Annual Library Survey 2026

Highlights
Thank you to the 760 community members who took part in this year's Annual Library Survey. Your feedback helps guide how we plan our services, programs, and spaces—and we're delighted to share some key insights.

What you told us
Overall, responses were overwhelmingly positive, with the strongest areas being:

- Feeling safe and welcome (96% agree or strongly agree)
- Helpful, engaging staff (96%)
- The library's importance in the community (92%)
- Meeting reading and information needs (91%)

Many of you also shared that your library use is encouraging you to read more, learn new skills, and feel more confident using digital resources.

How you're using your library
Most respondents visit the library to:

- Borrow books and reading materials (78%)
- Access online resources (28%)
- Attend adult or children's programs (19%)
- Use PCs, printing or copying (13%)

Satisfaction remains high, with **94% very satisfied or satisfied** with the outcomes of their library visits.

What you value most
Your comments highlighted four major themes:

- Friendly, helpful supportive staff
- Extensive collections and digital resources
- Inclusive and enriching community programs
- Accessible spaces and easy-to-use services

Where you'd like to see growth
Several suggestions will help shape our future planning, including:

- Larger, broader print and digital collections
- More diverse, frequent programs and events
- Extended opening hours
- Improved digital services and support
- Enhanced seating, study spaces, quiet zones and accessibility

What's next
These insights play a vital role in guiding how we evolve our programs, collections, and facilities to ensure they remain welcoming, relevant, and responsive to community needs.
Thank you again for your thoughtful contributions. Your voice helps shape the future of our libraries.