

2025

Newcastle Libraries Survey



We heard from
916 people
(862 members and
54 non-members).

93% ★★★★★

of visitors are **satisfied or very satisfied** with Newcastle Libraries.



75%

of visitors are **promoters**
(likely to recommend to
family, friends or colleagues).

Library services are **highly relevant** even
among non-members.

- **72%** said library services are useful to me personally.
- **98%** said library services are useful to the community.

Visitor satisfaction



**Customer
service
(92%)**



**Accessibility
(89%)**



**Physical
collections
(87%)**



**Library
buildings
(86%)**



**Library
catalogue
(83%)**



**Library website
(83%)**

Sample size: N=495-842 (excluding don't know)



Overall, very few members were dissatisfied with any of the prompted service areas. However, there were some differences by branch. These are explored in more detail on the following page.

There was a higher proportion of neutral ratings and don't know responses for the Library of Useful Things (LoUT), online collections and programs. Broader promotion and/or variety may help to meet user needs.

Visitor insights



84% of survey respondents live in **Newcastle LGA**. There was roughly an even spread of respondents across all four wards.



Roughly half said they visit libraries **at least monthly**.



13% had **lived experience with a disability**.

Members aged **35-44 years** visit more frequently, which is likely to access resources and programs for children. Those aged **55 years or older** were also frequent visitors.



The primary reason for visiting libraries is to **borrow physical items**. Other common reasons include relaxing, attending programs, seeing exhibitions and using computers.

Wallsend Library has the broadest range of uses, being the largest library with modern facilities.



More than half (55%) have used one or more e-resources. The most common e-resources used **were e-books, e-audio and e-magazines**.

Stronger promotion to increase awareness of e-resources available may further increase usage.



Wallsend and City Library were the top two most visited branches among survey respondents.



Wallsend visitors had higher levels of satisfaction with customer service, accessibility and library buildings but lower levels of satisfaction with online collections.



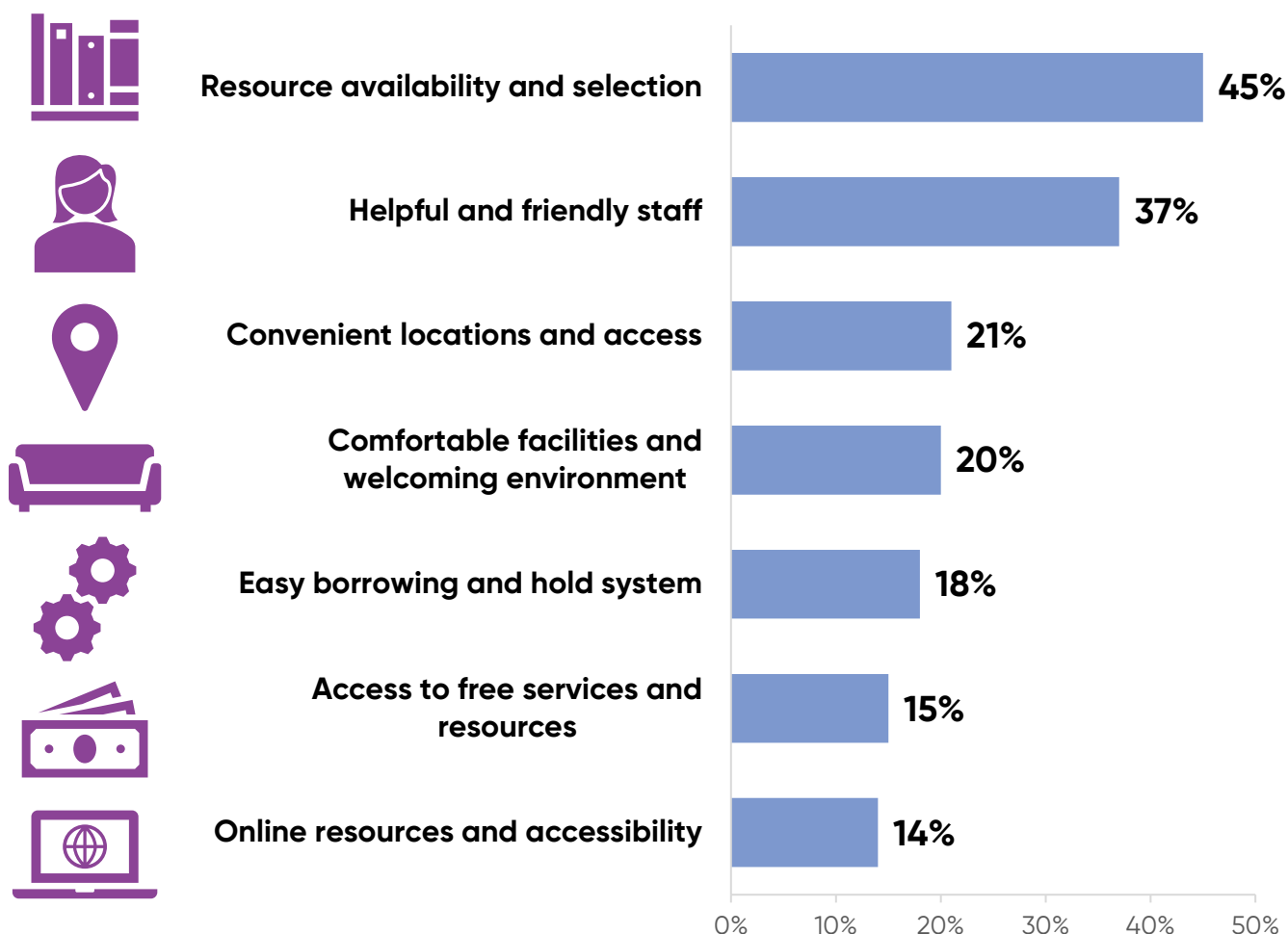
City Library visitors had higher levels of satisfaction with library catalogues, online collections and Library of Useful Things.



Suburban branch visitors had lower levels of satisfaction with library buildings and programs.

What people like about Newcastle Libraries

We asked what people like most about Newcastle Libraries. The most common themes are shown below.



Sample size: N=752

- Libraries are **important community resources** providing **free access** to a wide range of physical and digital resources. They are **inclusive and welcoming places** for people of all ages to learn, connect and play.
- Staff are highly valued** and play a key role in providing a welcoming environment and positive experience.
- Newcastle Libraries are doing well at **meeting the needs of the community**. Users appreciate the variety of resources, ease of borrowing, and convenient locations and facilities.

"The service is first class and so is the availability of books."

"Staff are always very helpful and patient assisting me with the computers and with enquiries in general."

"Love the online catalogue and connection between the library network. Excellent range, and so easy to order & renew books online. Super convenient to select which library to collect from as well."

Suggested improvements

We asked what we can improve about Newcastle Libraries. The most common themes are shown below.



Wider collections and resources (26%)



Opening hours and accessibility (13%)



Digital resources and online accessibility (11%)



Programs and events (11%)



Building upgrades and maintenance (11%)

Sample size: N=662

Opportunities for improvement include:

Maintaining a diverse collection and ensuring stock rotation

Adding more resources like toys, games and more items for the Library of Useful Things

Exploring the potential for extended opening hours with Open+ technology

Delivering more programs aimed at kids across a variety of branches

Digital resources and accessibility such as more e-books and improved printing technology solutions

Improved app functionality and catalogue search capabilities

Upgrades to buildings including fixing roofs, air-conditioning, public toilets, amenities and design of spaces to meet modern needs

Further promotion of e-resources to increase awareness and usage.

"Spend money to fix the smaller branches they are tired and need some attention."

"It would be great to see hours extended, or out of hours access added to more branches."

"Build a new modern city library that compares with other cities."