



City of  
**Ipswich**

## **AGENDA**

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### **COMMUNITY AND SPORT COMMITTEE**

Tuesday, 3 September 2024

10 minutes after the conclusion of the Finance and Governance Committee or  
such later time as determined by the preceding committee

Council Chambers, Level 8  
1 Nicholas Street, Ipswich

<b><u>MEMBERS OF THE COMMUNITY AND SPORT COMMITTEE</u></b>	
Councillor Jacob Madsen ( <b>Chairperson</b> ) Councillor Pye Augustine ( <b>Deputy Chairperson</b> )	Mayor Teresa Harding Deputy Mayor Nicole Jonic Councillor Jim Madden Councillor Andrew Antonioli

## COMMUNITY AND SPORT COMMITTEE AGENDA

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\*\* Item includes confidential papers

**COMMUNITY AND SPORT COMMITTEE NO. 2024(04)**

**3 SEPTEMBER 2024**

AGENDA

**WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY**

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**BUSINESS OUTSTANDING**

**CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY AND SPORT COMMITTEE NO. 2024(03) OF 13 AUGUST 2024**

**RECOMMENDATION**

That the minutes of the Community and Sport Committee held on 13 August 2024 be confirmed.

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**OFFICERS' REPORTS**

2. **IPSWICH LIBRARIES SURVEY REPORT 2023-2024**

This is a report concerning the Ipswich Libraries Survey 2023-2024 which provides a summary of the 1,464 responses from the community on council's library services with respondents rating their overall satisfaction with Ipswich Libraries during this period at 92%, up by 1% compared to the 2022-2023 survey.

Included in the report is a selection of comments. It is interesting to note that respondents indicated borrowing materials as the most important service provided by Ipswich Libraries followed closely by assistance from library staff and opening hours.

**RECOMMENDATION**

That the Ipswich Libraries Survey Report 2023-2024 be received and the contents noted.

**NOTICES OF MOTION**

3.     NOTICE OF MOTION - ESTABLISHMENT OF LIBRARIES AND CUSTOMER SERVICES  
ADVISORY COMMITTEE

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Libraries and Customer Services Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:

**RECOMMENDATION**

**MOTION**

- A.     That the Libraries and Customer Services Advisory Committee be established.
- B.     That the membership of the Libraries and Customer Services Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C.     That the Libraries and Customer Services Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect Recommendation B.

---

4.     NOTICE OF MOTION - ESTABLISHMENT OF SPORT AND RECREATION ADVISORY  
COMMITTEE

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Sport and Recreation Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:

**RECOMMENDATION**

**MOTION**

- A.     That the Sport and Recreation Advisory Committee be established.

- B. That the membership of the Sport and Recreation Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C. That the Sport and Recreation Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect recommendation B.

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**MATTERS ARISING**

**COMMUNITY AND SPORT COMMITTEE NO. 2024(03)**

**13 AUGUST 2024**

MINUTES

**COUNCILLORS' ATTENDANCE:**

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Mayor Teresa Harding, Jim Madden, Andrew Antonioli, Marnie Doyle (Observer) and David Cullen (via audio-link - Observer)

**COUNCILLOR'S APOLOGIES:**

Deputy Mayor Nicole Jonic

**OFFICERS' ATTENDANCE:**

Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Corporate Services (Matt Smith), General Manager Asset and Infrastructure Services (Matt Anderson), Chief Financial Officer (Jeff Keech), Chief of Staff – Office of the Mayor (Melissa Fitzgerald), Manager Community and Cultural Services (Don Stewart), Community Development Officer (Tanya Appleton), Manager Marketing and Promotions (Carly Gregory), Senior Communication and Policy Officer (Jodie Richter), Senior Media Officer (Darrell Giles), Resource Recovery Manager (David McAlister), Senior Community Educations and Engagement Officer (Paul Tanko) and Theatre Technician (Harrison Cate)

**LEAVE OF ABSENCE - DEPUTY MAYOR NICOLE JONIC**

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Councillor Andrew Antonioli:

**That a Leave of Absence be granted for Deputy Mayor Nicole Jonic.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Harding

Madden

Antonioli

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.

### **WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY**

Councillor Jacob Madsen (Chairperson) delivered the Acknowledgement of Country

### **DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

Nil

### **BUSINESS OUTSTANDING**

Nil

### **CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY AND SPORT COMMITTEE  
NO. 2024(02) OF 16 JULY 2024**

#### **RECOMMENDATION**

Moved by Councillor Andrew Antonioli:

Seconded by Councillor Pye Augustine:

**That the minutes of the Community and Sport Committee held on 16 July 2024  
be confirmed.**

#### **AFFIRMATIVE**

Councillors:

Madsen

Augustine

Harding

Madden

Antonioli

#### **NEGATIVE**

Councillors:

Nil

The motion was put and carried.

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### **OFFICERS' REPORTS**

2. **REDBANK PLAINS AND RIVERVIEW AND DISTRICT COMMUNITY CENTRE FACILITY  
ACTIVATIONS**

This report provides a high level summary of the activation of the council managed community centres at Redbank Plains and Riverview.

In December 2023, Multicultural Australia relinquished the lease over the Redbank Plains Community Centre. Subsequently, in April 2024, the council resumed management of the Riverview and District Community Centre.



In response to these transitions, the Community and Cultural Services Branch identified the opportunity to develop a multiuse activation strategy and operational model aimed at addressing the community's social needs through provision of versatile, safe and inclusive locations capable of providing "multiple services and activities under one roof".

This report provides an update on the program activation since assuming management of both centres.

#### **RECOMMENDATION**

Moved by Councillor Pye Augustine:

Seconded by Councillor Andrew Antonioli:

**That the Redbank Plains and the Riverview and District Community Centre Activation report be received and its contents noted.**

#### **AFFIRMATIVE**

Councillors:

Madsen

Augustine

Harding

Madden

Antonioli

#### **NEGATIVE**

Councillors:

Nil

The motion was put and carried.

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#### **NOTICES OF MOTION**

Councillor Jacob Madsen gave notice of his intention to move the following motions at the next Community and Sport Committee meeting.

- That an Advisory Group be established for sports facilities in Ipswich
- That an Advisory Group be established for libraries in Ipswich

#### **MATTERS ARISING**

Nil

#### **PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 12.42 pm.

The meeting closed at 12.51 pm.

Doc ID No: A10529900

ITEM: 2

SUBJECT: IPSWICH LIBRARIES SURVEY REPORT 2023-2024

AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES

DATE: 15 AUGUST 2024

### **EXECUTIVE SUMMARY**

This is a report concerning the Ipswich Libraries Survey 2023-2024 which provides a summary of the 1,464 responses from the community on council's library services with respondents rating their overall satisfaction with Ipswich Libraries during this period at 92%, up by 1% compared to the 2022-2023 survey.

Included in the report is a selection of comments. It is interesting to note that respondents indicated borrowing materials as the most important service provided by Ipswich Libraries followed closely by assistance from library staff and opening hours.

### **RECOMMENDATION/S**

**That the Ipswich Libraries Survey Report 2023-2024 be received and the contents noted.**

### **RELATED PARTIES**

There are no discernible related party conflicts of interests associated with this report and its recommendation.

### **IFUTURE THEME**

Safe, Inclusive and Creative

### **PURPOSE OF REPORT/BACKGROUND**

Ipswich Libraries undertook the annual survey consultation during May and June 2024 to contribute to the continuous improvement of Ipswich Libraries to the local community.

The attached report provides the key responses and findings. It was pleasing to see the time taken by respondents to provide such positive comments. It is interesting to note that respondents indicated borrowing materials as the most important service provided by Ipswich Libraries followed closely by assistance from library staff and opening hours.

The Ipswich Libraries Survey Report 2023-2024 is a delivery action of the Community Development Strategy 2021-2026:

## Pillar 5 – Civic Participation and Leadership

- We listen to our key stakeholders. Community needs and aspirations are responded to by collectively engaging with community leaders and key stakeholders.
- Children, young people and families are involved, participate in, community life.

### **LEGAL IMPLICATIONS**

This report and its recommendations are consistent with the following legislative provisions:  
*Not Applicable*

### **POLICY IMPLICATIONS**

There are no discernible policy implications associated with this report and its recommendation.

### **RISK MANAGEMENT IMPLICATIONS**

There are no discernible risk management implications associated with this report and its recommendations.

### **FINANCIAL/RESOURCE IMPLICATIONS**

There are no discernible financial or resource implications associated with this report and its recommendation.

### **COMMUNITY AND OTHER CONSULTATION**

This report is a summary of the responses from the community during the survey period. The survey was anonymous and was conducted via electronic direct mail to Ipswich Libraries database supported by a social media campaign and direct engagement with the community at the Ipswich Show and in the Ipswich Libraries branches.

### **CONCLUSION**


This report communicates the key responses and findings from the 2023-2024 Ipswich Libraries Survey.

Community Consultation is an important tool to help identify how Ipswich Libraries can improve our services to the local community. This data will be used to identify opportunities for continuous improvement over the next 12 months.

## HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
<b>RECEIVE AND NOTE REPORT</b>
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

## ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Ipswich Libraries Survey Report 2023-2024 <a href="#">↓</a> 
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Samantha Chandler  
**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

I concur with the recommendations contained in this report.

Ben Pole  
**GENERAL MANAGER, COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***

# IPSWICH LIBRARIES SURVEY REPORT

2023/2024



[ipswichlibraries.com.au](https://www.ipswichlibraries.com.au)

**IPSWICH  
LIBRARIES**



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July 2024  
Ipswich Libraries and Customer Services Branch  
Community, Cultural and Economic Development Department

**DISCLAIMER**

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## BACKGROUND AND PURPOSE

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Each year Ipswich Libraries undertakes community consultation to help identify how we can improve our services to the Ipswich community. The community consultation method used in 2023/2024 was an online approach, hosted on Shape Your Ipswich. An anonymous survey was conducted by Library Services from Monday 13 May to Monday 17 June via electronic

direct mail to Ipswich Libraries database supported with a social media campaign to capture non-library members.

The purpose of this report is to communicate the key responses and findings from the 2023/2024 Ipswich Libraries Survey.

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## 2023/2024 IPSWICH LIBRARIES SURVEY

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Survey questions were drafted to align with past library surveys, with 19 questions designed to ascertain what kinds of services are needed at the libraries (refer to Appendix A).

A total of **1,464** people completed the survey, of which 14% (205 people) had either never visited a library or had not visited a library in over two years.



<sup>1</sup> Based on a total population of 234,614 based on figures from QGSO and ABS.



## IPSWICH LIBRARIES DELIVERS INCREASED CUSTOMER SATISFACTION

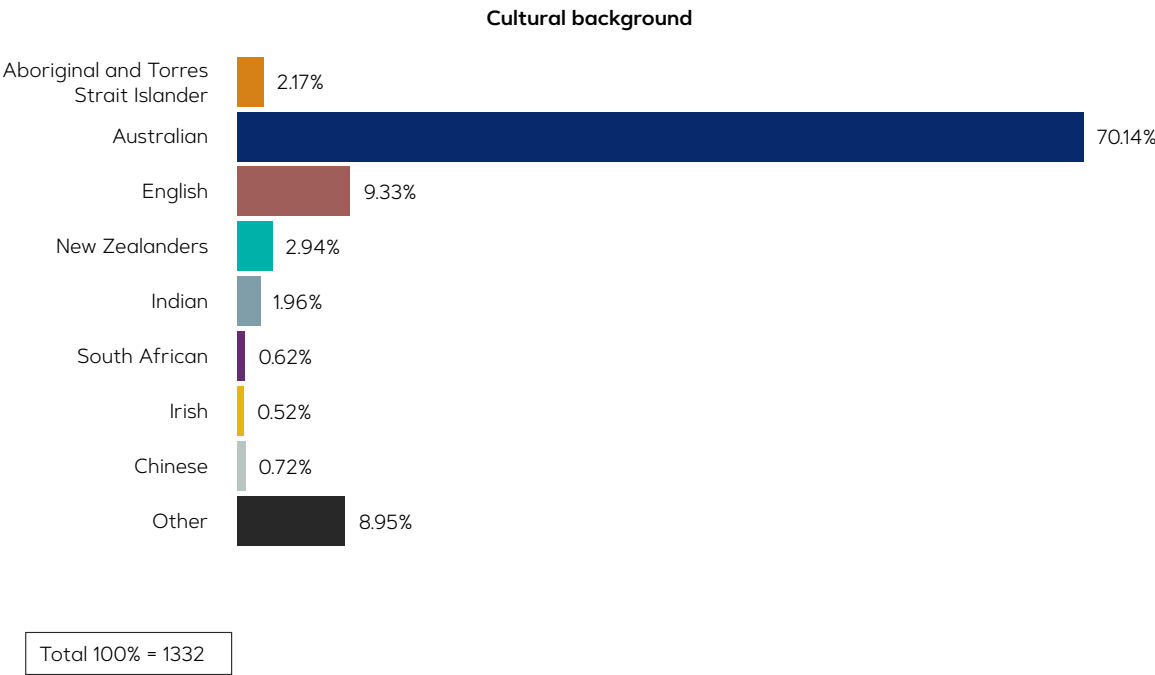
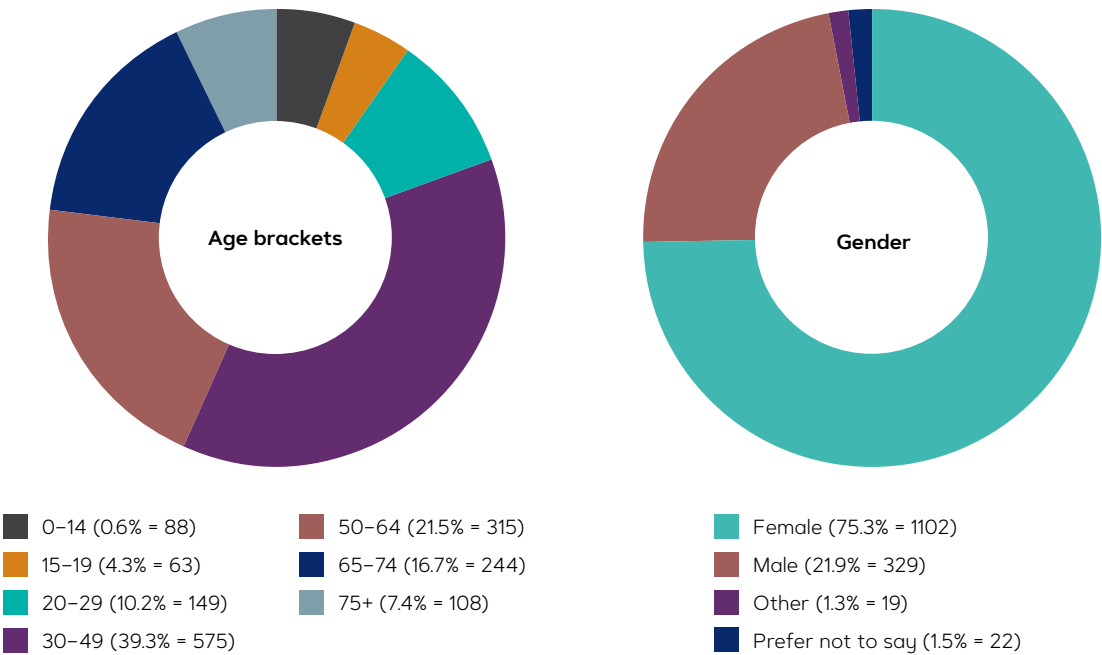
Feedback from the 2022/2023 survey indicates customer satisfaction for the Karalee Library Pod has reached an all time high, while the number of respondents visiting our libraries to study, work and read has more than doubled.

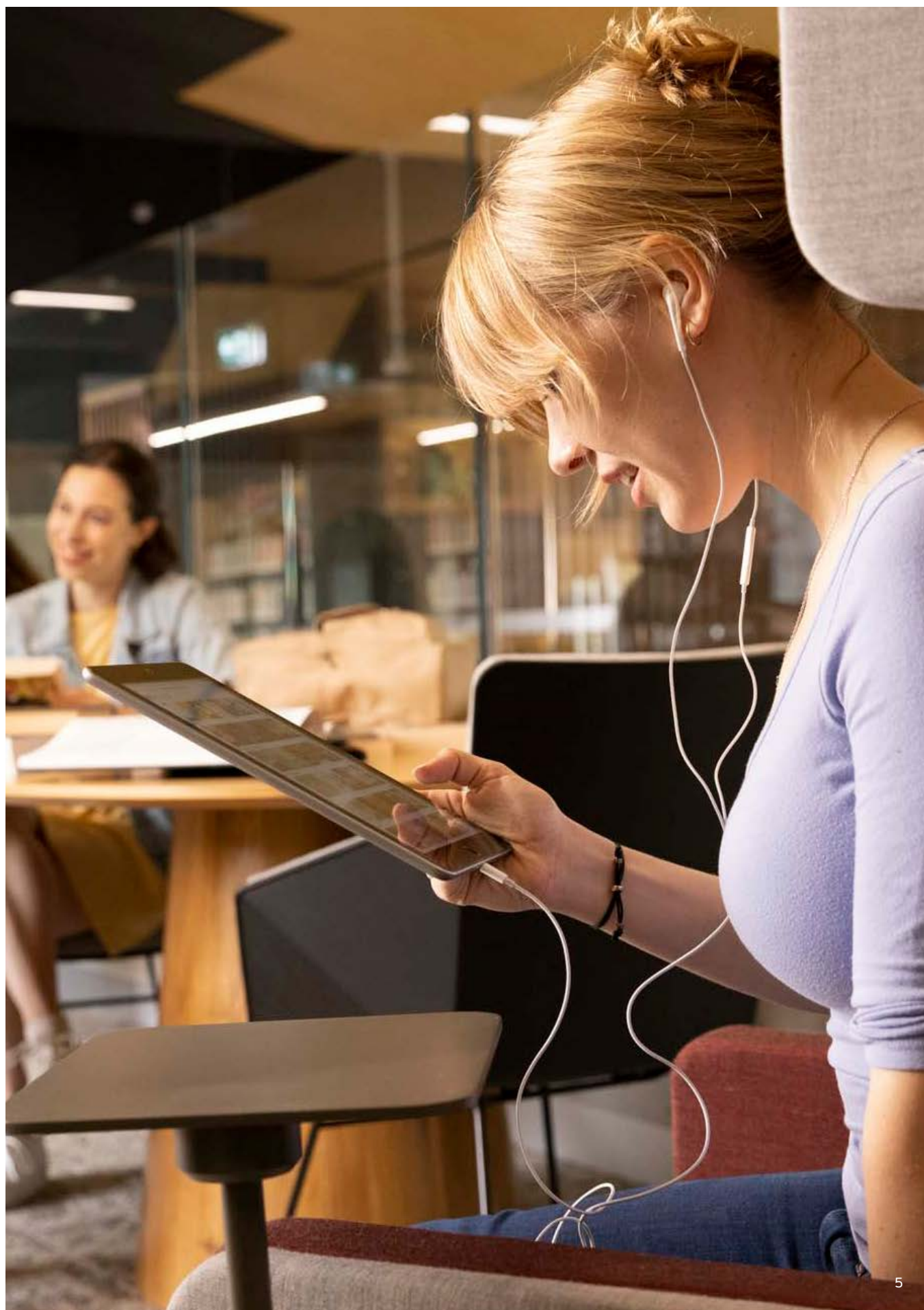


\*Comments from 2023/2024 Library Survey participants.

DEMOGRAPHICS

The breakdown of participants across age, gender, and cultural backgrounds is presented in the graphs below. The majority of participants, 75%, identified as female. 44% were aged between 30 and 49 years, while 21%, were aged between 50 and 64 years. 70% identified as Australian.





RESPONSES TO KEY QUESTIONS

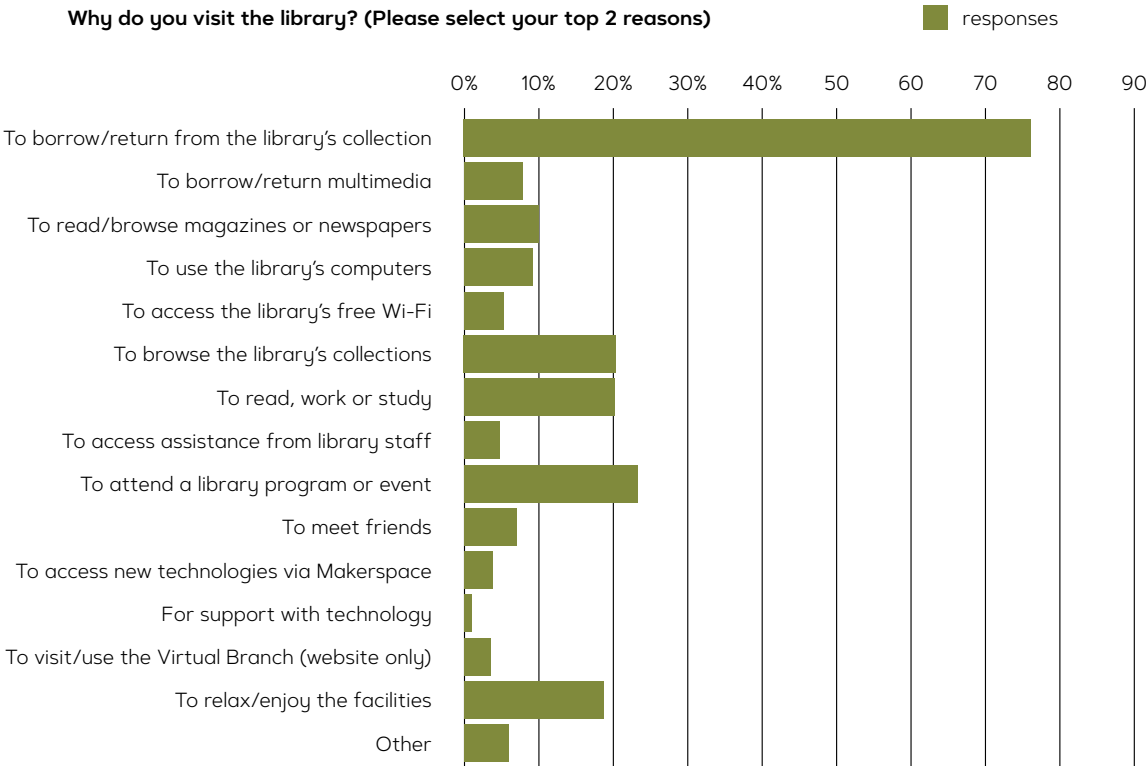
The following section outlines the responses to the key questions.

Locations: Which Libraries do people use?

Participants were first asked to indicate which library or libraries they visit. Respondents were also asked which library they visited most frequently. 34.3% indicated Ipswich Central Library. A summary of the responses are to the right.

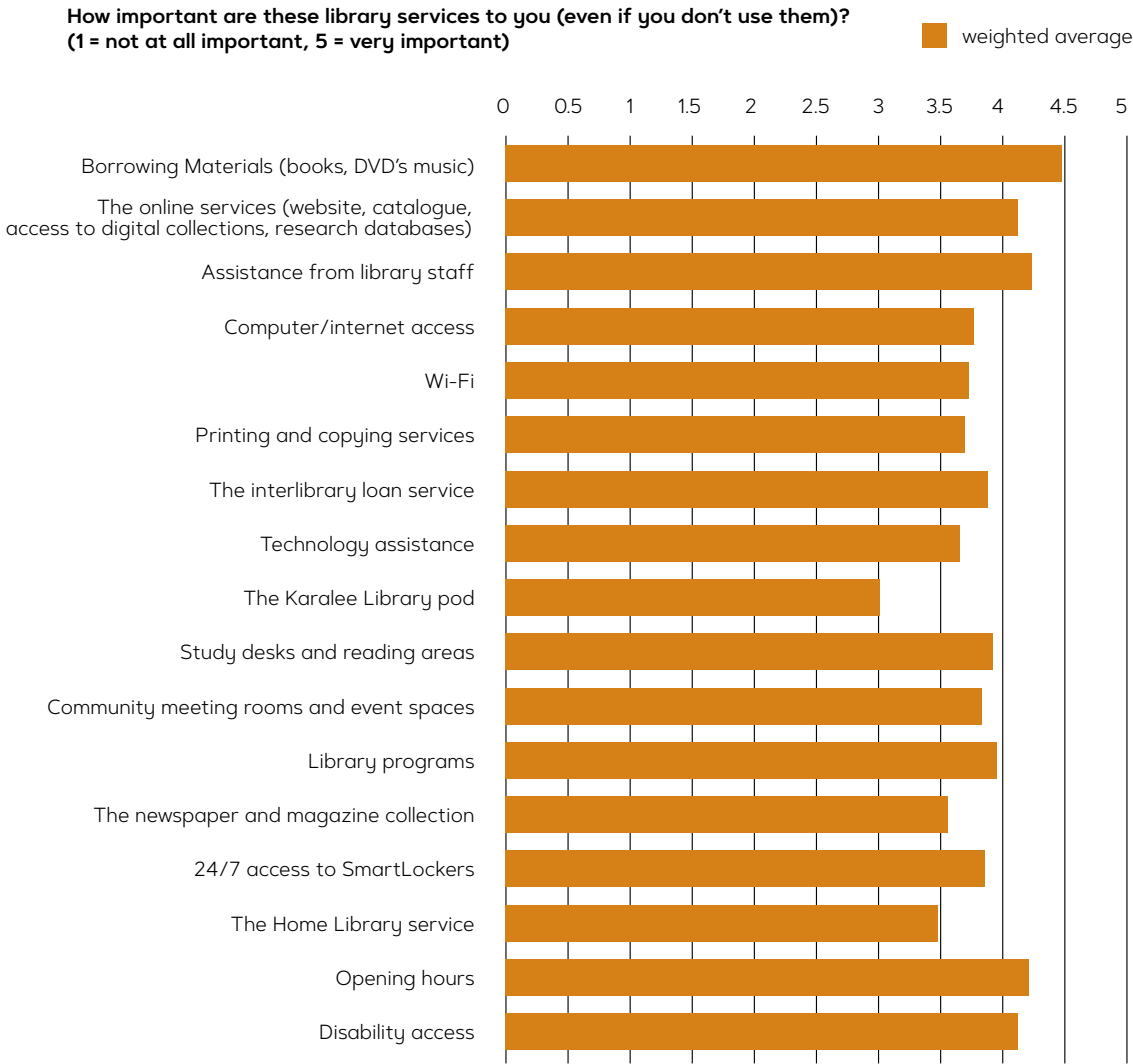
Motivations: Why do you visit the Library?

Question 5 asked, 'Why do you visit the library?' Borrowing and returning, followed by attending a library program or event were the most common. The next most popular reasons were reading, working and studying and browsing the collection.



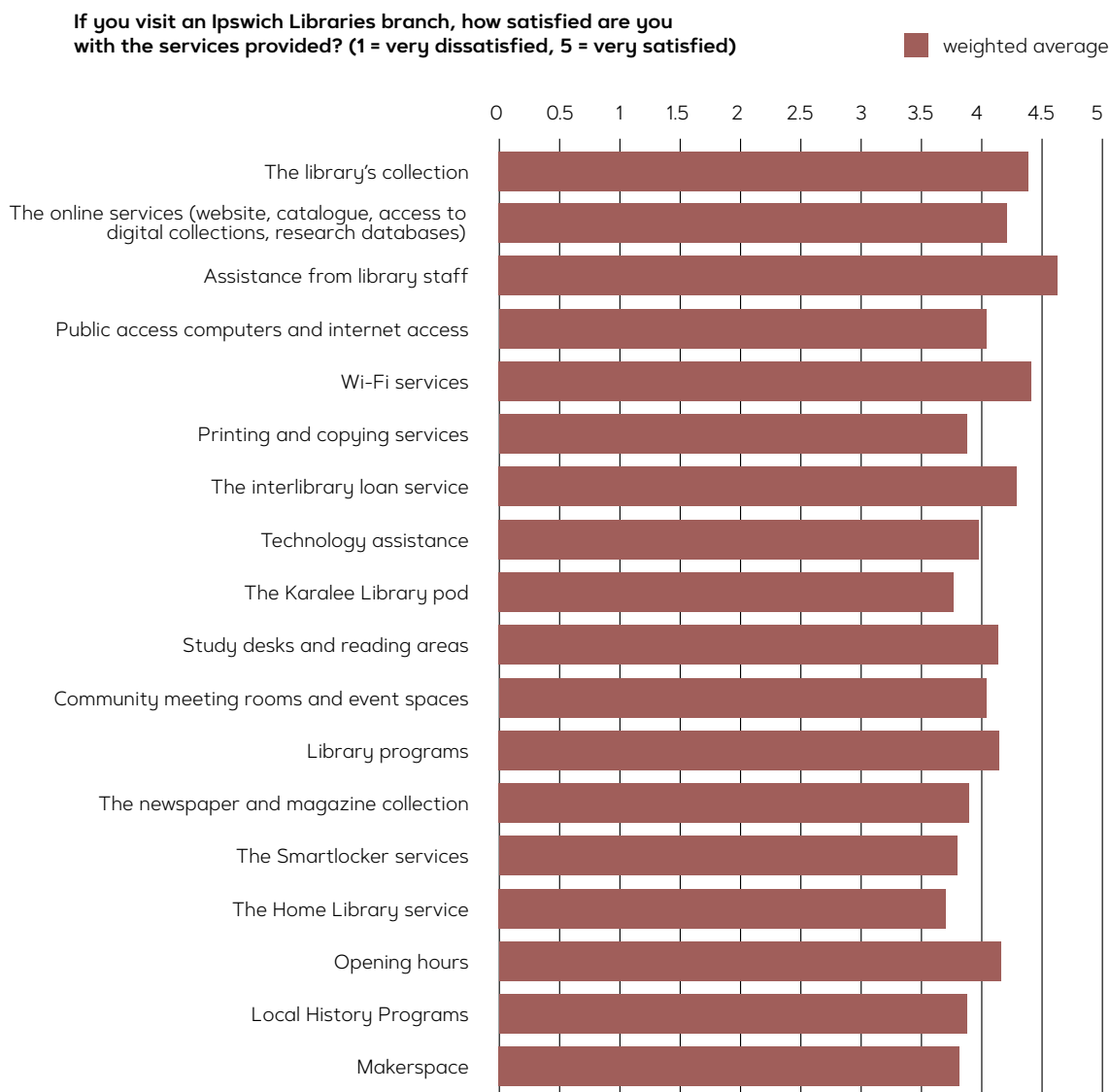
Library Services: How important are the services provided?

Question 7 asked participants to indicate how important services provided by Ipswich Libraries were to them. The following graph provides a numerical summary of the importance of services to survey respondents.



## Library Resources: Are people happy with the services and facilities provided?

Respondents rated their overall satisfaction with Ipswich Libraries services at 92% in question 11. Participants were also asked to indicate their level of satisfaction with the multiple services and facilities provided by Ipswich Libraries in question 6. The following graph provides a numerical summary of the level of satisfaction.







Item 2 / Attachment 1.



## Barriers: What stops people visiting a library branch more often?

Question 8 asked participants to identify what restricted them from visiting more often. 31% selected time constraints, while 9% reported hours of operation. 21% of respondents noted transportation issues.

- **Accessibility:** 31% of respondents were unable to visit a library in person due to time constraints, while 15% were unable to visit a library in person due to the locations of the libraries. 10% of respondents were unable to visit a library in person due to transport limitations, while 9% were unable to visit a library in person due to library opening hours..
- **Knowledge and awareness:**
  - 6% of respondents were unaware of the libraries services
  - 3% of respondents saw no appeal in attending a library in person
  - 2% of respondents indicated they had no need to visit a library
- **Relevant services:** 34% of respondents enjoyed accessing the libraries online services.

## Customer suggestions

**44 respondents (3%) provided the following suggestions that would help them visit the library more often:**

- **Resources:** 36% suggested more and improved collection, digital resources as well as more events and programs.
- **Accessibility:** 14% suggested improved parking facilities, while 11% wanted extended opening hours.
- **Physical Spaces:** 9% of respondents suggested increased individual study spaces, private areas with USB ports and comfortable seating, and water stations.
- **Knowledge and Awareness:** 9% suggested advertising programs and services on social media and schools.
- **No suggestions:** 20% of respondents had no suggestions.

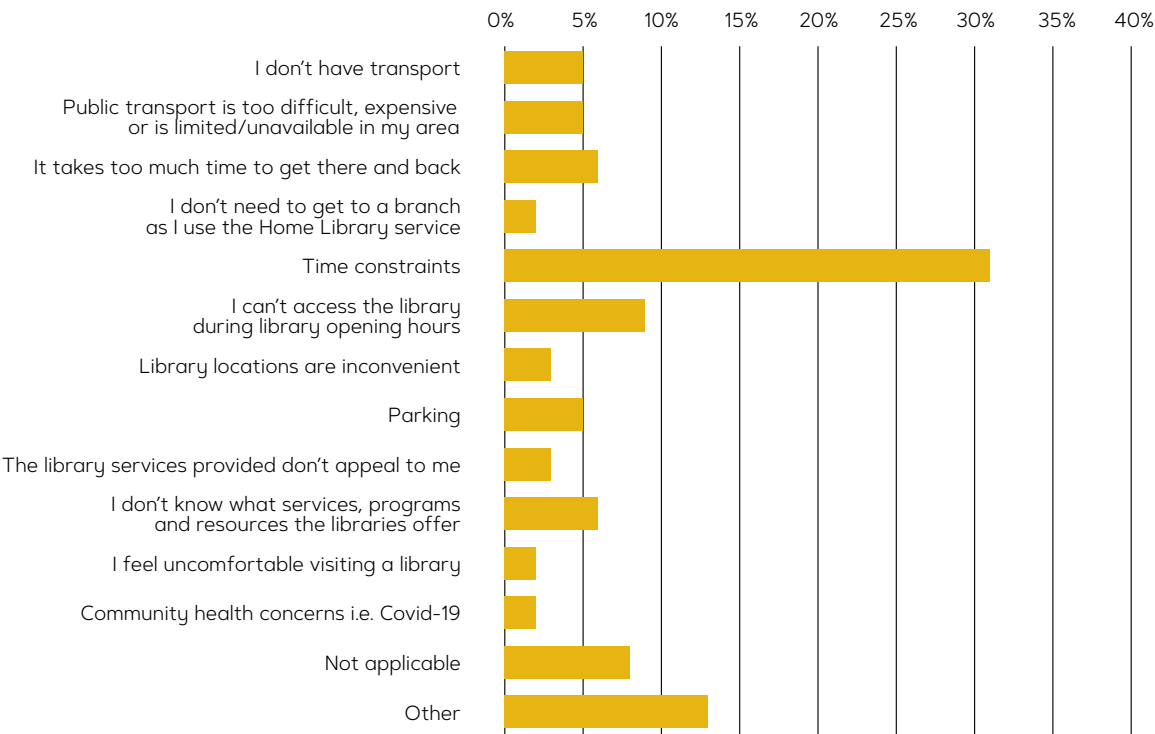


Item 2 / Attachment 1.



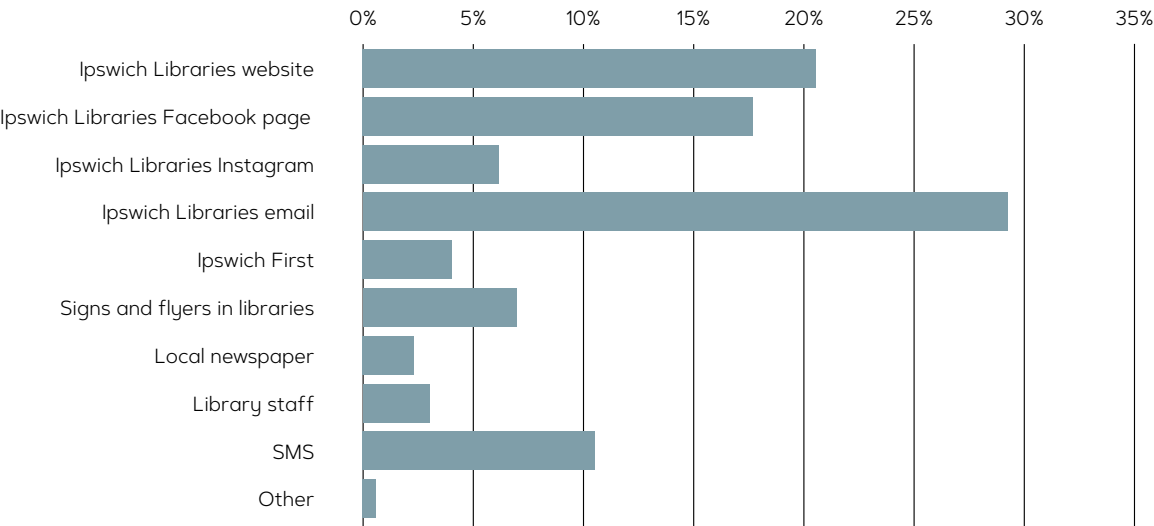
Are there any reasons why you don't visit a library branch more often?

■ responses



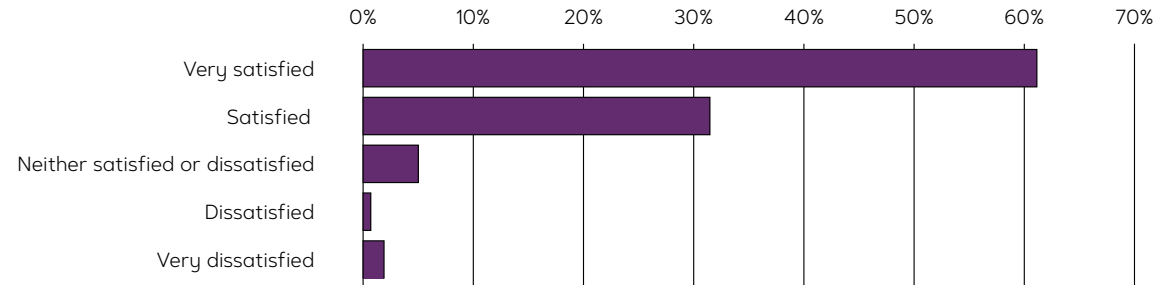
What is the best way we can communicate information about upcoming Ipswich Libraries’ events and programs that may interest you?

The most popular methods of communication selected were the Ipswich Libraries email, Ipswich Libraries website and Ipswich Libraries Facebook.



How satisfied are you with the Ipswich Libraries’ services overall?

92% of respondents were either satisfied or very satisfied with the service.







## APPENDIX A: SURVEY

Ipswich Libraries is conducting its annual Libraries Survey to help identify where we can improve our services to the Ipswich community. We would value you taking approximately 10 minutes to fill out this survey before Monday 17 June 2024.

The survey is anonymous, however you can provide your details if you would like to be kept up-to-date about activities at Ipswich Libraries, receive the results of this survey, and to go into the draw to win one iPad (Gen10). There is one to be won (please review the terms and conditions at the end of this survey). If you choose to provide your name and contact details, they will be kept confidential and in accordance with the *Information Privacy Act 2009*. You will not be personally identifiable in any reports that come out of this project.

If you have any questions regarding this survey, please contact Ipswich Libraries General Enquiries by phone: (07) 3810 6815 or email: [libinfo@ipswich.qld.gov.au](mailto:libinfo@ipswich.qld.gov.au).

### Annual Ipswich Libraries Survey

Share your thoughts so we can continue to improve our Ipswich Libraries for you.

#### 1. In a typical year, how often do you visit a library in person?

- |                                    |                                                                      |
|------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> Daily     | <input type="checkbox"/> Yearly                                      |
| <input type="checkbox"/> Weekly    | <input type="checkbox"/> Rarely, I haven't visited in over two years |
| <input type="checkbox"/> Monthly   | <input type="checkbox"/> Never, I'm not a library member             |
| <input type="checkbox"/> Quarterly |                                                                      |

If *Rarely, I haven't visited in over two years* selected in Question 1:

#### 2. Do you know where your closest library is?

- ☐ Yes      ☐ No      ☐ Unsure

If *Daily, Weekly, Monthly, Quarterly* or *Yearly* selected in Question 1:

#### 3. What libraries do you visit?

- |                                                                         |                                                            |
|-------------------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Ipswich Central Library                        | <input type="checkbox"/> Karalee Library Pod               |
| <input type="checkbox"/> Ipswich Children's Library                     | <input type="checkbox"/> My school/university/TAFE library |
| <input type="checkbox"/> Redbank Plaza Library                          | <input type="checkbox"/> Brisbane Libraries                |
| <input type="checkbox"/> Redbank Plains Library                         | <input type="checkbox"/> Gold Coast Libraries              |
| <input type="checkbox"/> Springfield Central Library                    | <input type="checkbox"/> Logan Libraries                   |
| <input type="checkbox"/> Rosewood Library                               | <input type="checkbox"/> Queensland State Library          |
| <input type="checkbox"/> Ipswich Library Virtual Library (website only) | <input type="checkbox"/> Other                             |

#### 4. Of these Libraries, which do you visit most frequently? Please select the one library you visit most frequently

- |                                                                         |                                                            |
|-------------------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Ipswich Central Library                        | <input type="checkbox"/> Karalee Library Pod               |
| <input type="checkbox"/> Ipswich Children's Library                     | <input type="checkbox"/> My school/university/TAFE library |
| <input type="checkbox"/> Redbank Plaza Library                          | <input type="checkbox"/> Brisbane Libraries                |
| <input type="checkbox"/> Redbank Plains Library                         | <input type="checkbox"/> Gold Coast Libraries              |
| <input type="checkbox"/> Springfield Central Library                    | <input type="checkbox"/> Logan Libraries                   |
| <input type="checkbox"/> Rosewood Library                               | <input type="checkbox"/> Queensland State Library          |
| <input type="checkbox"/> Ipswich Library Virtual Library (website only) | <input type="checkbox"/> Other (please specify)            |

**5. Why do you visit the library?** Please select your top two (2) reasons.

- |                                                                         |                                                                         |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> To borrow/return from the library's collection | <input type="checkbox"/> To attend a library program or event           |
| <input type="checkbox"/> To borrow/return multimedia                    | <input type="checkbox"/> To meet friends                                |
| <input type="checkbox"/> To read/browse magazines or newspapers         | <input type="checkbox"/> To access new technologies via Makerspace      |
| <input type="checkbox"/> To use the library's computers                 | <input type="checkbox"/> For support with technology                    |
| <input type="checkbox"/> To access the library's free Wi-Fi             | <input type="checkbox"/> To visit/use the Virtual Branch (website only) |
| <input type="checkbox"/> To browse the library's collections            | <input type="checkbox"/> To relax /enjoy the facilities                 |
| <input type="checkbox"/> To read, work or study                         | <input type="checkbox"/> Other (please specify)                         |
| <input type="checkbox"/> To access assistance from library staff        |                                                                         |

**6. Please indicate your level of satisfaction on each of the following Ipswich Libraries' services.**

1 = Very dissatisfied | 2 = Dissatisfied | 3 = Neither satisfied nor dissatisfied | 4 = Satisfied | 5 = Very satisfied

The library's collection	1	2	3	4	5	Not aware of this service
The online services (website, catalogue, access to digital collections, research databases)	1	2	3	4	5	Not aware of this service
Assistance from library staff	1	2	3	4	5	Not aware of this service
Public access computers and internet access	1	2	3	4	5	Not aware of this service
Wi-Fi services	1	2	3	4	5	Not aware of this service
Printing and copying services	1	2	3	4	5	Not aware of this service
The interlibrary loan service	1	2	3	4	5	Not aware of this service
Technology assistance	1	2	3	4	5	Not aware of this service
The Karalee Library pod	1	2	3	4	5	Not aware of this service
Study desks and reading areas	1	2	3	4	5	Not aware of this service
Community meeting rooms and event spaces	1	2	3	4	5	Not aware of this service
Library programs	1	2	3	4	5	Not aware of this service
The newspaper and magazine collection	1	2	3	4	5	Not aware of this service
The Smartlockers services	1	2	3	4	5	Not aware of this service
The Home Library service	1	2	3	4	5	Not aware of this service
Opening hours	1	2	3	4	5	Not aware of this service
Makerspace	1	2	3	4	5	Not aware of this service

**7. How important are these library services to you, even if you don't use them?**

1 = Not at all important | 2 = Hardly important | 3 = Somewhat important | 4 = Important | 5 = Very important

Borrowing materials (books, DVD's music)	1	2	3	4	5	Not aware of this service
Online services (website, catalogue, access to digital collections, Picture Ipswich, research databases)	1	2	3	4	5	Not aware of this service
Assistance from library staff	1	2	3	4	5	Not aware of this service
Computer/internet access	1	2	3	4	5	Not aware of this service
Wi-Fi	1	2	3	4	5	Not aware of this service
Printers and/or photocopiers	1	2	3	4	5	Not aware of this service
Interlibrary loan service (ILL)	1	2	3	4	5	Not aware of this service
Technology assistance	1	2	3	4	5	Not aware of this service
Karalee Library pod	1	2	3	4	5	Not aware of this service
Study desks and reading areas	1	2	3	4	5	Not aware of this service
Community meeting rooms and event spaces	1	2	3	4	5	Not aware of this service
Library programs	1	2	3	4	5	Not aware of this service
Newspaper and magazines	1	2	3	4	5	Not aware of this service
24/7 access to borrowing facilities	1	2	3	4	5	Not aware of this service
Home Library service	1	2	3	4	5	Not aware of this service
Opening hours	1	2	3	4	5	Not aware of this service
Disability access	1	2	3	4	5	Not aware of this service
Makerspace	1	2	3	4	5	Not aware of this service

**8. Are there any reasons why you don't visit a library branch more often? Please select all that apply.**

- |                                                                                                            |                                                                                                 |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> I don't have my own transport                                                     | <input type="checkbox"/> Parking                                                                |
| <input type="checkbox"/> Public transport is too difficult, expensive or is limited/unavailable in my area | <input type="checkbox"/> The library services provided don't appeal to me                       |
| <input type="checkbox"/> It takes too much time to get there and back                                      | <input type="checkbox"/> I don't know what services, programs and resources the libraries offer |
| <input type="checkbox"/> I don't need to get to a branch as I use the Home Library service                 | <input type="checkbox"/> I feel uncomfortable about visiting a library                          |
| <input type="checkbox"/> Time constraints                                                                  | <input type="checkbox"/> Community health concerns i.e. COVID-19                                |
| <input type="checkbox"/> I can't access the library during library opening hours                           | <input type="checkbox"/> Not applicable                                                         |
| <input type="checkbox"/> Library locations are inconvenient                                                | <input type="checkbox"/> Other (please specify)                                                 |

**9. Is there anything that would help you visit the Ipswich Libraries more often?**

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**10. Would you be interested in picking up reserved library items at self service check-outs at other locations in the city?** *This might be through a library pod or locker system where you can collect and return books and other library items. Please select all that apply.*

- |                                                     |                                                                   |
|-----------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Yes, at a shopping centre  | <input type="checkbox"/> I would not use a self service check-out |
| <input type="checkbox"/> Yes, at a community centre | <input type="checkbox"/> Other location (please specify)          |
| <input type="checkbox"/> Yes, at a transport hub    |                                                                   |

**11. What is the best way we can communicate information about upcoming Ipswich Libraries' events and programs that may interest you?** *Please select up to three (3) preferences.*

- |                                                          |                                                        |
|----------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Ipswich Libraries website       | <input type="checkbox"/> Signs and flyers in libraries |
| <input type="checkbox"/> Ipswich Libraries Facebook page | <input type="checkbox"/> Local newspaper               |
| <input type="checkbox"/> Ipswich Libraries Instagram     | <input type="checkbox"/> Library staff                 |
| <input type="checkbox"/> Ipswich Libraries email         | <input type="checkbox"/> SMS                           |
| <input type="checkbox"/> Ipswich First                   | <input type="checkbox"/> Other (please specify)        |

**12. How satisfied are you with the Ipswich Libraries' services overall?** *Required*

- |                                                            |                                         |
|------------------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Very dissatisfied                 | <input type="checkbox"/> Satisfied      |
| <input type="checkbox"/> Dissatisfied                      | <input type="checkbox"/> Very satisfied |
| <input type="checkbox"/> Neither satisfied or dissatisfied |                                         |

**13. If you would like to share why you gave that rating, please provide any comments below.**

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**14. Do you have any suggestions to improve the Ipswich Libraries' services?**

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Please complete the following questions about you to ensure we hear from a cross section of our community.

Council is collecting your personal information ("Personal Information") for the purpose of analysis specific to the Annual Libraries Survey project. We will not disclose your personal information outside of Council unless we are required by law or you have given your consent.

For more information on how Council manages personal information, you can view **council's Privacy Statement and Personal Information Digest here**

**15. How old are you?** *Required*

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> 0 to 14  | <input type="checkbox"/> 50 to 64 |
| <input type="checkbox"/> 15 to 19 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 20 to 29 | <input type="checkbox"/> 75+      |
| <input type="checkbox"/> 30 to 49 |                                   |

**16. What is your gender?** *Required*

☐ Female

☐ Male

☐ Other

☐ Prefer not to say

**17. What is your cultural background?** *Required*

☐ Aboriginal

☐ American

☐ Australian

☐ Both Aboriginal and Torres Strait Islander

☐ Chinese

☐ Dutch

☐ English

☐ Fijian

☐ Filipino

☐ German

☐ Greek

☐ Indian

☐ Irish

☐ Italian

☐ Malaysian

☐ Maori

☐ Melanesian

☐ New Zealand

☐ Samoan

☐ Scottish

☐ South African

☐ South American

☐ Spanish

☐ Sri Lankan

☐ Sudanese

☐ Tamil

☐ Torres Strait Islander

☐ Vietnamese

☐ Other

**18. What suburb do you live in?** *Required*

\_\_\_\_\_

**19. Thanks for completing the Ipswich Libraries survey. I would like to:**

☐ Go into the draw to win an iPad (10 Gen)  
(Terms and conditions apply)

☐ Receive a copy of the survey results

☐ Be kept up-to-date about Ipswich Libraries activities

☐ None of the above

**20. I agree to the Annual Libraries' Survey Competition 2024 Terms and Conditions**

☐ Yes

**21. First name:** \_\_\_\_\_

**22. Surname:** \_\_\_\_\_

**23. Email address:** \_\_\_\_\_

**24. Phone number:** \_\_\_\_\_



**Annual Ipswich Libraries Survey Competition 2024 Terms and Conditions**

1. Ipswich City Council (ICC) of 1 Nicholas Street, Ipswich Queensland is the promoter ("Promoter") of ICC Annual Ipswich Libraries Survey: Community Survey Competition (the "Competition").
2. The Competition opens at 3:00pm, Monday, 13 May 2024 and closes at 11:59pm, Monday, 17 June 2024, or the date the survey closes ("the competition period"). Any entry received outside of the Competition Period will be invalid. The Promoter does not accept any responsibility for late, lost, delayed or misdirected entries.
3. The winner of the Competition will receive an iPad (Gen 10). There is one to be won.
4. The prize will be drawn at 10:00am on Monday, 1 July 2024 and the winner will be notified via the email address supplied during entry.
5. Prize is not redeemable, and/or exchangeable for compensation in cash or kind.
6. The Competition may be cancelled without notice.
7. Entry to the competition is free and open to all except for council officers working directly on the Annual Ipswich Libraries Survey.
8. All eligible people who complete the full Annual Ipswich Libraries Survey will be given the option to enter into the prize draw (Competition) which can be found at the end of the survey.
9. Companies and organisations are ineligible for entry to the Competition.
10. The results of the Competition will not be published.
11. In the event that the winner has not claimed their prize within 72 hours, a re-draw will take place and a new winner selected from the existing entrants.
12. Each entry to the Competition must be entered in accordance with these Terms and Conditions. By entering the Competition, each entrant agrees to be bound by these Terms and Conditions. The Promoters may in their discretion refuse to award any prize to any entrant who fails to comply with the Terms and Conditions.
13. The decision of the judges in relation to ALL competition matters are final and no correspondence and/or communication of any kind in relation to their decisions will be entered into.
14. Entrants must not engage in any unlawful or improper misconduct calculated to jeopardise the fair and proper conduct of the Competition.
15. By entering the Competition each entrant agrees to indemnify the Promoters against all claims for loss, damage, costs (including legal costs) or liability whatsoever arising out of or in connection with the entrant's breach of the Terms and Conditions.
16. The entrant shall indemnify and release the Promoter in respect of any judgement, action, or liability for all loss, damage or injury to persons or property arising from the negligence of the or against any breach by the entrant of any third party intellectual property rights and against any act or omission of the entrant commenced by a third party against the Promoter.
17. The Promoter is collecting your personal information for the purposes of conducting the competition and supplying you with e-newsletters regarding council events and activities. We will not disclose your personal information outside of council unless we are required by law or you have given your consent. By completing an entry form we will consider that you have given the Promoter your consent to manage your personal information in the manner described.

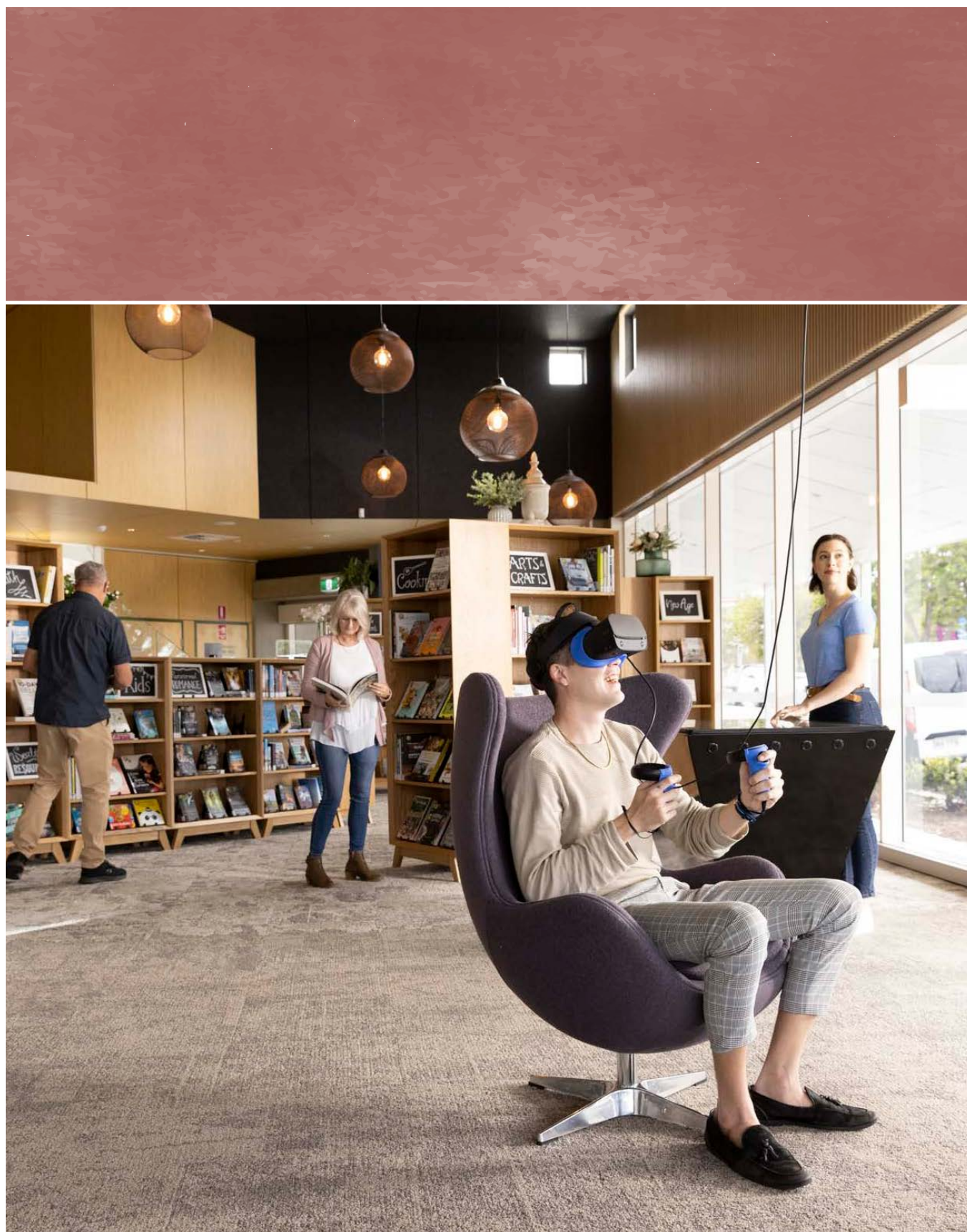
Item 2 / Attachment 1.











[ipswichlibraries.com.au](https://ipswichlibraries.com.au)

 **IPSWICH  
LIBRARIES**

Doc ID No: A10575974

ITEM: 3

FROM:

RE: NOTICE OF MOTION - ESTABLISHMENT OF LIBRARIES AND CUSTOMER SERVICES  
ADVISORY COMMITTEE

DATE: 27 AUGUST 2024

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Libraries and Customer Services Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:



#### MOTION

- A. That the Libraries and Customer Services Advisory Committee be established.
- B. That the membership of the Libraries and Customer Services Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C. That the Libraries and Customer Services Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect Recommendation B.

#### ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Terms of Reference - Libraries and Customer Services Advisory Committee  
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## **Libraries and Customer Services Advisory Committee**

### **1. PURPOSE AND SCOPE**

The Libraries and Customer Services Advisory Committee was established by Council on DATE TBC to consider matters relating to the Libraries and Customer Services category specified in Ipswich City Council Core Business Services.

### **2. AUTHORITY**

Advisory committees operate in accordance with the Ipswich City Council Standing Committees Terms of Reference and the same legislative instruments and policies apply excluding Section 8.3 – Voting which will generally not be required unless deemed necessary by the chairperson or required for a conflict declaration.

This advisory committee has the power only to advise and recommend a course of action to the Community and Sport Committee.

### **3. ROLE AND RESPONSIBILITIES**

The Role of the Libraries and Customer Services Advisory Committee is to consider all matters within its assigned scope and formulate recommendations and advice to the Community and Sport Committee.

It is responsible for considering matters specifically relating to Libraries and Customer Services core business category.

Matters may be referred by reports from the Chief Executive Officer (or delegated authorised officers), a referral from the Community and Sport Committee, and other Standing Committee or Council.

### **4. MEMBERSHIP**

Membership of the Libraries and Customer Services Advisory Committee is recommended by the Community and Sport Committee.

Chairperson:

Deputy Chairperson:

Members:

### **5. MEETING FREQUENCY AND ARRANGEMENTS**

The Libraries and Customer Service Advisory Committee will meet on a schedule set by the Community and Sport Committee or as required to consider matters assigned to it.

Doc ID No: A10576015

ITEM:4

FROM:

RE:NOTICE OF MOTION - ESTABLISHMENT OF SPORT AND RECREATION ADVISORY COMMITTEE

DATE:27 AUGUST 2024

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Sport and Recreation Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:



MOTION

- A. That the Sport and Recreation Advisory Committee be established.
- B. That the membership of the Sport and Recreation Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C. That the Sport and Recreation Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect recommendation B.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Terms of Reference - Sport and Recreation Advisory Committee  
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## Sport and Recreation Advisory Committee

### 1. PURPOSE AND SCOPE

The Sport and Recreation Advisory Committee was established by Council on DATE TBC to consider matters relating to the Sport and Recreation service category specified in Ipswich City Council Core Business Services.

### 2. AUTHORITY

Advisory committees operate in accordance with the Ipswich City Council Standing Committees Terms of Reference and the same legislative instruments and policies apply excluding Section 8.3 – Voting which will generally not be required unless deemed necessary by the chairperson or required for a conflict declaration.

This advisory committee has the power only to advise and recommend a course of action to the Community and Sport Committee.

### 3. ROLE AND RESPONSIBILITIES

The Role of the Sport and Recreation Advisory Committee is to consider all matters within its assigned scope and formulate recommendations and advice to the Community and Sport Committee.

It is responsible for considering matters specifically relating to Sport and Recreation core business category.

Matters may be referred by reports from the Chief Executive Officer (or delegated authorised officers), a referral from the Community and Sport Committee, and other Standing Committee or Council.

### 4. MEMBERSHIP

Membership of the Sport and Recreation Advisory Committee is recommended by the Community and Sport Committee.

Chairperson:

Deputy Chairperson:

Members:

### 5. MEETING FREQUENCY AND ARRANGEMENTS

The Regulation Advisory Committee will meet on a schedule set by the Community and Sport Committee or as required to consider matters assigned to it.