

What are we monitoring?

The difference between resident satisfaction with and their importance ratings for libraries.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population, that includes assessing resident satisfaction and importance for libraries. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means 'very dissatisfied' or 'not at all important' and 5 means 'very satisfied' or 'very important'. This measure assesses the gap between mean importance and mean satisfaction ratings for libraries.

No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

What is the trend?

The gap between satisfaction and importance ratings for libraries is now minimal having closed from a small gap in 2010. The importance of libraries has decreased significantly since 2010 and the satisfaction has increased slightly. This result indicates that the service provided by our libraries is meeting the needs and expectations of residents.

Why is monitoring this trend important?

Monitoring importance and satisfaction with services provided helps Council to plan and prioritise service provision.

Library Services - Resident Satisfaction and Importance Ratings



Libraries – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.85	3.83	3.76	3.85	4.08	3.96
Importance Ratings	4.21	4.10	4.11	4.14	4.04	4.02
Gap	0.36	0.27	0.35	0.29	-0.04	0.06

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2010–2016