

STAKEHOLDER ENGAGEMENT PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



1. INTRODUCTION – PUBLIC CONSULTATION

Public consultation regarding the **Library Customer Satisfaction Rating 2022** ran from **Monday 11 April** through until **Monday 2 May 2022**, which gathered valuable community feedback on the service delivery and customer satisfaction of Townsville CityLibraries. Respondent submissions were received by Council via the Have Your Say Townsville (HYST) online platform. This engagement was supported by a boosted social media effort targeted to the Townsville region, an electronic mail distribution to CityLibrary users, and targeted collateral placed within library venues.

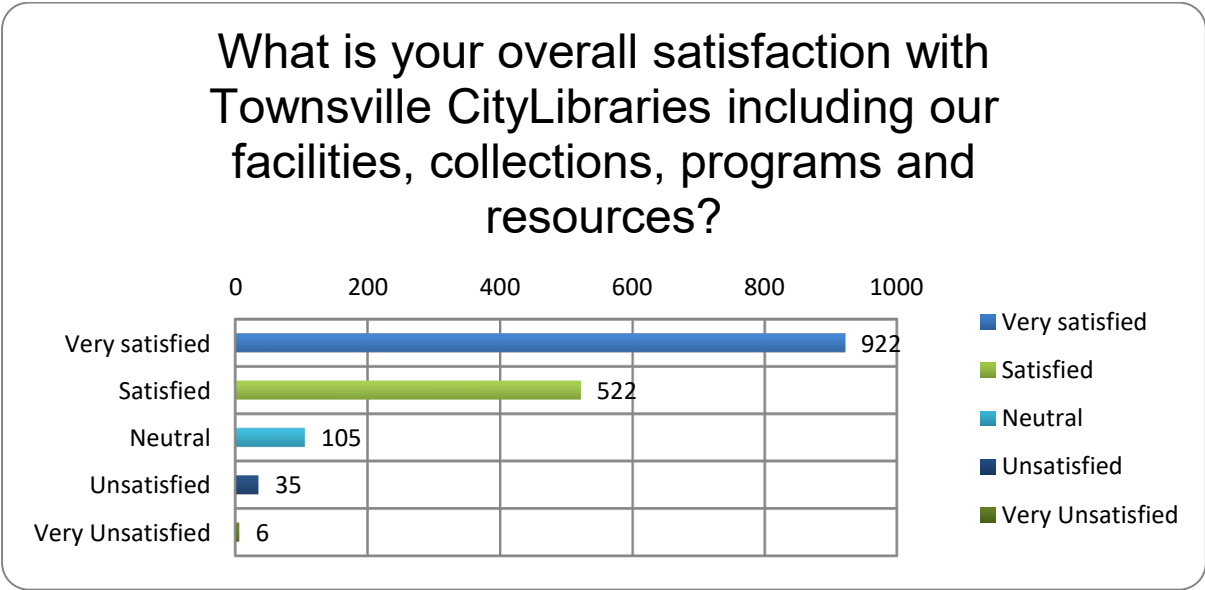
This report identifies and captures all feedback associated with the consultation and serves as a public document to close the loop on the engagement process. The findings contained herein are presented in their entirety and draw no conclusions or recommendations on project or strategy outcomes going forward.

2. PUBLIC CONSULTATION OUTCOMES

Through the HYST platform, Council received **1590** registered respondents to the survey tools. As outlined below in the HYST summary statistics in **Section 4 – Have Your Say Townsville Analytics**, there were **3317** total visits to the consultation pages with **1590** respondents providing comment in the tools.

2.1 SURVEY KEY FINDINGS

Of the **1590** respondents to the survey tool, the following breakdown indicates key findings associated with the **Library Customer Satisfaction Rating 2022** survey.

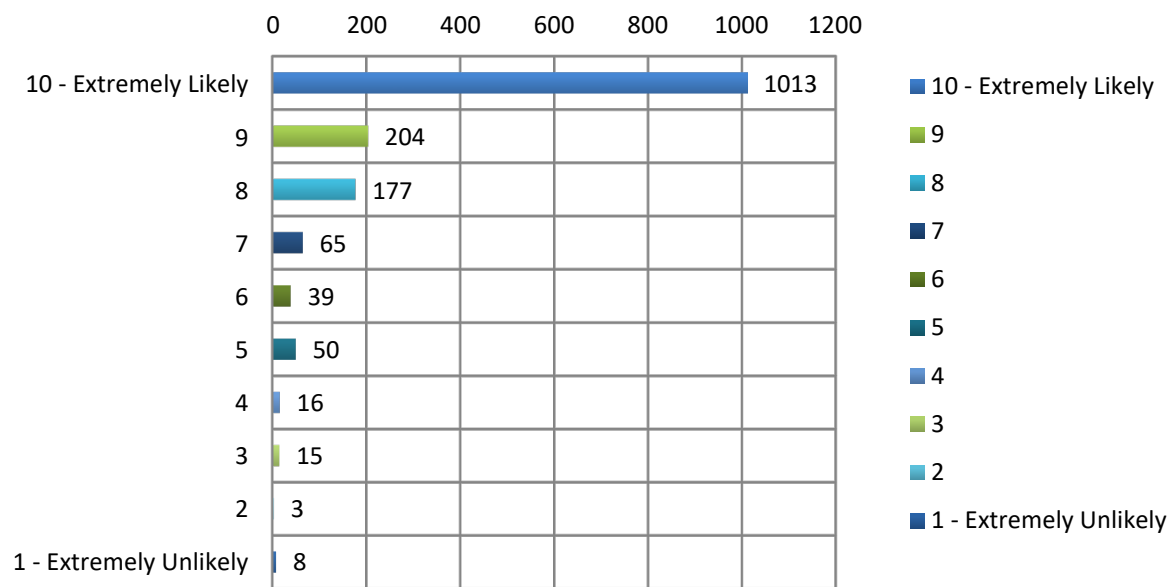


Of the total respondents (**1590**) it was found that **57.9%** of respondents were **Very Satisfied**. Additionally, a combined **90.8%** were either **Very Satisfied** or **Satisfied** with Townsville CityLibraries including facilities, collections, programs and resources.





Considering your experience with us so far,
how likely are you to recommend the
Townsville CityLibraries to a friend or
colleague? 10 being Extremely Likely, and 1
being Extremely Unlikely



Of the total respondents (1590) it was found that **63.7%** of respondents would be **Extremely Likely** to recommend CityLibraries to a friend or colleague.

2.2 OPEN TEXT SENTIMENT ANALYSIS

The Have Your Say engagement platform provides open text sentiment analysis which provides a breakdown of the general tone and theme of a respondent’s comment. For the Library Customer Satisfaction Rating 2022 survey, participants were asked “**Please provide any further feedback about your responses or experience with Townsville CityLibraries**”

Analysis of this open text question found the following breakdown of respondent sentiment:

SENTIMENT SUMMARY



14.7% Negative, 8.8% Mixed, 11.9% Neutral, and 64.6% Positive.



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General themes within the open text responses included:

- High appreciation for the service and professionalism of staff
- High appreciation for the variety and depth of collection
- High appreciation for the Borrowbox
- Some concerns about parking availability
- Some concerns about opening hours and access (particularly relating to Magnetic Island and holiday periods)

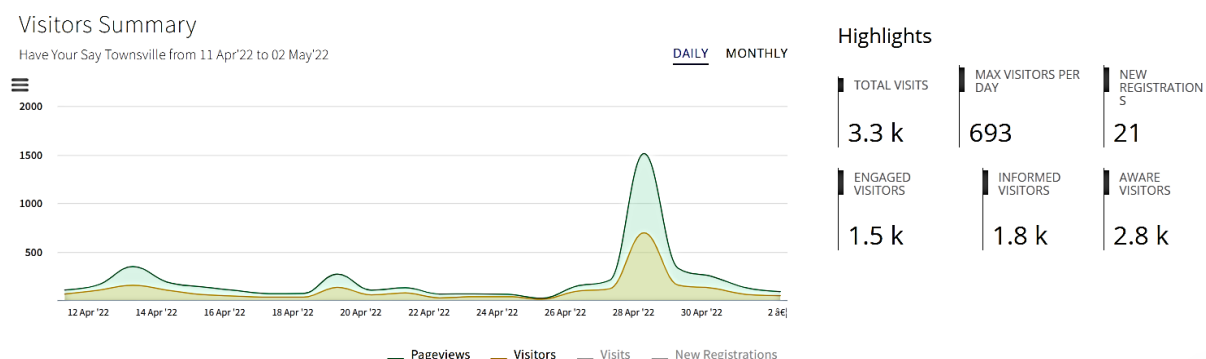
All open text response data can be found in Appendix 1.

3. HAVE YOUR SAY TOWNSVILLE ANALYTICS

Through the Have Your Say platform, the following synopsis of engagement highlights the range of interactions made with the project page:

- Total visits through HYS – **3317**
- Unique Visitors – **2816**
- Informed Visitors – **1781**
- Completed a feedback form – **1590**

A quick overview of key HYST statistics are as follows:



Where:

- "Aware" is to visit at least one project page, typically the project landing page;
- "Informed" is to visit multiple project pages, download a document, view a photo or video, or contribute to a project tool; and
- "Engaged" is to actively participate in engagement tools including Surveys, Forums, Polls, and Places within Interactive Maps.

Further, multiple channels were utilised to drive engagement with the HYST platform, including:

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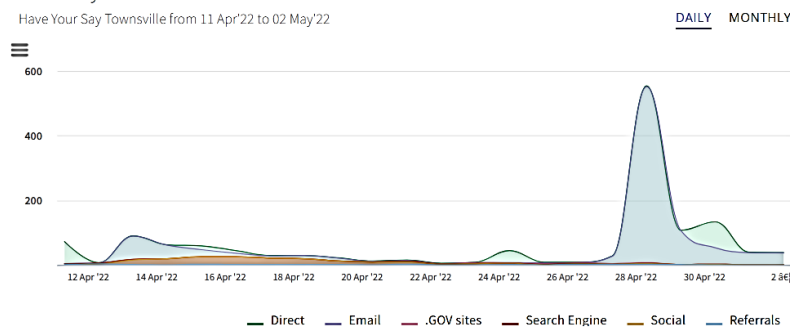
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- Direct Visits
- Email Links
- Search Engines
- .GOV Sites
- Mailout collateral

Visits by Channel

Have Your Say Townsville from 11 Apr'22 to 02 May'22



* Select a section of the graph to zoom

TRAFFIC CHANNEL	AWARE VISITS	INFORMED VISITS(%)	ENGAGED VISITS(%)
DIRECT	2123	989 (46.6%)	974 (45.9%)
SOCIAL	160	120 (75%)	71 (44.4%)
EMAIL	980	743 (75.8%)	485 (49.5%)
SEARCH ENGINE	12	4 (33.3%)	2 (16.7%)
.GOV SITES	17	11 (64.7%)	4 (23.5%)
REFERRALS	21	19 (90.5%)	15 (71.4%)

4. NEXT STEPS

Providing feedback to the identified stakeholders and closing the loop on the public consultation process has been identified as an important aspect of Council accountability and transparency. Pending consultation with Townsville City Council management, the following actions will be taken:

- HYST platform updated to inform the community of the outcome of the consultation; and
- A newsletter will be sent to all registered participants ensuring their investment of time and effort into the consultation has been acknowledged.

5. ACKNOWLEDGEMENT

This document has been prepared by Townsville City Council – Stakeholder Engagement on behalf of the Project Manager. All information presented in this report has been presented in an accurate and unbiased manner and makes no recommendation on any project actions going forward. This report has been approved by the Project Manager, and the Head of Stakeholder Engagement. For further information, please contact Townsville City Council at haveyoursay@townsville.qld.gov.au

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6. APPENDIXES

Appendix 1 – HYST Open Text Data

Please note this table has been sorted by Column 1, then by Column 2 in order to group respondent submissions by sentiment.

1. What is your overall satisfaction with Townsville CityLibraries including our facilities, collections, programs and resources?	2. Considering your experience with us so far, how likely are you to recommend the Townsville CityLibraries to a friend or colleague? 10 being Extremely Likely, and 1 being Extremely Unlikely	3. Please provide any further feedback about your responses or experience with Townsville CityLibraries
Neutral	2	Access is difficult. Especially finding parking. Weekends is impossible. Out of date facilities
Neutral	3	Don't go to the library
Neutral	3	I only use the BorrowBox facility and have found the range of books in the catalog very limited and at times very disappointing.
Neutral	3	I wonder why I am getting the survey when I have not gone to the library in years
Neutral	3	I'm a science fiction aficionado and your selection is very slim. also very little in the metal working area
Neutral	3	Simply a playground for noisy Kirwan High School students to hang out at All hours during the day. No noise restrictions. I was told it was a "Safe Hub" for students. Why were they not in class? I refuse to go back there.
Neutral	4	Felt unsafe arriving and departing Aitkenvale Library -
Neutral	4	I love coming to baby rhyme time with my bub. There's a warm vibe and I always learn things about what I should be doing at home with bub.
Neutral	4	I value the service provided by the Townsville City Libraries. There are a few things that i would like to state for consideration:

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		<p>The Thuringowa collection is better than the others (not in my area)</p> <p>Workshops are offered during general work hours (full-time employed cannot attend)</p> <p>There is a children's librarian and services for seniors. Is there someone with a focus on the general population?</p> <p>Interlibrary loans (from libraries beyond Townsville) are not apparent - are they offered?</p> <p>More/regular book launches, author talks, author-in-residence workshops (local and beyond) would be great</p> <p>Most current books are not available (especially print copies) and when they do arrive, there is a long wait list</p> <p>Libraries have become social, collaborative (loud and disruptive) spaces which is fine. Sound proof rooms would cater for those who need a quiet space.</p>
Neutral	4	It did not take long to read all the books of interest as there seemed to be little to no rotation and now that Thuringowa has moved to Riverway I am unlikely to visit.
Neutral	4	Some of the staff are neither friendly or helpful and because of these experiences I have not used this particular service for some time.
Neutral	4	The recent security guard presence has made me feel more comfortable coming to the library, especially with my children
Neutral	5	<p>1. I suggest improvement to the return process. There are devices in use in Mackay and Brisbane libraries which make the process easier.. one can get feedback to make sure that all the books returned get "captured"..</p> <p>2. Access to an outdoor space connected/part of the library would improve the library experience.. especially for people with children.</p> <p>3. I am deeply appreciative of the lack of screens in the children's area.</p> <p>4. Accessibility to toilets while in the library (Thuringia and city) would ease the experience especially with children.</p> <p>5. A citylibraries app would ease the process of reserving or renewing books as well as keeping track of books already borrowed.</p>
Neutral	5	After having surgery I really needed a book to help me on my journey there is 1 book in the entire library about the subject and it was on loan not really good enough for a library. You don't seem to have alot of BOOKS.

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Neutral	5	Baby rhyme time & toddler time does not interest me in it's new format where you have to make a booking. Pre-covid format was better.
Neutral	5	Find it difficult to return books out of hours
Neutral	5	Hello, I dont know what the statistics are for user background, I am a disability support worker and this has brought me back to the library because disability people are low income and use the library lots. I was there in a group situation one afternoon and in the group we had a variety of personalities and issues so wanted to keep the group together but away from others having quiet time. I moved the large lounges in the loud lounge area @ Aitkenvale away from two people studying to make a nice group of 7, 5 clients and two carers. When we organized the group to .leave some wanted to use the toilets and some went in other directions like to check out books. So on leaving the library I let the ladys know i had moved the lounge. She wasnt happy and said what you move you need to put back because it's heavy. So my comment is fare enough but maybe this moving and rearranging of furniture and its weight can be a topic of consideration. Many thanks,
Neutral	5	I dont like Bolinda (audio books) time constraints.
Neutral	5	I find the online service Libby very frustrating.
Neutral	5	I have belonged to a book club at the library for the last 11 years & where once we felt welcomed & our day & timeslot was respected, as well as our book choices, now we feel undervalued as a group & that the library has become more of a business rather than a place where you go to enjoy books.
Neutral	5	I live at Cungulla. We used to have the mobile library call here. i only used it occasionally. it stopped coming here probably due to poor patronage. now i have retired i wish it would come back. the demographics have changed here and it may get more patronage. also there is a men's shed now, located near where the library bus stopped. they meet on Tues, Wed and Thurs. that may help patronage. monthly visits would be enough. there are many elderly people here. it is a benefit to them. we have few services and amenities here. every bit of help is needed to enhance our quality of living. thank you.
Neutral	5	I no longer use the library
Neutral	5	I used to love going to the library with my children on a weekly basis. And then COVID-19 affected the way the staff would treat me when I would use the services.

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		<p>Even though we were fully vaccinated, I felt like we were spoken to rudely by the security guards each time we entered.</p> <p>One day I did not bring my phone with me and I was not allowed to enter to collect my books. I don't think we have used the service since. In the whole time COVID has been around the biggest issue has not been sickness but rudeness from staff members. We go to the beach now instead. No one there to look down on us and make us feel like second class individuals not worthy to enter a tax payer funded resource. On a side note, I have contributed my share of taxes for over 33 years.</p>
Neutral	5	<p>I was born in Townsville, & have seen the library go from one to three in those year. I'm 45 now, being raised by a Mum who loves to read, have always used the library. Sadly over last 5 or so years, I've been disappointed with how little books are carried in our local libraries anymore. They are slowly beginning stripped. I can not find half the reference books that used to be held & our local libraries are poorer for it.</p>
Neutral	5	<p>I would not recommend the library at Kirwan after school hours. I am trying desperately to get my grandchildren to embrace reading. I have had to shield my grandchildren from poor behaviour from high school students. Most of them just use the space for their own convenience. I'm fed up with some of these young people almost having sex on the lounge furniture while I'm trying to engage my grandchildren in learning. I'm fed up with the f and c words being used. I don't expect the library to be sterile but I don't expect this level of self disrespect from these students. And I would hedge a bet their parents don't know what they are getting up to. And your staff walk on by. To be honest they shouldn't be subjected to this either.</p> <p>I could go on about the range of material in some sections but I feel the behaviour of some who use the library needs modifying. Thank you for this opportunity.</p>
Neutral	5	<p>I'm not keen on Townsville CityLibraries.</p>
Neutral	5	<p>Inaccessable from North Ward area so it is hard to get to . Also inside the library is noisy .</p>
Neutral	5	<p>It has wide range of selection, not major on things that are interesting. But its different</p>

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Neutral	5	Need more copies of popular books, and a bigger range of audio books. Need to ensure that when having series, that you have the whole thing, is not just book 3 and 5 for example
Neutral	5	Needs total overhaul and brought into modern technologies
Neutral	5	Not always easy to find someone to help in both the Aitkenvale and City Libraries
Neutral	5	Out dated old books, needs weeding out. Insufficient numbers of recent releases, they are never available or simply never purchased for the library. Popular Series often missing books (I assume never replaced when removed from circulation) Need a better range of and newer audiobooks. Consider when buying ordering the whole series, not just books 1,2,4 etc
Neutral	5	The book collections are diminishing over time. I realize that times are changing but the selection of periodicals is also diminishing. The additional activities in the Library, and large number of teenagers using it as a general hangout space is not conducive to reading or research activities, or indeed even just perusing the shelves without hearing obscenities and vulgar language expressed at above normal speaking volumes.
Neutral	5	The machines used do not tell me if I have had this book out before. The previous machines did
Neutral	5	The mobile library for Maggie is an option but provides a poor choice of material. When the men's shed vacates the Lifestyle Centre in Horseshoe I would like to see this building utilised as a library for the island.
Neutral	5	The parking at Kirwan is a disgrace, the library and the staff are fabulous.
Neutral	5	The returns after hours shute is always locked when I try to return books when library is shut either early or late. It's quite annoying I've never lived in a town that has one that you can't return unless it fits a certain time period. If could fix that be great I live out of town and sometimes have to go more then once trying to return items. Or go during opening hours which doesn't work majority of the time.
Neutral	5	The staff are outstanding. The problem is the selection of books. When you visit the library you are constantly confronted by multiples of one book and almost none of others by the same author. Which then requires you to order the book and wait days to weeks for it's arrival.

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		Might I suggest that you periodically collate which books each branch have and redistribute those multiple editions to other branches that do not have any?
Neutral	5	There used to be so many childrens programs to choose from. Very limited now, especially when you expect us to book and it's already full for the next week. Wish you would bring back messy play. Starting to think there is another reason other than covid because your "rules" are crazy strict.
Neutral	6	A great place to study in
Neutral	6	Could do with more access to audio books for those who can't attend the library physically
Neutral	6	Did not have the authors and titles I was searching for at this particular library.
Neutral	6	Groups doing crafts at Thuringowa are so loud and distracting. We don't all need to know their life's story. We're in and out as fast as possible nowadays. It's not a pleasure anymore. Sometimes there are two groups so it's worse. We're going less often now. Other than that the staff are good and its clean and tidy.
Neutral	6	Have not used city libraries
Neutral	6	I use the online service which is great but the selection of new listings is appalling! Mostly romance titles which are rubbish.
Neutral	6	I used to love the mobile library
Neutral	6	I would get rid of printing fees and make the CBD library open until 8pm on weeknights
Neutral	6	I would like to see a big improvement in your collection. I am a retired librarian and I have seen more up to date and diverse collections in regional libraries that are much smaller than Townsville. How much of the State Library resource budget is actually spent on the collection?
Neutral	6	It is a inconvenience when the library does not have provisions for a after hours drop off at all the libraries. I live in Bushland Beach and i would normally use the Thuringowa library and have been caught off guard to dropping off books to not have a after hours shoot. Especially when or if i have had to work during hours.
Neutral	6	Not very good history resources. Ie : nothing on history of Spain. Little on Catherine the Great. But lots of Oz and aboriginal history. Are your selections too parochial?
Neutral	6	Please expand the choice of ebooks as it is very limited
Neutral	6	Staff not keen to help new members navigate their way around the library and using the system to check out books.

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Neutral	6	Under Thuringowa, Paluma and surrounds received a visit fortnightly from the Mobile Library. This service has not been available for decades. With Paluma experiencing population growth, it would be great to see the run to Balgal extended to take in Paluma. Our closest permanent TCC Library is at least an hour's drive away.
Neutral	6	When I walk inside the library, it doesn't even feel like a library. I want to see wall to wall books, I want to see the old classics, I want to see armchairs spread amongst the aisles so if I see a book I am interested in, I can sit down and browse through it. I so loved London where there were 3 floors of wall to wall books with armchairs and a coffee shop. Perhaps I am old fashioned but sometimes I want to sit down and read Jane Austen or some of the great old authors. I don't see why books have to be discarded because they are no longer current. We need our history. We need to tell and show our children the books that we read growing up. We need our history.
Neutral	7	A broader range of books would be appreciated, on line options aren't as many as I would like. I appreciate the computers and would like free parking at the flinders library.
Neutral	7	Children's programs have been very slow to return to all branches.
Neutral	7	fresh Books from time to time. Nothing worse to find when you get home that you have read" Book" 3-4 Years before.
Neutral	7	Get more books please
Neutral	7	I am only using The on line version of the library.
Neutral	7	I have not used the Library services in years
Neutral	7	I only use the e library only, which is easy to use
Neutral	7	I would like someone to show me how the system works but if there is anyone about they always seem to be busy
Neutral	7	It is difficult to find books, should be by dewey system More funding required to extend the range of technical and non fiction books
Neutral	7	Lack of digital books available
Neutral	7	More programs please. Liked how you were before covid
Neutral	7	Need more audio books and audio books on home education.
Neutral	7	NIL.
Neutral	7	No help with computer stuff-no one interested to help

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Neutral	7	Not a big enough selection of Ebook & audio books
Neutral	7	Not really
Neutral	7	Parking is always an issue. Feeling unsafe in the grounds/building around is a concern.
Neutral	7	Sometimes choices are limited
Neutral	7	There have been 2 books I have requested and have never appeared. One book I have had on request since June 2021. There seems to be a lot of books missing. I have not borrowed many books but it does seem strange that a few books i have requested are not availablr. If the books are stolen then they need to be replaced.
Neutral	7	There should have been more notice in print and social media to stay in contact with the public
Neutral	7	Would be great to have earlier opening times. A lot of parents have a gap to fill between school drop off and sport/dance activities for younger non school kids.
Neutral	8	COVID interrupted my use of the library
Neutral	8	Friendly
Neutral	8	I borrowed few books online
Neutral	8	I look forward to becoming a very active member when I return to Townsville in June
Neutral	8	I'd like a greater range of audiobooks, particularly non-fiction. I know other municipalities have larger collections. Thanks
Neutral	8	It would be great to have study booths that are quiet.
Neutral	8	More audio books on borrowbook would be great.
Neutral	8	N/A
Neutral	8	Need to ensure that you have all books that are part of a series, or don't have any of the books if you are not going carry the full series.
Neutral	8	No programs, very slack compared to other libraries
Neutral	8	There are too many vagrants who are allowed to occupy library space. il do not feel very safe at times.
Neutral	9	I am happy with the way the library operates.
Neutral	9	Please employ more indigenous staff please.
Neutral	9	Pls provide card payment option for printing
Neutral	1 - Extremely Unlikely	Extend commputer usage hours

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Neutral	1 - Extremely Unlikely	Of little to no utility for me. More info and resources available via the Internet. Arguably a funding hole - perhaps get rid of physical building and have mobile service that can visit care homes, schools and clubs etc.
Neutral	10 - Extremely Likely	Have not been inside the library for a long time, I use borrow box
Neutral	10 - Extremely Likely	haven' t used them for many years
Neutral	10 - Extremely Likely	I don't have enough time at the moment to really use and enjoy the facilities unfortunately.
Neutral	10 - Extremely Likely	I have not attend any libraries for several years, hence I cannot give any current experiences. Some programs I attended in the past I recommend, baby rhyming, senior computer lessons at the Willows, staff members who taught seniors how to use new tech on phones etc. Do these services still exit please? Any thing for seniors. I am 77 years old. Thankyou
Neutral	10 - Extremely Likely	I like the library and appreciate the Libby access, but I wish it had more books I liked
Neutral	10 - Extremely Likely	I only borrow e books which I borrow through BorrowBox app. My only criticism would be That the range is not as big as paid to use services such as Amazon or Audible. Also those paid fir services do not have a limit on numbers borrowed. Meaning that you can borrow at any time rather than waiting for a return. Otherwise the service is good considering that it is free
Neutral	10 - Extremely Likely	I use the Aitkenvale Library and it needs more new books. Also open on Sunday like Kirwan...perhaps there could be alternate Sundays so people in this area don't have to go out to Kirwan.
Neutral	10 - Extremely Likely	I use the BorrowBox a lot. I wish you had more to borrow. Especially when you read a wonderful book and discover the author has written more books. Alas, they are not available.
Neutral	10 - Extremely Likely	Is good
Neutral	10 - Extremely Likely	More books
Neutral	10 - Extremely Likely	Story time for older children on weekends would be fantastic, writting workshops, visiting authors. Themed months where books of that theme are on display and read out at different allocated times throughout the day, visitors and staff could dress in character. A cafe at the Aitkenvale library would be amazing. Once a month late night reading on a Friday evening for older children, this could also be themed, especially around Halloween you could have a spooky. The possibilities are endless. Our young teenagers deserve a safe inclusive and social environment.

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Neutral	10 - Extremely Likely	We need a new library in the northern area. It is a long journey by public transport from Bushland Beach to any of the libraries and the mobile library is not the same experience.
Neutral	10 - Extremely Likely	Would love to see a more diverse and up to date collection.
Satisfied	3	Doesn't have any consoles and only low quality computers. Air con is great tho
Satisfied	3	I wouldn't recommend the library to any local people due to the fact that I live at Bushland Beach and Thuringowa library is due to close.
Satisfied	3	Not much happening
Satisfied	4	Since library moved we have been unable to have ease of access
Satisfied	4	The libraries in Townsville need to be upgraded
Satisfied	4	Zealous enforcement of the mask mandate made me feel extremely uncomfortable at the library and I probably won't be returning. If it weren't for that you would have received perfect marks.
Satisfied	5	Hours should be longer. Events should be more "cool" to attract a younger more with it crowd. Most the programs are for children and families....yet not everyone is married or has that lifestylebut they probably read more than anyone
Satisfied	5	I don't respond to questions based on recommending to friends as I don't do that ad a matter of course. I have been happy with the Thuringowa library but don't know what I will do when it moves as it will no longer be convenient. Will probably be restricted to ebooks or commercial suppliers.
Satisfied	5	I mainly use the elibrary (borrow box) which I enjoy. I like the variety and convenience of borrowing books when and where I like. I have recommended this to other people who didn't know about this facility the library offers and didn't know how to join.
Satisfied	5	Information about new resources would be great to know when you get new books etc...
Satisfied	5	Its a wonderful free community facility, but is consistently ruined by parents letting their kids run around like its a play ground, as well as people on their phones chatting away and phones buzzing and beeping text messages. What happened to libraries being a quite place where you can sit, relax and read a book, do some work or just reflect.
Satisfied	5	Longer opening hours

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Satisfied	5	Look, it's ok but nothing to rave about
Satisfied	5	Need more same title books on line have to wait for months before it's available.
Satisfied	5	No problems
Satisfied	5	None
Satisfied	5	<p>Please bring back Story Time/Rhyme Time/Toddler Time to Flinders St! We haven't been since pre-Covid because we live in the city and the idea of having to book in and make a separate drive all the way out to some other far flung suburb is really inconvenient and undesirable. Previously we would just drop in around errands and other shopping in town. Surely now that things are returning to normal we can go back to those flexible sessions.</p> <p>Also, please consider installing one of these for Flinders St: https://www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries/facilities-services/media-conversion-station</p>
Satisfied	5	Sometimes find catalogues limited and difficult to access books via other libraries/sources
Satisfied	5	Take
Satisfied	5	Takes ages for reserved books to be ready
Satisfied	5	The books are a little overused. By the state of some it would seem that people have had their breakfast, lunch or dinner over the books, whilst reading.
Satisfied	5	The council website and new library websites are atrocious. They are very hard to navigate and find anything. Even this survey took four times pressing 'take survey' button to get to it. I know many people who give up. Also the new way of booking meeting rooms is awful. Are you trying to turn people away by making it so onerous? It is easier to book McDonald's meeting room!!!
Satisfied	6	a large range of reading to choose from and a very helpful staff experience
Satisfied	6	<p>Aitkenvale Library needs a good weeding. The shelves are packed and the collection is huge! Visually not appealing. The overall space is nice.</p> <p>City Library is brilliant open space and a manageable appealing current collection.</p> <p>The Local history collection and staff are very helpful and approachable.</p>
Satisfied	6	As an 80 year old female, where are the modern Thriller/Crime novels. We don't want romances and old fashioned novels! Get some modern stuff IN LARGE PRINT please
Satisfied	6	Enjoy getting books out!

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Satisfied	6	Fair
Satisfied	6	Have more electronic books to borrow!
Satisfied	6	I seldom borrow from the library as there is not a lot there I enjoy reading. I prefer books in the "literature " category, but when I search for authors there is mainly popular fiction. I guess that is what most people want to read. I have had a Kindle now, and while there is a lot of popular fiction available, I am able to access modern literature under \$5 and under \$10 that keeps me interested.
Satisfied	6	I use the ebook borrowing (BorrowBox). I really like it but there could be more titles added or multiple copies of popular titles. Sometimes the reserve wait time is very long.
Satisfied	6	I would like to see more of the current best seller spiritual books like Anita Moorjani, Anthony William (Medical Medium) and Gabby Bernstein. I have asked about this before.
Satisfied	6	<p>It is a pleasure to be a member of the library here in Townsville.</p> <p>However, with regard to our Thursday morning book club on the second Thursday morning of each month, I have noticed that our usual venue, the Aitkenvale Meeting Room (which we have used on the second Thursday of each month for at least the last 10 years) is not always available to us despite our booking it in good time. Also the list of chosen books (submitted previously by our group in time for the next year) is not always acknowledged so that we are sometimes issued with a book we have not selected.</p> <p>I realize that the task of running the book club service for a large number of groups cannot always be easy but we do appreciate having a happy relationship with our library contact person. This enables us to sort out any misunderstandings re bookings with a minimum of upset.</p>
Satisfied	6	It is very hard for me when your returns slot is closed so often as I have to walk a lot further to return books.
Satisfied	6	Loves dvds
Satisfied	6	More person to person service would help improve the service
Satisfied	6	Needs more resources about Blacksmithing
Satisfied	6	No comment
Satisfied	6	No comment
Satisfied	6	Not very innovative, but functional.

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Satisfied	6	Shifting to new location is ridiculous
Satisfied	6	They removed the escalator so now if you have trouble with stairs you have to wait for elevator.
Satisfied	6	Would be great to have open later or for longer on weekends
Satisfied	6	You could have a wider catalogue especially of non fiction
Satisfied	7	1. The Council needs to buy more current new non-fiction books. Books. 2. Noise from children at Aitkenvale is terrible. It is a library, not a creche.
Satisfied	7	A lot of new books and magazines would be good
Satisfied	7	A good community resource, but I won't go after school, far too noisy. I don't know how your service counter staff cope.
Satisfied	7	A late night staying open till 6 or 7pm would be great More than 1 copy of popular books would also be wonderful Your team members are always helpful and always have a smile With on hold books would be great to be reminded that on hold is about to expire
Satisfied	7	As magazines get more expensive, it would be great for the libraries to have a wider variety. Also more on recycling.
Satisfied	7	'-Book selection is great -Librarians are very friendly and helpful -Toys/resources could be improved (more selection to rotate with). -Kids programs are very popular- so would be good to see a wider variety of them e.g. music, dance, reading to pets etc
Satisfied	7	Consistent Opening hours across all branches.
Satisfied	7	Could you look at having available a printout the best selling authors of some categories. For example: Australian Fiction, World War 2 Romance, Sci Fi at the ends of each aisle.
Satisfied	7	Customer service was satisfactory, always room for improvement. Mainly used printing, emailing facility
Satisfied	7	Delay in getting popular books. Reservations took longer time for books of popular authors
Satisfied	7	Disappointed that the Kirwan library is moving from its spot. It's current spot has lots of parking. I avoid riverway due to crime and not feeling safe Parking is far away to walk

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		Kirwan site sad to see coffee shop gone New location won't have coffee shop will it?
Satisfied	7	Enough books to keep me going
Satisfied	7	Great service but you need inside toilets.
Satisfied	7	Great staff
Satisfied	7	I have been a bit disappointed in what is held at the library. I know I could do an inter-library loan but by the time the book would arrive it's a little too late. My interest has been religion and while I am aware that this might not be a popular interest there is very little available about world religions (especially if you compare it to the percentage of chic-lit).
Satisfied	7	I think there should be more timely communication between library staff and borrowers who reserve books online and when searched are showing as well overdue. I hear nothing about what follow is happening and how and when books reserved will be available to me.
Satisfied	7	I use the borrow box facility all the time. Wish this had even more books available i.e., a wider range. I can't comment on going in to the library in person as I haven't done this for a long time. More online resources would be better. You are competing with the likes of Audible and Scribd.
Satisfied	7	I very rarely go into the library myself. I travel a lot & mainly use The BorrowBox option to get Audiobooks. However it would be good if the library could have Other Audiobooks apart from Bolinda.
Satisfied	7	I wish the book collection was larger.
Satisfied	7	libraries are supposed to be a quite place to come to, but i find at the aitkenvale library its very noisy
Satisfied	7	Libraries provide an essential community service.
Satisfied	7	Living on Magnetic Island I rely on the Library Bus for Reading Material...not really reliable of late
Satisfied	7	Looking forward to the new venue
Satisfied	7	More ebooks on borrow box please
Satisfied	7	More mobile library service to northern beaches - longer hours with after school options.
Satisfied	7	No
Satisfied	7	None

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Satisfied	7	Not enough of an overall selection of ebooks to choose from. Cannot get author's in large print through library, ebooks help with font. Would love a wider range of author's and a better selection
Satisfied	7	P
Satisfied	7	Popular authors have a bit of a wait time. I would love the system to tell me when I have already read the book
Satisfied	7	Really great, more selection with popular books and classics would be great!
Satisfied	7	Staff are always helpful
Satisfied	7	The library should have basic email tutorials for those of us who need to add attachments Font sizes and colours Other than that the libraries that I have used have been most helpful and professional and a credit to our town
Satisfied	7	Trying hard to make the library relevant and welcoming to ALL of the community.
Satisfied	7	We usually frequent the Flinders St library or the mobile library when it comes to Nelly Bay and appreciate the service. I feel many of the books are becoming tired and a bit limited in variety. The staff are all fantastic.
Satisfied	7	Why have we been presented with such a simplistic survey, what twaddle, if the council seriously wished for feedback, there would be questions about services, improvements, what types of things could be improved at the library, what types of things the library does well....., not just a satisfaction rating and a likely to recommend. My suggestion, ask someone from marketing to use some nouse and create a survey which will yield some real results, and not just tick a box, ie Survey Done - by survey chimp - no doubt
Satisfied	8	.
Satisfied	8	1. All Library staff have been attentive and helpful. 2. Categorization of the photographic files is too restrictive and needs to be expanded. It's enormously difficult to locate photographs of a particular area, location or building etc.using the current search terms. One thing that is 'painful' is when a number of photos are located it's easy to view each one but 'reversing' out of one to look at the next is a 'pain' because it takes an inordinate amount of time to do so. 3. This one relates to both the Library and Town Planning. The 'aerial' photographs that are accessible thru the main town planning portal of the

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		Council website should be also more easily accessible thru the Library on-line since they are an enormously valuable historical archive of the city and environs from the historical past. In relation to the afore mentioned there are huge gaps in the years made available thru town planning. All of the years of all of the 'aerials' should be available to access for example there are years like 1941, 1947, 1954 and maybe 1959 available (those years are off the top of my head so I guess someone would need to check). But the huge gaps in those years are too wide to get a true picture of the changes over time. The 'aerials' were first commenced in about 1937 or 1939 and were generally taken approx. every 3 years. The biggest gap was during the war for approx. 4 or maybe 5 years. The city council would have them but they haven't been digitized and should be and should/could be available thru the Lib. BCC Brisbane have all of theirs digitized why not Townsville.
Satisfied	8	7. I feel the hands-on assistance of staff is less than it used to be. There seems to be an assumption that all users will have the technical ability to access choices/information . Such confidence may not be justified specially with older users. Having said that, when assistance is obtained from library staff I have always found them to be polite and respectful.
Satisfied	8	al good
Satisfied	8	All good
Satisfied	8	All is good except that I have ten books being held for me on reserve and I have been unable to get these sent out to me as part of the home service.
Satisfied	8	always found staff friendly and ready to assist you
Satisfied	8	Always found staff helpful, but I haven't taken full advantage of all that the library offers.
Satisfied	8	Always helpful.
Satisfied	8	Am enjoying the access to Beamfilms
Satisfied	8	At the Aitkenvale library the book drop Shute needs a wider shelf . If two people are dropping books at the same time it is awkward to hold personal bag and book bag removing books and placing in shelf. More so when you have young children with you and many bags of books. The entry stairs are blocked off

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		<p>which they need to be as you would step onto the road entry to car park but that means everyone is using the ramp so they have to walk around you when you are depositing books. It is awkward to deposit books, watch toddlers and young children who can easily dash to road. Children are unable to reach the Shute and are therefore not encouraged to return their books. To deposit books you have your back to anyone coming up the ramp - your hands need to be free to deposit the books so your handbag is over your shoulder and you can see who is behind you so I feel vulnerable. An inside book deposit is needed and the current one is more suitable to after hours deposit.</p> <p>It would be convenient if the library stayed open at least one night a week even to 7pm. People who work business hours are disadvantaged not having the library available other than weekends. Parents could attend and make use of facilities for their school age children . At least one of the three libraries could be open during the evening.</p> <p>The screens for members to use to borrow books are too high for young children. It is an easy system which a two year old can use. At least one screen needs to be lower to enable young borrowers the independence to do it themselves.</p> <p>The staff are friendly, knowledgeable and helpful but at times you need to look for a staff member. If you go to the counter one will come out from the office but I'm sure not everyone is aware of that in particular children who may need assistance. I have not previously been to a library where a counter wasn't staffed during opening hours.</p> <p>The set up with all the different areas is great but I feel they could be better signed.</p> <p>The activities , toys , books and furniture in the childrens area is very inclusive of children as members of the library and I feel very comfortable bringing children to the library</p> <p>There is a great selection of books and I always feel welcome and cared for when I attend</p>
Satisfied	8	<p>Audio books</p> <p>Is it possible to have more self help books on mental health recovery</p>
Satisfied	8	Bigger range of books and e books needed
Satisfied	8	Books and service really good probably need more newer or recently released novels by the established and even the new authors

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Satisfied	8	Books could be sorted differently, such as Mystery, Romance etc. Would save readers having to wade through thousands of books to find their preferences.
Satisfied	8	Borrow box is brilliant!
Satisfied	8	Borrow box, Too many audio books have a big waiting time. Some audio book series are incomplete. Increase audio book variety and numbers. The Borrow Box app needs to advise if you have previously listened to the book chosen at selection time.
Satisfied	8	Bring back the lego sessions
Satisfied	8	Collection is good - can be improved with readers and the ATSI collections getting refreshed. Also toilets can be improved - more clean.
Satisfied	8	Couldn't find details of fees and charges for borrowers in any of the Library's information. Errors with my contact details made when i joined the Library meant I missed out on notifications.
Satisfied	8	Difficult to find the schedule for the library visiting Magnetic Island. Better link to information needed on council website.
Satisfied	8	Dislike and have left library on occasions due to current open style of library where people talk loudly on mobile phones or loud conversations, kids playing loudly - surely respect for others could be a condition of use.
Satisfied	8	During last visit was given excellent advice which has simplified my philately by huge margins.
Satisfied	8	During the COVID compulsory check in time, there was a "bouncer" at the entrance of the library. This was an unnecessary and intimidating experience. The fact that the library felt the need to impose an enforcement of a policy demonstrated a distrust for the customers and they would do the right thing. This was an unpleasant experience.
Satisfied	8	Easy process especially with online access
Satisfied	8	Easy to use, good selection, nice atmosphere
Satisfied	8	eBooks are my favourite
Satisfied	8	Fantastic online selection
Satisfied	8	Generally great Missed the city library while it was closed
Satisfied	8	good experience, could have larger choice of kids books
Satisfied	8	Good 👍

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Satisfied	8	Great
Satisfied	8	Great facility
Satisfied	8	Great selection of books for a regional town. Nice libraries and a wide range of events.
Satisfied	8	Great service and environment
Satisfied	8	Haven't been for ages but will visit now i'm allowed to again. I still prefer actual books to digital versions.
Satisfied	8	I am a senior and have found parking at Thuringowa is often difficult with a long walk carrying heavy books.
Satisfied	8	I am an infrequent library user but I am always impressed by the helpful staff and the atmosphere when I use the facilities.
Satisfied	8	I am over all happy with the library. One suggestion would be perhaps having a book club or perhaps having lists of book clubs looking for members
Satisfied	8	I can't really complain.....
Satisfied	8	I don't have any further comment.
Satisfied	8	I don't understand why Townsville library doesn't have a borrowing arrangement with the Queensland State Library for its members.
Satisfied	8	I feel the Townsville City Council libraries need some upgrading, especially the toilets at the Aitkenvale branch. I hope they continue to provide the service. The staff are always friendly and helpful.
Satisfied	8	I find the lack of supervision of kids running around and screaming quite unwarranted in a library be it by parents or staff .
Satisfied	8	I have at times. been confused about where to look for a book, or even if it is available, so ask a member o f staff and they are very helpful. Even books that are out of print, therefore difficult to access - just ask a staff member and I have been able to obtain it from another library.
Satisfied	8	I have been frustrated by the reduced hours of the Flinders St branch
Satisfied	8	I have found that the library meets my limited requirements
Satisfied	8	I have no problems with the libraries (I use the Aitkenvale one) as a retired person, books are one of my entertainments but its sometimes frustrating to try to find books from very popular authors who have a whole range of titles but very few and outdated on the library shelves. I look at the new titles rack of the library and wonder who would read such books ? I realise they have to carry a lot of different subjects and everyone has to be accommodated but I would like

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		to borrow the latest John Sandford and Lee Child and so on in that genre. All the best
Satisfied	8	I like that they are easy to access, but when the Thuringowa library moves to Riverway I'll be going to Aitkenvale library. Due to the lack of close parking, troublesome kids, and easy access as it will be too far to walk for me from the carpark. Even though there are disability carparks at riverway they are hot property and first to go.
Satisfied	8	I like the look and feel of the libraries including automated machines to checkout.
Satisfied	8	I like the online library and selection available, very good choices available.
Satisfied	8	I like to use Borrow Box or Libby but cannot always get the books I am looking for.
Satisfied	8	I love to know when Riverway is opening
Satisfied	8	I mainly use Borrow Box and read e-books. Sometimes it's hard to find one that is available and not already out on loan. Perhaps this service could be expanded?
Satisfied	8	I normally go to Aitkenvale library. I tried Thuringowa library last week and was pleasantly surprised. It was such a nice space and well situated! It's a pity it's moving.
Satisfied	8	I only use the eLibrary at this time and am satisfied with the service. Could do with more titles, as always
Satisfied	8	I really feel the library hours should be extended to evenings and weekends
Satisfied	8	<p>I think the same books can be on shelves too long. Need to alternate them more readily between libraries.</p> <p>I think second hand books should be considered. These can be vetted by content and condition. It could be a valuable resource.</p> <p>Learning resource material should be current.</p> <p>I hope these comments provide some food for thought.</p> <p>The library service is a very needed community resource.</p>

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	8	I would like a more extensive ebook collection. I find some of the authors I like are not available on ebook and that is my preferred method of reading at present.
Satisfied	8	I would like more books available on borrow box.
Satisfied	8	I would love to see some weekend children's programs. Since going back to work after maternity leave I haven't been able to attend weekday programs any more and have found it difficult to make friends now I'm working full time. My partner also works Monday to Friday and he would love to be more involved in the kids programs but there is nothing on offer on weekends.
Satisfied	8	Increased range of books available on borrow box!
Satisfied	8	It is not clear what fees and charges there are for borrowers in the T&C nor could I find reference to them on the library's website
Satisfied	8	It must be challenging to please everyone.
Satisfied	8	It seems the choice of books has somewhat diminished over the years ie woodworking, metal working and the like.
Satisfied	8	It was oils be great to have a larger range of ebooks available. Better free parking at the city library would be appreciated.
Satisfied	8	It would be great if you added to the library of things and promoted it a bit more. What's happened to the Mixhaus Container and why aren't more workshops happening with it? It would be great if Aitkenvale Library added to its collection to make it on a par with Thuringowa Library; most books I want to borrow or look at seem to be at Thuringowa but I live in Pimlico.
Satisfied	8	It would be lovely to have more baby/toddler sessions on. The booking system for these sessions is also a bit clunky as is the whatsontownsville website that shows what's on and when. It would be great to see more alternate workshops also. Writing workshops and book clubs for instance. If you do already have a good array of these, then they're not easily discoverable.
Satisfied	8	It would be nice that the cafe be open when the library is
Satisfied	8	I've always found staff very helpful and appreciate that facilities are kept clean.
Satisfied	8	Just like to see more up to date books on my favourite authors
Satisfied	8	Library has a good range of resources.
Satisfied	8	Library services are A OK
Satisfied	8	Love my audiobook but would like to see more offered

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	8	Love that it's near the park and you have the cafe as well as you can make it a whole morning out.
Satisfied	8	Love the access to eaudiobooks through Borrow Box
Satisfied	8	Love the electronic access and Borrow Box!
Satisfied	8	love the library but still return with already read books so maybe need a bigger list of popular writers.
Satisfied	8	Make sure that the times on the weekend don't get changed, I work full time and the weekend is the only time I can make it to the library
Satisfied	8	More audio books
Satisfied	8	More audio books and choice ...great for long car trips
Satisfied	8	More audiobooks needed.
Satisfied	8	More game nights for nerdy kids to make friends.
Satisfied	8	More online content please!
Satisfied	8	More toys to play with in outside area (Thuringowa). We also enjoy looking at the different artworks when you enter.
Satisfied	8	My experience with Townsville City Libraries/HISTORY Officers was mainly in connection with my publication CD-ROM's x two (2) >>> a.) THE GUNS OF MAGNETIC ISLAND b.) SEQUEL TO: THE GUNS OF MAGNETIC ISLAND
Satisfied	8	My four year old and I enjoy coming into the library. We do find that a lot of books are not available, and also that books are a bit worse for wear.
Satisfied	8	N.a.
Satisfied	8	N/A
Satisfied	8	n/a
Satisfied	8	Na
Satisfied	8	Need more audio books
Satisfied	8	Need more holiday activities for children and young people. Need book clubs for tweens, teens and adults.
Satisfied	8	need more interaction with the public in the wider community
Satisfied	8	Need some new books especially crafts and home decorating, architecture & design
Satisfied	8	Need to add more popular junior/young adult titles - eg Inheritance Cycle series by Christopher Paolini & His Dark Materials series by Phillip Pullman.
Satisfied	8	nice places to visit - staff great

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	8	Nil
Satisfied	8	Nil
Satisfied	8	No complaints- but unlikely to go to Riverway when opened due to age and mobility problems
Satisfied	8	No further feedback
Satisfied	8	None
Satisfied	8	Not pleased with the current system of how books are shelved. Prefer the Dewey system where it is easier to find subject matter.
Satisfied	8	Opportunity to request books would be good More copies of popular books Recommended reading based on previous choices (if you liked x, try y)
Satisfied	8	Overall I am satisfied with Townsville Libraries.
Satisfied	8	Overall the libraries is a great place to visit and hang out. The only improvements would be to the child area and activities (not much to entertain and keep them engaged), and increased range of books. I have tried to find a number of books to hire and they are unavailable (not held in stock), or a lengthy reserves list.
Satisfied	8	Please consider having more programs on weekends or at night, including programs geared towards adults only (like the retro night that I attended a few years ago).
Satisfied	8	Request for new books have been good.
Satisfied	8	Sadly haven't visited my wonderful Thuringowa library for over 2 years because of Covid19. Sadly Im not sure if I will again. People cough and sneeze in open books. I never realised how books carry germs like that...
Satisfied	8	So far, our experience as a family from grandparents to grandchildren has been fabulous , informative and educational.
Satisfied	8	So far, still happy with the Library.
Satisfied	8	Some classics missing
Satisfied	8	Sometimes I can't get the books I would like
Satisfied	8	Staff always helpful.
Satisfied	8	Staff are always friendly and obliging
Satisfied	8	staff help and courtesy is excellent . the only issue
Satisfied	8	Staff helpful, collection is good
Satisfied	8	Thank you for continuing to evolve the role of libraries in our community

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	8	The library is clean and tidy and the staff at Thuringowa are great. Group meetings are often very noisy , I wish there was a separate area for them.
Satisfied	8	the library should consider the model used in other public libraries where very popular items have multiple extra copies purchased and are available to borrow for a small fee. I am currently reading a book that has 17 reserves on it - that is ridiculous - clearly there should be additional copies purchased
Satisfied	8	The majority of the books are yellowed and stained which is very disappointing. Every other library I have belonged to inspect and remove any books that are stained. However because I love reading I try to ignore this fact
Satisfied	8	The multifunction use of libraries is noisier and makes it harder to concentrate on reading
Satisfied	8	The staff is always helpful.
Satisfied	8	There has been a significant time lag on virtually every occasion a book I have sought has to be sourced from another library within Queensland. On the up-side, the library has purchased quite a few books I have sought which is a positive for other users. I'm sure there are myriad reasons for the time lag but maybe a 'think tank' between the bigger libraries may come up with ways to 'fast track' the process?
Satisfied	8	There is a great difference between the libraries in terms of options for books, series, cleanliness, and comfort
Satisfied	8	Very disappointed with moving the Thuringowa Library to Riverway. I never feel safe at this Precinct when visiting by myself. Parking is far away and not as convenient to get to.
Satisfied	8	Very good facility
Satisfied	8	Very happy to find recently published books and be able to reserve them easily online.
Satisfied	8	Very helpful staff
Satisfied	8	Very helpful staff. Library is always clean and tidy.
Satisfied	8	Visited while travelling . Appreciate quiet comfortable surrounds, free wifi.
Satisfied	8	We attend toddler time at the Townsville Stadium most weeks and love the programs. My toddler is very engaged and is very happy to see the wooden toys and musical instruments return. we also love that we can borrow books at Toddler Time.

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		<p>I do wish however, that there were "baby books" available to borrow as well at Toddler Time as I bring my younger child too who would benefit from reading such books. "Baby books" are there but we are always told that they're only for those attending Baby Rhyme Time.</p> <p>We don't generally attend the library on its own though to borrow our own books as there isn't a space where we can be noisy (which is very difficult for a 2yo). Often times there aren't any board books to borrow anyway.</p> <p>In the future I'd love to see a Mother's Group run by the library where mums can connect with each other without a structured program in place.</p> <p>When will Messy Play Mondays be returning? We love the take home packs once a month but it just isn't the same as the kids being able to play together.</p>
Satisfied	8	We need more e books please
Satisfied	8	We recently visited the city library during the school holidays and the children thoroughly enjoyed visiting a different branch. I think with the expansion of townsville, we really need two more libraries situated in the southern end (Annandale or Wulguru) and one in northshore/bush land beach area. Libraries are such wonderful places to visit and learn!
Satisfied	8	Where Ebooks are part of a series have the whole series
Satisfied	8	Would be great to regularly expand the young adult/teenager book! It's challenging keeping my teen boys reading, when they can't find what they interested in/or series they're following.
Satisfied	8	Would like a wider variety of ebooks
Satisfied	8	Would like aust geographic available in all libraries with more current magazines please
Satisfied	8	Would prefer if my health choices weren't considered a restriction to me going to the library
Satisfied	8	Xxxx
Satisfied	8	Y'all could be a little more chirpier :)
Satisfied	8	👍
Satisfied	9	.
Satisfied	9	A drive through pick up and drop off would be fantastic for elderly members.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	<p>Although the library experience has changed, for example, people talk at volume and computers are used to play games. I believe civility is lost when others intrude into other's space. Being too loud, using mobile phones (especially on speaker volume), laughing or shouting across the library is rude. I would add I have witnessed such poor behaviour from staff. I notice that signs requiring a civil attitude have disappeared or are placed in remote corners. I come in to use the computers and collect books as quickly as possible, some people seem to settle in for long periods. I have seen a librarian sign in a teenager computer player past the one allotted time and these same children have caused problems with noise, swearing, and once I did see a guard expel a child. But they always return. I suggest strict limits be observed and signing in children past a quota period to keep some peace is poor management.</p> <p>This may seem petty, but during a pandemic I believe people who unnecessarily handle other's chairs and equipment in walking past are being irresponsible, actually I find it freaky some people need to tap or touch every surface they pass by. It is an awful habit. I wear a mask in the library and considering Covid numbers, regardless of vaccination rates, is still high. People should wear masks in enclosed public settings like libraries. I had cancer earlier this year and I try to avoid unmasked people as much as possible.</p> <p>These are extraordinary times, difficult for everyone, but some people do not care about others. I like to be fast in my library visits and not have my concentration disturbed by people who think they are being 'jolly'.</p>
Satisfied	9	Always clean, love the 'loud area' for the babies/children and the staff are welcoming.
Satisfied	9	Always found staff very friendly and helpful
Satisfied	9	always happy with any contact with with the libraries
Satisfied	9	always has the books and resources I'm after, I'm very happy as a reader in their 20s! I would like for audiobooks to be more readily available and more options - that would be fantastic!
Satisfied	9	Am very happy with where the library is now as it is more convenient, being the same side as shopping centres, police station and ambulance. I also feel it is a safer area for the elderly who use the library.
Satisfied	9	As a resident in the cbd with young and older children, it will be great to have some kids activities at the city library like school holiday workshops and toddler time

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Satisfied	9	As a self funded retiree it is very beneficial to me that I can access reading material at little to no cost. The Townsville City Council is doing a great job at making this service available.
Satisfied	9	As an Island resident we would always like advanced notice for any changes to the usual times of opening. Sometimes we have gone around- 1pm and the van has just not been there or is unattended and closed The staff are always friendly and cooperative. The stair into the van feels unstable and is lacking support for elders like us.
Satisfied	9	blank
Satisfied	9	Both Aitkenvale and Thuringowa excellent
Satisfied	9	Could there be an option to renew a book a third time. My daughter needed more time to finish a book but we couldn't renew it a third time to finish the last few chapters. I'm enjoying borrow box. It would be great to have more books to choose from on here .
Satisfied	9	Customer service staff are really lovely and helpful. I think some of the borrowing rules could be reviewed.
Satisfied	9	Easy to access and borrow online
Satisfied	9	Feel safer now there is a security staff on site
Satisfied	9	find not being able to return books after hours at Aitkenvale library frustrating at times as there are times I want to return books after hours as I go pass
Satisfied	9	friendly helpful staff
Satisfied	9	Good service. Friendly staff.
Satisfied	9	Good service. More open hours would be welcome.
Satisfied	9	Great
Satisfied	9	Great community resource!
Satisfied	9	Happy with the service
Satisfied	9	Have been very satisfied with my trips staff are helpful and friendly to deal with
Satisfied	9	haven't been for a while due to covid
Satisfied	9	Helpful staff
Satisfied	9	Hopefully the move will keep the same standard.
Satisfied	9	I access borrow box on a regular basis, I travel quite a bit and love the variety and range of audio and eBooks. Keep up the good work

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	I cannot think of any time I have experienced an unsatisfactory response from any staff at the TCLibraries, I have been a member for many years. Keep up the good work
Satisfied	9	I don't borrow books, I attend workshops/presentations... I'm happy with those.
Satisfied	9	i enjoy the experience. Your old catalogs on stamps, coins, & notes i would be very interested in obtaining when you throw them out to be renewed.
Satisfied	9	I enjoy the tactile pleasure one attains from the physically printed media in this forever increasing eworld!
Satisfied	9	I feel supervision or security in the library would be good.
Satisfied	9	I found the attendants helpful.
Satisfied	9	I have always found the staff pleasant and helpful.
Satisfied	9	I have been able to get some great books and staff members have been very helpful but this is overshadowed by the fact that I've been waiting since November 2021 for 3 books and January 2022 for another one.
Satisfied	9	I have been really happy with the services the Library offi.
Satisfied	9	I have found the library lovely
Satisfied	9	I live in Rollingsstone and reading is one of my "things to do". I am a voracious reader and use the Library constantly. Also, please don't take away the TML - it would be heartbreaking for those of us to whom books are the world.
Satisfied	9	I love the libraries. There have helpful staff, a reasonable range and their quiet a d now they are safer.
Satisfied	9	I love using borrowbox.
Satisfied	9	I often reserve items and am very happy with the process.
Satisfied	9	I use online library . I enjoy the convenience..
Satisfied	9	I use the on-line library for downloading books however Townsville libraries does not appear to use the LibbyApp is this correct? I belong also to Brisbane library with that app, and can't seem to link the Libbyapp to the Townsville option. Suggestions? Also, the books appear to be mainly (or largely??) Australian writers for the Townsville libraries (which is great) however I find I'm drawn more to the Brisbane libraries as they have a larger variety of (international) writers.
Satisfied	9	I use your audio books and am quite disappointed that often the 2nd book in a series is not available yet the 3rd one is.
Satisfied	9	I wish it is easier to recommend new books for the library

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	I would like the option to purchase books that are being deleted from the collection rather than see them go to landfill.
Satisfied	9	I'm disappointed when an item in the catalogue that I'm interested in has been lost or long overdue and not actually available.
Satisfied	9	It was nice when we could get books from other libraries through our local one.
Satisfied	9	I've had positive experiences with staff members, who are kind caring and helpful. The libraries are clean, welcoming and a pleasure to spend time in. Books and resources are easily located through the catalogue or on the shelf. Unfortunately I've reserved some items that appeared to be available however when I checked the reservation after not being notified they were available, I've found that the items have been lost for quite some time. Could the catalogue be updated so that if an item is marked as lost or not returned, reservations cannot be placed on it?
Satisfied	9	Keep up the good work. Thanks.
Satisfied	9	Keep up the great work.
Satisfied	9	Library staff always helpful, thank you.
Satisfied	9	Library Van staff are always polite and helpful, just keep up the good work
Satisfied	9	Like the dvds and printing
Satisfied	9	Love location of Thuringowa library easy access and parking
Satisfied	9	Maintain the books in the library. People still want to borrow them! The replacement of the Dewey Decimal system with vague topic headings is infuriating if you want to find something specific. Remember the needs of people who want to quietly browse for books.
Satisfied	9	Make it easier for Library users to recommend new purchases. In some areas (e.g. foreign languages) the holdings are ancient and unchanging. The "Reserve online; collect at specified branch" is an excellent option.
Satisfied	9	More advanced textbooks on maths and the sciences and factual books on history and geography of parts of the world other than Europe, would be good
Satisfied	9	More audiobooks please
Satisfied	9	More crafty projects would be good
Satisfied	9	More current publications in epub form rather than just Audio would be fantastic and some of the well known British authors i crime genre. Thanks.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	More personal finance books at the Thuringowa location please. Ability to renew books more than 2 times online if there aren't any requests. More copies of new release books to reduce waitlist. Less wait time to check out overdue books that others haven't returned - replace copies? Couldn't find the free secondhand books in the Thuringowa location, maybe move to front where you check out items.
Satisfied	9	My children and I enjoy visiting the library every month or so to borrow books. The facilities appear to be well looked after. It would be nice to have longer opening hours on weekends and longer borrowing times for books, magazines and DVDs (2 months instead of one). Another library at Burdell would be wonderful for the community.
Satisfied	9	N/A
Satisfied	9	Need a cafe so can drink coffee and read at Aitkenvale library
Satisfied	9	never had a problem
Satisfied	9	New male staff member is extremely courteous and helpful
Satisfied	9	Newer release books would be great
Satisfied	9	No criticisms. Good collection at Aitkenvale, where I normally go. There appears to be little need to approach the staff, provided your visit is straight forward. When approached about something they are always friendly and helpful.
Satisfied	9	No further comment
Satisfied	9	No problems
Satisfied	9	Not much too say, maybe comfier chairs. Possibly little more selection, but over pretty good.
Satisfied	9	nothing really, generally happy with library, possible make ebooks more readily available
Satisfied	9	Okay
Satisfied	9	Only use Libby app
Satisfied	9	Only using Borrow Box at present. Very satisfied.
Satisfied	9	Order in more books for early readers with lots of pictures
Satisfied	9	Our family really values the library and the kids especially love visiting.
Satisfied	9	Overall it is a great service. The UI for the library website gets confusing when the overall council website front/splash page is updated.
Satisfied	9	Overall very happy

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	Parking is an important aspect
Satisfied	9	Pleasant helpful staff
Satisfied	9	Please also offer regular sessions for children like Toddler Time in the school holidays :)
Satisfied	9	Please always protect the role of libraries providing a quiet space. I realise that other programs are run, but please ensure some of the library is genuinely quiet. It's just about the last place where quiet can be found.
Satisfied	9	Please do not cut anymore qualified library staff from your service points as the lack of library qualified staff is starting to impact on my overall satisfaction with the TCC Library service.
Satisfied	9	Providing bilingual (i.e. Japanese) baby and kids programs in Townsville would be amazing. They do these in Brisbane and Sydney. The baby programs are great, as is the drop in clinic.
Satisfied	9	Really glad you've got security in the city library now..due to the menacing homeless scum that haunts the mall more and more these days.. would be nice if U had the financial review on hand.. not sure where Ur after hours chute is?
Satisfied	9	some of your staff need to be a little more customer friendly and helpfull.
Satisfied	9	sometimes popular new releases have a 6month plus wait - a few more copies wouldn't go astray on certain books. If books go missing, take them off the catalogue - it's so annoying seeing a book only to find it doesn't exist! I am not looking forward to you moving to Riverway- a ridiculous location. The current Thuringowa location is much better. Can we also pls shift to a digital borrowing card - I don't like carrying cards around. I prefer to carry books instead Thank you :)
Satisfied	9	Staff are hard to find in the City Library.
Satisfied	9	Staff courteous and happy to help. My experience is predominantly with Aitkenvale Library.
Satisfied	9	Staff courtesy and service are excellent . My only issue is that some books e.g. by Ann Perry and the Vera series are rarely available . Can more copies of the high demand books be made available ?
Satisfied	9	Still the best place to get an education.
Satisfied	9	That was Awesome timings including Saturdays

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	9	The book I want is never at Flinders St but it is usually quite quick to come from other libraries
Satisfied	9	The ebook app (can't remember it's name) should be accessible on computer and have more common books on it. Also some free or short parking around the library for quick returns or pick ups.
Satisfied	9	The Flinders library is always clean and quiet. Easy to navigate and my reservations are always fast.
Satisfied	9	The library is a fantastic resource.
Satisfied	9	The staff are very helpfull
Satisfied	9	The staff is always super helpful at Aitkenvale or in the city. I wish there were newer magazines. The selection is often old numbers.
Satisfied	9	There could be more librarians. Also sometimes there are misbehaving and/or aggressive people at the library. It's not good for anyone then. What extra "powers" could the librarians have as the sometimes security personal are not always there. Finally how about a new library for people in the south of the city. Cairns has eight library branches in their city. Why do they get better services than we do?
Satisfied	9	There needs to be more copies of the books , especially fiction , that are in high demand .
Satisfied	9	Townsville libraries are great, i have always been a library member starting at the Stones Corner library in Brisbane in 1953 and moving to Townsville in 1958.
Satisfied	9	Very clean, well stocked library. Would like to see some more books around exercise and fitness.
Satisfied	9	Very friendly staff
Satisfied	9	Very happy with our libraries, generally good range of books and can find most ones I'm after.
Satisfied	9	We used the libraries very regularly for getting kids books. They are now older and we find it difficult to find a diverse range of teenager books and mangas. e.g. Wings of Fire series
Satisfied	9	When I first started borrowing ebooks from the library there was really not wait time to get a book ,now it seems that the number of people who read ebooks or listen to ebooks has increased and this is a problem getting these resources. I would also like the library to more quickly acquire

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



		ebooks and listen to books that make award list. All in all the library gives me much joy.
Satisfied	9	Wish I could get there more often ... life is busy these days, and now kids are grown it's not on my radar as much as it used to be
Satisfied	9	Working part time, it's difficult to get to some of the children's events as you have to pick up packs/attend events on unsuitable days that don't variate.
Satisfied	9	Works for me
Satisfied	9	Would be good to have free online learning electronic resources
Satisfied	9	Would like expanded range at Aitkenvale - but adequate when the library hours are back to normal. Staff helpful- parking ok- would like trolleys in the city- would go there more.
Satisfied	9	would like more choice of online recorded books for downloading
Satisfied	9	Would like to get access to books unavailable currently soon .
Satisfied	9	Would like to see more information of things to do at the libraries for my kids after school hours or weekends eg: do you have classes for coding or art classes. Like to see more communications from the library. Thank you
Satisfied	9	Would prefer books to be presented in types, eg Mystery, Romance, Adventure so didn;t have to wade through so many books.
Satisfied	10 - Extremely Likely	.
Satisfied	10 - Extremely Likely	.
Satisfied	10 - Extremely Likely	.
Satisfied	10 - Extremely Likely	A clean quiet place to research or find that book you have heard about. The staff are always helpful. .
Satisfied	10 - Extremely Likely	A couple more copies of current bestsellers/popular items to extend loan time/availability
Satisfied	10 - Extremely Likely	A lot of DVD's are stolen or go missing as "lost copies" but are not replaced. If these people are not being properly penalised it will continue to happen. If so why don't you just replace these lost copies as a matter of course.
Satisfied	10 - Extremely Likely	all good
Satisfied	10 - Extremely Likely	All good
Satisfied	10 - Extremely Likely	All is to my satisfaction
Satisfied	10 - Extremely Likely	All round a pleasant experience.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	Although I enjoy Borrow Books I wish you would stop sending emails every time I borrow or return a book. I appreciate being reminded when my loan is ending.
Satisfied	10 - Extremely Likely	Although I have not personally used it, your service to Magnetic Island is great, and so necessary.
Satisfied	10 - Extremely Likely	Always helpful staff on hand
Satisfied	10 - Extremely Likely	always poillite and helpful
Satisfied	10 - Extremely Likely	An absolute fan of borrow box and the availability of e-books and e-audio books
Satisfied	10 - Extremely Likely	As I have moved back to Brisbane from Townsville recently, I won't be accessing the Townsville libraries' services. I did enjoy going to the libraries & reading the books I borrowed during my years as a member. The libraries are a peaceful, comfortable, clean, well designed space in which to browse for good books in excellent condition.
Satisfied	10 - Extremely Likely	Audio books need to be checked for faults
Satisfied	10 - Extremely Likely	Audio Books need to be checked for use
Satisfied	10 - Extremely Likely	Balance of female to male authors is becoming greater, increasing female numbers. Please increase male numbers.
Satisfied	10 - Extremely Likely	Be good if there was a up to date Law section for the impoverished to gain some insight into their options.
Satisfied	10 - Extremely Likely	Better parking facilities, especially for disabled
Satisfied	10 - Extremely Likely	Cheers for great service, smiles & use of lovely homely library :) Unfortunately left Townsville after 1+ yrs..Returned 5 yrs ago.. Will return Someday
Satisfied	10 - Extremely Likely	Coffee shop at Aitkenvale
Satisfied	10 - Extremely Likely	completely satisfied.
Satisfied	10 - Extremely Likely	Convenient and close to where I live.
Satisfied	10 - Extremely Likely	The staff are amazing at what the do with the development of children through rhyme time and story time. I just wish that there were more spots available for the Wednesday rhyme time as we alway miss out now it's back at the library
Satisfied	10 - Extremely Likely	Don't move
Satisfied	10 - Extremely Likely	dont move the library
Satisfied	10 - Extremely Likely	DONT MOVE THURINGOWA TO RIVERWAY, YOU'LL LOSE ME.
Satisfied	10 - Extremely Likely	During quiet periods library members be allowed to have 2 hours on computers

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	Easy to access and open times are suitable. Perhaps more services for seniors such as: information sessions on a wide range of subjects; different practical lessons on arts and craft and other hobby or skill development areas which may interest library users.
Satisfied	10 - Extremely Likely	Easy to access, helpful staff and a nice clean and inviting space.
Satisfied	10 - Extremely Likely	Enjoy having the mobile library option
Satisfied	10 - Extremely Likely	excellent place for kids to come and have access to books and resources for free! Staff are always helpful and facilities are well maintained, with updates and new exhibits frequently to keep one interested
Satisfied	10 - Extremely Likely	Good range of facilities, spaces, programs and resources - young children's spaces seem variable depending on location.... hope the new Riverway site can provide more for them.
Satisfied	10 - Extremely Likely	Good selection of children books. Friendly and helpful staff.
Satisfied	10 - Extremely Likely	great place to visit. Could do with more recent release cds
Satisfied	10 - Extremely Likely	Great range of books and activities
Satisfied	10 - Extremely Likely	Great resources and facilities.
Satisfied	10 - Extremely Likely	Great service for the community to come together, a perfect place to research and study
Satisfied	10 - Extremely Likely	Great space, online resources are fantastic, staff are very helpful.
Satisfied	10 - Extremely Likely	Great work city library. only thing I'd like to see is after hours drop boxes.
Satisfied	10 - Extremely Likely	Happy with service
Satisfied	10 - Extremely Likely	happy with the service
Satisfied	10 - Extremely Likely	Happy with them
Satisfied	10 - Extremely Likely	Have always found the facilities excellent....whether borrowing in person or online
Satisfied	10 - Extremely Likely	Have been using mainly Borrow Box during covid restrictions
Satisfied	10 - Extremely Likely	have the cafe open when school holidays are on
Satisfied	10 - Extremely Likely	Helpful staff maybe an email to encourage online reservations or instructions to access online services
Satisfied	10 - Extremely Likely	Hoping for more audiobooks to choose from.
Satisfied	10 - Extremely Likely	I appreciate the mobile library coming to Nelly Bay.
Satisfied	10 - Extremely Likely	I couldn't return overdue items after hours however I do understand why.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	I couldn't find any of the classics in Thuringowa Library - I wish there was a separate section or if there is then easier to find. There are plenty of modern authors but I was looking for much older books to read for a change.
Satisfied	10 - Extremely Likely	I enjoy being able to go to the library any day of the week
Satisfied	10 - Extremely Likely	I enjoy using BorrowBox as I am time poor a lot of the time & I can listen to these anywhere whereas I don't get time to sit & read books. Do like the large print section of the library if I get a book.
Satisfied	10 - Extremely Likely	I feel there needs to be a boost of new titles for young readers especially boys.
Satisfied	10 - Extremely Likely	I find Libby a little difficult to navigate.
Satisfied	10 - Extremely Likely	I have always been looked after very well. (And, please don't take the Mobile Library away from us - Rollingstone/Northern Beaches!)
Satisfied	10 - Extremely Likely	I have always found the library staff helpful and services I use are easy to navigate. Thank you for providing a great community resource.
Satisfied	10 - Extremely Likely	I have been satisfied with your response to purchasing/ borrowing books which I have requested to be available for my reading pleasure..
Satisfied	10 - Extremely Likely	I have been travelling and use Borrowbox the electronic download which I love. Only problem that I have is that I would love to see whole series rather than the odd book.
Satisfied	10 - Extremely Likely	I have found library staff to be helpful and there is a good range of books between the three libraries. I'm not keen on the Thuringowa library moving to Riverway. There are going to be access issues for elderly people and people with disabilities. Some older people also feel there is greater personal risk in going to Riverway
Satisfied	10 - Extremely Likely	I have found the staff to be very helpful when I visit the Thuringowa library. This is the only branch I have used since moving here 3 months ago.
Satisfied	10 - Extremely Likely	I just find the tables and chairs placed right in front of the magazine section at Aitkenvale library really awkward . There is no personal space while trying to look at magazines if someone is sitting at the tables.
Satisfied	10 - Extremely Likely	I like the ease of access to books etc through on-line booking and electronic advice of status of items.
Satisfied	10 - Extremely Likely	I like the libraries. I'd love some coffee shops available near Aitkenvale one though.
Satisfied	10 - Extremely Likely	I love being able to order a book from any library in Townsville and pick it up at the closest spot.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	I love browsing through the magazines you have to offer. I use the digital platform only and find it very convenient and easy to navigate.
Satisfied	10 - Extremely Likely	I love the option of borrowing books and teaching kids to care for them. The other activities offered by the library are great. My only want is for more new books available as my daughter reads so much.
Satisfied	10 - Extremely Likely	I love the range of resources - I'm a little uncertain about its move and accessibility.
Satisfied	10 - Extremely Likely	I love the self service book checkout. Great variety of books. The children's programs are lovely.
Satisfied	10 - Extremely Likely	I need to get advice on audio books
Satisfied	10 - Extremely Likely	I read alot and find it easy and more economical to borrow from the library rather than purchase books.
Satisfied	10 - Extremely Likely	I really enjoy going to the library and feel rich when i go home with a bag of books. I miss the personal service though the few staff i see are always pleasant. I prefer the Dewey decimal system for classifying non- fiction. BorrowBox is a great service when I am travelling. I hope the libraries will continue for a long time as repositories for books.
Satisfied	10 - Extremely Likely	I really enjoy the environment, the staff are friendly and the facilities are great.
Satisfied	10 - Extremely Likely	I run a bookclub and recommend all my 250+ members to join the TCC libraris and use the in house and electronic services. I love the library, and wish I could actually get to visit more, but usually use BorrowBox instead.
Satisfied	10 - Extremely Likely	I tell anyone and everyone about accessing BorrowBox as a City Libraries member. It's a fantastic service that you provide.
Satisfied	10 - Extremely Likely	I think the catalogue could do with some work. Lately, I am finding it hard to navigate from one area to another. There doesn't seem to be the links?
Satisfied	10 - Extremely Likely	I use the mobile unit mostly and find the staff very helpful and very pleasant. More changes in book turn over would be great.
Satisfied	10 - Extremely Likely	I value highly and appreciate that you can request books / dvds, etc to be bought. I would suggest that the library clean the dvds every time they are returned and if there are a lot of scratches, test if the disc works and buy replacement ones if needed.
Satisfied	10 - Extremely Likely	I was disappointed when the libraries were closed over the weekends that you chose only to open one library and not rotate the one that was open. I also am

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



		not keen on the "look for a staff member on the floor" rather than ask at the desk, which is often what seems to happen anyway.
Satisfied	10 - Extremely Likely	I would like more audiobooks in the collection.
Satisfied	10 - Extremely Likely	I would like the libraries to possibly close on mon and tues and stay open on the sundays
Satisfied	10 - Extremely Likely	I would love to have Ancestry library access available again from home.
Satisfied	10 - Extremely Likely	I would love to see more books for current popular bestsellers so the wait times were smaller
Satisfied	10 - Extremely Likely	I would love to see more events with authors happening in Townsville.
Satisfied	10 - Extremely Likely	I'm not sure if there is a way to request certain audiobooks. There are times when I can get one or a couple of books out of a series and not even in order...
Satisfied	10 - Extremely Likely	I'm often surprised at how many books the library does have a copy of. Also, it would be good to get new releases quicker - especially for kids. More classics like To Kill a Mockingbird in graphic novels - engages kids/teens.
Satisfied	10 - Extremely Likely	I'm often surprised at how many books the library does have a copy of. Also, it would be good to get new releases quicker - especially for kids. More classics like To Kill a Mockingbird in graphic novels - engages kids/teens.
Satisfied	10 - Extremely Likely	I'm very happy with the range of books and the ease of being online
Satisfied	10 - Extremely Likely	Increase/update the book lists for local book clubs please
Satisfied	10 - Extremely Likely	It is always fab to enjoy our library and the engaging staff who come with it. Hard when it doesn't come... for whatever reason. As an Island resident for 22years I rely on our library services. Not much of a tv watcher, prefer books. Thanks
Satisfied	10 - Extremely Likely	It would be good to be able to pay fees online. Unfortunately, I had a water bottle leak in my bag and damage a book. I had to go into the library with cash.
Satisfied	10 - Extremely Likely	It would be great if you could provide better cycle parking facilities - the ones at Aitkenvale are in full sun / rain and not a very practical design. Also, could some thought be given to ensuring that whole series are held by the libraries - it's frustrating when a later book in a series is available but not the previous works. The selection overall is excellent for both adults and children. The staff in library are really helpful and approachable.
Satisfied	10 - Extremely Likely	It would be wonderful if you could put on more after work hours events including Saturday and Sunday afternoons to cater for those working full time
Satisfied	10 - Extremely Likely	It's a great community resource. Staff are terrific.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	It's a good library and in a good position to where I live
Satisfied	10 - Extremely Likely	It's a shame you close all branches between Xmas & New Year as this is when we have time to read. Maybe have one branch open for a few mornings. Not everyone wants to read online books.
Satisfied	10 - Extremely Likely	Just add more books to your online borrow box, I love it and recommend people to use their local library all the time a lot of people don't even know of it. Thankyou!
Satisfied	10 - Extremely Likely	Keep up the great work. I look forward to becoming a mum and checking out your different programs available for bubs and mums!
Satisfied	10 - Extremely Likely	Larger selection of e books would be great
Satisfied	10 - Extremely Likely	Library should stick to core roll, and not diverge into quasi activities.
Satisfied	10 - Extremely Likely	longer opening hours
Satisfied	10 - Extremely Likely	Love having the libraries in a variety of locations, super easy to use online catalogue and reserve and request items, a really good range of books! I'd love it if there was a seed library? Cairns Smithfield library had one and it was really wonderful
Satisfied	10 - Extremely Likely	Love the BorrowBox facility. Sometimes a bit of a wait to get books/ audio one likes but overall a great service.
Satisfied	10 - Extremely Likely	Love the children's programs provided, keep up the great work!
Satisfied	10 - Extremely Likely	Love the First 5 Forever programs and I love the facilities, especially the Aitkenvale and Thuringowa libraries. Also really like the partnership with QLD health and all the things on for parents with young children.
Satisfied	10 - Extremely Likely	Love the libraries. Such a lovely place to visit and e books/ audiobooks are fantastic
Satisfied	10 - Extremely Likely	Love the online BorrowBox service as we live on Maggie. I find however, it is getting increasingly difficult to find books to listen to. Great to see so many people using the service but this is a double edged sword.
Satisfied	10 - Extremely Likely	LOVE the remote services - audio books and e-readers. I would very much hope to see these services extended. I understand you can't licence access to everything that anyone wants - I'd like to be able to buy digital books to read myself then donate for others to borrow. Any chance of this happening?
Satisfied	10 - Extremely Likely	Lovely
Satisfied	10 - Extremely Likely	Maybe have a return slot somewhere for after hours returns.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	More books and resources would also be good. More items in the Library of things
Satisfied	10 - Extremely Likely	More books in large print section. Closer toilets inside
Satisfied	10 - Extremely Likely	More E- books or access to larger e-library
Satisfied	10 - Extremely Likely	My book borrowing now is done online and I think it is just wonderful.
Satisfied	10 - Extremely Likely	My only concern is the amount of 'unsupervised' children that seem to be dropped off in the morning and picked up in the afternoon and spend each day of the holidays roaming around the library. I am not sure how you could tackle this issue but this has and often does effect our family visits to the library. I continue to believe that our libraries are a precious facility not a babysitting service. I hope you continue to be supported by the council and the government in running all of the wonderful services, programs and facilities you offer.
Satisfied	10 - Extremely Likely	My requests quickly turn up which is nice
Satisfied	10 - Extremely Likely	Myself and many included would like a permanent Magnetic Island library. It was act as a hub for people to meet as well as use library facilities.
Satisfied	10 - Extremely Likely	N/a
Satisfied	10 - Extremely Likely	need to look at opening hours during holidays
Satisfied	10 - Extremely Likely	Needs more science fiction/ fantasy there isn't much in this category
Satisfied	10 - Extremely Likely	Nil
Satisfied	10 - Extremely Likely	Nil comments
Satisfied	10 - Extremely Likely	No complaints
Satisfied	10 - Extremely Likely	None
Satisfied	10 - Extremely Likely	not wishing to cause ww4.....but a few more mature attendants would be very welcome for us oldys.
Satisfied	10 - Extremely Likely	One of the best Council services available on Magnetic Island - friendly, helpful staff. Was sorely missed by myself and many other Magnetic Island residents during the COVID shutdown - should be a priority to keep open - especially as many were needing to read more in the extreme hot weather/COVID shutdown. Better communication is needed re schedule changes eg via the TCC library website / SMS text - rather than Facebook - many of us do not use Facebook Thank you

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	Only complaint is when a reservation has disappeared from my list it often takes a few days to appear as available reservation
Satisfied	10 - Extremely Likely	Parking, I have a disabled permit, it would be much easier if parking was closer to the building. Not sure if that would be possible the way it is set out now,
Satisfied	10 - Extremely Likely	Please try and keep the Library and others in the suburbs open for everyone
Satisfied	10 - Extremely Likely	Possibly more activities for older children
Satisfied	10 - Extremely Likely	Programs on school holidays would be great
Satisfied	10 - Extremely Likely	Provide more section for some specific language group activities by using interpreter as Townsville have now more different cultural backgrounds people.
Satisfied	10 - Extremely Likely	Really loved kids activities like summer reading club, art and writing competitions as well as table tennis and other activities that were on before covid. Would love to see more of them.
Satisfied	10 - Extremely Likely	<p>Regarding to the population in Townsville is escalated which means more children and parents using the services and programs especially in school holidays. One example is We as parents love to take the kids under 5 to the library on Thuringowa Drive. We found out that we have been struggling because the kids corner was full of kids and parents so it was hardly found where to sit and play for the kids in morning time to lunch time. It would be wonderful if we could have more space for kids corner.</p> <p>Last school holiday was the first time that the toddler time program was running through school holiday. We have an amazing time that the kids under 5 could have this program. It was such a great idea and we are looking forward to have this program running through all school holidays.</p> <p>The program "stay and play in the park" has been amazing for kids and families, but it would be incredible if we could have a chance on weekend which all family members could join and have a great time together.</p> <p>Thank you very much for all the facilities and programs. We really do appreciate all of them.</p>
Satisfied	10 - Extremely Likely	Riverdale
Satisfied	10 - Extremely Likely	Security is much better at Flinders Street. Riff Raff is under control!?
Satisfied	10 - Extremely Likely	Signing in to my account could be made more noticeable on the web page

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	Some books long wait on line need more copies popular titles
Satisfied	10 - Extremely Likely	Staff always very helpful and obliging
Satisfied	10 - Extremely Likely	Staff are friendly, helpful, and knowledgeable. I have also had the pleasure to work with your local history team who are well researched and happy to help.
Satisfied	10 - Extremely Likely	staff are helpful and access to diverse range of resources that is free
Satisfied	10 - Extremely Likely	Staff at Aitkenvale always very helpful, even when requesting the obvious
Satisfied	10 - Extremely Likely	Staff friendly and book, video and music selection good.
Satisfied	10 - Extremely Likely	Staff very friendly and helpful
Satisfied	10 - Extremely Likely	Staff very helpful, very impressed with childrens section.
Satisfied	10 - Extremely Likely	Talking history events are a great idea. Does the mobile can even go out anymore - I haven't seen it for years, since the wulguru stop was dropped
Satisfied	10 - Extremely Likely	The Aitkenvale library is a big part of our family!
Satisfied	10 - Extremely Likely	The AitkenvaleLibrary creative space is incredible. The person responsible for overseeing it ought to be congratulated.
Satisfied	10 - Extremely Likely	The catalogue isn't user friendly. Needs some work on the links/tags. It is hard to navigate.
Satisfied	10 - Extremely Likely	The catalogue needs looking at. Lately, I have had trouble navigating from one area to another. The links don't seem to be working.
Satisfied	10 - Extremely Likely	The children's programs are great! School holidays programs that include some stuff for under school age children would be much appreciated.
Satisfied	10 - Extremely Likely	The friendly staff and resources are great
Satisfied	10 - Extremely Likely	The library facilities are very good. The coffee shop is a nice touch. I would like to see subtitles for the TV so we know what s going on, otherwise having the TV on is useless. Also there should be some control of, or library rules for unruly children who go running about, screaming and leaping on the furniture!
Satisfied	10 - Extremely Likely	The mobile library is an absolutely wonderful service and is greatly missed when it can't make it to the Island. On these occasions it would be helpful if text messages/emails could be sent to affected borrowers to inform them of the situation .
Satisfied	10 - Extremely Likely	The mobile library service is highly valued on Magnetic Island as the town library was very difficult for island residents to access during the cancellation of this service for a number of weeks this year. We are so grateful to have this service back. It would be wonderful if library members could be notified by email when

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		the service is unable to visit the island for various reasons instead of just Facebook. The staff who attend the island are very kind and caring. They provide a fantastic service. Thanks again.
Satisfied	10 - Extremely Likely	The new checkout system is fun and quick to use.
Satisfied	10 - Extremely Likely	The online experience is great as well.
Satisfied	10 - Extremely Likely	The only gripe I have is the difference between loans and audiobook there are some books in audiobook I like to read but are not available in loan.
Satisfied	10 - Extremely Likely	The only problem I have is that it would be so much easier if fiction books were grouped by genre (like non-fiction) rather than alphabetically. They already mark them with a genre symbol (i.e mystery, sci-fi, romance etc) so it shouldn't be a difficult task. That way we don't have to wonder down every aisle searching out little symbols - all the books we are interested in would be in the same area.
Satisfied	10 - Extremely Likely	The Thuringowa library is good. They had some craft over Xmas and I thought that was great. I have found the Aitkenvale Library to be a bit noisy at times - great to see children but there behaviour was a lot to be desired. I live in Deeragun and would love a library space in this area .
Satisfied	10 - Extremely Likely	There do not appear to be too many of the latest editions of publications?
Satisfied	10 - Extremely Likely	There is no need waste ratepayers money to build a big new fancy library when the libraries and library services that we already have are great.
Satisfied	10 - Extremely Likely	This is a valuable and free service to the community
Satisfied	10 - Extremely Likely	UPSIDE: friendly & helpful staff. willing to purchase items which is a big plus. DOWNSIDE: a lot of books are no longer there and some days it is more like a kindergarten (along with all the noise).
Satisfied	10 - Extremely Likely	very easy to use
Satisfied	10 - Extremely Likely	Very friendly staff, convenient location & good on-line resources
Satisfied	10 - Extremely Likely	Very nice and friendly people.
Satisfied	10 - Extremely Likely	Very pleased
Satisfied	10 - Extremely Likely	we (my young children and I) have enjoyed monthly trips to the library to get new books to read. Covid has obviously affected our visiting as we have been isolating. however when we did visit - the activities -story time, and drawing/arts/crafts you provided free of charge was outstanding. thankyou

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Satisfied	10 - Extremely Likely	We are very fortunate to have the Mobile Library service on Magnetic Island. Unfortunately I have difficulty ordering books online, it used to be a simpler procedure! I read large print books & have given up trying to order in advance, also I seem to have read most of the Large Print books available in the Mobile Library.
Satisfied	10 - Extremely Likely	We have been going there to learn family history and it has been good.
Satisfied	10 - Extremely Likely	We need more audio books to be available. When an audio book is on loan surely it's possible for others to borrow it at the same time.
Satisfied	10 - Extremely Likely	Well done
Satisfied	10 - Extremely Likely	Well resourced libraries, good support of local community groups through room hire, display space.
Satisfied	10 - Extremely Likely	wertyuiop
Satisfied	10 - Extremely Likely	Wonderful community service
Satisfied	10 - Extremely Likely	Would like to hear more about stuff happening at the libraries around town. Maybe through social media & events set up on FB.
Satisfied	10 - Extremely Likely	Would like to see more authors eg can't find anything from Liane Moriarty.
Satisfied	10 - Extremely Likely	yes
Unsatisfied	2	My field of interest is family history research. The books available at the library are quite limited. I would like to see books on how to use DNA results to break through brick walls. Also, the 1 hour time limit for computer access to Ancestry makes this option almost useless for any serious research. During the Covid lockdown, the access from home was great for keeping busy.
Unsatisfied	3	Generally does not hold resources of interest. Generally too basic.
Unsatisfied	3	I had downloaded Borrow Box and it worked well for a while but then wouldn't accept my sign in. After trying multiple times to use it Ive given up.
Unsatisfied	3	No computer class
Unsatisfied	3	No facilities in northern beaches/ mount low area
Unsatisfied	3	The resources are very limited but your staff are very helpful. The book shelves are rather bare. The service to Maggie is nice but it's no substitute for a library and isn't available when the kids are out of school.
Unsatisfied	3	You don't turn up on the island and then we are unable to return our books and then receive demand letters because we didn't return our books.
Unsatisfied	4	Why isn't there a full library out in the Burdell/Deeragun/Northern Beaches area. There is a Police Station and a Fire Station; shops; petrol stations; hardware

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		and industrial businesses but no Library. To travel from Burdell to the city, or even Aitkenvale, is a long ride for both my Husband and myself. We have to have friends and family to get our books but have stopped that.
Unsatisfied	4	dirty and sad outdated facilities, seems to be downsizing all the time, no programs on for adults, not a nice place to spend time, council clearly does not value libraries or arts in the north
Unsatisfied	4	Not a large range of E-Books, not very many titles to choose from.
Unsatisfied	4	open hours are too limited. never open on a long weekend
Unsatisfied	4	Think diversity and range of books could be improved
Unsatisfied	4	Very confusing layouts and call system. Lots of missing books, lots of old books, no or very limited study / work areas for students.
Unsatisfied	5	During Covid I would have liked a greater choice and availability of e-books.
Unsatisfied	5	I would like to see much more options for volunteers to be involved and for the libraries to be actively involved in local history promotion and events and festivals and creation of books and the recording and documenting of people's experiences and photographs and memorabilia. I'd like to see interest groups form that can meet at the library without charge in the library meeting rooms and to be promoted through the councils resources online. I'd like to see interest groups being able to use library facilities and promoting faculties that are not incorporated and don't have to do a whole lot of red tape. I think there should be free of charge. I'd like to see a particular Council and or Library employee his duties include helping people to do submissions and to apply for funding and free use of faculties and infrastructure. Who can basically fill out the forms for a person and streamline it. Right now it is way too hard for an ordinary person to try and get any funding or free use of facilities. It is only set up for groups that are fully Inc and have presidents and treasurers and secretaries and rules and regulations and FinePrint and redtape and all of that and it's just impossible for the average person. I'd like to see things change to become much more streamlined and accessible and easy to use and inviting and incorporating ordinary people who are part of registered groups and who are simply volunteers as well. I would especially like to see books being printed by the library again, and excursions to historical sites with talks by local historians and people who know about interesting things. I'd like to see the libraries become much more proactive and open to these wider extensions and uses

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Unsatisfied	5	Loved going to the Library, but not enough variety of authors or great authors, especially in large print. Now I find not a lot to choose from in Borrow Box. Very disappointing, as I love Borrow Box and reading books.
Unsatisfied	5	Staff at Libraries can be rude not willing to help and left to find books because they can't be bothered helping. Movies so outdated. Van staff lovely and helpful but again everything so outdated and very little to choose from week to week. I don't go much anymore because of this.
Unsatisfied	5	The staff are great and really helpful but the range of books are a bit outdated and there are lots of books that are old or authors that are no longer popular but very few of the new or popular books. The wait for a reservation is way too long. There are no events and there used to be a lot of events and things to do. The vibe is just a bit sad.
Unsatisfied	6	I now read most of my books on line because of the difficulty of getting the titles I want. I was a frequent visitor to the mobile library but the cancellations of the facility due to covid forced me into using my tablet which I find more convenient.
Unsatisfied	6	I think question 2 is difficult. Of course I would recommend a library, but the services could be much better. I would like to see more and more easily available digital resources, and a better collection. I suggest that you make membership of the library support group free as you will get much better membership and advice.
Unsatisfied	6	The libraries in Townsville are looking very tired. My visits are very short because it isn't a very inviting place to stay or meet friends for a coffee.
Unsatisfied	7	Allowing food and drink while on the computers should be disallowed, it is disgraceful and allows germs to spread. Also, patrons should only be allowed one daily paper at a time, this would alleviate arguments and conflict. We feel staff just don't do enough in this area.
Unsatisfied	7	I don't enjoy the school children playing ping pong etcnd aloud to make as much noise etc as they like. I love young people and I think it is wonderful if they are having fun. But not like this at a library. It is not enjoyable trying to read or relax and browse in this environment. I used to really enjoy coming to the library but not now. I get in and get out . Also I find the way that the books are organized frustrating. It is difficult to find where something might be with adult and children's books mixed together and broad categories.

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Unsatisfied	7	I haven't been a customer for over two years.. Please update your information.
Unsatisfied	7	No computer classes
Unsatisfied	7	You need more people on the ground who know about the services the library provides. People coming in the door expect staff to be able to help them and this is far from the case
Unsatisfied	8	<p>'As a wheelchair user, I have found it difficult in the past to access the Thuringowa Library (it's closest to me), and getting around in there. In 2020 I was bedridden for 8 months and signed up to the digital library and it has been a God send. There are a few issues with it too but at least access is not one of them.</p> <p>Suggestions for digital library:</p> <ul style="list-style-type: none"> - offer an additional service for people to request specific titles that you don't have. And, rather than buying the ebook or e-audiobook thereby incurring costs, the library could enter into an agreement with other libraries in the district/Qld to be able to request and borrow between them. - I had issues back in 2020 with BorrowBox wanting to update every couple of days but nothing in the last 12 months. At the moment, when I go back to an audiobook that I'm part way through listening to, the program will tell me I need to download the tracks again, and again, and again. You get the idea. I'm not sure if this is BorrowBox or my tablet but it's frustrating. - it is a little hard to find the genres because, as you try to get to a specific genre eg war, all the titles for every other genre are loading. It would be helpful if there was a list (like a list of contents), with the major genres, with sub-genre under them, and patrons could click on the genre and/or sub-genre they want. That then loads and the patrons can scroll through titles there. <p>Australian Authors:</p> <ul style="list-style-type: none"> - new titles - crime - food - romance <p>You get the gist.</p> <p>Thank you for asking for feedback.</p>

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Unsatisfied	8	Very unhappy that the Thuringowa Library is being moved. Instead of being easily accessible you're sticking it in an area that is out of the way for most people.
Unsatisfied	9	The Kirwan facility is becoming more congested as time goes by. We were promised a change of venue last year but obviously it has been placed in the too hard basket.
Unsatisfied	1 - Extremely Unlikely	A library in a regional capital without STEM. Disappointing
Unsatisfied	1 - Extremely Unlikely	Ebook collection inadequate, should get get full libby selection as the Brisbane library does
Unsatisfied	1 - Extremely Unlikely	Poor customer service, unhelpful staff.
Unsatisfied	1 - Extremely Unlikely	The fact that the Library at Thuringowa is moving to Riverway is horrible.
Unsatisfied	1 - Extremely Unlikely	Want a drink vending machine at flinders. Noise here is uncomfortable. Other than that fairly good.
Unsatisfied	10 - Extremely Likely	I AM NOIT A GOOD CANDIDATE FOR THIS SURVEY AS I ONLY VISITED THE LIBRARIES FOR HISTORY STUDIES AND UNFORTUNATELY REQUIRED INFORMATION HAD BEEN REMOVER FROM THE CITY LIBRARIES FOR SOME REASON.
Very satisfied	5	I do not give recommendations
Very satisfied	5	I don't visit very often. I take grandchildren. I am an avid reader but buy e-books to read instantly without leaving home. I use the war history section mostly or biographies.
Very satisfied	7	Access easy to Library. Not sure where you are moving to but so long as there is plenty of parking with disability parking and not a distance to walk.
Very satisfied	7	No comment
Very satisfied	8	Very disappointed to see the library being relocated.
Very satisfied	8	Attend Thuringowa library once per week staff are great and helpful, facilities are clean and enjoy being able to have a coffee from the cafe
Very satisfied	8	Easy to deal with. Good reservations. Good range of titles.
Very satisfied	8	Good
Very satisfied	8	Happy with service
Very satisfied	8	Happy with the service as it is. More books is always nicer but for a free service with a budget, understandable.
Very satisfied	8	I enjoy the online borrowing of magazines and books

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	8	I like access to local historical information & also audio books
Very satisfied	8	I love the kids area. My kids always have so much fun sitting in the cubby and reading the books. The staff are always so helpful and friendly.
Very satisfied	8	It would be good if there was a way to return books after hours. The current hours make it hard to return books.
Very satisfied	8	Just like coming to the library and reading my books. Appreciate free internet.
Very satisfied	8	Longer opening please on weekends.
Very satisfied	8	Looking forward tot he children programs as I am due for my bubs soon and want to enrich her in many experiences and books
Very satisfied	8	No comment
Very satisfied	8	No further comment. Thank you for seeking my input
Very satisfied	8	Overall good
Very satisfied	8	Previous staff are very good, new staff are yet to be reviewed.
Very satisfied	8	Really enjoy townsville city library after the markets. Kids love it
Very satisfied	8	Reintroduce rules that loud conversations especially on mobile phones or kids yelling is not acceptable
Very satisfied	8	Staff are very helpful
Very satisfied	8	The staff is always very helpful.
Very satisfied	8	Very quick and easy to pick up reserved books - Thank you!
Very satisfied	9	.
Very satisfied	9	After hours return availability
Very satisfied	9	All good
Very satisfied	9	All good, thanks.
Very satisfied	9	Always enjoy my visit to the Library.
Very satisfied	9	Always found the HISTORY section of the Townsville City Libraries Team cooperatively helpful & very amicable to converse with... My queries have usually involved my two (2) publications >>> * THE GUNS OF MAGNETIC ISLAND * SEQUEL TO: THE GUNS OF MAGNETIC ISLAND Thank you.....
Very satisfied	9	Always helpful staff with interesting ways to engage readers old and young. I love the recommended reads and am active with the local book club with fantastic support. Love the fact that's it's a key part of the community that's

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		available to all They do a great job 🍌
Very satisfied	9	Always helpful staff, great electronic resources
Very satisfied	9	Appreciate car parking to allow easy access to our library.
Very satisfied	9	As older user of library I appreciate Borrow Box and Libby access to audio and e books. Please continue to keep these methods of access as important part of your service.
Very satisfied	9	Bring back the cafe
Very satisfied	9	Change the air conditioner setting to a couple of degrees warmer, it would save energy bills and make the library more comfortable!
Very satisfied	9	clean facilities, plenty of parking and good internet / printing options.
Very satisfied	9	Computer areas at Aitkenvale and Thuringowa have many teenagers and younger kids exhibiting abusive behaviour such as swearing, yelling and aggressive reactions to computer games which make it hard for other customers to concentrate on their work. Please address this situation which has been ongoing for many months.
Very satisfied	9	Creative Studio at the Aitkenvale library and exhibition spaces are a great initiative for artists and the community
Very satisfied	9	Customer service is brilliant. Any of the libraries are always a joy to visit.
Very satisfied	9	ebooks are a great resource. thanks for making available. I also really like(d) the historical/ craft displays that I saw at libraries a few years ago. I have not been aware of them recently.
Very satisfied	9	Excellent facility. Love the coffee shop
Very satisfied	9	Good service
Very satisfied	9	great library, great location, great, helpful staff
Very satisfied	9	Great selection. Happy to reserve and accommodate books that are not available at the library to be purchased for my children.
Very satisfied	9	Great staff who are very helpful and it is easy to find what ever I may be looking for.
Very satisfied	9	Great. Keeping up to date with Library technology.
Very satisfied	9	Happy with the service. I just use to borrow reading and listening material. Works for me.
Very satisfied	9	Have had several issues with Borrow box. Only use because you don't have a physical copy. Otherwise I love my library :)

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	9	Helpful staff, great facilities, online audiobooks, DVD's they have it all.
Very satisfied	9	Helpful staff, variety of resources and good location.
Very satisfied	9	I am a bit concerned about the Thuringowa branch move from the old council offices to Riverway. The main issues I have are the availability of parking for library users and the personal safety of library users in a facility that has a bad reputation for crime.
Very satisfied	9	I come here for work. Good overall
Very satisfied	9	I deal mostly with the Aitkenvale branch. I do like that there is a coffee shop in the Thuringowa one and would love that at Aitkenvale.
Very satisfied	9	I filled a survey a few months ago where I commented on the long period after Christmas holidays & during covid when there was no Sunday opening. Hope that doesn't happen again! Otherwise all good.
Very satisfied	9	I found the staff very pleasant and helpful
Very satisfied	9	i have always found the staff to being efficient, polite & friendly when helping me with my enquiries. The Aitkenvale library is always tidy and well stocked.
Very satisfied	9	I haven't been in a few years, but the last time I did visit the library, it was a great experience
Very satisfied	9	I like the books in the library...
Very satisfied	9	I love libraries & the online side of the library as well
Very satisfied	9	I only use Libby and would definitely recommend
Very satisfied	9	I reckon Townsville could host some big book or writer festivals if we tried hard enough
Very satisfied	9	I use the library weekly and I am happy with the service provided.
Very satisfied	9	I usually reserve books online and then attend the library to pick the books up, so I'm in and out pretty quickly. The books I reserve are books I'm interested in and its been rare that I haven't been able to reserve the book I want. Occasionally I have suggested that the library purchase some books to complete a set and they always have. Having the Booyah Cafe at the Thuringowa library is also great, they make excellent coffee. The only suggestion I have for improvement is that recently I reserved two books that were recorded as being on the mobile library and available. These books took about 3 weeks to arrive at the Thuringowa library, however the mobile library may have been active in other areas in or around Townsville.
Very satisfied	9	I was pleased not to have to travel far to see council rep.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	9	I was so very impressed by the interest and support offered by library staff! They put me on to the Libby app. They were so keen to bring me up to date with what was on offer- thank you so very much!!!
Very satisfied	9	I would enjoy my choices in ebooks
Very satisfied	9	I would like to be able to print the report of novels/books I have read from my libraries account
Very satisfied	9	It was disappointing that the Sunday hours at Flinders St were suspended for so long. Otherwise, all good. I've enjoyed the use of the A3 scanner and the Library of Things. Also the photo displays, keep these all continuing!
Very satisfied	9	It's good for the children to read any age different kind of books for them because there is so many kind of books in the library .
Very satisfied	9	I've found the Townsville City Libraries a valuable community resource
Very satisfied	9	Keep on doing what you're doing
Very satisfied	9	Libraries are easy to use and currently all are easily accessible.
Very satisfied	9	Likely mostly to recommend online services offered through T library.
Very satisfied	9	Love going to see he library. Great staff. Great surroundings. Great resources.
Very satisfied	9	Love the library.
Very satisfied	9	Love the service to Magnetic Island
Very satisfied	9	More author talks Creative writing seminar / workshop please
Very satisfied	9	Mostly a great selection - both for adults and our young reader! Very friendly staff at the Thuringowa branch and the only thing that is missing is an after hours return shute. Thank you
Very satisfied	9	Na
Very satisfied	9	No further feedback to add. Staff are friendly and informative, facilities are pleasant to be in and use.
Very satisfied	9	None library staff are doing a great job
Very satisfied	9	Rarely used but happy with the times I have.
Very satisfied	9	Really like the Townsville libraries!
Very satisfied	9	Some staff could occasionally be more helpful and welcoming. Libraries should be a place where people want to be. Get a cafe with really good coffee and food and that's a draw card for people to socialize and borrow. Have trivia nights and encourage book clubs. Advertise more what is available at your local library.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		Conduct school visits perhaps. Just suggestions. Love that you'll get really books in. Make spydus services more user friendly for lay persons
		Thanks for what you do provide.
Very satisfied	9	Staff are always helpful, professional and friendly.
Very satisfied	9	Staff are exceptionally helpful. The library's are calming. I do not use the Townsville Flinders St Library. The parking and access are not good.
Very satisfied	9	Staff I encountered were very friendly and helpful
Very satisfied	9	staff were very helpful easy to look up on computer to see what books on subjects are available being able to return books to other libraries has made returning easy
Very satisfied	9	Staffs are friendly and helpful all the time. Lots of activities for children. I just wish more collection of books and activities for adult.
Very satisfied	9	Thank you for providing security. It helps encourage respectful behaviour in the library, and makes me feel safe. Please keep employing the security guards, especially when the library moves to Riverway.
Very satisfied	9	Thanks for all your great work
Very satisfied	9	The Kirwan Library is an excellent facility. I have heard you intend to move this library to a new location. I hate the idea of this. The new planned library will be in a more built up area with one road in and out. It will become a bottleneck. Have you asked or consulted with the users of the Kirwan Library? I think not. I will just have to drive further and use the Aikenvale library. Thank You
Very satisfied	9	The libraries always have new resources available. The rooms for hire are great for small group training. Easy parking and access.
Very satisfied	9	The library is well maintained, and the systems are easy to use e.g. to check out your loans etc. I also enjoy the ease of Borrow Box and would love more eBooks.
Very satisfied	9	The Magnetic Island service is fabulous. So many people here on the island rely on the library van for their reading/ listening requirements
Very satisfied	9	The staff have always been helpful and friendly. Thank you. :)
Very satisfied	9	Update of reading materials.
Very satisfied	9	Very happy with the quantity & variety of books available. Great to see the Apps BorrowBox, Libby & StoryBox. Beamafilm is growing with a great selection of movies.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	9	Very happy with the service and collection
Very satisfied	9	Very helpful staff. A choice of 3 libraries in Townsville is fantastic.
Very satisfied	9	We enjoy going to the library.
Very satisfied	9	We find the Staff are very pleasant and helpful with inquiries. Like the idea that if one is late returning books they are not penalize with fines and being notified of overdue books.
Very satisfied	9	With the relocation of the Thuringowa Library to Riverway, Northern Beaches residents have further to travel to enjoy their local council library. Why won't council look at a new facility for the Northern Beaches, located in Burdell or Deeragun?
Very satisfied	9	Wonderful range of activities on. Would love to have a rhyme time and toddler time or story time back on at aitkenvale library. Love the more eco friendly initiatives they have been doing aswell such as handing out sunflower seeds and how to make a bee hotel. Feel so lucky to have this service in townsville.
Very satisfied	10 - Extremely Likely	'-
Very satisfied	10 - Extremely Likely	'-
Very satisfied	10 - Extremely Likely	[I find everyone at the library very helpful
Very satisfied	10 - Extremely Likely	Happy with the service
Very satisfied	10 - Extremely Likely	I am a retiree with (at last) more time to read for pleasure. I would like to see more non-fiction and 'serious' books in Borrowbox. Perhaps the scope of the currently subscribed packages could be broadened? I would like less chick-lit/romance, more of the books reviewed in The Australian newspaper each weekend. Apart from that preference, I find Borrowbox to be very amenable and very convenient. On the occasion when I need to borrow a print book, the process of borrowing and returning is good enough, depending on network/workstation capability.
Very satisfied	10 - Extremely Likely	Ok
Very satisfied	10 - Extremely Likely	Rey happy thank you.
Very satisfied	10 - Extremely Likely	Very happy. No suggestions.
Very satisfied	10 - Extremely Likely	!
Very satisfied	10 - Extremely Likely	.
Very satisfied	10 - Extremely Likely	.
Very satisfied	10 - Extremely Likely	.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	.
Very satisfied	10 - Extremely Likely	.
Very satisfied	10 - Extremely Likely	<3<3
Very satisfied	10 - Extremely Likely	1. Aitkenvale branch seems to lend items for much longer than the standard term; and 2. There are several items in my Reserve list that have been on order since April 2020.
Very satisfied	10 - Extremely Likely	90/%of your mobile staff to Maggie island are excellent
Very satisfied	10 - Extremely Likely	A coffee shop would enhance the library experience. I a. Satisfied with the present collection of books, magazines etc.
Very satisfied	10 - Extremely Likely	A few of my reserved items are lost and have not been replaced. I believe people who consistently lose items should be banned for stealing.
Very satisfied	10 - Extremely Likely	A good service :)
Very satisfied	10 - Extremely Likely	A library needs to be co-located with every community centre across the suburbs. Each "hub" should also allow ability to pay bills etc
Very satisfied	10 - Extremely Likely	A trip to the library is always a pleasure
Very satisfied	10 - Extremely Likely	A valuable service to our city, with friendly staff.
Very satisfied	10 - Extremely Likely	A very good library service. Thank you
Very satisfied	10 - Extremely Likely	Access to 3d printers and other emerging technology is excellent and kids activities mean there is something for everyone to do
Very satisfied	10 - Extremely Likely	Actually I came from Melbourne only very hard to find Arabic books or french books Or any Foreigners books , but anything's ells very good
Very satisfied	10 - Extremely Likely	Aitkenvale branch have ordered on books currently not on shelf (last of a trilogy I was reading from there) very happily and offered to do so without making me feel I was imposing.
Very satisfied	10 - Extremely Likely	Aitkenvale is the most pleasant
Very satisfied	10 - Extremely Likely	Aitkenvale Library... which we use most... is always clean, well organised and well stocked with quality books.
Very satisfied	10 - Extremely Likely	ALL THE STAFF ARE VERY FRIENDLY EVERY TIME I GO TO EITHER OF THE LIBRARIES KEEP UP THE GREAT WORK
Very satisfied	10 - Extremely Likely	All good

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	All good from my perspective. Have only had one hiccup with a librarian. Haven't seen her for a while. I've been a borrower for many years. Cheers.
Very satisfied	10 - Extremely Likely	All good, no complaints
Very satisfied	10 - Extremely Likely	All helpful, friendly staff, clean facilities.
Very satisfied	10 - Extremely Likely	All OK
Very satisfied	10 - Extremely Likely	All our libraries are fantastic.
Very satisfied	10 - Extremely Likely	All staff I've encountered have always been very charming and extremely helpful when I've required assistance. Thank you to all 😊😊
Very satisfied	10 - Extremely Likely	All staff members at the Aitkenvale library are always friendly and very helpful whenever I need assistance.
Very satisfied	10 - Extremely Likely	All staff very courteous and nice natured
Very satisfied	10 - Extremely Likely	All the staff are very friendly
Very satisfied	10 - Extremely Likely	All the staff have been very friendly and helpful. I like that you can reloan or order online. I think you are doing a great job.
Very satisfied	10 - Extremely Likely	allways a plesant experience, helpfull staff
Very satisfied	10 - Extremely Likely	Although overall I am very pleased with Townsville CityLibraries I think it is about time you recommenced providing the service of Inter Library Loans. I do appreciate that COVID 19 has played havoc with every bodies workforce but things are getting back to normal in the general working community and I feel it time to reinstate that service.
Very satisfied	10 - Extremely Likely	Always a great experience.
Very satisfied	10 - Extremely Likely	Always a joy to go to any of the libraries.
Very satisfied	10 - Extremely Likely	Always a pleasure to visit the library, staff are very helpful
Very satisfied	10 - Extremely Likely	Always a pleasure, thanks
Very satisfied	10 - Extremely Likely	always been a necessity in the community
Very satisfied	10 - Extremely Likely	Always been happy with my library experiences
Very satisfied	10 - Extremely Likely	Always been looked after well. Nothing is ever a bother. Staff are lovely.
Very satisfied	10 - Extremely Likely	Always been very helpful. It is very annoying that other library users don't return their books on time but that is not the Library's fault.
Very satisfied	10 - Extremely Likely	Always clean and tidy and very helpful staff.
Very satisfied	10 - Extremely Likely	Always easy to find what I'm looking for. Usually a good choice of books I enjoy. Easy to renew online if I can't make it in person. Great that my local library is open at the weekend.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Always enjoy my time in the library choosing books to read .
Very satisfied	10 - Extremely Likely	Always enjoy my visits to the library. An excellent election of books . Staff always pleseant and helpful. Environment very comfortable,
Very satisfied	10 - Extremely Likely	Always found staff very helpful and facilities well laid out
Very satisfied	10 - Extremely Likely	Always found the librarians helpful and kind. I like the way that it is also a community centre, and that there is a café incorporated
Very satisfied	10 - Extremely Likely	Always friendly large range
Very satisfied	10 - Extremely Likely	Always had good experience at the library
Very satisfied	10 - Extremely Likely	Always helpful and friendly
Very satisfied	10 - Extremely Likely	Always love going to the library. Being able to reserve books is so good and this service is always done well.
Very satisfied	10 - Extremely Likely	Always obliging in getting resources that are not available in the Townsville library. Very helpful staff at Aitkenvale library. Everything operates efficiently.
Very satisfied	10 - Extremely Likely	Always organised. Staff incredibly helpful.
Very satisfied	10 - Extremely Likely	Always polite and helpful .
Very satisfied	10 - Extremely Likely	Always positive. Staff always helpful. Online reservations work well. Thank you for the excellent service you provide.
Very satisfied	10 - Extremely Likely	Always the best service, much appreciated with Thanks!
Very satisfied	10 - Extremely Likely	Always very helpful if I have any problems.
Very satisfied	10 - Extremely Likely	Always very surprised and pleased with how up to date and advanced the library is.
Very satisfied	10 - Extremely Likely	Am far from happy with it being moved to Pinnacles Gallery situation.
Very satisfied	10 - Extremely Likely	Amazing to see how new technology is being used to make the check out process so seamless! I was amazed by the microchips in all of the books now and all you have to do is put them on the self-serve counter in front of the screen and it will AUTOMATICALLY scan all the microchips rather than having to scan the barcode in each one. The staff were super helpful sharing with me how to do everything and making me a new card. The whole visit was amazing and I've told anyone who will listen about how good the experience was.
Very satisfied	10 - Extremely Likely	Amazing, just wish when you sent a reservation reminder that you put which book/card, my phone number is attached to my 4 children's cards and would be helpful to know which card to bring
Very satisfied	10 - Extremely Likely	An after hours return (similar to aitkenvale) would be beneficial.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	An option to return books AH at Thuringowa (like Aitkenvale or similar) would be fantastic. Staff are always helpful and amazing!
Very satisfied	10 - Extremely Likely	Apart from being unable to buy some books I requested for loan Townsville City Library performs well. I understand they cannot satisfy every request. Staff are friendly and efficient and website works well though TCC on their page should have a direct prominent link to the library. It takes a long time to find for the first time user.
Very satisfied	10 - Extremely Likely	Appreciate the courtesy of the staff at thuringowa branch when I have had to deal with them
Very satisfied	10 - Extremely Likely	Appreciate the variety of spaces. Seating could be more comfortable, the chairs are a little stiff. I mostly use the library to read manga, appreciate the good selection available! A "more like this book..." function would be great. I often struggle figuring out what book to read. Perhaps a genre tag on the books?
Very satisfied	10 - Extremely Likely	Appreciated that library helped me start my business. Used library books to study strategies and fashion for my business. Also used library computer to apply for my permanent residency. Thanks! Big help.
Very satisfied	10 - Extremely Likely	As a family we love the library. The staff are always helpful, the collections interesting and the space an oasis of calm and welcome. Five stars!
Very satisfied	10 - Extremely Likely	As a Magnetic Island resident I really appreciate the Mobile Van service.
Very satisfied	10 - Extremely Likely	As a mother of pre-school child, I'm very grateful for the range of classes available weekly for my child. There are few indoor a/c activities available for preschoolers in Townsville - let alone one that is free! Thank you Townsville City Libraries!!
Very satisfied	10 - Extremely Likely	As a mum of three kids 4 and under I am so happy with all that is provided. Rhyme time/ story time etc are fantastic and the girls do a fantastic job with the messy play packs and social media presence. Keep it up!
Very satisfied	10 - Extremely Likely	As a pensioner with an aged husband, I value highly the convenience of the Mobile Library, saving me a trip to town
Very satisfied	10 - Extremely Likely	As a regular user, I am very satisfied with the services provided. I particularly enjoy new Australian fiction and always have a stack of books available to read. I look forward to visiting the Riverway Library when it opens (hopefully it is

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		floodproof.) It would be great if the reservations collection area was at the entry and in view of somewhere safe I can tether my dog. Thanks
Very satisfied	10 - Extremely Likely	As I get older, I really appreciate the big print section of our libraries and any new novels are welcome.
Very satisfied	10 - Extremely Likely	As I have only limited times when I can visit the library due to family issues, I find it extremely helpful to be able to reserve books online and then collect them when they are available.
Very satisfied	10 - Extremely Likely	At Townsville Library in the adult non-fiction section where books are grouped in alphabetical order of authors, rows that are labelled (for example A - D, the next row E - G) are incorrectly labelled.
Very satisfied	10 - Extremely Likely	Awesome friendly staff
Very satisfied	10 - Extremely Likely	<p>Awesome staff!!!</p> <p>So helpful, always understanding that you are an older person and are always happy to walk you through the steps when using the computer/photocopier/printer and scanner even when you ask another 2 or even 3 times....</p> <p>Always enjoy using all 3 libraries..</p> <p>Well done....</p> <p>See yas soon...</p>
Very satisfied	10 - Extremely Likely	Because I have health issues, I really appreciate being able to have my books delivered.
Very satisfied	10 - Extremely Likely	Being able to reserve books is very helpful. Thank you
Very satisfied	10 - Extremely Likely	Being an avid reader, the on-line library has provided me with a wonderful source of reading material. The search function allows me to go straight to my favourite genres and the recommendations are fantastic. Keep up the good work ..
Very satisfied	10 - Extremely Likely	Being limited in mobility, I absolutely love this service. The only problem I have is I can't get enough of your talking books. Thank you. 😊
Very satisfied	10 - Extremely Likely	Big thankyou to all the staff who have been so very pleasant and so very willingly helpful to me over the last few years - at all the libraries in town. Great

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		<p>customer service with special mention of the city library staff - a great asset as 'Chief'.</p> <p>Would like to mention the problem of after school noise at the Aitkenvale library which I try to avoid. Perhaps add a soundproof 'Noisy room' - or a separate room as 'library internet entertainment area' - incorporating other noisy people. Anything that would keep the main public library area traditionally quiet. Or add a 'quiet internet work room'.</p> <p>OR add an extra area for free after school care and entertainment with computer access and employ someone specific to look after and help in that area, rather than library staff. Teach the children to learn to be attentive to the type of environment they're in and be quiet in the quiet parts of the library or go outside - as we all had to learn. Otherwise we just have to remember not to go to that library at that time. Maybe put sign outside "After School Care - Internet Area 3pm-....."</p> <p>Or "After school internet session time 3pm-..."</p> <p>Basically, the library is not meant to be an after school entertainment area - unless the definition has changed.</p> <p>Sometimes it's more practical to go to Aitkenvale, especially on the later closing days, but not necessary so much at present.</p> <p>I appreciate the very practical convenient, great friendly service.</p> <p>Thankyou to everyone.</p>
Very satisfied	10 - Extremely Likely	Books are important for people of all ages. It's nice to see such a diverse mix of people enjoying the library.
Very satisfied	10 - Extremely Likely	Borrow box and Libby
Very satisfied	10 - Extremely Likely	Cant find as many recent technical books of late eg: Computer , Mechanical Manuals , Trade / Engineering books.
Very satisfied	10 - Extremely Likely	Clean ,tidy ,well organised ,helpful staff , excellent selection of books etc,lots of hands on participation for all ages,helpful informational get togethers for all ages

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Clean well organised libraries. Helpful librarians and a good variety of attractive and books in good condition.
Very satisfied	10 - Extremely Likely	Clean, friendly and convenient location
Very satisfied	10 - Extremely Likely	Could be bigger
Very satisfied	10 - Extremely Likely	Could we please have an after hours external return slot for books. Libraries used to be such quiet places; not happy with children running through the library and yelling on occasional visits.
Very satisfied	10 - Extremely Likely	Courteous, freindly and knowledgeable service by all staff at the Aitkenvale library. I have only used the North Point library once or twice in two to three years. I don't use the Thuringowa Library. Thank you Aitkenvale library for providing the space for the U3A Italian class once a week.
Very satisfied	10 - Extremely Likely	Do a good job
Very satisfied	10 - Extremely Likely	Don't have a problem
Very satisfied	10 - Extremely Likely	Due to my disability I use Borrow Books. When I had to phone the library I found the staff very helpful.
Very satisfied	10 - Extremely Likely	During Covid I have not visited my Library as much as I want to so answers are for my overall use of librrary for past usage prior to Covid
Very satisfied	10 - Extremely Likely	Each time I go to the library, the staff are extremely helpful. The atmosphere is peaceful but not funereal. And what I need to use or read is at hand.
Very satisfied	10 - Extremely Likely	easy access and friendly helpful staff
Very satisfied	10 - Extremely Likely	Easy access and parking, staff friendly and helpful, good communication for new releases and reservations
Very satisfied	10 - Extremely Likely	Easy parking, convenient location, helpful staff.
Very satisfied	10 - Extremely Likely	Easy to enrol. I like the choice of audio or ebooks. Easy to renew.
Very satisfied	10 - Extremely Likely	Easy use helpful staff
Very satisfied	10 - Extremely Likely	Easy way to read books without leaving home!
Very satisfied	10 - Extremely Likely	Enjoy the library
Very satisfied	10 - Extremely Likely	Even though I live very close to the Aitkenvale Library, I am currently only using Borrowbox to borrow my books from you. Maybe I need to take a trip to the library to update my very old card but I don't want to lose my Borrowbox capability, as I find it terrific to read on my iPad instead of holding a book. Thank you for this opportunity - it is great.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Even though I may be out of town, I appreciate the fact that I can go on making use of my membership, by borrowing ebooks, audiobooks, and the like. Thank you.
Very satisfied	10 - Extremely Likely	Every thing is clean and spaces. Could do with more trolleys with wheels. staff are always so helpful.
Very satisfied	10 - Extremely Likely	Everyone is always kind, friendly and bend over backwards to help.
Very satisfied	10 - Extremely Likely	Everything is marvelous, but when trying to borrow films was told anything that hasn't been borrowed for 2 years is thrown away which limits the range.
Very satisfied	10 - Extremely Likely	Excellent
Very satisfied	10 - Extremely Likely	Excellent
Very satisfied	10 - Extremely Likely	Excellent community service. All staff with whom I have had dealings have been very helpful and friendly and no question is too much problem
Very satisfied	10 - Extremely Likely	Excellent facilities
Very satisfied	10 - Extremely Likely	Excellent facilities and helpful staff
Very satisfied	10 - Extremely Likely	Excellent internet/computer hire time at library
Very satisfied	10 - Extremely Likely	Excellent Library love the facilities.
Very satisfied	10 - Extremely Likely	excellent online presence
Very satisfied	10 - Extremely Likely	excellent resources
Very satisfied	10 - Extremely Likely	EXCELLENT SERVICE AND FACILITY
Very satisfied	10 - Extremely Likely	Excellent service and help finding books on the shelf or ordering in a r suggested book, and help for photocopier. The staff are always professional and kind staff at thuringowa Kirwan Qld
Very satisfied	10 - Extremely Likely	Excellent service- I am currently in Toowoomba and you library is far better and more organised
Very satisfied	10 - Extremely Likely	Excellent service with friendly, helpful staff
Very satisfied	10 - Extremely Likely	Excellent service.
Very satisfied	10 - Extremely Likely	Excellent staff and services.
Very satisfied	10 - Extremely Likely	Excellent staff who are extremely helpful to all and particularly to those who need extra consideration. Relocation to riverway seems poor choice.
Very satisfied	10 - Extremely Likely	Extremely helpful staff. Very efficient service re reserves, information etc. I have particularly appreciated using the Sound Studio at Aitkenvale. What a great initiative!
Very satisfied	10 - Extremely Likely	Extremely pleasant & helpful staff
Very satisfied	10 - Extremely Likely	Fantastic

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Fantastic community service
Very satisfied	10 - Extremely Likely	Fantastic facility
Very satisfied	10 - Extremely Likely	Fantastic library service!!
Very satisfied	10 - Extremely Likely	Fantastic resources. Need more ebooks available via borrowbox
Very satisfied	10 - Extremely Likely	Fantastic service, staff are always helpful. Love being able to reserve books and then just come and pick them up when available. Nice displays when visiting the library. Good variety of new books always coming through. Library is responsive to special requests. My only complaint is that it is so difficult to locate non-fiction books on the shelf since the library stopped shelving according to the DEWEY number. The number is listed on the computer search system, but then you have to try and guess what subject the book will be shelved under instead of just going to the number. Maybe a library subject heading could be added to the library search system? Apart from that small complaint, I have always found the libraries to be welcome and inclusive (including of noisy children), and love attending some of the many events organised by the libraries. The community rooms are also much valued.
Very satisfied	10 - Extremely Likely	Fantastic!
Very satisfied	10 - Extremely Likely	For all of the years that I have used Townsville libraries, not once has there been anything other than professionalism, understanding and helpfulness. It is always a pleasure to deal with them.
Very satisfied	10 - Extremely Likely	Friendly effective staff
Very satisfied	10 - Extremely Likely	Friendly and efficient service/help.
Very satisfied	10 - Extremely Likely	Friendly and helpful staff
Very satisfied	10 - Extremely Likely	Friendly customer service
Very satisfied	10 - Extremely Likely	friendly helpful staff
Very satisfied	10 - Extremely Likely	Friendly staff
Very satisfied	10 - Extremely Likely	Friendly staff and an excellent service.
Very satisfied	10 - Extremely Likely	Friendly Staff and knowledgeable with the operations of the Library.
Very satisfied	10 - Extremely Likely	Friendly staff; good range of books; easy online system; nicely maintained premises.
Very satisfied	10 - Extremely Likely	Friendly, helpful staff.
Very satisfied	10 - Extremely Likely	Gentleman at City library, very kind, friendly,very helpful with using computer.
Very satisfied	10 - Extremely Likely	Good choice in books
Very satisfied	10 - Extremely Likely	Good environment and excellent customer service.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Good job
Very satisfied	10 - Extremely Likely	Good library very good variety of books , can get info 9n anything from staff very helpful computers and printing available at very reasonable cost
Very satisfied	10 - Extremely Likely	Good location
Very satisfied	10 - Extremely Likely	Good mobile library service
Very satisfied	10 - Extremely Likely	Good opening hours and return options. Great range of titles. Love e-audio book and e book availability through Dropbox.
Very satisfied	10 - Extremely Likely	Good range of ebooks
Very satisfied	10 - Extremely Likely	Good selection and Mundingburra has great staff
Very satisfied	10 - Extremely Likely	Good selection of books, very helpful librarians
Very satisfied	10 - Extremely Likely	Good selection. Appreciate more Audiobooks
Very satisfied	10 - Extremely Likely	good service
Very satisfied	10 - Extremely Likely	good staff - especially at Aitkenvale branch
Very satisfied	10 - Extremely Likely	good to provide a venue for other services to encourage people to go to the library as you do.
Very satisfied	10 - Extremely Likely	Great
Very satisfied	10 - Extremely Likely	Great
Very satisfied	10 - Extremely Likely	Great
Very satisfied	10 - Extremely Likely	Great
Very satisfied	10 - Extremely Likely	Great book selection. Decreased number of DVDs over the years. Perhaps I am the only one not getting netflixs. Need to have someone empty the return bins over holiday weekends.
Very satisfied	10 - Extremely Likely	Great bunch, very helpful...
Very satisfied	10 - Extremely Likely	Great choice of books.
Very satisfied	10 - Extremely Likely	Great collection of books and fantastic staff! Well done!
Very satisfied	10 - Extremely Likely	Great environment, good selection, simple systems and helpful staff.
Very satisfied	10 - Extremely Likely	Great experience. Always willing to order in a book that I want to read. Reservations are easy to pick up. Great customer service.
Very satisfied	10 - Extremely Likely	Great facilities and services!
Very satisfied	10 - Extremely Likely	Great free service
Very satisfied	10 - Extremely Likely	Great friendly and helpful staff.
Very satisfied	10 - Extremely Likely	Great job!
Very satisfied	10 - Extremely Likely	Great kids book section

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Great library
Very satisfied	10 - Extremely Likely	Great library Helpful staff
Very satisfied	10 - Extremely Likely	Great Parking, Friendly and helpful staff, Coffee available, comfortable reading area.
Very satisfied	10 - Extremely Likely	Great people to deal with
Very satisfied	10 - Extremely Likely	Great place to go and vast array of books
Very satisfied	10 - Extremely Likely	Great range of books and way to use
Very satisfied	10 - Extremely Likely	Great range of books available. The staff are very helpful and other resources such as internet and printing facilities are great too. Keep up the great work and service.
Very satisfied	10 - Extremely Likely	Great range of books, although sometimes cannot get all of a series, which can be disappointing.
Very satisfied	10 - Extremely Likely	Great range of ebooks. Very happy with my membership.
Very satisfied	10 - Extremely Likely	Great range, friendly staff, excellent children's book collections. I love visiting our local library on a Saturday morning (Aitkenvale).
Very satisfied	10 - Extremely Likely	Great resource and really helpful/ supportive staff. I have enjoyed special displays previously, but not seen them much lately.
Very satisfied	10 - Extremely Likely	Great selection and easy website to navigate and reserve books as required
Very satisfied	10 - Extremely Likely	Great selection in city library
Very satisfied	10 - Extremely Likely	great selection of resources and excellent service
Very satisfied	10 - Extremely Likely	Great service
Very satisfied	10 - Extremely Likely	Great service
Very satisfied	10 - Extremely Likely	Great service
Very satisfied	10 - Extremely Likely	Great service
Very satisfied	10 - Extremely Likely	Great service & helpful staff
Very satisfied	10 - Extremely Likely	Great service but I think more attention to Australian literature, especially current and recent awarding winning books would be great.
Very satisfied	10 - Extremely Likely	Great service friendly staff
Very satisfied	10 - Extremely Likely	Great service thank you
Very satisfied	10 - Extremely Likely	Great service!
Very satisfied	10 - Extremely Likely	Great service, great selection of books, always clean. Love visiting the Aitkenvale library!
Very satisfied	10 - Extremely Likely	Great service, helpful staff
Very satisfied	10 - Extremely Likely	Great service, staff are friendly and helpful

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Great service, use both online books and books from library, order online and are great to just walk in and collect. Great selection of up to date books
Very satisfied	10 - Extremely Likely	Great service. Not sure about move to new location.
Very satisfied	10 - Extremely Likely	Great services to the community
Very satisfied	10 - Extremely Likely	Great space to browse or read. Well organised.
Very satisfied	10 - Extremely Likely	Great staff
Very satisfied	10 - Extremely Likely	Great staff and excellent service - always willing to help
Very satisfied	10 - Extremely Likely	Great staff helpful
Very satisfied	10 - Extremely Likely	Great staff.
Very satisfied	10 - Extremely Likely	Great staffs. Great resources and reliable. Enjoy my visit to any TCL. Thank you.
Very satisfied	10 - Extremely Likely	Great system
Very satisfied	10 - Extremely Likely	Great to have this service for the retired people of Townsville. Reading is my favourite pass-time and I get to read such a fantastic selection of books from authors I didn't know existed. The librarian's suggestions often appeal to me and I find a new author which leads me on a journey to read more books by that author. Thanks you to the librarians who I appreciate.
Very satisfied	10 - Extremely Likely	Great 👍
Very satisfied	10 - Extremely Likely	Had such good service and advice. The librarian who deals with family history helped me with research and gave me very useful advice. Gratitude.
Very satisfied	10 - Extremely Likely	hand out free cash 😊
Very satisfied	10 - Extremely Likely	Happy
Very satisfied	10 - Extremely Likely	Happy with current library services
Very satisfied	10 - Extremely Likely	Happy with the library
Very satisfied	10 - Extremely Likely	Happy with the range of books available to borrow.
Very satisfied	10 - Extremely Likely	Happy with the service provided
Very satisfied	10 - Extremely Likely	Have always enjoyed visiting any of the three libraries
Very satisfied	10 - Extremely Likely	Have always found all the staff very helpful, courteous and cheerful.
Very satisfied	10 - Extremely Likely	Have always found staff very helpful. The last time I visited enquired after a new release and the staff member told me she had just put it out. So I was quite thrilled.
Very satisfied	10 - Extremely Likely	Have always found the staff to be very helpful and obliging on every occasion.
Very satisfied	10 - Extremely Likely	Have always found the staff very pleasant and helpful

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Have found the staff to be friendly and helpful. I notice a library on the Sunshine Coast offers facilities to convert things like video tapes to digital which would be good here.
Very satisfied	10 - Extremely Likely	Have had positive experiences at all 3 libraries. Staff are very helpful.
Very satisfied	10 - Extremely Likely	Have moved to Coolum Beach Sunshine Coast this year & found their computer program to be inferior to that in Townsville. Have also found staff at Coolum less helpful, warm & friendly.
Very satisfied	10 - Extremely Likely	have started using Borrowbox more and more but it could be improved with more non-fiction. thankyou for your invaluable service
Very satisfied	10 - Extremely Likely	Helpful library staff.
Very satisfied	10 - Extremely Likely	Helpful people and good website
Very satisfied	10 - Extremely Likely	Helpful staff, family friendly, and comfortable with a vast range of books.
Very satisfied	10 - Extremely Likely	Helpful staff. Great kids space at aitkenvale and great kids catalogue. Very easy reservation/ transfer system. We go at least once a week
Very satisfied	10 - Extremely Likely	Helpful staff. Usually able to obtain the book I need.
Very satisfied	10 - Extremely Likely	Helpful staff/good variety of books.
Very satisfied	10 - Extremely Likely	Helpful, friendly staff
Very satisfied	10 - Extremely Likely	Helpful, friendly staff.. Good book selection. Good atmosphere
Very satisfied	10 - Extremely Likely	I absolutely love my local CityLibraries. Staff are always courteous, helpful and friendly. I would be lost without a local library to go to regularly.
Very satisfied	10 - Extremely Likely	I absolutely love the online library service. Thank you.
Very satisfied	10 - Extremely Likely	I also enjoy online library and the ability to request books online.
Very satisfied	10 - Extremely Likely	I always enjoy my visits to the library, th.e staff are very helpful also
Very satisfied	10 - Extremely Likely	I am a 95% on line user of both books and audio books and i love the service. My only recommendation would be that when purchasing books, please purchase the whole series. For example, the library might have book 5 and book 7 out of a 10 book series which doesn't actually make sense (has happened on many occasions) and for me means i won't read that series.
Very satisfied	10 - Extremely Likely	I am a huge fan of the CityLibraries and I enjoy all that you have to offer, however I don't particularly enjoy visiting the library. It's always noisy it seems parents like to come here for the free aircon and let their children scream and carry on. I like to go to the library for quiet study or work time but it is not the case in any of your libraries

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	I am an occasional library user but enjoy each opportunity to use TCC Libraries. The book return and loan extension arrangements are great.
Very satisfied	10 - Extremely Likely	I am completely satisfied with Townsville City Libraries.
Very satisfied	10 - Extremely Likely	I am concerned that the move to river way will mean the collection will have to be downsized, and I am also concerned that the car parks will be too far away for elderly library users.
Very satisfied	10 - Extremely Likely	I am grateful to have our local libraries over the years, as my family grows through each stage. We've enjoyed the programs when the kids were younger, and having access to borrow books is of great value to all of us. I enjoy visiting each library as it is a safe, calm space. The art exhibitions (which my kids are a part of) are really great too.
Very satisfied	10 - Extremely Likely	I am new to the Townsville region and I regularly attend your Thuringowa Library and the staff have always been very friendly, welcoming and helpful. The library is always clean and orderly. There is a large range of books on offer, especially for my two year old daughter. We regularly participate in Toddler Time and she absolutely loves it. I only have had positive experiences at your library.
Very satisfied	10 - Extremely Likely	I am not computer savvy, but your people are brilliant, putting my vaccinations proof on my phone, and when travelling to WA, with the G2G permit, putting all my relevant information on there. I can not speak highly enough of the staff.
Very satisfied	10 - Extremely Likely	I am so grateful for a free library. We are so blessed with this service.
Very satisfied	10 - Extremely Likely	I am using the BorrowBox. I think it's fantastic
Very satisfied	10 - Extremely Likely	I am usually surprised and delighted to find the Library stocks fairly recent releases of movies in the DVD collection for foreign films. In my experience Staff have always been extremely helpful.
Very satisfied	10 - Extremely Likely	I am very happy with the books and services. No complaints.
Very satisfied	10 - Extremely Likely	I appreciate that changes in layout and procedures needed to be made with Covid; but I did much prefer being in the library pre-Covid so very much hope it can gradually return to a place where readers/borrowers feel relaxed and welcome.
Very satisfied	10 - Extremely Likely	I appreciate the response I got to a suggestion to add a link on the notice of overdue items. In addition, I really enjoy the Aitkenvale Library and the changes over time. Keep up the good work. Happy Easter!
Very satisfied	10 - Extremely Likely	I attend the Thuringowa Library. I find it well set out, clean and the staff are always willing to help if needed.
Very satisfied	10 - Extremely Likely	I borrow books regularly and am happy with the library service.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	I call the Aitkenvale Library my second home
Very satisfied	10 - Extremely Likely	I can always park easily.(Thuringowa). Staff are extremely helpful and cheerful. I find the checkout stations very easy to use. There is always plenty of variety, in my preferred topics. I love how I can reserve books online and then am notified when they are available.
Very satisfied	10 - Extremely Likely	I cant think of any i am happy
Very satisfied	10 - Extremely Likely	I do enjoy the Thuringowa library , although,due to covid I've not been around at all. Looking forward to visit soon. But, I don't know if the rumours are correct that the library will be transferred to Riverway, that might be a problem for me. with the parking as I'm told that it's very hard to find a spot. Don't move the library.
Very satisfied	10 - Extremely Likely	I don't have any
Very satisfied	10 - Extremely Likely	I enjoy being there
Very satisfied	10 - Extremely Likely	I enjoy borrow box. I find the staff when I encounter a problem friendly and helpful.
Very satisfied	10 - Extremely Likely	I enjoy borrow box. I like that we can ring the library to request other books. I find Liby a little difficult to use
Very satisfied	10 - Extremely Likely	I enjoy coming to the library, the staff are helpful pleasant and the atmosphere is bright and attractive.
Very satisfied	10 - Extremely Likely	I enjoy going to Aitkenvale Library, the staff are always helpful and there is always something new to read.
Very satisfied	10 - Extremely Likely	I enjoy going to the library and looking thru the authors that I like to read and always finding new titles.
Very satisfied	10 - Extremely Likely	I enjoy going to the library, looking for new editions and my favourite authors. I can always find something that is a good read.
Very satisfied	10 - Extremely Likely	I enjoy my borrow box account immensely.
Very satisfied	10 - Extremely Likely	I enjoy reading the e-books through the Borrow Box app. Would be great if the next book in a series of books was available to download as well. The library staff have been able to get one of the books for me. The others in a series I take it they aren't available as it's been months since I put my request through.
Very satisfied	10 - Extremely Likely	I Enjoy the full facilities

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	I enjoy the service
Very satisfied	10 - Extremely Likely	I enjoy the wide range of books and have always found the staff pleasant and helpful.
Very satisfied	10 - Extremely Likely	I enjoy using the library, but when it moves to Riverway I'll be utilising the one at Aitkenvale due to its convenience for parking. As parking at Riverway is difficult, the traffic lights take forever to allow cars out, it's just not a family friendly place anymore.
Very satisfied	10 - Extremely Likely	I feel the library is very spacious and relaxing and a great choice of reading material
Very satisfied	10 - Extremely Likely	I find all the staff are friendly and willing to help with any queries
Very satisfied	10 - Extremely Likely	I find it difficult to get to the library during weekdays. So when it was closed on Saturdays, I wasn't able to use the library.
Very satisfied	10 - Extremely Likely	I find staff very helpful when I require help with finding an author or ordering books. The library is well set out and different authors are displayed periodically. Many thanks to all.
Very satisfied	10 - Extremely Likely	I find the staff always very pleasant, helpful and knowledgeable.
Very satisfied	10 - Extremely Likely	I found the staff very friendly and helpful
Very satisfied	10 - Extremely Likely	I get e-audio books now, and rarely go to the library, or mobile library. The staff at the libraries have been very obliging when approached. The staff who have done, and do still bring the mobile library to us are wonderful, and deserve a pat on the back. Thank you.
Very satisfied	10 - Extremely Likely	I go to the Thuringowa library and I always leave happy with my books. Good choices & the staff are very helpful and friendly.
Very satisfied	10 - Extremely Likely	I grew up in England and have lived in Singapore and Malaysia (for 35 years) then back to England to a small village for 9 years before coming to Townsville December 2008. The small village was visited by a library bus once a week which had a very limited selection of novels. In the nearest town, the library was open on Thursday mornings! I'm telling you this because Aitkenvale library, the closest to my house, is absolutely wonderful!. I love that that I can reserve books on line. My favourite authors have newsletters and their newest books can be reserved even before the library has them so I'm often first in the queue and get a brand new book. I could never afford to buy the amount of books that I read. Books keep me sane! The staff are always friendly and helpful. The

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		surroundings are spacious and calm. And I love the library. THANK YOU SO MUCH.
Very satisfied	10 - Extremely Likely	I had a book on order and received notification it was available and I collected it from the mobile library on the Island which I collected from friendly and efficient staff. A lovely service to have on the Island.
Very satisfied	10 - Extremely Likely	I have always enjoyed my trips to the library and have always found the staff friendly, helpful and professional. Well done everyone! However due to Covid I have not been to the library and turned to borrowing your e-books. Perhaps not as satisfying as leafing through the pages of a good book but it does run a close second. So thank you CityLibraries you have well and truly answered the call during Covid.
Very satisfied	10 - Extremely Likely	I have always found the library staff to be very helpful in all questions asked about anything regarding the library.
Very satisfied	10 - Extremely Likely	I have always found the staff at the library very friendly and most helpful.
Very satisfied	10 - Extremely Likely	I have always found the staff friendly and helpful. The facilities are clean and I never fail to take away more books than I can read in one month. I love visiting the Townsville libraries.
Very satisfied	10 - Extremely Likely	I have always found Townsville City Libraries very helpful, friendly, and co-operative, no matter what your enquiry is. Highly recommend TCL.
Very satisfied	10 - Extremely Likely	I have been a member of the Townsville City Libraries for a number of years & have always found the staff friendly & helpful whenever I go there. On the occasions when I have sent an online enquiry, I have always received a prompt courteous reply.
Very satisfied	10 - Extremely Likely	I have been accessing audio books and find the whole process easy and hassle free. I love it!! The staff were very helpful when I was setting up my account. Great job and well done to you all
Very satisfied	10 - Extremely Likely	I have been remiss in not attended to borrow books but since the Thuringowa closed I don't feel like travelling to the others.
Very satisfied	10 - Extremely Likely	I have been the Townsville Libraries for well over 40 years and I have been very pleased with their services
Very satisfied	10 - Extremely Likely	I have broken my wrist, so ebooks r good
Very satisfied	10 - Extremely Likely	I have found every interaction I have had with the staff delightful. They are very knowledgeable and helpful, they are simply a credit to the council.
Very satisfied	10 - Extremely Likely	I have found staff to be extremely helpful and polite

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Very satisfied	10 - Extremely Likely	I have found that the staff generally have been excellent in looking after all customers and in particular those who have difficulties. Very good variety of books. I have found audio and dvd not reliable in playing. I think the move to Riverway will not be a positive.
Very satisfied	10 - Extremely Likely	I have found that, at each of the libraries, I have nearly always been able to achieve whatever aim I had e.g., to borrow a resource or retrieve some information. The service at all the libraries has ALWAYS been friendly and efficient. I love visiting the library.
Very satisfied	10 - Extremely Likely	I have had a satisfactory response from the city & Aitkenvale libraries.
Very satisfied	10 - Extremely Likely	I have never had a bad experience at the library. Staff are knowledgeable and are always friendly and helpful.
Very satisfied	10 - Extremely Likely	I have shared the library 'Borrow Box' with a number of people who didn't know this service was available.
Very satisfied	10 - Extremely Likely	I have used the mobile library when it comes to Magnetic Island, I am looking forward to using it again. I have just arrived back from a 2 month holiday in NZ. I think the service is excellent and feel very lucky we have the service on the Island.
Very satisfied	10 - Extremely Likely	I highly value Borrowbox and Libby.
Very satisfied	10 - Extremely Likely	I just love the online audio and books that I have been using for many years. I have travelled around Australia and have always enjoyed being able to access both audio and e books everywhere. It makes my life so much easier as I don't have to carry books around.
Very satisfied	10 - Extremely Likely	I know it's hard, but it would be nice to have all books in a particular series, by the author available. 2of5 is a bit frustrating. I asked a lovely lady at aitkenvale library if it was possible to get a book to complete a series and sure enough in a few weeks it was there.
Very satisfied	10 - Extremely Likely	I like having access to the Borrow Box app. I enjoyed past Book Launch events. I think the facilities at all the branches are good and I think generally that libraries are under-appreciated.
Very satisfied	10 - Extremely Likely	I like how you have most of your books marked on the spine with the categories, so that you don't have to waste your time even looking at them
Very satisfied	10 - Extremely Likely	i like that the library is open at the weekends as sometime i can't get there thru the normal type week day hours
Very satisfied	10 - Extremely Likely	I like the fact I can get books to read via the internet

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Very satisfied	10 - Extremely Likely	I like the fact one can buy a coffee while reading etc, but dislike the Kirwan High kids disrupting a peaceful environment
Very satisfied	10 - Extremely Likely	I like the libraries and I am upset that the library in Kirwan is moving. What happens to the young mothers, the elderly and disabled people. The carpark is a long way from where the new library will be. I know that I will not be using this library.
Very satisfied	10 - Extremely Likely	I like the new website, was easy to navigate especially to renew my overdue books
Very satisfied	10 - Extremely Likely	I live at Carlyle Gardens and I'm secretary of Computer Club - continually provide residents with library information, how to access the libraries, library of all things as well as BorrowBox, Libby
Very satisfied	10 - Extremely Likely	I live being able to use Borrow Box, it's a great place to take Grandkids.
Very satisfied	10 - Extremely Likely	I live in Adelaide and use the Marion City Library very regularly and have always thought it a very good Library, until spending 3 months last year in Townsville while my husband was working there. I used the Aitkenvale Library, the range of books available and help of staff was to be applauded, far better range than here in Marion. Congratulations!
Very satisfied	10 - Extremely Likely	I love all 3 libraries but definitely prefer Thuringowa because it has the quiet room for work/ study and also a coffee shop! It would be perfect if the toilets were inside like at Aitkenvale! Hopefully the new location will have a blend of the best from each library! :)
Very satisfied	10 - Extremely Likely	I love books. I'm so happy to be able to borrow books for free. I'll never purchase a Kindle!
Very satisfied	10 - Extremely Likely	I love borrow box and have been using it constantly since covid19 began. As an older borrower I love the convenience of being able to borrow a book to read 24 hours a day, 7 days a week. I began using borrow Box when travelling overseas and found it great.
Very satisfied	10 - Extremely Likely	I love Borrowbook online reading. Hopeful choices will expand with time.
Very satisfied	10 - Extremely Likely	I love both getting books in the library and also ebooks on BorrowBox.
Very satisfied	10 - Extremely Likely	I love getting books from the library as I'm a big reader
Very satisfied	10 - Extremely Likely	I love going to my library. It makes my day !!!
Very satisfied	10 - Extremely Likely	I love having books online to carry with me.
Very satisfied	10 - Extremely Likely	I love libraries and their program

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Very satisfied	10 - Extremely Likely	I love my local Aitkenvale Library but also have utilised both City & Thuringowa Libraries at times I've needed a Library's resources away from my home which has been handy. Reasons: friendly helpful staff, ability to get help & use machines eg scanning & sending documents, easy searching, borrowing & requesting of books, simple book return out of hours. I've also enjoyed attending information & meet the author talks. It's just a lovely environment for everyone.
Very satisfied	10 - Extremely Likely	I love our TSV libraries. Plenty of choice, easy borrowing, great service
Very satisfied	10 - Extremely Likely	I love the books most of all. I am glad other services are provided too such as CDs, computers and copy services but it is the books I go for. It would be good to promote newly released books more.
Very satisfied	10 - Extremely Likely	I LOVE the BorrowBox app. I'd love it even more if there was a "request" or "suggest a title" option within the app.
Very satisfied	10 - Extremely Likely	I love the fact I can order the latest books online in stead of having to go through endless books, the majority is which I have read. Well done TCL.
Very satisfied	10 - Extremely Likely	I love the fact that you have books in other languages as well.
Very satisfied	10 - Extremely Likely	I love the island library van. Fills so many peoples needs
Very satisfied	10 - Extremely Likely	I love the libraries and the ease of using the two near me.
Very satisfied	10 - Extremely Likely	I love the libraries.
Very satisfied	10 - Extremely Likely	I love the Libraries. I tend to go to Aitkenvale as that is my closest one and I just love it. The staff are always fantastic and so helpful and professional and it is easy to park. Thank you
Very satisfied	10 - Extremely Likely	I love the library
Very satisfied	10 - Extremely Likely	I love the library - everyone is always cheerful and happy to help
Very satisfied	10 - Extremely Likely	I love the library and use them very frequently, currently have 10 loans and this is the norm for me. would love to see more books, ebooks and audiobooks added in the future
Very satisfied	10 - Extremely Likely	I love the Library closest to me at Thuringowa Drive very much and don't much like the thought of having to travel to Riverway - access not so easy - not good experience in the past with youngsters roaming nearby - the ambience of the Riverway is very nice when there are people around so perhaps I can get used to it - after all I used to go to night time experiences there and enjoyed them - eg plays, music, art etc. I'll still be a library participant whichever place you shift to but you did ask my

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		opinion. Regards
Very satisfied	10 - Extremely Likely	I love the library. I also use the mobile library at Deeragun which is great. Thanks.
Very satisfied	10 - Extremely Likely	I love the mobile library
Very satisfied	10 - Extremely Likely	I love the mobile library
Very satisfied	10 - Extremely Likely	I love the physical books and it's a great collection! The only problem I have is with the online books through borrow box is there's often book number 2 or 3 but not 1. If you're going to have series, maybe try to get the whole series.
Very satisfied	10 - Extremely Likely	I love the Townsville City Library and especially the BorrowBox facility as I love to listen to e-audio books while travelling in my camper which I do more than six months a year.
Very satisfied	10 - Extremely Likely	I love their location at the moment please do not move them to Riverway
Very satisfied	10 - Extremely Likely	I love to be able to go to the Library on weekends as through the week doesn't always suit.
Very satisfied	10 - Extremely Likely	I love to take my 6 & 7 year old grandchildren to our library, as they enjoy playing with the toys, and walking through to decide on a book afterwards. Thank you. Townsville. Not to mention the computer recourses available.
Very satisfied	10 - Extremely Likely	I love your service to Magnetic Island and thank you for it
Very satisfied	10 - Extremely Likely	I loved Townsville CityLibraries. Always friendly staff, nice books to pick up, loved the audio books that I can get, etc. I will love to have more talks/community activities over the weekend if possible. But keep the great work!
Very satisfied	10 - Extremely Likely	I miss having a cafe at Thuringowa, I'd like to see a cafe at Aitkenvale library
Very satisfied	10 - Extremely Likely	I mostly only attend the Aitkenvale Library and I have found all the staff friendly and extremely helpful
Very satisfied	10 - Extremely Likely	I mostly read ebooks these days.
Very satisfied	10 - Extremely Likely	I mostly use the borrow book and it's great
Very satisfied	10 - Extremely Likely	I normally use the mobile library that comes out to Deeragun. I have found the people that look after the van always friendly and helpful. I have also used both the other two libraries and have always found the staff helpful and cheerful and friendly. I am very satisfied with your libraries.

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Very satisfied	10 - Extremely Likely	I often come across people who do not realise they can borrow ebooks or audiobooks and wonder if these services could be advertised more widely
Very satisfied	10 - Extremely Likely	I often have problems finding a car park, with doctors , patients, gym staff, gym members and others filling spaces. I will be patient. I understand the Library is to be moved to Riverway, which has even fewer car parks! Will more parks be provided?
Very satisfied	10 - Extremely Likely	I only use BorrowBox books and sometimes the books that I would like are not in the library. At other times they have been reserved months into the future. The above comments are my only criticism as I am very grateful that this service is available and I will continue to utilise it. Well done Townsville City Council.
Very satisfied	10 - Extremely Likely	I only use the Aitkenvale library and find the staff so knowledgable and the positioning of the library near a park is great for young families and others who just like the peace and atmosphere of the park. I would be disappointed if the library was to be moved elsewhere.
Very satisfied	10 - Extremely Likely	I particularly like the online magazines. Sometimes hard to find an available book online, but easy to reserve a copy. Is it possible to have a newspaper online? Thankyou for the great service and resources
Very satisfied	10 - Extremely Likely	I personally haven't used the TCC library for many years. My grandson was visiting so we went and joined and both borrowed books. The lady who greeted us was very friendly and helpful. I was very impressed by the system of borrowing books. I am concerned about the move the Riverway due to how that area flooded though if a Cafe goes into the area it would be nice especially if there are views over the lagoons.
Very satisfied	10 - Extremely Likely	I predominantly use the online library and would encourage growing this collection.
Very satisfied	10 - Extremely Likely	I read magazines on Libby. Just wish you would add Scientific American.
Very satisfied	10 - Extremely Likely	I really appreciated the Magnetic Island Mobile Library when I was ill last year. Such friendly and helpful staff and a terrific range of books to keep me distracted.
Very satisfied	10 - Extremely Likely	I really dislike the 'new' non-catalogued non-system even after all these years. The libraries are an excellent use of my rates.
Very satisfied	10 - Extremely Likely	I really enjoy being able to attend my bookclub in the library facilities. I also like being able to borrow ebooks. My husband is not much of a reader but enjoys

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		being able to download eAudio books to listen to when drives long distance for work.
Very satisfied	10 - Extremely Likely	I really enjoy the library space and amenity in the city. The online library selection of science fiction and fantasy could really improve in quality.
Very satisfied	10 - Extremely Likely	I really like being able to use Borrowbox.
Very satisfied	10 - Extremely Likely	I really like that all the books are in good condition - it's clear to me that care has been taken to remove damaged or tattered books from circulation and I really appreciate this.
Very satisfied	10 - Extremely Likely	I really like the services provided by the library , the electronic books and magazine are great and I hope there is always a place to borrow a physical book. It has always been a place my children and I come and love of reading and books has passed on to them and thank goodness we can borrow so titles, the expense would be horrendous to purchase all these books my self
Very satisfied	10 - Extremely Likely	I really like what the staff is helping to do at Aitkenvale an would love to see more of it and with more funds.
Very satisfied	10 - Extremely Likely	I really value this library but since I have a kindle reader, I have been downloading books. I still like the idea that the library is still there as an alternate source. You do a great job!
Very satisfied	10 - Extremely Likely	I reserve my books online which I find very convenient.
Very satisfied	10 - Extremely Likely	I take my two young boys to the library for free fun. We rotate going to each library across the city. The kids section is really important to us and the more interactive the better. We appreciate the decorations, toys, space and seating for parents. It would be handy to have a cafe or coffee cart at the Aitkenvale library. Thank you!
Very satisfied	10 - Extremely Likely	I think the Townsville Libraries are amazing. I love going to the Library and I really appreciate the customer service, I use Aitkenvale the most because that's where I live and it's great there. The only comment I would make is the air con is never very cold so it has a warm musty feel and smell, but other than that, there is so much on offer and I think we are very fortunate to have such high standard facilities in our city..
Very satisfied	10 - Extremely Likely	I think you do an excellent job. I tend to use the townsville city library but have borrowed books from other libraries within Townsville and especially like the inter delivery service. It makes it so easy and efficient.

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Very satisfied	10 - Extremely Likely	I think it is fantastic that we have free access to libraries. The staff are always very helpful, and friendly.
Very satisfied	10 - Extremely Likely	I use Borrowbox for ebooks. I would appreciate it if you could have entire series of books rather than one or two. Example with Ann Cleeves all are in the library except for one! Annoying! Otherwise great service,. Thankyou
Very satisfied	10 - Extremely Likely	I use BorrowBox frequently, this has been invaluable to me during the past 2 years of lockdowns and inability to get to the Library
Very satisfied	10 - Extremely Likely	I use it for BorrowBox, find the selection pretty good. Plenty of new releases but would be good to have some older classical books.
Very satisfied	10 - Extremely Likely	I use Kirwan or Aitkenvale. Both have very helpful staff. Library is always clean and very easy to use. I answer emails and photocopy or print as well as borrow books. I enjoy the visit there each time. <input checked="" type="checkbox"/> .
Very satisfied	10 - Extremely Likely	I use mostly Aitkenvale Branch and have always found it a pleasant experience , with no issues
Very satisfied	10 - Extremely Likely	I use the digital library, I am very happy with the books and the variety that are available, also access the digital magazines. Overall I am impressed with the service.
Very satisfied	10 - Extremely Likely	I use the Mobile Library and found all the staff to be very friendly and helpful. I hope this service continues to provide an important service to this community
Very satisfied	10 - Extremely Likely	I use the on line system to borrow books to my e-reader. Very easy.
Very satisfied	10 - Extremely Likely	I use the programs suitable to my baby's age which is mostly the Rhyme Time. I think that this is a great program however some of this year's facilitators have had little enthusiasm. This is definitely needed when trying to engage children.
Very satisfied	10 - Extremely Likely	I use the Thuringowa facility. Sadly parking has become an increasing difficulty over the past year with new businesses opening up in adjoining areas and utilizing the existing car park. Staff in this library are amazing and so helpful when one has a query. Library is clean and beautifully presented. I love the coffee shop attached-an added bonus to my book browsing.
Very satisfied	10 - Extremely Likely	I use Thuringowa library a lot- I love the online resources, and listen to ebooks while I exercise. I use the reservation system for physical books, which makes using the library easier and convenient with work. I look up recommendations on goodreads and either reserve some selections or come for a visit. Thankyou for

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		all the hard work you've done to make the library accessible during Covid times- it's been a great reassurance and source of calm
Very satisfied	10 - Extremely Likely	I use your borrow box and it's the best thing ever I tell all my mate's to get on to it
Very satisfied	10 - Extremely Likely	I used to buy my books all the time but now I am a member it is saving me so much by borrowing. Am interested in any courses you may run and would like to know how to find out this information.
Very satisfied	10 - Extremely Likely	I usually put a hold on books and items I'd like to borrow thrn go into the library to borrow. It is always prepared fast for me. The notifications are fantastic and libraries are always clean and welcoming environment.
Very satisfied	10 - Extremely Likely	I value the convenience of having the Mobile Library visit Alligator Creek
Very satisfied	10 - Extremely Likely	I was helped greatly by the consideration of the staff. Having decided I would come once a month - every first Monday, for example, it fell outside the 4 weeks but I was still able to put the books back with no fine and collect more. I felt very respected and welcomed. I have always found the staff very friendly and encouraging.. Thank you.
Very satisfied	10 - Extremely Likely	I will miss having Thuringowa Central as a location for my library as this is more convenient for me. The staff their are always polite and very helpful
Very satisfied	10 - Extremely Likely	I wish the library had longer hours
Very satisfied	10 - Extremely Likely	I would like Booyah Cafe to continue inside the library when it changes location. It is a very successful community initiative that supports our local youth to become successful and confident in their lives. It also makes the library more welcoming with their friendly positive vibe and atmosphere.
Very satisfied	10 - Extremely Likely	I would like more modern books too that talk about gender equality, lgbtq, etc
Very satisfied	10 - Extremely Likely	I would like to donate some novels once Covid permits.
Very satisfied	10 - Extremely Likely	I would like to have more choices with technology materials, like programming and linux.
Very satisfied	10 - Extremely Likely	I would like to know if seating is cleaned everyday. A lot of poor people use the city library as a resting place. City Library has great books; staff are exceptional. It is just a lower lass of people not really there to read books - waiting for their appointment with Legal aid. Other 2 libraries are kept fresher, chairs feel cleaner.
Very satisfied	10 - Extremely Likely	I would like to see more books available by inter library loan for those not available on the Townsville libraries' shelves.

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Very satisfied	10 - Extremely Likely	I would like to take this opportunity to mention how the libraries could make books easier to access by the elderly who find it difficult to bend down to the bottom shelves then stand again. This is not a complaint just maybe a suggestion from a couple of aged avid readers who have been borrowing books regularly for many years from the Aitkenvale library. We love all other aspects of the library but we do ignore the bottom shelves through necessity. We are both in our 80's. If you would like to discuss this issue we would be happy to do so.
Very satisfied	10 - Extremely Likely	I would like you to re-open on a Sunday
Very satisfied	10 - Extremely Likely	I would love to be able to join a book club with others . We would also like to be able to make requests for books not at the library. We love BorrowBox and always looking for more to read and listen to. Staff are friendly and helpful
Very satisfied	10 - Extremely Likely	I'd like to see local history groups or speakers encouraged to present, similar to Morning Melodies, each few weeks. This should be appropriately sponsored by Council allowing them to hold such gatherings without cost. NOR library and the JCU facility have access to much local history, history books and artefacts. There are wonderful local historians like Ted brandy, Ray Hollioake, Trish Fielding, etc that I'm sure would do guest talks occasionally if invited.
Very satisfied	10 - Extremely Likely	IAM more then happy and grateful for our library as I am an avid reader.
Very satisfied	10 - Extremely Likely	If one night a week the Aitkenvale library was open until 7:00 pm that would be great. Gives workers a chase who finish at 6:00pm and not available on Saturday a chance to utilize the library.
Very satisfied	10 - Extremely Likely	I have always found your library in Townsville to be most helpful in everything I required a d I look forward hopefully to be back again this winter
Very satisfied	10 - Extremely Likely	I'm happy.
Very satisfied	10 - Extremely Likely	I'm often pleasantly surprised at what's in your collection, and I like that I can request books that you've ordered from the publisher but haven't arrived yet.
Very satisfied	10 - Extremely Likely	Impressed by the courtesy and assistance of all library staff. Impressed also of when suggesting purchase of a particular book, it was purchased! Many thanks to all.
Very satisfied	10 - Extremely Likely	Interesting
Very satisfied	10 - Extremely Likely	It is a great place to visit
Very satisfied	10 - Extremely Likely	It is a great service
Very satisfied	10 - Extremely Likely	It is a great service to be able to reserve a book and then pick it up locally. However your website is not very good and needs to be updates. The most important things a person needs is locations and opening times for branches

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		PLUS the catalogue, which is currently in an obscure part of the library's web pages.
Very satisfied	10 - Extremely Likely	It is a great service, thank you.
Very satisfied	10 - Extremely Likely	It is great being able to reserve a book, get notified when it is available and collect it from the library closest to me.
Very satisfied	10 - Extremely Likely	It would be appreciated if the notices advising that a Reserved item is now available could be sent at least two hours earlier. At present they arriving after 8.30am, well after many have left home to start their day. Not everyone accepts emails on their phones.
Very satisfied	10 - Extremely Likely	It would be fabulous if the library had an automatic service notifying borrowers of any books, CDs etc that the library is about to throw away so people can grab anything they would enjoy.
Very satisfied	10 - Extremely Likely	It would be helpful if the computer was programmed to identify if you have previously borrowed a book, when you are checking books out. I borrow heaps of books and frequently take books I've already read. Flagging these when you are checking them out would be great.
Very satisfied	10 - Extremely Likely	It would be nice to have a reading group for homeschool families.
Very satisfied	10 - Extremely Likely	It's a great place to go and also have great facilities and resources
Very satisfied	10 - Extremely Likely	It's a nicely set out library with a good spread of content especially technical.
Very satisfied	10 - Extremely Likely	It's hard to park in the city so have we go to Aitkenvale now
Very satisfied	10 - Extremely Likely	It's always easy to find what I want. I quite often reserve books to be picked up at the library closest to me and that works great. The staff are always so friendly and helpful. I miss the messy play that I would sometimes attend with my daughter and her children.
Very satisfied	10 - Extremely Likely	I've always found libraries to be a vital resource for a community and the Townsville libraries are top notch.
Very satisfied	10 - Extremely Likely	I've always found what I have been looking for, the self serve checkout is great and the staff have always been incredibly helpful. The present location has also been very convenient.
Very satisfied	10 - Extremely Likely	Ive always had great service at our libraries, staff are friendly and efficient and the borrowing process is quick and easy with a terrific range of books and ancillary services available under one roof. Thanks Library crew!
Very satisfied	10 - Extremely Likely	I've found the library is very efficiently run and responsive to requests. I'd like to see more recent releases in the Flinders St branch.

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	I've lost things here to return and have staff personally hand them to me... Plus lots of other things to do with service Townsville.
Very satisfied	10 - Extremely Likely	jkl
Very satisfied	10 - Extremely Likely	Just brilliant
Very satisfied	10 - Extremely Likely	Keep the mobile service going to Northern beaches.
Very satisfied	10 - Extremely Likely	Keep up the brilliant work, libraries are critical to our community wellbeing
Very satisfied	10 - Extremely Likely	Keep up the good work.....
Very satisfied	10 - Extremely Likely	Lack of new books
Very satisfied	10 - Extremely Likely	Leave Kirwan library where it is.
Very satisfied	10 - Extremely Likely	Libraries are a community service that MUST be provided by the council for residents
Very satisfied	10 - Extremely Likely	Libraries are crucial!
Very satisfied	10 - Extremely Likely	Libraries are essential for living. Please keep them well funded.
Very satisfied	10 - Extremely Likely	Libraries are vital to the mental health of the community and our Librarians are exceptional at providing guidance on books and authors. Children need to have unlimited access to all genres of books and to be able to borrow whatever they can read. Well done, Librarians!
Very satisfied	10 - Extremely Likely	Libraries play a vital role in connecting our community. The podcast room is a great addition to the Aitkenvale library and gives people opportunities beyond their imagination. The activities, staff and resources have been great at engaging my pre teen kids into all three libraries in Townsville.
Very satisfied	10 - Extremely Likely	Library doing very well. Thank you
Very satisfied	10 - Extremely Likely	LIBRARY IS DOING AN EXCELLENT JOB
Very satisfied	10 - Extremely Likely	Library staff are always friendly and helpful.
Very satisfied	10 - Extremely Likely	Library staff are always polite, helpful and assist with my needs and questions.
Very satisfied	10 - Extremely Likely	Library Staff are amazing! Very patient and helpful. I use the reservation tool on Spydus and they always find the books I want and put them on the reservation shelf. I am pleased that they can locate the books because I grew up using the Dewey system and have trouble with the new categories organisation system. Thanks again.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Library staff are friendly and helpful in most situations however the Checkout Machines are slow and cumbersome.
Very satisfied	10 - Extremely Likely	Library staff are helpful and friendly
Very satisfied	10 - Extremely Likely	Library staff etc are great. Access to Borrow Box is great along with the physical library itself. Thanks
Very satisfied	10 - Extremely Likely	Library's are the best way to get reading material.
Very satisfied	10 - Extremely Likely	Love how we are always asked by one or another staff member if there is anything the we need help with. It may be that we are 77 and 80 yrs old but it is lovely to be greeted by such lovely staff. Thank you We really enjoy visiting the library
Very satisfied	10 - Extremely Likely	Locations always appear very clean and tidy - staff are available to help.
Very satisfied	10 - Extremely Likely	Love all the activities on offer.
Very satisfied	10 - Extremely Likely	Love all the libraries
Very satisfied	10 - Extremely Likely	Love Borrow Box
Very satisfied	10 - Extremely Likely	Love borrow box.
Very satisfied	10 - Extremely Likely	Love BorrowBox It would've great to develop and expand this
Very satisfied	10 - Extremely Likely	Love having the option of Borrow Box as I have access to books without having to leave home
Very satisfied	10 - Extremely Likely	Love love love the remote services - audio and digital book downloads. Plus the library has been a useful space to visit in person on the odd occasion - handy printer. Suggestion: great if I could buy digital resources to donate occasionally - things that I want to read or listen to and don't need/want to own long term.
Very satisfied	10 - Extremely Likely	Love that can hire audio books online and also the kids programs in the library
Very satisfied	10 - Extremely Likely	Love the Aitkenvale library. Staff are always pleasant and helpful. Job well done by all
Very satisfied	10 - Extremely Likely	Love the borrow box!
Very satisfied	10 - Extremely Likely	Love the diversity on hard copies and digital copies. Great offer of activities.
Very satisfied	10 - Extremely Likely	Love the e library, thanks!
Very satisfied	10 - Extremely Likely	Love the ebook and audio book options
Very satisfied	10 - Extremely Likely	Love the ebook option and the library bus on Magnetic Island

PUBLIC CONSULTATION REPORT

LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Love the kids activities, inviting spaces and the online platform. Would like to see more variety in borrow box
Very satisfied	10 - Extremely Likely	Love the libraries
Very satisfied	10 - Extremely Likely	Love the library
Very satisfied	10 - Extremely Likely	Love the library but really, really dislike the arrangement of the non fiction section. It's impossible to find anything and not at all logical. Would love it to be arranged in Dewey numerical order.
Very satisfied	10 - Extremely Likely	Love the library for my grandchildren. Really like the holiday activities as well
Very satisfied	10 - Extremely Likely	Love the library, only a few things I think detract from its enjoyable atmosphere, is the incredible noise that it tolerated from the high school kids after 3pm. My local librarian (also known as my mother) would never have allowed that volume of antics.
Very satisfied	10 - Extremely Likely	Love the mobile library on Tuesday on magnetic island
Very satisfied	10 - Extremely Likely	Love the online service. I use it extensively when travelling overseas.
Very satisfied	10 - Extremely Likely	Love the Thuringowa one, walking distance, love that there is council there too.
Very satisfied	10 - Extremely Likely	love the Townsville libraries along with my family.
Very satisfied	10 - Extremely Likely	Love the Townsville libraries, (Aitkenvale and Kirwan). The help I have received in the past has been excellent, reading material is easy to access and printing and computer areas are an excellent alternative for people like me who don't have a printer at home. All in all I would give them a 10 out of 10 for all services, customer and available resources. Also I read ebooks a lot and if I request a copy of a particular ebook which is not in the library, they get it for me. Well done Townsville library staff.
Very satisfied	10 - Extremely Likely	Love the use of the online account to browse and reserve books. Also grateful for the many recommendations I've requested which have been ordered in.
Very satisfied	10 - Extremely Likely	love the variety available digital library and community activities that keep us together
Very satisfied	10 - Extremely Likely	Love the wide choice of reading matter
Very satisfied	10 - Extremely Likely	Love this Library and the staff are pleasant and helpful
Very satisfied	10 - Extremely Likely	Love to read - good selection of books and helpful staff, I also enjoy being able to meet socially at the Library
Very satisfied	10 - Extremely Likely	Love to see the artwork, and other displays that the library sometimes has.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		Love that they have a preloved section. And the coffee shop at thuringowa.
Very satisfied	10 - Extremely Likely	Loved it
Very satisfied	10 - Extremely Likely	Lovely library with friendly staff. However I didn't know it existed until I had children and became more aware of events.
Very satisfied	10 - Extremely Likely	Magnetic Island library truck go back to visiting residential bays, as in previous years.
Very satisfied	10 - Extremely Likely	Mainly use Borrow Box now, for audio books - great service & easy to use.
Very satisfied	10 - Extremely Likely	Maybe cater for people who like reading coin and stamp Magazines
Very satisfied	10 - Extremely Likely	Me and my children love the citylibraries and the activities you make available to the general public. We love your willingness to get in books you don't yet have and that each library has it's own unique feel.
Very satisfied	10 - Extremely Likely	Messy Play programs again.
Very satisfied	10 - Extremely Likely	mine, and others, problem is actually getting to Library or bus
Very satisfied	10 - Extremely Likely	More books would be nice.
Very satisfied	10 - Extremely Likely	More computers in private/cubicle settings with access to learning on line.
Very satisfied	10 - Extremely Likely	More electronic resources please.
Very satisfied	10 - Extremely Likely	More large print books please
Very satisfied	10 - Extremely Likely	More than happy, keep it up.
Very satisfied	10 - Extremely Likely	Mostly use the Thuringowa Kirwan branch and have always found all the staff to be friendly, courteous and very helpful.
Very satisfied	10 - Extremely Likely	Moving to Riverside Is a back ward step
Very satisfied	10 - Extremely Likely	My daughter uses studiocity and values this service. The library is a safe and welcoming environment. The staff are always helpful and friendly. The online and face to face service is great. We have used many of the various services for years. Keep up the good work.
Very satisfied	10 - Extremely Likely	My daughter would love it if you are able to expand the young adult book selection.
Very satisfied	10 - Extremely Likely	My disabled partner cannot focus to read but listens OK, so we listen to audiobooks for several hours/ day. So far the WORST outcome has been a few minutes extra sleep!

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	My experience with the library is awesome I find the novels that I want so easy and I love with the weekend hours because if I have nothing to read I can zip down to the library.
Very satisfied	10 - Extremely Likely	My kids loved the school holiday craft, and the staff were so friendly toward the kids, that they can't wait to go back and borrow more books. (My son is in Gr. 2, and insists that we wait until the weekend so he can come too).
Very satisfied	10 - Extremely Likely	My only concern is the state of the toilets at the Thuringowa library but I understand that it's not only library patrons using them.
Very satisfied	10 - Extremely Likely	My partner and I are Magnetic Island residents and great value the weekly visits to the island by the mobile library service. Thank you and please keep coming.
Very satisfied	10 - Extremely Likely	My partner is disabled for reading, but seems interested in hearing stories.. I have never been a quick reader and we both like the audiobooks
Very satisfied	10 - Extremely Likely	My rating will change zero when you move from Thuringowa to Riverway. This is a dangerous and disgraceful decision - the Thuringowa building should never have been sold. You had the opportunity to make this a real community hub with assistance for start-up businesses as well as other community based functions. Instead you sold the community out to an uncaring, money grabbing medical company who consider the public to be a hindrance to their money making. Your actions in gagging your staff from talking about the move are cruel. As for your "public consultation" night at the Riverway Stadium about the new Library, that was an absolute farce. We who attended could not have our say - one man who tried to express his opinion was shut down immediately.
Very satisfied	10 - Extremely Likely	n/a
Very satisfied	10 - Extremely Likely	Na
Very satisfied	10 - Extremely Likely	need more new books
Very satisfied	10 - Extremely Likely	New books requested take a long time to appear
Very satisfied	10 - Extremely Likely	nice atmosphere; friendly staff
Very satisfied	10 - Extremely Likely	nice place to be.
Very satisfied	10 - Extremely Likely	Nil
Very satisfied	10 - Extremely Likely	No all good I use the mobile library truck
Very satisfied	10 - Extremely Likely	No comment
Very satisfied	10 - Extremely Likely	no comment
Very satisfied	10 - Extremely Likely	no comments
Very satisfied	10 - Extremely Likely	No complaints from me, all good

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	No further comment
Very satisfied	10 - Extremely Likely	no further feedback
Very satisfied	10 - Extremely Likely	no other comment. satisfied customer here
Very satisfied	10 - Extremely Likely	No problems from my end. Most of my choices are CD's that my wife & I listen to while travelling. Very easy checking out & return.
Very satisfied	10 - Extremely Likely	no, thanks
Very satisfied	10 - Extremely Likely	None
Very satisfied	10 - Extremely Likely	Not looking forward to the Thuringowa Library being relocated as it's current site is fantastic
Very satisfied	10 - Extremely Likely	Not sure I will feel the same way after move to riverway.
Very satisfied	10 - Extremely Likely	Not sure I will feel the same way when library moves to river-way. Parking and access maybe an issue there.
Very satisfied	10 - Extremely Likely	Nothing to add
Very satisfied	10 - Extremely Likely	Nothing to add, everything's fine.
Very satisfied	10 - Extremely Likely	On the couple of occasions I have needed some assistance the staff have been helpful, courteous, and efficient.
Very satisfied	10 - Extremely Likely	Only had positive experiences
Very satisfied	10 - Extremely Likely	Other than the parking when the library busy. I have nothing to add at this stage.
Very satisfied	10 - Extremely Likely	Our libraries are wonderful places to visit, they are welcoming, with knowledgeable helpful staff and a great range of books.
Very satisfied	10 - Extremely Likely	Over the last few years I have read close to 300 books. I don't visit the library but use Borrowbox to access ebooks from the library. I sometimes wish that there were more copies of a title available to reduce the wait time.
Very satisfied	10 - Extremely Likely	Parking at Thuringowa library when I went to return books was impossible. There should be some parking bays for library users. I parked illegally and ran in to drop off books after I had been trying for 5 min to get a park.
Very satisfied	10 - Extremely Likely	Parking...need more.
Very satisfied	10 - Extremely Likely	Particularly like the local history collections and the photographs. Staff always helpful.
Very satisfied	10 - Extremely Likely	Perhaps some info regarding the Thuringowa branch and its future location would help, It potentially has the area (in Riverway) to significantly increase available resources to local residents

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Pleasant + supportive staff. Was a little bit inconvenient when the 2 nearest libraries closest to my CBD accommodation were closed in March.
Very satisfied	10 - Extremely Likely	Please acquire more science (physics) books.
Very satisfied	10 - Extremely Likely	please continue putting categories on the spine of the books. It helps me try new authors.
Very satisfied	10 - Extremely Likely	Please make reservation collection date 14 days instead of 10. Keep finding reservation for collection the day after I've been to the library and days before my next fortnightly visit. Otherwise, I'm very happy with the access to Aitkenvale library which was my problem with firstly Flinders St, then Thuringowa, which is about to get worse for the mobility compromised.
Very satisfied	10 - Extremely Likely	Pleasure to assess the books by my I pad as a traveller I can have a book at any time
Very satisfied	10 - Extremely Likely	polite helpful
Very satisfied	10 - Extremely Likely	Polite very friendly staff Very efficient and patient staff who are very patient when clarifying what you need and how to help Very skilled staff
Very satisfied	10 - Extremely Likely	Professional and friendly staff.
Very satisfied	10 - Extremely Likely	Professional and very prompt to assist when required.
Very satisfied	10 - Extremely Likely	Professional, helpful, friendly staff. Great collection available
Very satisfied	10 - Extremely Likely	Quick efficient and very helpful at Aitkenvale library
Very satisfied	10 - Extremely Likely	Really appreciate the home deliveries. I don't know what I would do without it. My late husband also loved being able to receive books in his language (Greek) .i know a lot of people who commented similar to me
Very satisfied	10 - Extremely Likely	Really concerned with Thuringowa library moving to Riverway. This will mean downsizing the lovely Thuringowa collection of books. Also worried about the difficulty parking for older customers, and the problems with safety involving youth crime in that area.
Very satisfied	10 - Extremely Likely	Really good customer service
Very satisfied	10 - Extremely Likely	Really like mobile library service. Please keep it going
Very satisfied	10 - Extremely Likely	Recently started using audiobooks - any options for requesting particular books that may not be listed?

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	refer to survey question 1.
Very satisfied	10 - Extremely Likely	Regular updates on the changes to online borrowing options would be great
Very satisfied	10 - Extremely Likely	Reservation system is a big plus. Saves a lot of time checking when wanting a particular book or magazine.
Very satisfied	10 - Extremely Likely	Service has always been excellent
Very satisfied	10 - Extremely Likely	Service has been great
Very satisfied	10 - Extremely Likely	So far I have a good experience
Very satisfied	10 - Extremely Likely	Some of the ladies have been very, very helpful
Very satisfied	10 - Extremely Likely	Sometimes AC is very cold like on Wednesday 27th April
Very satisfied	10 - Extremely Likely	Sometimes people are inconsiderate in the noises they generate in the computer room . this should be strictly managed. Computer games should be supervised or have restricted times.
Very satisfied	10 - Extremely Likely	Sometimes we forget to include the DVD in its case when we return it. We apologise and will try to not make this mistake again.
Very satisfied	10 - Extremely Likely	Sorry, in my recent survey I mistakenly typed "adult non-fiction section" when I should have said adult fiction section.
Very satisfied	10 - Extremely Likely	Staff always friendly and efficient. Book selection extensive. Would prefer that the exterior book return chute also be operational outside library hours, but understand why that was discontinued. A great library.
Very satisfied	10 - Extremely Likely	Staff always friendly and helpful
Very satisfied	10 - Extremely Likely	Staff always friendly and helpful at every library I have been to in Townsville.
Very satisfied	10 - Extremely Likely	Staff always helpful and friendly
Very satisfied	10 - Extremely Likely	Staff always helpful and kind
Very satisfied	10 - Extremely Likely	Staff always helpful. Plenty of variety of books to choose from
Very satisfied	10 - Extremely Likely	Staff always very helpful
Very satisfied	10 - Extremely Likely	Staff always very helpful.
Very satisfied	10 - Extremely Likely	Staff always very helpfull
Very satisfied	10 - Extremely Likely	Staff always very professional, helpful, friendly
Very satisfied	10 - Extremely Likely	Staff are always absolutely helpful, I would like to see more staff sometimes just to help the kids
Very satisfied	10 - Extremely Likely	Staff are always accommodating to my needs. Service is very efficient & courteous. Thuringowa library is a wonderful place to visit - always has a caring & sociable ambience

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Staff are always extremely helpful and willing to assist borrowers. The environment is clean and pleasant.
Very satisfied	10 - Extremely Likely	Staff are always extremely helpful with inquiries.
Very satisfied	10 - Extremely Likely	Staff are always friendly and helpful.
Very satisfied	10 - Extremely Likely	Staff are always friendly and helpful. i like the kids activities during the holidays and the collections are well sorted and stoked. Thanks TCC
Very satisfied	10 - Extremely Likely	'Staff are Always friendly, helpful and approachable. Ideas -Book purchases Nominated by the public via ballot/survey box- book review s by readers recommendations available pre-borrowing -love the BorrowBox ease of access, not many titles available- increase borrowing titles/options
Very satisfied	10 - Extremely Likely	Staff are always happy to assist with accessing resources and providing information. Library resources and activities are varied.
Very satisfied	10 - Extremely Likely	Staff are always helpful
Very satisfied	10 - Extremely Likely	Staff are always helpful and I think our libraries are doing a great job!
Very satisfied	10 - Extremely Likely	Staff are always helpful, friendly and knowledgeable.
Very satisfied	10 - Extremely Likely	staff are ALWAYS helpful, in each library
Very satisfied	10 - Extremely Likely	Staff are always helpful. I borrow in the Library and also use Borrow Box at times. I found all the House & Garden type magazines useful for getting ideas for our new home. The Libraries offer a valued service.
Very satisfied	10 - Extremely Likely	Staff are always helpful. Website is easy to navigate.
Very satisfied	10 - Extremely Likely	Staff are always very friendly and helpful, though sometimes in high demand.
Very satisfied	10 - Extremely Likely	Staff are always very helpful if I need assistance and the library is always neat and tidy. The displays are easy to access and I really like the large variety of large print books available as I use this section regularly. Thankyou for such a wonderful service.
Very satisfied	10 - Extremely Likely	Staff are always willing to help should you have a problem.
Very satisfied	10 - Extremely Likely	Staff are amazing.....always helpful.
Very satisfied	10 - Extremely Likely	Staff are capable and very helpful. Great atmosphere
Very satisfied	10 - Extremely Likely	Staff are fabulous. Always smiling, helpful and very knowledgeable. Borrowbox is the best app ever, especially for sight-disabled listeners. Thank you.
Very satisfied	10 - Extremely Likely	Staff are friendly and helpful

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Staff are friendly and knowledgeable
Very satisfied	10 - Extremely Likely	Staff are friendly and nothing is too much trouble. Excellent selection of books
Very satisfied	10 - Extremely Likely	Staff are friendly and offer great customer service. A very big plus is the parking.
Very satisfied	10 - Extremely Likely	Staff are generally extremely helpful. There is a good range of books.
Very satisfied	10 - Extremely Likely	staff are good at doing their job
Very satisfied	10 - Extremely Likely	Staff are great and so helpful, both with searches for books and computer usage and printing. Thank you
Very satisfied	10 - Extremely Likely	Staff are great with my elderly mum. Always friendly and helpful
Very satisfied	10 - Extremely Likely	Staff are helpful; the reserve system is fantastic; you have assisted me to purchase a book I thought would be a worthwhile purchase. Great kids activities. Love the library.
Very satisfied	10 - Extremely Likely	Staff are mostly so helpful you walk out of the library wondering if they are part angelic beings
Very satisfied	10 - Extremely Likely	Staff are very friendly & helpfull
Very satisfied	10 - Extremely Likely	Staff are very friendly and helpful
Very satisfied	10 - Extremely Likely	Staff are very friendly and patient - I have been to the City Library (Flinders Street) on numerous occassions and have worked in Local Government for almost 17 years - the patience the staff constantly display when dealing with an array of customers - some there to read, borrow books or use other resources provided and some to simply rest or catch up on emails on the public computers. When I'm there, you can't help but overhear some conversations with staff who always display an approachable, friendly and courteous attitude - even when some customers can be challenging. Keep up the great work!
Very satisfied	10 - Extremely Likely	Staff are very friendly. Great programs for young children and great that the council is supporting first 5 for life initiatives. Well done!
Very satisfied	10 - Extremely Likely	Staff are very helpful and friendly - library is very well maintained and organised and very easy to access books etc
Very satisfied	10 - Extremely Likely	staff are very helpful and knowledgeable, the opening hours are good, especially on weekends, it was great libraries were open during the Covid situation
Very satisfied	10 - Extremely Likely	staff are very helpful, facilities are good
Very satisfied	10 - Extremely Likely	Staff are very pleasant, friendly and helpful.
Very satisfied	10 - Extremely Likely	Staff are welcoming and always ready to offer assistance. The atmosphere and general ambience of the library is very pleasant and relaxing.

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Staff are wonderful- helpful and friendly. Borrowbox is a wonderful app making it much easier when you can't get into the library. Great that you are open on Saturday and Sunday morning
Very satisfied	10 - Extremely Likely	Staff at Kirwan and Aitkenvale very helpful
Very satisfied	10 - Extremely Likely	Staff at Thuringowa branch are friendly and helpful
Very satisfied	10 - Extremely Likely	staff do a wonderful job. I understand that supply is an issue at moment and while there may be a slowing down of getting new stock the library is still getting good variety. Current and ongoing efforts are much appreciated.
Very satisfied	10 - Extremely Likely	Staff extremely helpful and happy, facilities very good.
Very satisfied	10 - Extremely Likely	Staff extremely helpful and knowledgeable. Easy Dewey system to locate all items.
Very satisfied	10 - Extremely Likely	Staff friendly and helpful
Very satisfied	10 - Extremely Likely	Staff have always been friendly and helpful to me. Even when I see others needing help staff are always accommodating
Very satisfied	10 - Extremely Likely	Staff have always been helpful and courteous.
Very satisfied	10 - Extremely Likely	Staff have always been helpful and quick to answer enquiries. The variety of books, music etc available is good and I especially love the opportunity to take home books to keep , meaning that the turnover is maintained without books being destroyed.
Very satisfied	10 - Extremely Likely	Staff have always gone above and beyond in service.
Very satisfied	10 - Extremely Likely	Staff knowledgeable and very helpful
Very satisfied	10 - Extremely Likely	Staff members are always courteous and helpful.
Very satisfied	10 - Extremely Likely	Staff pleasant an helpful. Reading stock adequate. Appreciate large print section. Do miss some of the non-fiction stock.
Very satisfied	10 - Extremely Likely	Staff very helpful . Im very happy with the historical photographs section and enjoy looking at them in relation to my family history research. Ive also taken in some old slides and feel that my photos were appreciated.
Very satisfied	10 - Extremely Likely	Staff were incredible. Knowledgeable, efficient and very personable. Keep up the good work. Great range of books, movies, newspapers etc.
Very satisfied	10 - Extremely Likely	Staffs are friendly. The facility is great. Love going to the library.
Very satisfied	10 - Extremely Likely	Stay open to all library member's
Very satisfied	10 - Extremely Likely	Super helpful staff
Very satisfied	10 - Extremely Likely	Super helpful staff
Very satisfied	10 - Extremely Likely	Thank you

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LIBRARY CUSTOMER SATISFACTION RATING 2022



Very satisfied	10 - Extremely Likely	Thank you for great customer service.
Very satisfied	10 - Extremely Likely	Thank you to the library staff for dealing with constraints (COVID) and making all Library resources so available.
Very satisfied	10 - Extremely Likely	Thank you 😊
Very satisfied	10 - Extremely Likely	Thank You. You are doing a great job.
Very satisfied	10 - Extremely Likely	The staff are very helpful and friendly and seeing I hadn't been to the Library for 10 or more years and I liked the way you can scan your books you borrow and then when you return them to just put them in the slot at the front of the building at any time.
Very satisfied	10 - Extremely Likely	The ability to be able to reserve books is much appreciated. This is a fantastic service. I would like to see more of the old classics on the shelves.
Very satisfied	10 - Extremely Likely	The ability to be able to reserve books is much appreciated. This is a fantastic service. I would like to see more of the old classics on the shelves.
Very satisfied	10 - Extremely Likely	The ability to reserve online & pick up a few days later is fantastic. Online searches are great. Also the staff at Flinders St are always very very helpful too.
Very satisfied	10 - Extremely Likely	The atmosphere here in the library in general has been quite carefree and peaceful which truly reflects our lifestyle in QLD and the staff most helpful and friendly.
Very satisfied	10 - Extremely Likely	The books I want to read are always at the library. If I request the books to be picked up from another location, it doesn't take long for this to happen.
Very satisfied	10 - Extremely Likely	The city library has been excellent over the years in supporting my Bookclub. Thankyou
Very satisfied	10 - Extremely Likely	The facilities and range of titles are both very good, as is the online catalogue which I can browse from home.
Very satisfied	10 - Extremely Likely	The few times I have been there your staff have Always been very helpful
Very satisfied	10 - Extremely Likely	The first 5 forever program is amazing. We really appreciate that the libraries are welcoming for children/families, and the inclusion of toys makes it a destination for our family more regularly than it would be otherwise. We do miss messy play though - hoping to see it return soon 😊
Very satisfied	10 - Extremely Likely	The home library service is invaluable to us for my mother. Thank you to the service - please don't stop this it keeps people connected. And she looks forward to the new selection of books each month. I really enjoy the e books and audio books an increased selection would be

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LIBRARY CUSTOMER SATISFACTION RATING 2022



		good but I also like to borrow from the library in person when I have time. There is something really special about having a book in your hands.
Very satisfied	10 - Extremely Likely	The librarian was extremely helpful& provided comprehensive info and practical help
Very satisfied	10 - Extremely Likely	The libraries could always benefit by having more books, but that is pretty obvious and will always be the case. We can only reasonably expect so much.
Very satisfied	10 - Extremely Likely	The libraries do a great job for the community. Especially on Magnetic Island. Every Tuesday the van is there for us all to enjoy the variety of books.
Very satisfied	10 - Extremely Likely	The libraries have a lot of latest releases available.
Very satisfied	10 - Extremely Likely	The libraries in Townsville are fantastic, print books still have value so please continue being awesome.
Very satisfied	10 - Extremely Likely	The Library has been most accommodating in allowing me to tutor a student for 1 hr/week through the Ronald McDonald Learning Program. This catch-up program is highly valued by parents of students who have returned to schooling following long hospital stays due to serious illness or injury. RMLP Tutor (Travelling Library Van also a great asset to elderly/non-drivers in my rural community)
Very satisfied	10 - Extremely Likely	The library has helped with my studies and my work- providing me with a quiet space to concentrate and knowledge at my fingertips! I love bringing my kids to the library to explore and broaden their reading range.
Very satisfied	10 - Extremely Likely	The library in Cairns has speed reads with all the new books which are only available for 10 days. Here in Townsville the wait for new books is long. Speed reads are great!!
Very satisfied	10 - Extremely Likely	The library is great there are so many things to do but its been a little different since Covid but I really appreciate the facilities
Very satisfied	10 - Extremely Likely	The library of things is an excellent idea. Very innovative
Very satisfied	10 - Extremely Likely	The library provides a valuable service to the Townsville community. Thank you
Very satisfied	10 - Extremely Likely	The library provides all my reading needs. My partner is still learning how to use his laptop and Senior classes on this would be good. The inter-library loans process could be improved. It seems a request for a new book comes before sourcing the book from another library. All in all, though, love your work!
Very satisfied	10 - Extremely Likely	The library provides an excellent service and all staff are very helpful. The 'special collections' in Finders Street could be more accessible and visitors given the opportunity to browse. On-line catalogues are not enough. I am interested in historical maps and air photos and would really like to explore

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Very satisfied	10 - Extremely Likely	The library staff are excellent and very can do people. The attitude of all staff is exemplary. I've never experienced a better work culture. It's a pleasure to have any dealings with library staff.
Very satisfied	10 - Extremely Likely	The magnetic island service has been going for over 20 years and it is looked forward to each Tuesday by the regular uses. Great service thanks to all the staff.
Very satisfied	10 - Extremely Likely	The media room at the Aitkenvale library is fantastic. We co produced two series of podcasts there and continue to use it for our projects. Thank you!
Very satisfied	10 - Extremely Likely	The mobile library staff are very happy and friendly and most helpful to research books or anything you need help with. Town staff are also ready to assist too. We are very appreciative that the mobile library comes to the island. Especially during Covid, staff were very patient and helpful under difficult circumstances. Thanks to all the library staff, they are a credit to TCC.
Very satisfied	10 - Extremely Likely	The mobile library to Saunders Beach is very important
Very satisfied	10 - Extremely Likely	The mobile library was greatly missed when it suspended operations to Magnetic Island. The mobile library provides a much needed and appreciated service especially to older residents and those less able to go to town. Thank you and glad you're back.
Very satisfied	10 - Extremely Likely	The modern Townsville libraries are clean, bright, interesting and inspiring. Far from the dull and stuffy environment of the past. The lovely staff are friendly and very helpful with all requests and/or assistance. A calm, airconned place to read magazines, use clean computers or w-fi, entertain children, find a book on your interest, read the newspaper, rent movies and dvd's all in colourful comfort. Thankyou TCC for an exceptional free community service.
Very satisfied	10 - Extremely Likely	The most important thing for me when I go to the library is friendly, experienced and knowledgeable staff. It's very obvious when staff are not adequately trained or supported, or when the library is understaffed, because it means they spend less time with customers, advising readers and chatting with families, because they are rushing around. The staff you have are fantastic but we need more! More fantastic staff please! Also EFTPOS services for printing please! I don't carry cash, and I don't know many people who do. I need to be able to print using eftpos, it's such a pain that the libraries only take cash.

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		<p>Also, please bring back tech support sessions, I have elderly family members who rely on me for tech support, and it would be great if there was somewhere I can send them when I'm not able to be there. Someone to help them with their phones and email would be great. I know the library staff used to do it, and they've helped in the past with the Check in app, and I was really impressed with the service. I'm not sure why it stopped but you need to bring it back please! More tech support!</p> <p>Also, more activities for children please! Not formal, bookable sessions, but things for them to do in the library by themselves, like games, toys, or impromptu story times. The dress ups and toys are great, but they're the same every week. More variety please!</p> <p>The staff are very helpful in purchasing requests when the library doesn't have the book I want, the process is good and reliable, keep it up!</p> <p>E-books and e-audiobooks are fantastic! Borrowbox is great but the Libby system is clunky and hard to use, I'm not a fan of it and would rather see more items purchased for Borrowbox.</p> <p>I want to see more programs for adults, fun things like creative workshops where you can learn a new skill, like book-binding, drawing, or creative writing. Author talks are also great, more of those please!</p> <p>Thank you for doing this survey, I hope you'll take my suggestions into consideration.</p>
Very satisfied	10 - Extremely Likely	The one thing I do not like is that the libraries are not quiet places anymore. For this reason I only borrow and do not spend the time I would like in the libraries.
Very satisfied	10 - Extremely Likely	The online aps are excellent and were great especially during Covid
Very satisfied	10 - Extremely Likely	The online reservation service is fantastic
Very satisfied	10 - Extremely Likely	The staff are absolutely wonderful and provide a fabulous service. I am so pleased you have security guards now as I feel safer in the library. Can you please consider taking away gaming on the computers; I use them regularly but

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		am continually interrupted by the noise and swearing by the users. When I report it to staff they try their best to deal with it but the users take no notice.
Very satisfied	10 - Extremely Likely	The staff are always happy and helpful when I can't find something.
Very satisfied	10 - Extremely Likely	The staff are always helpful and pleasant. I have loved books all my life and am so grateful to be a member of the library and be able to order my favorite books as I am a very avid reader. Long live libraries.
Very satisfied	10 - Extremely Likely	THE STAFF ARE ALWAYS HELPFUL,
Very satisfied	10 - Extremely Likely	The staff are always so helpful
Very satisfied	10 - Extremely Likely	The staff are always very helpful at the Aitkenvale library.
Very satisfied	10 - Extremely Likely	The staff are courteous and helpful. Library well organised.
Very satisfied	10 - Extremely Likely	The staff are friendly and helpful, I like the coffee shop, would prefer a quiet environment where people respect other's space, especially mothers who let their children run around and shout, the staff should save the authority go sat they go down and stop running around, maybe a sign to say this as is not the playground inside, there is a special place attached to the kids area for that
Very satisfied	10 - Extremely Likely	The staff are friendly knowledgeable and helpful.
Very satisfied	10 - Extremely Likely	The staff are helpful, understanding and accommodating. I've only ever had good experiences with them
Very satisfied	10 - Extremely Likely	The staff are knowledgeable and always friendly
Very satisfied	10 - Extremely Likely	The staff are knowledgeable, and helpful, the libraries are nice.
Very satisfied	10 - Extremely Likely	The staff are so helpful and polite. I also appreciate that they go out of the way to help me find the books I am looking for. I have never had to wait very long for a request
Very satisfied	10 - Extremely Likely	The staff are superb and the services provided are of great benefit to the rate payers of Townsville
Very satisfied	10 - Extremely Likely	The staff are very helpful & libraries are well stocked with books & while I'm at it I think the Thuringowa Library should stay where it is as it's more accessible to old & young
Very satisfied	10 - Extremely Likely	The staff are very helpful at all times and polite. There is only one thing I would like to see and that is an alphabetical letter on the side/fronTS of the shelving.
Very satisfied	10 - Extremely Likely	The staff are very helpful. There is a good CD audio book collection, and a good selection on borrow box, although it is hard to get many borrow box choices as they are already on loan.

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Very satisfied	10 - Extremely Likely	The staff at all locations are extremely helpful and knowledgeable. The facilities are in excellent condition and have a wide range of books.
Very satisfied	10 - Extremely Likely	The staff have all been very helpful and happy to answer any questions in have. The online platform is easy to navigate. The library itself is always clean and well presented. A wonderful experience all around.
Very satisfied	10 - Extremely Likely	The staff have always been both helpful and patient. The libraries are a great facility that should always be supported.
Very satisfied	10 - Extremely Likely	The staff have always been very friendly and polite. Well done in the times we live.
Very satisfied	10 - Extremely Likely	The staff have always been very helpful.
Very satisfied	10 - Extremely Likely	The staff is always friendly and helpful
Very satisfied	10 - Extremely Likely	The Thuringowa library has always been clean, tidy and well set out. The staff have always been very helpful if I needed assistance. The procedures that were put in place to comply with COVID regulations were well managed in store.
Very satisfied	10 - Extremely Likely	The Townsville CityLibraries staff are always welcoming and helpful.
Very satisfied	10 - Extremely Likely	The TSV libraries provide excellent recourses for young families.
Very satisfied	10 - Extremely Likely	The variety of books and other things on loan is fantastic. The team at the City library is helpful and friendly. I love my local library.
Very satisfied	10 - Extremely Likely	The visiting staff to Maggie are delightful. They suffer the occasional demanding customer with wonderful aplomb.
Very satisfied	10 - Extremely Likely	The whole package, including the physical library, the staff and the electronic system is extremely User Friendly. Townsville would not be what it is today with out this wonderful library. Thank you and keep up the great work.
Very satisfied	10 - Extremely Likely	The wooden thing on newspapers make then difficult to read especially if there is a supplement in the paper.
Very satisfied	10 - Extremely Likely	There is good parking, very clean building, very helpful staff, ideally situated, large range of resources available, easy to handle check out system, user friendly atmosphere and caters for all age groups.
Very satisfied	10 - Extremely Likely	There is no guidance on how to find a book on the shelf after searching through the computer. System looks very complicated
Very satisfied	10 - Extremely Likely	they are always happy to help you
Very satisfied	10 - Extremely Likely	They have a large variety of books and magazines to borrow with the option of 3 libraries

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Very satisfied	10 - Extremely Likely	Think it is great you can reserve books and then go in and collect them when they are available and I have recently heard that you offer a book drop off service to people house bound - which is a fabulous service. I love the libraries in Townsville and of late haven't been a regular user but when my children were little we were there all the time and borrowed hundreds of books a year! Keep up the great services you offer throughout the libraries here in Townsville!
Very satisfied	10 - Extremely Likely	This Department of Townsville City Council. in my humble opinion as a resident, is and always has been, the most efficient, friendliest, best staffed, knowledgeable section of the entire Council. Never ceases to amaze me how this one Dept can be so good when surrounded by a bureaucratic nightmare overseen by an autocrat. God love our libraries. We are very lucky to have them. May they be left alone to continue their marvelous service.
Very satisfied	10 - Extremely Likely	This is a very good & usful service.
Very satisfied	10 - Extremely Likely	Three libraries to choose from. If you don't want to travel books are quickly delivered to the library of your choice.
Very satisfied	10 - Extremely Likely	Thuringowa library is a very good facility.
Very satisfied	10 - Extremely Likely	Time to get some new books?
Very satisfied	10 - Extremely Likely	Townsville libraries have a great selection of the latest books, if they are not on the shelf they can be reserved. I think our libraries are wonderful.
Very satisfied	10 - Extremely Likely	Townsville Libraries in general are modern and clean with good facilities. I have always found the staff very pleasant and helpful, particularly with help on the use of the computer. Thank you!
Very satisfied	10 - Extremely Likely	Townsville Library provides endless borrowing opportunities. Which is greatly appreciated.
Very satisfied	10 - Extremely Likely	Up to date selection
Very satisfied	10 - Extremely Likely	Use the mobile library on magnetic island. Love it and all the staff who come over. A new set of steps into it would be great as a bit wobbly. Reserve service great + great range of reading materials. will continue to use for a long time + always recommend to new people to the island.
Very satisfied	10 - Extremely Likely	Useful information and friendly staff.
Very satisfied	10 - Extremely Likely	Using the online system to reserve books is easy, the notification comes through when a book is available, and you can look on your Dashboard to see how your reserves are progressing. Informative and easy!
Very satisfied	10 - Extremely Likely	very happy

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Very satisfied	10 - Extremely Likely	Very easy to deal with Staff always helpful Plenty to choose from
Very satisfied	10 - Extremely Likely	Very easy to navigate online and overall, offers a wonderful service.
Very satisfied	10 - Extremely Likely	Very excited to attend the library at Riverway
Very satisfied	10 - Extremely Likely	Very friendly service from staff, nice facilities and spaces to read, love the library of things service! Please keep this service, it's brilliant
Very satisfied	10 - Extremely Likely	Very good customer service. I have had alot of help from the ladies at the City Libraries Thuringowa. Very friendly and polite. I'll be back.
Very satisfied	10 - Extremely Likely	Very good selection of books.
Very satisfied	10 - Extremely Likely	Very good selection of books.
Very satisfied	10 - Extremely Likely	very good!
Very satisfied	10 - Extremely Likely	Very happy
Very satisfied	10 - Extremely Likely	Very happy for nearly 50 years. Thank you.
Very satisfied	10 - Extremely Likely	very happy thanks
Very satisfied	10 - Extremely Likely	very happy with eAudionooks
Very satisfied	10 - Extremely Likely	Very happy with library service
Very satisfied	10 - Extremely Likely	Very happy with service & proficiency of staff members.
Very satisfied	10 - Extremely Likely	Very happy with the online services and the quality and recency and currency of books
Very satisfied	10 - Extremely Likely	Very happy with the personal service I receive when I have needed it. I don't understand why I cannot donate books to the library. I have been told that this is no longer possible. It would save the tax payer so much money and provide some latest books to the library.
Very satisfied	10 - Extremely Likely	Very happy with the service
Very satisfied	10 - Extremely Likely	Very happy. Been to Tsv city, Aitkenvale and Thuringowa recently and all are great.
Very satisfied	10 - Extremely Likely	very helpful
Very satisfied	10 - Extremely Likely	Very helpful and friendly staff and easy to use systems.
Very satisfied	10 - Extremely Likely	Very helpful and friendly staff. Well set out for all ages and interests.
Very satisfied	10 - Extremely Likely	Very helpful librarians
Very satisfied	10 - Extremely Likely	Very helpful staff in the city library, and gave me a book about Townsville history.
Very satisfied	10 - Extremely Likely	Very helpful staff, good selection of books & easy lending & returning processes.

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Very satisfied	10 - Extremely Likely	Very helpful staff...
Very satisfied	10 - Extremely Likely	Very helpfull when asked any questions. The only problem I have is I have been waiting for a book for a few months now.
Very satisfied	10 - Extremely Likely	Very impressed when a particular book or novel is not in your libraries, the process is easy and the staff do their utmost to source the required book from other state libraries. Have not been disappointed, every time what I wanted, was sourced. Excellent service.
Very satisfied	10 - Extremely Likely	Very nice library with a huge range. Plus the collections in other libraries. Could be improved with a few more comfy areas to study or read
Very satisfied	10 - Extremely Likely	Very pleasant helpful staff & comfortable surrounds. A nice experience all round
Very satisfied	10 - Extremely Likely	Very pleased that the library message or email me when a book is overdue and no penalty.
Very satisfied	10 - Extremely Likely	Very pleased with the service
Very satisfied	10 - Extremely Likely	Very positive.
Very satisfied	10 - Extremely Likely	Very relaxing setting at Aitkenvale
Very satisfied	10 - Extremely Likely	Very satisfied with Ebook borrowing, makes the library very accessible to me
Very satisfied	10 - Extremely Likely	very satisfied with the service and the availability of books which I require.
Very satisfied	10 - Extremely Likely	Very thankful for all the staff and their assistance.
Very satisfied	10 - Extremely Likely	Very very good
Very satisfied	10 - Extremely Likely	Very well organized library with excellent online facility! Please keep it up.
Very satisfied	10 - Extremely Likely	Visited today and needed to print off a number of copies. Staff were very helpful and made themselves available.
Very satisfied	10 - Extremely Likely	Visiting the library is always such a pleasant experience. Environment is welcoming, and there is plenty to choose from to read. I don't usually require assistance, but when I have requested help, it is offered in a friendly and efficient manner.
Very satisfied	10 - Extremely Likely	Water fountain at flinders st please
Very satisfied	10 - Extremely Likely	We are most satisfied, and have already referred a number off friends to Townsville City Libraries
Very satisfied	10 - Extremely Likely	We are on magnetic island and the service to us is fantastic and we thank you for it
Very satisfied	10 - Extremely Likely	We have always found CityLibraries (Thuringowa) excellent!
Very satisfied	10 - Extremely Likely	We have moved away from Townsville, but used to really enjoy going to the library.

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Very satisfied	10 - Extremely Likely	We live on magnetic Island, and are lucky enough to have the weekly mobile library service, which is excellent. Very friendly staff, and a good range of material. Thank you.
Very satisfied	10 - Extremely Likely	We love access to Borrow Box
Very satisfied	10 - Extremely Likely	We love the Audio Books Access to Ibis World would be great
Very satisfied	10 - Extremely Likely	We love the new updated self-service software. Very user friendly. You may need to consider upgrading the after hours return system at aitkenvale. There have been times when we've tried to return books only to find the chute completely full. Most annoying.
Very satisfied	10 - Extremely Likely	We love the programs and resources Townsville library have to offer. Fantastic programs for people of all ages and a much needed way to connect mums!
Very satisfied	10 - Extremely Likely	We love the Townsville Library network.
Very satisfied	10 - Extremely Likely	We love Townsville CityLibraries and I go regularly with my children, who love lying down on a beanbag to read. I think we under-utilise the library though, as I'm sure there is so much more that's offered that we haven't used. Interested to see what will happen with the move of the Amazing Thuringowa library to Riverway. Especially wish that the Flinders Street library had more activities.
Very satisfied	10 - Extremely Likely	We love visiting the library and usually borrow books and DVDs.
Very satisfied	10 - Extremely Likely	We need more non-fiction books in BorrowBox.
Very satisfied	10 - Extremely Likely	We need to inform the younger generation how great libraries are so that they don't fade away in the future
Very satisfied	10 - Extremely Likely	We travel in our caravan with home address Balgal beach and access Libby online and really love the magazines and the audio books. Saves purchasing paper copies, great for environment and great reading for me. Thanks for the help with the set-up at the library and have used regularly ever since.

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Very satisfied	10 - Extremely Likely	We use the Thuringowa library and love it! My 7 year old is getting into chalet books and the staff helped me find some good ones for him to try. We also love the events they hold and the crafty corner. Big fans of Booya coffee too. Keep it up guys - amazing work!
Very satisfied	10 - Extremely Likely	Welcoming staff who are very helpful. Great facilities and services
Very satisfied	10 - Extremely Likely	well laid out with
Very satisfied	10 - Extremely Likely	Well set out. Excellent communication from staff and security all with a friendly smile. Will a new venue have coffee facility?
Very satisfied	10 - Extremely Likely	WELL STOCKED, CURRENT MATERIALS, HELPFUL AND PROFESSIONAL STAFF
Very satisfied	10 - Extremely Likely	When you request an item from another library within townsville, sometimes it takes numerous days to get to the pick up library and for me to be notified. one time it took a week. If there was some way that timeframe could be reduced, it would be an improvement. However I understand that may be difficult, which is ok.
Very satisfied	10 - Extremely Likely	Where to park - older patrons cannot walk as far as we used to. Kindly keep this in mind - always.
Very satisfied	10 - Extremely Likely	Wide selection of excellent books, I follow recommendations from ABC RN and can usually source them via the local library. Lovely place to visit too.
Very satisfied	10 - Extremely Likely	Wide selection very helpful staff
Very satisfied	10 - Extremely Likely	With the Thuringowa branch moving, that might restrict our usage as we normally attend a meeting straight after. We will have to try to leave the library sooner & spend another 15-20 minutes of what was library time driving, parking.
Very satisfied	10 - Extremely Likely	wonderful library.Keep it up.
Very satisfied	10 - Extremely Likely	Wonderful place
Very satisfied	10 - Extremely Likely	Wonderful resource.
Very satisfied	10 - Extremely Likely	Wonderful service
Very satisfied	10 - Extremely Likely	Wonderful service for adults and kids. Very helpful staff. Being able to request and reserve books is terrific. Thank you.
Very satisfied	10 - Extremely Likely	Wonderful that we have this in Townsville. Please continue to provide maximum support! Such an important service.
Very satisfied	10 - Extremely Likely	Wondering when Thuringowa library is moving . I'd prefer it to stay where it was.
Very satisfied	10 - Extremely Likely	Would like to see more promotion /activities to encourage young children to want to visit library.

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Very satisfied	10 - Extremely Likely	Would love to see more of TCC collections on view 👍 was great to see some of the ceramics at the Civic theatre recently. Maybe orgs and businesses can have an item on temporary loan - get the items into work places and schools. Celebrate our creatives past and present 😊
Very satisfied	10 - Extremely Likely	Yes it can be blank. Blank
Very satisfied	10 - Extremely Likely	You should promote what's on activities more widely on TSV Council/Library web pages, and on social media
Very satisfied	10 - Extremely Likely	Your Magnetic Island mobile library service is fantastic. Without it I would not be able to access library resources. To be able to reserve a book and pick it up from the island is a godsend. The librarian staff and facilities are top notch. Thank you!
Very satisfied	10 - Extremely Likely	Your service to the island is excellent and I don't know that I would borrow books from the library if you weren't travelling over weekly. I order on line and then collect. It is an excellent service. I am also impressed that my regular interlibrary loans requests result in a purchase for the library. I am very grateful for the service you provide.
Very satisfied	10 - Extremely Likely	your team is very friendly and helpful
Very satisfied	10 - Extremely Likely	😊
Very Unsatisfied	2	Collections aren't compete, new books take forever to come in - if you ever get them, no link to other libraries so you can't order books from any library across the state (like I can in Victoria), borrow box has some stuff but it's paltry.
Very Unsatisfied	3	I don't go there after school hours , the Thuringowa Library, as the school kids (mainly from Kirwan SHS run havoc and wild with no control , they do what they want because no one can stop them . Totally unacceptable . It's not a after school care place.
Very Unsatisfied	1 - Extremely Unlikely	No one reads books anymore it's just doesn't relate to modern culture
Very Unsatisfied	10 - Extremely Likely	Good staff good variety of books and magazines.
Very Unsatisfied	10 - Extremely Likely	Very generous service... couldn't live without it! 😊
Very Unsatisfied	10 - Extremely Likely	Very grateful for mobile library services....

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