

State Library Victoria Accessibility Survey

Help us make the Library even more accessible for people with disability

State Library Victoria is committed to making ongoing service improvements so we can better meet the needs of Library visitors with disability. We want to hear your thoughts on how you use the Library so we can work to reduce any barriers and make our facilities, services and programs even more accessible in the future.

The survey is open to anyone aged 15 years and over who visits the Library in person or online, and participation is voluntary. It contains up to 25 brief questions, and should take between five and 15 minutes to complete.

All Australian residents aged 15 and over who complete the survey can choose to go into a draw to win a behind-the-scenes Library 'Dome to Dungeons' tour for you and four guests, tailored for individual needs as appropriate. Read more about the tour and the prize draw [Terms & conditions](#).

Any personal information you provide on this survey form will be treated as confidential and managed in accordance with the State Library's [Privacy policy](#). Any survey results will contain only anonymous data.

Please see our [survey information page](#) if you have any problems with this online survey or wish to complete it in another format.

An asterisk * next to a question means it requires an answer.

Consent to participate in the survey *

By checking the box below you confirm that:

- you are aged 15 or over
- you have read and understood the survey information

Yes, I agree

Eligibility to participate in this survey

This survey is open to online and/or in-person visitors to State Library Victoria who wish to comment on our accessibility.

If you do not visit the library in person or online, we thank you for offering to provide feedback on our accessibility services and hope to be able to offer other opportunities for you to give us feedback in the future.

Library accessibility services

1. Are you aware of the Library's accessibility services? *

Yes

No – **Skip to question 5**

2. Which Library accessibility facilities and/or services do you use?

3. How satisfied are you with the Library's accessibility facilities and/or services? *

Very satisfied

Quite satisfied

Neither satisfied or dissatisfied

Quite dissatisfied

Very unsatisfied

4. What is the reason for your satisfaction level?

5. Can you recommend any organisations that provide helpful accessibility services?

6. Do you have any other comments or suggestions?

Visiting the Library in person

7. Do you visit State Library Victoria in person? *

Yes

No – **Skip to question 13**

8. How often do you visit? *

Weekly

Monthly

Once a year

2 to 3 times per year

Never visited before

9. Why do you visit the Library in person? (What do you do when you're here?) *

10. How easy is it for you to use our facilities & services and complete the activities you come here to do? *

Very easy

Quite easy

Neither easy or difficult

Quite difficult

Very difficult

11. What barriers (if any) do you experience in using the Library when you visit in person?

12. What facilities, services or resources would assist you to more effectively use the Library when you visit in person?

Visiting the Library online

13. Do you visit State Library Victoria online? *

Yes

No – skip to question 19

14. How often do you use the Library's websites or online services? *

Weekly

Monthly

Once a year

2 to 3 times per year

Never visited before

15. Why do you visit the Library online? (Which Library websites or online services do you use and what do you use them for?) *

16. How easy is it for you to use our websites and online services and complete the activities you come here to do? *

Very easy

Quite easy

Neither easy or difficult

Quite difficult

Very difficult

17. What barriers (if any) do you experience in accessing the Library online?

18. What facilities, services or resources would assist you to access the Library online?

Please tell us a little bit about yourself

These questions are optional.

19. What is your age group?

15–24 years

25–34 years

35–44 years

45–54 years

55–64 years

65–74 years

75 years or over

20. What is your postcode, or the name of the country in which you live if you are visiting from overseas?

21. Which ethnicity or ethnicities do you identify with?

- Australian
- Australian Aboriginal / Torres Strait Islander
- European
- Chinese
- Vietnamese
- Indian
- Filipino
- Polynesian
- Malaysian
- Lebanese
- Maori
- Other (please specify below)

22. Do you speak a language other than English at home?

No

Yes (please specify below)

Survey follow-up and prize draw contact information

The Library may wish to follow up with you to better understand the information you've provided or ask some extra questions.

23. Are you happy for the Library to contact you about this survey? *

Yes

No

24. Would you like to go into the draw to win a behind-the-scenes tour of the Library, tailored to individual accessibility needs as appropriate? (Answering 'Yes' and entering your contact details mean you accept the prize draw [Terms & conditions.](#)) *

Yes

No

25. If you answered yes to either of the questions above, please provide your contact details. (These details will remain confidential. Any survey reporting will include only anonymous data.)

Name

Email address

Phone number

Thank you!

Thank you for your valued input. Your feedback will help us work towards making the Library as accessible as possible, in person and online, for everyone.

If you have chosen to take part in the prize draw and you win, we will be in touch!