Survey - Refreshing the Library Action Plan

You can share your thoughts by completing this survey and returning it to a City of Port Phillip library or ASSIST counter by **11.59pm on Friday 11 September 2026.**

This survey will ask you about the library services in the City of Port Phillip

The City of Port Phillip's libraries are:

- Albert Park Library
- Emerald Hill Library and Heritage Centre
- Middle Park Library
- Port Melbourne Library
- St Kilda Library.

Your use of the library services

01. Here's a list of services our libraries currently provide. Which of these have you used in the last 12 months?

Tick all that apply to you (continued over the page)
☐ Adult programs and events
☐ Borrowing books or other collection items
☐ Children's programs
☐ eBooks or Audiobooks
☐ Home library service (if included)
☐ Library of Things (if included)
☐ Local history and heritage services
☐ Meeting or community spaces
☐ Public computers
☐ Study or work spaces

☐ Wi-Fi
☐ I have not used any library services in the last 12 months
☐ Other (please specify)

02. Do you think there are any gaps in the library services that are provided?

Tick one answer only
◯ No, I'm satisfied with what is on offer
◯ Yes, I think there are some gaps in what is offered
◯ I'm not sure

03. If you answered 'Yes' or 'I'm not sure' and you would like to tell us more about your response, you can tell us here.

Accessing the library services

04. Are there any library services that have been hard for you to access?

Tick one answer only
◯ I haven't had any problems accessing the library services
◯ There's a service or services I have accessed but I found it hard
◯ There's a service or services I have NOT been able to access because it was too hard
◯ Does not apply to me

05. If you answered that you found it hard to access services, please tick which services were hard for you to access.

Tick all that apply to you
☐ Adult programs and events
☐ Borrowing books or other collection items
☐ Children's programs
☐ eBooks or Audiobooks
☐ Home library service (if included)
☐ Library of Things (if included)
☐ Local history and heritage services
☐ Meeting or community spaces
☐ Public computers
☐ Study or work spaces
☐ Wi-Fi
☐ Other (please specify)

06. If you answered that you found it hard to access services and you would like to tell us more about the reason, you can tell us here.

Your library experiences

07. What's important to you when you visit a library?

Tick all that apply to you
☐ Welcoming
☐ Inclusive
☐ Comfortable
☐ Friendly
☐ Safe
☐ Quiet
☐ Easy to use
☐ Supports learning and creativity
☐ Provides space to connect with others
☐ I'm not sure
☐ Other (please specify)

08. Which City of Port Phillip library do you visit most often?

Tick one answer only
○ Albert Park Library
○ Emerald Hill Library and Heritage Centre
○ Middle Park Library
○ Port Melbourne Library
○ St Kilda Library
○ I don't visit any of these libraries

09. How would you describe your experience at the City of Port Phillip library you visit most often?

Tick all that apply to you
☐ Welcoming
☐ Inclusive
☐ Comfortable
☐ Friendly
☐ Needs improvement
☐ Other (please specify)
☐ Does not apply to me – I don't visit any of these libraries

10. If you would like to tell us more about your experience at your most visited library, you can tell us here.

Library services for growing communities

11. Council has identified population growth in the St Kilda Road (Lakeside) precinct, Domain precinct and Fishermans Bend. As these communities grow, which library services do you think will be most important?

Please tick up to three answers
☐ Access to books and physical collections
☐ Access to eBooks, audiobooks and digital resources
☐ Book clubs and adult programs
☐ Children's literacy and learning programs
☐ Community connection activities
☐ Early years and family programs
☐ Learning and skills development programs
☐ Study and learning spaces
☐ Technology, Wi-Fi and computer access
☐ Other (please specify)

Draft Library Action Plan 2027-31

The draft Library Action Plan 2027-31 identifies actions that will be implemented over the next five years to give effect to the libraries' vision for the future. The five pillars of the draft Plan are:

- Belong
- Connect
- Grow
- Create
- Sustain

You can find a copy of the draft Library Action Plan at https://haveyoursay.portphillip.vic.gov.au/refreshing-library-action-plan or can request a copy to be printed for you at a City of Port Phillip library or ASSIST counter.

12. If you would like to provide any feedback on the draft Library Action Plan, you can do so here.

About you

Please tell us a little bit about yourself so that we can understand who we're hearing from. To understand how your information is used, you can request a copy of Council's Privacy Policy by calling ASSIST on (03) 9209 6777.

13. Which gender do you identify with? Required

Tick one answer only
◯ Female (woman or girl)
◯ Male (man or boy)
◯ Non-binary
◯ I'd prefer not to say
◯ I use a different term (please specify)

14. What is your residential suburb? Required

Tick one answer only
◯ Albert Park
◯ Balaclava
◯ Elwood
◯ Melbourne
◯ Middle Park
◯ Port Melbourne
◯ Ripponlea
◯ South Melbourne
◯ Southbank
◯ St Kilda
◯ St Kilda East
◯ St Kilda West
◯ Windsor
◯ Prefer not to say
◯ Other, please specify

15. Please indicate your age group. Required

Tick one answer only	
◯ 5 – 11*	◯ 12 – 14*
◯ 15 - 17	◯ 18 - 24
◯ 25 - 34	◯ 35 - 49
◯ 50 - 59	◯ 60 - 69
◯ 70 - 84	◯ 85 and over
◯ I'd prefer not to say	

*If you answered that you're under 15, a parent or guardian over 18 needs to agree for you to take this survey.

I'm a parent or guardian and I agree to let my child take part in this survey. Required

☐ Yes

16. Please tick any of the statements that apply to you. Required

Tick all that apply
☐ I am from an Aboriginal and/or Torres Strait Islander background
☐ I speak a language other than English at home
☐ I am a person with disability
☐ I identify as LGBTIQA+
☐ I'd prefer not to say
☐ None of these apply to me

17. Have you provided feedback on any other City of Port Phillip projects in the past 12 months? Required

Select one answer only	
○ Yes	○ No
○ Not sure	

18. If you would like your survey responses sent to you, please provide an email or postal address.

Thank you for completing this survey. Please now return it to a City of Port Phillip library or ASSIST counter by **11.59pm on Friday 11 September 2026.**