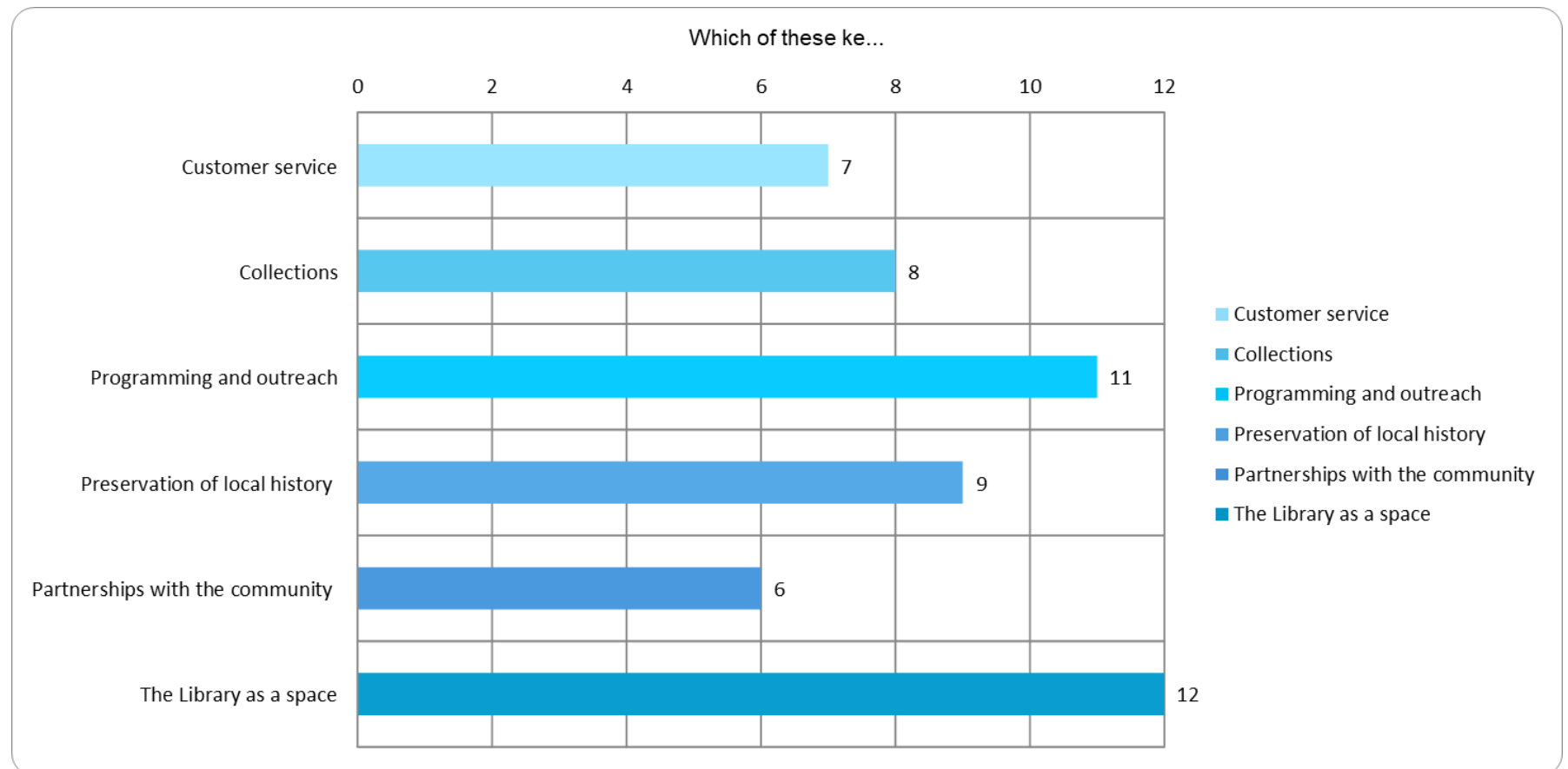


Public Consultation Evaluation Summary of Library Services Strategy 2025-2030

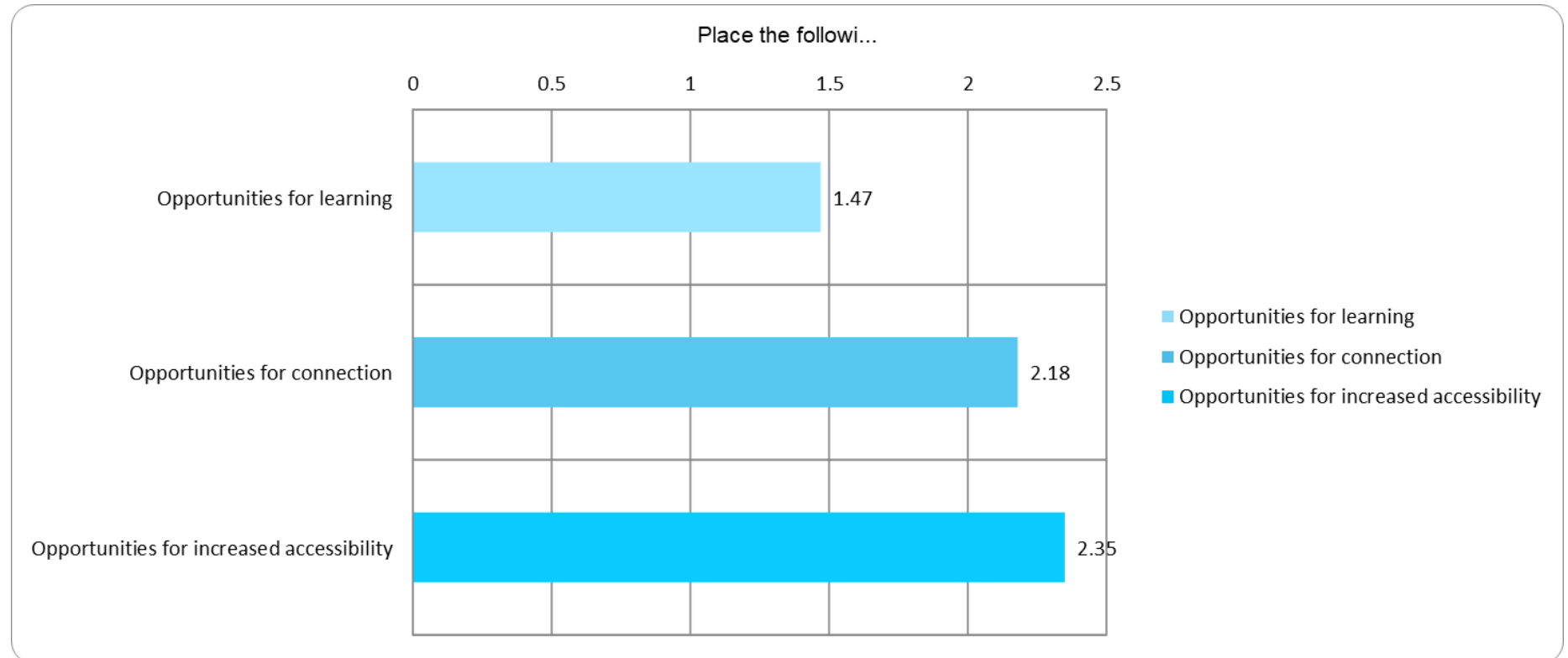
Background

17 individuals provided feedback via Your Thoughts Survey

Areas that matter most include:



Strategic outcomes based on public priority



Open-ended feedback includes:

- Being politically neutral and not having any flags or representation of minority groups (no drag storytim)

- Increased opportunities for workshops and interactive demonstrations
- Continuation of program offerings for all ages
- Increased opportunity for the community to learn about local history
- More Language classes (with mention specifically for Noongar language for adults and children)
- Library as a space for organised learning opportunities
- Self checkout machine friendly for children and shorter adults
- Increase space for study
- Ensure collections is varied for content and available in accessible and varied formats
- Ensure low cost continues
- Be a safe space for newcomers and people who identify differently
- Jigsaws with larger pieces
- Braille
- Softer lighting in some areas
- Quieter spaces for study and work
- More relatable social media posts/reels
- A lockable desk so things don't get stolen
- Importance of physical and emotional safety
- Parking should be easy
- Become a destination for small children who love to play and read
- Welcoming images and more diversity in posters and marketing
- Daytime events for seniors who cannot travel at night
- Increase feelings of safety and security
- All interactions at the library can help build meaningful connections
- Free access to phone charging station, toilets, air conditioning, friendly staff are important
- Accessibility also means being able to navigate the online systems easily
- Programming for people in their 30s and 40s specifically

- There is a hunger out there for connection
- Why is there security at the library?
- Love how much care and consideration goes into the library and its programs. Thanks for asking for feedback!
- Forward planning is essential
- The fact the library is looking for ways to improve, when they are already doing great things speaks for itself!
- The importance of interlibrary loans

Feedback collated into themes

Learning

- Increased opportunities for workshops and interactive demonstrations
- Continuation of program offerings for all ages
- More language classes (specifically Noongar for adults and children)
- Library as a space for organised learning opportunities
- Programming for people in their 30s and 40s specifically
- Increased opportunity for the community to learn about local history
- Importance of interlibrary loans

Inclusion, Safety & Accessibility

- Be a safe space for newcomers and people who identify differently
- Importance of physical and emotional safety
- Increase feelings of safety and security
- Braille

- Softer lighting in some areas
- Quieter spaces for study and work
- Self-checkout machine friendly for children and shorter adults
- Accessibility also means being able to navigate the online systems easily
- Ensure collections are varied and available in accessible formats
- Jigsaws with larger pieces
- Free access to phone charging station, toilets, air conditioning, friendly staff are important
- Parking should be easy
- Welcoming images and more diversity in posters and marketing
- Daytime events for seniors who cannot travel at night
- A lockable desk so things don't get stolen when public go to the toilet
- Ensure low cost continues

Community & Cultural Representation

- Being politically neutral and not having any flags or representation of minority groups (e.g., no drag storytime)
- Become a destination for small children who love to play and read
- All interactions at the library can help build meaningful connections
- There is a hunger out there for connection
- More relatable social media posts/reels

Other

- Forward planning is essential
- Love how much care and consideration goes into the library and its programs
- The fact the library is looking for ways to improve, when they are already doing great things speaks for itself
- Why is there security at the library?

Feedback from Social Media

- Top service from these ladies, welcoming patient & helpful
- I love the events you organise especially murder mystery night. This is the most responsive to clients' needs library in the surrounding communities.

Feedback from Elected Members and Administration

- Articulate how deliverables will be actioned via implementation plans which are internal working documents
- Attention to the specific history of this area, particularly Indigenous history.
- Considering how to ensure staff are supported in responding to homelessness in the area. (I wonder if responding to homelessness could also be reflected in developing partnerships with support groups working in the area.)
- I like the look of the strategy and the focus on inclusion, community connection and life long learning.
- a reference to UN SDG 4 which talks about lifelong learning could be pertinent to add weight to the idea.
- One area I would love to see strengthened is in the local history Focus area actions. I would like to see (as in outcome 1, 1.4.2) specific actions related to first nations local history for each of the Outcome areas: 1,2 and 3. (this will be addressed in Internal implementation plans)