

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:

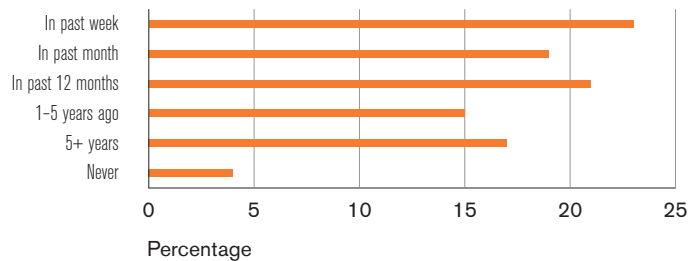
- Women were more likely to be members (75% women cf 59% of men).
- People with children in the household were more likely to be members (71% with children cf 64% with no children).
- Older people were slightly more likely to be members (73% of people 55+; 70% of people 35–54; 58% of people under 35).

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

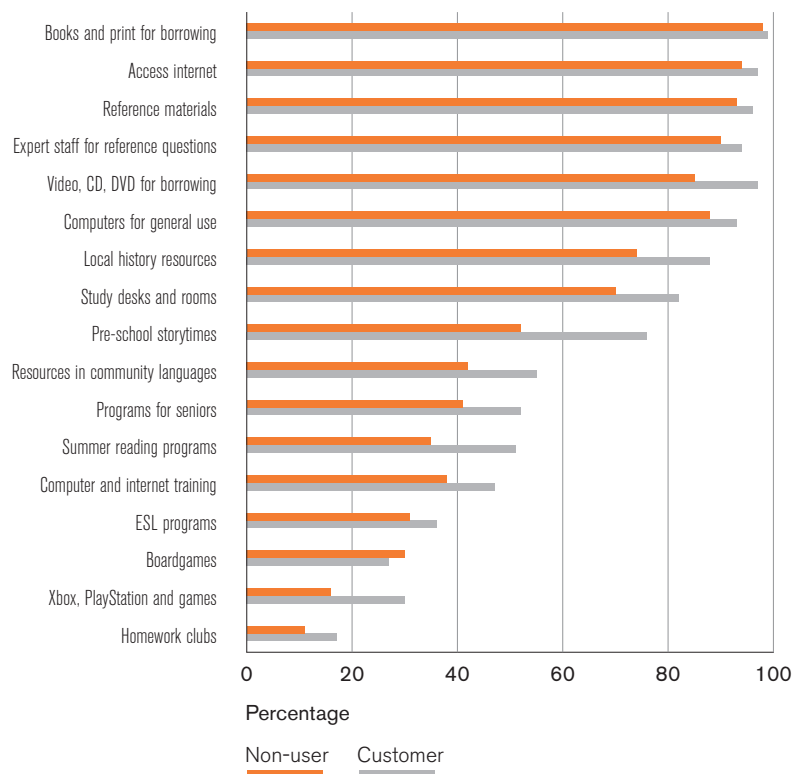
Participants were asked whether they were aware of a variety of library services. As Figure 2 indicates, there was almost universal awareness of some services, while other services were little-known.

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.

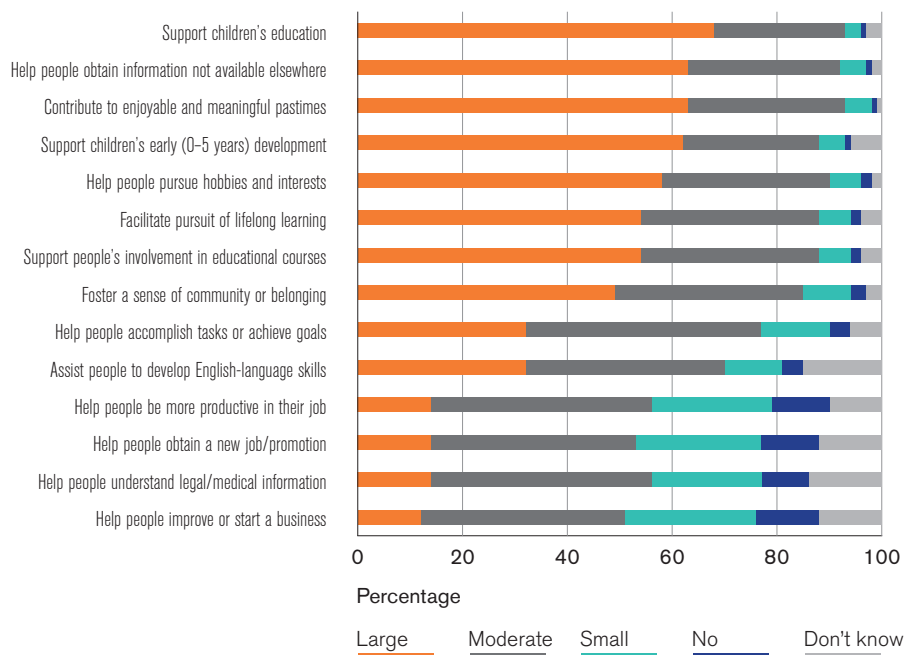
It was interesting to note that most of these perceptions were held by library customers and non-users alike. Similarly, there was little difference in perception according to gender, age, location (Melbourne/other) or presence of children.

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

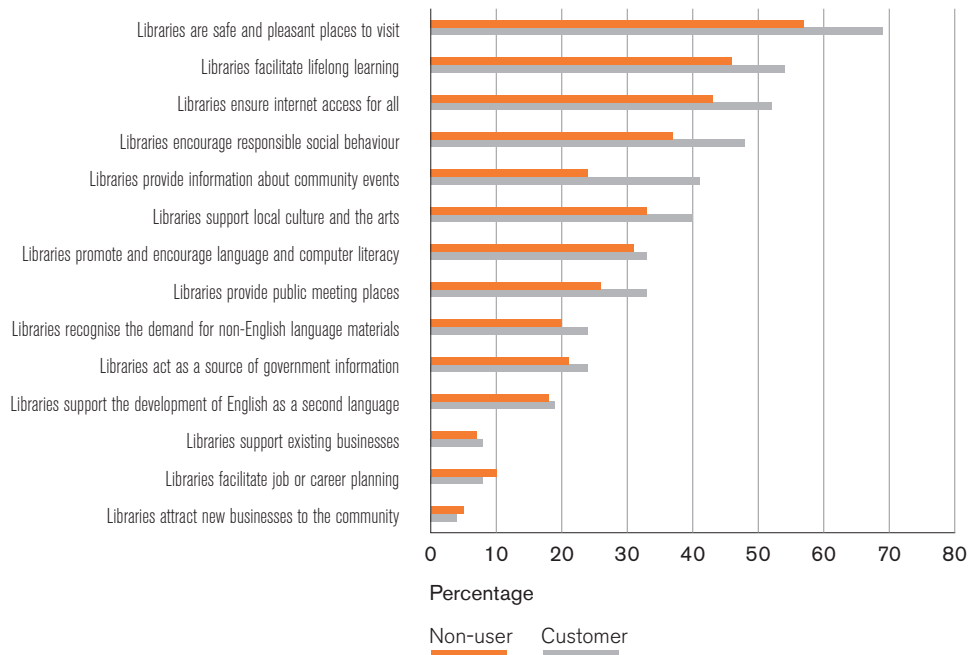
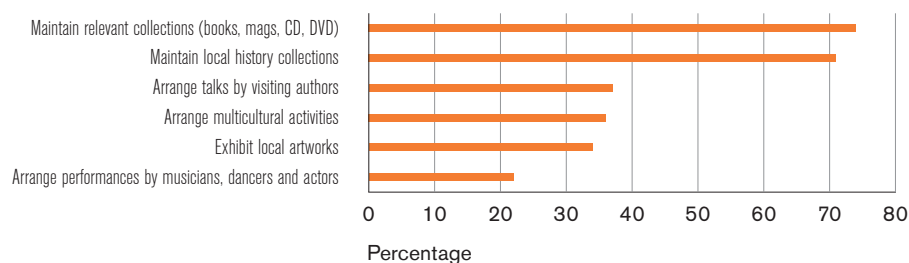


Figure 5: Cultural contribution of public libraries (very important)

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%).

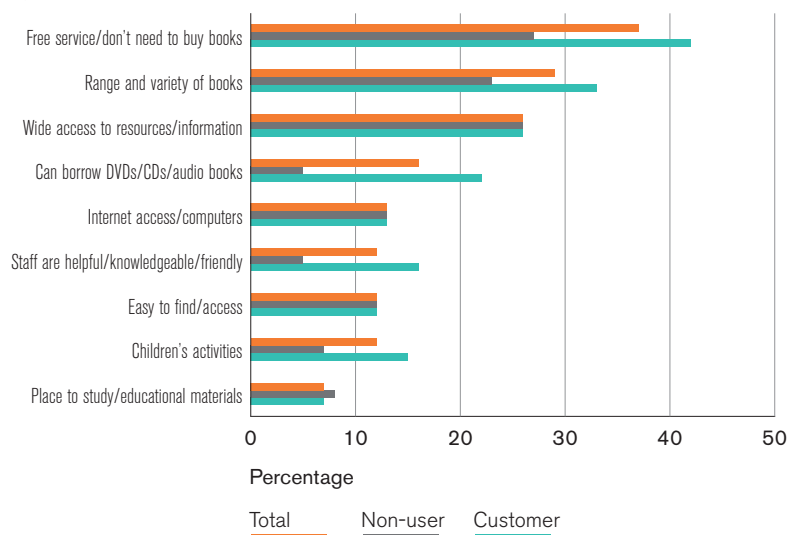
Library customers were more likely than non-users to mention borrowing books at no cost; the range/variety of books; and especially DVDs, CDs and audio books. Non-users put the same emphasis on access to information/resources as customers.

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.'

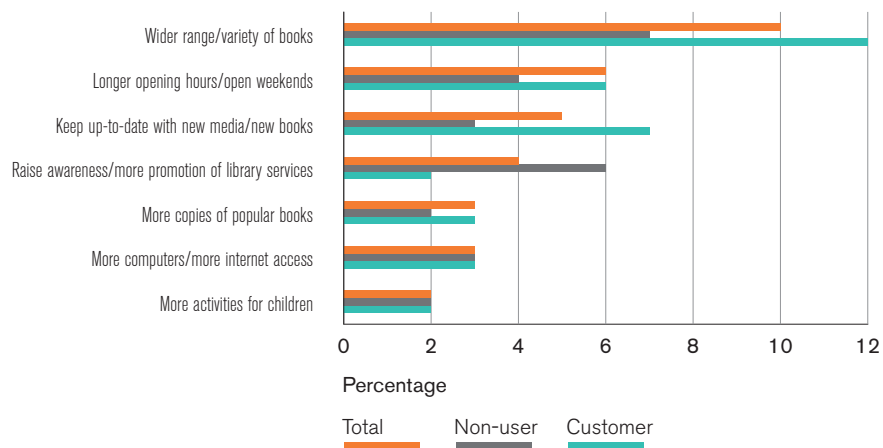
2.6 Suggested improvements to public libraries

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%).

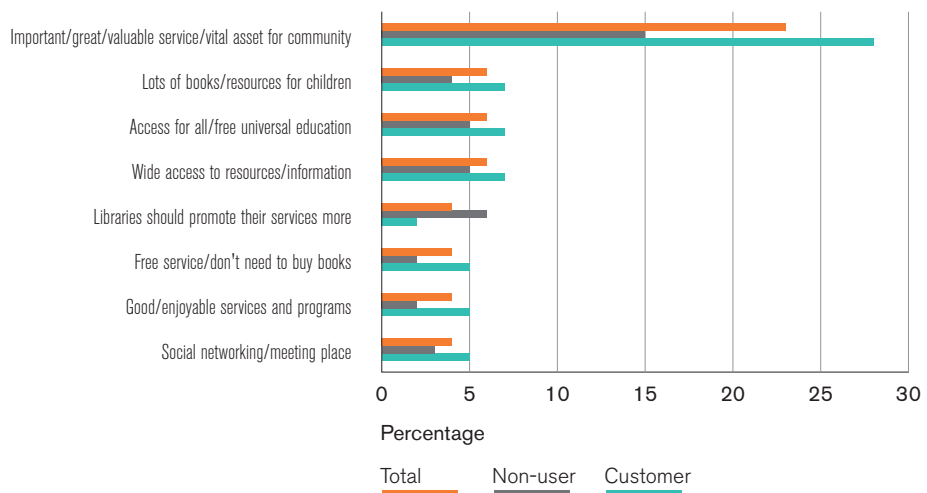
Other contributions to community mentioned by 4–6% of participants were:

- 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

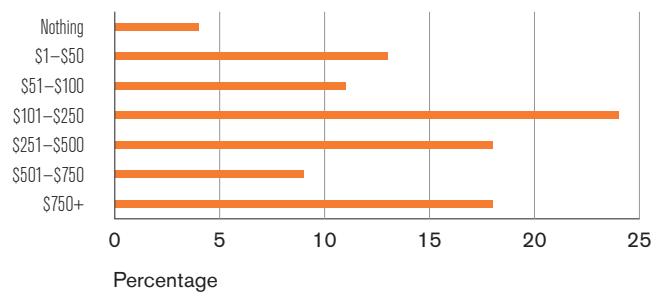
Participants were asked to think about their typical library use in a 12 month period and to nominate how much they would have spent if they had to buy the services from a private business. Figure 9 shows the results.

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.

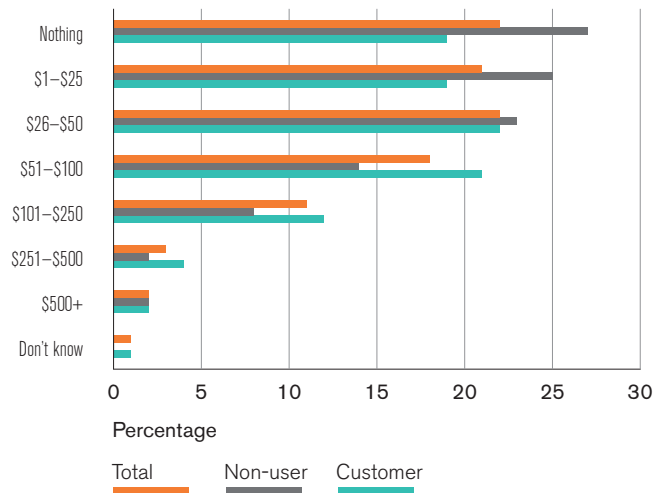
In total:

- 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.
- A. The amount is what I think libraries are worth.
 - B. Libraries are worth MORE than this, but I can't afford more/don't want to pay more.
 - C. 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%) | 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%) | 1,050 (100%) |

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

| | 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 |
| 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)

| | 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 |
| 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)

| | 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 |
| 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% |

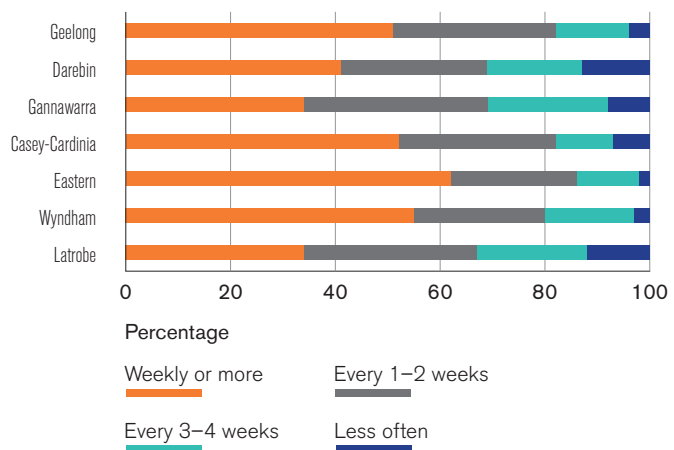
1.2 Usage frequency

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

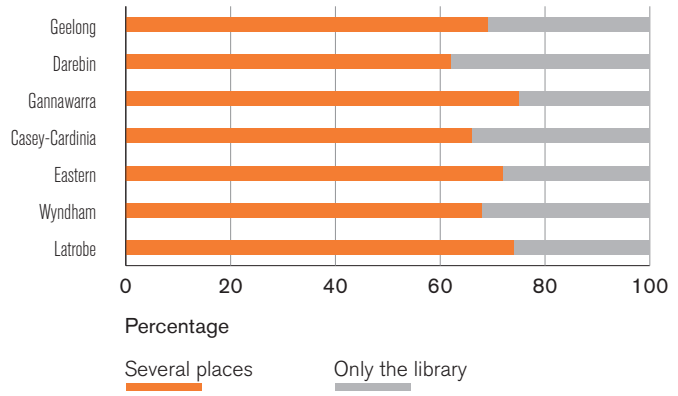


Figure 3: Other places visited

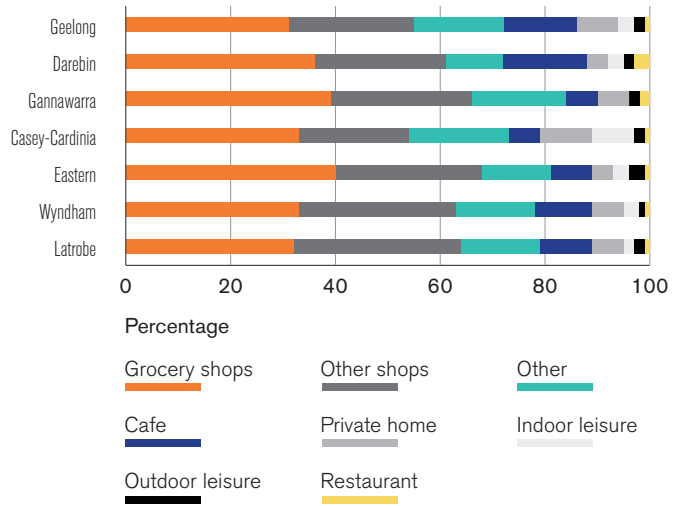


Figure 4: Average time at library (minutes)

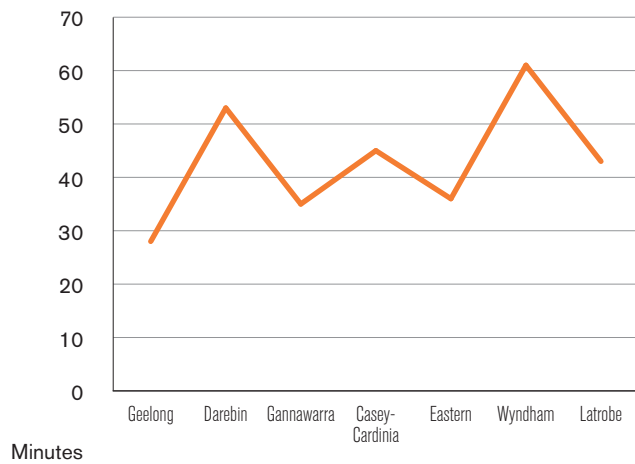
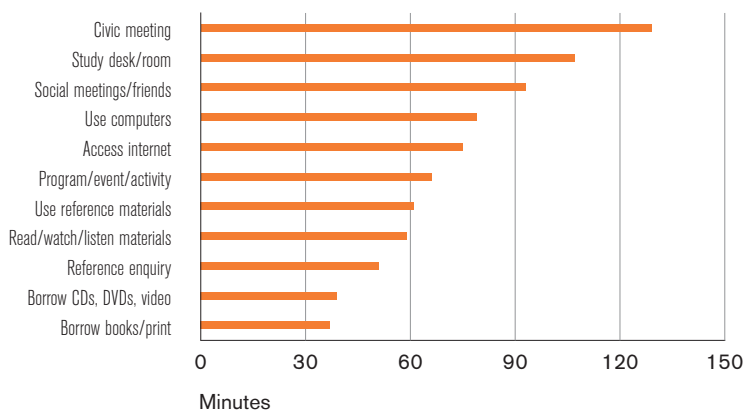


Figure 5: Average time spent according to activities

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:

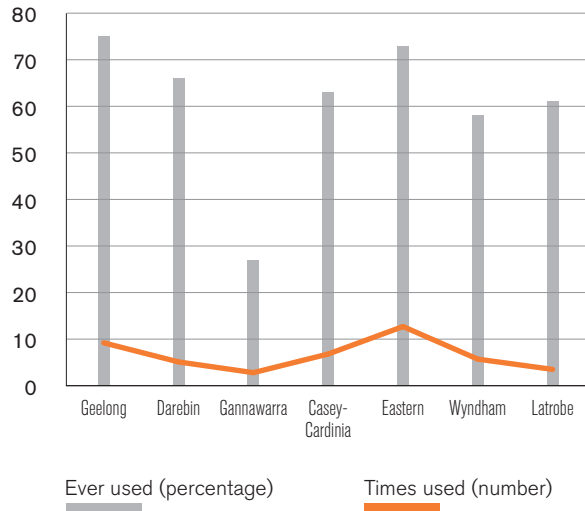
- The collection (extensive range of materials) was the most widely noted reason for visiting the library in each of the case study areas. It was especially important in Casey-Cardinia, Eastern and Geelong.
- The pleasant atmosphere of the library setting was the second most widely mentioned reason for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

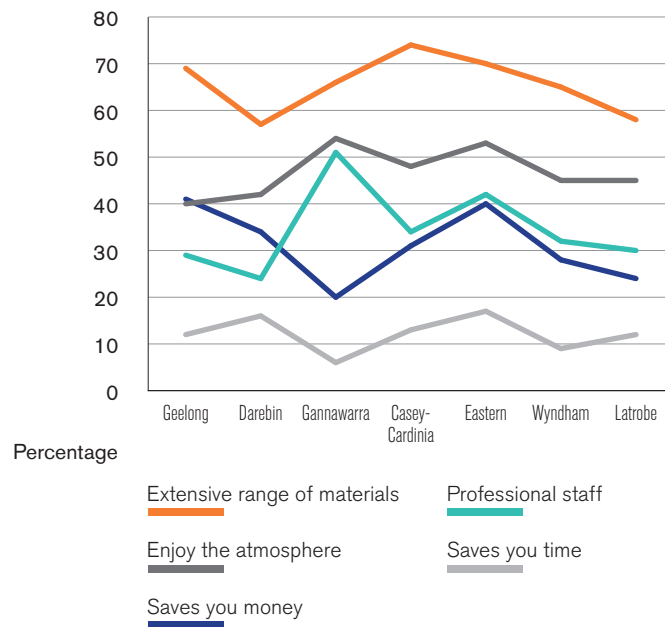
The average amount of time saved across the sample as a whole was 69 minutes. The average amount of money saved was \$69. This was highest in Eastern and Latrobe, where customers estimated that they saved \$97–98, and lowest in Gannawarra, where customers estimated that they saved \$49.

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

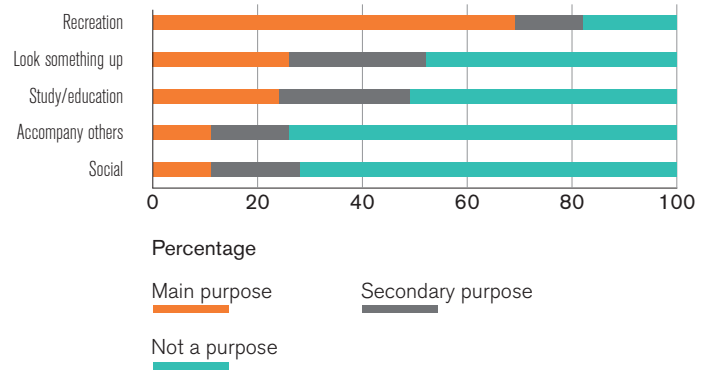


Figure 9: Primary purpose of library visit

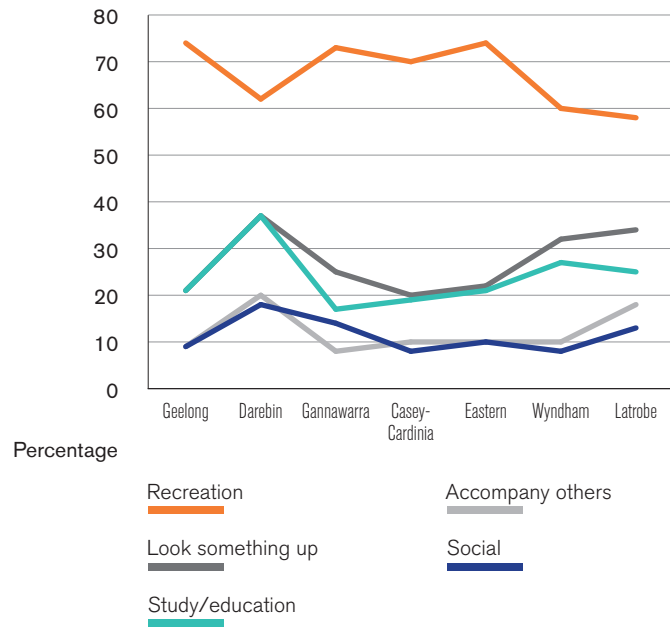


Figure 10: Things done at the library

Base: 1,380

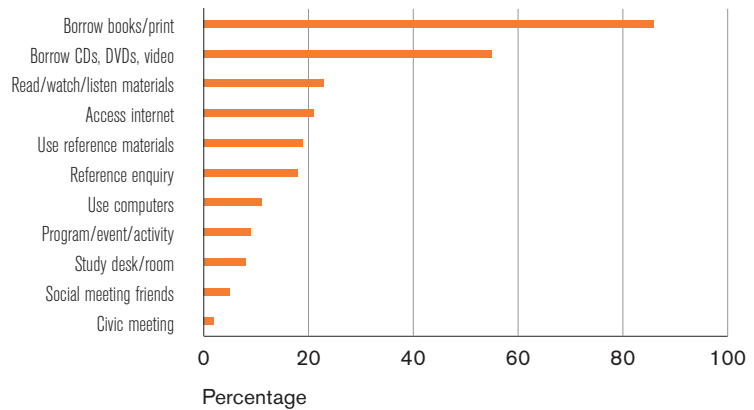


Figure 11: Book/print borrowing in case study areas

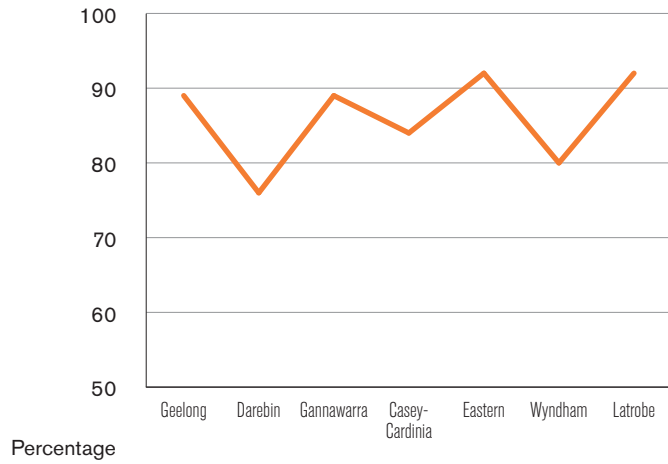


Figure 12: CD, DVD, video borrowing in case study areas

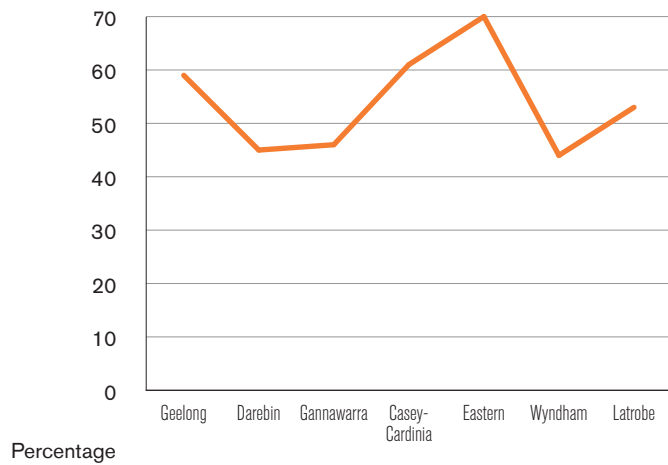
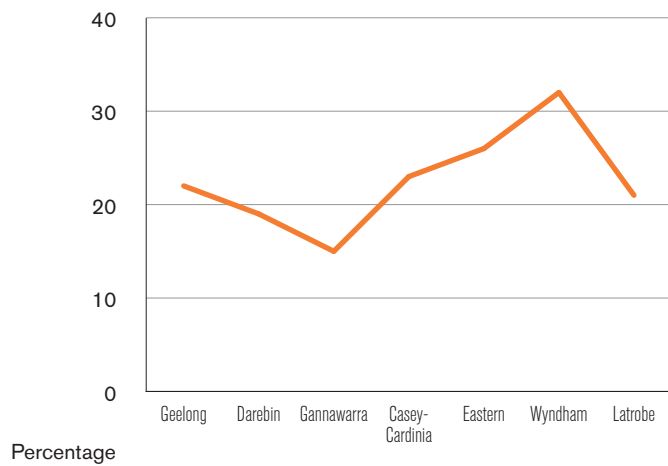


Figure 13: Reading, watching and listening to library materials in case study areas



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

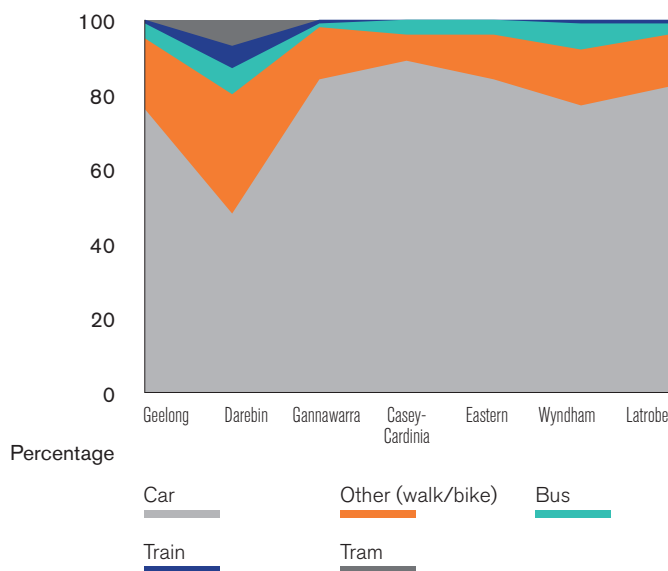
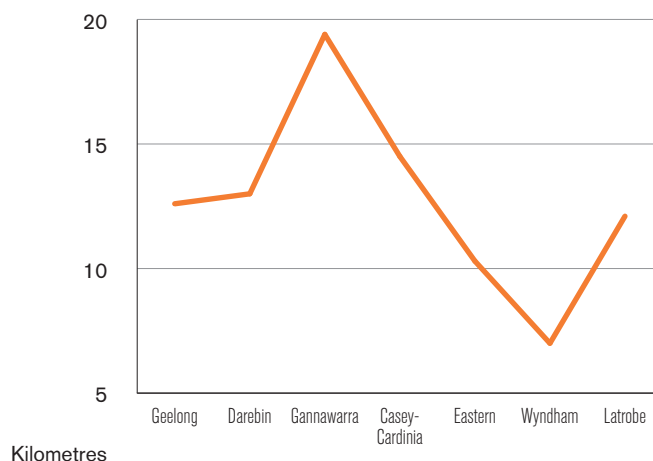


Figure 15: Average distance travelled on library outing

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

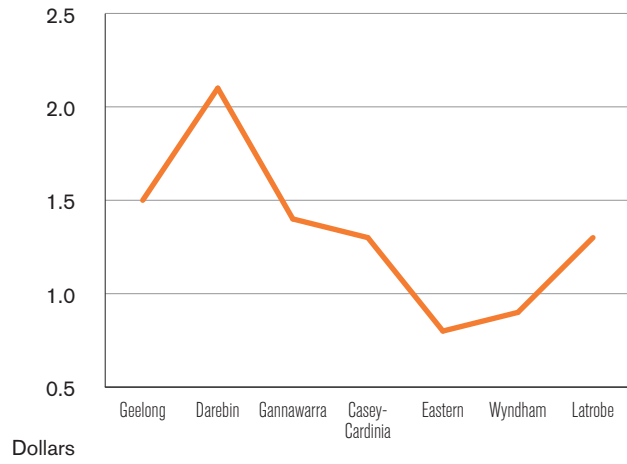


Figure 17: Average out of pocket travel expenses for transport types

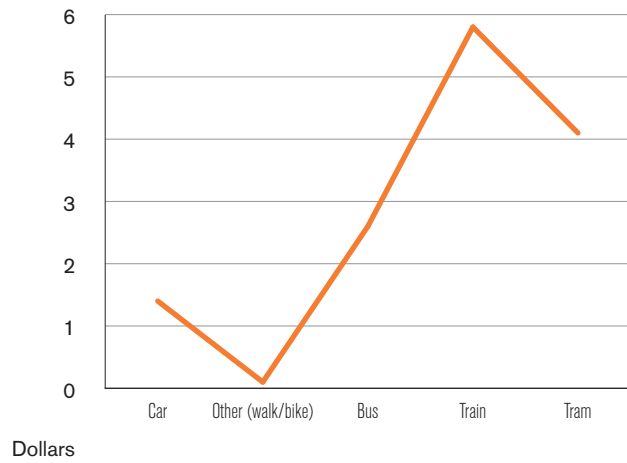


Figure 18: Average amount spent on outing (case study areas)

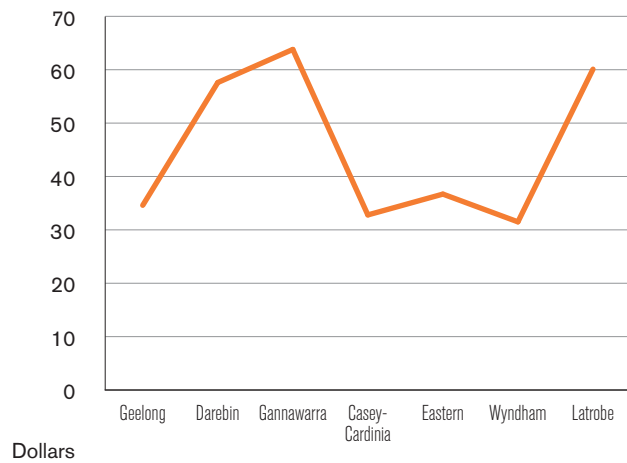
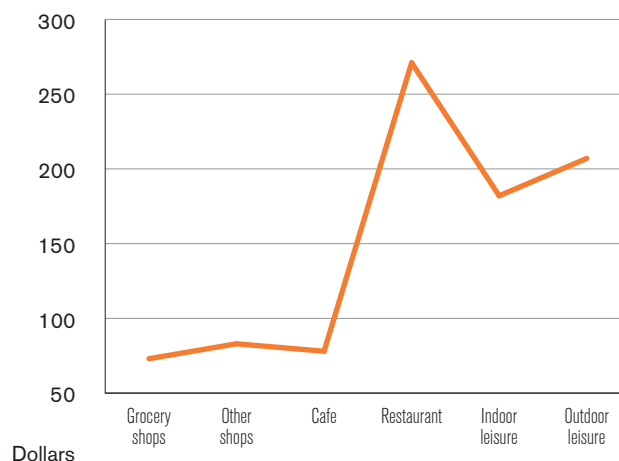


Figure 19: Average amount spent on outing (places visited)

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)

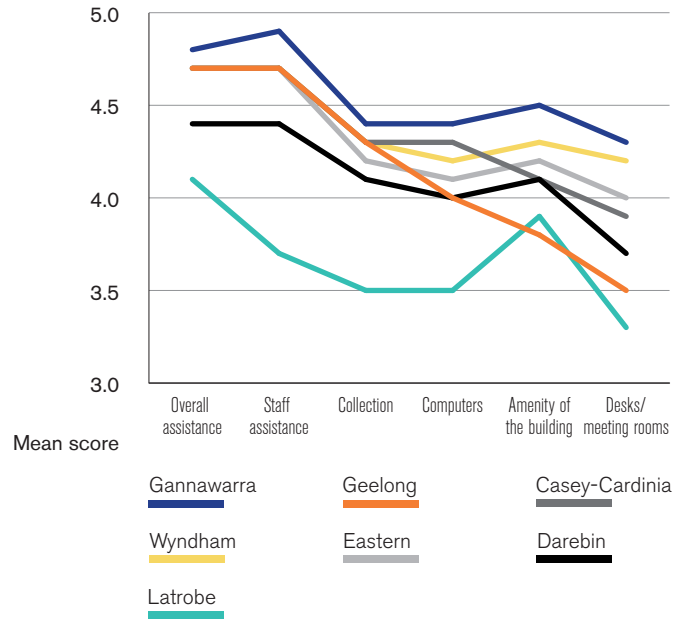
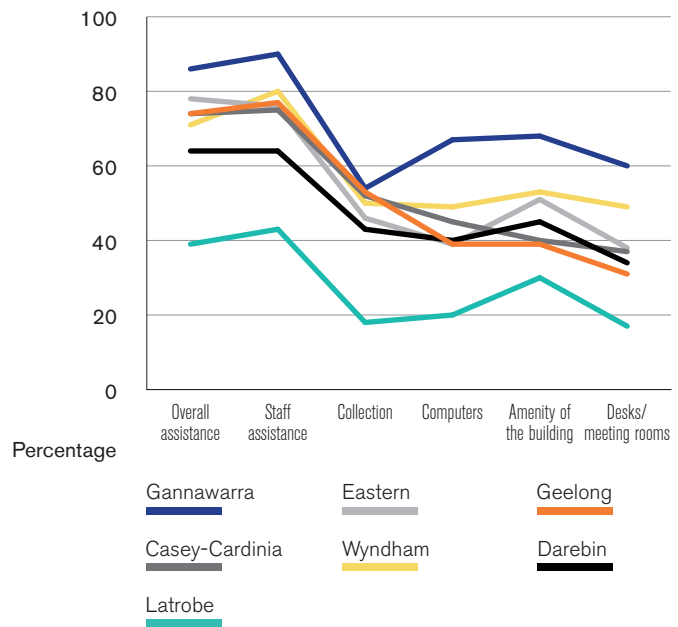


Figure 21: Satisfaction with aspects of library service (top score of 5)



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

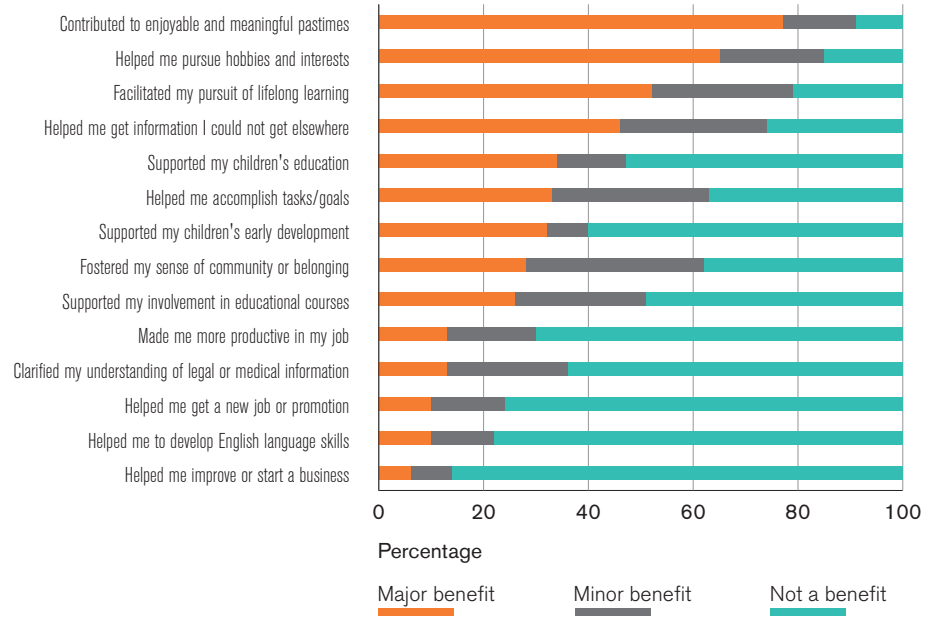


Figure 23: Perceived benefits of public libraries

Base: 1,050

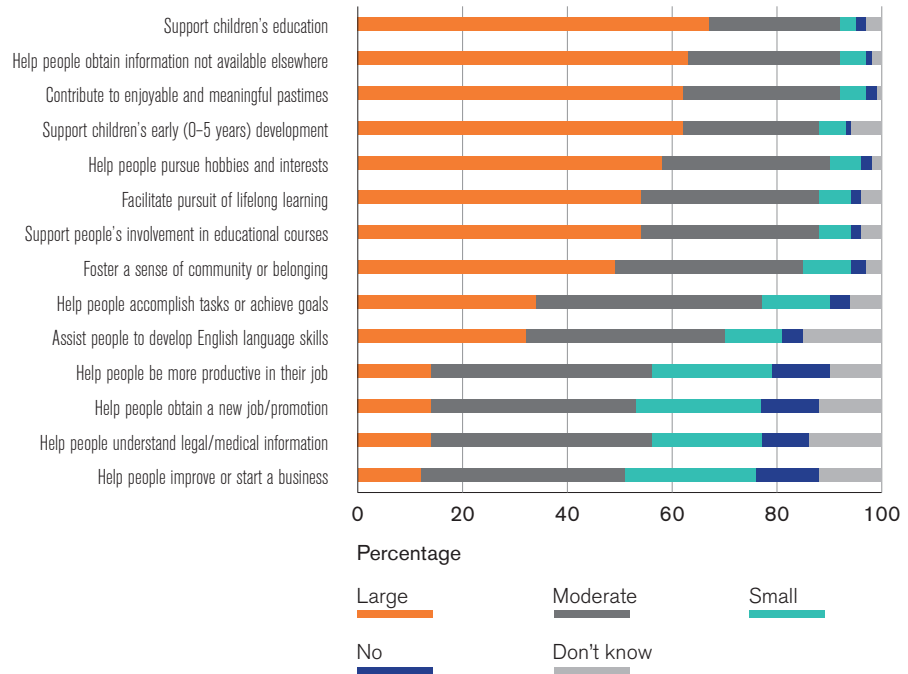


Figure 24: Cultural contribution of public libraries

Base: 1,380

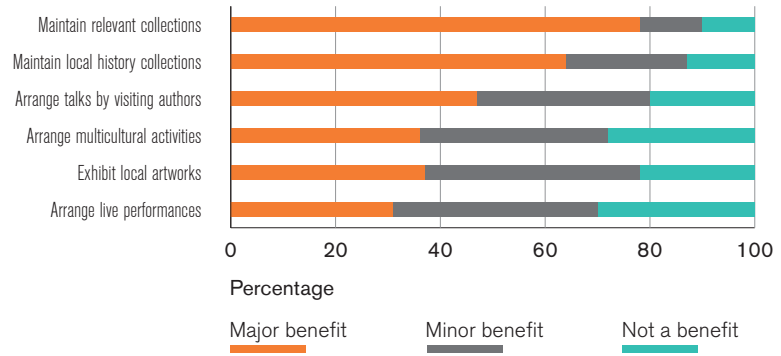


Figure 25: Importance of contributions to general community (very important)

Base: 1,359

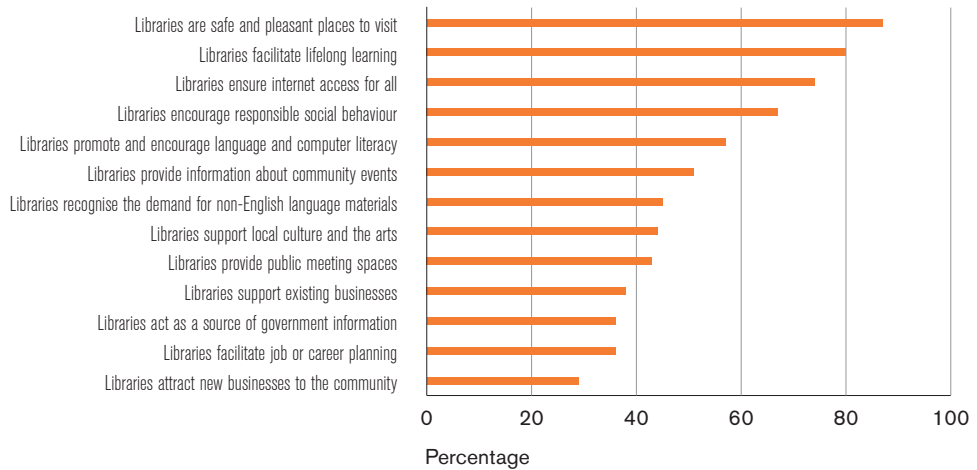
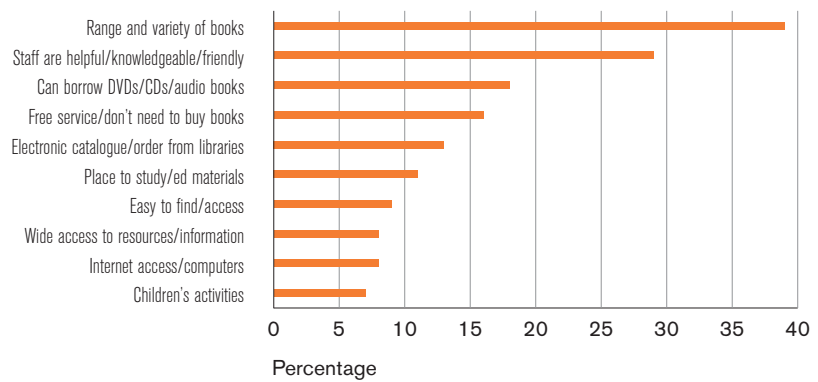


Figure 26: Best things about public libraries

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.'

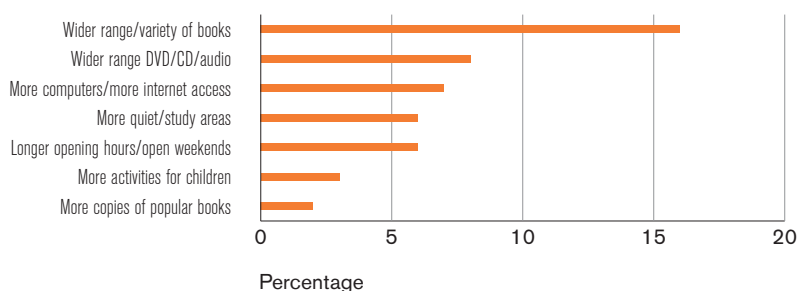
'Expansion of services in even greater range of reading matter including books and magazines (increase budget), as well as e-books, e.g. www.librivox.com.'

'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

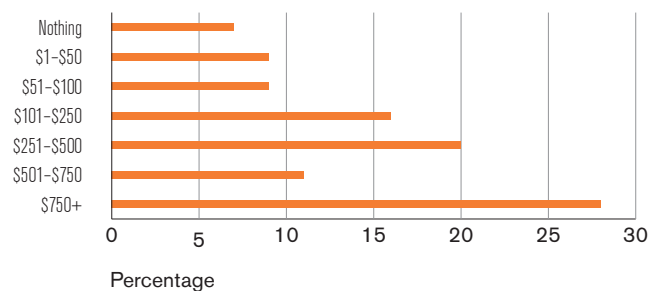
Participants were asked to think about their typical library use in a 12-month period and to nominate how much they would have spent if they had to buy the services from a private business. Figure 28 shows the results.

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:

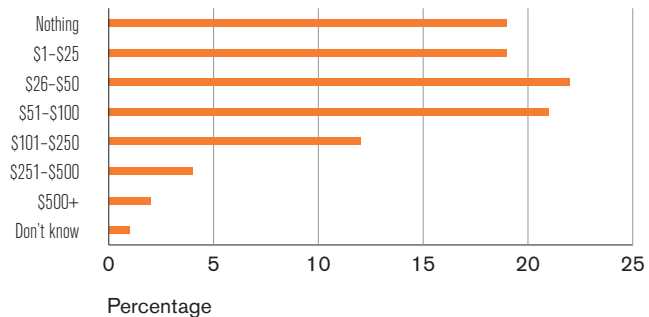
- The average amount people were willing to pay was \$72 per year.
- There was considerable regional variation with people in Gannawarra (\$93) and Darebin (\$82) prepared to pay more, while people in Latrobe (\$56) and Casey-Cardinia (\$60) were prepared to pay less.

- 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)

| | Total | Library | | | | | | | Age | | |
|---------------|-------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| | | 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)

| | Total | Library | | | | | | | Age | | |
|---------------|-------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| | | 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)

| | Total | Library | | | | | | | Age | | |
|---------------|-------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| | | 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 | Gannawarra | 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 1(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.

