%)	5 (1%)	9 (1%)	1 (0%)	8 (1%)	2 (1%)	4 (1%)	6 (1%)
Access to photocopying	10 (1%)	7 (1%)	3 (1%)	5 (1%)	5 (1%)	3 (1%)	4 (1%)	3 (1%)	9 (1%)	1 (0%)	8 (1%)	2 (1%)	2 (0%)	8 (1%)
Nothing	7 (1%)	6 (1%)	1 (0%)	2 (0%)	5 (1%)	2 (1%)	3 (1%)	2 (1%)	3 (0%)	4 (1%)	3 (1%)	4 (1%)	5 (1%)	2 (0%)
Other	32 (3%)	24 (3%)	8 (3%)	18 (4%)	14 (3%)	6 (2%)	13 (3%)	13 (4%)	18 (3%)	14 (4%)	16 (2%)	16 (4%)	12 (2%)	20 (4%)
Don't know	36 (3%)	24 (3%)	12 (4%)	29 (6%)	7 (1%)	16 (5%)	13 (3%)	7 (2%)	3 (0%)	33 (10%)	3 (0%)	33 (9%)	17 (3%)	19 (3%)
Totals	2150 (205%)	1581 (205%)	569 (203%)	929 (188%)	1221 (220%)	548 (183%)	892 (218%)	710 (209%)	1613 (228%)	537 (157%)	1520 (228%)	630 (165%)	1036 (211%)	1099 (199%)
Actual respondents	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 8: Improvements to Victorian public library services (Q5)

	Total	Location		Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
None/happy with the services	489 (47%)	355 (46%)	134 (48%)	238 (48%)	251 (45%)	150 (50%)	168 (41%)	171 (50%)	308 (44%)	181 (53%)	295 (44%)	194 (51%)	210 (43%)	275 (50%)
Wider range/variety of books available	105 (10%)	75 (10%)	30 (11%)	48 (10%)	57 (10%)	31 (10%)	42 (10%)	32 (9%)	87 (12%)	18 (5%)	80 (12%)	25 (7%)	51 (10%)	53 (10%)
Longer opening hours/open on weekends	58 (6%)	33 (4%)	25 (9%)	25 (5%)	33 (6%)	9 (3%)	35 (9%)	14 (4%)	46 (6%)	12 (4%)	42 (6%)	16 (4%)	31 (6%)	27 (5%)
Raise awareness/more advertising of library services	38 (4%)	29 (4%)	9 (3%)	18 (4%)	20 (4%)	10 (3%)	21 (5%)	7 (2%)	18 (3%)	20 (6%)	15 (2%)	23 (6%)	17 (3%)	21 (4%)
Keep up to date with media/new books	37 (4%)	30 (4%)	7 (3%)	15 (3%)	22 (4%)	4 (1%)	22 (5%)	11 (3%)	29 (4%)	8 (2%)	31 (5%)	6 (2%)	19 (4%)	18 (3%)
More computers available for use/internet access	33 (3%)	24 (3%)	9 (3%)	15 (3%)	18 (3%)	13 (4%)	16 (4%)	4 (1%)	21 (3%)	12 (4%)	20 (3%)	13 (3%)	21 (4%)	12 (2%)
More copies of popular/new books	29 (3%)	25 (3%)	4 (1%)	6 (1%)	23 (4%)	5 (2%)	14 (3%)	10 (3%)	26 (4%)	3 (1%)	23 (3%)	6 (2%)	18 (4%)	11 (2%)
More activities/services provided to children	25 (2%)	18 (2%)	7 (3%)	9 (2%)	16 (3%)	10 (3%)	12 (3%)	3 (1%)	20 (3%)	5 (1%)	16 (2%)	9 (2%)	19 (4%)	6 (1%)
Wider range of audio books/CDs available	19 (2%)	16 (2%)	3 (1%)	10 (2%)	9 (2%)	7 (2%)	5 (1%)	7 (2%)	16 (2%)	3 (1%)	16 (2%)	3 (1%)	8 (2%)	11 (2%)
Provide/better access to interlibrary loans	18 (2%)	14 (2%)	4 (1%)	10 (2%)	8 (1%)	4 (1%)	9 (2%)	5 (1%)	17 (2%)	1 (0%)	17 (3%)	1 (0%)	7 (1%)	11 (2%)
Access books/resources online/download e-books	18 (2%)	12 (2%)	6 (2%)	14 (3%)	4 (1%)	6 (2%)	7 (2%)	5 (1%)	13 (2%)	5 (1%)	12 (2%)	6 (2%)	11 (2%)	7 (1%)
More room for reading/studying/too crowded	18 (2%)	16 (2%)	2 (1%)	8 (2%)	10 (2%)	4 (1%)	8 (2%)	6 (2%)	16 (2%)	2 (1%)	15 (2%)	3 (1%)	10 (2%)	8 (1%)
Wider range of DVDs available	15 (1%)	11 (1%)	4 (1%)	7 (1%)	8 (1%)	5 (2%)	7 (2%)	3 (1%)	14 (2%)	1 (0%)	14 (2%)	1 (0%)	8 (2%)	7 (1%)
Books/resources in language other than English	15 (1%)	15 (2%)	-	9 (2%)	6 (1%)	3 (1%)	9 (2%)	3 (1%)	14 (2%)	1 (0%)	13 (2%)	2 (1%)	12 (2%)	2 (0%)
More library staff	14 (1%)	11 (1%)	3 (1%)	2 (0%)	12 (2%)	2 (1%)	8 (2%)	4 (1%)	12 (2%)	2 (1%)	12 (2%)	2 (1%)	5 (1%)	9 (2%)
Keep up-to-date with modern technology	14 (1%)	11 (1%)	3 (1%)	10 (2%)	4 (1%)	4 (1%)	6 (1%)	4 (1%)	13 (2%)	1 (0%)	11 (2%)	3 (1%)	9 (2%)	5 (1%)
More money/funding provided to libraries	13 (1%)	6 (1%)	7 (3%)	7 (1%)	6 (1%)	1 (0%)	4 (1%)	8 (2%)	12 (2%)	1 (0%)	11 (2%)	2 (1%)	3 (1%)	10 (2%)
Provide mobile library services	12 (1%)	6 (1%)	6 (2%)	5 (1%)	7 (1%)	1 (0%)	7 (2%)	4 (1%)	4 (1%)	8 (2%)	5 (1%)	7 (2%)	6 (1%)	6 (1%)

Table 8: Improvements to Victorian public library services (Q5) continued

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
More libraries/greater access to library services	12 (1%)	8 (1%)	4 (1%)	3 (1%)	9 (2%)	3 (1%)	5 (1%)	4 (1%)	9 (1%)	3 (1%)	8 (1%)	4 (1%)	5 (1%)	6 (1%)
Easier index system/easier to find books/resources in the library	11 (1%)	7 (1%)	4 (1%)	7 (1%)	4 (1%)	2 (1%)	5 (1%)	4 (1%)	10 (1%)	1 (0%)	9 (1%)	2 (1%)	3 (1%)	8 (1%)
Cafe/coffee shop	11 (1%)	10 (1%)	1 (0%)	4 (1%)	7 (1%)	2 (1%)	7 (2%)	2 (1%)	7 (1%)	4 (1%)	7 (1%)	4 (1%)	6 (1%)	5 (1%)
Allow a longer timeframe for borrowing	9 (1%)	7 (1%)	2 (1%)	3 (1%)	6 (1%)	5 (2%)	2 (0%)	2 (1%)	6 (1%)	3 (1%)	5 (1%)	4 (1%)	4 (1%)	5 (1%)
No fees for late returns/putting books on reserve	9 (1%)	5 (1%)	4 (1%)	-	9 (2%)	4 (1%)	5 (1%)	-	9 (1%)	-	9 (1%)	-	6 (1%)	3 (1%)
Designated quiet areas/areas where noisy children aren't allowed	8 (1%)	7 (1%)	1 (0%)	6 (1%)	2 (0%)	-	6 (1%)	2 (1%)	6 (1%)	2 (1%)	6 (1%)	2 (1%)	3 (1%)	5 (1%)
Library building needs to be upgraded/modernised	7 (1%)	4 (1%)	3 (1%)	4 (1%)	3 (1%)	4 (1%)	2 (0%)	1 (0%)	6 (1%)	1 (0%)	4 (1%)	3 (1%)	4 (1%)	3 (1%)
Too small/libraries need to be bigger	6 (1%)	3 (0%)	3 (1%)	2 (0%)	4 (1%)	-	3 (1%)	3 (1%)	5 (1%)	1 (0%)	4 (1%)	2 (1%)	3 (1%)	3 (1%)
Facilities/resources/access for disabled	5 (0%)	5 (1%)	-	1 (0%)	4 (1%)	-	2 (0%)	3 (1%)	4 (1%)	1 (0%)	4 (1%)	1 (0%)	2 (0%)	3 (1%)
An email service/e-newsletters sent to members	5 (0%)	4 (1%)	1 (0%)	4 (1%)	1 (0%)	1 (0%)	3 (1%)	1 (0%)	3 (0%)	2 (1%)	2 (0%)	3 (1%)	5 (1%)	-
Services/books for teenagers/high school students	5 (0%)	5 (1%)	-	-	5 (1%)	3 (1%)	2 (0%)	-	4 (1%)	1 (0%)	3 (0%)	2 (1%)	3 (1%)	2 (0%)
Allow people to suggest/recommend books to have available	5 (0%)	2 (0%)	3 (1%)	4 (1%)	1 (0%)	-	4 (1%)	1 (0%)	5 (1%)	-	5 (1%)	-	2 (0%)	3 (1%)
Run workshops/computer learning courses	5 (0%)	4 (1%)	1 (0%)	3 (1%)	2 (0%)	1 (0%)	4 (1%)	-	4 (1%)	1 (0%)	2 (0%)	3 (1%)	5 (1%)	-
Friendlier/more helpful staff	4 (0%)	4 (1%)	-	-	4 (1%)	-	1 (0%)	3 (1%)	4 (1%)	-	3 (0%)	1 (0%)	3 (1%)	1 (0%)
Provide a self-serve checkout service	4 (0%)	4 (1%)	-	1 (0%)	3 (1%)	1 (0%)	3 (1%)	-	3 (0%)	1 (0%)	3 (0%)	1 (0%)	3 (1%)	1 (0%)

Table 8: Improvements to Victorian public library services (Q5) continued

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Host guest author talks	2 (0%)	1 (0%)	1 (0%)	–	2 (0%)	–	2 (0%)	–	2 (0%)	–	2 (0%)	–	2 (0%)	–
Other	57 (5%)	47 (6%)	10 (4%)	25 (5%)	32 (6%)	14 (5%)	17 (4%)	26 (8%)	43 (6%)	14 (4%)	42 (6%)	15 (4%)	25 (5%)	32 (6%)
Don't know	52 (5%)	32 (4%)	20 (7%)	30 (6%)	22 (4%)	19 (6%)	21 (5%)	12 (4%)	12 (2%)	40 (12%)	11 (2%)	41 (11%)	23 (5%)	29 (5%)
Totals	1,192 (114%)	870 (113%)	322 (115%)	553 (112%)	639 (115%)	328 (109%)	497 (121%)	367 (108%)	831 (117%)	361 (106%)	780 (117%)	412 (108%)	573 (117%)	612 (111%)
Actual respondents	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 9: (Part A) Available facilities (Q6)

	Facilities								
	Books and other print materials for borrowing	Videos, CDs and DVDs for borrowing	Reference materials for use at the library	Access the internet	Computers available for general use	Expert staff to answer reference enquiries	Study desks and meeting rooms for general use	Pre-school storytime programs	Summer reading programs
Aware	1,034 (98%)	970 (92%)	998 (95%)	1,007 (96%)	926 (88%)	971 (92%)	818 (78%)	706 (67%)	470 (45%)
Not aware	16 (2%)	78 (7%)	49 (5%)	39 (4%)	118 (11%)	74 (7%)	222 (21%)	332 (32%)	558 (53%)
Don't know	–	2 (0%)	3 (0%)	4 (0%)	6 (1%)	5 (0%)	10 (1%)	12 (1%)	22 (2%)
Totals	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)

Table 9: (Part B) Available facilities (Q6)

	Facilities							
	Homework clubs	Computer and internet training	Programs and activities for seniors	English-language programs and activities	Resources in community languages other than English	Local history resources	Boardgames	Xbox, PlayStation and other games
Aware	154 (15%)	455 (43%)	506 (48%)	356 (34%)	529 (50%)	818 (78%)	294 (28%)	263 (25%)
Not aware	866 (82%)	569 (54%)	525 (50%)	669 (64%)	497 (47%)	225 (21%)	730 (70%)	757 (72%)
Don't know	30 (3%)	26 (2%)	19 (2%)	25 (2%)	24 (2%)	7 (1%)	26 (2%)	30 (3%)
Totals	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)

Table 10: Availability (Books and other print materials for borrowing) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	1034 (98%)	760 (99%)	274 (98%)	487 (98%)	547 (99%)	296 (99%)	402 (98%)	336 (99%)	697 (98%)	337 (99%)	658 (99%)	376 (98%)	484 (99%)	543 (98%)
Not aware	16 (2%)	10 (1%)	6 (2%)	8 (2%)	8 (1%)	4 (1%)	8 (2%)	4 (1%)	11 (2%)	5 (1%)	10 (1%)	6 (2%)	7 (1%)	9 (2%)
Don't know	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 11: Availability (Videos, CDs and DVDs for borrowing) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	970 (92%)	720 (94%)	250 (89%)	448 (91%)	522 (94%)	281 (94%)	372 (91%)	317 (93%)	690 (97%)	280 (82%)	646 (97%)	324 (85%)	457 (93%)	506 (92%)
Not aware	78 (7%)	49 (6%)	29 (10%)	47 (9%)	31 (6%)	19 (6%)	37 (9%)	22 (6%)	18 (3%)	60 (18%)	22 (3%)	56 (15%)	34 (7%)	44 (8%)
Don't know	2 (0%)	1 (0%)	1 (0%)	–	2 (0%)	–	1 (0%)	1 (0%)	–	2 (1%)	–	2 (1%)	–	2 (0%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 12: Availability (Reference material for use at the library) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	998 (95%)	729 (95%)	269 (96%)	461 (93%)	537 (97%)	281 (94%)	396 (97%)	321 (94%)	679 (96%)	319 (93%)	643 (96%)	355 (93%)	469 (96%)	523 (95%)
Not aware	49 (5%)	39 (5%)	10 (4%)	33 (7%)	16 (3%)	19 (6%)	13 (3%)	17 (5%)	27 (4%)	22 (6%)	25 (4%)	24 (6%)	20 (4%)	28 (5%)
Don't know	3 (0%)	2 (0%)	1 (0%)	1 (0%)	2 (0%)	–	1 (0%)	2 (1%)	2 (0%)	1 (0%)	–	3 (1%)	2 (0%)	1 (0%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 13: Availability (Internet access) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	1,007 (96%)	737 (96%)	270 (96%)	465 (94%)	542 (98%)	293 (98%)	389 (95%)	325 (96%)	691 (98%)	316 (92%)	649 (97%)	358 (94%)	475 (97%)	527 (95%)
Not aware	39 (4%)	29 (4%)	10 (4%)	28 (6%)	11 (2%)	7 (2%)	19 (5%)	13 (4%)	16 (2%)	23 (7%)	18 (3%)	21 (5%)	16 (3%)	21 (4%)
Don't know	4 (0%)	4 (1%)	-	2 (0%)	2 (0%)	-	2 (0%)	2 (1%)	1 (0%)	3 (1%)	1 (0%)	3 (1%)	-	4 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 14: Availability (Computers available for general use) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	926 (88%)	677 (88%)	249 (89%)	404 (82%)	522 (94%)	268 (89%)	363 (89%)	295 (87%)	654 (92%)	272 (80%)	619 (93%)	307 (80%)	439 (89%)	481 (87%)
Not aware	118 (11%)	90 (12%)	28 (10%)	87 (18%)	31 (6%)	31 (10%)	46 (11%)	41 (12%)	53 (7%)	65 (19%)	47 (7%)	71 (19%)	51 (10%)	66 (12%)
Don't know	6 (1%)	3 (0%)	3 (1%)	4 (1%)	2 (0%)	1 (0%)	1 (0%)	4 (1%)	1 (0%)	5 (1%)	2 (0%)	4 (1%)	1 (0%)	5 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 15: Availability (Expert staff to answer reference enquiries) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	971 (92%)	707 (92%)	264 (94%)	449 (91%)	522 (94%)	272 (91%)	383 (93%)	316 (93%)	664 (94%)	307 (90%)	627 (94%)	344 (90%)	453 (92%)	511 (93%)
Not aware	74 (7%)	60 (8%)	14 (5%)	45 (9%)	29 (5%)	27 (9%)	26 (6%)	21 (6%)	42 (6%)	32 (9%)	39 (6%)	35 (9%)	37 (8%)	37 (7%)
Don't know	5 (0%)	3 (0%)	2 (1%)	1 (0%)	4 (1%)	1 (0%)	1 (0%)	3 (1%)	2 (0%)	3 (1%)	2 (0%)	3 (1%)	1 (0%)	4 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 16: Availability (Study desks and meeting rooms for general use) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	818 (78%)	610 (79%)	208 (74%)	385 (78%)	433 (78%)	236 (79%)	324 (79%)	258 (76%)	574 (81%)	244 (71%)	549 (82%)	269 (70%)	388 (79%)	423 (77%)
Not aware	222 (21%)	156 (20%)	66 (24%)	106 (21%)	116 (21%)	61 (20%)	86 (21%)	75 (22%)	130 (18%)	92 (27%)	113 (17%)	109 (29%)	102 (21%)	120 (22%)
Don't know	10 (1%)	4 (1%)	6 (2%)	4 (1%)	6 (1%)	3 (1%)	-	7 (2%)	4 (1%)	6 (2%)	6 (1%)	4 (1%)	1 (0%)	9 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 17: Availability (Pre-school storytime programs) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	706 (67%)	512 (66%)	194 (69%)	247 (50%)	459 (83%)	184 (61%)	292 (71%)	230 (68%)	539 (76%)	167 (49%)	509 (76%)	197 (52%)	363 (74%)	337 (61%)
Not aware	332 (32%)	252 (33%)	80 (29%)	242 (49%)	90 (16%)	113 (38%)	115 (28%)	104 (31%)	162 (23%)	170 (50%)	154 (23%)	178 (47%)	126 (26%)	206 (37%)
Don't know	12 (1%)	6 (1%)	6 (2%)	6 (1%)	6 (1%)	3 (1%)	3 (1%)	6 (2%)	7 (1%)	5 (1%)	5 (1%)	7 (2%)	2 (0%)	9 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 18: Availability (Summer reading programs) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	470 (45%)	343 (45%)	127 (45%)	182 (37%)	288 (52%)	113 (38%)	194 (47%)	163 (48%)	349 (49%)	121 (35%)	338 (51%)	132 (35%)	229 (47%)	238 (43%)
Not aware	558 (53%)	416 (54%)	142 (51%)	305 (62%)	253 (46%)	181 (60%)	211 (51%)	166 (49%)	347 (49%)	211 (62%)	318 (48%)	240 (63%)	253 (52%)	302 (55%)
Don't know	22 (2%)	11 (1%)	11 (4%)	8 (2%)	14 (3%)	6 (2%)	5 (1%)	11 (3%)	12 (2%)	10 (3%)	12 (2%)	10 (3%)	9 (2%)	12 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 19: Availability (Homework clubs) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	154 (15%)	120 (16%)	34 (12%)	65 (13%)	89 (16%)	47 (16%)	59 (14%)	48 (14%)	116 (16%)	38 (11%)	112 (17%)	42 (11%)	71 (14%)	80 (14%)
Not aware	866 (82%)	633 (82%)	233 (83%)	418 (84%)	448 (81%)	246 (82%)	343 (84%)	277 (81%)	576 (81%)	290 (85%)	538 (81%)	328 (86%)	411 (84%)	452 (82%)
Don't know	30 (3%)	17 (2%)	13 (5%)	12 (2%)	18 (3%)	7 (2%)	8 (2%)	15 (4%)	16 (2%)	14 (4%)	18 (3%)	12 (3%)	9 (2%)	20 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 20: Availability (Computer and internet training) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	455 (43%)	343 (45%)	112 (40%)	207 (42%)	248 (45%)	115 (38%)	177 (43%)	163 (48%)	320 (45%)	135 (39%)	311 (47%)	144 (38%)	207 (42%)	246 (45%)
Not aware	569 (54%)	412 (54%)	157 (56%)	277 (56%)	292 (53%)	182 (61%)	221 (54%)	166 (49%)	376 (53%)	193 (56%)	344 (51%)	225 (59%)	276 (56%)	289 (52%)
Don't know	26 (2%)	15 (2%)	11 (4%)	11 (2%)	15 (3%)	3 (1%)	12 (3%)	11 (3%)	12 (2%)	14 (4%)	13 (2%)	13 (3%)	8 (2%)	17 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 21: Availability (Programs and activities for seniors) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	506 (48%)	371 (48%)	135 (48%)	224 (45%)	282 (51%)	127 (42%)	210 (51%)	169 (50%)	361 (51%)	145 (42%)	348 (52%)	158 (41%)	226 (46%)	278 (50%)
Not aware	525 (50%)	388 (50%)	137 (49%)	263 (53%)	262 (47%)	170 (57%)	192 (47%)	163 (48%)	337 (48%)	188 (55%)	309 (46%)	216 (57%)	258 (53%)	263 (48%)
Don't know	19 (2%)	11 (1%)	8 (3%)	8 (2%)	11 (2%)	3 (1%)	8 (2%)	8 (2%)	10 (1%)	9 (3%)	11 (2%)	8 (2%)	7 (1%)	11 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 22: Availability (English-language programs and activities) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	356 (34%)	269 (35%)	87 (31%)	168 (34%)	188 (34%)	106 (35%)	128 (31%)	122 (36%)	239 (34%)	117 (34%)	238 (36%)	118 (31%)	153 (31%)	200 (36%)
Not aware	669 (64%)	485 (63%)	184 (66%)	317 (64%)	352 (63%)	191 (64%)	272 (66%)	206 (61%)	455 (64%)	214 (63%)	415 (62%)	254 (66%)	328 (67%)	338 (61%)
Don't know	25 (2%)	16 (2%)	9 (3%)	10 (2%)	15 (3%)	3 (1%)	10 (2%)	12 (4%)	14 (2%)	11 (3%)	15 (2%)	10 (3%)	10 (2%)	14 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 23: Availability (Resources in community languages other than English) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	529 (50%)	407 (53%)	122 (44%)	232 (47%)	297 (54%)	146 (49%)	200 (51%)	175 (51%)	381 (54%)	148 (43%)	369 (55%)	160 (42%)	244 (50%)	283 (51%)
Not aware	497 (47%)	350 (45%)	147 (53%)	253 (51%)	244 (44%)	150 (50%)	196 (48%)	151 (44%)	315 (44%)	182 (53%)	288 (43%)	209 (55%)	241 (49%)	252 (46%)
Don't know	24 (2%)	13 (2%)	11 (4%)	10 (2%)	14 (3%)	4 (1%)	6 (1%)	14 (4%)	12 (2%)	12 (4%)	11 (2%)	13 (3%)	6 (1%)	17 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 24: Availability (Local history resources) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	818 (78%)	580 (75%)	238 (85%)	372 (75%)	446 (80%)	215 (72%)	330 (80%)	273 (80%)	564 (80%)	254 (74%)	534 (80%)	284 (74%)	372 (76%)	439 (80%)
Not aware	225 (21%)	185 (24%)	40 (14%)	119 (24%)	106 (19%)	84 (28%)	79 (19%)	62 (18%)	141 (20%)	84 (25%)	132 (20%)	93 (24%)	116 (24%)	109 (20%)
Don't know	7 (1%)	5 (1%)	2 (1%)	4 (1%)	3 (1%)	1 (0%)	1 (0%)	5 (1%)	3 (0%)	4 (1%)	2 (0%)	5 (1%)	3 (1%)	4 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 25: Availability (Boardgames) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	294 (28%)	220 (29%)	74 (26%)	149 (30%)	145 (26%)	100 (33%)	120 (29%)	74 (22%)	191 (27%)	103 (30%)	180 (27%)	114 (30%)	161 (33%)	132 (24%)
Not aware	730 (70%)	536 (70%)	194 (69%)	337 (68%)	393 (71%)	197 (66%)	280 (68%)	253 (74%)	504 (71%)	226 (66%)	472 (71%)	258 (68%)	324 (66%)	401 (73%)
Don't know	26 (2%)	14 (2%)	12 (4%)	9 (2%)	17 (3%)	3 (1%)	10 (2%)	13 (4%)	13 (2%)	13 (4%)	16 (2%)	10 (3%)	6 (1%)	19 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 26: Availability (Xbox, PlayStation and other games) (Q6)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Aware	263 (25%)	207 (27%)	56 (20%)	114 (23%)	149 (27%)	65 (22%)	116 (28%)	82 (24%)	200 (29%)	55 (16%)	202 (30%)	61 (16%)	138 (28%)	124 (22%)
Not aware	757 (72%)	546 (71%)	211 (75%)	367 (74%)	390 (70%)	230 (77%)	286 (70%)	241 (71%)	485 (69%)	272 (80%)	450 (67%)	307 (80%)	345 (70%)	407 (74%)
Don't know	30 (3%)	17 (2%)	13 (5%)	14 (3%)	16 (3%)	5 (2%)	8 (2%)	17 (5%)	15 (2%)	15 (4%)	16 (2%)	14 (4%)	8 (2%)	21 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 27: Opinion benefits (Q7)

	Benefits													
	Support people's involvement in educational courses	Support children's early (0 to 5 yrs) development	Support children's education	Facilitate pursuit of (informal) lifelong learning	Assist people to develop English-language skills	Help people understand legal or medical information	Help people to accomplish tasks and/or achieve goals	Contribute to enjoyable and meaningful pastimes	Help people obtain new job or promotion	Make people more productive in their job	Help people improve or start a business	Foster a sense of community or belonging	Help people obtain information not obtainable elsewhere	Help people to pursue hobbies and interests
Large extent	556 (53%)	655 (62%)	717 (68%)	568 (54%)	333 (32%)	148 (14%)	338 (32%)	653 (62%)	144 (14%)	143 (14%)	128 (12%)	523 (50%)	663 (63%)	612 (58%)
Moderate extent	354 (34%)	273 (26%)	263 (25%)	356 (34%)	401 (38%)	438 (42%)	465 (44%)	311 (30%)	404 (38%)	449 (43%)	405 (39%)	376 (36%)	305 (29%)	331 (32%)
Small extent	68 (6%)	48 (5%)	34 (3%)	65 (6%)	114 (11%)	223 (21%)	133 (13%)	53 (5%)	257 (24%)	242 (23%)	265 (25%)	92 (9%)	51 (5%)	60 (6%)
Not provided	26 (2%)	12 (1%)	7 (1%)	16 (2%)	47 (4%)	96 (9%)	47 (4%)	19 (2%)	114 (11%)	111 (11%)	121 (12%)	30 (3%)	15 (1%)	22 (2%)
Don't know	46 (4%)	62 (6%)	29 (3%)	45 (4%)	155 (15%)	145 (14%)	67 (6%)	14 (1%)	131 (12%)	105 (10%)	131 (12%)	29 (3%)	16 (2%)	25 (2%)
Totals	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)

Table 28: Opinion (Support people's involvement in educational courses) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	556 (53%)	403 (52%)	153 (55%)	259 (52%)	297 (54%)	169 (56%)	211 (51%)	176 (52%)	374 (53%)	182 (53%)	351 (53%)	205 (54%)	260 (53%)	292 (53%)
Moderate extent	354 (34%)	260 (34%)	94 (34%)	173 (35%)	181 (33%)	100 (33%)	145 (35%)	109 (32%)	246 (35%)	108 (32%)	227 (34%)	127 (33%)	175 (36%)	176 (32%)
Small extent	68 (6%)	53 (7%)	15 (5%)	35 (7%)	33 (6%)	22 (7%)	26 (6%)	20 (6%)	39 (6%)	29 (8%)	43 (6%)	25 (7%)	31 (6%)	37 (7%)
Not provided	26 (2%)	20 (3%)	6 (2%)	12 (2%)	14 (3%)	4 (1%)	14 (3%)	8 (2%)	15 (2%)	11 (3%)	15 (2%)	11 (3%)	13 (3%)	13 (2%)
Don't know	46 (4%)	34 (4%)	12 (4%)	16 (3%)	30 (5%)	5 (2%)	14 (3%)	27 (8%)	34 (5%)	12 (4%)	32 (5%)	14 (4%)	12 (2%)	34 (6%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 29: Opinion (Support children's early (0–5 years) development) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18–34	35–54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	655 (62%)	486 (63%)	169 (60%)	275 (56%)	380 (68%)	193 (64%)	255 (62%)	207 (61%)	466 (66%)	189 (55%)	437 (65%)	218 (57%)	314 (64%)	335 (61%)
Moderate extent	273 (26%)	195 (25%)	78 (28%)	146 (29%)	127 (23%)	78 (26%)	121 (30%)	74 (22%)	170 (24%)	103 (30%)	160 (24%)	113 (30%)	146 (30%)	126 (23%)
Small extent	48 (5%)	34 (4%)	14 (5%)	28 (6%)	20 (4%)	14 (5%)	17 (4%)	17 (5%)	22 (3%)	26 (8%)	19 (3%)	29 (8%)	18 (4%)	30 (5%)
Not provided	12 (1%)	8 (1%)	4 (1%)	10 (2%)	2 (0%)	2 (1%)	5 (1%)	5 (1%)	5 (1%)	7 (2%)	7 (1%)	5 (1%)	2 (0%)	10 (2%)
Don't know	62 (6%)	47 (6%)	15 (5%)	36 (7%)	26 (5%)	13 (4%)	12 (3%)	37 (11%)	45 (6%)	17 (5%)	45 (7%)	17 (4%)	11 (2%)	51 (9%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 30: Opinion (Support children's education) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18–34	35–54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	717 (68%)	529 (69%)	188 (67%)	320 (65%)	397 (72%)	220 (73%)	276 (67%)	221 (65%)	484 (68%)	233 (68%)	458 (69%)	259 (68%)	345 (70%)	367 (66%)
Moderate extent	263 (25%)	189 (25%)	74 (26%)	141 (28%)	122 (22%)	64 (21%)	114 (28%)	85 (25%)	178 (25%)	85 (25%)	165 (25%)	98 (26%)	126 (26%)	135 (24%)
Small extent	34 (3%)	24 (3%)	10 (4%)	18 (4%)	16 (3%)	11 (4%)	11 (3%)	12 (4%)	22 (3%)	12 (4%)	19 (3%)	15 (4%)	15 (3%)	19 (3%)
Not provided	7 (1%)	5 (1%)	2 (1%)	5 (2%)	2 (0%)	1 (0%)	2 (0%)	4 (1%)	2 (0%)	5 (1%)	3 (0%)	4 (1%)	–	7 (1%)
Don't know	29 (3%)	23 (3%)	6 (2%)	11 (2%)	18 (3%)	4 (1%)	7 (2%)	18 (5%)	22 (3%)	7 (2%)	23 (3%)	6 (2%)	5 (1%)	24 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 31: Opinion (Facilitate pursuit of [informal] lifelong learning) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	568 (54%)	414 (54%)	154 (55%)	248 (50%)	320 (58%)	162 (54%)	232 (57%)	174 (51%)	410 (58%)	158 (46%)	381 (57%)	187 (49%)	271 (55%)	294 (53%)
Moderate extent	356 (34%)	261 (34%)	95 (34%)	185 (37%)	171 (31%)	107 (36%)	144 (35%)	105 (31%)	216 (31%)	140 (41%)	212 (32%)	144 (38%)	178 (36%)	176 (32%)
Small extent	65 (6%)	52 (7%)	13 (5%)	32 (6%)	33 (6%)	19 (6%)	22 (5%)	24 (7%)	38 (5%)	27 (8%)	36 (5%)	29 (8%)	26 (5%)	39 (7%)
Not provided	16 (2%)	13 (2%)	3 (1%)	11 (2%)	5 (1%)	5 (2%)	7 (2%)	4 (1%)	7 (1%)	9 (3%)	7 (1%)	9 (2%)	8 (2%)	8 (1%)
Don't know	45 (4%)	30 (4%)	15 (5%)	19 (4%)	26 (5%)	7 (2%)	5 (1%)	33 (10%)	37 (5%)	8 (2%)	32 (5%)	13 (3%)	8 (2%)	35 (6%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 32: Opinion (Assist people to develop English-language skills) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	333 (32%)	245 (32%)	88 (31%)	165 (33%)	168 (30%)	106 (35%)	129 (31%)	98 (29%)	226 (32%)	107 (31%)	209 (31%)	124 (32%)	169 (34%)	160 (29%)
Moderate extent	401 (38%)	290 (38%)	111 (40%)	190 (38%)	211 (38%)	131 (44%)	167 (41%)	103 (30%)	264 (37%)	137 (40%)	255 (38%)	146 (38%)	196 (40%)	205 (37%)
Small extent	114 (11%)	93 (12%)	21 (8%)	58 (12%)	56 (10%)	28 (9%)	45 (11%)	41 (12%)	65 (9%)	49 (14%)	63 (9%)	51 (13%)	55 (11%)	59 (11%)
Not provided	47 (4%)	32 (4%)	15 (5%)	18 (4%)	29 (5%)	11 (4%)	22 (5%)	14 (4%)	32 (5%)	15 (4%)	30 (4%)	17 (4%)	21 (4%)	26 (5%)
Don't know	155 (15%)	110 (14%)	45 (16%)	64 (13%)	91 (16%)	24 (8%)	47 (11%)	84 (25%)	121 (17%)	34 (10%)	111 (17%)	44 (12%)	50 (10%)	102 (18%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 33: Opinion (Help people understand legal or medical information) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	148 (14%)	108 (14%)	40 (14%)	70 (14%)	78 (14%)	42 (14%)	59 (14%)	47 (14%)	91 (13%)	57 (17%)	84 (13%)	64 (17%)	73 (15%)	74 (13%)
Moderate extent	438 (42%)	315 (41%)	123 (44%)	220 (44%)	218 (39%)	137 (46%)	180 (44%)	121 (36%)	286 (40%)	152 (44%)	270 (40%)	168 (44%)	221 (45%)	214 (39%)
Small extent	223 (21%)	166 (22%)	57 (20%)	106 (21%)	117 (21%)	71 (24%)	94 (23%)	58 (17%)	146 (21%)	77 (23%)	143 (21%)	80 (21%)	104 (21%)	118 (21%)
Not provided	96 (9%)	69 (9%)	27 (10%)	38 (8%)	58 (10%)	27 (9%)	41 (10%)	28 (8%)	69 (10%)	27 (8%)	65 (10%)	31 (8%)	46 (9%)	50 (9%)
Don't know	145 (14%)	112 (15%)	33 (12%)	61 (12%)	84 (15%)	23 (8%)	36 (9%)	86 (25%)	116 (16%)	29 (8%)	106 (16%)	39 (10%)	47 (10%)	96 (17%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 34: Opinion (Help people to accomplish tasks and/or achieve goals) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	338 (32%)	240 (31%)	98 (35%)	154 (31%)	184 (33%)	111 (37%)	127 (31%)	100 (29%)	240 (34%)	98 (29%)	217 (32%)	121 (32%)	161 (33%)	175 (32%)
Moderate extent	465 (44%)	334 (43%)	131 (47%)	234 (47%)	231 (42%)	132 (44%)	190 (46%)	143 (42%)	313 (44%)	152 (44%)	306 (46%)	159 (42%)	229 (47%)	233 (42%)
Small extent	133 (13%)	110 (14%)	23 (8%)	63 (13%)	70 (13%)	42 (14%)	52 (13%)	39 (11%)	77 (11%)	56 (16%)	76 (11%)	57 (15%)	62 (13%)	70 (13%)
Not provided	47 (4%)	34 (4%)	13 (5%)	20 (4%)	27 (5%)	10 (3%)	22 (5%)	15 (4%)	29 (4%)	18 (5%)	24 (4%)	23 (6%)	20 (4%)	27 (5%)
Don't know	67 (6%)	52 (7%)	15 (5%)	24 (5%)	43 (8%)	5 (2%)	19 (5%)	43 (13%)	49 (7%)	18 (5%)	45 (7%)	22 (6%)	19 (4%)	47 (9%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 35: Opinion (Contribute to enjoyable and meaningful pastimes) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	653 (62%)	463 (60%)	190 (68%)	285 (58%)	368 (66%)	158 (53%)	266 (65%)	229 (67%)	489 (69%)	164 (48%)	462 (69%)	191 (50%)	305 (62%)	344 (62%)
Moderate extent	311 (30%)	240 (31%)	71 (25%)	164 (33%)	147 (26%)	114 (38%)	117 (29%)	80 (24%)	175 (25%)	136 (40%)	166 (25%)	145 (38%)	150 (31%)	159 (29%)
Small extent	53 (5%)	39 (5%)	14 (5%)	27 (5%)	26 (5%)	21 (7%)	19 (5%)	13 (4%)	24 (3%)	29 (8%)	23 (3%)	30 (8%)	27 (5%)	25 (5%)
Not provided	19 (2%)	16 (2%)	3 (1%)	10 (2%)	9 (2%)	6 (2%)	6 (1%)	7 (2%)	10 (1%)	9 (3%)	9 (1%)	10 (3%)	7 (1%)	12 (2%)
Don't know	14 (1%)	12 (2%)	2 (1%)	9 (2%)	5 (1%)	1 (0%)	2 (0%)	11 (3%)	10 (1%)	4 (1%)	8 (1%)	6 (2%)	2 (0%)	12 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 36: Opinion (Help people obtain a new job or promotion) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	144 (14%)	103 (13%)	41 (15%)	67 (14%)	77 (14%)	41 (14%)	68 (17%)	35 (10%)	90 (13%)	54 (16%)	95 (14%)	49 (13%)	68 (14%)	75 (14%)
Moderate extent	404 (38%)	283 (37%)	121 (43%)	190 (38%)	214 (39%)	132 (44%)	164 (40%)	108 (32%)	284 (40%)	120 (35%)	260 (39%)	144 (38%)	201 (41%)	199 (36%)
Small extent	257 (24%)	201 (26%)	56 (20%)	131 (26%)	126 (23%)	82 (27%)	104 (25%)	71 (21%)	159 (22%)	98 (29%)	143 (21%)	114 (30%)	132 (27%)	125 (23%)
Not provided	114 (11%)	85 (11%)	29 (10%)	49 (10%)	65 (12%)	32 (11%)	46 (11%)	36 (11%)	77 (11%)	37 (11%)	74 (11%)	40 (10%)	54 (11%)	59 (11%)
Don't know	131 (12%)	98 (13%)	33 (12%)	58 (12%)	73 (13%)	13 (4%)	28 (7%)	90 (26%)	98 (14%)	33 (10%)	96 (14%)	35 (9%)	36 (7%)	94 (17%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 37: Opinion (Make people more productive in their job) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	143 (14%)	102 (13%)	41 (15%)	66 (13%)	77 (14%)	42 (14%)	49 (12%)	52 (15%)	93 (13%)	50 (15%)	87 (13%)	56 (15%)	60 (12%)	82 (15%)
Moderate extent	449 (43%)	311 (40%)	138 (49%)	216 (44%)	233 (42%)	141 (47%)	181 (44%)	127 (37%)	301 (43%)	148 (43%)	287 (43%)	162 (42%)	225 (26%)	220 (40%)
Small extent	242 (23%)	192 (25%)	50 (18%)	126 (25%)	116 (21%)	73 (24%)	107 (26%)	62 (18%)	153 (22%)	89 (26%)	141 (21%)	101 (26%)	123 (25%)	119 (22)
Not provided	111 (11%)	83 (11%)	28 (10%)	45 (9%)	66 (12%)	31 (10%)	49 (12%)	31 (9%)	80 (11%)	31 (9%)	76 (11%)	35 (9%)	57 (12%)	53 (10%)
Don't know	105 (10%)	82 (11%)	23 (8%)	42 (8%)	63 (11%)	13 (4%)	24 (6%)	68 (20%)	81 (11%)	24 (7%)	77 (12%)	28 (7%)	26 (5%)	78 (14%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 38: Opinion (Help people improve or start a business) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	128 (12%)	89 (12%)	39 (14%)	51 (10%)	77 (14%)	36 (12%)	50 (12%)	42 (12%)	85 (12%)	43 (13%)	78 (12%)	50 (13%)	51 (10%)	76 (14%)
Moderate extent	405 (39%)	296 (38%)	109 (39%)	200 (40%)	205 (37%)	133 (44%)	157 (38%)	115 (34%)	285 (40%)	120 (35%)	261 (39%)	144 (38%)	204 (42%)	197 (36%)
Small extent	265 (25%)	203 (26%)	62 (22%)	130 (26%)	135 (24%)	80 (27%)	119 (29%)	66 (19%)	165 (23%)	100 (29%)	160 (24%)	105 (27%)	132 (27%)	133 (24%)
Not provided	121 (12%)	87 (11%)	34 (12%)	60 (12%)	61 (11%)	33 (11%)	52 (13%)	36 (11%)	73 (10%)	48 (14%)	74 (11%)	47 (12%)	64 (13%)	56 (10%)
Don't know	131 (12%)	95 (12%)	36 (13%)	54 (11%)	77 (14%)	18 (6%)	32 (8%)	81 (24%)	100 (14%)	31 (9%)	95 (14%)	36 (9%)	40 (8%)	90 (16%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 39: Opinion (Foster a sense of community or belonging) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	523 (50%)	387 (50%)	136 (49%)	224 (45%)	299 (54%)	142 (47%)	204 (50%)	177 (52%)	391 (55%)	132 (39%)	357 (53%)	166 (43%)	237 (48%)	283 (51%)
Moderate extent	376 (36%)	269 (35%)	107 (38%)	185 (37%)	191 (34%)	115 (38%)	152 (37%)	109 (32%)	244 (34%)	132 (39%)	239 (36%)	137 (36%)	190 (39%)	182 (33%)
Small extent	92 (9%)	71 (9%)	21 (8%)	54 (11%)	38 (7%)	34 (11%)	35 (9%)	23 (7%)	41 (6%)	51 (15%)	41 (6%)	51 (13%)	47 (10%)	45 (8%)
Not provided	30 (3%)	22 (3%)	8 (3%)	18 (4%)	12 (2%)	7 (2%)	13 (3%)	10 (3%)	14 (2%)	16 (5%)	14 (2%)	16 (4%)	8 (2%)	22 (4%)
Don't know	29 (3%)	21 (3%)	8 (3%)	14 (3%)	15 (3%)	2 (1%)	6 (1%)	21 (6%)	18 (3%)	11 (3%)	17 (3%)	12 (3%)	9 (2%)	20 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 40: Opinion (Help people obtain information not obtainable elsewhere) (Q7)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	663 (63%)	473 (61%)	190 (68%)	313 (63%)	350 (63%)	181 (60%)	259 (63%)	223 (66%)	462 (65%)	201 (59%)	427 (64%)	236 (62%)	300 (61%)	357 (65%)
Moderate extent	305 (29%)	230 (30%)	75 (27%)	137 (28%)	168 (30%)	97 (32%)	121 (30%)	87 (26%)	199 (28%)	106 (31%)	198 (30%)	107 (28%)	153 (31%)	151 (27%)
Small extent	51 (5%)	44 (6%)	7 (3%)	29 (6%)	22 (44%)	17 (6%)	22 (5%)	12 (4%)	29 (4%)	22 (6%)	25 (4%)	26 (7%)	28 (6%)	23 (4%)
Not provided	15 (1%)	10 (1%)	5 (2%)	8 (2%)	7 (1%)	5 (2%)	5 (1%)	5 (1%)	6 (1%)	9 (3%)	6 (1%)	9 (2%)	7 (1%)	8 (1%)
Don't know	16 (2%)	13 (2%)	3 (1%)	8 (2%)	8 (1%)	-	3 (1%)	13 (4%)	12 (2%)	4 (1%)	12 (2%)	4 (1%)	3 (1%)	13 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 41: Opinion (Help people to pursue hobbies and interests) (Q7)

	Total	Location		Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Large extent	612 (58%)	441 (57%)	171 (61%)	272 (55%)	340 (61%)	172 (57%)	246 (60%)	194 (57%)	438 (62%)	174 (51%)	409 (61%)	203 (53%)	293 (60%)	314 (57%)
Moderate extent	331 (32%)	247 (32%)	84 (30%)	175 (35%)	156 (28%)	98 (33%)	131 (32%)	102 (30%)	205 (29%)	126 (37%)	197 (29%)	134 (35%)	151 (31%)	178 (32%)
Small extent	60 (6%)	43 (6%)	17 (6%)	29 (6%)	31 (6%)	19 (6%)	22 (5%)	19 (6%)	33 (5%)	27 (8%)	31 (5%)	29 (8%)	30 (6%)	30 (6%)
Not provided	22 (2%)	18 (2%)	4 (1%)	8 (2%)	14 (3%)	7 (2%)	9 (2%)	6 (2%)	13 (2%)	9 (3%)	13 (2%)	9 (2%)	10 (2%)	12 (2%)
Don't know	25 (2%)	21 (3%)	4 (1%)	11 (2%)	14 (3%)	4 (1%)	2 (0%)	19 (6%)	19 (3%)	6 (2%)	18 (3%)	7 (2%)	7 (1%)	18 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 42: Level of agreement statements (Q8)

	Statements													
	Are safe and pleasant places to visit	Encourage responsible social behaviour	Facilitate lifelong learning	Provide information about community events	Act as a source of government information	Support local culture and the arts	Provide public meeting spaces	Facilitate job or career planning	Promote and encouraging (language and computer) literacy	Recognise the demand for non-English language materials	Support the development of English as a second language	Ensure access to the internet for all	Attract new businesses to the community	Support existing local businesses
Agree strongly	675 (64%)	459 (44%)	538 (51%)	369 (35%)	242 (23%)	395 (38%)	322 (31%)	89 (8%)	340 (32%)	236 (22%)	193 (18%)	511 (49%)	49 (5%)	79 (8%)
Agree	358 (34%)	513 (49%)	490 (47%)	575 (55%)	605 (58%)	580 (55%)	573 (55%)	587 (56%)	633 (60%)	592 (56%)	649 (62%)	490 (47%)	326 (31%)	521 (50%)
Disagree	13 (1%)	61 (6%)	15 (1%)	79 (8%)	130 (12%)	52 (5%)	89 (8%)	255 (24%)	57 (5%)	112 (11%)	112 (11%)	36 (3%)	503 (48%)	326 (31%)
Disagree strongly	1 (0%)	4 (0%)	1 (0%)	1 (0%)	9 (1%)	1 (0%)	1 (0%)	6 (1%)	1 (0%)	5 (0%)	10 (1%)	4 (0%)	29 (3%)	9 (1%)
Don't know	3 (0%)	13 (1%)	6 (1%)	26 (2%)	64 (6%)	22 (2%)	65 (6%)	113 (11%)	19 (2%)	105 (10%)	86 (8%)	9 (1%)	143 (14%)	115 (11%)
Totals	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)

Table 43: Level of agreement (Are safe and pleasant places to visit) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	675 (64%)	486 (63%)	189 (66%)	307 (62%)	368 (66%)	180 (60%)	265 (65%)	230 (68%)	489 (69%)	186 (54%)	458 (69%)	217 (57%)	315 (64%)	356 (64%)
Agree	358 (34%)	270 (35%)	88 (31%)	177 (36%)	181 (33%)	111 (37%)	141 (34%)	106 (31%)	210 (30%)	148 (43%)	202 (30%)	156 (41%)	170 (35%)	185 (34%)
Disagree	13 (1%)	11 (1%)	2 (1%)	9 (2%)	4 (1%)	7 (2%)	3 (1%)	3 (1%)	7 (1%)	6 (2%)	6 (1%)	7 (2%)	5 (1%)	8 (1%)
Disagree strongly	1 (0%)	1 (0%)	-	-	1 (0%)	-	1 (0%)	-	1 (0%)	-	1 (0%)	-	1 (0%)	-
Don't know	3 (0%)	2 (0%)	1 (0%)	2 (0%)	1 (0%)	2 (1%)	-	1 (0%)	1 (0%)	2 (1%)	1 (0%)	2 (1%)	-	3 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 44: Level of agreement (Encourage responsible social behaviour) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	459 (44%)	326 (42%)	133 (48%)	193 (39%)	266 (48%)	113 (38%)	195 (48%)	151 (44%)	343 (48%)	116 (34%)	319 (48%)	140 (37%)	222 (45%)	235 (43%)
Agree	513 (49%)	379 (49%)	134 (48%)	255 (52%)	258 (46%)	170 (57%)	189 (46%)	154 (45%)	319 (45%)	194 (57%)	310 (46%)	203 (53%)	245 (50%)	263 (48%)
Disagree	61 (6%)	50 (6%)	11 (4%)	37 (7%)	24 (4%)	14 (5%)	21 (5%)	26 (8%)	39 (6%)	22 (6%)	33 (5%)	28 (7%)	19 (4%)	42 (8%)
Disagree strongly	4 (0%)	3 (0%)	1 (0%)	3 (1%)	1 (0%)	1 (0%)	1 (0%)	2 (1%)	1 (0%)	3 (1%)	-	4 (1%)	1 (0%)	3 (1%)
Don't know	13 (1%)	12 (2%)	1 (0%)	7 (1%)	6 (1%)	2 (1%)	4 (1%)	7 (2%)	6 (1%)	7 (2%)	6 (1%)	7 (2%)	4 (1%)	9 (2%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 45: Level of agreement (Facilitate lifelong learning) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	538 (51%)	378 (49%)	160 (57%)	224 (45%)	314 (57%)	130 (43%)	226 (55%)	182 (54%)	396 (56%)	142 (42%)	363 (54%)	175 (46%)	247 (50%)	289 (52%)
Agree	490 (47%)	373 (48%)	117 (42%)	257 (52%)	233 (42%)	166 (55%)	173 (42%)	151 (44%)	302 (43%)	188 (55%)	296 (44%)	194 (51%)	237 (48%)	248 (45%)
Disagree	15 (1%)	14 (2%)	1 (0%)	11 (2%)	4 (1%)	3 (1%)	9 (2%)	3 (1%)	9 (1%)	6 (2%)	7 (1%)	8 (2%)	7 (1%)	8 (1%)
Disagree strongly	1 (0%)	1 (0%)	-	1 (0%)	-	-	-	1 (0%)	-	1 (0%)	-	1 (0%)	-	1 (0%)
Don't know	6 (1%)	4 (1%)	2 (1%)	2 (0%)	4 (1%)	1 (0%)	1 (0%)	3 (1%)	1 (0%)	5 (1%)	2 (0%)	4 (1%)	-	6 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 46: Level of agreement (Provide information about community events) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	369 (35%)	278 (36%)	91 (33%)	144 (29%)	225 (41%)	90 (30%)	151 (37%)	128 (38%)	287 (41%)	82 (24%)	276 (41%)	93 (24%)	173 (35%)	193 (35%)
Agree	575 (55%)	426 (55%)	149 (53%)	284 (57%)	291 (52%)	184 (61%)	220 (54%)	171 (50%)	364 (51%)	211 (62%)	342 (51%)	233 (61%)	274 (56%)	297 (54%)
Disagree	79 (8%)	54 (7%)	25 (9%)	52 (11%)	27 (5%)	22 (7%)	34 (8%)	23 (7%)	43 (6%)	36 (11%)	41 (6%)	38 (10%)	39 (8%)	40 (7%)
Disagree strongly	1 (0%)	-	1 (0%)	1 (0%)	-	1 (0%)	-	-	1 (0%)	-	1 (0%)	-	-	1 (0%)
Don't know	26 (2%)	12 (2%)	14 (5%)	14 (3%)	12 (2%)	3 (1%)	5 (1%)	18 (5%)	13 (2%)	13 (14%)	8 (1%)	18 (5%)	5 (1%)	21 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 47: Level of agreement (Act as a source of government information) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	242 (23%)	180 (23%)	62 (22%)	112 (23%)	130 (23%)	64 (21%)	98 (24%)	80 (24%)	167 (24%)	75 (22%)	160 (24%)	82 (21%)	112 (23%)	129 (23%)
Agree	605 (58%)	443 (58%)	162 (58%)	287 (58%)	318 (57%)	184 (61%)	242 (59%)	179 (53%)	394 (56%)	211 (62%)	377 (56%)	228 (60%)	296 (60%)	304 (55%)
Disagree	130 (12%)	98 (13%)	32 (11%)	69 (14%)	61 (11%)	36 (12%)	47 (11%)	47 (14%)	94 (13%)	36 (11%)	85 (13%)	45 (12%)	61 (12%)	69 (13%)
Disagree strongly	9 (1%)	5 (1%)	4 (1%)	6 (1%)	3 (1%)	3 (1%)	3 (1%)	3 (1%)	6 (1%)	3 (1%)	6 (1%)	3 (1%)	3 (1%)	6 (1%)
Don't know	64 (6%)	44 (6%)	20 (7%)	21 (4%)	43 (8%)	13 (4%)	20 (5%)	31 (9%)	47 (7%)	17 (5%)	40 (6%)	24 (6%)	19 (4%)	44 (8%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 48: Level of agreement (Support local culture and the arts) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	395 (38%)	286 (37%)	109 (39%)	168 (34%)	227 (41%)	110 (37%)	146 (36%)	139 (41%)	290 (41%)	105 (31%)	270 (40%)	125 (33%)	180 (37%)	211 (38%)
Agree	580 (55%)	434 (56%)	146 (52%)	284 (57%)	296 (53%)	173 (58%)	241 (59%)	166 (49%)	373 (53%)	207 (61%)	354 (53%)	226 (59%)	287 (58%)	290 (53%)
Disagree	52 (5%)	34 (4%)	18 (6%)	33 (7%)	19 (3%)	13 (4%)	17 (4%)	22 (6%)	32 (5%)	20 (6%)	30 (4%)	22 (6%)	18 (4%)	34 (6%)
Disagree strongly	1 (0%)	1 (0%)	-	-	1 (0%)	-	-	1 (0%)	1 (0%)	-	1 (0%)	-	-	1 (0%)
Don't know	22 (2%)	15 (2%)	7 (3%)	10 (2%)	12 (2%)	4 (1%)	6 (1%)	12 (4%)	12 (2%)	10 (3%)	13 (2%)	9 (2%)	6 (1%)	16 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 49: Level of agreement (Provide public meeting spaces) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	322 (31%)	248 (32%)	74 (26%)	136 (27%)	186 (34%)	83 (28%)	134 (33%)	105 (31%)	242 (34%)	80 (23%)	223 (33%)	99 (26%)	145 (30%)	174 (32%)
Agree	573 (55%)	405 (53%)	168 (60%)	287 (58%)	286 (52%)	187 (62%)	221 (54%)	165 (49%)	366 (52%)	207 (61%)	355 (53%)	218 (57%)	277 (56%)	294 (53%)
Disagree	89 (8%)	66 (9%)	23 (8%)	45 (9%)	44 (8%)	23 (8%)	24 (8%)	32 (9%)	55 (8%)	34 (10%)	51 (8%)	38 (10%)	47 (10%)	42 (8%)
Disagree strongly	1 (0%)	-	1 (0%)	-	1 (0%)	-	-	1 (0%)	-	1 (0%)	-	1 (0%)	-	1 (0%)
Don't know	65 (6%)	51 (7%)	14 (5%)	27 (5%)	38 (7%)	7 (2%)	21 (5%)	37 (11%)	45 (6%)	20 (6%)	39 (6%)	26 (7%)	22 (4%)	41 (7%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 50: Level of agreement (Facilitate job or career planning) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	89 (8%)	68 (9%)	21 (8%)	38 (8%)	51 (9%)	25 (8%)	38 (9%)	26 (8%)	57 (8%)	32 (9%)	52 (8%)	37 (10%)	38 (8%)	51 (9%)
Agree	587 (56%)	424 (55%)	163 (58%)	285 (58%)	302 (54%)	188 (63%)	228 (56%)	171 (50%)	401 (57%)	186 (54%)	372 (56%)	215 (56%)	279 (57%)	304 (55%)
Disagree	255 (24%)	196 (25%)	59 (21%)	125 (25%)	130 (23%)	72 (24%)	110 (27%)	73 (21%)	168 (24%)	87 (25%)	163 (24%)	92 (24%)	137 (28%)	117 (21%)
Disagree strongly	6 (1%)	5 (1%)	1 (0%)	3 (1%)	3 (1%)	3 (1%)	2 (0%)	1 (0%)	3 (0%)	3 (1%)	3 (0%)	3 (1%)	3 (1%)	3 (1%)
Don't know	113 (11%)	77 (10%)	36 (13%)	44 (9%)	69 (12%)	12 (4%)	32 (8%)	69 (20%)	79 (11%)	34 (10%)	78 (12%)	35 (9%)	34 (7%)	77 (14%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 51: Level of agreement (Promote and encourage [language and computer] literacy) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	340 (32%)	256 (33%)	84 (30%)	144 (29%)	196 (35%)	96 (32%)	132 (32%)	112 (33%)	251 (35%)	89 (26%)	221 (33%)	119 (31%)	148 (30%)	190 (34%)
Agree	633 (60%)	456 (59%)	177 (63%)	315 (64%)	318 (57%)	191 (64%)	244 (60%)	198 (58%)	406 (57%)	227 (66%)	402 (60%)	231 (60%)	306 (62%)	322 (58%)
Disagree	57 (5%)	45 (6%)	12 (4%)	26 (5%)	31 (6%)	11 (4%)	24 (6%)	22 (6%)	39 (6%)	18 (5%)	32 (5%)	25 (7%)	32 (7%)	25 (5%)
Disagree strongly	1 (0%)	–	1 (0%)	1 (0%)	–	–	–	1 (0%)	–	1 (0%)	–	1 (0%)	–	1 (0%)
Don't know	19 (2%)	13 (2%)	6 (2%)	9 (2%)	10 (2%)	2 (1%)	10 (2%)	7 (2%)	12 (2%)	7 (2%)	13 (2%)	6 (2%)	5 (1%)	14 (3%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 52: Level of agreement (Recognise the demand for non-English language materials) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	236 (22%)	186 (24%)	50 (18%)	104 (21%)	132 (24%)	66 (22%)	100 (24%)	70 (21%)	170 (24%)	66 (19%)	160 (24%)	76 (20%)	116 (24%)	118 (21%)
Agree	592 (56%)	432 (56%)	160 (57%)	284 (57%)	308 (55%)	183 (61%)	226 (55%)	183 (54%)	383 (54%)	209 (61%)	366 (55%)	226 (59%)	283 (58%)	306 (55%)
Disagree	112 (11%)	78 (10%)	34 (12%)	59 (12%)	53 (10%)	36 (10%)	41 (10%)	35 (10%)	77 (11%)	35 (10%)	70 (10%)	42 (11%)	57 (12%)	55 (10%)
Disagree strongly	5 (0%)	3 (0%)	2 (1%)	1 (0%)	4 (1%)	–	3 (1%)	2 (1%)	3 (0%)	2 (1%)	3 (0%)	2 (1%)	2 (0%)	3 (1%)
Don't know	105 (10%)	71 (9%)	34 (12%)	47 (9%)	58 (10%)	15 (5%)	40 (10%)	50 (15%)	75 (11%)	30 (9%)	69 (10%)	36 (9%)	33 (7%)	70 (13%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 53: Level of agreement (Support the development of English as a second language) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	193 (18%)	143 (19%)	50 (18%)	84 (17%)	109 (20%)	55 (18%)	75 (18%)	63 (19%)	134 (19%)	59 (17%)	125 (19%)	68 (18%)	91 (19%)	100 (18%)
Agree	649 (62%)	483 (63%)	166 (59%)	307 (62%)	342 (62%)	209 (70%)	251 (61%)	189 (56%)	436 (62%)	213 (62%)	412 (62%)	237 (62%)	313 (64%)	333 (60%)
Disagree	112 (11%)	79 (10%)	33 (12%)	56 (11%)	56 (10%)	24 (8%)	45 (11%)	43 (13%)	68 (10%)	44 (13%)	67 (10%)	45 (12%)	52 (11%)	59 (11%)
Disagree strongly	10 (1%)	7 (1%)	3 (1%)	7 (1%)	3 (1%)	-	7 (2%)	3 (1%)	6 (1%)	4 (1%)	6 (1%)	4 (1%)	4 (1%)	6 (1%)
Don't know	86 (8%)	58 (8%)	28 (10%)	41 (8%)	45 (8%)	12 (4%)	32 (8%)	42 (12%)	64 (9%)	22 (6%)	58 (9%)	28 (7%)	31 (6%)	54 (10%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 54: Level of agreement (Ensure internet access for all) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	511 (49%)	367 (48%)	144 (51%)	227 (46%)	284 (51%)	145 (48%)	217 (53%)	149 (44%)	373 (53%)	138 (40%)	345 (52%)	166 (43%)	247 (50%)	259 (47%)
Agree	490 (47%)	367 (48%)	123 (44%)	244 (49%)	246 (44%)	139 (46%)	175 (43%)	176 (52%)	310 (44%)	180 (53%)	299 (45%)	191 (50%)	225 (46%)	263 (48%)
Disagree	36 (3%)	26 (3%)	10 (4%)	21 (4%)	15 (3%)	14 (5%)	13 (3%)	9 (3%)	20 (3%)	16 (5%)	19 (3%)	17 (4%)	15 (3%)	21 (4%)
Disagree strongly	4 (0%)	2 (0%)	2 (1%)	1 (0%)	3 (1%)	1 (0%)	2 (0%)	1 (0%)	1 (0%)	3 (1%)	1 (0%)	3 (1%)	2 (0%)	2 (0%)
Don't know	9 (1%)	8 (1%)	1 (0%)	2 (0%)	7 (1%)	1 (0%)	3 (1%)	5 (1%)	4 (1%)	5 (1%)	4 (1%)	5 (1%)	2 (0%)	7 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 55: Level of agreement (Attract new businesses to the community) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	49 (5%)	35 (5%)	14 (5%)	21 (4%)	28 (5%)	15 (5%)	16 (4%)	18 (5%)	30 (4%)	19 (6%)	28 (4%)	21 (5%)	14 (3%)	34 (6%)
Agree	326 (31%)	236 (31%)	90 (32%)	143 (29%)	183 (33%)	108 (36%)	124 (30%)	94 (28%)	218 (31%)	108 (32%)	207 (31%)	119 (31%)	164 (33%)	159 (29%)
Disagree	503 (48%)	369 (48%)	134 (48%)	250 (51%)	253 (46%)	149 (50%)	210 (51%)	144 (42%)	332 (47%)	171 (50%)	316 (47%)	187 (49%)	252 (51%)	429 (45%)
Disagree strongly	29 (3%)	23 (3%)	6 (2%)	21 (4%)	8 (1%)	7 (2%)	15 (4%)	7 (2%)	15 (2%)	14 (4%)	14 (2%)	15 (4%)	12 (2%)	17 (3%)
Don't know	143 (14%)	107 (14%)	36 (13%)	60 (12%)	83 (15%)	21 (7%)	45 (11%)	77 (23%)	113 (16%)	30 (9%)	103 (15%)	40 (10%)	49 (10%)	93 (17%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 56: Level of agreement (Support existing local businesses) (Q8)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Agree strongly	79 (8%)	49 (6%)	30 (11%)	26 (5%)	53 (10%)	22 (7%)	29 (7%)	28 (8%)	54 (8%)	25 (7%)	51 (8%)	28 (7%)	27 (5%)	51 (9%)
Agree	521 (50%)	381 (49%)	140 (50%)	246 (50%)	275 (50%)	158 (53%)	207 (50%)	156 (46%)	350 (49%)	171 (50%)	331 (50%)	190 (50%)	262 (53%)	256 (46%)
Disagree	326 (31%)	248 (32%)	78 (28%)	169 (34%)	157 (28%)	96 (32%)	136 (33%)	94 (28%)	204 (29%)	122 (36%)	201 (30%)	125 (33%)	161 (33%)	164 (30%)
Disagree strongly	9 (1%)	6 (1%)	3 (1%)	5 (1%)	4 (1%)	4 (1%)	2 (0%)	3 (1%)	8 (1%)	1 (0%)	6 (1%)	3 (1%)	4 (1%)	5 (1%)
Don't know	115 (11%)	86 (11%)	29 (10%)	49 (10%)	66 (12%)	20 (7%)	36 (9%)	59 (17%)	92 (13%)	23 (7%)	79 (12%)	36 (9%)	37 (8%)	76 (14%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 57: Importance cultural contribution (Q9)

	Contribution					
	Maintain relevant collections (books, magazines, CDs, DVDs)	Maintain local history collections	Exhibit local artworks	Arrange talks by visiting authors	Arrange live performances by local musicians, dancers and actors	Arrange multicultural activities
Very important	776 (74%)	742 (71%)	360 (34%)	385 (37%)	231 (22%)	376 (36%)
Important	266 (25%)	294 (28%)	566 (54%)	554 (53%)	513 (49%)	564 (54%)
Not important	8 (1%)	13 (1%)	118 (11%)	104 (10%)	300 (29%)	104 (10%)
Don't know	–	1 (0%)	6 (1%)	7 (1%)	6 (1%)	6 (1%)
Totals	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)	1,050 (100%)

Table 58: Importance (Maintain relevant collections) (Q9)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18–34	35–54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	776 (74%)	575 (75%)	201 (72%)	346 (70%)	430 (77%)	209 (70%)	326 (80%)	241 (71%)	557 (79%)	219 (64%)	510 (76%)	266 (70%)	362 (74%)	411 (74%)
Important	266 (25%)	188 (24%)	78 (28%)	143 (29%)	123 (22%)	89 (30%)	80 (20%)	97 (29%)	145 (20%)	121 (35%)	154 (23%)	112 (29%)	125 (25%)	137 (25%)
Not important	8 (1%)	7 (1%)	1 (0%)	6 (1%)	2 (0%)	2 (1%)	4 (1%)	2 (1%)	6 (1%)	2 (1%)	4 (1%)	4 (1%)	4 (1%)	4 (1%)
Don't know	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 59: Importance (Maintain local history collections) (Q9)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18–34	35–54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	742 (71%)	535 (69%)	207 (74%)	334 (67%)	408 (74%)	195 (65%)	308 (75%)	239 (70%)	506 (71%)	236 (69%)	471 (71%)	271 (71%)	345 (70%)	393 (71%)
Important	294 (28%)	225 (29%)	69 (25%)	152 (31%)	142 (26%)	101 (34%)	101 (25%)	92 (27%)	193 (27%)	101 (30%)	188 (28%)	106 (28%)	142 (29%)	149 (27%)
Not important	13 (1%)	9 (1%)	4 (1%)	8 (2%)	5 (1%)	4 (1%)	1 (0%)	8 (2%)	8 (1%)	5 (1%)	8 (1%)	5 (1%)	4 (1%)	9 (2%)
Don't know	1 (0%)	1 (0%)	–	1 (0%)	–	–	–	1 (0%)	1 (0%)	–	1 (0%)	–	–	1 (0%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 60: Importance (Exhibit local artworks) (Q9)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	360 (34%)	258 (34%)	102 (36%)	139 (28%)	221 (40%)	100 (33%)	150 (37%)	110 (32%)	252 (36%)	108 (32%)	230 (34%)	130 (34%)	176 (36%)	181 (33%)
Important	566 (54%)	425 (55%)	141 (50%)	274 (55%)	292 (53%)	170 (57%)	220 (54%)	176 (52%)	374 (53%)	192 (56%)	360 (54%)	206 (54%)	269 (55%)	293 (53%)
Not important	118 (11%)	82 (11%)	36 (13%)	79 (16%)	39 (7%)	30 (10%)	40 (10%)	48 (14%)	77 (11%)	41 (12%)	73 (11%)	45 (12%)	46 (9%)	72 (13%)
Don't know	6 (1%)	5 (1%)	1 (0%)	3 (1%)	3 (1%)	-	-	6 (2%)	5 (1%)	1 (0%)	5 (1%)	1 (0%)	-	6 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 61: Importance (Arrange talks by visiting authors) (Q9)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	385 (37%)	274 (36%)	111 (40%)	138 (28%)	247 (45%)	88 (29%)	173 (42%)	124 (36%)	286 (40%)	99 (29%)	267 (40%)	118 (31%)	180 (37%)	201 (36%)
Important	554 (53%)	410 (53%)	144 (51%)	282 (57%)	272 (49%)	173 (58%)	200 (49%)	181 (53%)	360 (51%)	194 (57%)	341 (51%)	213 (56%)	265 (54%)	286 (52%)
Not important	104 (10%)	81 (11%)	23 (8%)	70 (14%)	34 (6%)	37 (12%)	35 (9%)	32 (9%)	59 (8%)	45 (13%)	56 (8%)	48 (13%)	43 (9%)	61 (11%)
Don't know	7 (1%)	5 (1%)	2 (1%)	5 (1%)	2 (0%)	2 (1%)	2 (0%)	3 (1%)	3 (0%)	4 (1%)	4 (1%)	3 (1%)	3 (1%)	4 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 62: Importance (Arrange live performances by local musicians, dancers and actors) (Q9)

	Total	Location		Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	231 (22%)	170 (22%)	61 (22%)	85 (17%)	146 (26%)	58 (19%)	101 (25%)	72 (21%)	163 (23%)	68 (20%)	145 (22%)	86 (23%)	100 (20%)	129 (23%)
Important	513 (49%)	385 (50%)	128 (46%)	233 (47%)	280 (50%)	160 (53%)	200 (49%)	153 (45%)	344 (49%)	169 (49%)	329 (49%)	184 (48%)	253 (52%)	255 (46%)
Not important	300 (29%)	211 (27%)	89 (32%)	173 (35%)	127 (23%)	82 (27%)	106 (26%)	112 (33%)	198 (28%)	102 (30%)	189 (28%)	111 (29%)	137 (28%)	163 (30%)
Don't know	6 (1%)	4 (1%)	2 (1%)	4 (1%)	2 (0%)	-	3 (1%)	3 (1%)	3 (0%)	3 (1%)	5 (1%)	1 (0%)	1 (0%)	5 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 63: Importance (Arrange multicultural activities) (Q9)

	Total	Location		Gender		Age groups			Member of Vic. public library		Used a library		Children	
		Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Very important	376 (36%)	280 (36%)	96 (34%)	150 (30%)	226 (41%)	116 (39%)	150 (37%)	110 (32%)	276 (39%)	100 (29%)	257 (38%)	119 (31%)	170 (35%)	202 (37%)
Important	564 (54%)	407 (53%)	157 (56%)	277 (56%)	287 (52%)	166 (55%)	223 (54%)	175 (51%)	361 (51%)	203 (59%)	338 (51%)	226 (59%)	277 (56%)	284 (51%)
Not important	104 (10%)	77 (10%)	27 (10%)	65 (13%)	39 (7%)	18 (6%)	36 (9%)	50 (15%)	67 (9%)	37 (11%)	68 (10%)	36 (9%)	43 (9%)	61 (11%)
Don't know	6 (1%)	6 (1%)	-	3 (1%)	3 (1%)	-	1 (0%)	5 (1%)	4 (1%)	2 (1%)	5 (1%)	1 (0%)	1 (0%)	5 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 64: Estimated cost of public library usage (Q10) filtered by Member of Victorian public library (Q1)

	Member of Vic. public library	Location		Gender		Age groups			Used a library		Children	
	Yes	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	In past 12 months	Longer or never	Yes	No
Nothing	77 (11%)	55 (10%)	22 (12%)	35 (12%)	42 (10%)	28 (16%)	26 (9%)	23 (9%)	24 (4%)	53 (45%)	40 (12%)	37 (10%)
\$1-\$50	93 (13%)	66 (13%)	27 (15%)	42 (14%)	51 (12%)	37 (21%)	31 (11%)	25 (10%)	77 (13%)	16 (14%)	49 (14%)	43 (12%)
\$51-\$100	77 (11%)	57 (11%)	20 (11%)	37 (13%)	40 (10%)	23 (13%)	29 (10%)	25 (10%)	67 (11%)	10 (8%)	35 (10%)	39 (11%)
\$101-\$250	152 (21%)	110 (21%)	42 (23%)	61 (21%)	91 (22%)	30 (17%)	61 (21%)	61 (25%)	141 (24%)	11 (9%)	70 (20%)	81 (23%)
\$251-\$500	124 (18%)	97 (18%)	27 (15%)	43 (15%)	81 (19%)	28 (16%)	50 (18%)	46 (19%)	109 (18%)	15 (13%)	57 (16%)	66 (19%)
\$501-\$750	59 (8%)	43 (8%)	16 (9%)	23 (8%)	36 (9%)	7 (4%)	30 (11%)	22 (9%)	53 (9%)	6 (5%)	32 (9%)	27 (8%)
More than \$750	113 (16%)	89 (17%)	24 (13%)	44 (15%)	69 (17%)	22 (13%)	57 (20%)	34 (14%)	108 (18%)	5 (4%)	62 (18%)	51 (14%)
Other	1 (0%)	1 (0%)	-	1 (0%)	-	-	-	1 (0%)	1 (0%)	-	1 (0%)	-
Don't know	8 (1%)	5 (1%)	3 (2%)	2 (1%)	6 (1%)	-	1 (0%)	7 (3%)	7 (1%)	1 (1%)	1 (0%)	7 (2%)
Refused	4 (1%)	3 (1%)	1 (1%)	2 (1%)	2 (0%)	-	-	4 (2%)	3 (1%)	1 (1%)	-	4 (1%)
Totals	708 (100%)	526 (100%)	182 (100%)	290 (100%)	418 (100%)	175 (100%)	285 (100%)	248 (100%)	590 (100%)	118 (100%)	347 (100%)	355 (100%)

Table 65: Willing to pay for public library service (Q11)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Nothing	230 (22%)	167 (22%)	63 (23%)	111 (22%)	119 (21%)	58 (19%)	91 (22%)	81 (24%)	147 (21%)	83 (24%)	125 (19%)	105 (27%)	96 (20%)	133 (24%)
\$1-\$25 per annum	219 (21%)	157 (20%)	62 (22%)	92 (19%)	127 (23%)	77 (26%)	74 (18%)	68 (20%)	133 (19%)	86 (25%)	124 (19%)	95 (25%)	93 (19%)	123 (22%)
\$26-\$50 per annum	235 (22%)	175 (23%)	60 (21%)	100 (20%)	135 (24%)	78 (26%)	85 (21%)	72 (21%)	152 (21%)	83 (24%)	149 (22%)	86 (23%)	115 (23%)	119 (22%)
\$51-\$100 per annum	193 (18%)	140 (18%)	53 (19%)	103 (21%)	90 (16%)	50 (17%)	86 (21%)	57 (17%)	141 (20%)	52 (15%)	139 (21%)	54 (14%)	103 (21%)	88 (16%)
\$101-\$250 per annum	111 (11%)	89 (12%)	22 (8%)	51 (10%)	60 (11%)	27 (9%)	47 (11%)	37 (11%)	84 (12%)	27 (8%)	82 (12%)	29 (8%)	56 (11%)	55 (10%)
\$251-\$500 per annum	35 (3%)	22 (3%)	13 (5%)	21 (4%)	14 (3%)	5 (2%)	15 (4%)	15 (4%)	28 (4%)	7 (2%)	28 (4%)	7 (2%)	14 (3%)	21 (4%)
More than \$500 per annum	17 (2%)	13 (2%)	4 (1%)	11 (2%)	6 (1%)	4 (1%)	8 (2%)	5 (1%)	13 (2%)	4 (1%)	11 (2%)	6 (2%)	9 (2%)	8 (1%)
Don't know	10 (1%)	7 (1%)	3 (1%)	6 (1%)	4 (1%)	1 (0%)	4 (1%)	5 (1%)	10 (1%)	-	10 (1%)	-	5 (1%)	5 (1%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 66: Best describes value of public library (Q12) filtered by Willing to pay for public library service (Q11)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
The amount is what I think libraries are worth	116 (11%)	94 (12%)	22 (8%)	76 (16%)	40 (7%)	44 (15%)	40 (10%)	32 (10%)	66 (9%)	50 (15%)	71 (11%)	45 (12%)	54 (11%)	62 (11%)
Libraries are worth more than this, but I can't afford to pay more/don't want to pay more	856 (82%)	619 (81%)	237 (86%)	372 (76%)	484 (88%)	231 (77%)	337 (83%)	288 (86%)	599 (86%)	257 (75%)	560 (85%)	296 (77%)	402 (83%)	448 (82%)
Libraries are currently worth less than this, but extra funds could pay for better services	68 (7%)	50 (7%)	18 (6%)	41 (8%)	27 (5%)	24 (8%)	29 (7%)	15 (4%)	33 (5%)	35 (10%)	27 (4%)	41 (11%)	30 (6%)	37 (7%)
Totals	1,040 (100%)	763 (100%)	277 (100%)	489 (100%)	551 (100%)	299 (100%)	406 (100%)	335 (100%)	698 (100%)	342 (100%)	658 (100%)	382 (100%)	486 (100%)	547 (100%)

Table 67: Opinion Victorian public libraries' community contribution (Q13)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
No	469 (45%)	340 (44%)	129 (46%)	252 (51%)	217 (39%)	183 (61%)	168 (41%)	118 (35%)	278 (39%)	191 (56%)	259 (39%)	210 (55%)	221 (45%)	244 (44%)
Important/great/valuable service/vital asset to the community	246 (23%)	183 (24%)	63 (23%)	87 (18%)	159 (29%)	38 (13%)	96 (23%)	112 (33%)	204 (29%)	42 (12%)	190 (28%)	56 (15%)	104 (21%)	141 (26%)
Wide access to resources/information to research/reference material	66 (6%)	44 (6%)	22 (8%)	34 (7%)	32 (6%)	14 (5%)	26 (6%)	26 (8%)	43 (6%)	23 (7%)	47 (7%)	19 (5%)	29 (6%)	37 (7%)
Free universal education/access for all/rich or poor/all ages	66 (6%)	47 (6%)	19 (7%)	23 (5%)	43 (8%)	9 (3%)	34 (8%)	23 (7%)	49 (7%)	17 (5%)	46 (7%)	20 (5%)	32 (7%)	33 (6%)
Lots of books/resources available for children	61 (6%)	44 (6%)	17 (6%)	23 (5%)	38 (7%)	10 (3%)	38 (9%)	13 (4%)	46 (6%)	15 (4%)	46 (7%)	15 (4%)	43 (9%)	17 (3%)
Social networking/good meeting place/somewhere to go	46 (4%)	36 (5%)	10 (4%)	21 (4%)	25 (5%)	5 (2%)	27 (7%)	14 (4%)	35 (5%)	11 (3%)	36 (5%)	10 (3%)	22 (4%)	24 (4%)
Provides good/enjoyable services/programs	44 (4%)	36 (5%)	8 (3%)	18 (4%)	26 (5%)	9 (3%)	17 (4%)	18 (5%)	34 (5%)	10 (3%)	35 (5%)	9 (2%)	19 (4%)	25 (5%)
Libraries should advertise their services more	39 (4%)	35 (5%)	4 (1%)	20 (4%)	19 (3%)	12 (4%)	18 (4%)	9 (3%)	19 (3%)	20 (6%)	16 (2%)	23 (6%)	19 (4%)	20 (4%)
Free service/don't have to buy books	38 (4%)	27 (4%)	11 (4%)	14 (3%)	24 (4%)	4 (1%)	17 (4%)	17 (5%)	33 (5%)	5 (1%)	31 (5%)	7 (2%)	20 (4%)	18 (3%)
Provides free/access to the internet	37 (4%)	25 (3%)	12 (4%)	16 (3%)	21 (4%)	7 (2%)	23 (6%)	7 (2%)	25 (4%)	12 (4%)	24 (4%)	13 (3%)	21 (4%)	16 (3%)
Education materials/good place to study	33 (3%)	25 (3%)	8 (3%)	6 (1%)	27 (5%)	12 (4%)	11 (3%)	10 (3%)	23 (3%)	10 (3%)	21 (3%)	12 (3%)	19 (4%)	14 (3%)
I like spending time there/it's relaxing/safe	29 (3%)	24 (3%)	5 (2%)	11 (2%)	18 (3%)	4 (1%)	16 (4%)	9 (3%)	25 (4%)	4 (1%)	25 (4%)	4 (1%)	16 (3%)	13 (2%)
Govt funding must be maintained/increased/ensure free service	26 (2%)	18 (2%)	8 (3%)	12 (2%)	14 (3%)	4 (1%)	17 (4%)	5 (1%)	21 (3%)	5 (1%)	21 (3%)	5 (1%)	16 (3%)	10 (2%)
A good service for seniors	21 (2%)	13 (2%)	8 (3%)	7 (1%)	14 (3%)	3 (1%)	7 (2%)	11 (3%)	13 (2%)	8 (2%)	12 (2%)	9 (2%)	8 (2%)	13 (2%)
Friendly knowledgeable staff	20 (2%)	14 (2%)	6 (2%)	8 (2%)	12 (2%)	1 (0%)	7 (2%)	12 (4%)	19 (3%)	1 (0%)	19 (3%)	1 (0%)	8 (2%)	12 (2%)

Table 67: Opinion Victorian public libraries' community contribution (Q13) continued

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Provides good range/electronic media (e.g. DVD/CDs)	15 (1%)	12 (2%)	3 (1%)	6 (1%)	9 (2%)	3 (1%)	5 (1%)	7 (1%)	12 (2%)	3 (1%)	12 (2%)	3 (1%)	5 (1%)	10 (2%)
Improve range/variety of books/resources	14 (1%)	8 (1%)	6 (2%)	6 (1%)	8 (1%)	4 (1%)	5 (1%)	5 (1%)	14 (2%)	-	13 (2%)	1 (0%)	7 (1%)	7 (1%)
Don't/rarely use library/of no use to me	13 (1%)	11 (1%)	2 (1%)	6 (1%)	7 (1%)	6 (2%)	3 (1%)	4 (1%)	4 (1%)	9 (3%)	3 (0%)	10 (3%)	3 (1%)	10 (2%)
Should extend opening hours	8 (1%)	5 (1%)	3 (1%)	4 (1%)	4 (1%)	-	4 (1%)	4 (1%)	6 (1%)	2 (1%)	5 (1%)	3 (1%)	2 (0%)	6 (1%)
Mobile/delivery service is good	7 (1%)	3 (0%)	4 (1%)	1 (0%)	6 (1%)	-	1 (0%)	6 (2%)	3 (0%)	4 (1%)	4 (1%)	3 (1%)	1 (0%)	6 (1%)
All libraries should be of high standard/some need to be upgraded	7 (1%)	6 (1%)	1 (0%)	2 (0%)	5 (1%)	2 (1%)	4 (1%)	1 (0%)	5 (1%)	2 (1%)	5 (1%)	2 (1%)	5 (1%)	2 (0%)
Access to recent/updated releases/resources	6 (1%)	5 (1%)	1 (0%)	1 (0%)	5 (1%)	-	4 (1%)	2 (1%)	4 (1%)	2 (1%)	5 (1%)	1 (0%)	4 (1%)	2 (0%)
Other	75 (7%)	61 (8%)	14 (5%)	41 (8%)	34 (6%)	16 (5%)	33 (8%)	26 (8%)	57 (8%)	18 (5%)	45 (7%)	30 (8%)	33 (7%)	42 (8%)
Totals	1419 (135%)	1049 (136%)	370 (132%)	634 (128%)	785 (141%)	356 (119%)	592 (144%)	471 (139%)	998 (141%)	421 (123%)	945 (141%)	474 (124%)	671 (137%)	741 (134%)
Actual respondents	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 68: Country of birth (Q16)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Australia	796 (76%)	560 (73%)	236 (84%)	360 (73%)	436 (79%)	232 (77%)	315 (77%)	249 (73%)	527 (74%)	269 (79%)	485 (73%)	311 (81%)	377 (77%)	414 (75%)
United Kingdom/ Britain/Eire	90 (9%)	69 (9%)	21 (8%)	57 (12%)	33 (6%)	6 (2%)	27 (7%)	57 (17%)	67 (9%)	23 (7%)	64 (10%)	26 (7%)	23 (5%)	67 (12%)
Italy	5 (0%)	4 (1%)	1 (0%)	3 (1%)	2 (0%)	1 (0%)	1 (0%)	3 (1%)	2 (0%)	3 (1%)	3 (0%)	2 (1%)	2 (0%)	3 (1%)
Greece	2 (0%)	2 (0%)	-	2 (0%)	-	-	1 (0%)	1 (0%)	1 (0%)	1 (0%)	1 (0%)	1 (0%)	1 (0%)	1 (0%)
South Africa	13 (1%)	10 (1%)	3 (1%)	5 (1%)	8 (1%)	5 (2%)	5 (1%)	3 (1%)	7 (1%)	6 (1%)	7 (1%)	6 (1%)	5 (1%)	8 (1%)
India	33 (3%)	31 (4%)	2 (1%)	18 (4%)	15 (3%)	17 (6%)	12 (3%)	4 (1%)	24 (3%)	9 (3%)	26 (4%)	7 (2%)	19 (4%)	14 (3%)
China	9 (1%)	9 (1%)	-	5 (1%)	4 (1%)	5 (2%)	2 (0%)	2 (1%)	6 (1%)	3 (1%)	8 (1%)	1 (0%)	4 (1%)	4 (1%)
Vietnam	6 (1%)	6 (1%)	-	3 (1%)	3 (1%)	3 (1%)	3 (1%)	-	5 (1%)	1 (0%)	5 (1%)	1 (0%)	5 (1%)	1 (0%)
Other Europe	33 (3%)	26 (3%)	7 (3%)	16 (3%)	17 (3%)	5 (2%)	13 (3%)	15 (4%)	26 (4%)	7 (2%)	24 (4%)	9 (2%)	18 (4%)	14 (3%)
Other Asia	26 (2%)	24 (3%)	2 (1%)	11 (2%)	15 (3%)	8 (3%)	17 (4%)	1 (0%)	16 (2%)	10 (3%)	18 (3%)	8 (2%)	17 (3%)	9 (2%)
Central and Southern America	6 (1%)	6 (1%)	-	2 (0%)	4 (1%)	3 (1%)	3 (1%)	-	4 (1%)	2 (1%)	5 (1%)	1 (0%)	3 (1%)	3 (1%)
New Zealand	12 (1%)	8 (1%)	4 (1%)	4 (1%)	8 (1%)	5 (2%)	6 (1%)	1 (0%)	7 (1%)	5 (1%)	7 (1%)	5 (1%)	6 (1%)	6 (1%)
USA/Canada	10 (1%)	7 (1%)	3 (1%)	4 (1%)	6 (1%)	5 (2%)	3 (1%)	2 (1%)	9 (1%)	1 (0%)	8 (1%)	2 (1%)	5 (1%)	5 (1%)
Middle East	5 (1%)	5 (1%)	-	3 (1%)	2 (0%)	2 (1%)	2 (0%)	1 (0%)	5 (1%)	-	4 (1%)	1 (0%)	4 (1%)	1 (0%)
Pacific	4 (0%)	3 (0%)	1 (0%)	2 (0%)	2 (0%)	3 (1%)	-	1 (0%)	2 (0%)	2 (1%)	3 (0%)	1 (0%)	2 (0%)	2 (0%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 69: English primary language (Q18)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Yes	993 (95%)	716 (93%)	277 (99%)	464 (94%)	529 (95%)	267 (89%)	389 (95%)	337 (99%)	672 (95%)	321 (94%)	627 (94%)	366 (96%)	458 (93%)	529 (96%)
No	57 (5%)	54 (7%)	3 (1%)	31 (6%)	26 (5%)	33 (11%)	21 (5%)	3 (1%)	36 (5%)	21 (6%)	41 (6%)	16 (4%)	33 (7%)	23 (4%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 70: Household composition (Q19)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Alone	154 (15%)	113 (15%)	41 (15%)	73 (15%)	81 (15%)	22 (7%)	37 (9%)	95 (28%)	106 (15%)	48 (14%)	102 (15%)	52 (14%)	-	154 (28%)
Couple, no dependant children	294 (28%)	196 (25%)	98 (35%)	153 (31%)	141 (25%)	51 (17%)	59 (14%)	184 (54%)	186 (26%)	108 (32%)	171 (26%)	123 (32%)	-	294 (53%)
Couple, with dependant children	427 (41%)	330 (43%)	97 (35%)	197 (40%)	230 (41%)	146 (49%)	250 (61%)	31 (9%)	307 (43%)	120 (35%)	288 (43%)	139 (36%)	427 (87%)	-
Single parent with dependant children	64 (6%)	41 (5%)	23 (8%)	26 (5%)	38 (7%)	25 (8%)	36 (9%)	3 (1%)	40 (6%)	24 (7%)	40 (6%)	24 (6%)	64 (13%)	-
Other family	42 (4%)	32 (4%)	10 (4%)	22 (4%)	20 (4%)	22 (7%)	11 (3%)	9 (3%)	28 (4%)	14 (4%)	26 (4%)	16 (4%)	-	42 (8%)
Group household	41 (4%)	37 (5%)	4 (1%)	16 (3%)	25 (5%)	26 (9%)	9 (2%)	6 (2%)	22 (3%)	19 (6%)	24 (4%)	17 (4%)	-	41 (7%)
Single with independent/ adult children	5 (0%)	5 (1%)	-	-	5 (1%)	-	1 (0%)	4 (1%)	3 (0%)	2 (1%)	3 (0%)	2 (1%)	-	5 (1%)
Couple with independent/ adult children	8 (1%)	7 (1%)	1 (0%)	2 (0%)	6 (1%)	2 (1%)	5 (1%)	1 (0%)	7 (1%)	1 (0%)	4 (1%)	4 (1%)	-	8 (1%)
Live with parents	4 (0%)	1 (0%)	3 (1%)	3 (1%)	1 (0%)	4 (1%)	-	-	1 (0%)	3 (1%)	1 (0%)	3 (1%)	-	4 (1%)
Other	4 (0%)	3 (0%)	1 (0%)	2 (0%)	2 (0%)	2 (1%)	-	2 (1%)	2 (0%)	2 (1%)	3 (0%)	1 (0%)	-	4 (1%)
Refused	7 (1%)	5 (1%)	2 (1%)	1 (0%)	6 (1%)	-	2 (0%)	5 (1%)	6 (1%)	1 (0%)	6 (1%)	1 (0%)	-	-
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 71: Describes you best (Q20)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Employed full-time	431 (41%)	321 (42%)	110 (39%)	273 (55%)	158 (28%)	135 (45%)	244 (60%)	52 (15%)	244 (34%)	187 (55%)	231 (35%)	200 (52%)	240 (49%)	191 (35%)
Employed part-time	178 (17%)	129 (17%)	49 (18%)	54 (11%)	124 (22%)	51 (17%)	90 (22%)	37 (11%)	137 (19%)	41 (12%)	125 (19%)	53 (14%)	109 (22%)	68 (12%)
Looking for work	21 (2%)	18 (2%)	3 (1%)	10 (2%)	11 (2%)	11 (4%)	8 (2%)	2 (1%)	15 (2%)	6 (2%)	13 (2%)	8 (2%)	12 (2%)	9 (2%)
Domestic duties/ carer	81 (8%)	57 (7%)	24 (9%)	8 (2%)	73 (13%)	24 (8%)	43 (10%)	14 (4%)	58 (8%)	23 (7%)	58 (9%)	23 (6%)	60 (12%)	21 (4%)
Student	81 (8%)	79 (2%)	9 (3%)	40 (8%)	41 (7%)	77 (26%)	4 (1%)	-	56 (8%)	25 (7%)	55 (8%)	26 (7%)	51 (10%)	30 (5%)
Retired/pension	247 (24%)	167 (22%)	80 (29%)	104 (12%)	143 (26%)	-	18 (4%)	229 (67%)	188 (27%)	59 (17%)	177 (26%)	70 (18%)	18 (4%)	227 (41%)
Other	6 (1%)	3 (0%)	3 (1%)	4 (1%)	2 (0%)	1 (0%)	2 (0%)	3 (1%)	6 (1%)	-	5 (1%)	1 (0%)	-	6 (1%)
Refused	5 (0%)	3 (0%)	2 (1%)	2 (0%)	3 (1%)	1 (0%)	1 (0%)	3 (1%)	4 (1%)	1 (0%)	4 (1%)	1 (0%)	1 (0%)	-
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 72: Highest level of education (Q21)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Primary/high school	433 (41%)	299 (39%)	134 (48%)	201 (41%)	232 (42%)	131 (44%)	140 (34%)	162 (48%)	274 (39%)	159 (46%)	261 (39%)	172 (45%)	205 (42%)	225 (41%)
Trade/technical/ business college	192 (18%)	133 (17%)	59 (21%)	99 (20%)	93 (17%)	44 (15%)	87 (21%)	61 (18%)	127 (18%)	65 (19%)	121 (18%)	71 (19%)	91 (19%)	100 (18%)
University – Undergraduate degree	242 (23%)	184 (24%)	58 (21%)	112 (23%)	130 (23%)	87 (29%)	89 (22%)	66 (19%)	174 (25%)	68 (20%)	154 (23%)	88 (23%)	108 (22%)	134 (24%)
University – Postgraduate degree	179 (17%)	151 (20%)	28 (10%)	83 (17%)	96 (17%)	38 (13%)	94 (23%)	47 (14%)	130 (18%)	49 (14%)	129 (19%)	50 (13%)	87 (18%)	91 (16%)
Refused	4 (0%)	3 (0%)	1 (0%)	-	4 (1%)	-	-	4 (1%)	3 (0%)	1 (0%)	3 (0%)	1 (0%)	-	2 (0%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 73: Annual household income before tax (Q22)

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
Under \$15,000	52 (5%)	40 (5%)	12 (4%)	19 (4%)	33 (6%)	11 (4%)	11 (3%)	30 (9%)	41 (6%)	11 (3%)	38 (6%)	14 (4%)	10 (2%)	42 (8%)
\$15,000-\$24,999	72 (7%)	44 (6%)	28 (10%)	34 (7%)	38 (7%)	12 (4%)	13 (3%)	47 (14%)	53 (7%)	19 (6%)	49 (7%)	23 (6%)	15 (3%)	57 (10%)
\$25,000-\$39,999	104 (10%)	62 (8%)	42 (15%)	45 (9%)	59 (11%)	24 (8%)	20 (5%)	60 (18%)	73 (10%)	31 (9%)	65 (10%)	39 (10%)	35 (7%)	69 (13%)
\$40,000-\$59,999	139 (13%)	94 (12%)	45 (16%)	72 (15%)	67 (12%)	33 (11%)	66 (16%)	40 (12%)	91 (13%)	48 (14%)	96 (14%)	43 (11%)	63 (13%)	76 (14%)
\$60,000-\$79,999	116 (11%)	80 (10%)	36 (13%)	56 (11%)	60 (11%)	33 (11%)	58 (14%)	25 (7%)	74 (10%)	42 (12%)	69 (10%)	47 (12%)	65 (13%)	51 (9%)
\$80,000-\$99,999	102 (10%)	74 (10%)	28 (10%)	58 (12%)	44 (8%)	45 (15%)	43 (10%)	14 (4%)	75 (11%)	27 (8%)	65 (10%)	37 (10%)	58 (12%)	44 (8%)
\$100,000-\$119,999	84 (8%)	69 (9%)	15 (5%)	44 (9%)	40 (7%)	25 (8%)	43 (10%)	16 (5%)	61 (9%)	23 (7%)	49 (7%)	35 (9%)	54 (11%)	30 (5%)
\$120,000-\$149,999	51 (5%)	41 (5%)	10 (4%)	26 (5%)	25 (5%)	21 (7%)	25 (6%)	5 (1%)	28 (4%)	23 (7%)	28 (4%)	23 (6%)	32 (7%)	19 (3%)
\$150,000-\$199,999	62 (6%)	50 (6%)	12 (4%)	39 (8%)	23 (4%)	19 (6%)	33 (8%)	10 (3%)	35 (5%)	27 (8%)	38 (6%)	24 (6%)	33 (7%)	29 (5%)
Over \$200,000	16 (2%)	14 (2%)	2 (1%)	8 (2%)	8 (1%)	8 (3%)	7 (2%)	1 (0%)	7 (1%)	9 (3%)	8 (1%)	8 (2%)	12 (2%)	4 (1%)
Rather not say	252 (24%)	202 (26%)	50 (18%)	94 (19%)	158 (28%)	69 (23%)	91 (22%)	92 (27%)	170 (24%)	82 (24%)	163 (24%)	89 (23%)	114 (23%)	131 (24%)
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Table 74: Length in minutes

	Location			Gender		Age groups			Member of Vic. public library		Used a library		Children	
	Total	Melb.	Rest of Vic.	Male	Female	18-34	35-54	55+	Yes	No	In past 12 months	Longer or never	Yes	No
6-7 minutes	1 (0%)	1 (0%)	-	-	1 (0%)	-	1 (0%)	-	-	1 (0%)	-	1 (0%)	-	1 (0%)
8-9 minutes	40 (4%)	31 (4%)	9 (3%)	22 (4%)	18 (3%)	25 (8%)	12 (3%)	3 (1%)	15 (2%)	25 (7%)	14 (2%)	26 (7%)	22 (4%)	18 (3%)
10-11 minutes	215 (20%)	160 (21%)	55 (2%)	120 (24%)	95 (17%)	103 (34%)	79 (19%)	33 (10%)	121 (17%)	94 (27%)	118 (18%)	97 (25%)	113 (23%)	100 (18%)
12-13 minutes	290 (28%)	200 (26%)	90 (32%)	126 (25%)	164 (30%)	89 (30%)	127 (31%)	74 (22%)	196 (28%)	94 (27%)	182 (27%)	108 (28%)	145 (30%)	142 (26%)
14-15 minutes	203 (19%)	155 (20%)	48 (17%)	84 (17%)	119 (21%)	43 (14%)	87 (21%)	73 (21%)	145 (20%)	58 (17%)	144 (22%)	59 (15%)	104 (21%)	99 (18%)
16-17 minutes	127 (12%)	96 (12%)	31 (11%)	67 (14%)	60 (11%)	18 (6%)	47 (11%)	62 (18%)	94 (13%)	33 (10%)	86 (13%)	41 (11%)	51 (10%)	76 (14%)
18-19 minutes	72 (7%)	50 (6%)	22 (8%)	35 (7%)	37 (7%)	14 (5%)	21 (5%)	37 (11%)	55 (8%)	17 (5%)	47 (7%)	25 (7%)	24 (5%)	47 (9%)
20-21 minutes	58 (6%)	47 (6%)	11 (4%)	28 (6%)	30 (5%)	3 (1%)	21 (5%)	34 (10%)	46 (6%)	12 (4%)	45 (7%)	13 (3%)	18 (4%)	40 (7%)
22-23 minutes	22 (2%)	15 (2%)	7 (3%)	8 (2%)	14 (3%)	3 (1%)	8 (2%)	11 (3%)	19 (3%)	3 (1%)	17 (3%)	5 (1%)	9 (2%)	12 (2%)
24-25 minutes	10 (1%)	7 (1%)	3 (1%)	2 (0%)	8 (1%)	2 (1%)	3 (1%)	5 (1%)	9 (1%)	1 (0%)	7 (1%)	3 (1%)	3 (1%)	7 (1%)
26-27 minutes	5 (0%)	3 (0%)	2 (1%)	1 (0%)	4 (1%)	-	1 (0%)	4 (1%)	2 (0%)	3 (1%)	2 (0%)	3 (1%)	1 (0%)	4 (0%)
28-29 minutes	3 (0%)	2 (0%)	1 (0%)	1 (0%)	2 (0%)	-	2 (0%)	1 (0%)	3 (0%)	-	2 (0%)	1 (0%)	1 (0%)	2 (0%)
30-31 minutes	2 (0%)	2 (0%)	-	-	2 (0%)	-	-	2 (1%)	2 (0%)	-	2 (0%)	-	-	2 (0%)
32-33 minutes	1 (0%)	-	1 (0%)	-	1 (0%)	-	-	1 (0%)	1 (0%)	-	1 (0%)	-	-	1 (0%)
36-37 minutes	1 (0%)	1 (0%)	-	1 (0%)	-	-	1 (0%)	-	-	1 (0%)	1 (0%)	-	-	1 (0%)
Average	13.68	13.68	13.69	13.44	13.90	12.12	13.57	15.19	14.13	12.76	14.07	13.00	13.16	14.15
Totals	1,050 (100%)	770 (100%)	280 (100%)	495 (100%)	555 (100%)	300 (100%)	410 (100%)	340 (100%)	708 (100%)	342 (100%)	668 (100%)	382 (100%)	491 (100%)	552 (100%)

Appendix 2 – Library Customer Survey Report Executive Summary

This survey was commissioned as part of the Dollars, Sense and Public Libraries project, with a view to measure the economic benefits of Victoria's public libraries.

The study focused on three general questions:

1. What are the measurable economic benefits of Victorian public libraries?
2. What are the main ways that libraries contribute economic benefits?
3. What opportunities are there for libraries to make stronger economic contributions?

This survey used online and paper surveys to canvass the views of library customers in seven case study areas: Geelong Regional Library Corporation, Eastern Region Libraries, Darebin Libraries, Casey-Cardinia Library Corporation, Wyndham City Library Service, Gannawarra Library Service and Latrobe City Library Service. The responses were evenly spread across the case study areas, except that Geelong was over-represented and Latrobe was under-represented.

Key findings

Library usage patterns

- Most library customers used their library weekly (49%) or fortnightly (29%). The average duration of a library visit was 41 minutes.
- The demographic profile of library customers in this survey included people of all ages and from all income brackets. There was a preponderance of women and people over 35 years.
- Most (69%) library customers combined their library visit with other activities; grocery shopping (42%) and other shopping (31%) were the most common.
- The collection (extensive range of materials) was the most widely noted reason for visiting the library, along with the pleasant atmosphere of the library setting.
- The main purpose for most library visits was for recreation, nominated by 82% as a primary or secondary purpose. Other important uses were to look something up (51% primary and secondary purpose) and study/education (49% primary and secondary purpose).

“A diverse collection of recreational and educational materials in a relatively peaceful environment excellent for maintenance for a brain overstressed in a work environment.”

(survey respondent)

Time, distance and money

- Library customers travelled considerable distances to visit their local library, ranging from an average of 7 km in Wyndham to 19 km in Gannawarra.
- Darebin library customers estimated the highest out-of-pocket travel expenses, at \$2.10 on average. This could be because Darebin had the highest proportion of public transport users (bus, tram, train) who would have had a clear idea of their actual fares.
- Eastern and Wyndham library customers nominated average travel expenses of less than \$1.
- The average of total expenditure on outings that included library visits was highest in the two rural districts: Gannawarra (\$64) and Latrobe (\$60). The average expenditure was lowest in Wyndham (\$32), Casey-Cardinia (\$33), Geelong (\$35) and Eastern (\$37).
- Overall, 42% of library customers said they bought items as a result of their library use. The main items were books, magazines, CDs and DVDs, and the average amount spent was \$289.
- Library customers were asked to estimate the amount they would have spent in the past 12 months if they had to buy the services they used at the library. The average amount nominated across the whole sample was \$419.
- When asked how much they were prepared to pay to maintain the public library service for the local community, people nominated an average of \$72 per year. There was considerable regional variation with people in Gannawarra (\$93) and Darebin (\$82) prepared to pay more, while people in Latrobe (\$56) and Casey-Cardinia (\$60) were prepared to pay less.

Perceptions of libraries

- Satisfaction with overall service and staff assistance was very high. Top scores of 5 out of 5 were given as follows: overall service (72%); staff assistance (75%); the collection (48%); amenity of the building (46%); computers (43%) and meeting rooms/desks (38%).
- The main ways in which libraries were thought to contribute to their local communities were by:
 - being a safe and pleasant place to visit (86%);
 - encouraging responsible social behaviour (64%);
 - facilitating lifelong learning (76%);
 - providing information about community events (48%); and
 - acting as a source of government information (32%).
- The main benefits patrons reported for their personal use of libraries are shown here.
 - contributed to enjoyable and meaningful pastimes (77%);
 - helped me pursue hobbies and interests (65%);
 - facilitated my pursuit of lifelong learning (52%);
 - helped me find information I could not get elsewhere (46%);
 - supported my children's education (34%);
 - helped me accomplish tasks/goals (33%); and
 - supported my children's early development (32%).

- In terms of benefit to the community, library customers gave most support to the following benefits:
 - libraries are safe and pleasant places to visit (87%);
 - libraries facilitate lifelong learning (80%);
 - libraries ensure internet access for all (74%);
 - libraries encourage responsible social behaviour (67%);
 - libraries promote and encourage language and computer literacy (57%);
 - libraries provide information about community events (51%); and
 - libraries recognise the demand for non-English language materials (45%).
- online resource that introduces key concepts about the roles played by public libraries (e.g. lifelong learning, early childhood development, place making, educating civic responsibility, a fairer society, 'third place', etc.);
- contemporary and youthful blog with a personal tone that comments on topics relating to public library news, daily happenings, events, programs, books, style, etc.

Implications for library advocacy

- It is clear that library customers are a diverse group of people from many walks of life. This means that they can be effective advocates in a wide variety of circumstances. It also suggests that if advocacy initiatives are to reach them, those initiatives should speak in many 'voices' and use a variety of channels of communication.
- The importance of internet access to library customers suggests that advocacy initiatives should have a substantial online presence. Some online advocacy initiatives could include:
 - up-to-date online resource about Victorian public libraries (including facts and figures, key summaries for quick reference and tips on how to get messages across quickly (e.g. the 30-second rationale for supporting public libraries);
- Library customers value libraries as safe and pleasant places to visit and as places that encourage responsible behaviour. This indicates the potential for libraries to be located more prominently in local communities and to be more widely recognised for their contribution to place making.
- Library customers value the services offered to children, and these services should be promoted widely.
- Library customers value the professional expertise and helpful approach of library staff. These qualities should be highlighted in advocacy initiatives.
- To regular customers, libraries are likely to be somewhat taken for granted as a basic service that is always there. Advocacy initiatives should help customers see their libraries with fresh eyes and to understand the roles they play in the modern information-rich world.

"The ladies that work at the desk every Tuesday evening when I come take the time to learn people's names, ask about their jobs, etc. They are always helpful, polite and friendly."

(survey respondent)

Introduction

This report presents the findings from a survey of library customers in seven case study areas: Geelong Regional Library Corporation, Eastern Region Libraries, Darebin Libraries, Casey-Cardinia Library Corporation, Wyndham City Library Service, Gannawarra Library Service and Latrobe City Library Service.

Each library service aimed to collect 200 completed surveys. The final sample numbers, after data cleaning, are shown in Table 1. These are the bases for percentages shown throughout this report.

Table 1: Sample size

Service	
Geelong	355
Darebin	202
Gannawarra	142
Casey-Cardinia	164
Eastern	238
Wyndham	203
Latrobe	76

Self-completion surveys were offered in libraries in two forms: on computer and paper copies.

The survey collected the following information:

- demographic profile;
- patterns of library use;
- travel time and cost;
- purpose of use (recreation, education, etc);
- type of use (reference, borrow, program, etc);
- use of library website;
- views on benefits provided by libraries;
- cultural contribution of this public library;
- economic, social/cultural and environmental benefits of the library service;
- value of this public library (CVM); and
- open comments on library pros and cons.

Data was collated, open questions were coded, and the data was summarised in cross-tabulated data tables.

The questionnaire and data tables are in Section 7.

About this report

Some percentages have been rounded off. When this occurs, totals may be a little more or a little less than 100 percent.

Percentages add to more than 100 when multiple responses are possible.

When the term 'significant' is used in this report, it refers to a statistically significant difference between two percentages.

"Great children's books, audio books, DVDs, CDs. Great opportunity to encourage my children toward a love of books and for them to be known by staff and hence community members."

{survey respondent}

Research Findings

1. Library use

This section reports the patterns of library use among respondents.

1.1 Membership

Most library customers in this survey were library members; however, there was some variation between library services as shown in Table 2.

Table 2: Library membership

Service	
Geelong	97%
Darebin	90%
Gannawarra	98%
Casey-Cardinia	95%
Eastern	97%
Wyndham	90%
Latrobe	91%

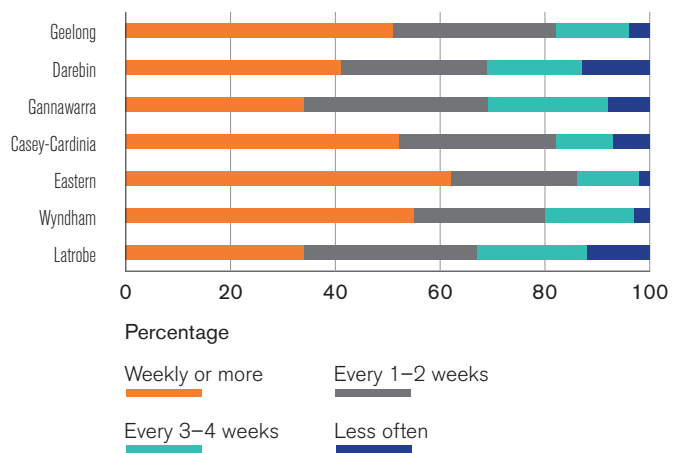
1.2 Usage frequency

Participants were asked how often, on average, they used the library service. Figure 1 summarises the data.

Points to note:

- Most customers used their library weekly (49% overall) or fortnightly (29% overall).
- Weekly visits were less common in the country areas of Latrobe and Gannawarra.

Figure 1: Frequency of library use



1.3 Alignment of library visits with other activities

For the current library visit, the survey asked whether the customer was going only to the library or doing other things as well. This information is relevant to the impact a local library can have on other economic activity and it is also an influence on planning for the location of library buildings.

Figure 2 shows that most (69%) people fitted their library visit in with other activities.

Points to note:

- Library visits were most likely to be aligned with other activities in the country areas of Latrobe, Gannawarra and Eastern.

For those who had visited other places, the survey asked about the places that were visited. Most library customers combined their library visit with grocery shopping (42%) or other shopping (31%).

Figure 3 shows the data for the case study areas.

Points to note:

- Grocery shopping was the most common activity aligned with library visits. Between 36% in Wyndham and 50–51% in Eastern and Gannawarra mentioned grocery shopping.
- Other shopping was also very common. Between 43% in Latrobe and 22% in Casey-Cardinia mentioned other shopping.
- A notable proportion visited the library in association with other activities such as personal business (health, banking, etc.) or work. This ranged from 23% in Gannawarra to only 12% in Darebin.
- A visit to a cafe or restaurant was quite common, ranging from 27% in Geelong to 15–16% in Eastern, Gannawarra and Casey-Cardinia.

1.4 Length of time at library

Respondents were asked how long they expected to stay at the library on their current visit. On average, customers spent 41 minutes at the library.

Figure 4 shows the average length of time for the case study areas.

Points to note:

- Wyndham (61 minutes) and Darebin (53 minutes) library customers tended to spend longer at the library.
- Gannawarra (35 minutes) and Eastern (36 minutes) library customers tended to spend less time.

Figure 5 shows the average length of time spent in the library according to the activities undertaken during the visit.

While there was some overlap in the activities undertaken at libraries, with some people doing more than one thing, there was sufficient separation for distinct patterns to emerge.

It is clear that borrowing activities generated the shortest library visits. Civic/community meetings, studying and socialising activities generated much longer visit times.

Facilities that will be used for longer periods (computers, study desks and meeting rooms) will need adequate provision to cater for these longer usage periods.

Figure 2: Alignment of library visits with other activities

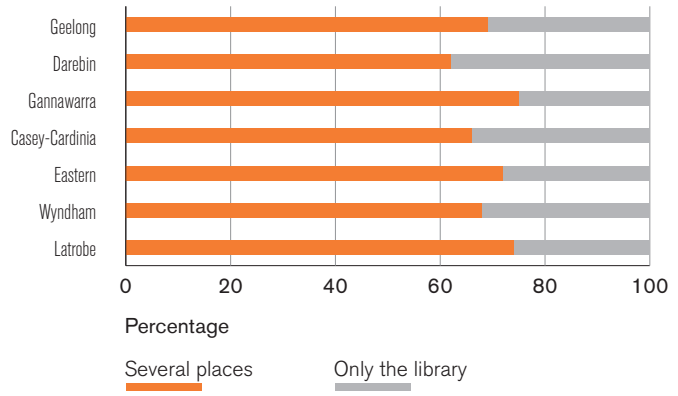


Figure 3: Other places visited

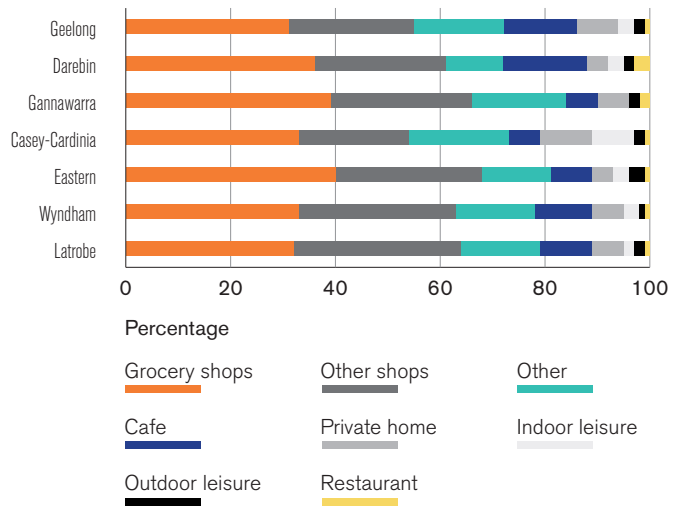


Figure 4: Average time at library (minutes)

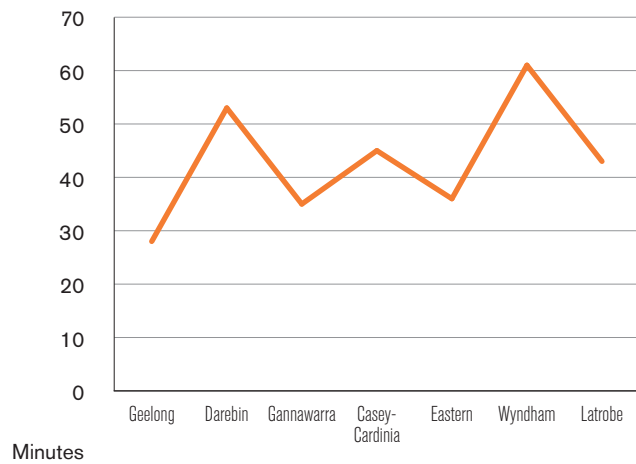
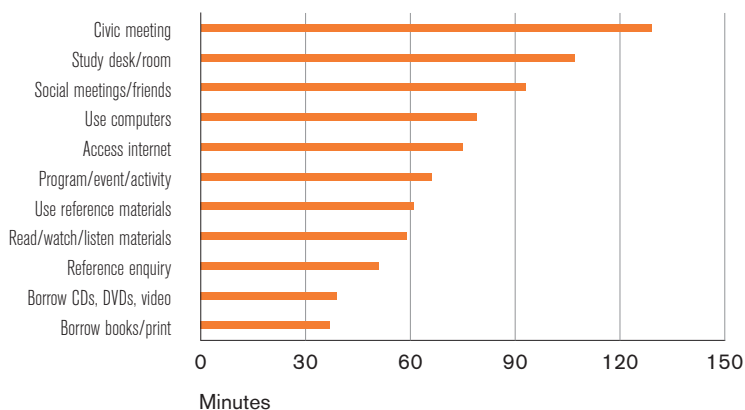


Figure 5: Average time spent according to activities

1.5 Library website use

The survey asked whether customers had ever used the library website and how many times they had accessed the website in the previous month. Figure 6 shows responses for the case study areas.

Points to note:

- The two regional library services, Geelong and Eastern, had the highest proportion of users who had accessed their website and also the highest average number of uses in the past month.
- Gannawarra had the lowest proportion of users and lowest number of times used in the past month.

1.6 Reasons for using the library

The survey asked respondents to say whether or not five factors contributed to their use of the library. Figure 7 shows the responses.

Points to note:

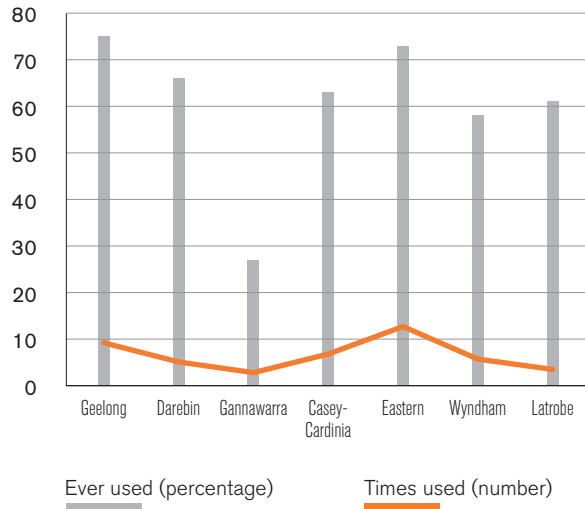
- The collection (extensive range of materials) was the most widely noted reason for visiting the library in each of the case study areas. It was especially important in Casey-Cardinia, Eastern and Geelong.
- The pleasant atmosphere of the library setting was the second most widely mentioned reason for visiting. It was especially important in Gannawarra and Eastern.

- The professional staffing was a moderately common reason for visiting and was especially important in Gannawarra.
- Saving money was moderately important and was given more prominence in Geelong and Eastern.
- Saving time was a relatively minor consideration for most library customers.

Those who said their visit had saved time or money were asked how much time or money they had saved.

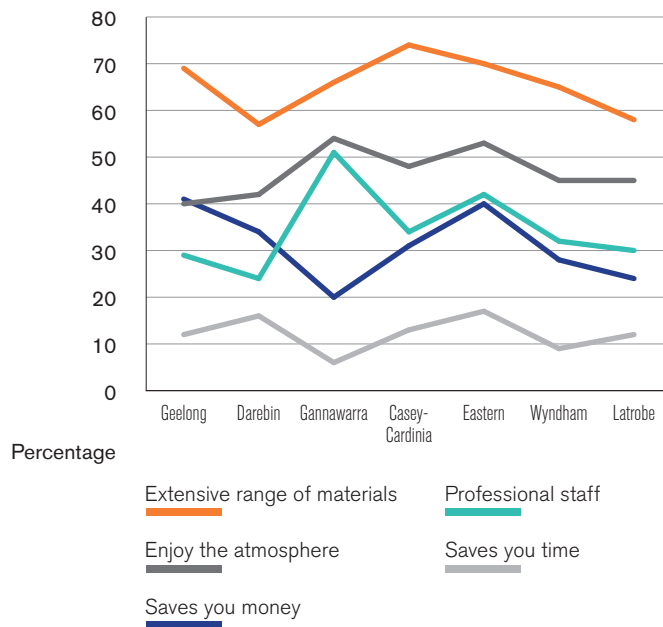
The average amount of time saved across the sample as a whole was 69 minutes. The average amount of money saved was \$69. This was highest in Eastern and Latrobe, where customers estimated that they saved \$97–98, and lowest in Gannawarra, where customers estimated that they saved \$49.

Figure 6: Use of library website



Note: The grey bars show percent who had ever used the library website and the orange line shows the average number of uses in the past month.

Figure 7: Reasons for using the library



1.7 Purpose of library visit

The survey asked library customers to describe their current visit to the library with respect to four purposes: recreation, study/education, to look up information or to accompany others. Figure 8 shows the extent to which these purposes were primary, secondary or not applicable across the sample as a whole.

Points to note:

- The main purpose for most library visits was for recreation, nominated as the primary purpose by 69% of survey participants and as the secondary purpose by an additional 13%.
- Other important uses were to look something up (51% primary and secondary purpose) and study/education (49% primary and secondary purpose).
- 26% went to the library to accompany someone and 28% had a social purpose for their visit.

Figure 9 shows the primary purposes for customers in the different case study areas.

Points to note:

- Recreational uses were stronger in Geelong, Gannawarra, Casey-Cardinia and Eastern.
- Studying and looking things up were more common in Darebin and Wyndham.
- Darebin had higher proportions of customers who were accompanying others and customers with social purposes.

1.8 Things done at the library

The survey asked customers to indicate what they did at the library on their current visit. Figure 10 shows the results for the sample as a whole.

It is clear that borrowing was the predominant activity at the library. Overall, 86% of customers borrowed books or printed materials and 55% borrowed CDs, DVDs or videos.

Importantly, a wide variety of activities were carried out within the library:

- reading, watching or listening to library materials (23%);
- accessing the internet (21%);
- using reference materials (19%);
- making reference enquiries (18%);
- using computers (11%);
- attending programs, events and activities (9%);
- using study desks or meeting rooms (8%);
- socialising (5%); and
- attending civic/community meetings (2%).

There were some notable differences between case study libraries. Figure 11 shows the differences in book/print borrowing.

It appears that book/print borrowing was somewhat lower in Darebin and Wyndham compared with the other case study libraries. This could be partially a reflection of the range of services offered at these libraries.

Figure 12 shows differences in CD, DVD and video borrowing.

It appears that CD, DVD and video borrowing was particularly common in Eastern, Casey-Cardinia and Geelong. This could be partially a reflection of the collections at these libraries.

Figure 13 shows differences in onsite reading, listening and watching of library materials.

Onsite reading, watching and listening was most common in Wyndham (32%) and Eastern (26%). It was lowest in Gannawarra (15%).

Figure 8: Purpose of library visit

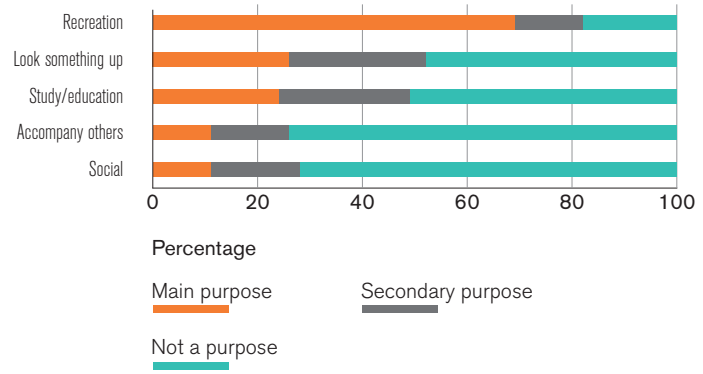


Figure 9: Primary purpose of library visit

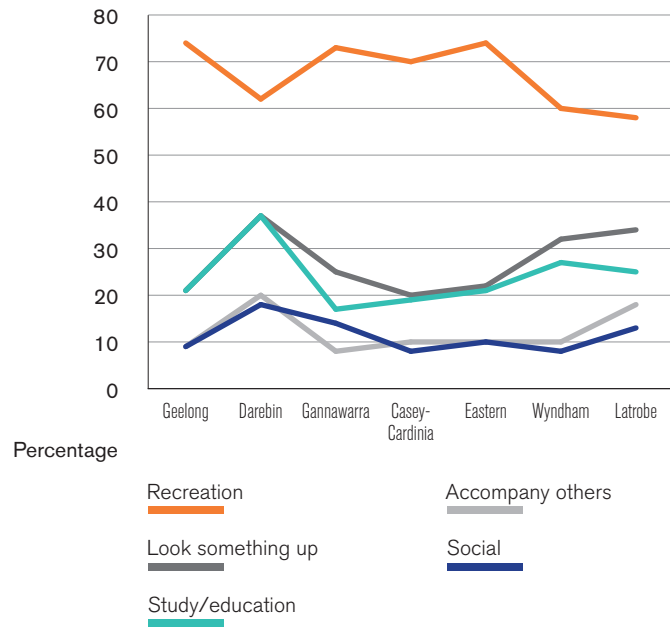


Figure 10: Things done at the library

Base: 1,380

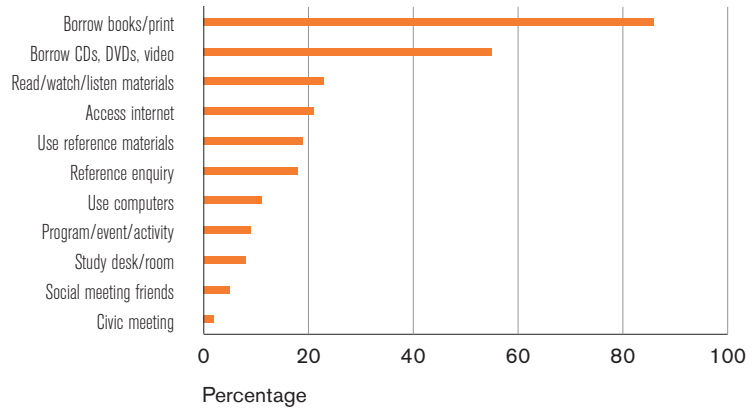


Figure 11: Book/print borrowing in case study areas

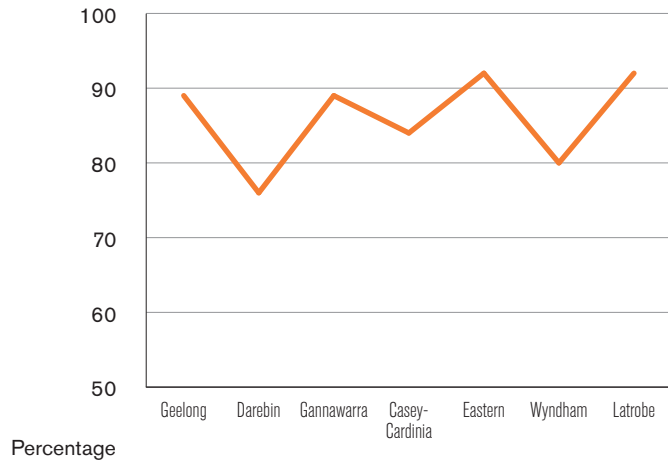


Figure 12: CD, DVD, video borrowing in case study areas

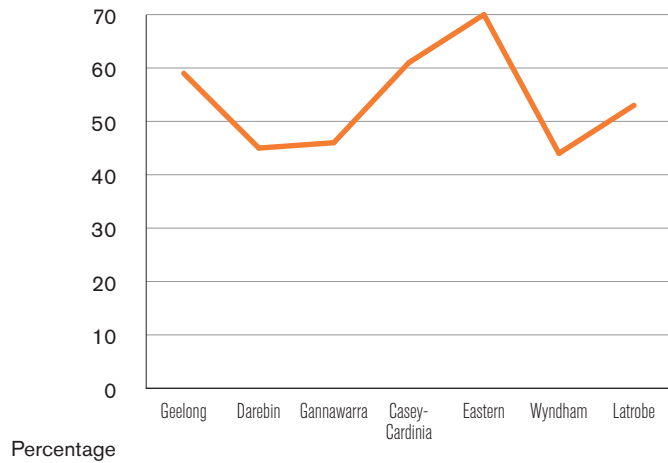
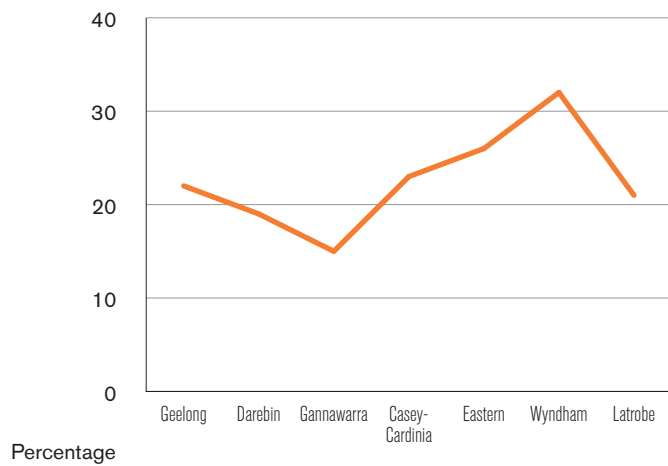


Figure 13: Reading, watching and listening to library materials in case study areas



2. Transport

2.1 Form of transport

Participants were asked to nominate the main form of transport they used to travel to the library. Figure 14 shows that the car dominated in all of the case study areas.

Points to note:

- In all case study areas, the car was the main form of transport. The car was least dominant in Darebin, where a variety of transport forms were used.
- Second to the car, walking or cycling was the most common way of visiting the library. Walking/cycling was particularly common in Darebin where 32% of library customers said they had walked/cycled to the library. Walking/cycling was least common in Casey-Cardinia (7%).

2.2 Distance travelled

The survey asked how far people had travelled on their outing to the library. Figure 15 shows the average distance for each case study area.

Points to note:

- It is not surprising that people in rural Gannawarra travelled the greatest distance, on average, (19.4 km) to visit the library.
- It is interesting to note that the average distance for Darebin library customers was similar to that of customers in Geelong, Casey-Cardinia and Latrobe, and still the Darebin library customers were more likely to walk/cycle to the library.
- Wyndham library customers appeared to travel the shortest distance (only 7 km) among the case study areas.

Figure 14: Main form of transport to library

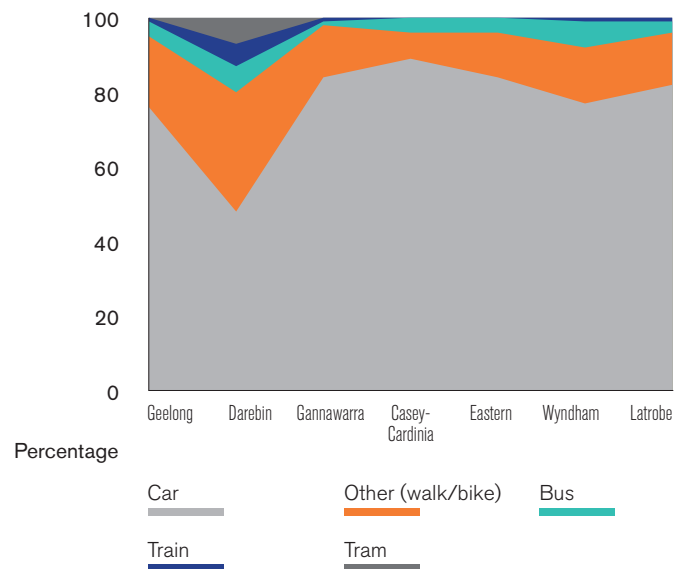
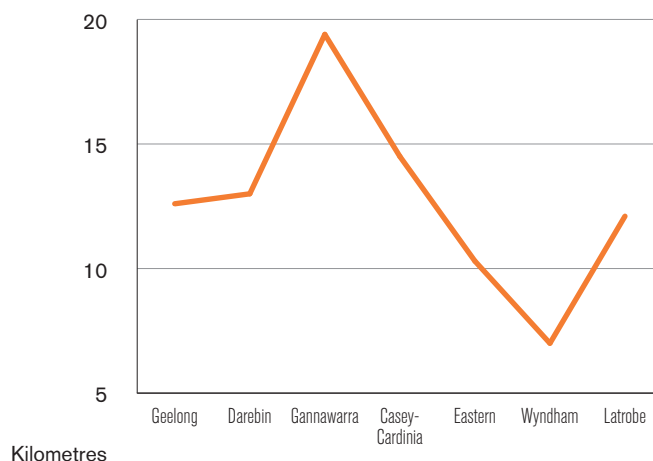


Figure 15: Average distance travelled on library outing

3. Expenditure

3.1 Out-of-pocket travel expenses

The survey asked customers to nominate their out-of-pocket travel costs for their trip to the library. Figure 16 shows the average expenses for the different case study areas.

Points to note:

- Darebin library customers estimated the highest out-of-pocket expenses, at \$2.10 on average. This could be because Darebin had the highest proportion of public transport users (bus, tram or train) who would have had a clear idea of their actual fares.
- Eastern and Wyndham library customers' average travel expenses were less than \$1.

Figure 17 shows the average travel expense according to type of transport. It confirms that out-of-pocket expenses for public transport (bus, tram or train) were higher than for car or walking/cycling.

3.2 Total outing expenditure

The survey asked library customers to estimate the total amount they spent on their current outing. Figure 18 shows the average expenditure for the case study areas.

Points to note:

- Average expenditure was highest in the two rural districts: Gannawarra (\$64) and Latrobe (\$60).
- Average expenditure was lowest in Geelong, Casey-Cardinia, Eastern and Wyndham, at around \$31–37.

Figure 19 shows the average expenditure according to the type of place visited.

Expenditure will not add up to 100 because some people visited more than one place.

Points to note:

- More routine places (grocery shops, other shops, cafes, etc.) generated modest levels of average expenditure, whereas more special-occasion places (restaurants, leisure venues, etc.) generated higher levels of expenditure on average.

Figure 16: Average out of pocket expenses in case study areas

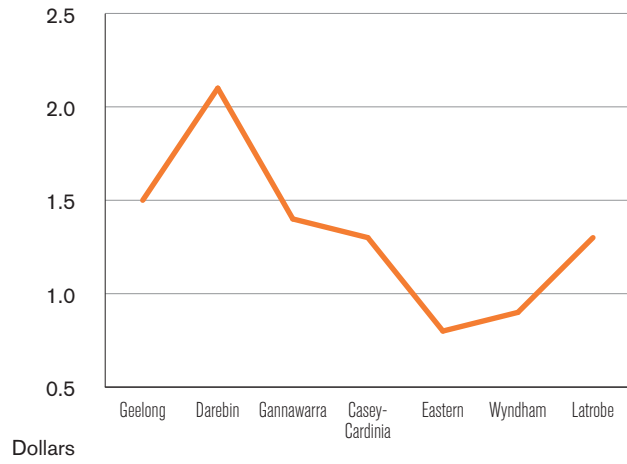


Figure 17: Average out of pocket travel expenses for transport types

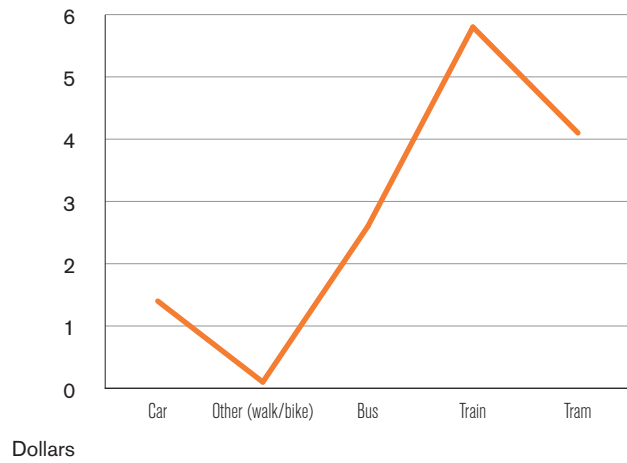


Figure 18: Average amount spent on outing (case study areas)

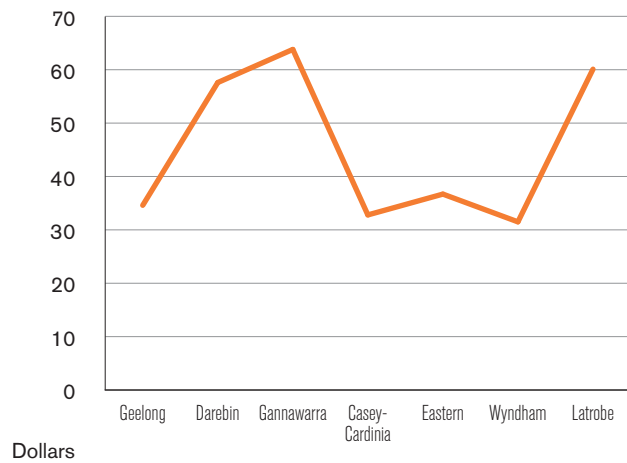
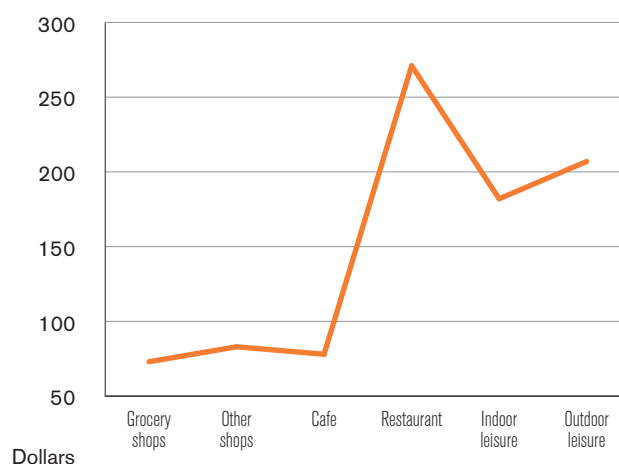


Figure 19: Average amount spent on outing (places visited)

3.3 Purchases triggered by library use

The survey asked library customers to say whether or not they had made purchases in the previous year as a result of their use of the library service.

Overall, 42% said they had. The main items purchased were:

- books, magazines, CDs or DVDs (38%);
- membership, tuition, courses, etc. (6%);
- equipment – computer, camera, etc. (8%); and
- other (3%).

Overall, people had spent an average of \$289 on these purchases.

4. Perceptions of public libraries

This section reports on awareness and perceptions of public libraries.

4.1 Satisfaction with library services

The survey asked library customers to rate their satisfaction (on a 5-point scale) with the following aspects of the library service:

- overall service;
- staff assistance;
- collection;

- computers;
- amenity of the building; and
- desks/meeting rooms.

Figure 20 shows the mean score for each characteristic. A score of 5 is a perfect score.

Points to note:

- The aspects that rated highest were overall service and staff assistance. Desks/meeting rooms were rated lower than other aspects of service.
- Gannawarra library customers gave higher average scores on all measures, while Latrobe customers gave the lowest scores on everything except building amenity. The Latrobe figures are likely to be influenced by a 'halo' effect, wherein a low score in one area influences the scores for other aspects of service. For example, an old building or an average collection can drag down the scores for staff service. Scores can also be affected by external events (e.g. if a service has been reduced, the satisfaction scores may fall because people are aware of previous services).

Figure 21 shows the extent to which customers gave their libraries the top score of 5 on the service attributes.

This graph highlights the very high level of regard that many library customers had for library staff. In Gannawarra, 90% gave library staff full marks (5 out of 5).

Figure 20: Satisfaction with aspects of library service (mean score)

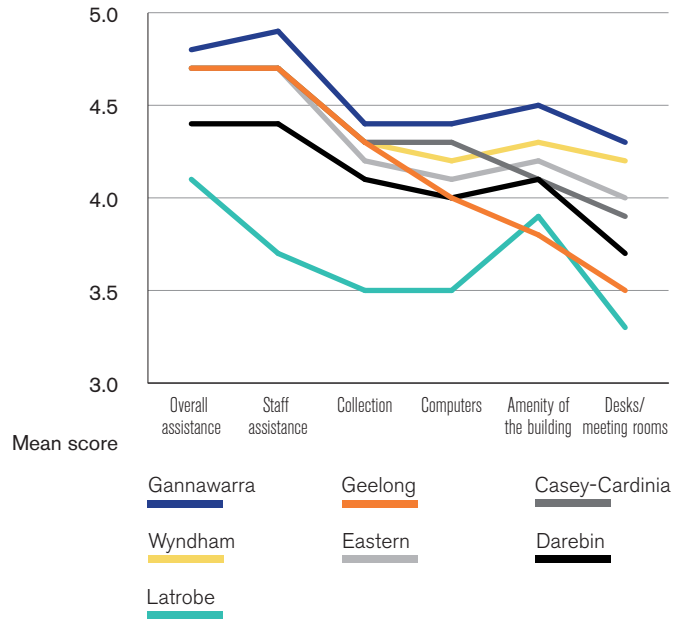
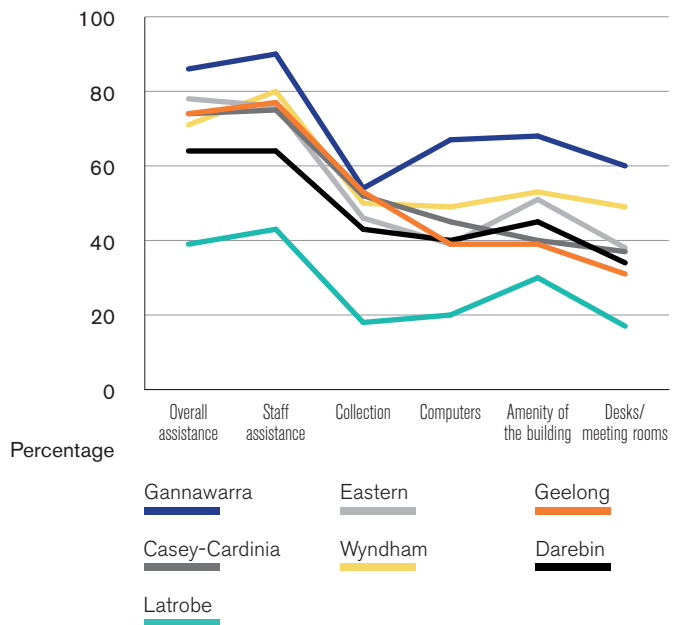


Figure 21: Satisfaction with aspects of library service (top score of 5)



4.2 Benefits of library services

Participants were asked to consider a number of possible benefits and say how important those benefits were to them personally over the previous five years. Figure 22 summarises the data.

Points to note:

- The most widely valued benefits related to meaningful pastimes, hobbies and interests and lifelong learning. They were major or minor benefits for more than three-quarters of the library customers in this survey.
- Finding information not available elsewhere, accomplishing tasks/goals and feeling a sense of community or belonging were benefits for more than 60% of library customers.
- More than 40% of all customers said that the library benefited their children's early development or education.
- Half of the library customers said that their library had supported their own education.
- Small proportions (14–30%) of people nominated work or business-related benefits, English language skills or medical/legal information.

Figure 23 shows the data for the same set of benefits when a representative sample of the Victorian population were asked to nominate to what extent Victorian public libraries offered a range of benefits.

Key points to note in comparing the data from the two surveys:

- There is a general correspondence in the emphasis on the benefits between the two surveys, with the widest recognition for recreational and educational benefits and lower emphasis on work/business-related benefits.
- The community as a whole placed high emphasis on the benefits libraries offer to children's education and early development, even though only parents of children availed themselves of these benefits in the previous five years. This suggests that the community considers the whole-of-life benefits of libraries.

4.3 Cultural contribution of public libraries

Participants were asked to rate the importance of some ways that libraries contribute to local community culture. Figure 24 shows the findings.

The responses are similar to those of the general Victorian population (including library customers and non-users) in that collections were regarded as the most important contributions made by public libraries to the culture of their local communities.

- 78% thought that relevant collections were 'very important' contributions, and 64% thought that local history collections were 'very important'.
- Author talks were considered 'very important' by nearly half the sample.
- The mix of multicultural activities, art exhibitions and live performances were regarded as 'very important' by about one-third of library customers.

4.4 Public library contributions to the community

Respondents were asked to rate the importance of a number of features of library services. Figure 25 shows the extent to which the features were rated as 'very important'.

Points to note:

- There is a general correspondence in these responses by library customers and the responses of the general Victorian population; however, library customers tended to place greater importance on all the contributions.
- Strongest emphasis was placed on the importance of libraries as safe and pleasant places to visit (87%) and as places that facilitate lifelong learning (80%).
- Internet access for everyone (74%) and encouraging responsible social behaviour (67%) were widely recognised as important aspects of library services.
- As in the survey of Victorians in general, library customers put relatively less emphasis on job/career and business-related benefits.

Figure 22: Personal benefits of library services in previous five years

Base: 1,380

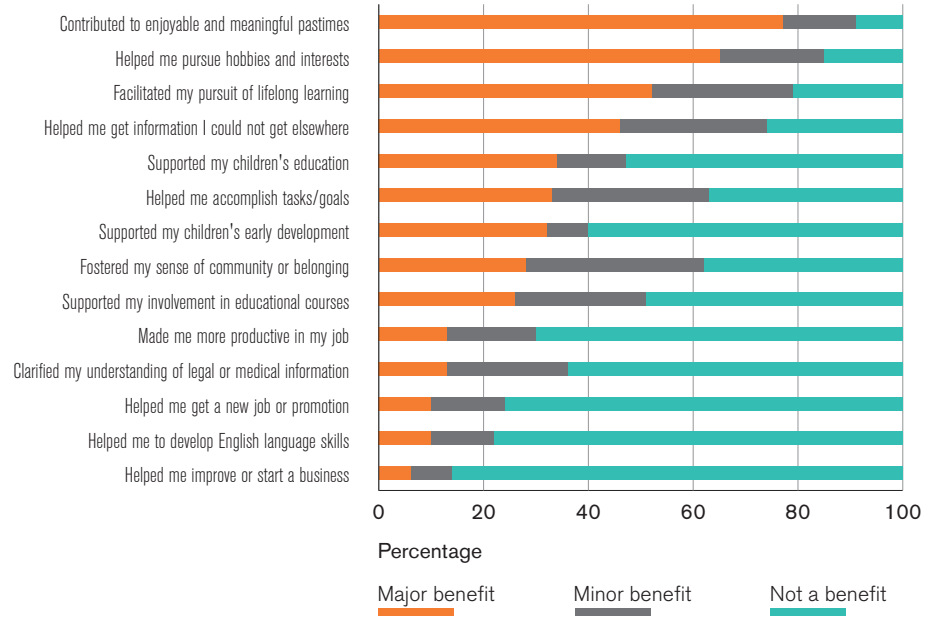


Figure 23: Perceived benefits of public libraries

Base: 1,050

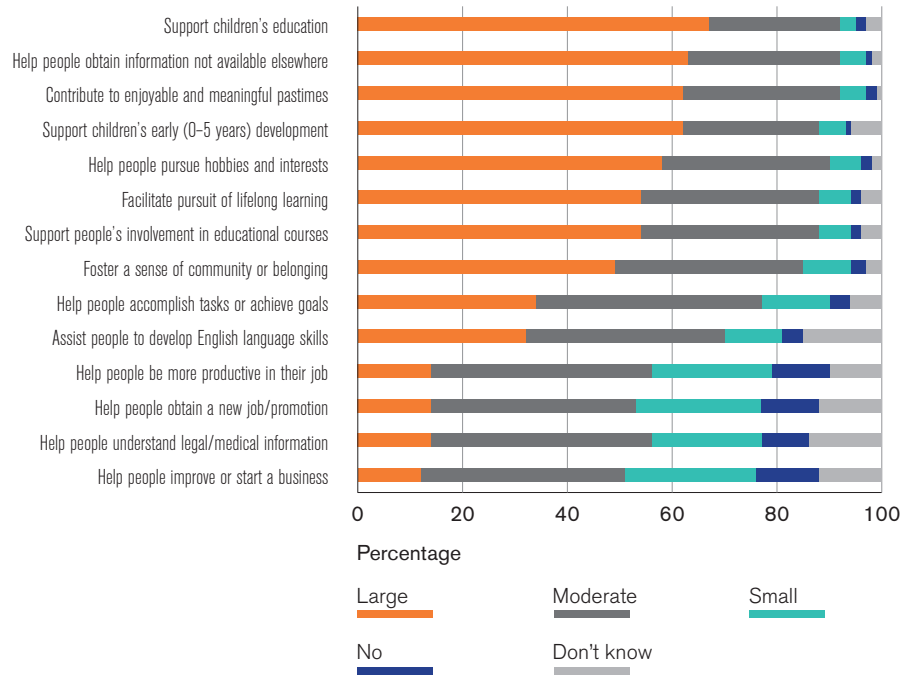


Figure 24: Cultural contribution of public libraries

Base: 1,380

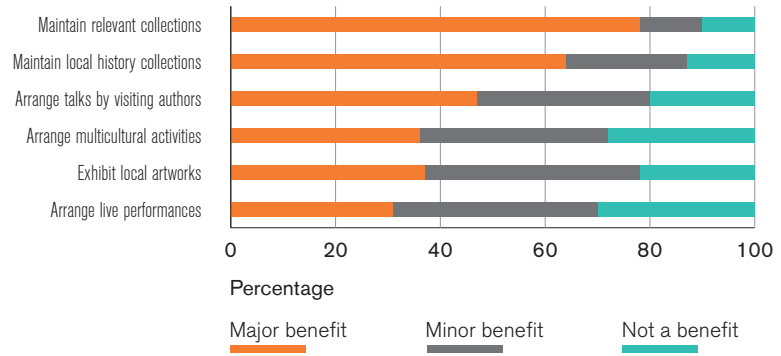


Figure 25: Importance of contributions to general community (very important)

Base: 1,359

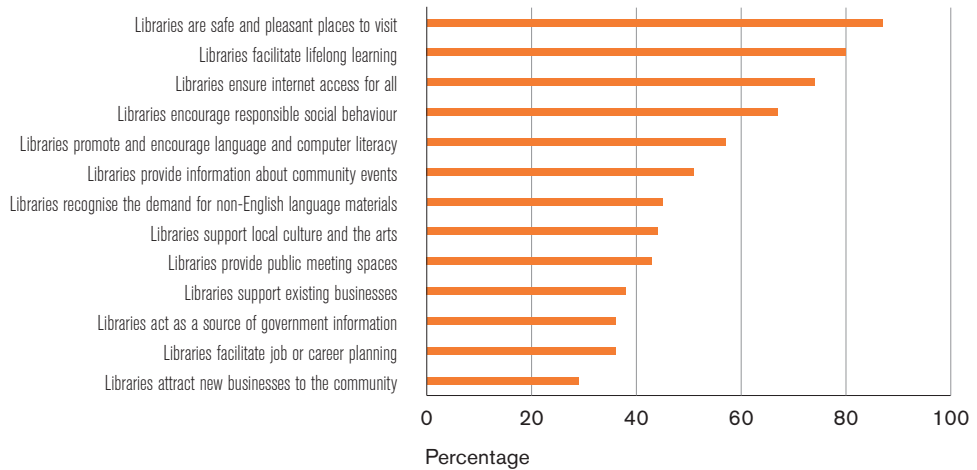
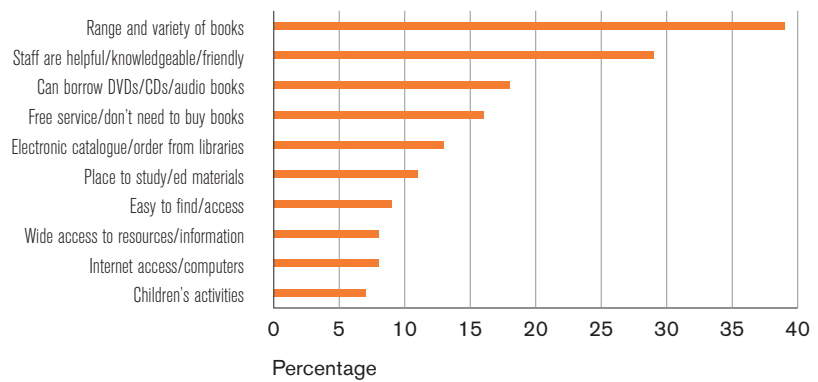


Figure 26: Best things about public libraries

Base: 1,380



4.5 Best things about public libraries

Participants were asked to nominate the best things about Victorian public libraries. Figure 26 shows the most common types of responses.

The main beneficial services were:

- the range and variety of books in library collections (39%);
- helpful and knowledgeable staff (29%);
- the opportunity to borrow DVDs, CDs, audio books and other media (18%);
- the opportunity to borrow books at no cost (16%);
- electronic catalogue/order from other libraries (13%); and
- place to study/educational materials (11%).

The following good things were mentioned at lower levels:

- easy to find/access (5%);
- access to newspapers/magazines (5%);
- accessible to all ages/all types (4%);
- borrowing system/reminders (3%);
- creates a sense of community/social network (2%);
- long/flexible opening hours (2%); and
- educational materials/good place to study (1%).

Some of the comments made by participants are shown here.

'Accessing the library on the internet from home. Great to be able to put on hold a book. Fantastic to have access to books via other libraries in Victoria. Great opening hours for ease of accessibility e.g. till 6pm some evenings and Sunday afternoon.'

'Storytime is great, the librarian is very patient and focused and works well with children who are easily distracted.'

'The staff who are helpful, friendly and willingly go out of their way to assist'

'When I walk into the library it feels like home.'

'It's free, provides community space and resources.'

'Storytime twice a week. Prompt service when needed. Large range of books. Friendly and helpful staff.'

'Diversity of books, magazines and DVDs, but mainly ALL the staff are delightful, chatty and very knowledgeable.'

'Great children's books, audio books, DVDs, CDs. Great opportunity to encourage my children toward a love of books and for them to be known by staff and hence community members.'

'Excellent selection of books. Excellent selection of DVDs, videos, etc. Access to family heritage sites via internet, e.g. ancestry.com. Good opening hours. Reference materials available.'

'Free internet use. Some collection materials are very useful. Most staff members are competent and helpful. Cheap and reliable photocopier(s).'

'Proximity to home and at a shopping centre. Pleasant and knowledgeable staff and building.'

'On hold items saves lots of time searching and waiting with kids. On hold reminder service (SMS). Helpful staff. Good selection of books and learning materials esp. readers. DVDs and CDs being free of charge. Library online catalogue and links to other educational content and learning for kids and adults.'

'Storytime, magazines and books (even other languages).'

'A diverse collection of recreational and educational materials in a relatively peaceful environment – excellent for maintenance for a brain overstressed in a work environment.'

'I could borrow as many books I want, often new books coming in. Staff know you.'

'Email for notifications. Good range of books. Able to source books from other libraries online.'

'The ladies that work at the desk every Tuesday evening when I come in. They take the time to learn people's names, ask about their jobs, etc. They are always helpful, polite and friendly.'

'Friendly and helpful. Good range of books, magazines and reference material. It's an important part of a community.'

4.6 Suggested improvements to public libraries

Participants were asked to suggest improvements to library services. Overall, 47% did not suggest improvements, either because they were happy with the service or did not know it well enough to comment. Those who did not suggest improvements comprised 44% of customers and 51% of non-users. Figure 27 summarises the findings.

The most common improvements suggested were extensions of current practice including extended collections, computers, internet access and opening hours, as shown in Figure 27.

A wide variety of improvements were suggested by 1–2% of people:

- libraries need to be bigger;
- easier index system/easier to find books and resources;
- more copies of popular books;
- no late fees;
- more library staff;
- mobile library services;
- longer time for borrowing;
- self-serve checkout;
- more libraries;
- more resources for teens;
- computer courses; and
- cafe/coffee shop.

Some of the comments made by participants are shown here.

'Bigger set-up. More computers. Games to borrow and sporting equipment which I had in our Queensland library. More activities for children in the holidays.'

'More copies of important learning/popular items, e.g. Reading Eggs (for kids learning to read) and related materials, e.g. CDs that go with them. Extend reminder SMS service to overdue or nearly due items to help avoid fines. Regular cleaning of DVDs and CDs (a lot have scratches/smudges when borrowed) and keep backup copies if possible to replace damaged ones. Tumble books and similar needed to be able to use via home PCs.'

'More staff at desk. Separate section for money transactions.'

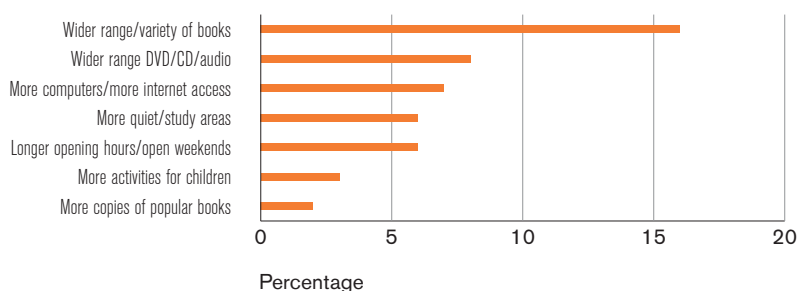
'Expansion of services in even greater range of reading matter including books and magazines (increase budget), as well as e-books, e.g. www.librivox.com.'

'The access to hard-to-find books. I would like to be able to request items that are not in the catalogue more easily, especially music and movies. Make internet FREE!'

'Fix the speed of the access to catalogue – and FIX the AWFUL FORMAT of the catalogue!'

Figure 27: Suggested improvements

Base: 1,380



'Ban mobile phone use. Ban eating, drinking, etc. Incoming phone calls should not be a priority over already waiting subscribers. Return silence and respect for library by children, i.e. educate selfish parents.'

'Make more space for children storytime on weekdays. Need more DVDs. Should have more Chinese books and magazines. Internet service should be free. Don't use mail to send notice, better use email to send notice, to save money and resource.'

'Include an option on the website to purchase books or other materials which are not available in the library.'

'Make it more hi-tech, with cafe and all the modern stuff at the reading corner. Cozy.'

'CD collection – excellent for pop music but the rest of the collection very poor, especially in the area of folk music and nostalgia. I suppose selection is done by a very young librarian.'

5. Value of public libraries

This section discusses estimates of the value of public libraries. Two questions captured measures of value.

Firstly, library customers were asked to think of their library use over the past 12 months and estimate how much it would have cost them if they had to pay private businesses for the service.

Secondly, they were asked to say how much they would be willing to pay to maintain the community's access to the current service.

5.1 Estimated cost of library services used in 12 months

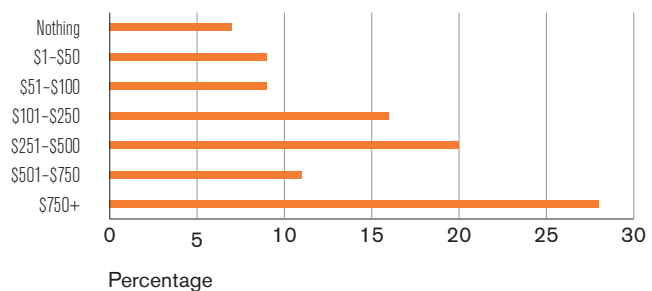
Participants were asked to think about their typical library use in a 12-month period and to nominate how much they would have spent if they had to buy the services from a private business. Figure 28 shows the results.

Points to note:

- The average amount spent across the whole sample was \$419.
- 18% said that they would have spent up to \$100.
- 59% said they would have spent over \$250.
- 39% said they would have spent over \$500.
- 28% said they would have spent over \$750.
- Only 7% said they would have spent nothing.

Figure 28: Estimated cost of library services used

Base: 1,380



5.2 Willingness to pay for current library services

Participants were asked to nominate how much they would be willing to pay to maintain community access to current library services. Figure 29 shows the results.

Points to note:

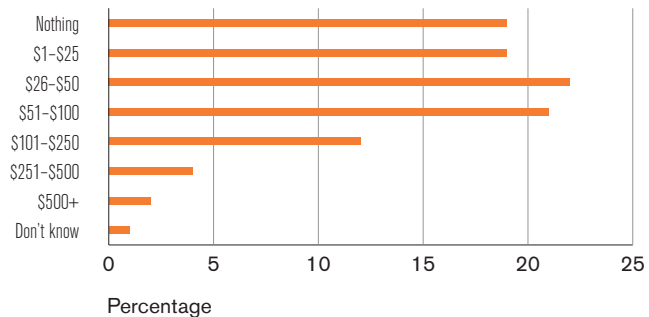
- The average amount people were willing to pay was \$72 per year.
- There was considerable regional variation with people in Gannawarra (\$93) and Darebin (\$82) prepared to pay more, while people in Latrobe (\$56) and Casey-Cardinia (\$60) were prepared to pay less.

- 18% were prepared to pay more than \$100 a year for library services.
- 21% were prepared to pay \$51–\$100 per year.
- 22% were prepared to pay \$26–\$50 per year.
- 19% were prepared to pay up to \$25.
- 19% were not prepared to pay anything.

Participants were asked whether their response was affected by their capacity to pay. Overall, 89% indicated that libraries were worth more than they said they would pay but this was all they could afford.

Figure 29: Willingness to pay (annual amount)

Base: 1,380



“Accessing the library on the internet from home. Great to be able to put on hold a book. Fantastic to have access to books via other libraries in Victoria. Great opening hours for ease of accessibility.”
 (survey respondent)

6. Survey respondent profile

Table 3 provides a profile of survey respondents.

Table 3: Respondent profile

	Total (1,380) %
Gender	
Male	27%
Female	72%
Age	
Under 35	17%
35–54	40%
55 and over	36%
Work	
Full-time work	21%
Part-time work	24%
Student	8%
Domestic/unemployed	12%
Retired	26%
Education	
Primary/secondary	32%
College/TAFE	21%
University undergraduate	23%
University postgraduate	21%
Location	
Melbourne	52%
Country	48%
Birth	
Australia	72%
UK/Eire	10%
India	2%
Other Asia	4%
Other Europe	4%
Household	
Alone	14%
Couple with no children	23%
Couple with children	23%
Single with children	4%
Other family	4%
Group household	4%

Points to note:

- The gender profile was heavily biased towards women.
- The age profile was distributed across the life span.
- Most participants worked or were retired.
- Country Victorians are over-represented in the sample.

Table 4 shows the income distribution of survey respondents.

Table 4: Annual household income before tax

	Total (798) %
Under \$15,000	7%
\$15,000–\$24,999	9%
\$25,000–\$39,999	13%
\$40,000–\$59,999	17%
\$60,000–\$79,999	15%
\$80,000–\$99,999	13%
\$100,000–\$119,999	11%
\$120,000–\$149,999	6%
\$150,000–\$199,999	8%
\$200,000 and over	2%

7. Library customer survey

1. INTRODUCTION

Tell us what you think

This study will collect information about people who use public libraries in Victoria. It asks about how you use the library and what benefits you get. A particular focus of the study is to show the value of public library services to the community in specific dollar terms.

The information from the study will be used to show government how valuable libraries are to people in Victoria and the benefits obtained from the money used to provide them.

Your responses will be kept confidential. Only grouped responses will be reported.

Please click the 'NEXT' button to start.

2. LIBRARY SERVICE

1. Which of the following library services are you using today?

- | | |
|---|---|
| <input type="checkbox"/> Geelong Regional Library Corporation | <input type="checkbox"/> Eastern Region Libraries |
| <input type="checkbox"/> Darebin Libraries | <input type="checkbox"/> Wyndham City Library Service |
| <input type="checkbox"/> Gannawarra Library Service | <input type="checkbox"/> Latrobe City Library Service |
| <input type="checkbox"/> Casey-Cardinia Library Corporation | |

3. TRIP 1

2. On this trip today, are you:

- Going ONLY to the library and nowhere else
- Going to several places

4. TRIP 2

3. Which other places are you going to as part of this outing to the library? (Tick as many as apply.)

- | | |
|--|---|
| <input type="checkbox"/> Cafe | <input type="checkbox"/> Private home |
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Indoor leisure place |
| <input type="checkbox"/> Grocery shops | <input type="checkbox"/> Outdoor leisure place |
| <input type="checkbox"/> Other shops | <input type="checkbox"/> Other (please specify) _____ |

5. TRANSPORT**4. What was your MAIN form of transport to the library today? (Select ONE only.)**

- | | |
|---|--------------------------------|
| <input type="checkbox"/> Car | <input type="checkbox"/> Train |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Tram |
| <input type="checkbox"/> Other (please specify) _____ | |

5. How far will you travel on this outing? (Please use numbers, e.g. 15.)

Number of kilometres _____

6. EXPENDITURE**6. What were your out-of-pocket travel costs for this trip (e.g. fares and parking)? (Please use numbers, e.g. 15.)**

Please enter '0' [zero] if you spent nothing.

Number of dollars _____

7. How much, if anything, will you spend at other places as part of this outing? (Please use numbers, e.g. 15.)

Please enter '0' [zero] if you spent nothing.

Number of dollars _____

7. USAGE**8. How long will you spend at the library today? (Please use numbers, e.g. 15.)**

Number of minutes _____

8. USAGE**9. How often, on average, do you use this library service?**

- | | |
|---|--|
| <input type="checkbox"/> Weekly or more often | <input type="checkbox"/> 3–4 times a year |
| <input type="checkbox"/> Once every 1–2 weeks | <input type="checkbox"/> 1–2 times a year |
| <input type="checkbox"/> Once every 3–4 weeks | <input type="checkbox"/> Less than once a year |
| <input type="checkbox"/> Once every 5–8 weeks | |

9. WEBSITE 1**10. Have you ever accessed your library's website from places outside the library?**

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

10. WEBSITE 2

11. How many times have you accessed the library website from other places in the past month? (Please use numbers, e.g. 15.)

Number of times _____

11. PURPOSE

12. People use libraries for different purposes. How important were the following purposes for your visit to the library today?

	Main purpose	Secondary purpose	Not a purpose
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study/education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To look something up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accompanying others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. ACTIVITIES

13. Which of the following things will you do in the library on this visit? (Tick all that apply.)

- Borrow books or other print materials
- Borrow videos, CDs or DVDs
- Use reference materials
- Access the internet
- Use the computers for other purposes
- Seek staff assistance with reference enquiries
- Use a study desk/meeting room
- Attend a program, event or activity
- Attend a civic/community meeting
- Meet socially with friends
- Read, watch or listen to library materials

13. PROGRAM NAME

14. If you are attending a program, activity or event, please say what called.

14. RATING

15. On a scale of 1 to 5, where 1 is LOW and 5 is HIGH, please rate your satisfaction with the following services at this library.

	5	4	3	2	1	Don't know
Overall service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desks, meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amenity of the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. TIME AND MONEY

16. Why did you use the library today? (Tick all that apply.)

- The library has an extensive range of materials
- Professional staff support is available
- You enjoy the atmosphere
- It saved you time
- It saved you money
- Other (please specify) _____

17. If your visit to the library today saved you time or money, please say how much time or money you saved. (Please use numbers, e.g. 15.)

Time (minutes) _____
 Money (dollars) _____

16. COMMENTS

18. In your own words, what are the BEST THINGS about this library service?

19. What suggestions, if any, do you have for IMPROVEMENTS to this library service?

17. BENEFITS

20. Public libraries provide different benefits for different people. Thinking about your use of public libraries, please indicate how important the following benefits have been FOR YOU PERSONALLY in the past five years.

	Major benefit	Minor benefit	Not a benefit
Supported my involvement in educational courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supported my children's early (0–5 years) development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supported my children's education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitated my pursuit of (informal) lifelong learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me to develop English language skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarified my understanding of legal or medical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me accomplish tasks and/or achieve goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contributed to enjoyable and meaningful pastimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me get a new job or promotion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made me more productive in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me improve or start a business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fostered my sense of community or belonging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me get information I could not get elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helped me pursue hobbies and interests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. CULTURAL DEVELOPMENT

21. Public libraries contribute to cultural development in a number of ways. In your view, how important are the following contributions?

	Major benefit	Minor benefit	Not a benefit
Maintain relevant collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain local history collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibit local artworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrange talks by visiting authors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrange live performances by local musicians, dancers and actors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrange multicultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____			

19. PURCHASES

22. In the past year, have you made any purchases that were prompted by your use of the library service?

- Yes No

20. PURCHASE TYPE

23. What kind of purchases have you made?

- Book, magazine, CD, DVD, etc. Equipment, computer, camera, etc.
 Membership, tuition, courses, etc. Other (please specify) _____

24. How much money did you spend in total? (Please use numbers, e.g. 15.)

Total \$ _____

21. CONTRIBUTION TO COMMUNITY

25. Thinking more broadly about how the public library contributes to the general community, in your view, how important are the following contributions?

	Very important	Important	Not important	Don't know
Being a safe and pleasant place to visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging responsible social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitating lifelong learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information about community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acting as a source of government information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting local culture and the arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing public meeting spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitating job or career planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting and encouraging (language and computer) literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognising the demand for non-English language materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring access to the internet for all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attracting new businesses to the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting local businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____				

22. ECONOMIC 1**Economic value of public libraries**

The next questions are designed to estimate the value of the services provided through your public library.

There are no plans for public libraries to increase fees and charges for services that are currently FREE.

26. Thinking about your typical library usage over the past twelve months, what do you estimate it would have cost you if you had to pay for the services from private businesses?

- | | |
|--|--|
| <input type="checkbox"/> Nothing | <input type="checkbox"/> \$101–\$250 |
| <input type="checkbox"/> \$1–\$50 | <input type="checkbox"/> \$251–\$500 |
| <input type="checkbox"/> \$51–\$100 | <input type="checkbox"/> \$501–\$750 |
| <input type="checkbox"/> More than \$750 | <input type="checkbox"/> Other amount \$ _____ |

23. ECONOMIC 2

27. Thinking from the broader community perspective, if the public library was not funded by government, how much would you be willing to pay to maintain the community's access to the current services?

- | | |
|---|--|
| <input type="checkbox"/> Nothing | <input type="checkbox"/> \$101–\$250 per annum |
| <input type="checkbox"/> \$1–\$25 per annum | <input type="checkbox"/> \$251–\$500 per annum |
| <input type="checkbox"/> \$26–\$50 per annum | <input type="checkbox"/> More than \$500 per annum |
| <input type="checkbox"/> \$51–\$100 per annum | <input type="checkbox"/> Other amount \$ _____ |

28. Thinking about your response to the previous question, please nominate which of the following best describes the way you responded.

- The amount is what I think libraries are worth
- Libraries are worth MORE than this, but I can't afford more/don't want to pay more
- Libraries are currently worth LESS than this, but extra funds could pay for better services
- Other (please specify) _____

24. COMMENTS

29. Do you have any other comments on how the library contributes to the community and/or the library's value to you?

25. SOME INFORMATION ABOUT YOU

The following information helps us know what library patrons are like. All personal details will be kept private.

30. What is your gender?

- Male Female

31. Are you a member of this library service?

- Yes No

26. BIRTH

32. What year were you born?

33. In which country were you born?

- Australia Other (please specify) _____

27. HOME

34. Where do you live?

- Australia
What is your postcode? _____
- Overseas
What country? _____

35. Is English the primary language spoken in your home?

- Yes No

28. HOUSEHOLD

36. What is your household composition? (Select one.)

- Alone Single parent with dependent children
- Couple with no dependent children Other family
- Couple with dependent children Group household
- Other (please specify) _____

29. WORK & EDUCATION

37. Which of the following describes you best? (Select ONE only.)

- | | |
|---|--|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Domestic duties/carer |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Full-time student |
| <input type="checkbox"/> Looking for work | <input type="checkbox"/> Retired |

38. What is the highest educational level you have achieved to date?

- | | |
|---|--|
| <input type="checkbox"/> Primary/high school | <input type="checkbox"/> University – Undergraduate degree |
| <input type="checkbox"/> Trade/technical/business college | <input type="checkbox"/> University – Postgraduate degree |

30. INCOME

39. What is your approximate annual household income before tax?

- | | |
|--|--|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$100,000–\$119,999 |
| <input type="checkbox"/> \$15,000–\$24,999 | <input type="checkbox"/> \$120,000–\$149,999 |
| <input type="checkbox"/> \$25,000–\$39,999 | <input type="checkbox"/> \$150,000–\$199,999 |
| <input type="checkbox"/> \$40,000–\$59,999 | <input type="checkbox"/> Over \$200,000 |
| <input type="checkbox"/> \$60,000–\$79,999 | <input type="checkbox"/> Rather not say |
| <input type="checkbox"/> \$80,000–\$99,999 | |

31. THANK YOU

Many thanks for giving your thoughts about public libraries. The information from all the surveys will be compiled into a report that will give an overall picture of how Victorians value their public libraries.

Please click the DONE button to exit the survey.

Data tables index

Number	Title	Reference
Table 1	Library service used	Q1
Table 2	Purpose of the trip	Q2
Table 3	Other places visited as part of the trip	Q3
Table 4	Main transport	Q4
Table 5	Distance travelled	Q5
Table 6	Travel costs for this trip	Q6
Table 7	Other expenditure this trip	Q7
Table 8	Time spent at library this trip	Q8
Table 9	Average use of this library service	Q9
Table 10	Accessed library website (Elsewhere)	Q10
Table 11	Accessed library website (Elsewhere, past month)	Q11
Table 12	Purpose classification	Q12
Table 13	Purpose classification (Recreation)	Q12
Table 14	Purpose classification (Study/education)	Q12
Table 15	Purpose classification (To look something up)	Q12
Table 16	Purpose classification (Social)	Q12
Table 17	Purpose classification (Accompanying others)	Q12
Table 18	Intended library activities this visit	Q13
Table 19	Satisfaction rating	Q15
Table 20	Satisfaction rating (Overall service)	Q15
Table 21	Satisfaction rating (Collection)	Q15
Table 22	Satisfaction rating (Computers)	Q15
Table 23	Satisfaction rating (Desks/meeting rooms)	Q15
Table 24	Satisfaction rating (Amenity of the building)	Q15
Table 25	Satisfaction rating (Staff assistance)	Q15
Table 26	Reasons for this visit	Q16
Table 27	Time saved in today's visit	Q17A
Table 28	Money saved in today's visit	Q17B
Table 29	Opinion personal benefits	Q20
Table 30	Opinion (Supported my involvement in educational courses)	Q20
Table 31	Opinion (Supported my children's early [0–5 years] development)	Q20
Table 32	Opinion (Supported my children's education)	Q20
Table 33	Opinion (Facilitated my pursuit of [informal] lifelong learning)	Q20
Table 34	Opinion (Helped me to develop English language skills)	Q20
Table 35	Opinion (Clarified my understanding of legal or medical information)	Q20
Table 36	Opinion (Helped me accomplish tasks and/or achieve goals)	Q20
Table 37	Opinion (Contributed to enjoyable and meaningful pastimes)	Q20
Table 38	Opinion (Helped me get a new job or promotion)	Q20
Table 39	Opinion (Made me more productive in my job)	Q20

Number	Title	Reference
Table 40	Opinion (Helped me improve or start a business)	Q20
Table 41	Opinion (Fostered my sense of community or belonging)	Q20
Table 42	Opinion (Helped me get information I could not get elsewhere)	Q20
Table 43	Opinion (Helped me pursue hobbies and interests)	Q20
Table 44	Importance of cultural contribution	Q21
Table 45	Importance (Maintain relevant collections)	Q21
Table 46	Importance (Maintain local history collections)	Q21
Table 47	Importance (Exhibit local artworks)	Q21
Table 48	Importance (Arrange talks by visiting authors)	Q21
Table 49	Importance (Arrange live performances by local musicians, dancers and actors)	Q21
Table 50	Importance (Arrange multicultural activities)	Q21
Table 51	Purchases prompted by library service	Q22
Table 52	Purchase type	Q23
Table 53	Money spent	Q24
Table 54	Importance of community contributions	Q25
Table 55	Importance (Being a safe and pleasant place to visit)	Q25
Table 56	Importance (Encouraging responsible social behaviour)	Q25
Table 57	Importance (Facilitating lifelong learning)	Q25
Table 58	Importance (Providing information about community events)	Q25
Table 59	Importance (Acting as a source of government information)	Q25
Table 60	Importance (Supporting local culture and the arts)	Q25
Table 61	Importance (Providing public meeting spaces)	Q25
Table 62	Importance (Facilitating job or career planning)	Q25
Table 63	Importance (Promoting and encouraging [language and computer] literacy)	Q25
Table 64	Importance (Recognising the demand for non-English language materials)	Q25
Table 65	Importance (Ensuring access to the internet for all)	Q25
Table 66	Importance (Attracting new businesses to the community)	Q25
Table 67	Importance (Supporting local businesses)	Q25
Table 68	Estimated private market cost of public library service	Q26
Table 69	Willing to pay for public library service	Q27
Table 70	Best describes value of public library	Q28
Table 71	Gender	Q30
Table 72	Membership of this library service	Q31
Table 73	Age groups	Q32
Table 74	Country of birth	Q33
Table 75	Location	Q34
Table 76	English primary language	Q35
Table 77	Household composition	Q36
Table 78	Describes you best	Q37
Table 79	Highest level of education	Q38

Number	Title	Reference
Table 80	Annual household income before tax	Q39
Table 81	Best about this library	Q18
Table 82	Improvements to this library	Q19
Table 83	Other expenditure this trip (Mean score) filtered by Purposes of the trip (Q3)	Q7
Table 84	Travel costs for this trip (Mean score) filtered by Main transport (Q4)	Q6
Table 85	Time spent at library this trip (Mean score) filtered by Average use of this library service (Q13)	Q8
Table 86	Money spent (Mean score) filtered by Purchase type (Q23)	Q24

Data tables

Table 1: Library service used (Q1)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Geelong Regional Library Corporation	355 (26%)	355 (100%)	-	-	-	-	-	-	43 (18%)	139 (25%)	156 (31%)
Darebin Libraries	202 (15%)	-	202 (100%)	-	-	-	-	-	55 (23%)	77 (14%)	46 (9%)
Gannawarra Library Service	142 (10%)	-	-	142 (100%)	-	-	-	-	20 (8%)	40 (7%)	76 (15%)
Casey-Cardinia Library Corporation	164 (12%)	-	-	-	164 (100%)	-	-	-	23 (10%)	74 (13%)	49 (10%)
Eastern Region Libraries	238 (17%)	-	-	-	-	238 (100%)	-	-	31 (13%)	103 (19%)	87 (18%)
Wyndham City Library Service	203 (15%)	-	-	-	-	-	203 (100%)	-	48 (20%)	86 (16%)	58 (12%)
Latrobe City Library Service	76 (6%)	-	-	-	-	-	-	76 (100%)	18 (8%)	30 (5%)	24 (5%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 2: Purpose of the trip (Q2)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Going ONLY to the library and nowhere else	426 (31%)	109 (31%)	77 (38%)	35 (25%)	55 (34%)	66 (28%)	64 (32%)	20 (26%)	86 (36%)	159 (29%)	129 (26%)
Going to several places	954 (69%)	246 (69%)	125 (62%)	107 (75%)	109 (66%)	172 (72%)	139 (68%)	56 (74%)	152 (64%)	390 (71%)	367 (74%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 3: Other places visited as part of the trip (Q3)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Grocery shops	580 (61%)	142 (57%)	80 (63%)	73 (68%)	59 (54%)	119 (69%)	74 (53%)	33 (59%)	88 (58%)	229 (59%)	242 (66%)
Other shops	424 (44%)	108 (44%)	55 (44%)	49 (46%)	36 (33%)	79 (46%)	64 (46%)	33 (59%)	71 (46%)	165 (42%)	164 (45%)
Cafe	178 (19%)	62 (25%)	35 (28%)	11 (10%)	10 (9%)	24 (14%)	25 (18%)	11 (20%)	32 (21%)	87 (22%)	57 (16%)
Private home	104 (11%)	35 (14%)	9 (7%)	12 (11%)	16 (15%)	13 (8%)	13 (9%)	6 (11%)	17 (11%)	42 (11%)	41 (11%)
Indoor leisure place	49 (5%)	14 (6%)	7 (6%)	–	13 (12%)	7 (4%)	6 (4%)	2 (4%)	10 (7%)	25 (6%)	13 (4%)
Outdoor leisure place	35 (4%)	11 (4%)	5 (4%)	4 (4%)	3 (3%)	8 (5%)	2 (1%)	2 (4%)	8 (5%)	15 (4%)	11 (3%)
Restaurant	25 (3%)	5 (2%)	6 (5%)	6 (6%)	2 (2%)	3 (2%)	2 (1%)	1 (2%)	6 (4%)	4 (1%)	14 (4%)
Other	249 (26%)	76 (31%)	25 (20%)	32 (30%)	32 (29%)	37 (21%)	32 (23%)	15 (27%)	34 (22%)	105 (27%)	95 (26%)
Total	1,644 (172%)	453 (183%)	222 (176%)	187 (175%)	171 (157%)	290 (168%)	218 (157%)	103 (184%)	266 (174%)	672 (172%)	637 (174%)
Actual respondents	957 (100%)	247 (100%)	126 (100%)	107 (100%)	109 (100%)	173 (100%)	139 (100%)	56 (100%)	153 (100%)	391 (100%)	367 (100%)

Table 4: Main transport (Q4)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Car	1,051 (76%)	271 (76%)	97 (48%)	118 (83%)	146 (89%)	200 (84%)	157 (77%)	62 (82%)	146 (61%)	451 (82%)	391 (79%)
Bus	61 (4%)	13 (4%)	15 (7%)	2 (1%)	6 (4%)	9 (4%)	14 (7%)	2 (3%)	29 (12%)	14 (3%)	9 (2%)
Train	17 (1%)	3 (1%)	10 (5%)	1 (1%)	–	1 (*%)	1 (*%)	1 (1%)	11 (5%)	1 (*%)	3 (1%)
Tram	17 (1%)	–	15 (7%)	1 (1%)	1 (1%)	–	–	–	5 (2%)	2 (*%)	8 (2%)
Other	234 (17%)	68 (19%)	65 (32%)	20 (14%)	11 (7%)	28 (12%)	31 (15%)	11 (14%)	47 (20%)	81 (15%)	85 (17%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 5: Distance travelled (Q5)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
1-5 km	688 (53%)	182 (54%)	115 (59%)	72 (53%)	69 (43%)	112 (50%)	102 (56%)	36 (50%)	117 (51%)	276 (53%)	242 (52%)
6-10 km	275 (21%)	70 (21%)	34 (17%)	9 (7%)	42 (26%)	55 (24%)	52 (29%)	13 (18%)	45 (20%)	116 (22%)	95 (20%)
11-15 km	91 (7%)	15 (4%)	21 (11%)	5 (4%)	15 (9%)	22 (10%)	7 (4%)	6 (8%)	21 (9%)	38 (7%)	27 (6%)
16-20 km	86 (7%)	20 (6%)	15 (8%)	5 (4%)	16 (10%)	15 (7%)	13 (7%)	2 (3%)	20 (9%)	35 (7%)	26 (6%)
20+ km	169 (13%)	53 (16%)	10 (5%)	44 (33%)	17 (11%)	22 (10%)	8 (4%)	15 (21%)	26 (11%)	59 (11%)	74 (16%)
Mean score	12.3	12.6	13.0	19.4**	14.5	10.3	7.0**	12.1	13.2	11.4	13.4
Total	1,309 (100%)	340 (100%)	195 (100%)	135 (100%)	159 (100%)	226 (100%)	182 (100%)	72 (100%)	229 (100%)	524 (100%)	464 (100%)

Table 6: Travel costs for this trip (Q6)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
\$1	1,045 (76%)	251 (71%)	137 (69%)	117 (83%)	130 (80%)	194 (82%)	156 (77%)	60 (80%)	156 (66%)	415 (76%)	398 (81%)
\$1-5	240 (17%)	78 (22%)	42 (21%)	12 (9%)	23 (14%)	36 (15%)	40 (20%)	9 (12%)	59 (25%)	98 (18%)	69 (14%)
\$6-10	43 (3%)	14 (4%)	8 (4%)	6 (4%)	4 (2%)	3 (1%)	3 (1%)	5 (7%)	10 (4%)	16 (3%)	13 (3%)
\$10+	45 (3%)	12 (3%)	13 (7%)	6 (4%)	6 (4%)	4 (2%)	3 (1%)	1 (1%)	11 (5%)	18 (3%)	14 (3%)
Mean score	1.4	1.5	2.1**	1.4	1.3	.8*	.9	1.3	2.0**	1.4	1.1
Total	1,373 (100%)	355 (100%)	200 (100%)	141 (100%)	163 (100%)	237 (100%)	202 (100%)	75 (100%)	236 (100%)	547 (100%)	494 (100%)

Table 7: Other expenditure this trip (Q7)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Less than \$20	779 (56%)	199 (56%)	120 (59%)	67 (47%)	104 (63%)	132 (55%)	118 (58%)	39 (51%)	147 (62%)	304 (55%)	253 (51%)
\$20-49	259 (19%)	70 (20%)	50 (25%)	23 (16%)	27 (16%)	48 (20%)	33 (16%)	8 (11%)	41 (17%)	105 (19%)	103 (21%)
\$50-100	231 (17%)	68 (19%)	24 (12%)	25 (18%)	21 (13%)	38 (16%)	41 (20%)	14 (18%)	36 (15%)	95 (17%)	92 (19%)
More than \$100	111 (8%)	18 (5%)	8 (4%)	27 (19%)	12 (7%)	20 (8%)	11 (5%)	15 (20%)	14 (6%)	45 (8%)	48 (10%)
Mean score	42.1	34.6	57.6	63.8	32.8	36.7	31.5	60.1	29.9	43.7	50.9
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 8: Time spent at library this trip (Q8)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Less half an hour	639 (46%)	192 (54%)	97 (48%)	80 (56%)	67 (41%)	125 (53%)	49 (24%)	29 (38%)	68 (29%)	252 (46%)	276 (56%)
Half an hour to one hour	577 (42%)	146 (41%)	72 (36%)	48 (34%)	72 (44%)	90 (38%)	106 (52%)	43 (57%)	122 (51%)	245 (45%)	180 (36%)
One to one and half an hour	58 (4%)	10 (3%)	10 (5%)	5 (4%)	9 (5%)	11 (5%)	13 (6%)	-	14 (6%)	23 (4%)	14 (3%)
One and half an hour to two hours	58 (4%)	5 (1%)	9 (4%)	4 (3%)	8 (5%)	7 (3%)	22 (11%)	3 (4%)	19 (8%)	17 (3%)	16 (3%)
More than two hours	48 (3%)	2 (1%)	14 (7%)	5 (4%)	8 (5%)	5 (2%)	13 (6%)	1 (1%)	15 (6%)	12 (2%)	10 (2%)
Mean score	41.5	28.2**	52.9**	35.0	44.7	35.6	61.4**	43.2	56.3**	36.7**	35.3**
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 9: Average use of this library service (Q9)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Weekly or more often	675 (49%)	182 (51%)	80 (40%)	48 (34%)	84 (51%)	145 (61%)	110 (54%)	26 (34%)	114 (48%)	261 (48%)	250 (50%)
Once every 1-2 weeks	398 (29%)	111 (31%)	56 (28%)	50 (35%)	49 (30%)	58 (24%)	49 (24%)	25 (33%)	68 (29%)	157 (29%)	141 (28%)
Once every 3-4 weeks	215 (16%)	48 (14%)	36 (18%)	33 (23%)	18 (11%)	29 (12%)	35 (17%)	16 (21%)	37 (16%)	89 (16%)	84 (17%)
Once every 5-8 weeks	52 (4%)	10 (3%)	15 (7%)	7 (5%)	9 (5%)	3 (1%)	5 (2%)	3 (4%)	10 (4%)	22 (4%)	14 (3%)
3-4 times a year	26 (2%)	3 (1%)	7 (3%)	3 (2%)	2 (1%)	3 (1%)	3 (1%)	5 (7%)	7 (3%)	13 (2%)	5 (1%)
1-2 times a year	7 (1%)	-	3 (1%)	-	2 (1%)	-	1 (*)	1 (1%)	2 (1%)	4 (1%)	-
Less than once a year	7 (1%)	1 (*)	5 (2%)	1 (1%)	-	-	-	-	-	3 (1%)	2 (*)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 10. Accessed library website (Elsewhere) (Q10)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Yes	877 (64%)	266 (75%)	133 (66%)	38 (27%)	103 (63%)	173 (73%)	118 (58%)	46 (61%)	173 (73%)	400 (73%)	245 (49%)
No	503 (36%)	89 (25%)	69 (34%)	104 (73%)	61 (37%)	65 (27%)	85 (42%)	30 (39%)	65 (27%)	149 (27%)	251 (51%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 11: Accessed library website (Elsewhere, past month) (Q11)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Never	70 (8%)	8 (3%)	17 (13%)	4 (11%)	14 (14%)	8 (5%)	13 (11%)	6 (14%)	12 (7%)	35 (9%)	19 (8%)
1-5	472 (55%)	125 (49%)	83 (65%)	31 (82%)	50 (49%)	80 (47%)	72 (62%)	31 (70%)	103 (61%)	205 (52%)	134 (57%)
6-10	140 (16%)	62 (24%)	11 (9%)	-	17 (17%)	32 (19%)	14 (12%)	4 (9%)	24 (14%)	74 (19%)	33 (14%)
11-15	52 (6%)	17 (7%)	10 (8%)	2 (5%)	7 (7%)	10 (6%)	5 (4%)	1 (2%)	14 (8%)	20 (5%)	14 (6%)
More than 15	122 (14%)	43 (17%)	6 (5%)	1 (3%)	15 (15%)	42 (24%)	13 (11%)	2 (5%)	16 (9%)	60 (15%)	36 (15%)
Mean score of total respondents (1,380)	8.0	9.2	5.1*	2.8*	6.8	12.7**	5.7	3.5*	6.7	8.6	7.5
Total	856 (100%)	255 (100%)	127 (100%)	38 (100%)	103 (100%)	172 (100%)	117 (100%)	44 (100%)	169 (100%)	394 (100%)	236 (100%)

Table 12: Purpose classification (Q12)

	Main purpose	Secondary purpose	Not a purpose	Total
Recreation	947 (69%)	183 (13%)	250 (18%)	1,380 (100%)
Study/education	327 (24%)	340 (25%)	713 (52%)	1,380 (100%)
To look something up	357 (26%)	358 (26%)	665 (48%)	1,380 (100%)
Social	146 (11%)	229 (17%)	1,005 (73%)	1,380 (100%)
Accompanying others	153 (11%)	206 (15%)	1,021 (74%)	1,380 (100%)

Table 13: Purpose classification (Recreation) (Q12)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Main purpose	947 (69%)	263 (74%)	125 (62%)	103 (73%)	115 (70%)	176 (74%)	121 (60%)	44 (58%)	151 (63%)	393 (72%)	353 (71%)
Secondary purpose	183 (13%)	40 (11%)	40 (20%)	16 (11%)	18 (11%)	24 (10%)	28 (14%)	17 (22%)	52 (22%)	73 (13%)	42 (8%)
Not a purpose	250 (18%)	52 (15%)	37 (18%)	23 (16%)	31 (19%)	38 (16%)	54 (27%)	15 (20%)	35 (15%)	83 (15%)	101 (20%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 14: Purpose classification (Study/education) (Q12)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Main purpose	327 (24%)	73 (21%)	74 (37%)	24 (17%)	31 (19%)	52 (22%)	54 (27%)	19 (25%)	91 (38%)	127 (3%)	71 (14%)
Secondary purpose	340 (25%)	99 (28%)	51 (25%)	26 (18%)	45 (27%)	60 (25%)	41 (20%)	18 (24%)	68 (29%)	156 (28%)	100 (20%)
Not a purpose	713 (52%)	183 (52%)	77 (38%)	92 (65%)	88 (54%)	126 (53%)	108 (53%)	39 (51%)	79 (33%)	266 (48%)	325 (66%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 15: Purpose classification (To look something up) (Q12)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Main purpose	357 (26%)	74 (21%)	75 (37%)	36 (25%)	33 (20%)	49 (21%)	64 (32%)	26 (34%)	79 (33%)	129 (23%)	120 (24%)
Secondary purpose	358 (26%)	103 (29%)	58 (29%)	22 (15%)	43 (26%)	66 (28%)	47 (23%)	19 (25%)	75 (32%)	156 (28%)	101 (20%)
Not a purpose	665 (48%)	178 (50%)	69 (34%)	84 (59%)	88 (54%)	123 (52%)	92 (45%)	31 (41%)	84 (35%)	264 (48%)	275 (55%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 16: Purpose classification (Social) (Q12)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Main purpose	146 (11%)	26 (7%)	36 (18%)	20 (14%)	13 (8%)	24 (10%)	17 (8%)	10 (13%)	32 (13%)	54 (10%)	43 (9%)
Secondary purpose	229 (17%)	57 (16%)	30 (15%)	30 (21%)	18 (11%)	49 (21%)	28 (14%)	17 (22%)	60 (25%)	94 (17%)	60 (12%)
Not a purpose	1,005 (73%)	272 (77%)	136 (67%)	92 (65%)	133 (81%)	165 (69%)	158 (78%)	49 (64%)	146 (61%)	401 (73%)	393 (79%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 17: Purpose classification (Accompanying others) (Q12)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Main purpose	153 (11%)	27 (8%)	40 (20%)	12 (8%)	17 (10%)	23 (10%)	20 (10%)	14 (18%)	38 (16%)	65 (12%)	29 (6%)
Secondary purpose	206 (15%)	55 (15%)	34 (17%)	19 (13%)	25 (15%)	34 (14%)	29 (14%)	10 (13%)	51 (21%)	107 (19%)	33 (7%)
Not a purpose	1,021 (74%)	273 (77%)	128 (63%)	111 (78%)	122 (74%)	181 (76%)	154 (76%)	52 (68%)	149 (63%)	377 (69%)	434 (88%)
Total	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 18: Intended library activities this visit (Q13)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Read, watch or listen to library materials	3,550 (257%)	856 (241%)	509 (252%)	363 (256%)	420 (256%)	690 (290%)	514 (253%)	198 (261%)	671 (282%)	1,449 (264%)	1,139 (230%)
Borrow books or other print materials	1,185 (86%)	316 (89%)	153 (76%)	127 (89%)	138 (84%)	219 (92%)	162 (80%)	70 (92%)	190 (80%)	484 (88%)	437 (88%)
Borrow videos, CDs or DVDs	761 (55%)	211 (59%)	90 (45%)	65 (46%)	100 (61%)	166 (70%)	89 (44%)	40 (53%)	137 (58%)	342 (62%)	224 (45%)
Access the internet	289 (21%)	49 (14%)	65 (32%)	46 (32%)	32 (20%)	43 (18%)	42 (21%)	12 (16%)	83 (35%)	107 (19%)	63 (13%)
Use reference materials	263 (19%)	53 (15%)	47 (23%)	29 (20%)	29 (18%)	44 (18%)	42 (21%)	19 (25%)	52 (22%)	91 (17%)	98 (20%)
Seek staff assistance with reference enquiries	250 (18%)	67 (19%)	25 (12%)	31 (22%)	33 (20%)	58 (24%)	24 (12%)	12 (16%)	39 (16%)	100 (18%)	95 (19%)
Use the computers for other purposes	146 (11%)	26 (7%)	35 (17%)	18 (13%)	12 (7%)	25 (11%)	26 (13%)	4 (5%)	32 (13%)	56 (10%)	40 (8%)
Attend a program, event or activity	128 (9%)	22 (6%)	15 (7%)	12 (8%)	10 (6%)	33 (14%)	27 (13%)	9 (12%)	29 (12%)	59 (11%)	30 (6%)
Use a study desk/meeting room	110 (8%)	16 (5%)	21 (10%)	8 (6%)	15 (9%)	18 (8%)	25 (12%)	7 (9%)	29 (12%)	31 (6%)	31 (6%)
Meet socially with friends	74 (5%)	13 (4%)	15 (7%)	4 (3%)	9 (5%)	17 (7%)	10 (5%)	6 (8%)	9 (4%)	34 (6%)	19 (4%)
Attend a civic/community meeting	24 (2%)	5 (1%)	4 (2%)	2 (1%)	4 (2%)	4 (2%)	2 (1%)	3 (4%)	-	15 (3%)	7 (1%)
Actual respondents	1,380 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	203 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 19: Satisfaction rating (Q15)

	5	4	3	2	1	Total
Overall service	981 (72%)	95 (22%)	63 (5%)	13 (1%)	10 (1%)	1,362 (100%)
Collection	594 (48%)	379 (31%)	206 (17%)	40 (3%)	18 (1%)	1,237 (100%)
Computers	380 (43%)	278 (31%)	166 (19%)	41 (5%)	19 (2%)	884 (100%)
Desks/meeting rooms	301 (38%)	206 (26%)	174 (22%)	68 (9%)	41 (5%)	790 (100%)
Amenity of the building	541 (46%)	356 (30%)	191 (16%)	47 (4%)	42 (4%)	1,177 (100%)
Staff assistance	996 (75%)	238 (18%)	53 (4%)	28 (2%)	19 (1%)	1,334 (100%)

Table 20: Satisfaction rating (Overall service) (Q15)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	981 (72%)	260 (74%)	124 (64%)	121 (86%)	121 (74%)	186 (78%)	140 (71%)	29 (39%)	143 (61%)	381 (70%)	392 (80%)
4	295 (22%)	74 (21%)	48 (25%)	17 (12%)	39 (24%)	42 (18%)	48 (24%)	27 (36%)	69 (29%)	137 (25%)	69 (14%)
3	63 (5%)	14 (4%)	14 (7%)	1 (1%)	3 (2%)	7 (3%)	9 (5%)	15 (20%)	18 (8%)	16 (3%)	22 (4%)
2	13 (1%)	2 (1%)	3 (2%)	1 (1%)	1 (1%)	2 (1%)	1 (1%)	3 (4%)	2 (1%)	4 (1%)	6 (1%)
1	10 (1%)	2 (1%)	6 (3%)	-	-	1 (*)	-	1 (1%)	3 (1%)	4 (1%)	2 (*)
Mean score	4.6	4.7	4.4**	4.8**	4.7	4.7*	4.7	4.1**	4.5**	4.6	4.7**
Total	1,362 (100%)	352 (100%)	195 (100%)	140 (100%)	164 (100%)	238 (100%)	198 (100%)	75 (100%)	235 (100%)	542 (100%)	491 (100%)

Table 21: Satisfaction rating (Collection) (Q15)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	594 (48%)	178 (53%)	77 (43%)	63 (54%)	77 (52%)	99 (46%)	87 (50%)	13 (18%)	79 (34%)	235 (47%)	233 (56%)
4	379 (31%)	90 (27%)	56 (31%)	41 (35%)	42 (29%)	69 (32%)	59 (34%)	22 (31%)	83 (36%)	160 (32%)	113 (27%)
3	206 (17%)	52 (16%)	36 (20%)	7 (6%)	24 (16%)	40 (19%)	21 (12%)	26 (37%)	53 (23%)	86 (17%)	50 (12%)
2	40 (3%)	7 (2%)	7 (4%)	3 (3%)	4 (3%)	4 (2%)	5 (3%)	10 (14%)	10 (4%)	15 (3%)	15 (4%)
1	18 (1%)	8 (2%)	5 (3%)	2 (2%)	-	1 (*)	2 (1%)	-	4 (2%)	7 (1%)	6 (1%)
Mean score	4.2	4.3	4.1*	4.4*	4.3	4.2	4.3	3.5**	4.0**	4.2	4.3**
Total	790 (100%)	189 (100%)	130 (100%)	84 (100%)	83 (100%)	136 (100%)	120 (100%)	48 (100%)	175 (100%)	319 (100%)	234 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 22: Satisfaction rating (Computers) (Q15)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	380 (43%)	85 (39%)	63 (40%)	57 (67%)	45 (45%)	57 (39%)	63 (49%)	10 (20%)	74 (38%)	153 (41%)	115 (49%)
4	278 (31%)	71 (33%)	48 (31%)	15 (18%)	41 (41%)	57 (39%)	32 (25%)	14 (27%)	61 (31%)	132 (35%)	70 (30%)
3	166 (19%)	43 (20%)	33 (21%)	9 (11%)	10 (10%)	27 (18%)	28 (22%)	16 (31%)	47 (24%)	70 (19%)	32 (14%)
2	41 (5%)	10 (5%)	6 (4%)	2 (2%)	3 (3%)	4 (3%)	5 (4%)	11 (22%)	10 (5%)	16 (4%)	11 (5%)
1	19 (2%)	7 (3%)	7 (4%)	2 (2%)	1 (1%)	1 (1%)	1 (1%)	-	3 (2%)	5 (1%)	9 (4%)
Mean score	4.1	4.0	4.0	4.4**	4.3	4.1	4.2	3.5**	4.0	4.1	4.1
Total	884 (100%)	216 (100%)	157 (100%)	85 (100%)	100 (100%)	146 (100%)	129 (100%)	51 (100%)	195 (100%)	376 (100%)	237 (100%)

Table 23: Satisfaction rating (Desks/meeting rooms) (Q15)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	301 (38%)	58 (31%)	44 (34%)	50 (60%)	31 (37%)	51 (38%)	59 (49%)	8 (17%)	57 (33%)	114 (36%)	103 (44%)
4	206 (26%)	45 (24%)	33 (25%)	16 (19%)	24 (29%)	42 (31%)	33 (28%)	13 (27%)	41 (23%)	88 (28%)	64 (27%)
3	174 (22%)	42 (22%)	30 (23%)	14 (17%)	19 (23%)	33 (24%)	21 (18%)	15 (31%)	50 (29%)	76 (24%)	34 (15%)
2	68 (9%)	26 (14%)	12 (9%)	1 (1%)	7 (8%)	7 (5%)	5 (4%)	10 (21%)	22 (13%)	24 (8%)	15 (6%)
1	41 (5%)	18 (10%)	11 (8%)	3 (4%)	2 (2%)	3 (2%)	2 (2%)	2 (4%)	5 (3%)	17 (5%)	18 (8%)
Mean score	3.8	3.5**	3.7	4.3**	3.9	4.0	4.2**	3.3**	3.7	3.8	3.9
Total	790 (100%)	189 (100%)	130 (100%)	84 (100%)	83 (100%)	136 (100%)	120 (100%)	48 (100%)	175 (100%)	319 (100%)	234 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 24: Satisfaction rating (Amenity of the building) (Q15)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	541 (46%)	117 (39%)	81 (45%)	69 (68%)	57 (40%)	107 (51%)	89 (53%)	21 (30%)	85 (40%)	203 (41%)	212 (55%)
4	356 (30%)	83 (27%)	53 (30%)	23 (23%)	57 (40%)	59 (28%)	52 (31%)	29 (41%)	69 (33%)	167 (34%)	94 (24%)
3	191 (16%)	64 (21%)	28 (16%)	6 (6%)	20 (14%)	36 (17%)	23 (14%)	14 (20%)	41 (19%)	86 (17%)	50 (13%)
2	47 (4%)	18 (6%)	8 (4%)	2 (2%)	5 (4%)	7 (3%)	2 (1%)	5 (7%)	8 (4%)	23 (5%)	15 (4%)
1	42 (4%)	21 (7%)	9 (5%)	2 (2%)	3 (2%)	2 (1%)	3 (2%)	2 (3%)	9 (4%)	14 (3%)	16 (4%)
Mean score	4.1	3.8**	4.1	4.5**	4.1	4.2*	4.3**	3.9*	4.0	4.1	4.2*
Total	1,177 (100%)	303 (100%)	179 (100%)	102 (100%)	142 (100%)	211 (100%)	169 (100%)	71 (100%)	212 (100%)	493 (100%)	387 (100%)

Table 25: Satisfaction rating (Staff assistance) (Q15)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
5	996 (75%)	268 (77%)	122 (64%)	123 (90%)	119 (75%)	179 (76%)	154 (80%)	31 (43%)	146 (64%)	393 (73%)	394 (83%)
4	238 (18%)	63 (18%)	40 (21%)	11 (8%)	34 (22%)	45 (19%)	30 (16%)	15 (21%)	53 (23%)	115 (21%)	53 (11%)
3	53 (4%)	9 (3%)	16 (8%)	2 (1%)	3 (2%)	8 (3%)	6 (3%)	9 (13%)	18 (8%)	14 (3%)	15 (3%)
2	28 (2%)	5 (1%)	5 (3%)	–	2 (1%)	4 (2%)	3 (2%)	9 (13%)	8 (3%)	8 (1%)	7 (1%)
1	19 (1%)	2 (1%)	9 (5%)	–	–	–	–	8 (11%)	4 (2%)	7 (1%)	6 (1%)
Mean score	4.6	4.7*	4.4**	4.9**	4.7	4.7	4.7*	3.7**	4.4**	4.6	4.7**
Total	1,334 (100%)	347 (100%)	192 (100%)	136 (100%)	158 (100%)	236 (100%)	193 (100%)	72 (100%)	229 (100%)	537 (100%)	475 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 26: Reasons for this visit (Q16)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
The library has an extensive range of materials	916 (66%)	244 (69%)	115 (57%)	94 (66%)	121 (74%)	166 (70%)	132 (65%)	44 (58%)	134 (56%)	381 (69%)	338 (68%)
Professional staff support is available	462 (34%)	104 (29%)	49 (24%)	73 (51%)	55 (34%)	99 (42%)	64 (32%)	18 (24%)	48 (20%)	176 (32%)	214 (43%)
You enjoy the atmosphere	633 (46%)	141 (40%)	84 (42%)	77 (54%)	78 (48%)	127 (53%)	92 (46%)	34 (45%)	119 (50%)	250 (46%)	225 (45%)
It saved you time	176 (13%)	44 (12%)	33 (16%)	9 (6%)	21 (13%)	41 (17%)	19 (9%)	9 (12%)	38 (16%)	76 (14%)	47 (9%)
It saved you money	466 (34%)	144 (41%)	68 (34%)	28 (20%)	51 (31%)	95 (40%)	57 (28%)	23 (30%)	94 (39%)	226 (41%)	116 (23%)
Other	388 (28%)	91 (26%)	53 (26%)	33 (23%)	45 (27%)	76 (32%)	61 (30%)	29 (38%)	64 (27%)	143 (26%)	149 (30%)
Total	3,041 (221%)	768 (216%)	402 (199%)	314 (221%)	371 (226%)	604 (254%)	425 (210%)	157 (207%)	497 (209%)	1,252 (228%)	1,089 (220%)
Actual respondents	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 27: Time saved in today's visit (Q17A)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Less half an hour	82 (47%)	19 (43%)	14 (42%)	5 (56%)	15 (71%)	18 (44%)	6 (32%)	5 (56%)	17 (45%)	33 (43%)	22 (7%)
Half an hour to one hour	68 (39%)	20 (45%)	12 (36%)	3 (33%)	5 (24%)	16 (39%)	9 (47%)	3 (33%)	14 (37%)	33 (43%)	19 (40%)
One to one and half an hour	3 (2%)	–	–	–	–	2 (5%)	1 (5%)	–	1 (3%)	–	2 (4%)
One and half an hour to two hours	10 (6%)	3 (7%)	4 (12%)	–	–	2 (5%)	1 (5%)	–	3 (8%)	4 (5%)	2 (4%)
More than two hours	13 (7%)	2 (5%)	3 (9%)	1 (11%)	1 (5%)	3 (7%)	2 (11%)	1 (11%)	3 (8%)	6 (8%)	2 (4%)
Mean score	69.3	56.1	89.1	53.7	52.7	57.3	72.9	156.0	65.3	53.6	94.1
Total	176 (100%)	44 (100%)	33 (100%)	9 (100%)	21 (100%)	41 (100%)	19 (100%)	9 (100%)	38 (100%)	76 (100%)	47 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 28: Money saved in today's visit (Q17B)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Less than \$20	179 (38%)	37 (26%)	31 (46%)	12 (43%)	22 (43%)	36 (38%)	31 (54%)	10 (43%)	36 (38%)	75 (33%)	49 (42%)
\$20-50	165 (35%)	58 (40%)	25 (37%)	9 (32%)	19 (37%)	31 (33%)	15 (26%)	8 (35%)	42 (45%)	78 (35%)	37 (32%)
\$51-100	70 (15%)	31 (22%)	8 (12%)	7 (25%)	5 (10%)	12 (13%)	5 (9%)	2 (9%)	8 (9%)	39 (17%)	23 (20%)
\$101-150	14 (3%)	7 (5%)	-	-	2 (4%)	4 (4%)	1 (2%)	-	2 (2%)	10 (4%)	2 (2%)
More than \$150	38 (8%)	11 (8%)	4 (6%)	-	3 (6%)	12 (13%)	5 (9%)	3 (13%)	6 (6%)	24 (11%)	5 (4%)
Mean score	69.5	67.7	50.2	48.8	54.3	97.7**	64.7	96.6	59.2	81.6*	53.5
Total	466 (100%)	144 (100%)	68 (100%)	28 (100%)	51 (100%)	95 (100%)	57 (100%)	23 (100%)	94 (100%)	226 (100%)	116 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 29: Opinion personal benefits (Q20)

	Major benefit	Minor benefit	Not a benefit	Total
Supported my involvement in educational courses	362 (26%)	340 (25%)	677 (49%)	1,380 (100%)
Supported my children's early (0–5 years) development	437 (32%)	110 (8%)	832 (60%)	1,380 (100%)
Supported my children's education	463 (34%)	183 (13%)	733 (53%)	1,380 (100%)
Facilitated my pursuit of (informal) lifelong learning	715 (52%)	366 (27%)	298 (22%)	1,380 (100%)
Helped me to develop English language skills	142 (10%)	161 (12%)	1,076 (78%)	1,380 (100%)
Clarified my understanding of legal or medical information	181 (13%)	323 (23%)	875 (63%)	1,380 (100%)
Helped me accomplish tasks and/or achieve goals	449 (33%)	420 (30%)	510 (37%)	1,380 (100%)
Contributed to enjoyable and meaningful pastimes	1,056 (77%)	196 (14%)	127 (9%)	1,380 (100%)
Helped me get a new job or promotion	142 (10%)	192 (14%)	1,045 (76%)	1,380 (100%)
Made me more productive in my job	177 (13%)	241 (17%)	961 (70%)	1,380 (100%)
Helped me improve or start a business	86 (6%)	109 (8%)	1,184 (86%)	1,380 (100%)
Fostered my sense of community or belonging	384 (28%)	475 (34%)	520 (38%)	1,380 (100%)
Helped me get information I could not get elsewhere	639 (46%)	386 (28%)	354 (26%)	1,380 (100%)
Helped me pursue hobbies and interests	894 (65%)	279 (20%)	206 (15%)	1,380 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 30: Opinion (Supported my involvement in educational courses) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	362 (26%)	72 (20%)	67 (33%)	31 (22%)	43 (26%)	59 (25%)	66 (33%)	24 (32%)	101 (42%)	153 (28%)	77 (16%)
Minor benefit	340 (25%)	95 (27%)	60 (30%)	29 (20%)	40 (24%)	55 (23%)	40 (20%)	21 (28%)	63 (26%)	168 (31%)	86 (17%)
Not a benefit	677 (49%)	188 (53%)	75 (37%)	82 (58%)	81 (49%)	124 (52%)	96 (48%)	31 (41%)	74 (31%)	228 (42%)	333 (67%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 31: Opinion (Supported my children's early (0-5 years) development) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	437 (32%)	106 (30%)	68 (34%)	37 (26%)	47 (29%)	80 (34%)	73 (36%)	26 (34%)	88 (37%)	259 (47%)	70 (14%)
Minor benefit	110 (8%)	31 (9%)	22 (11%)	11 (8%)	15 (9%)	13 (5%)	11 (5%)	7 (9%)	25 (11%)	53 (10%)	27 (5%)
Not a benefit	832 (60%)	218 (61%)	112 (55%)	94 (66%)	102 (62%)	145 (61%)	118 (58%)	43 (57%)	125 (53%)	237 (43%)	399 (80%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 32: Opinion (Supported my children's education) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	463 (34%)	110 (31%)	67 (33%)	37 (26%)	51 (31%)	90 (38%)	83 (41%)	25 (33%)	78 (33%)	278 (51%)	86 (17%)
Minor benefit	183 (13%)	51 (14%)	25 (12%)	17 (12%)	28 (17%)	31 (13%)	18 (9%)	13 (17%)	31 (13%)	99 (18%)	40 (8%)
Not a benefit	733 (53%)	194 (55%)	110 (54%)	88 (62%)	85 (52%)	117 (49%)	101 (50%)	38 (50%)	129 (54%)	172 (31%)	370 (75%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 33: Opinion (Facilitated my pursuit of [informal] lifelong learning) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	715 (52%)	190 (54%)	112 (55%)	59 (42%)	78 (48%)	138 (58%)	102 (50%)	36 (47%)	120 (50%)	303 (55%)	247 (50%)
Minor benefit	366 (27%)	98 (28%)	55 (27%)	40 (28%)	40 (24%)	57 (24%)	52 (26%)	24 (32%)	79 (33%)	161 (29%)	102 (21%)
Not a benefit	298 (22%)	67 (19%)	35 (17%)	43 (30%)	46 (28%)	43 (18%)	48 (24%)	16 (21%)	39 (16%)	85 (15%)	147 (30%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 34: Opinion (Helped me to develop English language skills) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	142 (10%)	29 (8%)	38 (19%)	8 (6%)	15 (9%)	11 (5%)	32 (16%)	9 (12%)	41 (17%)	49 (9%)	32 (6%)
Minor benefit	161 (12%)	36 (10%)	30 (15%)	13 (9%)	19 (12%)	23 (10%)	29 (14%)	11 (14%)	44 (8%)	67 (2%)	37 (7%)
Not a benefit	1,076 (78%)	290 (82%)	134 (66%)	121 (85%)	130 (79%)	204 (86%)	141 (70%)	56 (74%)	153 (64%)	433 (79%)	427 (86%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 35: Opinion (Clarified my understanding of legal or medical information) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	181 (13%)	34 (10%)	39 (19%)	15 (11%)	21 (13%)	26 (11%)	34 (17%)	12 (16%)	41 (17%)	68 (12%)	54 (11%)
Minor benefit	323 (23%)	91 (26%)	53 (26%)	29 (20%)	27 (16%)	62 (26%)	40 (20%)	21 (28%)	50 (21%)	159 (29%)	94 (19%)
Not a benefit	875 (63%)	230 (65%)	110 (54%)	98 (69%)	116 (71%)	150 (63%)	128 (63%)	43 (57%)	147 (62%)	322 (59%)	348 (70%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 36: Opinion (Helped me accomplish tasks and/or achieve goals) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	449 (33%)	97 (27%)	78 (39%)	35 (25%)	51 (31%)	78 (33%)	83 (41%)	27 (36%)	102 (43%)	193 (35%)	112 (23%)
Minor benefit	420 (30%)	113 (32%)	65 (32%)	32 (23%)	51 (31%)	90 (38%)	47 (23%)	22 (29%)	83 (35%)	194 (35%)	123 (25%)
Not a benefit	510 (37%)	145 (41%)	59 (29%)	75 (53%)	62 (38%)	70 (29%)	72 (36%)	27 (36%)	53 (22%)	162 (30%)	261 (53%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 37: Opinion (Contributed to enjoyable and meaningful pastimes) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	1,056 (77%)	291 (82%)	134 (66%)	110 (77%)	125 (76%)	198 (83%)	146 (72%)	52 (68%)	167 (70%)	433 (79%)	395 (80%)
Minor benefit	196 (14%)	45 (13%)	45 (22%)	14 (10%)	21 (13%)	24 (10%)	33 (16%)	14 (18%)	52 (22%)	78 (14%)	46 (9%)
Not a benefit	127 (9%)	19 (5%)	23 (11%)	18 (13%)	18 (11%)	16 (7%)	23 (11%)	10 (13%)	19 (8%)	38 (7%)	55 (11%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 38: Opinion (Helped me get a new job or promotion) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	142 (10%)	20 (6%)	32 (16%)	17 (12%)	20 (12%)	21 (9%)	26 (13%)	6 (8%)	38 (16%)	67 (12%)	23 (5%)
Minor benefit	192 (14%)	42 (12%)	44 (22%)	15 (11%)	11 (7%)	34 (14%)	32 (16%)	14 (18%)	50 (21%)	96 (17%)	34 (7%)
Not a benefit	1,045 (76%)	293 (83%)	126 (62%)	110 (77%)	133 (81%)	183 (77%)	144 (71%)	56 (74%)	150 (63%)	386 (70%)	439 (89%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 39: Opinion (Made me more productive in my job) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	177 (13%)	40 (11%)	39 (19%)	14 (10%)	22 (13%)	28 (12%)	27 (13%)	7 (9%)	41 (17%)	86 (16%)	36 (7%)
Minor benefit	241 (17%)	57 (16%)	43 (21%)	21 (15%)	21 (13%)	39 (16%)	42 (21%)	18 (24%)	61 (26%)	119 (22%)	51 (10%)
Not a benefit	961 (70%)	258 (73%)	120 (59%)	107 (75%)	121 (74%)	171 (72%)	133 (66%)	51 (67%)	136 (57%)	344 (63%)	409 (82%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 40: Opinion (Helped me improve or start a business) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	86 (6%)	14 (4%)	34 (17%)	7 (5%)	3 (2%)	13 (5%)	13 (6%)	2 (3%)	23 (10%)	32 (6%)	21 (4%)
Minor benefit	109 (8%)	24 (7%)	16 (8%)	15 (11%)	11 (7%)	14 (6%)	18 (9%)	11 (14%)	32 (13%)	57 (10%)	13 (3%)
Not a benefit	1,184 (86%)	317 (89%)	152 (75%)	120 (85%)	150 (91%)	211 (89%)	171 (85%)	63 (83%)	183 (77%)	460 (84%)	462 (93%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 41: Opinion (Fostered my sense of community or belonging) (Q20)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	384 (28%)	84 (24%)	64 (32%)	48 (34%)	35 (21%)	81 (34%)	52 (26%)	20 (26%)	59 (25%)	164 (30%)	136 (27%)
Minor benefit	475 (34%)	142 (40%)	73 (36%)	43 (30%)	55 (34%)	75 (32%)	57 (28%)	30 (39%)	95 (40%)	210 (38%)	142 (29%)
Not a benefit	520 (38%)	129 (36%)	65 (32%)	51 (36%)	74 (45%)	82 (34%)	93 (46%)	26 (34%)	84 (35%)	175 (32%)	218 (44%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 42: Opinion (Helped me get information I could not get elsewhere) (Q20)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	639 (46%)	152 (43%)	90 (45%)	71 (50%)	76 (46%)	123 (52%)	94 (47%)	33 (43%)	113 (47%)	258 (47%)	225 (45%)
Minor benefit	386 (28%)	105 (30%)	62 (31%)	27 (19%)	46 (28%)	67 (28%)	56 (28%)	23 (30%)	75 (32%)	173 (32%)	114 (23%)
Not a benefit	354 (26%)	98 (28%)	50 (25%)	44 (31%)	42 (26%)	48 (20%)	52 (26%)	20 (26%)	50 (21%)	118 (21%)	157 (32%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 43: Opinion (Helped me pursue hobbies and interests) (Q20)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	894 (65%)	248 (70%)	117 (58%)	77 (54%)	103 (63%)	183 (77%)	127 (63%)	39 (51%)	150 (63%)	379 (69%)	310 (63%)
Minor benefit	279 (20%)	62 (17%)	50 (25%)	31 (22%)	32 (20%)	39 (16%)	41 (20%)	24 (32%)	61 (26%)	115 (21%)	85 (17%)
Not a benefit	206 (15%)	45 (13%)	35 (17%)	34 (24%)	29 (18%)	16 (7%)	34 (17%)	13 (17%)	27 (11%)	55 (10%)	101 (20%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 44: Importance of cultural contribution (Q21)

	Major benefit	Minor benefit	Not a benefit	Total
Maintain relevant collections	1,076 (78%)	163 (12%)	140 (10%)	1,380 (100%)
Maintain local history collections	878 (64%)	323 (23%)	178 (13%)	1,380 (100%)
Exhibit local artworks	510 (37%)	571 (41%)	298 (22%)	1,380 (100%)
Arrange talks by visiting authors	646 (47%)	459 (33%)	274 (20%)	1,380 (100%)
Arrange live performances by local musicians, dancers and actors	423 (31%)	539 (39%)	417 (30%)	1,380 (100%)
Arrange multicultural activities	508 (37%)	491 (36%)	380 (28%)	1,380 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 45: Importance (Maintain relevant collections) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	1,076 (78%)	306 (86%)	150 (74%)	109 (77%)	119 (73%)	189 (79%)	139 (69%)	64 (84%)	178 (75%)	438 (80%)	397 (80%)
Minor benefit	163 (12%)	25 (7%)	34 (17%)	14 (10%)	25 (15%)	28 (12%)	30 (15%)	7 (9%)	37 (16%)	71 (13%)	41 (8%)
Not a benefit	140 (10%)	24 (7%)	18 (9%)	19 (13%)	20 (12%)	21 (9%)	33 (16%)	5 (7%)	23 (10%)	40 (7%)	58 (12%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 46: Importance (Maintain local history collections) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	878 (64%)	233 (66%)	128 (63%)	98 (69%)	88 (54%)	160 (67%)	117 (58%)	54 (71%)	123 (52%)	365 (66%)	341 (69%)
Minor benefit	323 (23%)	85 (24%)	47 (23%)	23 (16%)	48 (29%)	58 (24%)	46 (23%)	16 (21%)	76 (32%)	135 (25%)	85 (17%)
Not a benefit	178 (13%)	37 (10%)	27 (13%)	21 (15%)	28 (17%)	20 (8%)	39 (19%)	6 (8%)	39 (16%)	49 (9%)	70 (14%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 47: Importance (Exhibit local artworks) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	510 (37%)	118 (33%)	92 (46%)	72 (51%)	48 (29%)	92 (39%)	65 (32%)	23 (30%)	90 (38%)	195 (36%)	193 (39%)
Minor benefit	571 (41%)	165 (46%)	72 (36%)	38 (27%)	74 (45%)	107 (45%)	84 (42%)	31 (41%)	88 (37%)	268 (49%)	183 (37%)
Not a benefit	298 (22%)	72 (20%)	38 (19%)	32 (23%)	42 (26%)	39 (16%)	53 (26%)	22 (29%)	60 (25%)	86 (16%)	120 (24%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 48: Importance (Arrange talks by visiting authors) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	646 (47%)	195 (55%)	95 (47%)	46 (32%)	67 (41%)	134 (56%)	80 (40%)	29 (38%)	108 (45%)	277 (50%)	219 (44%)
Minor benefit	459 (33%)	113 (32%)	70 (35%)	52 (37%)	63 (38%)	71 (30%)	57 (28%)	33 (43%)	76 (32%)	199 (36%)	157 (32%)
Not a benefit	274 (20%)	47 (13%)	37 (18%)	44 (31%)	34 (21%)	33 (14%)	65 (32%)	14 (18%)	54 (23%)	73 (13%)	120 (24%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 49: Importance (Arrange live performances by local musicians, dancers and actors) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	423 (31%)	100 (28%)	81 (40%)	37 (26%)	48 (29%)	76 (32%)	63 (31%)	18 (24%)	93 (39%)	174 (32%)	133 (27%)
Minor benefit	539 (39%)	151 (43%)	73 (36%)	45 (32%)	70 (43%)	99 (42%)	71 (35%)	30 (39%)	76 (32%)	247 (45%)	182 (37%)
Not a benefit	417 (30%)	104 (29%)	48 (24%)	60 (42%)	46 (28%)	63 (26%)	68 (34%)	28 (37%)	69 (29%)	128 (23%)	181 (36%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 50: Importance (Arrange multicultural activities) (Q21)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Major benefit	508 (37%)	124 (35%)	102 (50%)	38 (27%)	55 (34%)	92 (39%)	75 (37%)	22 (29%)	105 (44%)	216 (39%)	157 (32%)
Minor benefit	491 (36%)	140 (39%)	55 (27%)	43 (30%)	64 (39%)	91 (38%)	66 (33%)	32 (42%)	76 (32%)	222 (40%)	164 (33%)
Not a benefit	380 (28%)	91 (26%)	45 (22%)	61 (43%)	45 (27%)	55 (23%)	61 (30%)	22 (29%)	57 (24%)	111 (20%)	175 (35%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 51: Purchases prompted by library service (Q22)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Yes	578 (42%)	168 (47%)	85 (42%)	43 (30%)	57 (35%)	123 (52%)	76 (38%)	26 (34%)	92 (39%)	274 (50%)	180 (36%)
No	801 (58%)	187 (53%)	117 (58%)	99 (70%)	107 (65%)	115 (48%)	126 (62%)	50 (66%)	146 (61%)	275 (50%)	316 (64%)
Total	1,379 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	238 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 52: Purchase type (Q23)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Book, magazine, CD, DVD, etc.	524 (91%)	156 (93%)	72 (87%)	38 (88%)	49 (88%)	115 (93%)	69 (91%)	25 (96%)	82 (90%)	254 (93%)	160 (89%)
Membership, tuition, courses, etc.	87 (15%)	18 (11%)	13 (16%)	6 (14%)	7 (13%)	25 (20%)	9 (12%)	9 (35%)	18 (20%)	41 (15%)	25 (14%)
Equipment, computer, camera, etc.	108 (19%)	29 (17%)	11 (13%)	7 (16%)	13 (23%)	25 (20%)	18 (24%)	5 (19%)	20 (22%)	47 (17%)	37 (21%)
Other	762 (133%)	219 (130%)	104 (125%)	55 (128%)	70 (125%)	173 (141%)	100 (132%)	41 (158%)	128 (141%)	361 (133%)	235 (131%)
Total	575 (100%)	168 (100%)	83 (100%)	43 (100%)	56 (100%)	123 (100%)	76 (100%)	26 (100%)	91 (100%)	272 (100%)	180 (100%)

Table 53: Money spent (Q24)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Under \$50	188 (35%)	49 (31%)	38 (48%)	18 (46%)	14 (27%)	36 (32%)	26 (37%)	7 (30%)	41 (47%)	71 (28%)	61 (37%)
\$50-100	136 (26%)	42 (27%)	18 (23%)	9 (23%)	12 (23%)	32 (29%)	19 (27%)	4 (17%)	15 (17%)	74 (29%)	41 (25%)
\$101-200	76 (14%)	25 (16%)	9 (11%)	6 (15%)	11 (21%)	13 (12%)	9 (13%)	3 (13%)	12 (14%)	39 (15%)	24 (14%)
\$201-300	30 (6%)	8 (5%)	3 (4%)	3 (8%)	4 (8%)	8 (7%)	1 (1%)	3 (13%)	4 (5%)	14 (6%)	10 (6%)
More than \$300	103 (19%)	33 (21%)	12 (15%)	3 (8%)	11 (21%)	23 (21%)	15 (21%)	6 (26%)	15 (17%)	55 (22%)	31 (19%)
Mean score	289.1	278.0	211.3	107.6	266.4	371.1	298.7	549.5*	341.6	261.6	341.0
Total	533 (100%)	157 (100%)	80 (100%)	39 (100%)	52 (100%)	112 (100%)	70 (100%)	23 (100%)	87 (100%)	253 (100%)	167 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 54: Importance of cultural contributions (Q25)

	Very Important	Important	Not important	Don't know	Total
Being a safe and pleasant place to visit	1,188 (86%)	165 (12%)	6 (*%)	20 (1%)	1,380 (100%)
Encouraging responsible social behaviour	877 (64%)	386 (28%)	40 (3%)	76 (6%)	1,380 (100%)
Facilitating lifelong learning	1,053 (76%)	245 (18%)	22 (2%)	59 (4%)	1,380 (100%)
Providing information about community events	657 (48%)	568 (41%)	69 (5%)	85 (6%)	1,380 (100%)
Acting as a source of government information	440 (32%)	605 (44%)	190 (14%)	144 (10%)	1,380 (100%)
Supporting local culture and the arts	551 (40%)	585 (42%)	130 (9%)	113 (8%)	1,380 (100%)
Providing public meeting spaces	529 (38%)	553 (40%)	160 (12%)	137 (10%)	1,380 (100%)
Facilitating job or career planning	416 (30%)	586 (42%)	157 (11%)	220 (16%)	1,380 (100%)
Promoting and encouraging (language and computer) literacy	706 (51%)	474 (34%)	62 (4%)	137 (10%)	1,380 (100%)
Ensuring access to the internet for all	530 (38%)	515 (37%)	127 (9%)	207 (15%)	1,380 (100%)
Recognising the demand for non-English language materials	963 (70%)	295 (21%)	39 (3%)	82 (6%)	1,380 (100%)
Attracting new businesses to the community	315 (23%)	490 (36%)	281 (20%)	293 (21%)	1,380 (100%)
Supporting local businesses	8,651 (48%)	5,950 (33%)	1,494 (8%)	1,832 (10%)	1,7940 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 55: Importance (Being a safe and pleasant place to visit) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	1,188 (87%)	312 (88%)	155 (80%)	125 (91%)	141 (87%)	211 (89%)	176 (88%)	68 (91%)	200 (85%)	475 (87%)	434 (89%)
Important	165 (12%)	39 (11%)	36 (19%)	12 (9%)	22 (13%)	26 (11%)	23 (12%)	7 (9%)	32 (14%)	69 (13%)	52 (11%)
Not important	6 (*%)	4 (1%)	2 (1%)	-	-	-	-	-	2 (1%)	-	3 (1%)
Total	1,359 (100%)	355 (100%)	193 (100%)	137 (100%)	163 (100%)	237 (100%)	199 (100%)	75 (100%)	234 (100%)	544 (100%)	489 (100%)

Table 56: Importance (Encouraging responsible social behaviour) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	877 (67%)	214 (63%)	123 (66%)	96 (75%)	107 (69%)	149 (65%)	142 (75%)	46 (65%)	153 (67%)	355 (66%)	315 (70%)
Important	386 (30%)	116 (34%)	56 (30%)	27 (21%)	44 (28%)	75 (33%)	47 (25%)	21 (30%)	65 (28%)	166 (31%)	127 (28%)
Not important	40 (3%)	11 (3%)	8 (4%)	5 (4%)	5 (3%)	6 (3%)	1 (1%)	4 (6%)	11 (5%)	15 (3%)	9 (2%)
Total	1,303 (100%)	341 (100%)	187 (100%)	128 (100%)	156 (100%)	230 (100%)	190 (100%)	71 (100%)	229 (100%)	536 (100%)	451 (100%)

Table 57 Importance (Facilitating lifelong learning) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	1,053 (80%)	265 (77%)	145 (77%)	103 (78%)	130 (83%)	194 (84%)	160 (83%)	56 (77%)	171 (74%)	448 (83%)	368 (80%)
Important	245 (19%)	77 (22%)	37 (20%)	27 (20%)	25 (16%)	34 (15%)	30 (16%)	15 (21%)	54 (23%)	92 (17%)	84 (18%)
Not important	22 (2%)	4 (1%)	7 (4%)	2 (2%)	1 (1%)	3 (1%)	3 (2%)	2 (3%)	7 (3%)	3 (1%)	8 (2%)
Total	1,320 (100%)	346 (100%)	189 (100%)	132 (100%)	156 (100%)	231 (100%)	193 (100%)	73 (100%)	232 (100%)	543 (100%)	460 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 58: Importance (Providing information about community events) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	657 (51%)	158 (46%)	101 (55%)	75 (59%)	73 (48%)	120 (52%)	100 (54%)	30 (42%)	107 (47%)	269 (50%)	243 (54%)
Important	568 (44%)	164 (48%)	71 (39%)	44 (35%)	75 (49%)	104 (45%)	75 (41%)	35 (49%)	107 (47%)	243 (45%)	186 (41%)
Not important	69 (5%)	22 (6%)	12 (7%)	8 (6%)	4 (3%)	7 (3%)	9 (5%)	7 (10%)	13 (6%)	24 (4%)	20 (4%)
Total	1,294 (100%)	344 (100%)	184 (100%)	127 (100%)	152 (100%)	231 (100%)	184 (100%)	72 (100%)	227 (100%)	536 (100%)	449 (100%)

Table 59: Importance (Acting as a source of government information) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	440 (36%)	98 (30%)	76 (42%)	41 (37%)	54 (36%)	73 (34%)	72 (41%)	26 (36%)	79 (37%)	173 (33%)	159 (38%)
Important	605 (49%)	176 (53%)	73 (41%)	52 (46%)	75 (50%)	116 (53%)	83 (47%)	30 (42%)	94 (44%)	277 (53%)	203 (48%)
Not important	190 (15%)	55 (17%)	30 (17%)	19 (17%)	21 (14%)	28 (13%)	21 (12%)	16 (22%)	42 (20%)	71 (14%)	58 (14%)
Total	1,235 (100%)	329 (100%)	179 (100%)	112 (100%)	150 (100%)	217 (100%)	176 (100%)	72 (100%)	215 (100%)	521 (100%)	420 (100%)

Table 60: Importance (Supporting local culture and the arts) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	551 (44%)	132 (39%)	95 (52%)	60 (49%)	61 (40%)	98 (43%)	83 (47%)	22 (32%)	102 (46%)	218 (41%)	196 (45%)
Important	585 (46%)	160 (48%)	73 (40%)	51 (42%)	74 (49%)	115 (51%)	80 (45%)	32 (46%)	92 (41%)	263 (50%)	189 (44%)
Not important	130 (10%)	43 (13%)	16 (9%)	11 (9%)	16 (11%)	14 (6%)	15 (8%)	15 (22%)	28 (13%)	48 (9%)	48 (11%)
Total	1,266 (100%)	335 (100%)	184 (100%)	122 (100%)	151 (100%)	227 (100%)	178 (100%)	69 (100%)	222 (100%)	529 (100%)	433 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 61: Importance (Providing public meeting spaces) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	529 (43%)	109 (34%)	94 (51%)	68 (56%)*	59 (40%)	99 (44%)	75 (44%)	25 (36%)	103 (46%)	212 (40%)	173 (42%)
Important	553 (45%)	153 (48%)	77 (42%)	42 (35%)	67 (46%)	109 (48%)	72 (42%)	33 (47%)	95 (42%)	253 (48%)	178 (43%)
Not important	160 (13%)	59 (18%)	14 (8%)	11 (9%)	21 (14%)	18 (8%)	25 (15%)	12 (17%)	27 (12%)	63 (12%)	61 (15%)
Total	1,242 (100%)	321 (100%)	185 (100%)	121 (100%)	147 (100%)	226 (100%)	172 (100%)	70 (100%)	225 (100%)	528 (100%)	412 (100%)

Table 62: Importance (Facilitating job or career planning) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	416 (36%)	86 (28%)	69 (40%)	37 (37%)	62 (44%)	61 (29%)	71 (44%)	30 (44%)	90 (42%)	175 (35%)	124 (33%)
Important	586 (51%)	165 (54%)	85 (49%)	55 (55%)	62 (44%)	125 (60%)	70 (43%)	24 (35%)	97 (46%)	250 (50%)	207 (55%)
Not important	157 (14%)	53 (17%)	20 (11%)	8 (8%)	17 (12%)	23 (11%)	22 (13%)	14 (21%)	25 (12%)	79 (16%)	42 (11%)
Total	1,159 (100%)	304 (100%)	174 (100%)	100 (100%)	141 (100%)	209 (100%)	163 (100%)	68 (100%)	212 (100%)	504 (100%)	373 (100%)

Table 63: Importance (Promoting and encouraging [language and computer] literacy) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	706 (57%)	177 (54%)	107 (60%)	59 (53%)	94 (63%)	116 (52%)	111 (63%)	42 (59%)	141 (64%)	294 (56%)	219 (53%)
Important	474 (38%)	130 (39%)	62 (35%)	43 (39%)	53 (35%)	101 (45%)	59 (33%)	26 (37%)	67 (30%)	211 (40%)	171 (41%)
Not important	62 (5%)	23 (7%)	9 (5%)	9 (8%)	3 (2%)	8 (4%)	7 (4%)	3 (4%)	13 (6%)	22 (4%)	24 (6%)
Total	1,242 (100%)	330 (100%)	178 (100%)	111 (100%)	150 (100%)	225 (100%)	177 (100%)	71 (100%)	221 (100%)	527 (100%)	414 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 64: Importance (Recognising the demand for non-English language materials) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	530 (45%)	130 (41%)	110 (62%)	25 (28%)	65 (46%)	79 (38%)	92 (53%)	29 (43%)	115 (54%)	223 (45%)	149 (39%)
Important	515 (44%)	152 (48%)	56 (32%)	41 (47%)	62 (44%)	106 (51%)	65 (38%)	33 (49%)	77 (36%)	226 (45%)	185 (48%)
Not important	127 (11%)	38 (12%)	11 (6%)	22 (25%)	13 (9%)	22 (11%)	15 (9%)	6 (9%)	20 (9%)	52 (10%)	50 (13%)
Total	1,172 (100%)	320 (100%)	177 (100%)	88 (100%)	140 (100%)	207 (100%)	172 (100%)	68 (100%)	212 (100%)	501 (100%)	384 (100%)

Table 65: Importance (Ensuring access to the internet for all) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	963 (74%)	262 (77%)	138 (73%)	88 (70%)	115 (74%)	168 (74%)	140 (75%)	52 (71%)	169 (73%)	398 (75%)	330 (74%)
Important	295 (23%)	65 (19%)	43 (23%)	34 (27%)	38 (24%)	56 (25%)	40 (22%)	19 (26%)	56 (24%)	118 (22%)	101 (23%)
Not important	39 (3%)	12 (4%)	9 (5%)	3 (2%)	3 (2%)	4 (2%)	6 (3%)	2 (3%)	8 (3%)	18 (3%)	12 (3%)
Total	1,297 (100%)	339 (100%)	190 (100%)	125 (100%)	156 (100%)	228 (100%)	186 (100%)	73 (100%)	233 (100%)	534 (100%)	443 (100%)

Table 66: Importance (Attracting new businesses to the community) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	315 (29%)	69 (23%)	58 (35%)	30 (33%)	46 (35%)	43 (23%)	56 (37%)	13 (21%)	66 (32%)	135 (28%)	93 (27%)
Important	490 (45%)	141 (48%)	69 (41%)	46 (50%)	50 (38%)	91 (49%)	65 (43%)	28 (45%)	85 (41%)	214 (45%)	162 (47%)
Not important	281 (26%)	85 (29%)	41 (24%)	16 (17%)	36 (27%)	51 (28%)	31 (20%)	21 (34%)	55 (27%)	127 (27%)	90 (26%)
Total	1,086 (100%)	295 (100%)	168 (100%)	92 (100%)	132 (100%)	185 (100%)	152 (100%)	62 (100%)	206 (100%)	476 (100%)	345 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 67: Importance (Supporting local businesses) (Q25)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Very important	426 (38%)	109 (36%)	66 (39%)	54 (52%)	51 (38%)	62 (32%)	65 (42%)	19 (31%)	84 (41%)	166 (34%)	145 (39%)
Important	483 (43%)	135 (44%)	64 (38%)	36 (35%)	56 (42%)	101 (52%)	66 (43%)	25 (41%)	83 (40%)	223 (46%)	154 (42%)
Not important	211 (19%)	61 (20%)	38 (23%)	13 (13%)	27 (20%)	31 (16%)	24 (15%)	17 (28%)	38 (19%)	93 (19%)	70 (19%)
Total	1,120 (100%)	305 (100%)	168 (100%)	103 (100%)	134 (100%)	194 (100%)	155 (100%)	61 (100%)	205 (100%)	482 (100%)	369 (100%)

Table 68: Estimated private market cost of public library services (Q26)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Nothing	99 (7%)	23 (6%)	24 (12%)	8 (6%)	15 (9%)	11 (5%)	12 (6%)	6 (8%)	25 (11%)	29 (5%)	31 (6%)
\$1-\$50	119 (9%)	20 (6%)	32 (16%)	15 (11%)	10 (6%)	12 (5%)	24 (12%)	6 (8%)	31 (13%)	39 (7%)	37 (7%)
\$51-\$100	127 (9%)	30 (8%)	12 (6%)	27 (19%)	7 (4%)	16 (7%)	29 (14%)	6 (8%)	34 (14%)	42 (8%)	46 (9%)
\$101-\$250	222 (16%)	53 (15%)	34 (17%)	21 (15%)	39 (24%)	32 (14%)	29 (14%)	14 (18%)	36 (15%)	75 (14%)	96 (19%)
\$251-\$500	271 (20%)	71 (20%)	45 (22%)	24 (17%)	36 (22%)	41 (17%)	39 (19%)	15 (20%)	45 (19%)	111 (20%)	101 (20%)
\$501-\$750	150 (11%)	42 (12%)	20 (10%)	21 (15%)	16 (10%)	33 (14%)	11 (5%)	7 (9%)	21 (9%)	77 (14%)	44 (9%)
More than \$750	388 (28%)	116 (33%)	35 (17%)	26 (18%)	41 (25%)	90 (38%)	58 (29%)	22 (29%)	46 (19%)	176 (32%)	141 (28%)
Mean score	419.0	460.6**	330.6**	354.2*	402.1	508.9**	389.4	417.8	330.8**	467.4**	416.1
Total	1,376 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	235 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 69: Willing to pay for public library service (Q27)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Nothing	292 (21%)	61 (17%)	50 (25%)	38 (27%)	33 (20%)	41 (17%)	43 (21%)	26 (34%)	59 (25%)	108 (20%)	101 (20%)
\$1-\$25 per annum	398 (29%)	100 (28%)	58 (29%)	34 (24%)	47 (29%)	74 (31%)	65 (32%)	20 (26%)	81 (34%)	164 (30%)	123 (25%)
\$26-\$50 per annum	291 (21%)	85 (24%)	32 (16%)	27 (19%)	42 (26%)	53 (23%)	41 (20%)	11 (14%)	46 (19%)	123 (22%)	104 (21%)
\$51-\$100 per annum	220 (16%)	64 (18%)	32 (16%)	21 (15%)	27 (16%)	37 (16%)	27 (13%)	12 (16%)	32 (13%)	94 (17%)	88 (18%)
\$101-\$250 per annum	80 (6%)	25 (7%)	12 (6%)	6 (4%)	7 (4%)	15 (6%)	12 (6%)	3 (4%)	5 (2%)	32 (6%)	38 (8%)
\$251-\$500 per annum	36 (3%)	12 (3%)	6 (3%)	4 (3%)	4 (2%)	4 (2%)	4 (2%)	2 (3%)	7 (3%)	12 (2%)	15 (3%)
More than \$500 per annum	59 (4%)	8 (2%)	12 (6%)	12 (8%)	4 (2%)	11 (5%)	10 (5%)	2 (3%)	8 (3%)	16 (3%)	27 (5%)
Mean score	72.9	68.1	82.2	92.9	60.4	73.8	73.2	56.4	60.7	64.6	84.8*
Total	1,376 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	235 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 70: Best describes value of public library (Q28)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
The amount is what I think libraries are worth	114 (8%)	16 (5%)	45 (22%)	12 (8%)	8 (5%)	11 (5%)	18 (9%)	4 (5%)	33 (14%)	36 (7%)	33 (7%)
Libraries are worth MORE than this, but I can't afford more/don't want to pay more	1,229 (89%)	333 (94%)	149 (74%)	129 (91%)	152 (93%)	222 (94%)	175 (87%)	69 (91%)	197 (83%)	503 (92%)	458 (92%)
Libraries are currently worth LESS than this, but extra funds could pay for better services	33 (2%)	6 (2%)	8 (4%)	1 (1%)	4 (2%)	2 (1%)	9 (4%)	3 (4%)	8 (3%)	10 (2%)	5 (1%)
Total	1,376 (100%)	355 (100%)	202 (100%)	142 (100%)	164 (100%)	235 (100%)	202 (100%)	76 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 71: Gender (Q30)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Male	375 (27%)	83 (24%)	81 (40%)	33 (23%)	41 (25%)	50 (21%)	64 (32%)	23 (31%)	73 (31%)	115 (21%)	153 (31%)
Female	994 (73%)	269 (76%)	120 (60%)	108 (77%)	122 (75%)	185 (79%)	138 (68%)	52 (69%)	165 (69%)	434 (79%)	343 (69%)
Total	1,369 (100%)	352 (100%)	201 (100%)	141 (100%)	163 (100%)	235 (100%)	202 (100%)	75 (100%)	238 (100%)	549 (100%)	496 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 72: Membership of this library service? (Q31)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Yes	1,304 (95%)	343 (97%)	182 (91%)	139 (99%)	156 (96%)	232 (99%)	183 (91%)	69 (92%)	220 (92%)	529 (96%)	477 (96%)
No	65 (5%)	9 (3%)	19 (9%)	2 (1%)	7 (4%)	3 (1%)	19 (9%)	6 (8%)	18 (8%)	20 (4%)	19 (4%)
Total	1,369 (100%)	352 (100%)	201 (100%)	141 (100%)	163 (100%)	235 (100%)	202 (100%)	75 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 73: Age groups (Q32)

	Library							
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe
18-34	238 (19%)	43 (13%)	55 (31%)	20 (15%)	23 (16%)	31 (14%)	48 (25%)	18 (25%)
35-54	549 (43%)	139 (41%)	77 (43%)	40 (29%)	74 (51%)	103 (47%)	86 (45%)	30 (42%)
55+	496 (39%)	156 (46%)	46 (26%)	76 (56%)	49 (34%)	87 (39%)	58 (30%)	24 (33%)
Total	1,283 (100%)	338 (100%)	178 (100%)	136 (100%)	146 (100%)	221 (100%)	192 (100%)	72 (100%)

Table 74: Country of birth (Q33)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Australia	994 (73%)	268 (76%)	134 (67%)	130 (92%)	107 (66%)	177 (75%)	118 (58%)	60 (80%)	168 (71%)	413 (75%)	346 (70%)
Other	374 (27%)	84 (24%)	66 (33%)	11 (8%)	56 (34%)	58 (25%)	84 (42%)	15 (20%)	70 (29%)	136 (25%)	150 (30%)
Total	1,368 (100%)	352 (100%)	200 (100%)	141 (100%)	163 (100%)	235 (100%)	202 (100%)	75 (100%)	238 (100%)	549 (100%)	496 (100%)

Table 75: Location (Q34)

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Melbourne and suburbs	719 (53%)	7 (2%)	183 (96%)	3 (2%)	137 (85%)	191 (81%)	197 (98%)	1 (1%)	151 (64%)	307 (56%)	209 (42%)
Other Victoria	634 (47%)	344 (98%)	8 (4%)	136 (98%)	25 (15%)	44 (19%)	4 (2%)	73 (99%)	84 (36%)	237 (44%)	283 (58%)
Total	1,353 (100%)	351 (100%)	191 (100%)	139 (100%)	162 (100%)	235 (100%)	201 (100%)	74 (100%)	235 (100%)	544 (100%)	492 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 76: English primary language (Q35)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Melbourne and suburbs	1,266 (93%)	344 (98%)	162 (84%)	139 (100%)	148 (91%)	231 (98%)	171 (85%)	71 (95%)	201 (86%)	516 (94%)	479 (97%)
Other Victoria	91 (7%)	8 (2%)	30 (16%)	–	15 (9%)	4 (2%)	30 (15%)	4 (5%)	34 (14%)	31 (6%)	14 (3%)
Total	1,357 (100%)	352 (100%)	192 (100%)	139 (100%)	163 (100%)	235 (100%)	201 (100%)	75 (100%)	235 (100%)	547 (100%)	493 (100%)

Table 77: Household composition (Q36)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Alone	200 (19%)	47 (19%)	44 (29%)	38 (28%)	13 (10%)	27 (20%)	21 (11%)	10 (19%)	29 (16%)	48 (12%)	110 (27%)
Couple, no dependant children	324 (31%)	95 (39%)	32 (21%)	50 (37%)	46 (34%)	36 (26%)	48 (25%)	17 (31%)	24 (14%)	53 (13%)	236 (58%)
Couple, with dependant children	316 (30%)	67 (27%)	32 (21%)	33 (24%)	51 (38%)	37 (27%)	79 (41%)	17 (31%)	56 (32%)	226 (57%)	25 (6%)
Single parent with dependant children	49 (5%)	10 (4%)	6 (4%)	5 (4%)	9 (7%)	9 (7%)	9 (5%)	1 (2%)	8 (5%)	35 (9%)	5 (1%)
Other family	59 (6%)	9 (4%)	10 (6%)	3 (2%)	6 (4%)	9 (7%)	17 (9%)	5 (9%)	25 (14%)	14 (4%)	9 (2%)
Group household	49 (5%)	8 (3%)	21 (14%)	3 (2%)	6 (4%)	5 (4%)	5 (3%)	1 (2%)	24 (14%)	11 (3%)	6 (1%)
Other	53 (5%)	8 (3%)	9 (6%)	3 (2%)	5 (4%)	13 (10%)	12 (6%)	3 (6%)	10 (6%)	12 (3%)	19 (5%)
Total	1,050 (100%)	244 (100%)	154 (100%)	135 (100%)	136 (100%)	136 (100%)	191 (100%)	54 (100%)	176 (100%)	399 (100%)	410 (100%)

Table 78: Describes you best (Q37)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Employed full-time	289 (21%)	56 (16%)	49 (26%)	24 (17%)	38 (23%)	45 (19%)	50 (25%)	27 (36%)	64 (27%)	174 (32%)	44 (9%)
Employed part-time	338 (25%)	98 (28%)	49 (26%)	28 (20%)	44 (27%)	64 (27%)	38 (19%)	17 (23%)	56 (24%)	195 (36%)	74 (15%)
Looking for work	90 (7%)	16 (5%)	19 (10%)	3 (2%)	11 (7%)	15 (6%)	20 (10%)	6 (8%)	31 (13%)	38 (7%)	14 (3%)
Domestic duties/carer	172 (13%)	45 (13%)	13 (7%)	18 (13%)	26 (16%)	32 (14%)	32 (16%)	6 (8%)	32 (14%)	102 (19%)	36 (7%)
Full-time student	105 (8%)	14 (4%)	35 (18%)	9 (6%)	9 (6%)	15 (6%)	21 (10%)	2 (3%)	51 (22%)	11 (2%)	3 (1%)
Retired	363 (27%)	123 (35%)	27 (14%)	57 (41%)	35 (21%)	64 (27%)	40 (20%)	17 (23%)	1 (*)	27 (5%)	322 (65%)
Total	1,357 (100%)	352 (100%)	192 (100%)	139 (100%)	163 (100%)	235 (100%)	201 (100%)	75 (100%)	235 (100%)	547 (100%)	493 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 79: Highest level of education (Q38)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Primary/high school	436 (32%)	95 (27%)	48 (2(5%))	69 (50%)	60 (37%)	73 (31%)	69 (34%)	22 (29%)	66 (28%)	132 (24%)	181 (37%)
Trade/technical/business college	288 (21%)	75 (21%)	22 (11%)	26 (19%)	46 (28%)	55 (23%)	47 (23%)	17 (23%)	38 (16%)	121 (22%)	122 (25%)
University – Undergraduate degree	349 (26%)	96 (27%)	62 (32%)	27 (19%)	36 (22%)	59 (25%)	47 (23%)	22 (29%)	95 (40%)	134 (24%)	112 (23%)
University – Postgraduate degree	284 (21%)	86 (24%)	60 (31%)	17 (12%)	21 (13%)	48 (20%)	38 (19%)	14 (19%)	36 (15%)	160 (29%)	78 (16%)
Total	1,357 (100%)	352 (100%)	192 (100%)	139 (100%)	163 (100%)	235 (100%)	201 (100%)	75 (100%)	235 (100%)	547 (100%)	493 (100%)

Table 80: Annual household income before tax (Q39)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Under \$15,000	172 (16%)	38 (14%)	28 (20%)	18 (17%)	18 (14%)	32 (18%)	29 (18%)	9 (14%)	35 (19%)	43 (10%)	80 (21%)
\$15,000–\$24,999	164 (15%)	45 (16%)	24 (17%)	18 (17%)	16 (12%)	28 (16%)	25 (16%)	8 (12%)	23 (12%)	33 (7%)	104 (27%)
\$25,000–\$39,999	156 (15%)	44 (16%)	14 (10%)	22 (21%)	23 (18%)	25 (14%)	17 (11%)	11 (17%)	23 (12%)	55 (12%)	74 (19%)
\$40,000–\$59,999	167 (16%)	45 (16%)	23 (16%)	20 (19%)	15 (12%)	27 (15%)	32 (20%)	5 (8%)	36 (19%)	67 (15%)	61 (16%)
\$60,000–\$79,999	137 (13%)	36 (13%)	12 (8%)	13 (12%)	20 (16%)	24 (14%)	22 (14%)	10 (15%)	22 (12%)	79 (18%)	34 (9%)
\$80,000–\$99,999	114 (11%)	34 (12%)	17 (12%)	7 (7%)	17 (13%)	14 (8%)	17 (11%)	8 (12%)	24 (13%)	70 (16%)	19 (5%)
\$100,000–\$119,999	74 (7%)	15 (5%)	10 (7%)	6 (6%)	13 (10%)	14 (8%)	9 (6%)	7 (11%)	15 (8%)	50 (11%)	7 (2%)
\$120,000–\$149,999	45 (4%)	15 (5%)	4 (3%)	–	5 (4%)	8 (5%)	7 (4%)	6 (9%)	6 (3%)	35 (8%)	1 (*%)
\$150,000–\$199,999	16 (2%)	7 (2%)	4 (3%)	–	–	3 (2%)	1 (1%)	1 (2%)	3 (2%)	10 (2%)	3 (1%)
Over \$200,000	14 (1%)	2 (1%)	7 (5%)	1 (1%)	2 (2%)	–	1 (1%)	1 (2%)	2 (1%)	7 (2%)	3 (1%)
Mean score	55,509.9	56,726.0	61,713.3	44,809.5**	58,391.5	52,157.1	52,328.1	64,886.4	55,780.4	70,785.1**	37,836.8**
Total	1,059 (100%)	281 (100%)	143 (100%)	105 (100%)	129 (100%)	175 (100%)	160 (100%)	66 (100%)	189 (100%)	449 (100%)	386 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 81: Best about this library (Q18)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Range/variety of books	535 (42%)	141 (40%)	74 (41%)	46 (37%)	58 (40%)	90 (40%)	93 (51%)	33 (46%)	88 (41%)	215 (41%)	198 (43%)
Staff are helpful/ knowledgeable	421 (33%)	95 (27%)	34 (19%)	73 (59%)	56 (38%)	93 (41%)	54 (29%)	16 (22%)	55 (25%)	155 (30%)	185 (40%)
Staff are friendly/polite	403 (31%)	87 (25%)	34 (19%)	68 (55%)	56 (38%)	89 (39%)	53 (29%)	16 (22%)	54 (25%)	147 (28%)	176 (38%)
Free service/no need to purchase books/can borrow books	224 (17%)	71 (20%)	23 (13%)	9 (7%)	25 (17%)	44 (19%)	35 (19%)	17 (24%)	32 (15%)	105 (20%)	74 (16%)
Electronic/online catalogue/ can order books from other libraries	175 (14%)	55 (15%)	14 (8%)	3 (2%)	25 (17%)	55 (24%)	15 (8%)	8 (11%)	22 (10%)	83 (16%)	60 (13%)
Can borrow DVDs	153 (12%)	54 (15%)	14 (8%)	5 (4%)	18 (12%)	35 (15%)	17 (9%)	10 (14%)	34 (16%)	62 (12%)	43 (9%)
Provides a quiet/relaxing atmosphere	145 (11%)	25 (7%)	21 (12%)	24 (19%)	13 (9%)	31 (14%)	24 (13%)	7 (10%)	35 (16%)	47 (9%)	50 (11%)
Can use the internet/ computers there	114 (9%)	21 (6%)	34 (19%)	8 (6%)	15 (10%)	15 (7%)	17 (9%)	4 (6%)	33 (15%)	45 (9%)	21 (5%)
Wide access to resource/ information to research	104 (8%)	34 (10%)	18 (10%)	5 (4%)	10 (7%)	10 (4%)	21 (11%)	6 (8%)	13 (6%)	47 (9%)	39 (8%)
Children's activities/services provided (e.g. story time)	95 (7%)	12 (3%)	12 (7%)	6 (5%)	12 (8%)	21 (9%)	25 (14%)	7 (10%)	25 (12%)	60 (12%)	5 (1%)
Audio books/CDs provided	92 (7%)	32 (9%)	4 (2%)	–	13 (9%)	22 (10%)	16 (9%)	5 (7%)	16 (7%)	45 (9%)	27 (6%)
Easy to find/access	70 (5%)	3 (1%)	5 (3%)	6 (5%)	13 (9%)	20 (9%)	18 (10%)	5 (7%)	10 (5%)	28 (5%)	30 (6%)
Access to newspapers/ magazines	63 (5%)	13 (4%)	9 (5%)	–	12 (8%)	5 (2%)	18 (10%)	6 (8%)	11 (5%)	27 (5%)	22 (5%)
Accessible by everyone/ for all ages/groups	62 (5%)	15 (4%)	2 (1%)	7 (6%)	12 (8%)	8 (4%)	11 (6%)	7 (10%)	7 (3%)	28 (5%)	26 (6%)
Good borrowing system/ generous time give/remind you when due back	47 (4%)	21 (6%)	5 (3%)	2 (2%)	9 (6%)	5 (2%)	5 (3%)	–	8 (4%)	22 (4%)	14 (3%)
Long/flexible opening hours	26 (2%)	3 (1%)	3 (2%)	3 (2%)	3 (2%)	6 (3%)	6 (3%)	2 (3%)	2 (1%)	12 (2%)	12 (3%)
Creates a sense of community/social network	24 (2%)	3 (1%)	3 (2%)	1 (1%)	5 (3%)	4 (2%)	4 (2%)	4 (6%)	6 (3%)	9 (2%)	7 (2%)
Education materials/ good place to do study	20 (2%)	–	3 (2%)	1 (1%)	2 (1%)	3 (1%)	10 (5%)	1 (1%)	4 (2%)	9 (2%)	5 (1%)
Discussion groups/book clubs/visiting authors	15 (1%)	1 (*)	3 (2%)	1 (1%)	2 (1%)	5 (2%)	3 (2%)	–	1 (*)	7 (1%)	7 (2%)
Up to date with technology/ electronic based resources	10 (1%)	4 (1%)	2 (1%)	–	2 (1%)	–	2 (1%)	–	–	6 (1%)	4 (1%)
They offer computer courses/ workshops	9 (1%)	–	2 (1%)	–	3 (2%)	1 (*)	3 (2%)	–	–	6 (1%)	2 (*)
Access to photocopying	9 (1%)	–	3 (2%)	1 (1%)	–	1 (*)	4 (2%)	–	1 (*)	5 (1%)	3 (1%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 81: Best about this library (Q18) continued

	Library								Age		
	Total	Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Reading room/can read books there	4 (*%)	–	1 (1%)	1 (1%)	–	–	2 (1%)	–	–	4 (1%)	–
Nothing	23 (2%)	18 (5%)	4 (2%)	–	–	–	–	1 (1%)	3 (1%)	6 (1%)	13 (3%)
Other	57 (4%)	17 (5%)	12 (7%)	12 (10%)	2 (1%)	7 (3%)	6 (3%)	1 (1%)	8 (4%)	24 (5%)	23 (5%)
Don't know	6 (*%)	2 (1%)	3 (2%)	1 (1%)	–	–	–	–	1 (*%)	2 (*%)	2 (*%)
Total	2,906 (226%)	727 (205%)	342 (91%)	283 (228%)	366 (251%)	570 (252%)	462 (251%)	156 (217%)	469 (216%)	1,206 (232%)	1,048 (227%)
Actual respondents	1,286 (100%)	355 (100%)	179 (100%)	124 (100%)	146 (100%)	226 (100%)	184 (100%)	72 (100%)	217 (100%)	519 (100%)	462 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 82: Improvements to this library (Q19)

	Total	Library							Age		
		Geelong	Darebin	Ganna-warra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
Wider range variety of books available	218 (23%)	53 (18%)	32 (25%)	16 (23%)	21 (20%)	43 (25%)	34 (28%)	19 (30%)	51 (29%)	76 (19%)	83 (26%)
None/happy with the services	159 (17%)	65 (23%)	19 (15%)	9 (13%)	17 (16%)	29 (17%)	14 (11%)	6 (10%)	16 (9%)	61 (16%)	77 (24%)
More computers available for use/internet access	95 (10%)	22 (8%)	21 (16%)	4 (6%)	10 (10%)	18 (10%)	16 (13%)	4 (6%)	30 (17%)	38 (10%)	15 (5%)
Longer opening hours/ open on weekends	87 (9%)	35 (12%)	9 (7%)	10 (14%)	8 (8%)	18 (10%)	4 (3%)	3 (5%)	5 (3%)	44 (11%)	33 (10%)
Wider range of DVDs available	71 (7%)	13 (5%)	9 (7%)	4 (6%)	6 (6%)	21 (12%)	10 (8%)	8 (13%)	12 (7%)	30 (8%)	24 (7%)
Wider range of audio books/ CDs available	44 (5%)	12 (4%)	8 (6%)	4 (6%)	6 (6%)	6 (3%)	5 (4%)	3 (5%)	9 (5%)	16 (4%)	18 (6%)
More room for reading/ study/too crowded	44 (5%)	13 (5%)	9 (7%)	2 (3%)	8 (8%)	7 (4%)	3 (2%)	2 (3%)	18 (10%)	18 (5%)	3 (1%)
Keep up to date with media/ new books	41 (4%)	16 (6%)	2 (2%)	1 (1%)	6 (6%)	10 (6%)	4 (3%)	2 (3%)	6 (3%)	16 (4%)	14 (4%)
More activities/services provided to children	41 (4%)	6 (2%)	6 (5%)	5 (7%)	2 (2%)	8 (5%)	9 (7%)	5 (8%)	11 (6%)	23 (6%)	4 (1%)
Friendlier/more helpful staff	37 (4%)	8 (3%)	4 (3%)	1 (1%)	3 (3%)	2 (1%)	2 (2%)	17 (27%)	9 (5%)	13 (3%)	13 (4%)
Library building needs to be upgraded/modernised	36 (4%)	19 (7%)	6 (5%)	2 (3%)	2 (2%)	4 (2%)	3 (2%)	-	6 (3%)	16 (4%)	12 (4%)
Designated quiet areas/ areas where noisy children aren't allowed	35 (4%)	9 (3%)	8 (6%)	-	6 (6%)	2 (1%)	9 (7%)	1 (2%)	6 (3%)	12 (3%)	15 (5%)
Too small/libraries need to be bigger	34 (4%)	11 (4%)	2 (2%)	6 (9%)	6 (6%)	7 (4%)	1 (1%)	1 (2%)	1 (1%)	17 (4%)	14 (4%)
Easier index system/easier to find books/resources in the library	25 (3%)	9 (3%)	6 (5%)	-	2 (2%)	5 (3%)	1 (1%)	2 (3%)	4 (2%)	19 (5%)	2 (1%)
More money/funding provided to libraries	23 (2%)	7 (2%)	2 (2%)	6 (9%)	1 (1%)	7 (4%)	-	-	3 (2%)	11 (3%)	7 (2%)
More copies of popular/ new books	21 (2%)	13 (5%)	3 (2%)	-	1 (1%)	1 (1%)	1 (1%)	2 (3%)	1 (1%)	8 (2%)	9 (3%)
No fees for late returns/ putting books on reserve	17 (2%)	7 (2%)	3 (2%)	1 (1%)	2 (2%)	2 (1%)	2 (2%)	-	4 (2%)	12 (3%)	1 (*%)
More library staff	15 (2%)	3 (1%)	1 (1%)	-	2 (2%)	3 (2%)	4 (3%)	2 (3%)	3 (2%)	7 (2%)	2 (1%)
Provide mobile library services	15 (2%)	9 (3%)	2 (2%)	-	1 (1%)	1 (1%)	1 (1%)	1 (2%)	2 (1%)	8 (2%)	5 (2%)
Allow a longer timeframe for borrowing	14 (1%)	7 (2%)	2 (2%)	-	2 (2%)	2 (1%)	1 (1%)	-	4 (2%)	6 (2%)	1 (*%)
Provide a self-served checkout service	14 (1%)	7 (2%)	2 (2%)	-	2 (2%)	1 (1%)	2 (2%)	-	-	6 (2%)	8 (2%)
Keep up to date with modern technology	11 (1%)	6 (2%)	3 (2%)	-	2 (2%)	-	-	-	1 (1%)	6 (2%)	3 (1%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 82: Improvements to this library (Q19) continued

	Total	Library							Age		
		Geelong	Darebin	Gannawarra	Casey-Cardinia	Eastern	Wyndham	Latrobe	18-24	35-54	55+
More libraries/greater access to library services	11 (1%)	3 (1%)	1 (1%)	2 (3%)	–	4 (2%)	1 (1%)	–	1 (1%)	4 (1%)	4 (1%)
Services/books for teenagers/high school students	11 (1%)	1 (*%)	1 (1%)	1 (1%)	1 (1%)	3 (2%)	2 (2%)	2 (3%)	1 (1%)	7 (2%)	2 (1%)
Run workshops/computer learning courses	10 (1%)	1 (*%)	2 (2%)	–	1 (1%)	3 (2%)	2 (2%)	1 (2%)	1 (1%)	5 (1%)	4 (1%)
Cafe/coffee shop	9 (1%)	–	2 (2%)	1 (1%)	–	4 (2%)	2 (2%)	–	2 (1%)	4 (1%)	3 (1%)
Access books/resources online/download e-books	8 (1%)	–	1 (1%)	1 (1%)	5 (5%)	–	1 (1%)	–	1 (1%)	3 (1%)	3 (1%)
Send out reminders when a book is overdue/due back	8 (1%)	1 (*%)	1 (1%)	–	–	4 (2%)	2 (2%)	–	2 (1%)	6 (2%)	–
Provide/better access to interlibrary loans	7 (1%)	1 (*%)	2 (2%)	–	2 (2%)	2 (1%)	–	–	3 (2%)	3 (1%)	1 (*%)
Raise awareness/more advertising of library services	6 (1%)	–	1 (1%)	–	–	2 (1%)	3 (2%)	–	2 (1%)	3 (1%)	–
Allow people to suggest/recommend books to have available	6 (1%)	2 (1%)	3 (2%)	1 (1%)	–	–	–	–	1 (1%)	4 (1%)	1 (*%)
Books/resources in languages other than English	5 (1%)	1 (*%)	1 (1%)	–	1 (1%)	1 (1%)	1 (1%)	–	1 (1%)	2 (1%)	2 (1%)
An email service/e-newsletters sent to members	5 (1%)	1 (*%)	2 (2%)	1 (1%)	–	–	1 (1%)	–	–	2 (1%)	3 (1%)
Facilities/resources/access for disabled	3 (*%)	1 (*%)	1 (1%)	–	–	1 (1%)	–	–	–	2 (1%)	1 (*%)
Interact with school library services/encourage reading in schools	1 (*%)	–	1 (1%)	–	–	–	–	–	–	1 (*%)	–
Total	1,187 (125%)	362 (126%)	178 (139%)	78 (111%)	126 (121%)	221 (128%)	141 (115%)	81 (129%)	217 (122%)	509 (130%)	387 (121%)
Actual respondents	948 (100%)	288 (100%)	128 (100%)	70 (100%)	104 (100%)	172 (100%)	123 (100%)	63 (100%)	178 (100%)	391 (100%)	321 (100%)

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

Table 83: Other expenditure this trip (Mean score) (Q7) filtered by Purposes of the trip (Q3)

	Total	Grocery shops	Other shops	Cafe	Private home	Indoor leisure place	Outdoor leisure place	Restaurant	Other
Mean score	42.1	73.2**	83.1**	77.9**	130.0**	182.8**	206.6**	271.3**	69.1**
Total	1,380	580	424	178	104	49	35	25	249

Table 84: Travel costs for this trip (Mean score) (Q6) filtered by Main transport (Q4)

	Total	Car	Bus	Train	Tram	Other
Mean score	1.4	1.4	2.6**	5.8**	4.1**	0.1**
Total	1,380	1051	61	17	17	234

Table 85: Time spent at library this trip (Mean score) (Q8) filtered by Average use of this library service (Q13)

	Total	Borrow books or other print materials	Borrow videos, CDs or DVDs	Read, watch or listen to library materials	Access the internet	User reference materials	Seek staff assistance with reference enquiries	Use the computers for other purposes	Attend a program, event or activity	Use a study desk/meeting room	Meet socially with friends	Attend a civic/community meeting
Mean score	41.5	37.2**	39.5	59.2**	74.8**	61.0**	51.0**	79.0**	65.8**	106.5**	92.9**	128.8**
Total	1,380	1,185	761	320	289	263	250	146	128	110	74	24

Table 86: Money spent (Mean score) (Q24) filtered by Purchase type (Q23)

	Total	Book, magazine, CD, DVD etc.	Membership, tuition, courses etc.	Equipment, computer, camera etc.	Other
Mean score	288.7	258.3**	459.1**	840.2**	621.0**
Total	1,380	525	87	108	43

*Single and **double asterisks denote significance at five and one percent levels to the overall mean.

