



City of  
**Ipswich**

## **AGENDA**

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### **COMMUNITY AND SPORT COMMITTEE**

Tuesday, 19 August 2025

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 Marnie Doyle Councillor Andrew Antonioli Councillor David Martin Councillor Jim Madden

## COMMUNITY AND SPORT COMMITTEE AGENDA

Item No.	Item Title	Page No.
	<b>Welcome to Country or Acknowledgment of Country</b>	
	<b>Declarations of Interest</b>	
	<b>Business Outstanding</b>	
	<b>Confirmation of Minutes</b>	
1	Confirmation of Minutes of the Community and Sport Committee No. 2025(06) of 22 July 2025	7
	<b>Officers' Reports</b>	
2	Active and Healthy program evaluation 2024-2025	15
3	Ipswich Libraries Survey Report	18
	<b>Notices of Motion</b>	
	<b>Matters Arising</b>	
	<b>Questions / General Business</b>	

\*\* Item includes confidential papers

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**COMMUNITY AND SPORT COMMITTEE NO. 2025(07)**

**19 AUGUST 2025**

**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. 2025(06) OF 22 JULY 2025**

**RECOMMENDATION**

That the minutes of the Community and Sport Committee held on 22 July 2025 be confirmed.

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**OFFICERS' REPORTS**

2. **ACTIVE AND HEALTHY PROGRAM EVALUATION 2024-2025**

This is a report concerning the Active and Healthy program during the 2024-2025 financial year.

**RECOMMENDATION**

That the Active and Healthy Program Evaluation 2024-2025 be received and the contents be noted.

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3. **IPSWICH LIBRARIES SURVEY REPORT**

This is a report concerning the Ipswich Libraries Survey 2024-2025 which provides a summary of the 1,101 responses from the community on council's library services with respondents rating their overall satisfaction with Ipswich Libraries during this period at 88%, down by 4% compared to the 2023-2024 survey.

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

**RECOMMENDATION**

That the Ipswich Libraries Survey Report 2024-2025 be received and the contents noted.

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**NOTICES OF MOTION**

**MATTERS ARISING**

**QUESTIONS / GENERAL BUSINESS**



**COMMUNITY AND SPORT COMMITTEE NO. 2025(06)**

**22 JULY 2025**

**MINUTES**

**COUNCILLORS' ATTENDANCE:**

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Deputy Mayor Nicole Jonic, Andrew Antonioli, David Martin and Jim Madden

**COUNCILLORS' APOLOGIES:**

Mayor Teresa Harding and Councillor Marnie Doyle

**OFFICERS' ATTENDANCE:**

Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Asset and Infrastructure Services (Seren McKenzie), General Manager Corporate Services (Matt Smith), Acting General Manager Environment and Sustainability (David McAlister), General Manager Planning and Regulatory Services (Brett Davey), Community and Sport Manager (Melissa Dower), Senior Community Funding Officer (Sarah Sheehy), Precinct Director (James Hepburn), Manager Media, Communications and Engagement (Mark Strong), Senior Media Officer (Darrell Giles) and Theatre Technician (Max Moylan)

**LEAVE OF ABSENCE**

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Councillor Jim Madden:

**That a leave of absence be granted for Mayor Teresa Harding and Councillor Marnie Doyle for the Community and Sport Committee.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

Antonioli

Martin

Madden

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.

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**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. 2025(05) OF 10 JUNE 2025

**RECOMMENDATION**

Moved by Councillor Pye Augustine:  
Seconded by Councillor Jim Madden:

**That the minutes of the Community and Sport Committee held on 10 June 2025  
be confirmed.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

Antoniolli

Martin

Madden

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.

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**OFFICERS' REPORTS**

2. COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT 1 APRIL TO  
30 JUNE 2025

This is a report concerning the allocation of Council's Community Funding and Support Program from 1 April to 30 June 2025.

In the three (3) months from 1 April to 30 June 2025, Council approved 113 applications across 102 unique applicants, allocating a total of \$397,537.56 for a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and reported on the Transparency and Integrity Hub in accordance with Council's principle of transparency and the Community Funding and Support Policy.

**RECOMMENDATION**

Moved by Councillor Pye Augustine:

Seconded by Deputy Mayor Nicole Jonic:

**That the report concerning the allocation of Council's Community Funding and Support Programs from 1 April to 30 June 2025 be received and the contents noted.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

Antoniolli

Martin

Madden

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.

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3. **REPORT - LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE  
NO. 2025(02) OF 8 JULY 2025**

This is the report of the Libraries and Customer Services Advisory Committee No. 2025(02) of 8 July 2025.

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Deputy Mayor Nicole Jonic:

**That Council adopt the recommendations of the Libraries and Customer Services Advisory Committee No. 2025(02) of 8 July 2025.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

**NEGATIVE**

Councillors:

Nil

Antonioli  
Martin  
Madden

The motion was put and carried.

1. CONFIRMATION OF MINUTES OF THE LIBRARIES AND CUSTOMER SERVICES  
ADVISORY COMMITTEE NO. 2025(01) OF 23 APRIL 2025

**RECOMMENDATION**

***That the minutes of the Libraries and Customer Services Advisory Committee held on 23 April 2025 be confirmed.***

UPDATE TO TENURE FOR REDBANK PLAZA LIBRARY (VERBAL UPDATE)

*The Libraries and Customer Services Manager and Manager, Community and Cultural Services provided a verbal update in relation to the progress on tenure for the Redbank Plaza Library.*

2. SPRINGFIELD LIBRARY PLANNING REPORT

*This is a report concerning Springfield Library facility planning.*

*Springfield Library facility planning was identified as a priority area for discussion at the Libraries and Customer Services Advisory Committee on 21 November 2024.*

*Libraries and Customer Services together with Infrastructure Strategy and Planning have been working together to draft recommendations for future library requirements in Springfield. The current Springfield Library branch continues to be the busiest branch in the network with over 287,000 visitors in 2024 and 67% increase in visitors since 2021. The building has significant structural and facility challenges including insufficient space, building movement and one shared lift with no ground floor entry and event spaces on the top floor.*

*The Springfield Library Planning Report (confidential attachment 2) outlines the current state of the existing facility and identifies options for the future.*

**RECOMMENDATION**

***That the report be received and the contents noted.***

**DISCUSSION**

*The committee discussed the following matters relating to Springfield Library:*

- *The various options contained in the Consultant's Report*
- *Building condition and layout*

- *Leasing conditions*
- *Next steps including concept design and cost modelling*
- *Co-location of community facilities*
- *External consultation*

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4. REPORT - SPORT AND RECREATION ADVISORY COMMITTEE NO. 2025(02) OF 8 JULY 2025

This is the report of the Sport and Recreation Advisory Committee No. 2025(02) of 8 July 2025.

RECOMMENDATION

Moved by Councillor Jacob Madsen:

Seconded by Councillor David Martin:

**That Council adopt the recommendations of the Sport and Recreation Advisory Committee No. 2025(02) of 8 July 2025.**

AFFIRMATIVE

Councillors:

Madsen

Augustine

Jonic

Antoniolli

Martin

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

1. CONFIRMATION OF MINUTES OF THE SPORT AND RECREATION ADVISORY COMMITTEE NO. 2025(01) OF 23 APRIL 2025

RECOMMENDATION

***That the minutes of the Sport and Recreation Advisory Committee held on 23 April 2025 be confirmed.***

SYNTHETIC ATHLETICS TRACK (TARTAN TRACK) – VERBAL UPDATE

*The Manager, Community and Cultural Services and Economic Development Manager provided a high level overview of progress in relation to the internal engagement undertaken, possible funding pathways and suitable locations for a synthetic athletics track for Ipswich.*

2. **JETS/RLI RELOCATION FROM NORTH IPSWICH RESERVE 2026-2027**

*The Manager, Community and Cultural Services provided a presentation in relation to the relocation of Jets/RLI from the North Ipswich Reserve 2026-2027.*

**RECOMMENDATION**

***That the presentation be received and noted.***

***DISCUSSION***

*The committee discussed the following matters in relation to the relocation of Jets and Rugby League Ipswich from North Ipswich Reserve which included timelines, user groups and options for facilities for storage and a gymnasium:*

- 1. Review of current training and game day activations at North Ipswich Reserve 2025**
- 2. Recommended training locations 2026 – 2027**
  - a. Ipswich Jets
  - b. Rugby League Ipswich representative teams
  - c. Ipswich Referees Association
  - d. Ipswich State High School
- 3. Recommended game day locations 2026-2027**
  - a. Ipswich Jets
  - b. Rugby League Ipswich representative teams
  - c. Ipswich Referees Association
  - d. Ipswich State High School
- 4. Financial Implications**
- 5. Next Steps**

*The committee agreed to the timelines discussed and agreed to not utilise Briggs Road as an option.*

*The committee also discussed a future councillor briefing session on the longer term tenure of Briggs Road.*

5. REPORT - MULTICULTURAL ADVISORY COMMITTEE NO. 2025(01) OF 10 JULY 2025

This is the report of the Multicultural Advisory Committee No. 2025(01) of 10 July 2025.

RECOMMENDATION

Moved by Councillor Pye Augustine:

Seconded by Councillor Andrew Antonioli:

That Council adopt the recommendations of the Multicultural Advisory Committee No. 2025(01) of 10 July 2025.

Councillor Antonioli proposed an amendment to the recommendation for Item 1 of the Multicultural Advisory Committee to clarify that the Terms of Reference be reviewed and presented to the next Multicultural Advisory Committee.

The mover agreed to the proposed amended recommendation for Item 1 of the Multicultural Advisory Committee.

RECOMMENDATION

Moved by Councillor Pye Augustine:

Seconded by Councillor Andrew Antonioli:

**That Council adopt the recommendations of the Multicultural Advisory Committee No. 2025(01) of 10 July 2025 subject to an amendment to Item 1 as follows:**

**That the Terms of Reference be reviewed and presented to the next Multicultural Advisory Committee.**

AFFIRMATIVE

Councillors:

Madsen

Augustine

Jonic

Antonioli

Martin

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

1. TERMS OF REFERENCE

*This is a report concerning the draft Terms of Reference for the Multicultural Advisory Committee.*

**RECOMMENDATION**

*That the Terms of Reference as outlined in Attachment 1 be adopted.*

**DISCUSSION**

*The committee discussed the draft terms of reference, in particular the 'Purpose and Scope' and 'Roles and Responsibilities'. The committee agreed that the draft terms of reference should be refined and submitted back to the Multicultural Advisory Committee before being recommended to the Community and Sport Committee.*

**ACTION:**

***General Manager Environment and Sustainability and General Manager Community, Cultural and Economic Development to collaborate with the relevant council officers and provide a copy of the suggested changes to the draft terms of reference to the Chairperson and committee members for it to be included on the next Multicultural Advisory Committee meeting agenda.***

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**NOTICES OF MOTION**

Nil

**MATTERS ARISING**

Nil

**QUESTIONS / GENERAL BUSINESS**

Nil

**PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 11.02 am.

The meeting closed at 11.14 am.

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Doc ID No: A11802278

ITEM: 2

SUBJECT: ACTIVE AND HEALTHY PROGRAM EVALUATION 2024-2025

AUTHOR: COORDINATOR (COMMUNITY WELLBEING)

DATE: 16 JULY 2025

### **EXECUTIVE SUMMARY**

This is a report concerning the Active and Healthy program during the 2024-2025 financial year.

### **RECOMMENDATION/S**

**That the Active and Healthy Program Evaluation 2024-2025 be received and the contents be noted.**

### **RELATED PARTIES**

There are no discernible related party conflicts of interest associated with this report or its recommendation.

### **IFUTURE THEME**

Vibrant and Growing

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

The Active and Healthy program is a direct outcome and delivery action of the Ipswich Community Development Strategy and the Active Ipswich Strategy 2031.

The Active and Healthy Program supports and encourages the Ipswich community to become more active and develop connections through a range of free and low-cost group fitness, recreation and wellness activities.

In the 2024-2025 financial year, the Active and Healthy program saw:

- Participation grow to 31,455 (27% increase on 2023-2024 financial year)
- Delivery of 1,953 classes/workshops (75% increase on prior year)
- Implementation of the Active and Healthy Ipswich App and booking system
- As of 30 June 2025, 10,184 members have signed up to the program since the implementation of the booking system in January 2024

Further highlights of the Active and Healthy program this year saw the creation of an 'Active and Healthy Hub' at the Goodna Community Centre. The access to this new facility has strengthened the Active and Healthy program delivery not only in the Goodna area but also reaching beyond to adjacent communities. To date, 1,548 people have attended one of the 151 classes offered at the Goodna Community Centre in the three (3) months since opening through to June 30.

### **Participant Insights**

For the first time, Council has insights into the demographic information of its participants due to the use of the new booking system. Insights have shown:

- The average age of a participant in the program is approximately 35 years old
- Females are the highest represented within the program (87%).
- 7.5% of program participants have a (self-reported) disability
- Australian, English, Indian and New Zealand backgrounds represent the highest proportion of participants
- Participation is strongest within people residing in Redbank Plains, Springfield Lakes, Brassall, Ipswich and Raceview.

### **LEGAL IMPLICATIONS**

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

### **POLICY IMPLICATIONS**

This matter is consistent with Council's Active City Policy, through contributing towards its goal of 'Increased Participation'.

### **RISK MANAGEMENT IMPLICATIONS**

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

### **FINANCIAL/RESOURCE IMPLICATIONS**

The total budget for the Active and Healthy program suite in 2024-2025 was \$162,300. (Active Ipswich, Active Seniors, Active Mums and Bubs, Active Kids and Healthy Eating programs).

### **COMMUNITY AND OTHER CONSULTATION**

Formal annual consultation is undertaken with the community every December to help inform the programming of the Active and Healthy program. This provides the community with the opportunity to identify their 'likes' and 'dislikes' with the program, along with the

opportunity to input suggestions for new classes, locations or timetable amendments. This process is helping to continue the success of the Active and Healthy program suite.

## CONCLUSION

This report provides a summary evaluation of the Active and Healthy program for the 2024-2025 financial year.

## HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
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.

Marnie Orr

**COORDINATOR (COMMUNITY WELLBEING)**

I concur with the recommendations contained in this report.

Melissa Dower

**COMMUNITY AND SPORT MANAGER**

I concur with the recommendations contained in this report.

Don Stewart

**MANAGER, COMMUNITY AND CULTURAL 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"***

Doc ID No: A11844402

ITEM: 3

SUBJECT: IPSWICH LIBRARIES SURVEY REPORT

AUTHOR: LIBRARY BRANCH SERVICES MANAGER

DATE: 28 JULY 2025

### **EXECUTIVE SUMMARY**

This is a report concerning the Ipswich Libraries Survey 2024-2025 which provides a summary of the 1,101 responses from the community on council's library services with respondents rating their overall satisfaction with Ipswich Libraries during this period at 88%, down by 4% compared to the 2023-2024 survey.

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

### **RECOMMENDATION/S**

**That the Ipswich Libraries Survey Report 2024-2025 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 2025 to contribute to the continuous improvement of Ipswich Libraries' service delivery 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 so many positive comments.

The decline in overall satisfaction from 92% in 2023-2024 to 88% in the most recent survey may be attributed to the continued rise in visitor numbers and instances of poor customer behaviour. While the growing number of visitors reflects the popularity and value of our library facilities, a positive outcome overall, it also presents challenges for both staff and

customers. Space is limited, with seating unavailable at busy times, particularly at Springfield and Ipswich Central libraries. Unfortunately, disruptive behaviour from some customers has affected the experience of others, and we've received feedback from a small number of customers who are reconsidering future visits due to these negative interactions.

While customers visit our libraries for a wide range of reasons, borrowing materials remains the most important service at Ipswich Libraries. This result may be partly due to the ongoing success of the Marketplace Selections, offering customers access to a curated collection of top titles, handpicked by our expert team. The convenience of picking up reservations remains popular, and the availability of smart lockers enables borrowing outside of regular opening hours. Despite the expansion of online services, traditional borrowing continues to be a cornerstone of our library offerings, demonstrating its relevance and appeal.

The Ipswich Libraries Survey Report 2024-2025 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.

The feedback provided by respondents will play a valuable role in guiding future improvements to our services.

#### **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 in the Ipswich Libraries branches.

## CONCLUSION


This report communicates the key responses and findings from the 2024-2025 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 2024-2025 <a href="#">↓</a> 
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Gail Seeney

**LIBRARY BRANCH SERVICES MANAGER**

I concur with the recommendations contained in this report.

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

2024/2025



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

 **IPSWICH  
LIBRARIES**

CONTENTS

DISCLAIMER ..... 1

BACKGROUND AND PURPOSE ..... 2

2024/2025 IPSWICH LIBRARIES SURVEY ..... 2

IPSWICH LIBRARIES STAFF DELIVER EXCELLENT CUSTOMER SATISFACTION..... 3

DEMOGRAPHICS ..... 4

RESPONSES TO KEY QUESTIONS..... 6

    LOCATIONS: WHICH LIBRARIES DO PEOPLE USE? ..... 6

    MOTIVATIONS: WHY DO YOU VISIT THE LIBRARY? ..... 6

    LIBRARY SERVICES: HOW IMPORTANT ARE THE SERVICES PROVIDED? ..... 7

    LIBRARY RESOURCES: ARE PEOPLE HAPPY WITH THE SERVICES AND FACILITIES PROVIDED? ..... 8

    OPPORTUNITIES: WOULD YOU PICK UP ITEMS AT OTHER LOCATIONS? ..... 10

    BARRIERS: WHAT STOPS PEOPLE VISITING A LIBRARY BRANCH MORE OFTEN? ..... 10

    COMMUNICATIONS: BEST WAY TO COMMUNICATE? ..... 12

    SATISFACTION: OVERALL SERVICES SATISFACTION? ..... 12

APPENDIX A: SURVEY ..... 14



**DISCLAIMER**

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## BACKGROUND AND PURPOSE

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An anonymous survey was conducted by Ipswich Libraries from Monday 12 May to Sunday 15 June 2025.

The survey was promoted through an email sent to the Ipswich Libraries customer database, and 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 2024/2025 Ipswich Libraries Survey.

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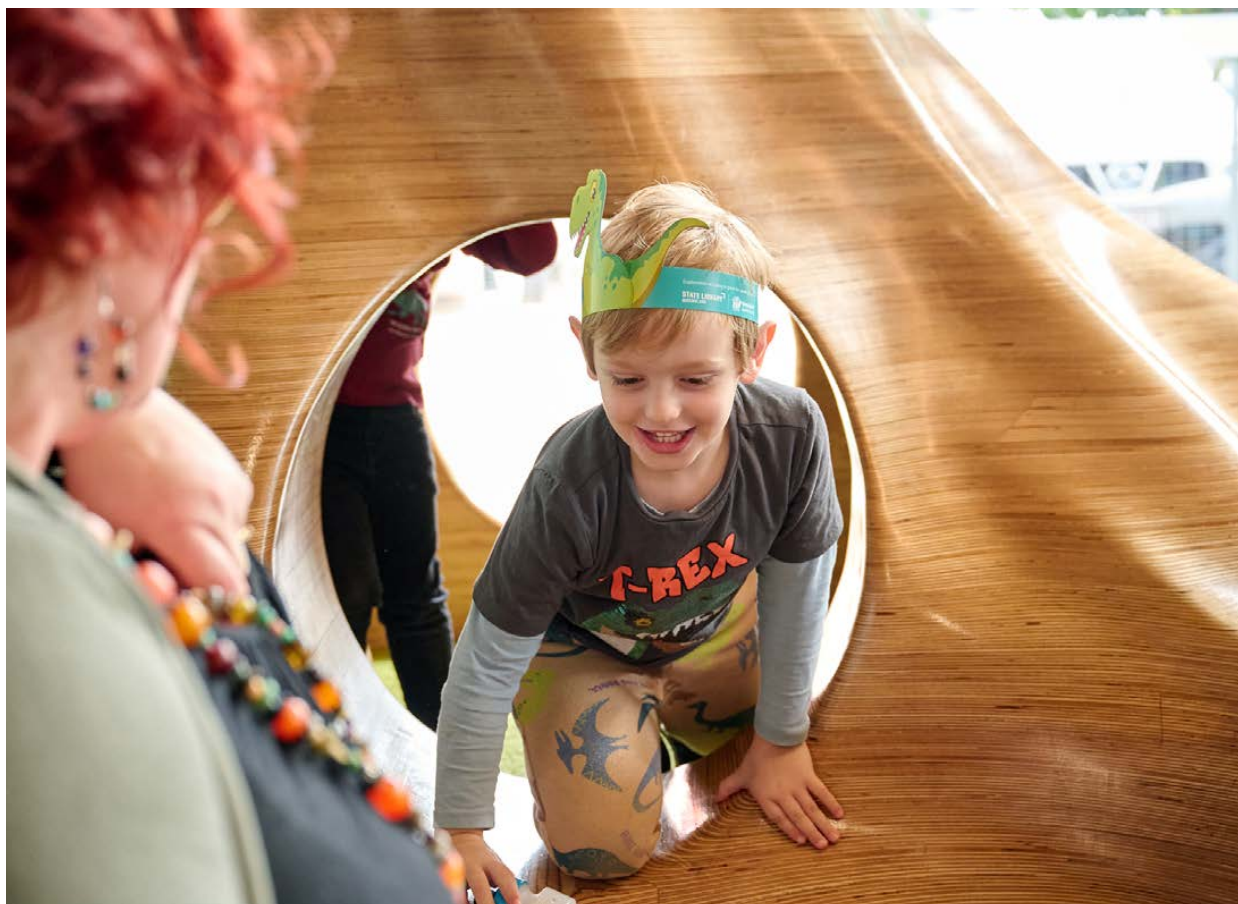
## 2024/2025 IPSWICH LIBRARIES SURVEY

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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 **1,101** people completed the survey, including 6.71% (74 people) who had either never visited a library or had not visited a library in over two years.

The survey was mostly completed by females aged 30–49. The majority of respondents shared positive feedback on Ipswich Libraries' programs, resources and spaces.



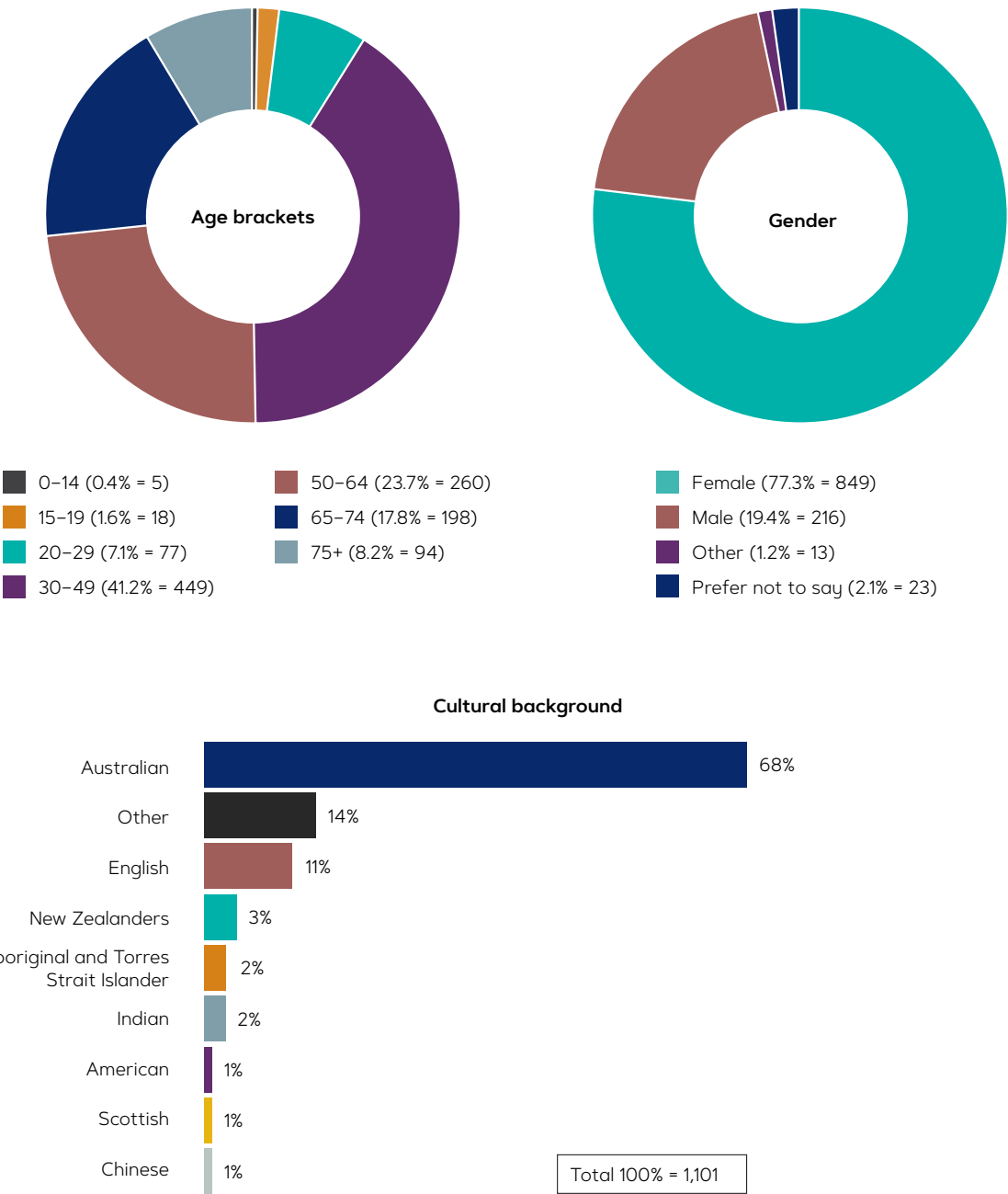
## IPSWICH LIBRARIES STAFF DELIVER EXCELLENT CUSTOMER SATISFACTION



\*Comments from 2024/2025 Library Survey participants.

DEMOGRAPHICS

The breakdown of participants across age, gender and cultural backgrounds is presented in the graphs below. The majority of participants, 77%, identified as female. 41% were aged between 30 and 49 years, while 24% were aged between 50 and 64 years. 68% identified as Australian.





## RESPONSES TO KEY QUESTIONS

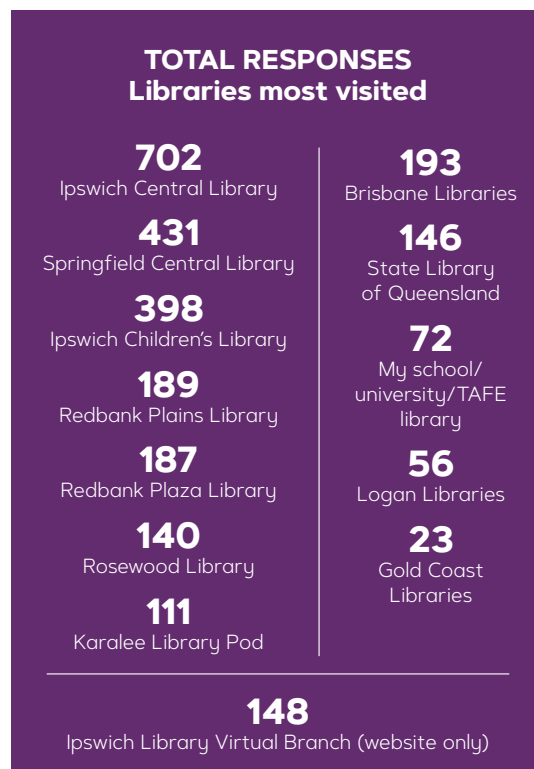
The following section outlines the responses to the key questions.

### Locations: Which libraries do people use?

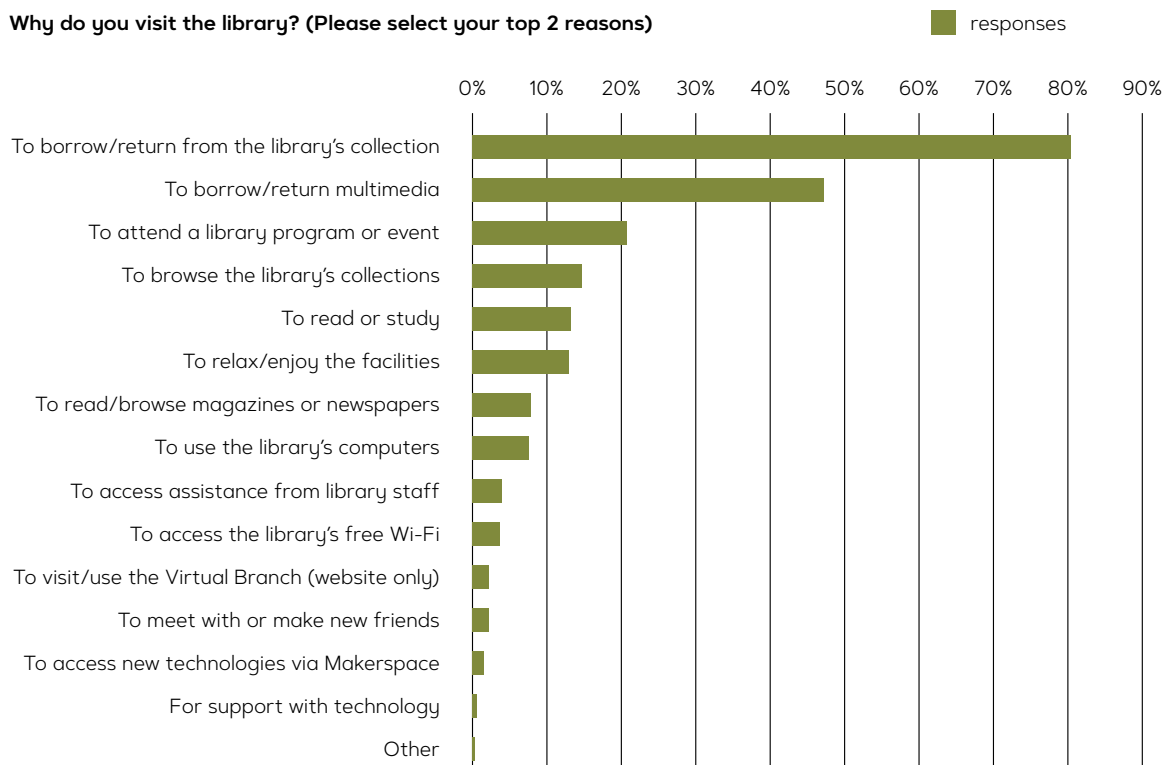
Participants were first asked to indicate which library or libraries they visit. Respondents were also asked which library they visited most frequently. 25% indicated Ipswich Central Library. A summary of the responses are to the right.

### 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.



### Why do you visit the library? (Please select your top 2 reasons)

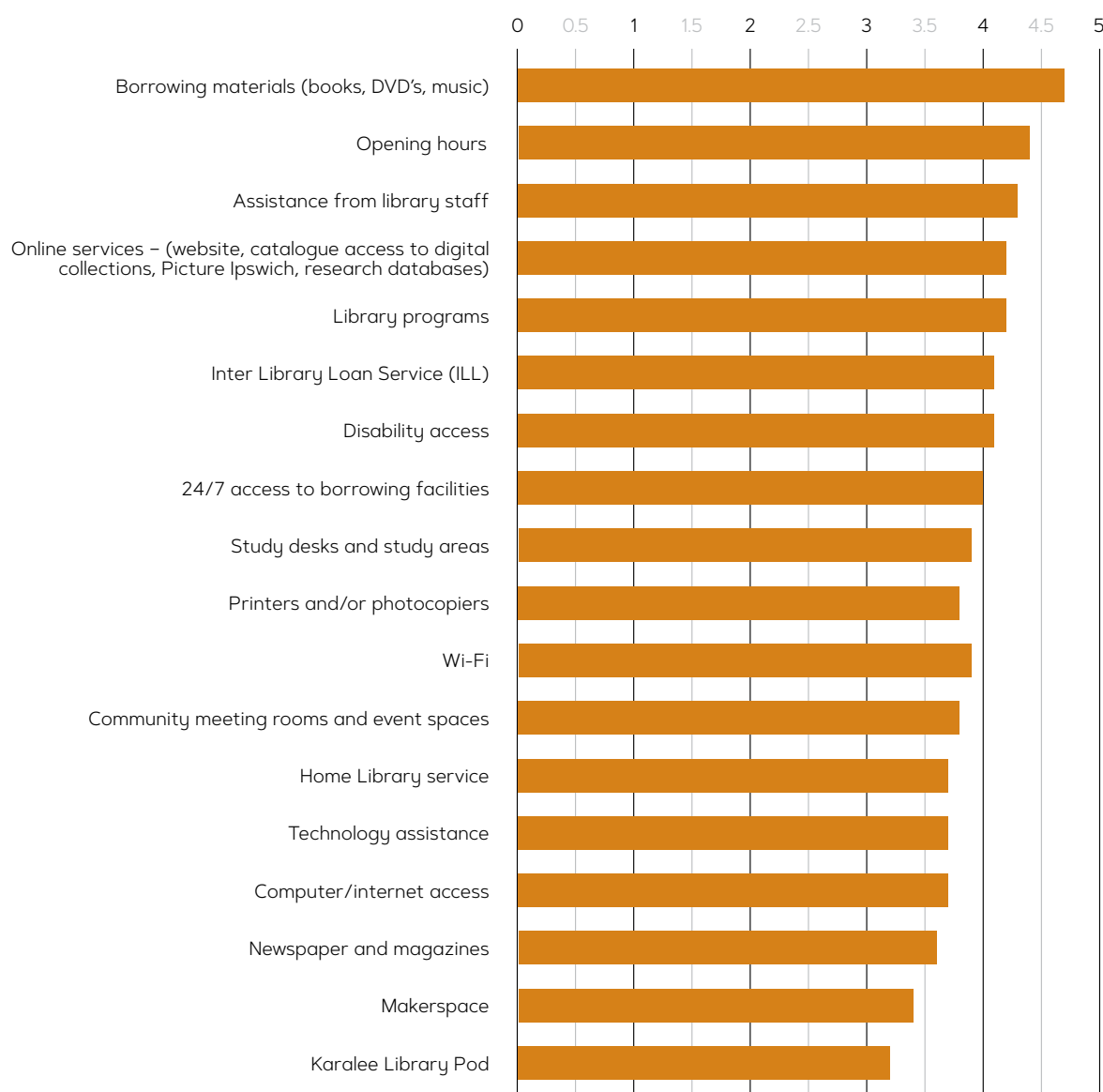


## Library Services: How important are the services provided?

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.

**How important are these library services to you (even if you don't use them)?**  
(1 = not at all important, 5 = very important)

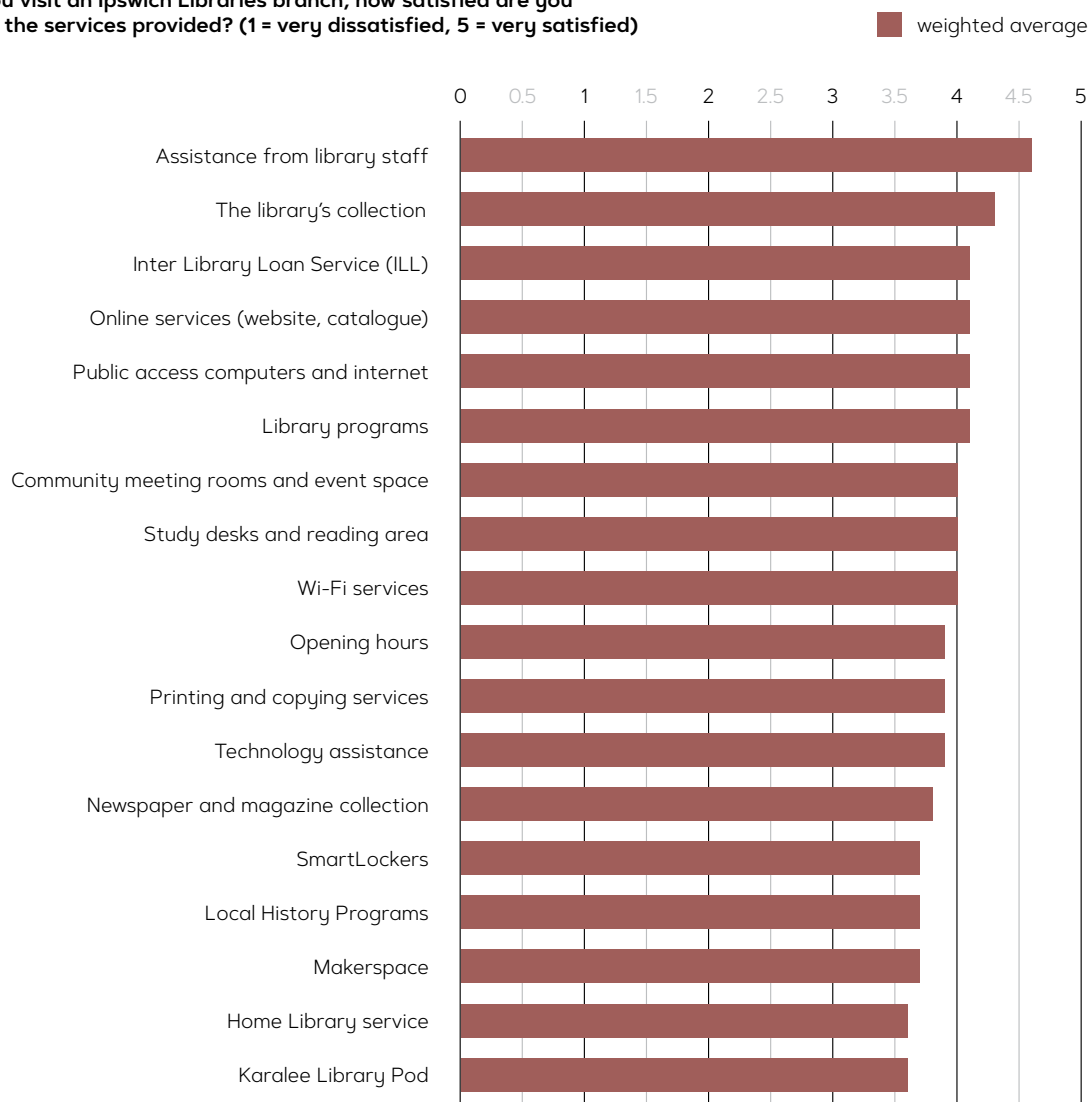
■ weighted average



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

Respondents rated their overall satisfaction with Ipswich Libraries services at 88% 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.

**If you visit an Ipswich Libraries branch, how satisfied are you with the services provided? (1 = very dissatisfied, 5 = very satisfied)**

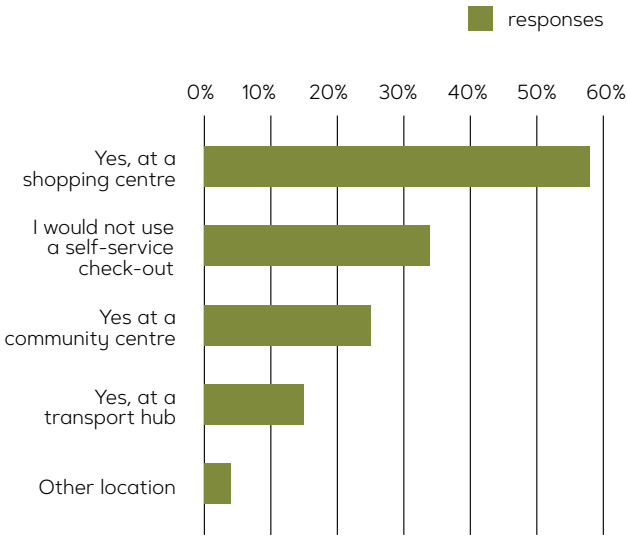






**Opportunities:** Would you pick up items at other locations?

Would you be interested in picking up reserved library items at self service check-outs at other locations in the city?

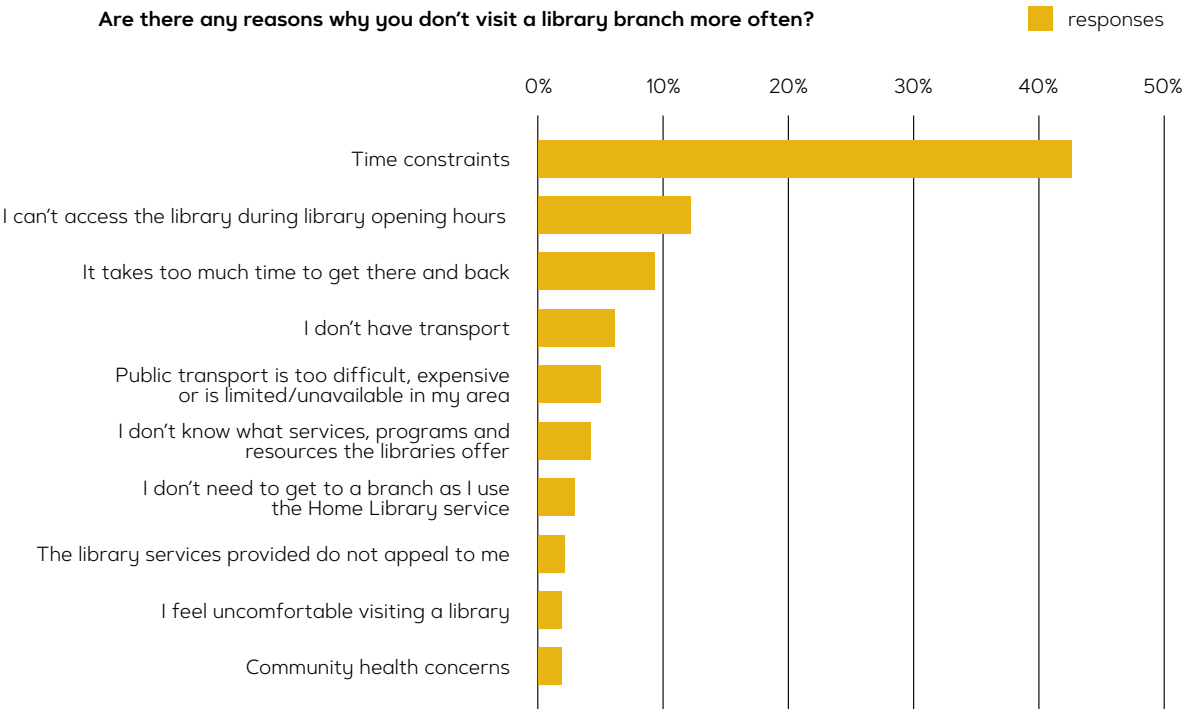


**Barriers:** What stops people visiting a library branch more often?

Question 8 asked participants to identify what restricted them from visiting more often. 43% selected time constraints, (an increase of 12%), while opening hours increased as a barrier from 9% to 12%. The remainder of respondents noted transportation issues.

- **Accessibility:** 43% of respondents were unable to visit a library in person due to time constraints. 18% of respondents were unable to visit a library in person due to transport limitations, while 12% were unable to visit a library in person due to library opening hours.
- **Knowledge and awareness:** 4% of respondents were unaware of the libraries' services.

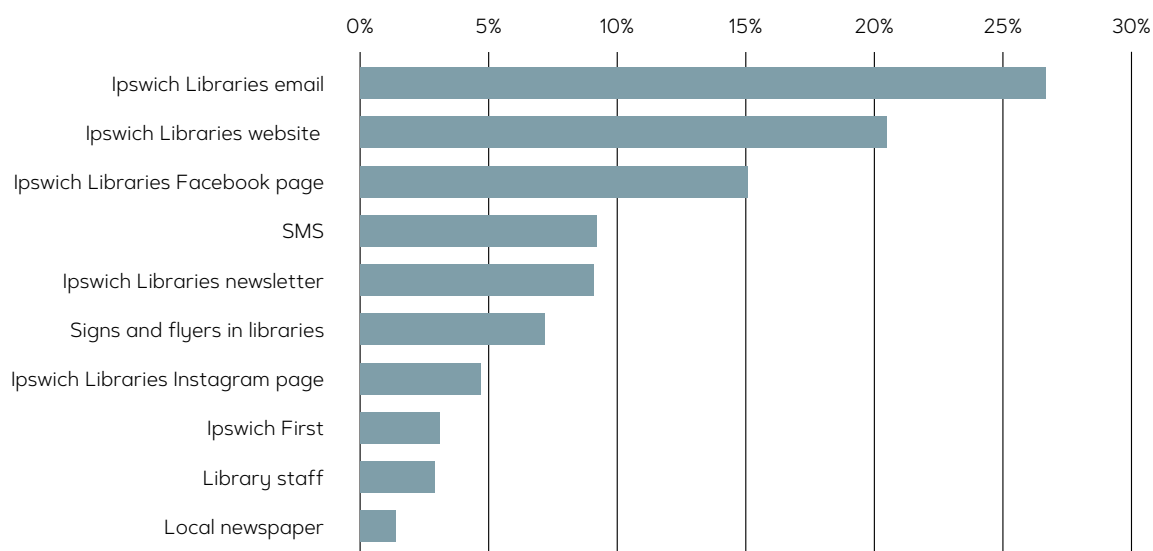
Item 3 / Attachment 1.



## Communications: Best way to communicate?

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

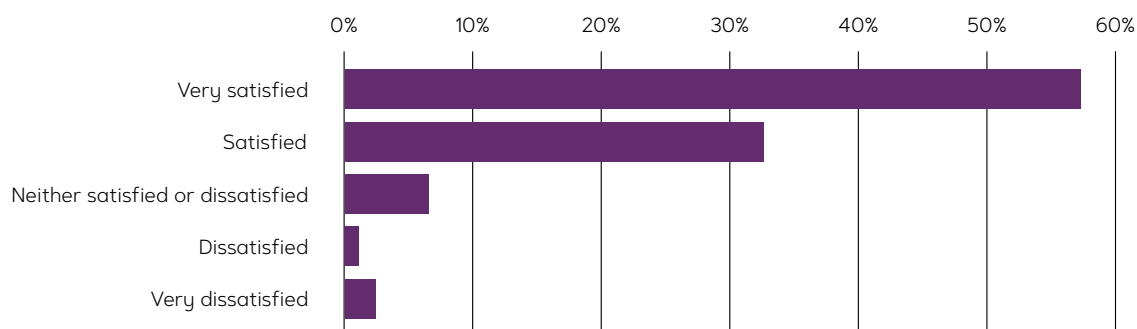
The most popular methods of communication selected were the Ipswich Libraries email, Ipswich Libraries website and Ipswich Libraries Facebook.



## Satisfaction: Overall services satisfaction?

### How satisfied are you with the Ipswich Libraries' services overall?

88% of respondents were either satisfied or very satisfied with the service.





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## APPENDIX A: SURVEY

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Ipswich Libraries conducts its Ipswich Libraries Survey to help identify areas for improving our services to the Ipswich community.

Time required to complete: 8–10 minutes.

Provide your feedback through our survey below. Once completed, please return this survey by 9 June 2025.

Surveys can be returned by:

- Posting to PO Box 191, Ipswich QLD 4305 (Attn: Community Engagement team)
- Dropping off in person at 1 Nicholas Street, Ipswich
- Scanning a copy and emailing [communityengagement@ipswich.qld.gov.au](mailto:communityengagement@ipswich.qld.gov.au)
- Dropping off in person at an Ipswich Libraries branch.

Learn more about this project at [Shapeyouripswich.com.au/libraries-annual-survey](https://Shapeyouripswich.com.au/libraries-annual-survey)

### 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?** *Required.*

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Daily     | <input type="checkbox"/> Rarely, I haven't visited in over two years                                   |
| <input type="checkbox"/> Weekly    | <input type="checkbox"/> Never, I'm not a library member <i>(please respond to Q1, Q7 and Q8 only)</i> |
| <input type="checkbox"/> Monthly   | <input type="checkbox"/> Other <i>(please specify)</i> _____   |
| <input type="checkbox"/> Quarterly | _____  |
| <input type="checkbox"/> Yearly    | _____  |

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

- ☐ Yes                      ☐ No                      ☐ Unsure

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

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

**4. Of these libraries, which do you visit most frequently?** *Required.*

*Please select the one library you visit most frequently*

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

**5. Why do you visit the library?** *Required. 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 or make new 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. 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 to the branch                                       | <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  |
| <input type="checkbox"/> I can't access the library during library opening hours                           | <input type="checkbox"/> Not applicable, as I visit the library often                           |
| <input type="checkbox"/> Library locations are inconvenient  | <input type="checkbox"/> Other (please specify) _____   |
|  | _____   |

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

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**Item 3 / Attachment 1.**

**8. 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
Inter Library 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
Makerspace	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
Newspapers 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

**9. 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
Inter Library 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
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
Makerspace	1	2	3	4	5	Not aware of this service
Newspaper and magazine collections	1	2	3	4	5	Not aware of this service
Local History programs	1	2	3	4	5	Not aware of this service
Smartlockers service	1	2	3	4	5	Not aware of this service
Home Library services	1	2	3	4	5	Not aware of this service
Opening hours	1	2	3	4	5	Not aware of this service

**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 (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 Newsletter    | <input type="checkbox"/> SMS                           |
| <input type="checkbox"/> Ipswich Libraries email         | <input type="checkbox"/> Other (please specify) _____  |
| <input type="checkbox"/> Ipswich First                   | _____  |

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

- ☐ 5 ★ Excellent    ☐ 4 ★ Good    ☐ 3 ★ Average    ☐ 2 ★ Fair    ☐ 1 ★ Poor

**13. Please share why you gave that rating.**

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

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#### About you

We want to make sure we are hearing from people of all backgrounds. Please complete these questions to help us know who has or has not been represented through this survey.

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

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Male   |  |
| <input type="checkbox"/> Other  |  |

**16. 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 |                                   |

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

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

- |   |   |
|---|---|
| <input type="checkbox"/> Aboriginal                                 | <input type="checkbox"/> Maori                        |
| <input type="checkbox"/> American                                   | <input type="checkbox"/> Melanesian                   |
| <input type="checkbox"/> Australian                                 | <input type="checkbox"/> New Zealand                  |
| <input type="checkbox"/> Both Aboriginal and Torres Strait Islander | <input type="checkbox"/> Samoan                       |
| <input type="checkbox"/> Chinese                                    | <input type="checkbox"/> Scottish                     |
| <input type="checkbox"/> Dutch                                      | <input type="checkbox"/> South African                |
| <input type="checkbox"/> English                                    | <input type="checkbox"/> South American               |
| <input type="checkbox"/> Fijian                                     | <input type="checkbox"/> Spanish                      |
| <input type="checkbox"/> Filipino                                   | <input type="checkbox"/> Sri Lankan                   |
| <input type="checkbox"/> German                                     | <input type="checkbox"/> Sudanese                     |
| <input type="checkbox"/> Greek                                      | <input type="checkbox"/> Tamil                        |
| <input type="checkbox"/> Indian                                     | <input type="checkbox"/> Torres Strait Islander       |
| <input type="checkbox"/> Irish                                      | <input type="checkbox"/> Vietnamese                   |
| <input type="checkbox"/> Italian                                    | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Malaysian                                  | _____   |

**19. Relationship to Ipswich?** *Required.*

- |   |  |
|---|--|
| <input type="checkbox"/> I live in Ipswich  | <input type="checkbox"/> I own/operation a business in Ipswich |
| <input type="checkbox"/> I work in Ipswich  | <input type="checkbox"/> I own property in Ipswich             |
| <input type="checkbox"/> I study in Ipswich | <input type="checkbox"/> I am a visitor to Ipswich             |

**20. To enter the draw, please read and agree to the terms and conditions.**

**Annual Ipswich Libraries Survey Competition 2025 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 3.00 pm Monday 12 May 2025 and closes at 11.59 pm Monday 9 June 2025, 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 a Galaxy Tab A9+. There is one to be won.
4. The prize will be drawn at 10.00 am on Monday 30 June 2025 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.

**Select all that apply**

- ☐ I have read and agree to the Annual Libraries' Survey Competition 2025 Terms and Conditions.
- ☐ I confirm I am 18 or older or have parent/guardian consent to participate.

**21. First and last name. Required.** \_\_\_\_\_

**22. Email address. Required.** \_\_\_\_\_

**23. Phone number. Required.** \_\_\_\_\_

Item 3 / Attachment 1.







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

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