











Summary







Are you a registered member of any of the QLDC libraries? (this means you have been issued with a library card)

Response	Chart	Percentage	Count
Yes, I'm a library member.		97%	1711
No, I'm not a library member.		3%	54
Total Responses			1765

Which of these libraries have you visited in the last 12 months?

Response	Chart	Percentage	Count
Arrowtown Library		24%	406
Glenorchy Library		2%	29
Hawea Library		7%	111
Kingston Library		2%	38
Makarora School/Community Library		0%	7
Queenstown Library		39%	662
Wanaka Library		51%	868
None		2%	41
Total Responses			1698

How often do you normally visit a QLDC library?

Response	Chart	Percentage	Count
Twice a week or more		7%	114
Once a week		20%	345
2 to 3 times a month		28%	480
Once a month		19%	318
Less than once a month		22%	367
I have not visited a QLDC library in at least a year.		4%	65
Total Responses			1689

What are the reasons you don't visit the library more frequently?

Response	Chart	Percentage	Count
Opening hours		12%	146
Fines and charges		2%	29
Distance/transport issues		7%	86
I don't want to visit more frequently		15%	176
There are no specific reasons		36%	425
Other, please specify...		39%	456
Total Responses			1182

What are the reasons you don't visit the library more frequently? (Other, please specify...)

#	Response
1.	I visit it 2-3 x per week when we are staying at our holiday house at Lake Hawea, but most of the year we live in Dunedin
2.	I live in Sydney and holiday in Arrowtown
3.	We're cribbies - when in Arrowtown we visit once a week or more
4.	more frequently in summer than winter
5.	Only in residence part of the year (university student)
6.	I am only here in holiday periods particularly at Christmas
7.	we have holiday house at Arrowtown so only go to library when we are in Arrowtown
8.	I aspire to live in Queenstown, but can't afford it now.
9.	We live in Christchurch and have a holiday home in Arrowtown so use the library when we are visiting
10.	I go when I need new books
11.	I get several books to save on other visits
12.	have been away studying for the year
13.	I also live in Dunedin so only visit in summer.
14.	i do not read enough books, i visit when i return my book or seeking another one. retur i d onoy
15.	I don't have time to read much.
16.	Wanaka is not my main residence
17.	i LIVE IN kAPITI
18.	only there on school holidays
19.	cant read books quicker
20.	we only have a holiday house in Wanaka
21.	using ibooks more
22.	I usually take out three or four books at once

23.	the wanaka library is open from 10am to 5pm. Who can get away from work during those hours? If a movie theatre, pub, supermarket, garage etc can be open until late, why can't a library?
24.	2/3 times a month is enough for my requirements
25.	takes me that long to read what I have taken out!
26.	I'm a slow reader
27.	Holiday visitor
28.	Time factors, work 40 hrs a week, teenage daughter. If I had more time to read I would.
29.	Kids go weekly and i sometimes use online books of south island downloadable zone
30.	Sometimes too busy to read
31.	Wanaka is where I have a holiday house- therefore I am not there on a regular basis
32.	As we have a holiday home it depends on the frequency length of our visit
33.	I live in Christchurch
34.	I am only in the area during holidays
35.	I am a resident during holiday periods and visit regularly when in Wanaka
36.	only use when on holiday in wanaka
37.	I live in Wellington and only come to Glenorchy over summer.
38.	parking
39.	work out of area. Attend when in residence
40.	The internet makes it less necessary to visit the library if I need info or reading material.
41.	I am at university in Dunedin so unable to visit as frequently as I did when I was at school in Wanaka
42.	Only visit at holiday times
43.	Often away on holiday
44.	not enough time to indulge more in fine literature
45.	Only visit when on holiday at Christmas time
46.	I only go to Wanaka on holiday now
47.	live in invercargill but own house in Arrowtown
48.	Cant read fast enough. I also purchase alot of books
49.	i am mostly in Dunedin and come for holidays and weekends to Wanaka. I am a ratepayer and intend to live in Wanaka.i usually come to the library whenever I am in town .
50.	We live in ChCh and visit when on holiday
51.	disability
52.	I an frequently away, but when I am staying at Makarora I attend the Wanaka Library almost daily.
53.	Don't have much time to read in the evenings when I'm busy, so I take longer to read my books and therefore don't need to come in more regularly. I've been out of the country for 6 months, but will be back in the library shortly.
54.	I live in Australia as well, but I love the Arrowtown Library
55.	I'm not always in Wanaka.

56.	Already have lots of books waiting to be read!
57.	Wanaka is not my main place of residence
58.	Not open on Sundays, and often work Saturdays
59.	Only a part-time resident
60.	I borrow multiple items at once so I do not have to go every few days. Once every 8-10 days is often enough.
61.	..do not live in Central otago anymore.....OK
62.	Take out sufficient books at any time
63.	I inherited between 1000 and 2000 books from my Mother and I am slowly reading my way through them!
64.	I live in Dunedin and use it in summer
65.	Not yet permanent resident
66.	Wanaka is not our home town. We visit when we stay at our holiday home.
67.	live in Invercargill, holiday Arrowtown
68.	Live out of the region and visit when visiting holiday house
69.	usually visit when on holiday
70.	little opportunity for reading too busy
71.	It takes me that long to read a book
72.	work hours stop me
73.	Have not borrowed many books from the library as I have friends that have given me books to read
74.	Busy with work and kids, if it opened before 10am I would probably get there more often
75.	when a novel expires look for another
76.	seasonal
77.	I read books on my Ipad
78.	love to visit, visit whenever i am there
79.	The are old and irrelevant
80.	I'm a bach owner and find that borrowing and returning books for a long weekend only is sometimes just not easy.
81.	Depends on how fast I read my books!
82.	I stay in Wanaka for holidays
83.	We holiday in arrowtown
84.	I use an e-reader as well. Used to visit the library weekly until I got the reader. But still love to handle books
85.	very busy person
86.	We only visit Wanaka in our holidays
87.	When in Wanaka on holiday
88.	I have so many books at home I want to read and use the library more for reference or if there is a book I want to see
89.	We now live in Gore but still visit

90.	I was given a Kindle last Christmas
91.	Lack of books I'm interested in
92.	Access to online libraries e.g. Amazon though I do use the Library for reference books
93.	we live in Chch and have bach in Wanaka. When we are there we visit twice a week at least.
94.	We own a holiday house so aren't in Wanaka that often
95.	With the invention of the internet, here are not online books I can look at. Or I can buy/rent them online.
96.	live in dunedin
97.	We have a holiday house so do not live in the area
98.	depends on holidays
99.	Determined by finishing the books I have out
100.	Depends on how often we travel. We use talking books.
101.	Tend to read books through ebooks
102.	I have to make a deliberate decision to go to the library, it isn't on my normal route
103.	I visit the library once a week for the weeks I am in Wanaka on holiday- about 7 times a year
104.	I am a University student and so only visit when I am home in Arrowtown for holidays.
105.	Elderly and they are VERY helpful and polite to all aged
106.	usually I am looking for a particular topic
107.	We lived in Wanaka briefly after the Feb2011 Earthquake in CHCH
108.	Live out of town
109.	When I need to return or take out a library book
110.	Currently part time residents, plan to be full time in 1 -2 years
111.	we only live in the area for part of the year
112.	I live in Dunedin, and holiday in Arrowtown
113.	i prefer to buy books
114.	At present I come and go from Wanaka
115.	I belong to a book discussion group and our monthly books are sent down from Christchurch.
116.	Thats when we need a new book
117.	we use the library every holidays as that is when we are in Wanaka
118.	I take out 8 or so books to keep me going.
119.	Only visit when in Wanaka
120.	We're only in Hawea on holidays
121.	Visit the library when we are at our holiday house
122.	too busy with my business to visit more frequently
123.	I have a holiday home in Wanaka and only there for short periods of time.
124.	wouldlove to visit more often but time available for reading islimited

125.	I am only in Wanaka a few times a year and use the library when I am there.
126.	I am a school holiday user
127.	Only visit Wanaka during the holidays
128.	We have a holiday house in Wanaka and can only visit Library during our stays there.
129.	live in invercargill but have a crib in arrowtown.I get books out when on holiday.
130.	I usually get enough books to last me
131.	i work overseas
132.	have a busy garden play bowls and visit elderley lady.
133.	I don't need to
134.	too busy to read apart from news articles online
135.	Visit when on Holiday
136.	I am a non resident
137.	I am too busy to read many books at the moment and thus, download on audio.
138.	Just busy. And now have a two month old, and my two year old needs to be on a leash! So I would like to come more, if I had better control of my child! And in fact intend to come without him sometimes...
139.	Was out of town
140.	Only have a holiday house so Wanaka visits are intermittent
141.	I currently have plenty of books at home, but my daughter loves attending the kids holiday programmes
142.	I have now moved out of the district
143.	Increasingly reading eBooks via Kindle. My iPad is preferable to a paper book.
144.	I can only read two to four books per month
145.	get books online more now
146.	it is no longer central to the majority of locals - there should be one out at frankton!
147.	Time, busy working etc
148.	Accompany my class from Qtwn Primary and as books are issued for 3 weeks we come every 3 weeks.
149.	related more to my speed of reading books and hence the need for replacements
150.	parking is an issue.
151.	This is how long it takes me to get through the books I choose
152.	I've used the kindle book app for approx 11/2 yrs
153.	Buy books
154.	only use while holidaying in wanaka
155.	I live in Christchuech and only use this library in holidays
156.	We use the library when visiting The Pines Timeshare
157.	depends how much time i have to read
158.	Time!

159.	Range of books
160.	I'm a really slow reader, so sometimes I'm a wee embarrassed for asking to renew the same book so many times.
161.	e-reader is more accessible
162.	Really depends if I have the time to read or feel like reading books.
163.	Holiday home owners
164.	Shift work means I can't get there more often
165.	slow reader
166.	I live in Haast
167.	Have used my Kindle more recently
168.	order books online then collect. I do not browse the library.
169.	Too busy working!
170.	We dont live in Wanaka
171.	I get 4-5 books out at a time so no need to visit more often
172.	Don't have THAT much time for reading!!
173.	Time! also we live a bit out of town
174.	Prefer e reading
175.	Not yet living in the area full time
176.	Sadly, too busy!
177.	I have no time to ready anything I take out from the library
178.	we live in Christchurch
179.	Takes me couple weeks to read a book
180.	with recent study and work, dont have too much left over time to read for leisure. Would love to get there more!
181.	I dont read as often as I would like to
182.	Young children often make it difficult
183.	Four kids Loads of books at home ... Little spare time
184.	We moved away
185.	I visit Wanaka at Christmas time mostly, or when on holiday, so this is when I go
186.	When my child was young I used the library weekly for books and children's sessions. Now my daughter is eight we hardly ever use the library except for holiday programmes .
187.	often reading book club books
188.	Living in Nelson
189.	SOMETIMES VERY HARD TO GET PARKING
190.	Until recently I was a non resident ratepayer so usually only visited during the holidays
191.	Have had no need to borrow books recently.
192.	only in Queenstown for holidays

193.	Living in Australia
194.	I do not live in the region but holiday there. I use the library whenever I am there on holiday.
195.	This is where we have our holiday home, so our visits are confined to the school holidays when we visit
196.	I can only read a certain number of books a month
197.	working away from Queenstown, helping with Christchurch rebuild.
198.	I'm a slow reader
199.	Haven't had enough free time to go to the library recently
200.	I use the library frequently when on Holiday
201.	I am a slow reader I usually get several books.
202.	Not time for it
203.	Holiday home
204.	LIMITED SUPPLY OF BOOKS
205.	Don't need books more often
206.	I still have books at home I'm yet to read or reread.
207.	I only live in Wanaka for 3 months each year
208.	To allow myself time to finish a book
209.	I work most days
210.	Books on ipad at times, not always
211.	can only read at a set speed and not worth getting more books until finished what I have
212.	I belong to a book club so get a monthly supply of a new book to read. As a result I don't need to get so many books out of the library.
213.	have moved to live in canterbury semi-permanently
214.	Mainly time and having to make a trip into town as usually not open the hours I'm in town.
215.	Ease and low cost of getting books electronically e.g. Kindle
216.	working out of town
217.	I purchased an e reader
218.	I take out the number of books I can read in that time period
219.	I currently live outside of the district
220.	I don't live in Wanakas I only visit the library when I am staying at The Pines
221.	Now live in Auckland
222.	Wanaka is a holiday place _if I lived there I would use the library frequently
223.	Have sufficient reading material loaned from friends
224.	Have not been reading as much
225.	
226.	Selection

227.	have been to busy at home and work
228.	can only read so much a day
229.	Have recently purchased a kindle
230.	work commitments
231.	I live in Christchurch, but use library frequently when in Wanaka
232.	personal time managers.
233.	I've been a bit busy lately
234.	Wanaka is holiday home so we reserve books online before we arrive then visit library quite a bit when we are there. So we are not regular users but are when in Wanaka.
235.	I live in the UK and only visit Wanaka for 3 months. When I am there I use the library at least once a week
236.	Since buying a tablet I now purchase books from Amazon rather than borrow, as its more convenient, there is a wider range to choose from, and they are usually cheaper than a cup of coffee.
237.	Only when on holiday in Queenstown
238.	Overseas frequently
239.	I usually visit to collect a specific book that I have ordered or I know is on the shelf.
240.	cant read book in three weeks and renewal system not user friendly
241.	Work
242.	lack of selection
243.	Depends on how many books I read
244.	Can't get through my books fast enough to go once a week!
245.	This interval is what I need for renewal/changing books
246.	Work hours and parent duties
247.	With non-work related commitments my leisure time for reading is spasmodic.
248.	I now have a Kindle so can read digital books rather then go to the library for books
249.	I have a Kindle now
250.	using kindle more
251.	Live too far away
252.	Too busy
253.	I go to the library when I've read my selection
254.	Time restraints
255.	Don't need to. Its there when I want it. Its about quality of service not the number of individuals visits
256.	I get enough books out at one time to keep me going
257.	lack of reading material as its only a small library that hasn't grown with the population.
258.	use on holidays in Wanaka
259.	I borrow enough books to last me the month
260.	when I want a specific item i.e. book or dvd

261.	I visit as and when I want fresh reading material. That can vary from weekly to two or three times a month
262.	My partner visits on my behalf regularly
263.	use the internet, so no need for library
264.	I am a 'part-time' Wanaka resident, and visit Wanaka 4 - 5 times/years for periods varying from a few days to a month. I will usually visit the library during a stay.
265.	20 Km round trip from my Monday- friday 9-5 employment.
266.	We are ratepayers, owning a holiday home in Wanaka, so are only in the area periodically. If we are in residence for the likes of a long weekend it is not worthwhile getting books issued, but in the summer it is much more feasible.
267.	Busy life
268.	lack of recent publications - the books are pretty old
269.	Children's activities
270.	Not our permanent residence use the library when we are in town
271.	busy working
272.	Need evening hours
273.	Often we are out of town for long stretches. When we are here I usually visit once or twice every fortnight.
274.	Selection of books is poor
275.	We have so many books at home and I use my kindle a lot.
276.	Not resident in Wanaka full time
277.	I often dont have time to read more than a book a month
278.	I have been out of the country for 6 months
279.	lack of personal time at present to do more reading
280.	Don't always live in Queenstown
281.	Busy life
282.	Use the library when we holiday in Arrowtown over the summer. In January I visit 2 x a week
283.	If I visited more I'd never have enough time to read the books I'd get out!
284.	Don't live permanently in Wanaka
285.	I also work in a library in Queenstown
286.	working out of district
287.	dont normally live in Queenstown
288.	Time frames to finish books, 4 books at a time is usually enough.
289.	Bought a Kindle
290.	I live in Dunedin however I visit the Wanaka Library every time we are in Wanaka - approx 10-12 times a year
291.	live in Chch - house in Wanaka so love to visit when we go on holidays there
292.	split time between Wanaka and CHCH
293.	I am involved with many 'book' friends and very often we share particular books with one another.

294.	Holiday house in wanaka so only in town during xmas
295.	Have had our house rented out but moving back soon
296.	Not living handy to Wanaka
297.	We visit in school holidays only when we stay at our Bach
298.	Can borrow enough books to last this time
299.	I am currently a UK resident
300.	lack of free parking
301.	lack of time to read books
302.	Not a permanant Wanaka resident
303.	
304.	not living in Wanaka temporarily, but moving back in January 2014
305.	holiday home and only their for shorter periods of the year
306.	Holiday home so not always in Glenorchy
307.	I'm a slow reader.i visit more often when I take out dvds
308.	not many choices
309.	I draw out three books per visit and 9 books per month is adequate
310.	to busy
311.	its the closest to the three weeks books are issued
312.	holiday destination - so visit only when there
313.	Only need to visit when changing books, that varies according to number of books taken, how busy etc
314.	I visit about once a week when I am in Queenstown
315.	e books
316.	cant read the books that fast
317.	Work in Auckland
318.	Parking
319.	Used to visit weekly but now have a kindle
320.	takes awhile to read my book
321.	so many online resources
322.	Dont have time to go to the library and search for a good book
323.	i now read all my books on my Kindle. Have only visited the Library form Travel Books.
324.	I have an Amazon paper Whits Kindle
325.	I get most books on line
326.	Some staff can be very off hand
327.	DVD charges increased.
328.	have recently rediscovered the joys of the library and intend to use it more!







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329. Holiday house only in Wanaka, so some month I am not in Wanaka, however when we are in Wanaka (about 12wks per year) we visit weekly sometimes more.
-
330. We only have a holiday home in Wanaka. Live in Ashburton
-
331. Have been away on and off through out the year
-
332. Not being free during library hours in glenorchy
-
333. use the online facility to reserve, browse, renew, and check due back dates
-
334. I have been really busy and haven't had the time, i normally would visit more frequently
-
335. Just has new baby so little free time at the moment
-
336. Sometimes I do but on average it's once a week. I love visiting the library.
-
337. Holiday home occupancy
-
338. There is a lack of books for my interests
-
339. moved
-
340. thats how long it takes to read most books
-
341. personally I don't have enough time
-
342. normally take 2 books out and that usually lasts me a month, though if I finish them both under that time then I return them and select new ones.
-
343. I purchase all my books from amazon to read on my iPad
-
344. Download books to kindle
-
345. Only go to Library when In need too.
-
346. Usually get out 3 books, so wait till they're all read before next visit.
-
347. We have a second home in Queenstown and I use the library every time we are there.
-
348. Poor health
-
349. don't require it more frequently
-
350. Holiday house in Arrowtown. When in residence visit often.
-
351. I use the internet more for research these days
-
352. don't need any new books to read
-
353. I can renew my books online
-
354. work in Cromwell usually go there
-
355. Work is to busy so i can't read as much as i would like to
-
356. now read my books on ereader
-
357. I get quite a few books at a time and they last me for a few weeks.
-
358. we live in Wellington and come down to Glenorchy for school holidays
-
359. i work in arrowton so i go there
-
360. Limited resources
-
361. noise, range, location, service
-
362. We have a holiday home in QLDC
-

363.	We have a holiday home in Kelvin Heights are only go up once a month or so.
364.	Someone else brings me books and dvds home
365.	We live in Auckland and only visit our apartment in QT three times per year
366.	Visit whenever we are staying in our holiday home in Wanaka
367.	busy lifestyle
368.	Wanaka holiday home owner but visit whenever I am in Wanaka
369.	The childrens books do not change - always the same all the time
370.	My principal residence is in Christchurch
371.	i work away
372.	Overseas at this time
373.	because we don't live in Wanaka
374.	we don't live in Arrowtown,but have a holiday house
375.	I dont need to visit more frequently. I use the libraries solely to get books
376.	live in Australia for most of the year but use the library when we are in L Hawea
377.	not enough time to read more
378.	I work out of the district for large periods of time during the year but use the library when at home.
379.	live in dunedin
380.	I find that frequency generally lets me get the periodicals that interest me
381.	to busy at work...not enough time for reading at the moment
382.	I am only there on holidays (holiday house there)
383.	I visit the library when I've finished reading the books I have out on loan.
384.	We take out several books each time
385.	Once a month is enough for us.
386.	We have a holiday home in wanaka so generally it is just over the summer holidays
387.	typically visit to look up info on cooking or gardening
388.	Own a holiday house so am not always in the area
389.	I get several books out at one time, so don't have to go back until I have read them.
390.	I have had little time to read lately
391.	books are issued for 3 weeks so don't need to
392.	I just forget to!
393.	Arrowtown is my second home
394.	I belong to a Book Club and we exchange a lot of books
395.	At the moment I am too busy to read, in general I would visit the library every twomweeks
396.	I take sufficient reading material to last me that time
397.	I usually get enough books on each visit to last me








398.	I take out sufficient books each visit to keep me well occupied
399.	I use it while on holiday
400.	Busy, I would like to read more but not much time left... Most times the kids books my daughter wants to read are out.
401.	Working etc
402.	Can't read my books any faster!
403.	Noisy
404.	Always use it when at our holliday home
405.	holiday home in Wanaka. I don't live there full time.
406.	Children now in teens, using library less
407.	Only visit when I need a book
408.	I visit the library when on holiday
409.	I can go to the library whenever I need new books
410.	Parking
411.	Slow reader
412.	to exchange books
413.	simply not enough time to read for fun
414.	Used to visit a lot more when my son was at preschool - now he's started school, he brings books home from the school library. I do still visit but not as frequently.
415.	My husband and I visit when we want a book to read
416.	I holiday in Wanaka visit the library every time I am in town for longer than a weekend.
417.	I would love more time to sit and read!!
418.	work 'week on - week off' out of district (Fiordland)
419.	I can't read that fast
420.	I'm reading as fast as I can
421.	I get enough books to last me
422.	Would visit more during public holiday weekends but understand can't be open all the time
423.	Sometimes I am reading 'non-library' books
424.	Price of Petrol
425.	My permmanent home is Dunedin. I use that library li
426.	not always in Queenstown
427.	I an only in Wanaka for holidays
428.	Only visit the district on holiday at a family bach
429.	time constraints and my husband goes for our family
430.	I like to sit and read, but it is often too busy! A good thing, but the atmosphere suffers.
431.	Not so many books anyway

432.	Library always very busy, noisy, limited children's section.
433.	I can't read any quicker !!
434.	Limited range at Arrowtown. Usually request online then collect book there
435.	get books online
436.	We have moved away at the moment
437.	My kids are older and read bigger books - so don't go as often as I used to.
438.	Haven't had enough time to read more books, still need the library tho!
439.	lacking the time to read as many books/see DVDS as I'd like
440.	Have plenty of books sent by family still to be read
441.	Having a Small child means I'm now a slow reader!
442.	the pressure to finish the books on time. Not sure what I want. Books are not laid out in a way I can easily see and be tempted by them like in a bookshop, you have to know what you want before you go in.
443.	We do not live in Kingston but have a holiday house there and use the library when we are there
444.	Lack of new reading material
445.	I'm not a permanent resident in Kingston but a holiday home owner.
446.	I would prefer a 4 week lending period. 3 weeks is a bit short when I pick up a bundle of books to read at a time.
447.	too busy to read more books
448.	Only visit when at our holiday home
449.	visit when staying at our holiday home
450.	Home Service Wonderful !
451.	Home Service
452.	I don't need to visit more frequently
453.	10am Start late if I have to go to town eg Garage
454.	Am busy
455.	you borrow books fortnightly so that is how often you visit
456.	Conditional on desirability of the book required




When did you last visit a QLDC library?

Response	Chart	Percentage	Count
During the past week		40%	679
Within the past 30 days		28%	470
More than 1 month ago		18%	309
More than 6 months ago		9%	147
More than a year ago		4%	72
Not since I joined		0%	6
Total Responses			1683



Which library did you visit on this most recent occasion?

Response	Chart	Percentage	Count
Arrowtown Library		17%	284
Glenorchy Library		1%	16
Hawea Library		4%	60
Kingston Library		2%	30
Makarora School/Community Library		0%	4
Queenstown Library		30%	501
Wanaka Library		47%	802
Total Responses			1697







What time of day did you visit on the last occasion?

Response	Chart	Percentage	Count
9am - Noon		39%	654
12pm - 2pm		25%	414
2pm - 5pm		36%	611
Total Responses			1679

I visited on a...

Response	Chart	Percentage	Count
Weekday		82%	1370
Saturday		18%	309
Total Responses			1679

Approximately how long did your visit last?

Response	Chart	Percentage	Count
Less than 5 minutes		6%	96
5 - 30 minutes		62%	1048
30 minutes - 1 hour		26%	438
1 hour - 2 hours		6%	94
2 - 4 hours		1%	11
More than 4 hours		0%	6
Total Responses			1693

















How did you travel to visit this library?

Response	Chart	Percentage	Count
I walked.		28%	478
I cycled.		4%	74
I used private transport. (Car/motorcycle)		66%	1121
I took a bus.		1%	9
Other, please specify...		1%	18
Total Responses			1700

How did you travel to visit this library? (Other, please specify...)

#	Response
1.	Visits are by foot, cycle and private transport
2.	My daughter takes me, they are also members
3.	Telephone (for a book renewal)
4.	Half the time we cycled and half the time we used a car
5.	I live 25 Kms
6.	car
7.	took the Earnslaw, as I lived at Walter Peak
8.	mobility scooter
9.	Car, then walked from a distant car park
10.	Drove
11.	Walked from the high school but its hard to find transport home so i stopped going as frequently-what about a book bus?
12.	I think last visit we were in the car but not sure we sometimes we walk or bike
13.	i walked from work then court the bus home
14.	Use car 80% and cycle 20%
15.	mobility scooter
16.	Took a taxi

What did you do there?

Response	Chart	Percentage	Count
Returned items borrowed on a previous visit		66%	1124
Borrowed books		74%	1257
Borrowed CDs or DVDs		15%	262
Borrowed audio books		3%	59
Read newspapers or magazines		19%	324
Renewed items I had previously borrowed		12%	201
Reserved items		9%	147
Used the catalogue or searched for books / items on shelves)		22%	375
Used photocopier/scanner/laminator/printer		5%	79
Used internet/public computers		5%	84
Attend children's programmes		4%	70
Met friends		5%	83
Studied		2%	40
Researched		9%	158
Worked		1%	24
Other		7%	121
Total Responses			1708

What did you do there? (Other)

#	Response
1.	received assistance with research documents
2.	asked librarian for recommendations
3.	Browsed the books
4.	Borrowed magazines
5.	Read books to my child
6.	Read books to my children
7.	looking for particular novel
8.	Supported/encouraged my child with educational research
9.	Read books
10.	I believe I got a book out. Not sure.
11.	Relaxed

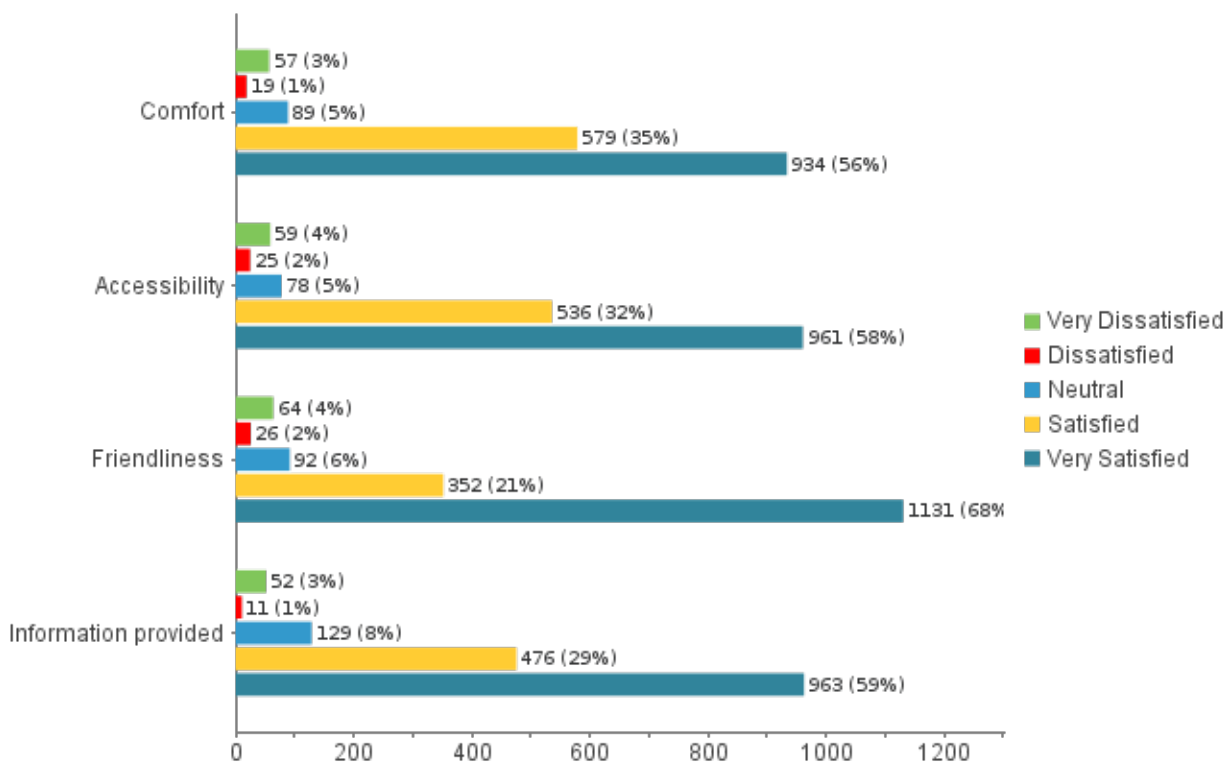
12.	got help from the librarians with various things
13.	Voted
14.	paid fines
15.	just browsing for future reads
16.	Checked for specific research information from a Librarian
17.	Looked at books
18.	Joined up and borrowed a book
19.	Talked with one of the librarians who checked the CD that came with one of the books i'd borrowed and was able to advise how the Photoshop files would work.
20.	I look through books, read through new authors, discuss book with librarians and recommend titles for other readers
21.	Bought some ex-library books
22.	Genealogy Meeting
23.	Browed
24.	Check if I had any unpaid fees
25.	read books
26.	replacement of lost card
27.	Also looked for a dvd
28.	took my Buddy who loaned books and used the computer
29.	I also used the very clean and tidy toilets.
30.	Discussed books with staff
31.	children played with toys provided by library
32.	Just looked at books on recommended shelf.
33.	Read news papers
34.	Accompanied students from my class
35.	borrowed magazines
36.	returned books and picked up reserved items
37.	Took my grand daughter to read books and play
38.	Took my granddaughter
39.	Looked for new books to read
40.	Paid fines!
41.	Brought school class over
42.	Read my children stories and they did colouring pictures
43.	Browsed the books
44.	Donated 2 new books
45.	READ BOOKS ON COUCHES

46.	browsed books and dvds
47.	bought my children in to return some books, and also to choose another set of books to borrow.
48.	note i am overseas at present attend weekly to library
49.	Read books
50.	Relaxed
51.	worked with staff on how to use elibrary
52.	Dropped back clothing hired from Wanaka operatic group
53.	Got info on iBooks how to access them on my ipad
54.	looking for a specific book
55.	Browsed
56.	There during earthquake in CHCH to Wanaka Library
57.	Looked for a book but couldn't find it
58.	browsed
59.	Paid my Rates
60.	returned someone elses books
61.	Showed friend where library was
62.	child coloured and skimmed a number of books
63.	took my 6 yr old daughter
64.	Took visiting grandchildren to Hairy Mc programme. Browsed while they were there. Only in Wanaka for a few days so did not have books issued.
65.	Browsed the shelves bought books from the 2nd hand stand
66.	Professional communication
67.	Updated our family library card details
68.	relaxed and read some periodicals
69.	was given books that had been taken off the list as i was the last one to issue them and had expressed great interest in the series
70.	Looked at information displayed in the library
71.	Tried to study there a couple of times but it was too loud.
72.	worked in the Historic Records room
73.	read
74.	relaxed
75.	General enquires
76.	wanted to pay interloan fee
77.	Take an elderly woman who is almost blind to choose audio books
78.	Did data entry for the Historical room
79.	paid fine

80.	borrowed magazines
81.	take my children to get books
82.	Got advice from librarians
83.	researched books there but didn't borrow
84.	Played with toys, read books to children
85.	Enabled my child to visit the childrens section at the same time
86.	Enquired about a seeming lengthy delay over a reserved item.
87.	Read books
88.	collected a book I had Previously requested
89.	Looked at books
90.	Read stories to a child
91.	Looked for suitable audiobooks.
92.	read to my grandchild
93.	Read books to my son
94.	Community request
95.	W
96.	Took children to borrow/return books
97.	Just looked to see what was there
98.	filled in time with children between appointments
99.	Read children books
100.	donated National Geographics
101.	read to my children
102.	Looked for book but couldn;t find a suitable one during my limited time available (had appointment elsewhere)
103.	Picked up daughter from there
104.	Talked with the librarians, asking for their assistance and expertise.
105.	browsed
106.	dropped off some magazines. browsed books to read
107.	looked at a special book on display
108.	discussed new books and authors with librarian
109.	Used historical room
110.	Paid fines
111.	completed a document that I needed to photocopy then post
112.	Read books and entertained child
113.	resource consents district plan
114.	Collected my card

115.	Discussed books with librarian
116.	Attended short Christmas concert
117.	Ordered books
118.	Requested information from librarian
119.	Picked up this survey and returned books
120.	Read in Library to a baby
121.	filled in survey

How satisfied are you with the environment at the library you visit most regularly?



What things come to mind about this library?

#	Response
1.	<p>Well run operation. All staff are friendly and helpful at all times. Well trained, well groomed, and well dressed. A clean and quiet environment</p> <p>It is a pleasure on some visits to hear the excited voices of groups of children.</p> <p>It is worthy of note that children, when I am there are observed to be taking large numbers of books away with them.</p> <p>If this is an indication of a trend throughout the country the future of libraries is assured. I understand that a similar trend is evident at the Hawea Library, which institution I visit regularly. Even boys are said to be becoming readers.</p> <p>.</p>
2.	<p>As an adult there is no where quiet to sit to read or browse a book. The childrens area is quite large. I like the magazine section. Overall I think the library is too small</p>
3.	<p>Building design...purpose built. Space for working or meeting. Warm and comfy children's area. Helpful staff.</p>
4.	<p>Friendliness and helpfulness of staff.</p>
5.	<p>Hawea library is a great library - it seems to have good stock and great librarian staff</p>
6.	<p>Can I comment on both Wanaka and Hawea libraries?</p> <p>Both are brilliant. Comfy, calm, havens for the mind. Hawea has grown into its bigger venue and has a good selection, friendly staff and a pleasant atmosphere.</p> <p>I notice the atmosphere in the Wanaka library has changed since the big review. It is a bit more subdued, less friendly, somehow.</p> <p>But still it is an iconic place and a great resource.</p>
7.	<p>Hawea is a Friendly community library</p>
8.	<p>It is a great community facility. It is essential to my well-being. The staff are very efficient and friendly. My granddaughter often comes with me and find the library a delight.</p>
9.	<p>Willingness of staff members to help with my search for books</p>
10.	<p>A very valuable asset which is vital to this community. The question about time of visiting doesn't work for me as I visit at all those times and often take grandchildren and other visitors. Children love their friendly area. Very good selection of fiction.</p>
11.	<p>superb service</p>
12.	<p>The staff of the Wanaka library remain friendly and helpful despite the insecurity they have suffered due to recent Council changes.</p>
13.	<p>Easy to find books (not overwhelming)</p> <p>Exceptional staff - happy to help locate books/recommend books to read/friendly/nothing ever to much trouble.</p>
14.	<p>Small but everything is there! Good DVD selection, and appreciate the free borrowing of documentaries.</p>
15.	<p>Library small - not all returned books displayed.</p> <p>No public access to catalogue at the library.</p> <p>Good access to magazine for size.</p>

	Children friendly
16.	The Arrowtown Library is a very convenient public amenity used not only as a lender of books but also as a centre to obtain information about QLDC and community activities. The staff are always very helpful and obliging. While it is relatively small there is access to a lot of research information and books from the whole QLDC Library system. An asset to the community.
17.	Nice and personal
18.	It's close enough to home to cycle there. It has good opening hours so I can almost always visit at a time that suits. It has a lot of resources. And the staff are wonderful.
19.	Relaxing atmosphere friendly staff
20.	wonderful staff who know most of their clients. They are really helpful and cheerful. They make visiting the library fun.
21.	I always enjoy visiting the library
22.	Well located, opening hours are great, informative, part of the local community, friendly staff, well resourced and above all absolutely essential.
23.	Well, I think the world is changing. Most of the literature I read these days is online. Mostly I go to the library to research, and I think in a tourist town like Queenstown there is a great utility to having a place where people can avail of internet services. Of course said services need a funding model. I am a big fan of libraries. I like Lane Cove Library in Sydney (2066) and Wanganui library for the role they play in the community. Great if people who want there could purchase internet services online, even if it was just \$2/day or 2Gb of data. I think a place like Queenstown needs function rooms for meetings, whether Meetup.com groups giving your activity base for tourism and local groups. This strikes me as more important than having books people are not reading. I accept that a lot of people still read 'hard copy books', i.e. elderly and children. I would think it would be nice if libraries could be a repository of free online books for download. ...even if just on their website. Obviously it makes sense if the NZ network did this. I think Q-town library lacks adequate seating.
24.	I have a holiday home in Arrowtown and I try to make a point to go to the library every time we visit. Its in a great location and we use the internet alot. I think it is just one of the special things Arrowtown has to offer both ratepayers and visitors.
25.	Nice environment. Helpful at the desk , especially a woman called Kay
26.	Its a well run library and offers a great service.
27.	wonderfully helpful librarian. also most of those at the Wanaka Library are good, some are a bit sour and rude
28.	warmth community centre librarians personality and interactions treasure trove of exciting reading
29.	Well supplied easy to use knowledgeable staff
30.	Love going there. Friendly staff. Would love even more books to be available.
31.	Good range of material Helpful staff
32.	Friendly and helpfull
33.	Friendly staff, good opening hours
34.	Friendly, convenient, good range of reading and reference material
35.	It is a pity you do not get a newspaper.
36.	Surprisingly good considering its size. Staff member very helpful. Books in good order.
37.	Truly friendly helpful staff, couldn't rate them any higher. Always excellent with my kids

38.	Friendly, helpful staff. Really easy to reserve books. Peaceful!
39.	I wish that there was more variety in books available to access, sometimes felt not enough to choose from especially in the area that I was interested in. The Arrowtown library felt their needed more sitting options to relax in the environment.
40.	it is light and easy to read the book covers.
41.	the people and the service.
42.	Small friendly local spot :)
43.	Quaint and familiar
44.	It is very personal, [REDACTED] at Arrowtown library know your name and have watched the kids borrowing books over the years. It's a great place to sit and read quietly for awhile. Having visited many libraries around NZ and overseas we are incredibly fortunate to have Arrowtown Library-please don't change anything!!
45.	I love it, its always clean tidy and very inviting.
46.	It's a small library that is very well kept with an informative librarian.
47.	Love the local library, has a good selection of books, like the Saturday hours.
48.	comfortable, quiet, friendly with a good newspaper hub
49.	Very Helpful staff
50.	Its small, and the librarians are always very helpful.
51.	A welcoming and helpful staff A pleasant building to be in
52.	Best library I have visited
53.	nice atmosphere light and bright
54.	good location, resasonable range of books ,helpful staff, no blokes working there
55.	A valuable service that we pay our rates for. A service that we need to keep.
56.	Awesome place to visit both Arrowtown and Queenstown.The staff at both libraries are exceptional, which is one reason for visiting so often.
57.	Beautifully appointed. A place to relax and lose yourself in books. Lovely staff
58.	Quiet, friendly, efficient, belonging.
59.	I really enjoy visiting the library as part of the routine of the holiday . It is a very valuable resource
60.	Both the Lake Hawea and Wanaka libraries are very welcoming, the staff always very happy to help find bood, the atmosphere is a very happy one.
61.	An enjoyable place to spend time and staff very helpful
62.	Friendly helpful staff
63.	Open and easy to access books and other items.
64.	Good small community facility. Good selection of reading materials. Friendly staff.
65.	wonderful facilites and staff
66.	Picturesque location

67.	Staff friendly and books well set out.
68.	Great staff and friendly relaxed atmosphere
69.	Need a bigger, cosier area to sit
70.	Arrowtown library is an absolute joy. I visit either by myself or with my children - whom also love to go to the library. The librarians are extremely helpful, kind, funny and very generous. My boys in particular adore [REDACTED] who gives so much of her time to their needs. My mother when visiting from Dunedin also loves our library despite it's size it has a great range of reading material and both librarians are so friendly that she always feels welcome. This library is a treasure.
71.	Great staff ... very knowledgeable about books, esp. when it comes to recommendations for kids ...
72.	Picturesque, friendly, convenient, good resource
73.	very welcoming environment
74.	A good resource for the community
75.	Lovely environment good book selection, helpful staff
76.	good layout, warm
77.	One staff member marvellous, one staff member friendly but perhaps a little stern.
78.	It is never open when i need to use it.
79.	The friendly Librarian, the selection of books and D.V.D's the peaceful surroundings. Hours that suit for selecting books etc. Easy parking and help if required in getting a book that is not available at the time.
80.	I love having a local library and intend to use it more in the future
81.	Very small with regard to the amount of books held in the library.
82.	i really enjoyed the books i am reading
83.	Always a nice place to visit, good selection of books that I llike
84.	Friendly ness, helpfulness if you are looking for a particular book. Cleanliness environment and user friendly
85.	Kingston library is a treasure trove and the educational life-blood of this community. It's well run and friendly, with all the resources of the full library network at its disposal. What's not to love and celebrate about it?
86.	Helpful staff and relaxed environment to look for books, or research technical stuff.
87.	The staff were very professional. They seemed very busy but still gave excellent customer service. Great selection of materials but there appears to be a decreasing number of magazine titles available. Which is disappointing.
88.	It is comfortable, energising, the staff are friendly, helpful and knowledgeable.
89.	The selection process for new staff appointments after Q'town decision-making on how we used our library.
90.	Parking outside
91.	Friendly, local, well staffed with knowledgeable and helpful people
92.	I love the Hawea library, it is new, relaxed and well laid out. The staff are very friendly and helpful and it has a more intimate atmosphere than larger libraries. The only issues I have is that it could be open longer on Mondays and that it is too near the children's playground for my liking - noisy children (but this my personal opinion and obviously an advantage to the majority of families who live here). I am extremely impressed with the range and modernity of books available for such a small library.
93.	Friendly helpful staff. Good range of books

94.	Lovely quiet friendly atmosphere- peaceful. Lovely garden location. Open all day. Good books
95.	Convenient location, space to work
96.	Small with limited selection
97.	Comfortable sofa, beautiful location, quiet, great staff, nice book selection, clean bathrooms. No free wifi that I know of.
98.	A great range of books. Very well laid out.
99.	Always friendly staff. Efficient place that is well run. Staff have good knowledge of books.
100.	A good collection given its size
101.	It is a great resource in Wanaka and the staff are always very friendly and helpful
102.	Wish they were open on Sundays.
103.	The staff, (unfortunately some staff who have lost their jobs), were very knowledgeable about the books and the DVD collection and would spend time talking and advising material that I might enjoy. Also they have a good selection of DVD's, and good books to browse. The library is very comfortable to spend time in. Shame its not open on a Sunday too!
104.	Wanaka library is a very peaceful environment, the staff are amazingly helpful and friendly.
105.	Wanaka library were very supportive of my family when we spent time in wanaka after the chch earthquake
106.	A very nice library with very friendly, efficient staff.
107.	I think it is a great library full of books that are excellent for a "summer read" (which is to say perfect on our summer holiday). The [REDACTED] librarian is very friendly informative. I think for the few hours it is open, it provides a fabulous community service hub for everyone in Glenorchy. I'd be gutted if it was discontinued.
108.	Librarian knowledge and approachability. Range of books, audio books, DVDs Pleasant surroundings
109.	Arrowtown Library, does not have sufficient books. The whole building is very small, and needs to be made larger
110.	A great community resource
111.	That this is a place of refuge and peace.
112.	Parking sometimes not easy. Noticed lines longer when checking out items and librarians seem more rushed recently.
113.	up to date magazines. excellent variety of printed material available.
114.	Would like to be able to sit in a comfy chair to read in a space other than "the kiddie area" as I find it distracting when there are chatty pre-schoolers present. I like to visit the library more in the colder months look at the latest reading material.
115.	Welcoming, friendly service. Easy to find items I want to borrow. Close to home!
116.	convenience atmosphere
117.	I wish I have more time to read as there is such a good choice of books and cds
118.	Great friendly staff, always helpful.
119.	The staff are in tune with our requirements and are always offering suggestions for the next 'great read'. I am impressed with their knowledge of the latest releases and very thankful for supporting my daughter over the past 8 years to become the book worm that she is today. The library would be her first home if that were possible and I attribute that directly to the Arrowtown Library staff.

120.	Nice selection of books of all genres, and a nice place to visit.
121.	As a keen reader I find the service provided by the staff is excellent, as is the variety of books available.
122.	A very wonderful and comfortable environment and great place to go. If the books aren't available in that particular library then they can be sourced from elsewhere in the district which is great.
123.	The wide range of texts available. Also the staff are very knowledgeable and very helpful.
124.	Useful
125.	Amazing local resource. Incredible staff, willing to go the extra mile and very knowledgeable about their field, always ready with book advice. Very child friendly-the kids programmes run by [REDACTED] are first class. Love the place!
126.	Its close to The centre of town.
127.	Borrowing books, referencing books, guidance on books
128.	Friendly helpful staff who love to talk to my kids about the books they are reading or borrowing - very engaging!
129.	It is comfortable with friendly staff, who give good recommendations.
130.	The personal touch
131.	Wanaka library is a great facility.
132.	Helpful and friendly staff
133.	Great ambience, good service, nice people
134.	friendly staff nice space
135.	Enjoy having a local library and they have a good selection of books. Generous with lending times and number of items. Has nice feel about it.
136.	welcoming
137.	Proud to have that library and angry at the council for wanting to soil it with integrating council office
138.	excellent service by staff, nice environment, well set out
139.	Old-fashioned, tired. I mainly come to visit the children's section which has a good range of books for old children but the board books especially are in poor condition with a very limited selection. Making the toilet more family friendly would be great; e.g. baby change table, step stool for toddlers. Afternoon staff can be very friendly, morning staff less so.
140.	Staff very helpful, friendly and efficient
141.	Small, intimate, has everything I need for the whole family, accessible
142.	Staff are helpful Up to date books Free internet
143.	modern
144.	They're always ready to help and usually I get what I came for
145.	The wealth of knowledge is great. Feels like one big family when you go in there that you are part of. Easy to find the books that you want.
146.	Our library is a peaceful place to choose books. The staff are always helpful and friendly, and will always direct you to "a good read". It is of a very high standard for a Community Library".

147.	A community library of the highest standard.
148.	close to walk to, central location, lovely building,nice atmosphere,great children's section.
149.	Helpful staff. Always quiet warm and a sanctuary to have a quiet place to research or to just find your books in a quiet environment.
150.	How lucky we are to have such a splendid facility in Wanaka
151.	It is an excellent rural library and I feel great concern that its service to the community may be diluted.
152.	Friendly and personal, the librarians are always helpful
153.	When I was there I loved the way the staff helped me and when we were there straight after the quakes they were amazing. I am sad to read that when i next go in I will see less staff because of the changes to how the library is run.
154.	Always willing to help.
155.	The need to not degrade the service or opening hours in any way! This is a fantastic resource with friendly, approachable, knowledagble staff and it would be a travesty to see QLDC allow their resource to be downgraded.
156.	It's the librarians that make the library. The library is so much more than a collection of books. The Wanaka and Hawea librarians are experts in this community and knowing how to facilitate between local residents and the collections the library holds. The relationships between the librarians and patrons is a crucial part of why the Wanaka library is so well loved.
157.	It's a great community asset
158.	It is a very pleasant place in which to spend time, a wide variety of books is available and easily accessed.The staff are very helpful and willing to please.
159.	Fantastic customer service and wonderful choice of books one of the best in New Zealand at Wanaka
160.	Very convenient as a Arrowtown resident who rarely goes into Queenstown Always has parking available Staff are extremely knowlegable and friendly
161.	Libraries are a great community service
162.	the people are very helpful
163.	Great library.. It gives the community purpose.
164.	Wanaka library is excellent, the staff are friendly, learned and efficient. I mentioned that I was interested in the geology of southern alps and was after more information than what was available. A librarian supplied me (on my next visit) with a paper on the subject after researching this privately.
165.	My family loves the Wanaka library. It has something for everyone (four kids aged 5-11 yrs.) The staff are lovely and extremely helpful.
166.	Easy to find good books, especially like the display as you enter where latest returns and new purchases are arranged. Also like the displays that change on a particular topic. I think the magazines are wonderful because of the variety and choice. Often I can find recent mag publications. I like the helpful staff who can direct you to certain books because they are well read themselves. Modern and comfortable!
167.	It is a small community library and visits usually include chatting to local people. I sometimes visit the Wanaka Library if I as the selection is bigger but having said that, for a small library I find that the person purchasing books either enjoyps the same reads as I do, or they buy a really good selection. I read a lot and have seldom left our local library disappointed.

168.	They seem very aware of what people in the area like. Incredibly helpful with new technology. Have great DVDs...good variety covering a wide range of subjects. I am very pleased I live near the Wanaka library.
169.	Quiet and peaceful with friendly staff.
170.	A sanctuary of quiet and a place I feel safe. A place to discover new knowledge or just escape into a different world for awhile.
171.	Friendly helpful and full of ideas and knowledge of books
172.	A great place to relax and enjoy a quiet read. I'm a keen gardener and there is a wonderful selection of books on this topic. The holiday programmes for children are a real asset when my young grandchildren are visiting and they enjoy browsing and borrowing.
173.	How lovely it is!!
174.	The friendly staff. Good layout. Shelve space is limited.
175.	Helpful staff, good facilities
176.	Staff are wonderfully helpful above beyond happily go out of their way to make sure I find what I need It is a pleasant place to be, light, airy a good variety of material.
177.	Great library for our area. Staff very helpful. I have used library less in last 5 months as have been getting books electronically from library.
178.	Very convenient for me, living in the historic zone of Queenstown. Enjoy taking my grand-daughter to the school holiday programmes.
179.	Staff are grumpy but efficient most of the time.
180.	Frustrated that there is no Sunday service
181.	The Wanaka Public Library are staffed by an excellent team of people and I would hate to see any of that change.
182.	does seem to me that the staff seem more stressed and busy than usual.... not quite as able to personally assist as in the past. Clearly this is because of the reduced staff numbers and increased duties. Such an incredible shame that the amazing and outstanding service provided by the Wanaka library staff has been compromised by unwarranted restructuring
183.	GREAT SERVICE-VERY GOOD HELP GIVEN TO FIND GOOD BOOKS!
184.	Have always found interesting books - especially books picked by staff on display.
185.	Friendly relaxed environment. Enjoy visiting
186.	..kids are a complete noise jungle.....
187.	Always willing to help and provide solutions when there is a query. Open and friendly staff with expert knowledge.
188.	Modern, spacious, friendly and knowledgeable staff
189.	Clean and inviting
190.	pleasant staff
191.	An essential service for the community to access the many library services it has easy access with some parking facilities
192.	The staff are always friendly and helpful, even when it's busy. The library feels comfortable and welcoming and it's location is very handy for me. They have interesting displays set up and the shelves have books highlighted that often reveal a new title or author I haven't read before.

	It would be good to have a wider selection on the shelves from my favourite authors - but you can often order them in from other libraries so it's not a real issue. There is a good community feel in the library as it is used for much more than just a book repository, with activities held regularly and usually someone you know to meet there. IT would be great to have a little coffee shop in there so you could grab a coffee and some lunch and enjoy it while having a read.
193.	A wonderful service. The ability to source books from other Libraries and the National Library is marvellous when we live in a small area away from a cultural centre and large city. Makes my life worth living here. A hub for meeting friends.
194.	I'll be upset if you reduce services. Friendly knowledgeable librarians who have always looked after Wanaka people well.
195.	Nice atmosphere good variety of books etc Pleasant experience Quiet
196.	The lovely assistants and helpful staff.the variety of books and resources
197.	A haven of good books in pleasant surroundings with friendly helpful staff in attendance.
198.	It is under valued as part of the community
199.	Pleasant environment
200.	It is an important community asset and must not be lost
201.	intimate and personal good selection of books
202.	The library is the first place I visit when I move somewhere new and this was no exception. I was really pleased to find a thriving busy library, obviously well used with friendly welcoming staff. Here you can find information about the community and make new friends. I use it as a meeting place, for relaxation and education. Can't do without it.
203.	Lovely library - very small collection so get bored with content therefore have started purchasing books myself either online or from book sales
204.	It's a quiet place to look at beautiful inspiring books and have time searching for inspiration (I'm an artist)
205.	Lively. Interesting displays. Friendly staff. Good children's programmes. Well displayed books.
206.	It needs more kids chapter books.
207.	Arrowtown library is a major information and reading centre for Arrowtown--in particular, children, the elderly, and tourists. The building attracts visitors. The staff is superb.
208.	The very helpful personal contact from the staff and that it is open on a Saturday when I am able to access the services. I love that I can pick up books in Wanaka, get assistance and then drop them back in Hawea and vice versa.
209.	No staff available to answer queries. All busy. This was prior to staffing reductions.
210.	Friendly environment and always welcomed
211.	It feels like visiting friends and coming away with a present every time.
212.	Peaceful, uncrowded, relaxing, friendly staff
213.	it has a good range of fiction it has a great location so easy to access
214.	Change in ownership or something, the staff seemed to have less resources to help with enquiries

215.	Glenorchy which is my nearest library provides a brilliant service. We could do with a bit more room but its still OK. The librarians are excellent and make great suggestions and are happy to order books from elsewhere. I periodically visit Queenstown to access their great videos and to check out the new books...also for specific requests. I was there the other day for new reading for my 15yr old and the librarian couldnt have been more helpful. Their purchasing is excellent and they offer a very wide range of material. Both libraries provide excellent service, great resources and interesting information. Theyre also very friendly and helpful.
216.	The helpfulness of the staff and their friendliness
217.	The staff are always helpful
218.	best I have been in for some time. Well set up, well at the moment!!!!
219.	It has a nice atmosphere and everyone is very friendly and helpful.
220.	NUMBER 1 The friendly, helpful, knowledgeable librarians- eg :able to suggest-alternatives, assist access research material. The librarians are very effectively utilizing this site specific building, creating a welcoming, well organized space with book displays. It is a welcoming, attractive space that appeals across all ages of our community. A vital part of an informed community that values education- access being free, accessible with current material across the different technologies and with librarians who have the specific necessary skills to guide and support. The importance of access to a range of current periodicals and newspapers. This library provides essential opportunities for social interaction across ages It seems this questionnaire should have been circulated before changes were made to staffing.
221.	Great resource and great books
222.	Staff are lovely.
223.	I enjoy using it, also reading the papers
224.	warm, comfortable, friendly
225.	I find it is very confusing that the books are not in categories which are headed and can be seen at a distance, on top of the book shelves. Most libraries I have been to have sections allocated to a subject which I can go straight to, sort out a book by the author or title and find it myself. Here in Wanaka I sometimes have to ask for assistance as I cannot find the subject I am looking for. This takes up precious time for the library staff, who have more important things to do!
226.	it a very nice place where you can walk in and the staff are very nice and helpful
227.	Friendly helpful staff, light and airy, more couches needed,
228.	The friendly staff and range of books available
229.	It's a friendly local library. If I need more choice of craft books, I normally go into QT.
230.	There needs to be additional staff during the bsuy times
231.	friendly helpful service at all times.
232.	Fantastic friendly and very helpful staff, always happy to oblige
233.	easy access from parking is advantage. Knowledgeable staff, and always willing to help with queries.
234.	The librarians at Wanaka library are the most helpful. They are awesome with kids too.
235.	I enjoy this library but miss the large selection of books available at Dunedin Public Library
236.	I'm wondering how many new books the library has received lately? The new titles section seems to have fewer titles than usual. Both librarians obviously know their clientele very well. They talk to people about their lives and their books - a

	<p>huge drawcard in fostering library usage. Both librarians know about books and can recommend new titles that are likely to appeal to specific library users - I consider this an important attribute in a librarian.</p>
237.	<p>Love it, Libraries are important part of the upbringing of the family and contribute to my families education. Allow us to be well read and there is something for the whole family. Well located, community spirited, and managed mainly by lovely people</p>
238.	<p>Lack of new and topical books</p>
239.	<p>Books good but not always up to the minute.</p>
240.	<p>Central, modern and a pleasant experience</p>
241.	<p>Excellent, friendly service. Knowledgeable staff. Great ambience.</p>
242.	<p>Modern, easy to find books, helpful staff</p>
243.	<p>Easy to get to , good selection of books , helpful staff</p>
244.	<p>welcoming, compact, helpful staff</p>
245.	<p>The importance of this library as a centre of Arrowtown for information, friendliness, a sense of belonging</p>
246.	<p>Friendly, helpful staff. Wonderful atmosphere.</p>
247.	<p>Its excellence, helpful and knowledgeable staff who are friendly. A calm relaxing environment. It is enjoyable.</p>
248.	<p>I really like the mix of books, and am very worried that the Wanaka staff will not now be buying for the library. I have been to the Queenstown library on several occasions and don't particularly like their range of books. The staff are very knowledgeable and approachable, they will frequently initiate assistance, offering suggestions about authors I might like (and invariably do). It is a relaxing environment where I can spend long periods of time just enjoying the books.</p>
249.	<p>Easy to get to, good library!</p>
250.	<p>Wonderful librarians. Fantastic selection of books. Great children's books. Great children's programmes. Displays are always interesting. "If you enjoyed this you may like one of these.." Prompting pamphlets about. Clean lavatories. Good working areas.</p>
251.	<p>Have loved having the accessibility to adults who know the works of children's and teens books. Invaluable to have people available and knowledgeable for them to help. We have been stuck on many an occasion and librarians have assisted. Thanks for the toddler's sessions --it has meant that our kids are now comfortable and happy in a library. The staff are amazing and so helpful--please pass the thanks onto the staff.</p>
252.	<p>All is ok</p>
253.	<p>Nice area to sit and read if you wish</p>
254.	<p>Clean , well lit and pleasant staff</p>
255.	<p>Always a great spot to stop off at.</p>
256.	<p>Great facility Always the right temperature Welcoming atmosphere</p>
257.	<p>The staff are helpful, but they talk too loud</p>
258.	<p>It's a lovely community space with a caring and experienced staff who are knowledgeable and accessible</p>
259.	<p>Physically an attractive place. All staff fantastic. Love the new book stand as easy to see books. I have a stiff neck so finding books on shelves difficult for me.</p>

260.	good friendly informative staff
261.	Nice location. S great and helpful staff. ometimes I sit and read for a while.
262.	The staff are always so friendly and helpful. I always find books or magazines that I was not really looking for. I love that there are always so many new books on the shelf.
263.	Great service. Very supportive of community.
264.	Like to get a big pile of books and magazines when on holiday.
265.	It is a very pleasant environment to be in - nice and light and it is easy to find what I want. My grandchildren love going there and I know are regular users.
266.	It's a gorgeous library lovely feel
267.	They are helpful and mostly approachable.
268.	IT IS REALLY NICE TO GO TO, THE STAFF ARE VERY HELPFUL I JUST ENJOY IT
269.	Wonderfully helpful librarians who share their knowledge of books I may enjoy as well as suggest other services I may like to use eg magazines, dvds etc
270.	Nice Setting
271.	There just are not the books I'm looking for at arrowtown. I have been to queenstown also an they don't have much, at the queenstown library the library woman talk soooo much and are not very friendly
272.	good selection of books
273.	It is a great asset to the community
274.	I was so pleased to have a library in my own "backyard" at Hawea.
275.	It is located in an absolutely awful position in the town centre - who on earth decided that was the best place??? Access is not the best nor the ability to find it (the latter a comment that relates to our first few weeks in Wanaka). Staff have been very helpful but in all honesty, the numbers of staff seem have seemed to outweigh the size of the library (I have lived in many towns/cities throughout NZ with Libraries and I have managed information business units) - maybe a comment pre the "re-organisation". Libraries are an extremely important part of the community of any town (despite the access now to the internet) and Wanaka is no exception.
276.	The library is a friendly welcoming environment with helpful staff
277.	Staff are very helpful and friendly.
278.	fabulous friendly and helpful staff who go out of their way to provide more information about the local libraries, e.g., if they don't hold a particular book they suggest they can get it in from Cromwell etc. We LOVE the librarians. The environment is peaceful. The magazine selection is up to date and covers a wide variety of interests. The children's area is well stocked with recent and old style books (from when I was a child).
279.	It's a treasure to have a library in Wanaka with great staff and a wide selection of reading material or if the book isn't available it can be sourced at the other libraries in the area. I enjoy the magazines too as because I'm retired buying magazines has become expensive. The library is bright with material displayed attractively.
280.	We would be very sorry if this service were not available
281.	Warm friendly helpful staff in pleasant environment
282.	I like the friendly staff and they help you out if you cant find what you need. I have not long moved back to wanaka.

283.	Wanaka library is fantastic, better than our library we used to have in London! The staff are amazing and we really enjoy all the children's activities. My daughter loves talking to the staff and they give her good insights on books that might be suitable for her as she is an advanced 10 yr old. Its also a great community place where I will bump into friends and catch up, I have also made friends with other parents there! It does sometimes seem understaffed...
284.	The helpful, friendly staff. They are only too willing to help either find an Author, book (etc) for you. It is a pleasure to go to the Wanaka Library any time.
285.	Relaxed and welcoming. great staff
286.	Not a lot since I don't really use it anymore.
287.	The Hawea library is an amazing asset to our community. The librarians are always helpful and friendly.
288.	Knowledgeable and helpful staff, love that I always run into people I know and get to catch up in passing, affordable rental of dvd's and other services such as printing internet.
289.	It's a great little community library that I would be lost without! The staff are always friendly and helpful and encourage my 5 year old to enjoy his books.
290.	Heard that council is considering closing or restricting hours in Wanaka which should not happen! Libraries are too important. My kids use the library more than me. I work full time so the hours stop me from going as much as I would like
291.	boutique style library; friendly helpful staff
292.	Most employees very friendly and helpful very good with children giving them hand stamps and encouraging book borrowing love the children's programmes
293.	I find the staff intimidating
294.	I can always find a good book or DVD. The lay-out is easy to follow. It's quiet and service is good.
295.	The staff are passionate about their jobs
296.	I have not been able to give you a true picture using your survey domains - we visit intensely when we are there on holiday - the library is a superb facility, with extremely knowledgeable librarians who are never dismissive of requests for help. We find a whole new range of interesting books and have the most marvellous recommendations made for our whole family. We spend at least 3 months in Wanaka through the year, and the library is one of our highlights as we come to rest, read, do exercise and socialise.... we are sad the library has been subject to change and hope when we visit shortly we will not be disappointed.
297.	It's welcoming Well resourced. There is always someone to help. It is always busy so obviously it is a great communal visiting area.
298.	nothing in particular except it setting perhaps
299.	I love the atmosphere and look forward to every visit. A good selection of books. However, some of the books are In a poor condition. Spines are split and food and other stains are fairly frequent.
300.	Easy location as i work in town. Open on saturday when I have more time to browse and enjoy.friendly passionate people, lots of knowledge as I am always looking for something
301.	Inviting
302.	Letting our family get as access to a huge selection of books.
303.	Great dedicated staff Very helpful A bit small but they will get books from other libraries

304.	Excellent location and environment (ie Bullock Creek and cafes nearby). Light and airy Friendly staff Great selection of books, magazines and DVDs Clean toilets
305.	Ease of access , friendly staff , good choice of talking books
306.	Efficient Endlessly helpful Warm and friendly Light
307.	Great central location Great staff Good recommendations Poor parking
308.	Parking is just a little difficult at certain times.
309.	It's a good size well stocked library
310.	A great environment. Kids love the childrens area and the staff are incredibly lovely and friendly to the kids. Also very helpful.
311.	Community, access to knowledge, different books for the little one.
312.	very happy to have this service available, I had not been to the library for a number of years but after joining the Wanaka library I have rediscovered my love for books :)
313.	It seems a pleasant area with lots of outdoor space to sit and read (unfortunately I was there in winter so couldn't test it out)
314.	Friendly helpful informative staff
315.	Very useful resource. Love the magazines and books
316.	Functional, welcoming, ease of use, child friendly
317.	not enough kids space with books in cartons all over the floor. Robyn the local librarian is very good with the kids
318.	My pre school daughter and I enjoy going to storytime every week and its part of our week routine. Its a lovely thing to do and we love talking to the wonderful staff! But also miss the ones that lost their jobs.
319.	Its a nice Lbrary, friendly and helpful staff
320.	child friendly good variety of books good service nice displays
321.	Helpful staff, welcoming, great children's programmes, good selection of books
322.	How amazing the service is, what is available to borrow for free and how much I love going there
323.	Great building in a great site with fantastic staff.
324.	Tranquility. The friendly staff members. The surrounding nature.

325. They always work with the primary schools to allow visits and come up with amazing activities for the kids. The staff are extremely helpful, friendly and knowledgeable about books, especially for kids. Provide school holiday programme activities.
326. great people
327. Arrowtown Library is a beautiful library in a beautiful setting. I love visiting in summer when the double doors in the children's area are open. It is a very peaceful and relaxing place to go to browse for books. The staff are friendly and knowledgeable. Certainly the collection of books is small but it is perfect for getting some holiday reading. It is very much an iconic part of Arrowtown.
328. Love it, friendly helpful staff, great books both novels and non fiction.
329. couldn't live without it
330. [REDACTED] seem to know us all and what we would enjoy reading, they are very helpful. It is so personal and friendly.
331. Good to be treated so kindly, very very helpful, let you know when books requested are available. It is one of the most helpful, polite places to be, and I have lived in UK for a long time, Christchurch. NZ. For over 40 years, now in Wanaka, enjoying the people the mountains and everything Wanaka has to offer, including the very efficient team at the library, just wish you had a cafe!!! Great place, always helpful, clean n tidy.
332. friendly, lovely staff
easy to find information
quiet and peaceful
great for children
333. The librarian often sends my ordered books to me via friends or schoolchildren in our village....so useful.
334. The ambience, and additional activities - like the Sarah-Kate Lynch book launch which we went to. The lovely staff, who were not only tolerate but very helpful at dealing with the influx of CHCH kids - who were living in overcrowded houses - and chose to use the library heaps!
335. I find the library very well resourced and the people very friendly.
336. Friendly staff, easy access parking, reasonable range of books
337. Quiet, organised, clean
338. I love our Wanaka library, it is a nice place to spend time in and the staff are wonderful
339. The handy position of the library. The beautiful situation. The warmth and friendliness of the Librarians and amazing helpfulness in finding a book etc.
340. Fantastic resource and a wonderful asset to Arrowtown residents and visitors alike.
341. Its building and staff are great assett to Wanaka and its comunity
342. Excellent Library and service for locals and visitors alike
343. good library with good atmosphere
344. Wide selection of books - both fiction and non-fiction.
Friendly staff
Reminder emails when the books are due
345. It's a real asset to the community, always full of people of all ages and nationalities. A library to those of us that read, is the soul of a community. I was a teacher, and a reading tutor and think children should have a library to visit with their parents. Please do not take this away, literacy is so important.
346. Hawea and Wanaka libraries are excellent, great staff, great resources.

347.	Excellent facility for this small village
348.	Is better than the library i have now.... just moved I miss it
349.	It is wonderful to have the library in Arrowtown and we would be devastated to see it disappear!!
350.	Spacious ,friendly, quiet, and plenty of books to choose from and our library is well set out.
351.	Friendly and helpful staff
352.	great staff personal touch community feel
353.	Small intimate library with a good selection of books and the ability to get any others on the database. A community centre.
354.	In a perfect, visually attractive central location. It is a 'browsing' library, which it is not exactly to my taste, but as such it is more than adequate. I wish it was larger therefore, and had sections such as Autobiography. It needs a decent collection of art and art history books in particular, and history of events other than wars. However, given the pressures Wanaka library has been under fromQDLC I am extremely grateful that it exists still, and it certainly is extremely important to most of us who live here and a great pleasure to use.
355.	Staff very friendly, the children love going to get books and do the children's activities in the holidays
356.	friendly helpful staff. range of books. good range of local history and central otago interest books.
357.	Welcoming staff easy access to information
358.	Wanaka library (prior to the staff cuts) was the most friendly,community focused place.The staff were always well informed and provided an incredibly personal approach. My kids absolutely loved the holiday programmes when younger. Couldn't rate it highly enough.Do hope QLDC don't continue to put profit margins ahead of service,that would sell the community short. Why has something that has worked well for decades been changed without community consultation?
359.	That it needs to stay open that it should be opened at weekends when people at work during the week could visit. Especially in the winter, the library being open during weekend would be useful and good for the whole family to use. The library is a fantastic community resource that could be promoted more.....opening hours , as I have said need extending, not cutting back.
360.	friendly helpful staff, magazines, childrens programmes, relaxing quiet environment, beautiful surrounds, handy locality. I want to keep supporting and using the library rather than buying a kindle like my friends have done. it is too important a resource to lose.
361.	The friendly staff who are so helpful and answer my silly questions
362.	I really like it. It is a cheerful, homely place to duck into when waiting for friends. I don't use it as often as I used to because I now work at Mitre 10 in Rees Cres instead of in an office in the CBD. I used to go more regularly then but I don't get as long a lunch hour now. I really only get the chance to go on Saturday mornings now, and often I don't get the chance because Saturday mornings are very busy times.
363.	Is a well run community Library, when we retire I will be suing it a lot
364.	It's a lovely small library with (a) friendly staff (member).
365.	Great staff, great knowledge base. Disappointed to have lost resources and knowledge, especially in research
366.	Community Helpful staff even suggest other authors we might loke

	Friendly Great book selection
367.	Wanaka Library is an excellent library with excellent staff though some of these have been stripped of late which is a crime. It provides a tremendous service to the people of Wanaka and surrounds and has full community support.
368.	Friendly, knowledgeable staff, clean, relaxing, inviting, great kids area
369.	Friendly staff always willing to help. Children's programmes. Community feel. Lots of books.
370.	It is an essential resource for me, my business and for the community.
371.	Great community minded people work here. quiet surroundings.
372.	Availability of recommended and reviewed books. particularly new fiction.
373.	Cosy, cute, great for kids
374.	Community Hub, excellent staff, great resources and selection of books
375.	It was a warm friendly atmosphere and appeared to be a well used busy place.
376.	It is a hub for the community and I wish it could be open more often. The librarian works on her own and often is very busy, it would be useful and beneficial for there to be another librarian especially on the day when the children's programme is held. [REDACTED], is fabulous and provides such a welcoming and personal service and is an essential part of the library.
377.	I like the staff, they're very personable
378.	competence of staff and their willingness to assist
379.	It is a very well resourced Library in a light and modern building with good access for able and disabled people. It is situated in a very attractive part of Wanaka where there are trees and a stream nearby and parking is also available. It is an easy walk from the shops. It is a great amenity for the town of Wanaka.
380.	I have only joined this library 6 weeks ago and have been impressed with some of the staffs induction and friendliness. However, on both occasions, I have borrowed DVDs from the children's section which I was told were free and I've had to pay for them. When I queried this, it was explained to me that some were free and some were not and these had been put back in the wrong place. It would be helpful to know which ones are user pays, particularly when you have a determined toddler in tow!
381.	Lovely environment
382.	The wonderful librarians [REDACTED]. Fantastic service great for Arrowtown to have it's own service like this which my 3 kids enjoy weekly.
383.	It's in a great location is a good source of information for research special interests
384.	Has a great atmosphere, 'rooms' where you can search, read or browse books, comfy chairs, great spaces. The staff are amazingly helpful, personal help with my children.
385.	We have been using this library since moving to Wanaka 10 years ago. My children have grown up as members and the staff know them. It is great to get advise on new books they may be interested in. It is a place they meet their friends and now also use the reference section. It is in a fabulous restful location and encourages us to 'linger'.
386.	What a great facility it is, with helpful knowledgeable staff
387.	Great friendly informative librarians
388.	Lovely peaceful setting. Friendly helpful staff. Good range of books. Central location. My favourite library!

389. A pleasure to go to. The staff are friendly helpful and know what they are talking about.
390. small but well stocked for a local library great to be able to reserve books from other branches. Library staff are approachable and helpful. Great local resource - fantastic for my son who is a prolific reader.
391. The library staff are always happy to help and very friendly
392. New books always displayed and not shelved.
Books are easy to find.
Staff always pleasant and willing to help.
393. It's great to have it!
394. The friendly staff easy access to the books i like. i do ask staff to recommend a good read which the do oblige very readily. And if i want a particular book they will book it for me and email when it is free.
395. actually because I haven't visited for so long things might have changed. Good selection of books and helpful staff.
396. This library has an excellent range of children's books and runs great programmes for young children which my daughter enjoys. I love that visiting the library has helped nurture my daughters love of reading. I enjoy being able to select non-fiction books on subjects of interest and browsing the magazines and periodicals available. The library also has a great selection of DVD's. The space is appealing and comfortable and staff are always on hand to give advice.
397. Wanaka library is a great environment to spend time look for a book you may be interested if it is unavailable you can ask one of the friendly staff to reserve it. I have been visiting the library for many years with both my girls to attend the children programme, they also love the holiday programme. The library is a very welcoming and friendly place to visit.
398. Excellent. Don't change it!!!!!!
399. A good selection of books.
Friendly and helpful staff.
A good children's holiday programme
400. Always easy to find a good book to read
Helpful suggestions for good books to read
Librarians always friendly and helpful
401. Quiet atmosphere, helpful ,knowledgeable and friendly staff and the ease with which they can source books from other libraries if necessary.
402. This is great purpose built facility which is well located within the village. Its about the right size for the local community and is a centre for community activity.
403. The staff are exceptional, they appear all very knowlegable, friendly and patient! The resources for both adults and kids are of a very high standard for a smaller but strong community - with special mention of the animations provided for kids on wednesdays which are very well prepared, entertaining, educational and much loved. thank you.
404. Lovely staff. Comfortable environment. I sometimes wish it was open slightly earlier
405. Nice environment, friendly staff,
406. Wanaka - Cool welcoming atmosphere. Staff who know us by name and make us very welcome - especially encouraging to the children. Spacious, clean, bright. A pleasant space to relax for a while if I need to take the children somewhere calm and positive. Good selection of books for children to read and borrow which save us huge \$\$
407. Pleasant open area. Good reading places and journals available. Helpful staff.

408.	friendly, I like checking the shelf with recommended books, a good diverse range of books for its size.
409.	We are served very well at the Wanaka Library and enjoy a great selection of fresh reading material, have knowledgeable librarians and this place is very needed in a small town with little other cultural and cerebral activity freely and easily available.
410.	very cold atmosphere and not friendly at all --not very easy to find way around
411.	Nice. Staff helpful and kind - understanding with situations. New. Nice kids area. Great audio books. Great to have kids programme, hoping to go more when my child older/better behaved(!). Really enjoy the library, it's a great community asset.
412.	A friendly caring staff who greet you by name and in particular one staff member who has now lost her job knew exactly what books to recommend for my reading pleasure.
413.	Appreciate the private corner areas.
414.	Good layout. friendly staff
415.	Lack of parking of length of time suitable for children's holiday programmes Friendly staff Great selection of material Lovely atmosphere
416.	Its lovely. Great staff. Good selection of books. Nice environment.
417.	A hub for information, a resource for business and the community, an untapped resource for moving towards the future.
418.	nice friendly staff. great area for children to play and to be able to breast feed. great selection of books.
419.	Usually don't have the books I want to read.
420.	The Friendliness of the staff
421.	Great location, good range of books, helpful librarians
422.	Friendly helpful staff, excellent selection of books and magazines.
423.	We enjoy our visits to the library. Most of the staff are great though there are one or two that could be more helpful, it would seem standing talking to other staff rather than serve people waiting is more important, and at least 3 or 4 times now we have returned a pile of books, but one has been missed and replaced on the shelf, we are then charged for this being over due. Each time when we looked the book was back on the shelf. Maybe once this is ok, but it has happened to often now and is quite an inconvenience.
424.	Cheerfulness/helpfulness of staff Compactness and variety of selection, even in a small library
425.	this library suits the minority that love in town and a vast number of visitors/travellers. A library service based centrally in Frankton or surrounding area would cater for more locals and encourage more locals to use the services,
426.	Friendly, welcoming. Local. Helpful
427.	I just hope I can find a park when I get there that I don't have to pay for. I have found staff to be helpful.
428.	The staff at QT library are helpful, accommodating and really lovely. I have dealt with them all over the years and they are all fantastic
429.	Handy location. [REDACTED] is always friendly and helpful. Great selection of books. Always new books. I like the magazine section. Toilet available for use. Great old character building, although it could probably do with being

	a bit bigger. Holiday programme. Children like the DVDs. Great how the library e-mail if your books are close to being due.
430.	Staff are always friendly and approachable. Very friendly and welcoming to my students. We are missing having a Junior Librarian to work with.
431.	An excellent facility for a small town
432.	Friendly Robyn !!
433.	Lack of seating. But i guess you dont want to encourage people to stay.
434.	Staff are friendly and helpful. Needs to have free Wi-fi and more bean bags or small seating in kids area.
435.	Hasn't changed since I moved here
436.	No wonder my rates are so high! I would much much rather have a more simple (cheaper) library service, and save on my rates. Our council is getting way to big, and really starting to get in to the provision of goods and services that the private sector is much better equipped to supply. Ramp back the service provision, and ratchet back our rates.
437.	The staff reduction in recent weeks has affected the amount of time staff have available to interact with library members. They are as friendly, courteous and helpful as always but now find I am waiting longer for service and am part of a longer queue. As a customer, with a queue behind me waiting I am less inclined to ask questions about authors, recommendations of similar reads and other details that have made the library visits special and rewarding. A librarian's experience and their ability to provide advice is a valuable part of their job and has a significant effect on how I use the library.
438.	Pleasant surroundings, cool and quiet, books...
439.	Great friendly helpful library assistants
440.	tidy clean quiet environment for reading purposes
441.	Excellent up to date book stock, knowlegable friendly staff
442.	The children love the childrens programmes in the holidays, keep them going please.
443.	Great book choices. Friendly helpful service
444.	Staff are always helpful. Great for children's activities (holiday programmes etc). Great resource for borrowing books for school (I am a teacher).
445.	We'll stocked
446.	Very nice library and staff are kind to kids.
447.	The wide range of books available for all ages and interests, and the friendly and helpful staff.
448.	Easy access to town, good range of books and magazines, friendly, helpful staff, nice enironment
449.	open and roomy not to cluttered
450.	Fantastic, lovely atmosphere/space, really friendly and helpful staff, great choice, lovely displays... Love it, wish I had more time to visit and read!
451.	We love the library and used to come to story time every Monday until my eldest started kindy. We will start coming again more regularly soon. I was however, very disappointed when a staff member was very rude and quite mean to my 3 yr old when he politely asked for a stamp for his 'other hand' and was very abruptly spoken to and again when he asked a question about a fuzzy pencil. That really put us off.
452.	Wonderful environment to study with our children. Very full of information and staff so helpful and friendly. Our whole entire family love our visits to the library.

453.	The helpful staff and warm atmosphere.
454.	Friendly, light, good selection of books
455.	I love going to the library for reading, relaxation, and research. I do find if I am there after school is dismissed, it is not as quiet as I'd like it to be. I grew up in an atmosphere where libraries are on the quiet side and it's frustrating to have young children (primary school age) running around. I've heard the children's behavior corrected by the staff but the kids usually don't listen. The Queenstown staff is amazingly helpful and friendly!
456.	It is a comfortable and welcoming environment. I am always greeted with a smile.
457.	great staff and atmosphere, good range of resources
458.	Really nice and helpful people working there. Very happy!
459.	Would like it to open a bit earlier in the day
460.	Books are a treasure special and the local school children use the library regularly which is important.
461.	Helpful, friendly, comfortable,
462.	A Very friendly and helpful staff.
463.	I enjoy the library, it's a nice space and I have enjoyed lots of great books that have come through. I have been making good use of the local history resources, particularly the resource [REDACTED] on maori history of the area. I am working with a local farmer on land use decisions and this information adds a useful and interesting dimension to that work. The only negative comments I have are that it was really cold the last two visits, and also I couldn't easily access some of the reference books I needed because they were locked in the cabinet. I could have asked someone of course, but it would've been easier if they weren't locked away.
464.	Priceless. Great asset to the community
465.	Pleasant relaxing atmosphere friendly helpful staff
466.	It is a lovely space to spend time looking for books and video's, good location and a great service, with helpful staff.
467.	It is such a great resource. We are lucky to have such a nice atmosphere to research, read, browse, bring our children etc. During my time studying at a post grad. level, I was able to find useful references for my course work.
468.	Lots of people park in the library car park when doing something else in town. A thick bright yellow painted line on the ground near the carpark entrance can give more people a second thought. I feel very welcome and at 'home' in this library. Possibly down to the fun banter with [REDACTED] the librarian!
469.	opportunity exists for more enthusiasm from staff
470.	Pleasant with a good collection
471.	Have found that the parking is more difficult. I am sure that some of the cars are parked there and they are not visitors to the library. I wanted to quickly chose a book but the car park was full and there was not an easy park close by. Carried on to work.
472.	Organised, manageable
473.	Very pleasant environment, lots of information,
474.	Friendly and helpful staff. Well laid out.
475.	Great staff good resources

476.	The staff are amazing very professional and always helpful and cheerful.
477.	Friendly and inviting
478.	Some people are friendly that work there. Others ignore you while they talk to other people or try to get you through as quick as possible.
479.	My daughter usually uses Queenstown Library twice a week. She enjoys reading books. And She feels comfortable there like her friend's place. Whenever I go to pick her up, I can read some magazines as well. It is good for me. Thanks!!
480.	I always find the staff are bothered by the customers. I have spoken to others who agree. The staff barely acknowledge people. However, there are 2 ladies who are an exception to this and provide excellent service. On my last check out - the lady didn't speak to me or my 6 year old child AT ALL. Not a hello, not any words at all. Scanned the books - pushed them back over to me. Some just seem so unhappy and annoyed at us for being in their workplace!
481.	Friendly, helpful, I am very happy
482.	The Staff are always very friendly helpful.I have never had it any different in all the years I have used the library :)
483.	Just a lovely quiet place to visit
484.	Friendly attentive librarians --children there with parents--great selection of books
485.	Friendly helpful service.
486.	Neatness and ability to negotiate through to subjects I require
487.	Monday should have at least 2 more opening hours to complete work from Saturday. Staff unable to complete tasks before full hours on Tuesday/Wednesday
488.	Great staff, great selection of books, excellent selection of DVD's and audio books. Love the couches and new book display stand. All in all a great wee library, I would visit much more often if i lived closer.
489.	Visiting the Wanaka Library is a delight. It is one the highlights of my twin 3.5 year old daughters' week! The staff are knowledgeable and personable, making us feel extremely welcome. The books are varied and in excellent condition. The facilities are sunny, clean and modern. It's great to have such close car parking. Our library is a real asset to our community and a very important part of our wee family's life.
490.	tucked away not very well advertised
491.	A really well utilised facility, especially being in the location it is. It is an asset to the community.
492.	friendliness:)))
493.	I love our library - its a wonderful place to go to spend some quiet/reflective time, browsing the shelves - scanning the "new books" shelf - or just connecting with the library staff (although some of them have gone now) gathering some books whether for myself or for my kids (15 and 12 yrs) although they often go too - its like visiting a sweet shop - there are many possibilities for the types of books - magazines - DVD's etc. We have spent much time there in the past and always look forward to getting back for more!
494.	Wonderful staff, great books/ displays other community info
495.	Staff have always been very helpful although I know one has recently been made redundant which is a shame as her knowledge was amazing.
496.	Can sometimes be quiet noisy
497.	Small, excellent selection of books and lovely staff
498.	comfortable

-
499. A wonderful community facility. My young children always look forward to the weekly library visit.
-
500. Community feel, great displays and new exciting titles, friendly and personal service, clean toilets, information for local events, simple and effective ordering in service. feel privileged to have such an awesome place of discovery, learning and wonderful public service.
-
501. The library is an amazing resource of inspiration reading, coupled with wonderful and extremely knowledgeable and friendly staff
-
502. My children and I love visiting the library - there is a fantastic range of books available and the staff are friendly and helpful.
-
503. The level of service we used to get. Missing the reference librarian's knowledge. Staff knowledgeable about fiction authors and very good at recommending books.
Great displays of new books and displays of different subject matter.
I like the shelf of 'books just returned' so that you can pick up a popular book very easily.
-
504. Very friendly helpful staff.
-
505. convenient to borrow books while on holidays
-
506. Quiet and relaxing
-
507. I was wondering why priority car park 2 of 6 or 7 car park before.
But I visited last time library then one priority car park gone?
It's good idea I thought.
-
508. I probably know my way around , so feels comfortable. WAs nice when they had the settees out in the foyer and people met there and school kids strummed guitars! ,
Its probably time for an update, Café , meeting place, even room for book clubs to meet?
-
509. great librarians, good range of books
-
510. We have a property in Wanaka but usually live in ch ch. the library is a highlight of our 3 weekly stay and I visit it every second day at least when we are there. It is fantastic with great resources and staff.
-
511. Well stacked, great staff, nice environment
-
512. Friendly Friendly staff!! Nothing is too much trouble. Good range of reading material. Mostly find my way around but do get caught out every now and then!
-
513. Helpful staff,pleasant atmosphere
lovely surroundings.
usually parking available.
-
514. It is a community based library. The librarians know my name and we have developed a nice professional friendly relationship. They are always available to help me or my children choose books.
-
515. How friendly and helpful the staff are they are a mine of information - go the extra mile to assist you
I love ist serene atmosphere comfortable places to idle an hour reading to make book choices, it's always clean and tidy
-
516. Friendly, small but accessible, good selection, nicely situated
-
517. A very lovely place to be and well supported by the most excellent, knowledgeable staff.
-
518. joy
-
519. It is a little dark, but not in the traditional hardwood way that at least has the benefit of wooden surfaces to reflect and amplify the light. It feels a little sterile... like the majority of the library is a stacks area... but other than that its a good library though I've had trouble reserving a couple of books.
-
520. The wonderful wonderful books - especially the non-fiction
-

521.	If a book is not available but can be obtained from the National Library Service I have always had prompt helpful service
522.	Warm and welcoming. Wonderful for children and adults. A happy place.
523.	Staff are generally gruff and unfriendly.
524.	Friendly people, nice place to be, lots of kids giving good atmosphere
525.	It has a pleasant, friendly, atmosphere
526.	Small but very well run library. The librarians are very helpful and knowledgeable. When we are in Queenstown we visit the library 2-3 times a week, borrow books and videos, catch up with friends, read newspaper etc. The place is busy most of the time, particularly in early afternoon with the school children. Hard to find a quiet corner to sit down and read - a bigger place with more books would be really nice. The rapid growth of Queenstown could easily justify a modern, spacious, well stocked library.
527.	Great library, friendly, helpful
528.	Great community resource
529.	Very comfortable, feel-good place. Love to bring my 5 year old son and read with him on the couch. He learns about the importance of books and the cultural meaning of libraries in s relaxed environment.
530.	Helpful, friendly staff!
531.	This library has a lovely community spirit that encompasses a spectrum of society from the very young to the elderly. The librarians appear to know many of their members and as well as helping with book choices exchange news and, in the case of the elderly , show concern for their well being. Children using the library clearly enjoy their experience there and appear familiar with how the library works. Friendly, warm, educating, informing, helpful are all words that come to mind in relation to this library
532.	Very warm, welcoming staff - so friendly and helpful. I was looking for something specific and I was helped immediately. Others chatted and very friendly with lots of laughs!
533.	Good areas to have privacy, convenient location.
534.	So many books ... So little time
535.	Friendly helpful staff who know how to interact with the community and also know the resources in the library.
536.	The friendliness and assistance from the staff at Wanaka and Makarora
537.	Quiet, good environment for reading
538.	The staff are excellent. The deposit required on becoming a member is unreasonable.
539.	Pleasant, helpful and cheerful service
540.	Great selection
541.	How such a valuable asset this facility is to the transient population and tourists alike. More importantly our local library is a wonderful resource to the local community and it is FREE to read local and national newspapers and research subjects of interest and the trained very knowledgeable the staff are there to help find books and answer questions. Each library can be likened to the pulse of a community. Multi faceted functions, it holds historical books, Council matters, Govt., papers, public notice boards, internet access, photo copy facilities. Children's section, readings, school holiday programme.
542.	It is in a great location. It attracts lots of people, and is easy to get to

543.	Friendly helpful staff Local Well stocked positive environment
544.	Knowledgeable friendly staff. You always are made to feel very welcome. Well stocked library, light and comfy
545.	Some staff are friendly, some not...
546.	Great staff, really friendly and helpful. Great selection of kids books and sophisticated picture books. Great that we can order books from other libraries in the region. Love the DVD selection. The library needs wifi for library members and a separate, secluded study area from the library.
547.	More international book selections
548.	Good selection of books for a small town. Tourists get annoyed when they find out they have to pay for internet
549.	Friendliness of staff is variable
550.	Inviting, easy to use, closes too early on weekdays
551.	user-friendly welcoming feeling
552.	TOILETS ARE UNBELIEVABLY CRAMPED.
553.	Easy location of new books that are available. Asking staff for information on authors that write about similar subjects and they have a folder you can look through to read other authors who write the same.
554.	I think I will come here more often, as there is so few places to study. I just wish there was coffee or perhaps is okay to bring a coffee.
555.	Great library and definitely don't want to lose it!!
556.	Great children's area . Accessible for little ones. Good for older kids researching too.
557.	Arrowtown library is small and very well stocked for its size. Because there's not much room there are few options if you want to sit and read, unless you go into the children's area. The librarians often seem to be a bit distant in their manner, though they will help if you ask.
558.	It was noisy - particularly conversations between staff members.
559.	██████ at Arrowtown is awesome! Makes you welcome every time, always has a nice little chat, knows your name, talks to all the kids. I enjoy going in just to either choose a book or sit and read parts of a book while I am in there. Great atmosphere. The kids have done the holiday programme too and really enjoyed it. A awesome facility for Arrowtown.
560.	It's a great library, the staff are excellent and very helpful.
561.	Spacious, usually meet someone I know, I can read the noticeboard and find out what's on locally.
562.	The dedication of the library staff and their combined knowledge of the books and general information.
563.	Incredibly friendly and helpful staff who are always keen to assist in any way they can. The children's programmes run at the wanaka library are fantastic. It is a warm welcoming environment and I love bringing my children here. They are 3 and 5 and enjoy the books, the toys and the stamps (from the staff in their hands) when we are checking out the books.
564.	Small but large range of books
565.	Pleasant comfortable facilities, set in an attractive location. Easy to spend time there. A good range of books, magazines. Always look forward to going there.

566.	Its noisy and certainly not recommended as a place of study amongst my friends
567.	The staff are always so pleasant and helpful, even when customers are unpleasant, as I have witnessed. I love looking at the new books on display as you come in. It is always a nice atmosphere, which encourages you to sit and read, not just grab a book and leave. Much better than Dunedin Public Library, by a country mile !
568.	Wonderful library
569.	Homy. Peaceful. Inspiration. Moment for myself.
570.	some members of staff are extremely unfriendly and have caused me to visit infrequently because of it.
571.	Great range of resources including reference information.
572.	Good central location, new books and DVD's to borrow. Magazines to read and borrow Love being able to borrow materials from other libraries and then return back to Queenstown library Good opening hours - would not like to see these be cut
573.	Community minded with lots of local publications and links. People I am getting to know or have known for some time. Friendly New books always displayed Interest in getting new books/recommendations Easy access - on way to other amenities in area
574.	A pleasant place to visit with excellent selections of quality items to be loaned or viewed. The staff are most helpful and the ambience most welcoming.
575.	Tranquil setting but could also be more quiet for reading/ working; due to talking, children's area
576.	The friendliness and helpfulness of staff and easy access
577.	We are very fortunate to have such a place. I take my grandchildren there when I have them to stay. They get books out while they are on holiday with me.
578.	Great range of magazines and books, in particular novels, history and biography books of interest to me. Good collection of new purchases for issue.
579.	Friendliness
580.	Great selection - up-to-date books Approachable helpful staff Good atmosphere
581.	Staff are unfriendly and unhelpful. No customer service skills. Limited selection on fiction books.
582.	Great range of services for its size
583.	THE STAFF ARE MOST OFTEN GRUMPY. OFTEN THEY ARE HAVING THEIR OWN CONVERSATIONS AT LOUD LEVELS SO ALL OTHERS CAN HEAR THEIR MOANING AND GOSSIPING. THEIR CUSTOMER SERVICE SKILLS ARE NOT GREAT, THEY ARE EFFICIENT BUT GROUCHY, AND HAVE TREATED ME AND MY 14 YEAR OLD DAUGHTER LIKE WE ARE A NUISANCE IN THEIR DAY. I HATE GOING TO THE COUNTER.
584.	Friendly service and a good selection of books and magazines
585.	extremely friendly and competent staff. comfortable atmosphere.
586.	Well resourced

-
587. The Staff are exceptionally helpful, friendly and go out of their way to find what you want. It is a very pleasant ambiance and relaxing place to read.
-
588. Has a very good selection and variety of books to borrow. A welcoming environment. Very helpful , obliging, enthusiastic and welcoming staff. Comfortable. A great children's area - and good selection of children's books. Staff are knowledgeable about the books in the library and are very good at recommending books that they think might interest the borrower. A great facility in Wanaka which I think is essential for the development of an interest in literature and writing in our youth!
-
589. Well stocked, quiet atmosphere, extremely helpful staff. Thank You.
-
590. The quality of the staff. Suggestions on books and DVD's that I might like. The friendly feeling and helpfulness.
-
591. Great staff. Book selection might trend more towards the intellectual (novels included). Transfer system from other CO libraries great.
-
592. Quaint
-
593. Good services. Fines continually can be off putting to borrowing more books especially when only a few days late and not returned due to distance
-
594. Am pleased by the variety and quality of both fiction and non fiction.
-
595. Good staff. Little bit dated in layout and functionality. Potential for better I.T. services such as www usage and desktop work for those in the community who cannot afford their own computer or www connection
-
596. We are so lucky to have the Library in the middle of town with easy parking options. The staff are always very pleasant and happy to help. We are very happy with this Library.
-
597. Cosy and a place I am happy to spend time in. It is the best place in Queenstown to fill in time at!
-
598. Super friendly staff!
I've only been a member for two weeks though... But they're always nice and very helpful.
-
599. First The reason I have not visited for 6 months is that I am currently abroad but will be back early Jan and will be a regular user again

Staff are very helpful and will get book from other libraries for me
-
600. Great central location, easy to get to, good range of books and facilities
-
601. nice friendly staff.
Clean toilets.
-
602. staff are super kind, i can check japanese book because i am from japan and sometimes miss the japanese something. i can use printer, hope if i could get more kind (more choice) of tesol(leaning english in english) books
-
603. Great wee library with friendly and helpful staff.
-
604. Open on time and close on time, full stop! It's ridiculous how often Arrowtown Library is late opening...
-
605. Very helpful. a positive place
-
606. friendly, quiet nice space
-
607. some of worker always grumpy looking and unfriendly.
-
608. Book sales
-
609. need quiet seating where people don't talk
-
610. Wanaka library is a precious asset to the community. The staff are friendly and informed, the interior welcoming and there is good range of books for children and adults. Reading is a key part of any holiday. Wanaka library should be considered and marketed as one of the town's touristic assets.
-

611. I would describe it as cosy. I went there because there are a couple of books there not available in Queenstown and I don't want to pay fees to have them transferred. I also think the staff are very friendly at Arrowtown. At the Queenstown branch one or two librarians can be quite stern, but most staff are great on the whole. I go where the books I want to read are!
612. Library needs to be open later. Closing at 5 is very challenging to get there during the work week. No one needs access to Internet anymore, everyone has their own device, just need wifi access. Front area should be more cosy to sit and read a book in. Plus more emphasis should be on not using cell phones. Often I go in there and people are talking on their phones while looking for books- very annoying. All staff at qt library are lovely though.
613. Friendly staff who greet me by name and remember if there is a reserved item for me.
614. Friendly staff
615. My wife and I use the Library when visiting family(we are from the UK). We last visited Wanaka in 2010 when we stayed 5 months. We are to return again in January 2014 and stay 3 months. In all we have been 4 times out of the last 6 years.
The Library is one of the best we have used. It has just the right ambience and compares with the Library in Vail , Colorado,USA.It is far better than any we have in the UK and is a credit to Queenstown Lakes Council.
616. Excellent location, size, space, variety of books and staff. Wish I had time to visit regularly.
617. Good ambience
Friendly
Helpful staff
Easily accessible
Good range of reading material
Clean toilet
618. they are very nice, friendly and helpful people
619. Wanaka is a fantastic library with great books and wonderful staff. I would be there every week if we were closer.
620. A great selection of books, magazines and videos
621. good collection of cooking, gardening and crafts!
622. Perfect as is
623. Friendly helpful staff, always offer to research for items and information when asked. Library has a "family" , and welcome feel when I visit, always greeted cordially, and often given suggestions for an interesting read, librarians know what type of books I like.
624. A treasure for the community.
625. Sanctuary
Time out
Small
Interesting
626. Brilliant!
627. Such helpful staff. Always a pleasant visit.
628. Pleasant well lit environment.
Easy accessibility of books.
Friendliness and helpfulness of librarians.
629. i honestly think it is one of the nicer libraries i have come across in my many meanderings around the world, with a very generous stock of the kind of books i like to read.

630. A wonderful atmosphere - always really friendly staff who treat me like a friend. Calm, restful atmosphere. Makes me feel relaxed when I get there. Welcoming and reassuring.
631. for me, it was a well-appreciated, well-stocked community hub, i often ordered items from other libraries in case wanaka didn't have them, and used the children's area so my son could play whilst i read a magazine. visited weekly, sometimes more.
632. I have always enjoyed using the library and often imagine I would like to just go and spend an hour or two there browsing but never seem to have the spare time. It was invaluable when my children were younger and we spent a great deal of time and carted many books in and out , my teenage daughter still uses it quite frequently.
633. There is very little free parking and on previous visit I received a parking ticket due to short time allowed (30 mins).
634. It is an active, enjoyable place to visit. My kids always get good help finding books. Good displays
635. Relaxing and I love the quietness
636. a welcoming place , friendly informative staff
637. Friendly great reading selection helpful staff
Will use when
638. I love this library, it has a very personal and helpful manner. The staff remember who you are and are able to recommend and buy books that they know will suit you.
It is always welcoming and user friendly.
I believe in sustainability and as part of this feel that to be able to use and share information in this way is part of our future. It is a great community asset and as such to be staffed as it is with local knowledgeable people makes it an even greater community asset.
I love that it is there for us all and fills so many different needs personally and in the community.
Thank you for this invaluable service !!!!!
639. A very welcoming place, all I need in a library, love the children's area when I'm babysitting littles. Also very attractive inside and out.
640. It has a warm atmosphere, the staff are friendly and helpful and a font of knoweldge about all sorts of things and willing to share that knowledge. The selection of books is good and it is good that there is shared lending between a number of libraries in the District.
641. small and comfortable library with very friendly and helpful staff
642. Friendly helpful staff
643. How well-run and welcoming it is.
Good collection of local history in the glass cases - useful for my research.
How many people of all ages use it - lively children's area, study area always in use by individuals and groups, popularity of internet access.
644. Very helpful staff and a good selection of large print books.
645. I wish there to be a library at Frankton Village which would be more convenient .
646. Staff are always very welcoming, and books easy to find
647. Nothing. It is what it is, a library
648. Queenstown library - The kids story time is great, there is a big selection of books for my 2 year old and for myself, the staff are always friendly, it is in a good location with free parking outside, I can borrow a lot of books at a time, the kids area is comfortable with a couch and colouring in while we look for books. It is a nice place to visit.
I also went to Arrowtown library on the same day- it has a great selection of books for kids and nice area to sit,

	handy location, friendly staff. Also a nice place to visit.
649.	It is small, with limited space and limited books etc.
650.	a community asset that is priceless
651.	A wonderfully quiet environment to study/research Easily accessible Good location to pop between appointments and shopping Great variety of books and copies can be found in other Libraries if unavailable in Wanaka Friendly, courteous and helpful staff Handy to look up electoral roll for missing friends Great to find newspaper articles in papers other than our local ones
652.	Quaintness
653.	It's "our" library
654.	peace and quiet
655.	I was very happy with the library. Although when looking for large print books for my elderly father I felt the choice was limited for a male reader. The librarian offered to select some books for our next visit which I thought was wonderful!
656.	Good books, friendly and pleasant atmosphere
657.	The bike rake directly in the way - on the path and if there are bikes in it they are a real obstacle for me with a disability
658.	It could be improved by making the access easier and more parking, longer opening hours and opening on Sundays
659.	The extreme friendliness and helpfulness of the staff. A wonderful selection of books, DVD's and periodicals, also good for research of the local area. We do not live in the area, but spend about 1/3 or more of the year in the Hawea/Wanaka area with family and friends. Our first port of call is one of the libraries, it is so refreshing to have professional librarians with such a great range of knowledge and ready to help you, rather than having to do council work and only have time to check you out. We cannot speak highly enough of your staff at these libraries, and recommend friends to join
660.	friendly staff
661.	I have tried to study in the library but it is often noisy with children in the library. A sectioned off/quiet area for study or research would be fantastic
662.	Very helpful staff with suggestions on borrowing books and a great selection available
663.	The friendliness and eagerness to assist of all librarians with the exception of one ■■■ assistant. The use of the library by young ones in supervised groups. I would like to see more circulation of books between libraries. At the moment it is pretty static however the availability thru online searches is there and the librarians are keen to assist.
664.	Great asset to the community
665.	Very helpful staff, good stock of books
666.	Always very helpful staff
667.	Very small but great selection
668.	Very good useful staff
669.	Very friendly, loved the décor and the children's story time and children's area. Great lounges!

670.	Small, community feel with willing, knowledgeable team Terrible parking access
671.	It's great, right in town, but apart from one lovely lady, the staff almost always seem a bit grumpy!
672.	Range of books a bit limiting for recent kids books. I searched a number last time and not many were within the free delivery range. Good that you can return Alexandra books at Wanaka etc. also use Alex library but didn't see it listed earlier ? A pity charges are payable for DVDs.
673.	Friendly, accessible, helpful, calm atmosphere and also encouraging the younger generations.
674.	Nice friendly open space.
675.	The reduction in staff has resulted in no loss of service whatsoever. It seems a less hectic place than it was when the large staff made the place seem too busy.
676.	The Wanaka library has informed pleasant helpful staff. My children frequently discuss their reading choices and are directed to suitable books. the library is user friendly and a pleasant place to be, there are good quiet areas and places for reading. our family use the library most weeks and the children use it for school research as well as pleasure reading.
677.	Handy, pleasant location. A friendly "hum" atmosphere.
678.	Calm
679.	A very light, airy welcoming space. It was my first visit to this library. It was easy to find my way around
680.	friendly and helpful, could have a wider range of books but for a small-ish town its a pretty good selection anyway
681.	Helpful librarians, great range of books, nicely laid out. I wish there was more of an effort to patrol the library car park though - there is nearly always a campervan parked there, someone abusing the disabled park or cars parking there all day.
682.	A welcoming portal for the Wanaka community. A vital piece of infrastructure in the fabric of the economy.
683.	Lovely environment
684.	If opening hours extended slightly past my work finish time of 5pm I would visit more often. At present Saturday is the only suitable day.
685.	Our library feels like an integral part of the community. I feel proud to have such a beautiful, well appointed and well staffed library in Wanaka ,and love taking visiting friends and family there when they visit Wanaka
686.	Organized, people are friendly and really helpful
687.	It's a great community asset. It provides access to books for families that can't afford to buy them
688.	The library staff needs to be kindness.
689.	Good location in the middle of town, parking just outside if you need it. Very nice Staff.
690.	It's a great, open building and full of books that are easily accessible.
691.	Great knowledge of books and intelligent selection
692.	Friendly helpful staff, good selection of new books, lovely book displays
693.	Staff are amazingly knowledgeable and very friendly
694.	Brilliant resource to have in a small town. Library makes reading affordable in a country like NZ where the cost of buying books is ridiculously high.

	Also a great resource for schoolwork and encouraging children to use books and not rely solely on the internet . The ability to source books from other libraries means almost anything is available.
695.	Parking difficulties. Parks always seem to be taken.
696.	Arrowtown Library has a very friendly atmosphere and layout. Pleasant experienced staff. Overall, a great place to visit.
697.	Light and roomy with easy to find displays
698.	A small library so bit limited on range of books available
699.	nice people
700.	Some of the librarians are often grumpy. It's too small. Not too welcoming.
701.	Lovely atmosphere and friendly staff.
702.	Part of the community. Great for families with young children. Ideal outdoor reading area
703.	A lovely large selection to choose from. A great childrens area and a a great display of new books.
704.	The Queenstown Library ladies are AWESOME. Always so bright and chirpy and full of useful information and going the extra mile to help. It makes the trip tp the library so much more enjoyable - I look forward to it not only for the great selection of books but to see all the lovely ladies and get there amazing service! They are a real asset to our community and its wonderful to know so many tourists will interact with them and walk away with a true experience of kiwi friendliness at its finest!
705.	friendly people
706.	Queenstown library is not in a great location
707.	SERVICE HAS ALWAYS BEEN EXCELLENT STAFF VERY FRIENDLY HELPFUL. WAS EXTREMELY DISSAPOINTEED AT THE STAFF CHANGES MADE OF LATE BY THE NEW C.E.O.....MOST UNNECESSARY IN EVERY RESPECT.
708.	a focus for the community and used by all ages
709.	Staff had a tendency to not be very helpful - bit standoffish. Attention to detail when booking out items is not great - we have several times been sent reminders for books we have not borrowed.
710.	Very helpful. Lovely people. Great environment to just sit there and read
711.	Good selection of books friendly staff lovely setting by creek
712.	Really friendly and accessible
713.	For me its part of the community. The staff know us by name are always very friendly accommodating. Its very important to me to have a local accessible library. My 3 year old feels very comfortable there loves the children's section. We always visit at least once every week, its part of our routine I guess you could say.
714.	The Wanaka Library has always been a treasured resource. the building, old or new, has been not only a source of information and books for me but also a pleasant, friendly place where I can persue a research project or take my grandchildren to start their lives with reading.
715.	Proactive assistance from staff - they know who I am, my reading preferences and suggest other titles and authors they think I'll enjoy.
716.	Often a delay in receiving new books and staff are not always inviting
717.	excellent
718.	Great ,friendly service that is working perfectly well.

719.	Community, place for families, children
720.	Its a well run and welcoming community space and resource. It is well used,respected, and highly valued by the Wanaka community
721.	Well run, friendly staffalways ready to help
722.	i have always liked the staff
723.	handy, friendly, safe, useful, good safe place for the kids to use and help with study/school work that is not confined to the computer,
724.	My infrequent use lately is due to an impending house move but I regard the library as an essential facility. The staff have always been efficient and friendly.
725.	It's a great service with a large variety of information available.
726.	The Hawea Librry is going from strength to strength. The preschool programme is an integral part of our week. Couldn't ask for a better librarian.
727.	It is local friendly staff and have had any books I required
728.	It is a critical part of the wanaka community
729.	parking is pretty bad as there are many parks and the ones there are are often used by sports grounds users nearby or shoppers. the worst part is the 10am opening hours that don't correspond with normal trading/work hours. always get caught out by the 10am opening. breaks the flow of reading material as old stuff is returned via the after hours slot and can't get inside to get new books even thou the staff are all in there looking at you wondering why you would want in.
730.	As above
731.	Pleasant, helpful staff. Lovely environment. Good selection. Peaceful.
732.	It is a little crammed I feel that more space is needed otherwise a nice feeling and the staff are very helpful and courteous.
733.	Parking nearby can be a problem as I have some disability but not so much that I need a disability card. Could the available spaces close to the library be reserved for library users, as I have noticed that people often park there an walk across the bridge to the CBD.
734.	Wanaka has the best library I have ever attended in the last ten years (others we have belonged to or visited include Blenheim, Nelson, Wellington, Johnsonville, Greymouth and Westport). What makes the difference at Wanaka has been the interaction and pro-action of the staff. I am missing the librarians who are gone now because they were able to give me very useful information about young adult reading, and their personal knowledge is now gone. I feel that connection has now been lost. The librarians who are gone got to know our family personally from a reading perspective. The remaining librarians are extremely good still of course but I am conscious they have a lot of ground to cover workwise. They continue to be extremely friendly and helpful and I would ask them for advice if I needed it. But something has been lost that we won't get back. The building itself if superb - very welcoming, and a very light space so a pleasure to be in.
735.	It's a vibrant hub of the Wanaka community, accessible to all from wee kids through visitors to retirees
736.	nothing in particular
737.	The librarians are very noisy and as library's are meant to be a quite work place where people can relax in the quite, I find it very off-putting for my studying.
738.	The books are old and more up to date books would be nice

739.	Conveniently located, quiet atmosphere. Employees are friendly, efficient and well informed. I am also impressed with the diversity of the DVDs available.
740.	Cute, quaint and friendly
741.	Probably the best community service we have in Wanaka. Very professional and user friendly.
742.	Well located and equipped. Friendly and peaceful environment.
743.	Seem understaffed at times. To many backpackers asking for free wifi. Might do with a no free wifi sign. Selection of books better than many. Pitches well above it's weight. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
744.	Good parking too far to get to with work. A late night once a week Maybe?
745.	local, easy
746.	always a happy hello and a bit of chat . very helpful and willing to guide you in reading sources.
747.	Great books and toys for the kids and safe space to leave them while I browse for my own books
748.	I like the availability of recent publications that are often hard to come by at the Dunedin Library. When I do use the Wka library there is never any difficulty in finding something I would like to read.
749.	Great staff, very helpful
750.	It is good and worth keeping.
751.	Might be small but the staff are fantastic and I feel comfortable being there.
752.	opening hours not ideal as i work full time. lack of new publications
753.	It is an essential part of the community here. I regularly check out books for my children and myself and the Kingston Library teaches my sons (3yrs and 1yr) to respect books, respect other peoples property, find a joy in books and to learn to read. The range of available books are the best I have ever experienced even with such a small library. The community in Kingston is growing but the community of young families is growing exponentially and the need to have a library in Kingston as a meeting place and a resource for our children is paramount. We have no school here, no play centre, and no place for our kids to go and learn except the library. Thank you.
754.	Very friendly helpful staff
755.	Very friendly and helpful staff, always helpful to explain the computer catalogue search to me again and again! Quiet relaxing atmosphere, easy to find books
756.	how important it is for current users and future generations
757.	would like more recent magazines
758.	Girls are very friendly and helpful. Collection of books is great could do with more DVDSI
759.	I really like Wanaka library. It is a perfect size - not too big or too small. The staff are very helpful, and the kids usually get involved with the holiday programmes. I like to browse for books, and there are often really good books there. We live in Dunedin but come to Wanaka during all our holidays and visit nearly every day in the holidays. So we use Wanaka library differently to Dunedin library because we are on holiday.
760.	community asset and resource
761.	It's a pleasant place to visit because the staff are always helpful and I can usually get, or request, books I want to read.

-
762. Parking. Difficult to just drop off my books if I don't have the children to run them in.
-
763. Small, Quiet, friendly
-
764. Good location
-
765. Very familiar friendly place to go to and staff very helpful.
-
766. The staff at the queenstown library are awesome, always friendly and always helpful. Very clean and tidy.
-
767. I have used libraries where ever I have lived in NZ and overseas. What strikes me about this library is that despite being small it has excellent resources and services, the best audio books collection (in terms of quality) I have every experienced and the atmosphere is always friendly and helpful.
-
768. Great staff!
-
769. An asset to the community as libraries have been for more than 3000 years. Recently the staff have been too busy and thin on the ground.
-
770. Ability to obtain books that may not necessarily be in the Library you visit. Good reference section. Constant supply of new books.
-
771. Always busy, staff mostly friendly and willing to help. (Sometimes they have lots of people to deal with so need to be brisk) I appreciate their help finding a particular item and also that they will bring in item if they are with another library. I think the main thing I notice about the library is that it is a hub of the community - people from all aspects of the community meet each other (by coincidence mainly) and catch up on news. It's a place where there is no pressure to spend money, eat or drink something. Of course Queenstown s blessed with many stunning outdoor environments that offer the same, but the library is weatherproof. It is a place where you can also spend quality time alone - with a great selection of books and resources. The visiting children are always well supervised.
-
772. Lacking an atmosphere that is inviting to reading and studying. It just feels like you've walked into someone's office and the books themselves are organised chaos.
-
773. Opening hours in the evening once or twice a week would be great so I have the chance to go without children.
-
774. Pleasant and handy.
-
775. One of the most user friendly libraries I have visited.
-
776. always realy friendly and helpful
-
777. I really appreciate that the library is there with such a good range of books and services and is open often and they make it easy to be at.
-
778. Very friendly. My husband and I have been going regularly for the past 11 years during which time we have checked out and read thousands of books between us. I like the ease of finding books, the friendliness of the staff, and the prompt service. So unlike big city libraries.
-
779. Has a great selection of children's books
-
780. Good freindly service and advice. Reasonable range of books and other publications. However, limited suppy of audio books is restricting. Often visit Wanaka library for wider selection of books and audio books. New library space much improved from previous area, providing better displays. Would like to see some glass covered display space made available so that historical records and photos from Hawea in earlier years can be displayed and rotated.
-
781. Why aren't these libraries hooked up to the free internet system that a lot of other council libraries have for users? Yes, a lot of tourists would use it but when I go to the library for a quiet place to do my study I occasionally need to use the internet.

A study room would be nice....

782.	It is a comfortable, friendly welcome place to be.
783.	excellent staff informative and visually effective Anzac Day displays
784.	great library, very friendly staff
785.	Small, expensive to join, but convenient
786.	Great asset for the community
787.	The atmosphere has changed since the redundancies - more tense. Nevertheless, I still love to go there. A great place to meet the locals and also used extensively by tourists who always say it's a wonderful, little library. Staff are always courteous and helpful. In the past has had excellent programmes for children. A wide range of people of all ages use the library. It's an important asset for the Wanaka community, far more widely used, in my opinion, than other public spaces, for example, playing fields. DVD'S are of a far greater quality than those available at the local hire shop - as befits a library. Books and magazines to suit a wide range of interests. A cultural gem in a place that emphasises physical activities.
788.	Great help with queries and follow up
789.	Fantastic staff, lovely kids selection, love the audio book CDs and online audio hire services
790.	it is a very important place for my daughters and myself with extremely helpful and informed staff
791.	The librarians are always very positive and helpful.
792.	Good library which satisfies Wanaka's requirements
793.	Helpful friendly staff. I can use interne and computer there. Good selection of books and magazines. We have also purchased old books and magazines. Good source of community information
794.	No coffee and biscuits.
795.	I use it regularly on my lunch breaks, it's close to town and has a good selection of new books.
796.	Very friendly and helpful
797.	We love [REDACTED]. She has an in depth knowledge and passion about the kids books and has led our kids in the right direction on several occasions. [REDACTED] is a huge huge asset to the Wanaka library. I have discussed her value with friends on several occasions and they have all been equally raving about her.
798.	The friendliness and helpfulness of the staff.a great selection of books and resources
799.	Wonderful helpful staff and a nice quiet place to stop and read for a moment.
800.	Wanaka is a great library convenient friendly and well stocked and always has lots of people using it.
801.	I understand the staff have been through significant change recently but their attitudes towards customers need to be more positive and helpful. On several occasions I have felt that customers are not their focus but more a hindrance. I do however enjoy visiting the library for the resources available.
802.	Nice place. Books selection is female biased.
803.	it has a nice atmosphere.
804.	great environment, good range of books

805.	The wanaka staff are very friendly and helpful and nothing seems to be a bother for them, they do make going to the library an enjoyable experience as I know that if I need help it is always available
806.	Pleasant surroundings
807.	Friendliness and helpfulness of the staff. Nothing is ever a problem for them. Attractive building and setting. I can always find something I want to read. Books are easy to find.
808.	Always interesting displays of books close to the entrance. Pleasant staff, excellent light throughout the library but most of all an excellent collection of books on whatever you are interested in.
809.	Wonderful approachable staff, great layout - light and pleasant environment. A favourite library
810.	Busy, young people
811.	Very friendly staff, warm, welcoming environment.
812.	Nice little library
813.	The Wanaka Library is a welcoming space and the staff are knowledgeable
814.	Friendly and helpful staff.....many children and young families enjoying books.....good place to catch up with other interested readers.....such a lovely environment within and without this historic building. An asset to Historic Arrowtown...THANKYOU
815.	Not a very wide range of books - this is understandable for a small town however I see the same books there every year at christmas time when I visit to get reading for summer
816.	it is a central hub in the community. The selection of books is terrific and if a book I want isn't there it is easy to access other ways of finding it eg interloan. It is also a really lovely welcoming and comfortable space.
817.	It is a good environment for a library and good to visit
818.	The friendly staff care about their clients, often recommending books DVDs that would not otherwise consider borrowing.
819.	its nice to have a place to spend time in wanaka that is free :)
820.	friendly helpful
821.	Nice comfortable walking distances and a really nice location. Staff is really friendly and educated.
822.	Terrible parking, more seating like couches, etc would be better and it is quite a small library for the amount of residents it services. Longer Saturday hours would be better for our family
823.	friendly staff, well laid out, lots of sitting space for reading
824.	The librarian told me that my child particularly gets up her nostrils after reluctantly giving him a stamp. I have never come across such a sour nasty person in my life including my eight years of teaching. After formally complaining two years ago she is still there after admitting she was probably not in the right vocation. Till this day our library visits are rare as I cannot stand being near her negativity! This is what comes to my mind!!
825.	Happy place to visit
826.	The library at Wanaka is a very pleasant environment to spend time in, whether working, researching or browsing books/magazines. It provides an excellent service and the staff are friendly and helpful.
827.	Great Community Library Great For Research We DID Have a Great Selection Of Books BUT.....Where Have They Disappeared To Great Place For Ancestry Research Local History


	Very Helpful Friendly Staff....But Recently Under Staffed, Very Noticeable. Good Selection Of Books For Sale
828.	Small place
829.	Knowledgeable and helpful staff. Accessible, I usually walk. As a small library it is well stocked, well set out, comfortable both physically and atmospheric. Access to other libraries with books that are not stocked locally. Our library is active in communities activities eg guest musicians, authors. Provides encouragement to develop the love of books for young readers by providing activities and story time. A pleasant and welcoming place to be.
830.	Helpful staff
831.	I would like the option to self borrow books rather than need to go through a librarian. However I do not want to lose any of the other functions of a librarian. I very much enjoy the Beckenham library in Christchurch where you can buy a drink and enjoy a book in a comfortable chair in a quiet corner. It becomes a treat to oneself.
832.	We really enjoy the children's picture books, but more need to be purchased as we seem to have read most of them. Storytime on Mondays is good, but what happened to the children's librarian? Lost in the restructure? A few of the librarians need to improve their customer service - I appreciate they have been restructured and are still being reviewed, but still... One of them doesn't make eye contact, let alone smile. And at busy times of the day (after school) service is a bit slow. Otherwise I'm happy with the library.
833.	staff very helpful, well stocked in the main but could be improved,
834.	Comfortable, well equipped, wide range of books (for a relatively small town)
835.	Think its fantastic to have a library in our town and sccess to so many resources
836.	Wonderful friendly staff Easy parking Nice building and location Community feel Selection of magazines to borrow Nice children's area
837.	All staff is always so kind and help me, very friendly. Every weekend I am looking forward to revisitng.
838.	Good selection of new books. Nice modern facility.
839.	Clean and quiet, service is excellent, greeted warmly, feel welcomed.
840.	very comfortable and pleasant environment,warm in winter.
841.	some special kids programs on holidays
842.	Excellent choice of books. Up to date books.
843.	Old computers. Needs modernising.
844.	Warm light and welcoming environment and excellent standard of material and staff for a smaller town service
845.	I usually get there when it is closed on a Saturday.
846.	Its very friendly and extremely helpful. The system for getting requested books in is first class -it runs like clockwork. This is necessary as Arrowtown Library stock is not that large and is very much "popular" titles.

847.	The staff are friendly and helpful, knowledgeable about their library and how to access other libraries and the systems which access books from other libraries (which I often do).
848.	Staff are helpful, the building is comfortable and in a central location and there is a good selection of books.
849.	I love this library and visit it every time I stay at my holiday house at Lake Hawea. Normally a selection of books and DVDs for a family of six.
850.	friendly staff
851.	I have been doing my Master at Otago and have used the Arrowtown services to their maximum I have felt very support by the staff, all books I need where sort with ease and a smile. thank you
852.	Exceptional in every way!
853.	Tidy
854.	Very informative, friendly and helpful staff.
855.	Librarian gives good advice on books. Sadly order book from another branch often takes a long time
856.	good atmosphere, plenty of up to date titles, hours of opening
857.	personalised service (use my name) helpful with book suggestions. friendly efficient , when processing books
858.	The nice friendly people there to talk to and they are very knowledgeable and helpful.
859.	A great community asset
860.	slow computers
861.	Arrowtown Library has excellent staff. helpful and friendly. Queenstown Library has some good staff but one or two are a bit officious and legalistic Wanaka Library is also friendly and helpful. All the libraries are a great resource . My teenagers find the choice of books limited in the teenage sections . They have seen some good books removed eg Stephen Lawhead and Brian Jacques. These seem to be replaced with other books which are not as well written. The teenage books follow only a certain type of theme with limited genre. Flat books with no backbone.
862.	more reading space - couches, desks. more foreign language books would be good.
863.	A great service , very good range of books, and subjects
864.	I like the fact that this library is demonstrably a 'civic service centre' for so many different types of people, both resident and non-resident -- when I go there, for example, I almost always see visitors (tourists), school kids, mums with pre-school kids, teens obviously researching for school projects, people reading newspapers and magazines etc etc. In this respect, the library is a real 'hub' of our town. I should also state that without exception, the library staff go out of their way to be helpful -- not just to me but to all their customers.
865.	Always friendly and welcoming. Easy to access. A great community asset.
866.	Love my library , hate the council for trying to down size it
867.	good selection of books. easy access. friendly staff
868.	Helpful staff, good layout, welcoming environment, excellent selection of books
869.	Well set out, ease of access to computer catalogue, excellent friendly librarians, easy to find books or ask staff where to find books.
870.	excellent location, comfortable chairs, pleasant atmosphere, ease of parking, efficient staff, good website

871.	Local
872.	the staff are so helpful and friendly a lovely new building
	l
873.	A lovely friendly small community library
874.	Need more parking facilities
875.	Excellent range of Books
876.	Staff are always accommodating and very friendly
877.	It's good - but not as good as Wanaka. Even though I live in Queenstown, I prefer to go to Wanaka as they seem to have a fantastic selection of books. Queenstown is good, but this came to mind.
878.	Good set up for kids. Easy parking. Great staff
879.	Nice walk over the little bridge to get there. Good reading seats.
880.	Great service and help
881.	Great service very helpfull staff
882.	Good small library for the town. Fantastic location.
883.	My son goes to do research for school projects. Any time we have needed advice the staff have been super helpful and nice to deal with. I'm old fashioned as I still like to read a book rather than get a kindle. Thanks for the great service.
884.	could use more comfortable seating
885.	It is my second living room. I believe it provides ALL members of the Arrowtown community with an essential service
886.	community resource
887.	Accessibility, able to visit seasonally without corrupting registration, wide range of material
888.	Darkness.
889.	Great to have a library full of books for kids and adults alike.
890.	Even though I am a ratepayer and pay for the library through my rates, I am really annoyed every time I get slapped with overdue fines, sometimes reaching \$30, this is totally ridiculous. This is when the book is overdue 3-4 weeks. Puts me off going to the library.
891.	The sections were clearly labelled,The teen section was comfortable with couch chairs for reading in
892.	Friendly, helpful staff, welcoming atmosphere and a GREAT book selection. Very good library overall.
893.	It's a great layout and a nice place to visit. The librarians are very helpful and are great with my 2 kids (ordering books for them, recommending books).
894.	Needs to be bigger to allow a wider and more comprehensive range for readers
895.	Good service, prompt; librarian friendly. Not crowded, uncluttered shelves and space
896.	Good location and parking. good range of books considering the size. helpful and friendly staff
897.	For me , reading is now by electronic. The ease of carrying my ebook loaded with several books is the way I have gone. Please note- I always purchase everything I read and would love the opportunity to "hire" ebooks from the library
898.	The staff are always extremely welcoming, helpful and kind.

899.	Very good service and community asset
900.	pleasant staff, personalised service, child friendly
901.	great
902.	Great service
903.	Good selection of books, great staff.
904.	one particularly friendly and helpful librarian. Fun atmosphere. easy to find books etc. Relaxing.
905.	Its quiet and peaceful, friendly helpful staff. Excellent range of books available
906.	It is wonderful that the community library is so welcoming
907.	Very helpful friendly staff. Extremely attentive and kind to my children
908.	Great selection for such a small library
909.	Very good layout, friendly staff and good selection.
910.	Great library, great staff,
911.	The staff are very helpful either with suggestions for books to read or to help find a book you requested. Helpful when I was unable to get to the Library due to an operation and helped out with my requests for books. This is very important. I appreciated it very much.
912.	The library has a good selection of quality reading.
913.	I have always been impressed by the friendly staff and their willingness to assist with any queries and to provide information on a range of topics
914.	Unfair charges and unfriendly faces.
915.	It has what I look for in a good library!
916.	Overall Arrowtown library is a fantastic facility for our little town.
917.	Small but comfy. Not extremely inviting. Great for kids.
918.	Getting a bit small. Wish they opened earlier.
919.	Very helpful staff, pleasant atmosphere
920.	Great place to hang out with kids nice and relaxing always find a book to take home
921.	staff are very competent and friendly
922.	Great user friendly Library, good selection of books
923.	Peaceful, natural. Lots green around library and bilding is what we love in Arrowtown .
924.	Easy free parking outside, good range of books
925.	Staff are fantastic, they are knowlegeable, helpful and enthusiastic. They regularly celebrate my childrens enthusiasm for books and make them feel they are special and that books are cool. The selection of books is great and the interloan system from other QLDC libraries is a great asset. I love the sense of community we get as only part time locals whenever we visit the library. We often bump into friends at the library.
926.	Great asset to the town
927.	it seems over staff alot of staff there

928.	The people sleeping in there. Its not a dorm room.
929.	It's an essential part of the community. The staff are very friendly.
930.	Well kept, good selection of books, recommended reads always with looking through, good range of magazines available
931.	Nice environment . Busy.
932.	Small. Not many copies of books
933.	Staff are exceptional - knowledgable on resources and able to make recommendations, we have been attending the library since the children were babies, and the staff greet the children by name. When the children were younger, we frequently attended the children programmes which were brilliant. Having the library open on a Saturday, means usually our whole family visits together. The library successfully provides an environment where people can undertake a wide range of activities at the same time. The library provides social connections - most visits end up including a conversation with someone we know in the community. It a place where we feel safe for our teenagers to study and use the library facilities on their own.
934.	The library has a very calm environment and the staff are very helpful
935.	It has a good selection of books and ordering books that you want that have to come from another library never seems to be a problem
936.	I have heard 2 staff members openly argue which is highly unprofessional. They are rude to tourists and the comments they make about some are totally horrible and disrespectful. A smile and simple acknowledgement wouldn't go astray
937.	I love the vast selection of magazines as they are so expensive to buy or subscribe to. I found the staff very helpful in tracking down the next book in a series. It was a nice peaceful place with plenty of seating.
938.	Well run
939.	I feel like an intruder when I enter Queenstown library. I've been a library user my whole life and have never encountered such an unfriendly and unwelcoming staff. I can't understand where they're coming from I would have thought they would welcome the public as enthusiastic users of the service?
940.	It is a very friendly place to visit and any queries are answered in a confident and helpful manner. If I need to do any research it is a comfortable environment and I always take my grand-daughter to the holiday programs which are first class. I also visit when any other activities are on offer.
941.	A welcoming environment and friendly helpful staff . A good range of new books available. Comfortable to sit in a peruse books or newspaper .
942.	Easy access. Helpful staff. Comprehensive collection. Customer friendly hours of opening.
943.	I have found the staff quite unfriendly at times and I find a lack of books for my area of interests. I study midwifery and do not find the book available at Queenstown library useful for this, but have borrowed books for other interests. I also often find it cramped if i go there to study and there is rarely any space that is quiet. Also the lack of wifi. If these things improved I would probably use the library a lot more!
944.	Friendliness Choice of options Suitability of books for my requirements
945.	queenstown library is a well run .helpful,friendly and informative arm of our council infrastructure.and an asset to our town.
946.	haven, sacred place, peaceful, safe ,educational,tranquil, nurturing,family, love this place , this supportive space, connective, informative, part of{the whole} vital to us, the community, thank you, thank you for this retreat and

	point of balance, if, all else fails, we can go to the library and regroup, research, recharge, thank you.thank you , thank you,
947.	knowledge, culture, good environment, good people, friendly staff, free
948.	It is somewhat tucked away and difficult for newcomers to find. Signage is not good and availability of parking is an issue. Why it is not open later in the evening is also questionable.
949.	The Wanaka library is a heart centre for the town. The cutting of library staff this year was reprehensible - they are the best and work so hard to make things easy for users.
950.	 She actually puts my kids off going to the library as she is scary to deal with. Sorry to be negative, but it's the truth.
951.	Quaint!
952.	It is a welcoming place, not just the acknowledgment by staff (smile, hello or just making eye contact.) but also the layout. The various areas are set out clearly - reading magazines/newspapers, children's books, adults fiction, non fiction, computers photocopier. It is a place where people are made to feel they "own" it - it is there for their use and the staff are there to help, both locals and international visitors. I like the atmosphere - it is quiet but also pleasant to hear soft voices as well as children's enjoyment of being read too by a librarian or while they help choose their books/CD's etc.
953.	The library is a great environment and this is undoubtedly created by the wonderful , helpful, friendly staff. They go out of their way to help. The size and resources I feel is very limited for the size of the town now. There is not enough seated areas and I find there could be a lot more book selection and more copies of the popular books, especially in the children's books.
954.	Variety and quality of choice across the whole range of library services from referencing resources to general reading for all age groups. Community information avail reliable. An excellent example and model library in every way.
955.	People, children and staff talk to much and are too loud. Staff are generally helpful and friendly.
956.	Love atmosphere in both Queenstown and Arrowtown libraries
957.	A lot of the non-fiction books are out-dated.
958.	Nice, needs more space
959.	I frequently visit the Hawea library on both wednesday and or Saturdays.
960.	It is a friend I visit who meets so many living needs.
961.	great facility. great staff. lovely community library.
962.	This library is an excellent facility and resource for Wanaka. Not only is the book collection very good and diverse, the staff are very knowledgable and helpful and friendly. Our family uses the library every week to find books and DVD's and have really enjoyed the pre school kids program and holiday programs. We need to look after this precious asset and it's people.
963.	It is Just ALL Right..
964.	Accessible and friendly. Good range of books. Helpful staff
965.	Friendly local community facility
966.	Not enough books

967.	all staff are very user friendly and helpful
968.	It has a broad range of services, and staff are so helpful with queries on books and obtaining requests. Also very comfortable if you are staying to read.
969.	well laid out library stacks good variety of books on display, both fiction and non fiction good children's selection friendly helpful staff
970.	Seemed to be issues using my member QLDC card at Arrowtown library (past visits have been Queenstown)
971.	a little small?? kinda feels not as friendly as Arrowtown
972.	great but would love a closer area for kids so we can make more noise, I find it hard to go with my children as I'm concerned about them wondering off to the other part of the library and making too much noise.
973.	friendly faces, helpful and user-friendly
974.	Staff are amazing A few chairs to sit down go through books would be good The ones in the childrens area are usually in use way to low for elderly people The Qst Library hours are not suitable for people working
975.	Friendliness of staff
976.	Friendly and efficient staff, nice atmosphere.
977.	Small for a growing town. Clean toilets. Loud children, but more quiet with less librarians.
978.	VERY OBLIGING..... GRANDCHILDREN RANGE FROM, 161/2 TO 6 CANT GET THERE QUICK ENOUGH.....AND WANT AROUND 7 OR 8 BOOKS AT A TIME THEY JUST LOVE IT
979.	Friendly atmosphere and personal attention
980.	Have used the Library regularly for the past 25 years. It is one of the gems of Arrowtown!
981.	Delightful
982.	I visit the Hawea library most frequently. The librarian, [REDACTED] is absolutely fantastic and always does her utmost to help search for books and answer questions even though she clearly has so much to do. At times, the library is very busy, and it seems she could do with another librarian to help out. I recently found out that she is also the cleaner which I thought was a bit much given the mess that is left after story and crafts etc.
983.	Wanaka is a great little library which acts as a portal to library resources through out both the district and nationally
984.	Small
985.	Always very clean
986.	Friendly helpful staff
987.	It needs to be open after 5pm on weekdays! I'd visit more often if I could get there after work. I also wonder, won't students prefer it to be open longer for their study and research?
988.	Friendly staff at reception
989.	A little cramped
990.	Atmosphere
991.	Ease of use - I can access books without having to embark on a long journey. It is very nice having someone on hand who is helpful and obliging.

992.	Sometimes, when i wanted to find some books, there were't in there
993.	████████████████████ is exceptionally good
994.	It's small for a large population. Lots of tourists come in looking for wifi, but there isn't any. The staff must got crazy having to repeat themselves a million times a day "there is no wifi".
995.	Good staff and nice environment
996.	A wonderful community space where myself and my family enjoy books and gather information.
997.	We cannot afford to lose the services of the Glenorchy Library
998.	Very knowledgable staff who make good suggestions on other items of interest, great reading space - though it could be larger as seats are often full.
999.	As I have recently relocated from Arrowtown I find the Wanaka Library vast. I haven't really got past the Magazine room and the New Books shelf. I had no problem changing over and found the staff very friendly and very helpful.
1000.	Lovely location and central in the town. Peaceful and great parking.
1001.	Would be great to have it open till 7pm, so there won't be any rush to get to the library after work.
1002.	It is a great asset for the community
1003.	Very friendly and welcoming
1004.	A wonderful facility with very helpful staff
1005.	It has a great range of books and staff are friendly and helpful.
1006.	Friendly and helpful staff and easy availability of any books I require, either from within the library or obtainable from elsewhere. Comprehensive and digitally accessible historical records for the Upper Clutha region.
1007.	Very helpful staff and great selection of books.
1008.	Loss of a valuable resource in the reference librarian impacts on what we can receive when enquiring about local and historical information due to forced redundancy. Not all librarians are as well informed or have had hands on experience as the one who held the position previously. There is greater pressure now on the remaining staff to deal with their library duties which does not allow much time to give assistance to more complex enquiries and ensure the security of the rare and reference only material while patrons do research.
1009.	It is an absolutely wonderful service, great books and friendly staff.
1010.	Well maintained. Staff also ready to assist. A good broad selection of books/papers/CD's
1011.	Community hub and great resource with great staff
1012.	My visits to the library are usually with my grandson, just to read books there.
1013.	good videos, lots of good books, friendly helpful staff
1014.	The staff is exemplary and I continue to feel sad about the reductions/redundancies. I am concerned about potential negative impacts to the additional workload on remaining staff.
1015.	It's clean tidy and easy to find things
1016.	There is not much selection in books
1017.	Libraries are part of the community, books are knowledge. I am very unhappy with recent changes to the Wanaka Library!

-
1018. A pleasant place to hang out read
-
1019. Friendly service and a wide variety of media
-
1020. Very pleasant, clean, friendly environment. Best selection of books to any library I have been a member of, and I came from Auckland before Queenstown. Clean toilet and parking outside. I love this library and the staff. Big thank you and Merry Christmas.
-
1021. Not big library
-
1022. small, pokey, noisy, cramped, boring, unfriendly, old
-
1023. relaxed and friendly
-
1024. Friendly staff, new books shelf, noisy kids, scratchy bike park pole thing outside, good armchairs
-
1025. The Hawea Library is a fantastic resource. Even though it is small I always find something exciting to read there. Jane knows a great deal about books and is always eager to suggest future reading material that suits my interests. It feels like a caring and welcoming community resource I visit at least once a week. My two pre- school kids love the storytime and craft sessions on Monday mornings.
-
1026. I find the staff at the Queenstown Library to be wonderful. They have always made visits more pleasurable, as they are friendly and helpful.
I do find it lacking in the quantity of childrens books (pre-school).
-
1027. Great place to browse for information
not available in news papers or TV and Radio news broadcasts
Great atmosphere and friendly and efficient staff
-
1028. Really nice helpful staff !!
In a town with such high staff turnover it really nice to be able to see the same people year after year working there.
-
1029. I think the people are helpful and friendly, you have lots of new and recent publications
-
1030. way to small
-
1031. Need more staff they are over worked its a very busy library
-
1032. It would be fantastic if the Wanaka Library was open in the evenings, even if it was twice a week especially in the Winter. I work in an office so I am confined to visiting during my lunch break I'm often out and about in the weekends.

The librarians are fantastic, and when we live in a world now so dominated by the internet it is so helpful to have a knowledgeable librarian assist with finding books!!!

I also wish the library had a bigger and broader selection of DVD's
-
1033. The extensive range of books, dvds, magazines... The friendly, helpful staff. The library is in great condition
-
1034. Friendly helpful assistant, comfortable, relaxing surroundings.
-
1035. we thoroughly enjoy buying second hand books, borrowing DVDs and generally the pleasant ambience and facilities available.
-
1036. The staff at Wanaka library are fantastic. But have been let down by their employers with having lost some of their colleagues. It is a shame that these people that had all been doing such a marvellous job and keeping so many library users happy were blindsided in this way. Our family hopes that the library can keep up such great service.
-
1037. Fresh, clean and friendly environment which makes it a pleasure to visit. Would like to have larger range of books on offer but understand the limitations due to population base.
-

1038.	I have been a member for almost 40 years, it has been useful to me most of that time. it's the only library here, and sometimes it seems a bit small. The balance of the collection isn't always appropriate for me, however I still use it regularly.
1039.	Child friendly and a great place to visit on wet days in school holidays
1040.	There is nothing exciting about it.
1041.	Pleasant outlook interesting collection, sorry you don't have a copy of World Book
1042.	Good space Lack of counter assistants
1043.	a quite place to be. and meet up with local people.
1044.	Good service
1045.	I Love the setting and the staff are always so friendly and helpful
1046.	I always look forward to visiting the library. I find it an enjoyable experience and would miss it terribly if it were to change. I rely on it for books when I have grandchildren visiting frequently.
1047.	Helpful staff who are part of my community. As a teacher I often send parents and children to see the librarians for specific help and books.
1048.	How very helpful the staff always are and how much my 8 and 12 year old daughters really enjoy a visit to the library.
1049.	helpful staff, good selection of books.
1050.	Some of the staff are very rude, especially to children which is unsettling.
1051.	Great library, the staff can be very unfriendly and unhelpful. They need to smile and make people feel a bit more welcome.
1052.	Time for an upgrade. I also visit the libraries and Auckland on a weekly basis as well and would like to see the self booking booths in Queenstown.
1053.	Close to parking and to town centre, relaxed atmosphere, friendly service.
1054.	A friendly place with very pleasant and helpful staff
1055.	The staff are awesome - real people offering real engagement. They do a fabulous job.
1056.	Good range of books for small library, usually very friendly service, lovely setting to sit outside....
1057.	Easy to get books from other libraries if they don't have them in
1058.	it is a wonderful community hub which we particularly enjoyed when the children were small
1059.	Great staff; warm welcoming; lovely atmosphere; tremendous facility; lovely to see great family use, excitement and joy and a new generation of articulate and enthusiastic readers. Without a doubt one of the best facilities the council provides.
1060.	The parking is not good for people who have mobility problems but do not have a wheelchair car park card
1061.	Queenstown library staff are helpful, but not approachable. Driving into the library and parking is difficult. Wanaka library staff are both. When I lived in Wanaka, they took the time to get to know me and my likes, and would put books aside for me or make recommendations.
1062.	It is very convenient for our use when we are there [3 months of the year], the staff are very friendly and helpful and it is a wonderful place to take my grandchildren

-
1063. The librarians know their community, and are very helpful when it comes to recommending books, especially for my 9yr old son who reads at a very high level.
-
1064. It has a reasonable selection for a small town
-
1065. Holiday programmes not well advertised. Open on Sundays would make sense with school age kids.
-
1066. I love the Arrowtown library. The staff are really friendly and helpful and don't mind if the kids make a lot of noise! There's a good selection of books and ordering in from other libraries is easy and efficient. Please don't ever consider closing this library as it's a fabulous local resource.
-
1067. Great to have it
-
1068. It's pretty good
-
1069. Well set out.
Approachable and helpful staff
Good selection of books both fiction and non fiction.
-
1070. great resource
-
1071. The opening hours used to frustrate me when I was working but I solved that by retiring!! I realise this is a small town and the range of publications and books is not as great as those of a larger city but we do pretty well and appreciate what we have.
-
1072. It's a fabulous facility for a small town the size of Glenorchy, with a great range of material available
-
1073. nothing specific - friendly helpful staff
-
1074. I always seem to find something of interest to me in the book displays.
Because Wanaka is mostly a holiday destination for me and my husband, we tend to use the Wanaka Library quite successfully as a source of information about what's on and where to go in Wanaka. The only time we could not access anything was when we asked about the Wellington International Arts Festival program which we knew had been released nation wide.
-
1075. 1. For some reason it does not seem to be the happy place it used to be. This is possibly due to many very competent staff leaving.
2. It would be most helpful if staff had name badges.
-
1076. The staff love what they do as they are so helpful
-
1077. We all need libraries, even if we don't always use them
-
1078. Our library is fantastic- our librarians very friendly helpful but their time is more pressured after the job losses and our children really miss [REDACTED] now she is only part time are using the library less as the new books they would like are not being bought.
-
1079. I now need to read books with large print due to my deteriorating eyesight. Unfortunately these books are in what is the darkest part of the library and I find it very difficult to read the titles. It would really help if they were in a lighter part. Otherwise it is a great library.
-
1080. good selection of books that I would like to read. Great selection of magazines. Tidy, comfortable and friendly environment. Because it is quite a small library it is easy to find books.
-
1081. I love visiting this library..friendly staff and a pleasant place to browse
-
1082. Handy, informative, vital
-
1083. Really appreciate being able to place a hold on a book and only pay \$1.
Keeping up with the times by developing the e-lending option.
-
1084. Location, way out of my way, hardly ever go to queenstown so have to make special trip or travel to arrowtown. I would use it more if handier and take my grandson there to encourage his reading
-

-
1085. Love the recommended books on display in each fiction aisle. Great cookbook selection kept current
-
1086. Library staff are just lovely!
-
1087. The staff have always been very friendly and efficient.
-
1088. For me it is just down the road
-
1089. I love the chairs dispersed around the library to allow reading in solitude.
-
1090. I visit often with my four year old daughter and enjoy introducing her to a love of books, and a great community service.
-
1091. Lots of unsupervised school children. I was shocked to discover my child could get out a Graphic Novel (highly unsuitable for a 10yr) without any warning or rating on it (she can not do this at a video shop).
-
1092. The welcoming helpful friendly staff, Would like to see a greater selection of large print books as I have asight problem and really need the large print
-
1093. Lack of Love
No wall displays in the children's area
No new books - old tatty books on the shelf. Shelves messy. Uninviting.
Mess
When I walk in the library it doesn't make me feel like this library reflects, or at least belongs to the public of Queenstown. It could be an office building anywhere in NZ.
Constant changing of staff. No one with a familiar face or smile.
-
1094. Library is well used but could be free to ratepayers (as they fund it) and pay for short term residents (less than 6 months unless ratepayers) as then more services could be offered (ebooks borrowable for 3 weeks like in Tennessee).
Library has grown over the years. I was first a member in 1986. Staff are generally friendly. It has a great location as there is parking unless campervans are living there, is sunny and central for walking or cycling to it. One way of funding books could be for the first x borrowers to pay \$1 then they would be self funding (technology could alert staff to when paying to borrow would cease). Most of us would wait until the books were free to borrow. One problem is all seats being taken up by backpackers(short term residents) using books for english study.
-
1095. The friendliness and knowledge of the staff and the availability of the type of books that I appreciate.
-
1096. Excellent service from our librarian [REDACTED].If we recommend a book we read we feel Jane always takes on board our thoughts.We are always listened to and that is heartening.We are very proud of our library.
-
1097. The number of staff, this is something myself and other colleagues have discussed on several occasions over the years, our library always seems to be top heavy with staff. Personalities at times seems strained and not always a warm friendly environment you would expect from a local library.
-
1098. Quality of books (condition)
Variety. Location of library.
SUPER helpful friendly staff.
Staff who know what you like to read.
When daughter younger, the WONDERFUL kids "programs" art ect
-
1099. Need more comfy seating
-
1100. The staff know my name. Lovely!
-
1101. you got rid of your good friendly staff [REDACTED]
[REDACTED]
-
1102. Wanaka library is one of many QLDC libraries, which means that most of the books that I am interested in are easily accessible.
-

-
1103. We love going to the library in Arrowtown, we think the staff are great. The girls always enjoy their visit to the library, its something to look forward to.
-
1104. I am very pleased to have this resource and hope it continues in it's present state.
-
1105. It is a great all round library an asset to the community, all my kids love it and utilise the services as well.
-
1106. I would use the library a lot more often if it were open at more user friendly hours, ie later in the afternoon and longer on Saturdays.
-
1107. Very informative helpful staff peace and quiet
-
1108. Helpful and informative staff. Even though I visit the library quite randomly, there is often something going on for the community. I particularly like seeing the children's sessions in progress.
An excellent selection of books.
-
1109. Pleasant environment . Enjoy visiting to browse
-
1110. It functions as a library should
-
1111. the staff do an awesome job - on our visit last week one of the librarians helped select books that were age appropriate and interest based for my son - lots of knowledge and really helpful
-
1112. Lots of information as your enter the library about what is happening soon in the Town or other areas. Helps to keep me informed. Comfortable temperature inside, comfortable chairs to side and read. There is internet access but I don't go to use this. quite a good selection of large print books but could do with more.
-
1113. Well resourced with varied media
-
1114. Love the dump truck and loader in the toy box
-
1115. Usually there are more staff - they were short staffed on this day.

This library is welcoming, quiet, friendly in appearance and a great place to research material. Staff are friendly and well informed. It usually is as a library should be; one can concentrate there.
-
1116. Really friendly and helpful!
-
1117. Lovely atmosphere great selection of books and accessibility to other library collections, librarian/s are fabulous - knowledgeable, incredibly helpful, quick to understand my needs and so so friendly and welcoming, nothing is too much trouble for them. Please don't slash and burn like you did at Wanaka. This facility and people are absolutely needed and treasured in our community.
-
1118. friendly staff, nice environment, great location, quality collection of books and periodicals
-
1119. We Have a great librarian Who Knows what I like to read and has recommended some great books , some I took to my Book Club.
-
1120. helpful and friendly staff
-
1121. Local, light filled, tidy, efficient, friendly, resourceful, a good resource, helpful.
-
1122. The staff are very lovely and helpful. The whole environment is great.
-
1123. It supplies a good service.
-
1124. A place for community to go as it is a warm safe environment. A friendly environment for young and elderly. Introduce children to books. An information centre.
-
1125. comfortable, opening hours too late in the day for working in the library
-
1126. Small, good selection of books and newspapers, good kids section and staff able to manage my autistic intellectually disabled adult daughter without a fuss. In fact they make her very welcome and thats really really important to her and me in this community.
-

-
1127. Staff are friendly and helpful.
-
1128. I read a lot and feel there are a few gaps in the library's collection of books, but overall I enjoy visiting this library.
-
1129. Its a great addition to the lovely town of Arrowtown
-
1130. They are friendly ,capable and well organised
-
1131. That you can order a book that one of the other libraries may have
-
1132. Knowledgeable and friendly staff, good range of childrens and adults books and enjoyable holiday programmes. It is a nice spot to sit and read with the children on weekends.
-
1133. Its quiet, the ladies are friendly, the choice of DVD's is exceptional!
-
1134. Inviting. spacious and a huge array of books
-
1135. I have no complaints about the staff or layout of the library.
-
1136. A nice atmosphere, relaxing atmosphere a welcoming place to visit and spend time
-
1137. Bright and welcoming
-
1138. necessity to have one with accessibility of location and timing
-
1139. The staff are amazing. No matter what sort of help you ask for they always are obliging. the only negative is that the selection of books needs to be more extensive.
-
1140. Very helpful staff. I'd like to see more new books.
-
1141. Books that I like to read, plus that they are so up to date. I see them just out at Whitcoulls PaperPlus, call into library they look up on computer to tell me where they are in the system. I think it is a great library.
-
1142. Friendly, community minded, good selection, enjoyable to be in and browse, good information available
-
1143. Good books, friendly service and assistance.
-
1144. great
-
1145. It is a welcoming place, has a sense of community, friendly and knowledgeable librarians, and above all it is about the books.
-
1146. Compare with other cities/towns' libraries:
-small, not modern feel, not enjoyable to sit down read
-internet charge more for both locals visitors
-Queenstown has visitors locals from all over the world more than other cities but has such few multi-languages books. Queenstown library should take this advantages to have the most of multi-language books collections than any other libraries in N.Z. easy solution is have a regular book-donation system, get support from hotels/motels/hostels/schools/church/club/airport
-book lending time is too short
-
1147. Often unplanned meeting up with neighbours etc and I enjoy the quietness. Librarians always happy to go the extra mile to access the bold or DVDs that you want.
-
1148. As a holiday house in the area I am always surprised that the staff remember my name. my grandchildren also like to borrow books while on holiday
-
1149. Any library should be an effective information destination for people entering and/or resident within our community. Our libraries perform this task on various levels to varying degrees of effectiveness. I believe this needs to be the broad focus of our libraries
-
1150. I love the Arrowtown Library, good parking, contralto walk to if you are shopping, friendly staff.
-

-
1151. At the time there was a group of children out the back being entertained, which I thought was really lovely - great to see so many families enjoying the facilities. In the past, staff have always been very helpful and welcoming.
-
1152. Now I have a kindle but I do not know how/ if I could borrow books somehow to read on kindle.
I do not know what new books are available.
I have to remember to visit the library more often. Maybe (just an idea) the library could lease some space to a cafe and people would go to the cafe and could access the magazines etc. It could bring more traffic to the library, and then it could become a habit of going there just to browse and see what is available.
-
1153. That it is a very pleasant place to be
-
1154. Signage in the non-fiction section lacking e.g. where are the biographies?
-
1155. Hi - it is too small! Never enough space to use a desk, more smaller more private workspaces would be better than 4pl tables. Zones not very well defined ie: hard to study when a school group is in there! A bit noisy too, i expect a library to be a bit more of a quiet space, which relates to the above as well as the librarians. Why no wifi?
-
1156. Happy friendly place to be in
-
1157. fantastic asset in this community. the staff have always been so incredibly helpful and freindly. it is such a great place to go, useful and welcoming.
-
1158. helpful , new books often , great kids books and willing to source books if asked .
-
1159. Great friendly space for children to either play or read, good selection of latest books and DVD's, a comfortable space to spend time in.
-
1160. I love the Wanaka Library. It's homely friendly. It's well designed and has a good layout. The staff are all lovely very helpful
-
1161. very friendly and helpful staff
-
1162. Great site in town. Open and light. Easy to find what I want.
-
1163. One of the best small town libraries. I have visited about 25 around the world. About on par with the Buddy Werner memorial Lbrary in Steamboat Springs , Colorado. USA
-
1164. Before ██████ intervened, the staff were always incredibly helpful, welcoming and accessible. The ones who are left are still all the above, but now so many more demands are made on their time with fewer people to share the load.
It was a great place to go to with the grandchildren and the staff were very supportive in accessing reading material and talking books for the very elderly.
This place is a hub for the Community and supports our Community projects.
I am gutted that a stranger can come in and pull apart something which was working so well.
-
1165. Friendliness coupled with efficiency in providing service and assistance.
-
1166. Well resourced and has enough topics for us to read.
Easily accessible
Friendly staff
-
1167. Accessible and good selection of reading material
Easy to reserve items from other libraries too
-
1168. I think it is very handy for those of us in Haast,who need more than our own local library for more wide reaching books.
-
1169. Friendly, well-equipped, well-staffed.
-
1170. good atmosphere
-
1171. The charges for getting books in doesn't make it worth getting them out. Also there isn't many places to sit.
-

-
1172. Was a wonderful community resource, that provided more than a library service, the staff were actively involved in our children's desire to read and grow their knowledge, vocabulary and intellect. Whilst some of the remaining staff continue in that vein, unfortunately the ethos of the place has changed to regimented efficiency rather than nurturing, interested and participative in children's development. It's now more a library focus on adult needs than children's...I believe the children were your biggest users losers - shame really.
-
1173. Awesome atmosphere
-
1174. Good selection to choose from, light and airy, very friendly and helpful staff
-
1175. wonderful staff
-
1176. Good library (as anyplace that provides free books is). Quite often closed when I try to go as I work through the day. More selection is always good. There seems to be a lack in alternative contemporary literature, philosophy, politics and science. A decent selection of classics. I am aware that you will never be happy to provide everything for everyone.
-
1177. very handy to anywhere in arrowtown- great place to catch up with people and find out what is going on round the town
-
1178. Very user friendly, computer handy to look info up on and staff very approachable
-
1179. it's just been refurbished and is looking and feeling great. very nice selection of books for a small library, and very friendly staff
-
1180. Good selection of books especially new releases..
-
1181. Convenience and pleasant experience.
-
1182. We need to be able to have access to more books WITHOUT paying a fee to receive holds. I propose that fees ONLY be charged when someone DOES NOT pick up a book they've placed on hold within 10 days.
-
1183. Far too noisy. Libraries are supposed to be tranquil environments away from the hustle and busstle of the world. Instead I leave because its not a relaxing, quiet place
-
1184. A friendly, helpful staff, excellent facilities, and important community resource.
-
1185. The Library in a town is the heart of the town in the same way the kitchen is the heart of a home.
-
1186. Great place to take the kids age 5 and 2.5 yrs.
-
1187. It is well-stocked. It is easy to locate books using the online catalogue. The staff are helpful. The internet access and photocopying facilities are excellent. The venue is quiet and peaceful and a pleasure to visit.
-
1188. The staff are always obliging and the surroundings are pleasant
-
1189. The staff are a polite , well informed group and very helpful .
-
1190. Fresh and tidy, with great toilet access for the kids if needed. Staff are friendly and there is plenty of choice for the kids in books and dvd's
-
1191. Clean, tidy , relaxing
-
1192. It's nice... especially in the winter
-
1193. It is an invaluable resource in the town. We use it a lot, in particular for children's books. However we all borrow books from the library. Books are so expensive in this country that it is vital to have a good facility to borrow from. The staff are always v helpful, and the facility is very comfortable and user-friendly.
-
1194. Amazing how a small library can have so many books that I like to read, including lots of new releases
-
1195. The helpful friendly service
-

-
1196. It would be great if there was more seating but I do understand it's a small library with limited space available so I'm happy with it the way it is. It's a lovely community library and I wouldn't expect to find everything there.
-
1197. Always ready to help with information or suggestions for a title or author
-
1198. Very styley comfortable, has a great community feel, helpful staff I can always find what I want there.
-
1199. Great community facility
-
1200. Love the spaciousness, variety, staff and the ambience of the place. Wonderful setting.
Just a bit awkward when it comes to parking (especially in the rain!)
-
1201. Happiness, there is just something about going to a building filled with books, the smell of paper, the quiet atmosphere that is just soothing. Medical practitioner should prescribe a visit to the library for all their stressed out and anxious patients.
-
1202. Its modern; offers fantastic service; staff seek your views of books/films etc and use this information in future ordering etc; the reminder of due items by email works well for us.
I rely on the library far more than any other council service.
-
1203. It is a great facility now that it is in it's new home in the community centre. I would like the library to be open more hours. It would be great if it was open on a Friday for example.
-
1204. Feel very welcome by staff, has a nice relaxed atmosphere.
-
1205. Good staff that are very helpful, Nothing ever seems to be a bother
-
1206. great community library, with lovely staff.
-
1207. Just a great library for the town.
Excellent attraction for all ages, especially to keep children interested in reading
-
1208. Comfortable, friendly, community hub.
-
1209. The librarians are very helpful and great with my kids
-
1210. accessibility
-
1211. It needs a refurb and some more seating for reading quietly in a corner
The libraray team are always very friendly and helpful
-
1212. Libraries are as important to me as are water food and air
-
1213. We are lucky to have this facility so close to the town centre. It has an atmosphere that encourages reading particularly for the young.
-
1214. The kids and I love going to the library to get out books. It has become a real event and they take choosing their own books very seriously, feeling very grown up. Once the kids have chosen their books, we sit down and read other books that we are not taking home. The atmosphere and friendliness of the staff ensures that we always feel welcome. Once my eldest starts school I am sure that our trips to the library will increase...I can't wait to help him research and find books for his homework.....I think it is important to introduce my children to an alternative to the internet and to hopefully build on their love of books. I may be old fashioned but you simply can not replace a book in the hand!!!
-
1215. In the past there were pages for the children to colour along with crayons. This gave us parents the time to actually look for books for them and for ourselves. I find now that there is nothing for my children to colour we only spend a short time in the library picking out books. Before we used to stay for nearly an hour, now it is more like 15 minutes.
- I respect the need to cut costs, but perhaps using recycled paper for the children to colour would be worth money. They would actually like going to the library again.
-

	Thank you.
1216.	Staff expertise, ambience, community outreach, scope of the collection, excellent dvd collection, local history materials
1217.	hours are not conducive unless you are retired or in school
1218.	There have been no new recent DVD's
1219.	WE ARE SO LUCKY TO HAVE A MODERN,WELL EQUIPPED LIBRARY HERE IN wANAKA
1220.	Efficient friendly staff, good service, good displays, tidy and organised
1221.	A quiet tranquil place to research and write
1222.	Great range of books, much better than our local Wgtn library. I always look forward to visiting the Wanaka library
1223.	That it is a fantastic asset to Wanaka and district. NOT SOMETHING THAT SHOULD EVER BE CLOSED - IS THE COUNCIL MARXIST,COMMUNIST OR NAZI?
1224.	Queenstown Library is cramped. It doesn't have a great range of fiction authors
1225.	I don't understand this question.
1226.	Not up-to-date. Magazine on offer are old. Not enough seating space for the size of the community (and users).
1227.	Helpful but uninspiring
1228.	More books
1229.	Small/cramped. Noisy. Limited children's' section (which is the main reason we go there).
1230.	Nice comfortable helpfull
1231.	So friendly and helpful. They are always recommending books. Brillant with the children and now my daughter volunteers there.
1232.	It is well-sited and has a reasonable selection of books. It could have more information to assist in selecting reading genre ie it is not easy to find information on authors who write in a similar style to what I like.
1233.	Staff helpful and friendly,Library well laid out.
1234.	great location, good staff, would like longer opening hours and free internet
1235.	How helpful and friendly the staff are .
1236.	Cosy, community-orientated. Limited range of books due to its size
1237.	great little library, the kids and I go there every week. the librarians are fantastic
1238.	very useful public service
1239.	Staff are friendly and very helpful. Particularly welcoming to preschool children. Would like to have more reference books ie human psychology
1240.	A welcoming place for the whole community. Very helpful and friendly staff
1241.	Quite good, small but sufficient
1242.	Visitor friendly
1243.	Relaxed atmosphere

-
1244. The loss of staff mean those currently available don't have the time to discuss books, latest releases from popular authors, new DVDs, and other media. The readalikes have not been updated so it's harder to find similar authors. The number of new DVDs had dropped markedly so I have stopped hiring library DVDs and no go to VideoEzy. Also the catalogue records are not as complete as they were so it takes longer to research items on the catalogue to make sure I am reserving the right item. Overall, the library doesn't satisfy my needs in the way it used to before the staff cuts and changes.
-
1245. Friendly librarians, attractive and comfortable space, brilliant range of texts, easy to find books, unacceptable waiting time in queue (only during the last three visits)
-
1246. The wonderful library staff. Their helpfulness when looking for something specific (eg looked up a book in the online catalogue but can't find it on shelf) or needing recommendations or other information. Always friendly and approachable. Missing those who are no longer there -- [REDACTED]
[REDACTED] A comfortable place to sit and read, either alone or with my children. Enjoyable children's programmes. A welcoming, quiet space for adults and children.
-
1247. Welcoming, great selection
-
1248. There are lots of kids after school hanging around - waiting for parents to finish work I would say. Perhaps there could be a bigger "study" area where the "be quiet" rule is enforced?
-
1249. An excellent community service in a town where exercising the body tends to take precedence over exercising the mind. Compared with Auckland Central and St Heliers libraries Queenstown maintains an extremely high standard.
-
1250. Light, friendly, good selection
-
1251. Great ambience
-
1252. A good range of books/DVDs, helpful staff, handy to CBD etc
-
1253. lovely
-
1254. I'd like to see a better selection of non-crime adult fiction. There seems to be a focus on scary books rather than pleasant stories!
-
1255. The helpful attitude of the staff, the welcoming environment.
-
1256. Very friendly staff, and very helpful. The quality and variety of the materials available.
-
1257. Accessible to most people who may be in town for a season, easy parking, online facilities to search and reserve a book, friendly staff.
-
1258. The staff are very friendly.
-
1259. Always a busy place with o/s visitors and o/s workers. Not a lot of staff to assist.
-
1260. Very friendly, helpful and competent staff, beautiful building in a really good location, excellent library for a community of this size, but I'm afraid that the council might under-estimate the community's great need for it and reduce the service yet again. It's a shame that the on-line services are so modest, but I guess I'm comparing it to libraries in larger centres like Auckland or even New Plymouth that have comprehensive on-line databases like Knowledge Basket and academic research databases for on-line research for library members from their home computers. While it's not about Wanaka Library as such, I'm not at all impressed with the QLDC library web-site which I consider clunky and out of date compared to other NZ library web-sites. The "update" some time ago did little to improve it. As a user you have to remember how it works otherwise it's very hard to get to where you want to go in it.
-
1261. This is a great library, busy, functional, useful and well patronised, and was more so before the QLDC dismissed some of its critical staff in 2013, leaving a pile of stresses and sadness behind. It is a highly valuable community resource that has been unnecessarily cut down. In particular we have lost our manager, and our research librarian
-

which affects me particularly. What comes to mind when I think about the Library is that the QLDC has done this community a disservice for no good reason and clearly as change for the sake of change, without understanding of or regard for the long terms community effects. The multiple resources of Wanaka Library are one of the significant reasons we have so enjoyed living here, there is nothing to replace it. Not well done, QLDC management.

1262. Great staff. I enjoy visiting the library and always feel motivated to read more and come back more often
1263. Would miss it if it wasn't there.
1264. Good book selection in both fiction and non-fiction, great location and setting, good helpful librarians.
1265. The windows need to open in the summer for new fresh air.
1266. Helpful librarian and nice local facility.
1267. The library is community based. It is cosy, welcoming, and puts on special readings for children, which I find very important. My impression of New Zealand's attitude towards books (in particular fiction) is quite poor. I don't find there is a general enthusiasm for reading or the joy that books bring. Having a community library is very important in reconnecting people with the power of the "written word," especially for the community's children. As Einstein said, "If you want your children to be intelligent, read them fairy tales. If you want them to be more intelligent, read them more fairy tales." Our library has reading sessions for our children, and locals volunteer to read aloud to them. You can't put a price on that. Our library is a little place of magic.
1268. The librarians can be noisy. Some of them are really nice but some are quiet rude. Also many books that i want are in other libraries for some reasons, I have to order and pay.
1269. wide variety of items available
1270. Friendly hard-working staff, great advice from the childrens' librarian, light-filled inviting library.
1271. Good community service run by unpaid volunteers.
1272. Lovely old building!
1273. Very limited inventory of books, mostly pretty old.
1274. Cute, tiny. Very local. Good range of books for its size. Always meet someone you know there, and [REDACTED] always remembers you. Very inclusive. Would be great to have more/longer hours, as its hard to get there with a toddler and baby in the hours given.
1275. Would like to see more contemporary and uptodate novels / magazines
1276. Feels like the centre of our community. A wonderful place to visit.
1277. It is a wonderful quaint location with a fantastic up to date selection of books. [REDACTED] the librarian is most helpful! I love having access to the library and 'physical' books. In a location such as Kingston it is sometimes difficult to access ebooks and the like due to limited internet access. Accessing the library in Kingston is a special and unique aspect of staying in Kingston that I really value. Borrowing and reading a book is one of those wonderful inexpensive gifts that I treasure. Please don't take this away!
1278. This is our community library that is also a meeting place when you go there.
1279. Love it. Books are essential and fulfil many needs.
1280. It is an asset for this community, in a beautiful setting, staff are friendly, helpful. I use most sections at some stage except childrens area and the internet. Clean toilets. Like the variety of spaces to sit to read/use laptop. Outdoor area very pleasant. Like self service photocopying. Catalogue computer good. Thankful for some DVDs being free.
1281. It's hand to my work and has a good selection. It's an important part of the community and it encourages children to borrow books so we have a new generation of readers coming on.

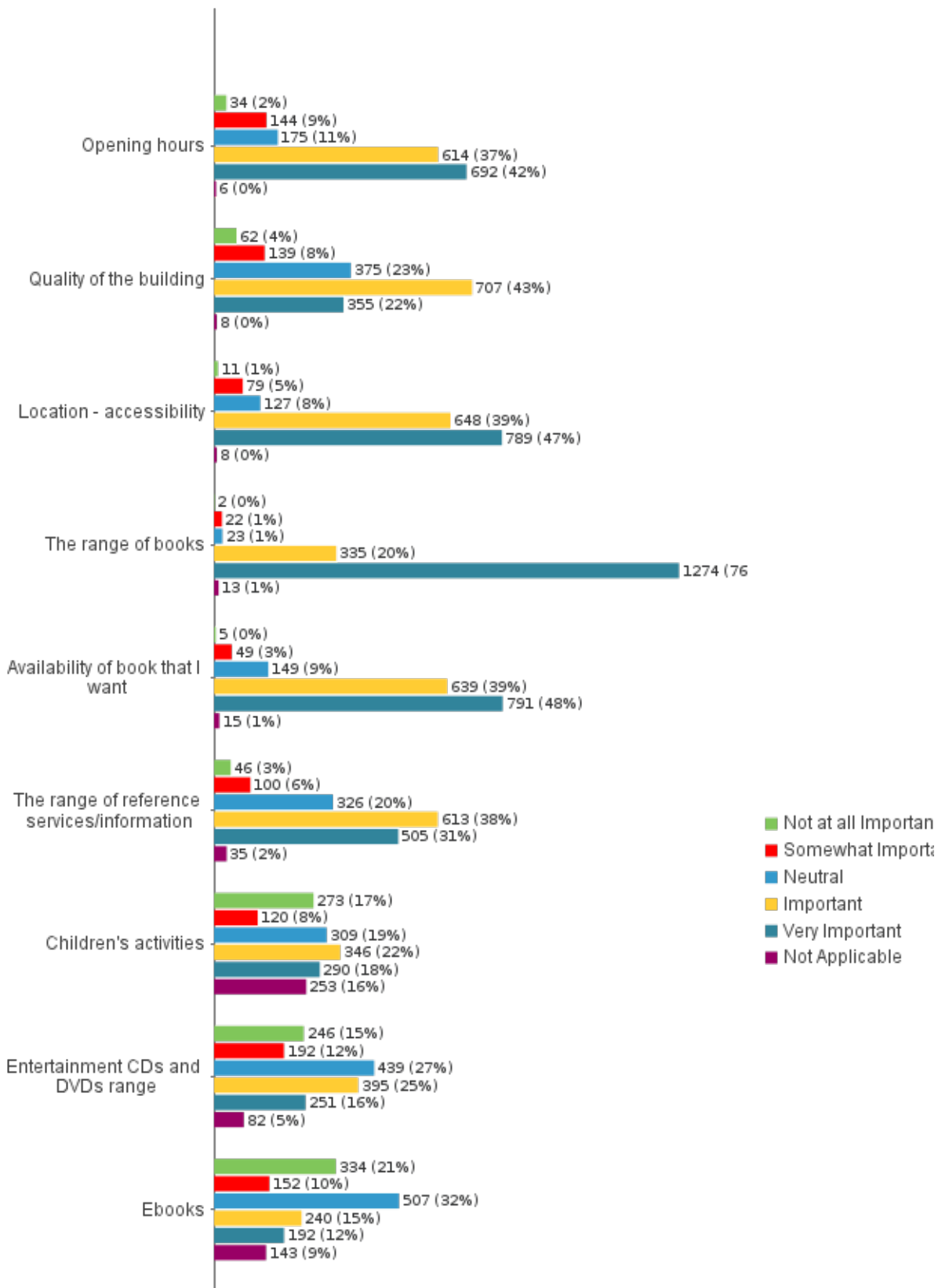
1282. For my needs there is a lack of educational books. What there is tends to be outdated.
It can be very noisy here.
I like the flexible use of the computers and that I am able to plug in my laptop to study from.
I wish there was free parking for campervans and of more than one hour - i would be happy to prove I was in the park to use the library.
1283. I find everything excellent. Pleasant building seating. Books Mags, Audio Books, DVDs etc good selection. Staff help if needed with selection. Staff great knowledge always friendly.
A lovely library
1284. Good friendly service, limited book selection, very small with little space in which to browse or relax
1285. Its convenient and good place for studying
1286. Saturday opening hours are pointless at those times. Earlier would be much better.
1287. It is very important to the community .It is very important for me as it keeps me in touch with the world. Kingston is a long way away from Qtown.
1288. A lovely cozy place to visit sit and relax read a good book I have been going since I was a child so its got a very homely feel
1289. Arrowtown is a great library and local resource please keep open
1290. community hub particulary for the young families and elderly wonderful services on offer in the most gorgeous historic enviroment user friendly hours
1291. Arrowtown library has a good community spirit with excellent libraiains
1292. good book selection avaiable variety od dvds has improved along with the number available
1293. Staff are very friendly and helpful
1294. service and atmosphere are fantastic
1295. friendlness knowledge calming relaxing
1296. easy access well laid out good range of books
1297. user friendly
1298. Helpful friendly staff pleasant surrundings
1299. Warmth and friendliness of staff. Quality of selection in collection.
1300. For me, the library is the heart and soul of Wanaka. Apart from the services it provides, its setting beside Bullock Creek makes it a pleasure to visit - not only for locals but visitors, domestic and overseas.
1301. Love it
1302. Personnel Services, Community, Good use of historical building
1303. Books books books its all about the books fact or fairytale I like them ll its a comfortable place to have some quiet time
1304. A quiet and welcoming environment with friendly and helpful staff.
1305. OPen sunny room to move, good quality books/mags / displays /dvd's etc/ friendlyb helpful staff / good parking
1306. Reading, also a quiet place to read
1307. I have always found the Wanaka library staff very helpful. The ambience in the library is most pleasant and one is induced to browse the shelves and/or the catalogue.
1308. Warm welcome friendly relaxed atmosphere. Centre that this is the heart of the community.

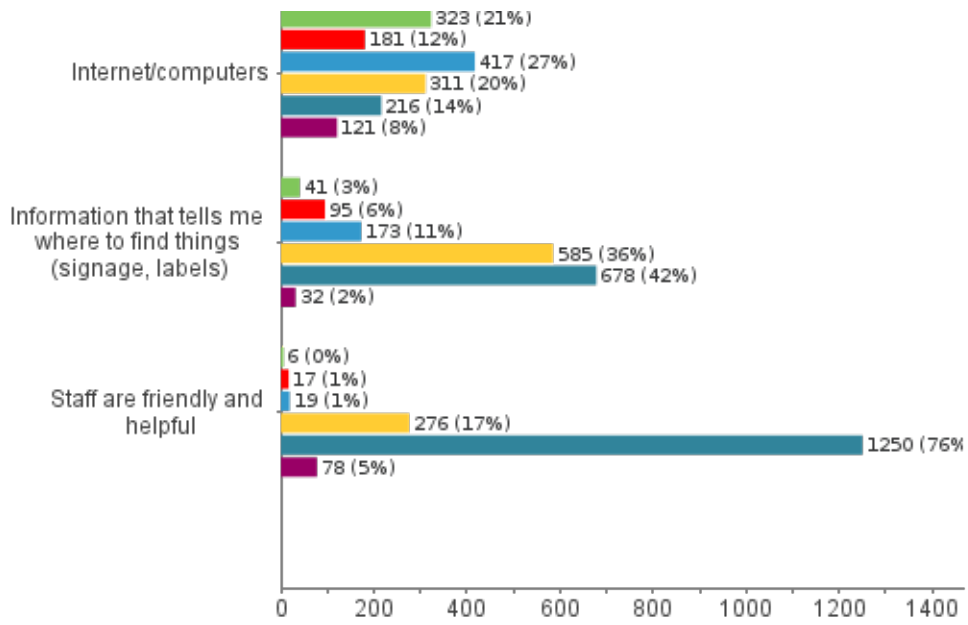
1309. Information when required, friendly, kindly service help if required and asked for.
1310. How friendly and helpful the workers are
1311. That the staff seem rather too busy now their numbers have been cut
1312. friendly fun cosy local
1313. Nice environment, friendly, good collections of periodicals, books and dvds
1314. It is a special place that you can be that is peaceful brimming with information welcoming and open to all
1315. Well set out.
Friendly, helpful librarian especially with my elderly (90 year old) mother who needs help with all aspects of using library
1316. The vibrant atmosphere of the queenstown library has cooled remarkably over recent weeks! Why?
1317. Ease of central location.
Beautiful building in beautiful setting by river and trees.
Close to car parks and central down town.
1318. Excellent community resource with diverse reading material
1319. Wheelchair access would be difficult for 2nd lot of doors at entrance.
Very friendly and helpful staff - no question is a bother.
Quiet, clean, good temperature / clean toilets.
Very comfortable seating areas
1320. Friendliness - depends on staff member some really friendly a couple not at all

Generally a good place a few improvements needed
1321. Fairly average selection of books
1322. Its an inticial part of the Arrowtown community the staff are helpful and friendly I always enjoy popping in.
1323. Quaint, personal service, meet the locals, good parking (instead of going into town)
1324. The friendliness of the staff always approachable and very helpful they know my taste in books and very often have suggestions to make.
for me its a special occasion and I look forward to visiting the library on a friday 10am Location of library is important especially to the elderly who find the close parking convenient
1325. IT might be small but it is a lovely place to go, which I do regularly with my kids. We love it, nice variety of material available, great staff, great location. It's a gem
1326. Friendly staff who greet me by name but are also extremely knowledgeable about english literature and in addition are quickly efficient they all display exemplary quailities in librarianship and customer service
1327. Relaxed friendly environment
1328. Love to see it used more evenings perhaps many people want to join a book club this would be ideal .
to small should be extended
Like to hear authors speak or other interesting speakers .
need a work space area in Arrowtown library nowhere to study for adults and students
1329. The books etc for children, young adults and adults all contained in one room
1330. The library is wonderful and provides all necessary services
1331. Friendly. Comfortable chairs. Bright - well lit. Warm in winter - cool in summer. Busy
1332. very helpful staff efficent friendly awesome! Library is accessable warm in winter welcoming place to visit

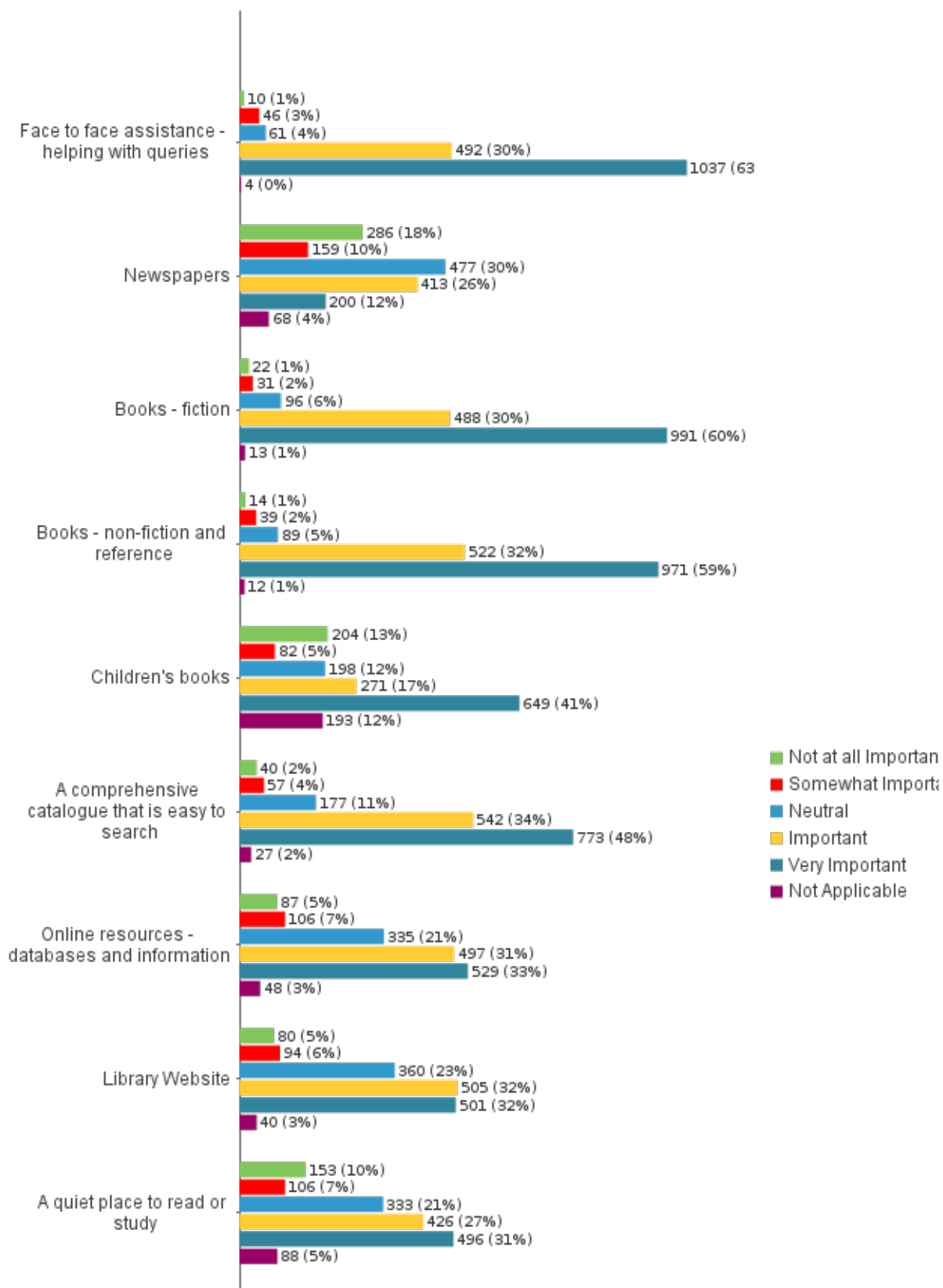
1333. It is an excellent place to visit - so comfortable, so accessible, with the warm, smiling welcome from the splendid staff, and SILENCE the mature air of a top library.
1334. The staff are very welcoming helpful and take the time to show interest in people.
The environment is ideal for a range of people and their needs quiet study space spots for reading the internet and printing
1335. Perfectly situated and comfortable
1336. I love the local libraries. Wanaka is my home library and I am distressed, angry, judgemental and fearful at the cavalier actions Council have taken in usage change. Isn't there a name for figures who burn libraries
1337. Very Good
1338. Fantastic choice of books friendly staff lovely relaxing environment which encourages reading
1339. Staff customer focus need to be improved wider range of books
1340. All my life 76 years a library has been an important factor the only time I did not use a public library was a period of 5 years when I owned a bookshop the Queenstown Library was important in enabling my husband and I to maintain our mental health when 4 years ago our retirement funds were put in statutory management the provision of a library is the only council facility we use I believe there is a need for a house bound library service for the elderly Altrusa is a service organisation which may deliver
1341. Literate library staff who are interested in books and the world around

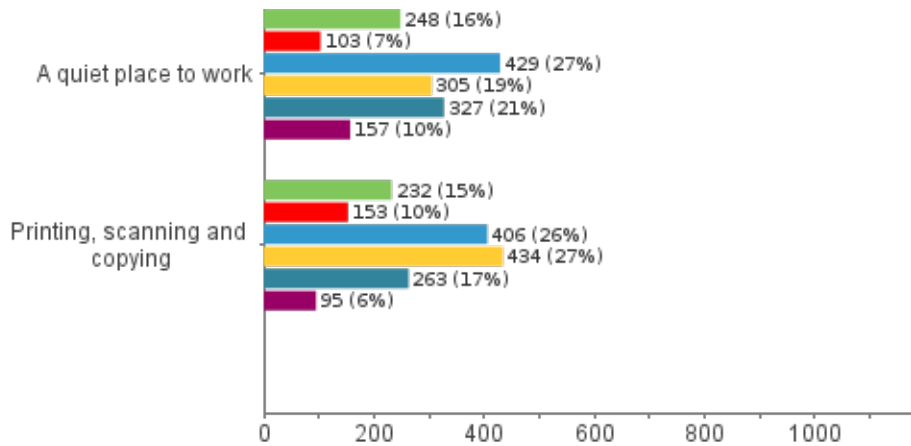
How important are these aspects of our library services to you?





How important are these aspects of our library services to you? (Continued)













Would you prefer to access library services online, eg searching the catalogue, reserving items or downloading e-books from the library collection instead of visiting a library?

Response	Chart	Percentage	Count
Prefer to do this on-line		32%	524
Prefer to do this at a library		68%	1139
Total Responses			1663

If library branches could be opened at times to better suit you, what days of the week would you prefer?

Response	Chart	Percentage	Count
Monday		20%	337
Tuesday		18%	308
Wednesday		19%	327
Thursday		19%	322
Friday		20%	338
Saturday		27%	454
Sunday		18%	304
I'm happy with the existing days.		74%	1260
Total Responses			1700

And what times of the day would best suit you?

Response	Chart	Percentage	Count
Early morning (6am till 8am)		2%	40
Morning (8am till 11am)		25%	417
Lunch time (11 till 2pm)		22%	376
Afternoon (2pm till 5pm)		30%	509
Evening (5pm till 8pm)		24%	412
Later than 8pm		2%	33
I'm happy with the existing times.		56%	959
Other, please specify...		4%	76
Total Responses			1698

And what times of the day would best suit you? (Other, please specify...)

#	Response
1.	having a late nite would help esp when you are working during the day.
2.	9am to 5pm
3.	why not 11am til 9pm... that way the service can be available to both the retired/unemployed etc and t o working people
4.	One weekday evening would be great
5.	I am not able to be as specific as the above list
6.	one evening would be suitable (until 8 pm)
7.	Hawea open 6 days a week as difficult to remember and Wanaka open from 9am as often drop kids off then think could go but it isn't open so don't ever get there.
8.	i am happy with the service provided but extended hours would be great
9.	one late night
10.	All Day
11.	a couple of evenings to increase access.
12.	One evening
13.	Should be available all days, 9am - 9pm
14.	Saturday 10 - 1pm
15.	Sometimes I think all day Saturday in Arrowtown would be convenient
16.	We come to town for appointments or when we can, and a visit to the library is vital for me. My work day is variable, so coming to town happens when I have more than one reason.
17.	and a late night would be great
18.	9am to 5:30 pm
19.	I am happy with the current week day times but would prefer a longer opening period on the weekends
20.	an evening during week would be advantageous for ski bunnies/ staff

21.	Longer hours on Saturday?
22.	I don't think it is necessary to be open weekends in Wanaka.
23.	9am - to 6pm
24.	Opening at 9.
25.	Sometimes evening opening be helpful
26.	As noted, I'm happy with the existing times however it would be great for me if the library opened at 9am, rather than 10am.
27.	1 late night a week would be enough
28.	I think it's ridiculous that most of the libraries aren't open from 9am and close by 5pm. This isn't a modern and accessible service.
29.	I would love the library to open at 9 am not 10 am
30.	The Hawea Library needs to be open daily.
31.	Perhaps Sunday 10-2pm
32.	Library should open earlier - at least by 9am, 6 days
33.	I work office hours so I cannot go during the week but I am happy to go on Saturdays
34.	Good to have some hours on a Sat and Sun morning and one late night.
35.	during the week open after 5.30 and 10-2 or similar at the weekend, both days
36.	Earlier opening - say 9am and a later closing say 7pm would be good but not essential.
37.	Extend Hawea Library opening hours to every day
38.	One evening until 7pm would be great
39.	one late evening a week
40.	a couple of nights open until 7 would be helpful for kids
41.	more hours would help
42.	The current hours are good except open at 9am instead of 10am.
43.	I work different shifts on a daily basis so for me personally there is no problem with the current opening hours
44.	9am to 1pm
45.	
46.	Happy with existing but would like sat all day open
47.	As visit on holiday often shut public holidays
48.	would be good if arrowtown was open in afternoon on saturday
49.	I finish work at 5 so until 5.30 would be a bonus
50.	9am would be fine.
51.	5.30
52.	Generally happy with the existing times - a wish list would be open for the library to be open to 5.30, and also a Sunday afternoon
53.	Hawea opening times - all day would be helpful

54.	Happy with existing times but maybe add one late night
55.	I would love the Arrowtown library to be open longer on Saturdays or open earlier on Saturdays
56.	9am-4pm 7 days if usage justified
57.	If the library was open later until 11pm and earlier 6am hospitality and shift workers would be able to pay rates, borrow books etc before/after shifts.
58.	Would like to have the choice of every day because I vary my daily activities somewhat.
59.	I Prefer to go when I finish a book replace it, It would be good if our library was open every day.Visits
60.	all day sat would be great
61.	Noon-6pm
62.	I think we should also have at least one evening hour slot
63.	It would be great to have evening access 5 p.m. to 8 p.m.
64.	Prefer later closing once per week - Friday.
65.	10.00 to 3.00 on Saturdays
66.	Would like a late night
67.	Saturdays til 2pm
68.	Sunday afternoon
69.	Staying open until 530pm on weekdays would be helpful.
70.	summer could extend to evening times but winter could be afternoons
71.	Open in the evenings especially over winter. Current hours are difficult for working people.
72.	Mornings 9-11am
73.	would love the library to be open for longer on Saturdays
74.	Any time suitable to the staff
75.	Sat pms fantastic !!
76.	All day saturday

What other services or facilities would you like to see in our libraries?

#	Response
1.	Some basic council services eg dog registration, pay rates fines
2.	Hot spot where library card gets you on Internet with own computer. E reading devices for rent.
3.	comfy chairs/sofas
4.	Just library related services
5.	In my opinion a library is a place that stimulates the intellect and where children learn to research, etc.. It provides a wide cross section of literature and fiction material plus access to magazines, for example "Consumer Magazine". Currently no public internet or catalogue access in Arrowtown
6.	I feel the Arrowtown Library functions very well doing what it should do. It is a "LIBRARY".
7.	Free access to genealogy databases, eg ancestry.com and findmypast.com, and New Zealand genealogy databases and CDs
8.	I find the library online database to not very useful. I'd a better / more logical search facility and more ease of navigation. Perhaps a way to browse categories rather than having to search as sometimes I'm not exactly sure what search term to use and usually even if I have the correct search term the search facility fails to show results. For example, if I search for 'creativity' perhaps it can give me the dewy decimal number for the creativity section or just let me browse all the books at a library that are about creativity related things like 'paper making'.
9.	I think all services are well covered at the moment
10.	Indicated above - but basically internet, seating, local international newspapers and function rooms. i.e. Like Lane Cove library in Sydney. In Queenstown you are more likely to have tourists than school students, so maybe a pertinent financial model is important. Perhaps a \$2/day or 300Mb charge for internet access as a way to recoup costs of services.
11.	I love my local library
12.	More community led initiatives
13.	No other services
14.	Newspaper
15.	Mircrofiche at Kingston
16.	Bigger venue for the Library to cater for the population, that you would be have more access to do more educational resources esp for people who are studying
17.	Coffee shop
18.	Signs encouraging peolpe to be quiet includng kids
19.	Happy with what is currently available and do not want to lose existing services
20.	Please leave the library as it is, its perfect for the town at present and in the future.
21.	Coffe shop would be great and then i could stay there all day!
22.	Less interference (from bureaucrats in Q'town) with what actually works in our library and suits the community it serves.
23.	I feel it's really important to make use of this facility for more Wanaka based projects, and meetings. Even a place where Council rates are paid.

24.	More databases than are currently offered. Last time I went to use Ancestry.com the licence had run out. I would also like to see more academic research databases such as Proquest offered
25.	None
26.	Council functions - eg rates payments, building/consent forms, dog registration etc etc
27.	Nothing comes to mind
28.	I'm more than happy with what they have now thank you.
29.	Self service tea/coffee????
30.	A library is a librar, not a Service Centre, but there could be drop-in boxes for other council departments to save going up to the other side of town, eg. if one is walking from Meadowstone side, or even trying to get parking at the Ardmore Street office in winter.
31.	all good at mo
32.	I like being able to access the online library to search the catalogue and renew my books, but I really enjoy taking time to look at the books to make my choice and to talk to the librarian for advice. I would be devastated if everything became electronic and the library was taken away from me. Electronic books can't compete with real books and the interaction of people in the library. It's a great place to catch up with people in the community. A comfy sofa would be great.
33.	Satisfied with current services
34.	Can't think of any
35.	Free wifi.
36.	Don't really need anything else. Like to see more ebooks and I love the website its nice and easy to use and reserve books.
37.	As much as possible. EG CHCH libraries with 'Service Centre' facilities.
38.	Nothing springs to mind...Wanaka pretty much has what I need.
39.	Think what is currently being provided at Glenorchy is great.
40.	I would like the Sunday Star Times available
41.	Ebooks
42.	happyb with what is available
43.	Its OK
44.	To be able to download books on to my kindle
45.	Arrowtown library is just right.
46.	Currently Arrowtown Library meets all my requirements
47.	Perhaps more working desks for studying or more computers for searching the catalogue though it is a great facility how it currently is!
48.	Displays.
49.	A fish tank would be very relaxing whilst reading
50.	Happy as it is
51.	None
52.	none

53.	Local information board. Don't think one is there.
54.	=
55.	none, it's a library, so I don't mind if it's not a kids playground and I certainly don't want to see council office staff taking over the library facilities in Wanaka
56.	retention of present staffing levels
57.	Central point for community information, can sometimes appear to be a random collection of out of date flyers and a noticeboard.
58.	More audio books for children
59.	self checkout
60.	No, not that we can think of
61.	news papers
62.	Free wifi
63.	I am more than happy with the existing services.
64.	I am happy with the present facilities and services.
65.	Happy with Wanaka's current facility. I think Queenstown library needs a bigger premises, more staff, friendlier staff and a big sort out, it seems difficult to find what you are looking for due to the abundance of books and lack of space.
66.	i am happy with existing service but do not want to see it reduced in any way.
67.	None. Let the library be a library.
68.	combine with council services - pay stuff
69.	Wanaka library is important for the community.
70.	Wireless connectivity for personal laptops and smartphones
71.	I think both Wanaka and Hawea offer most of the services I require
72.	nothing that is not related to books dvds or cds and general information...usual library services. It is nice to have book launches and a chance to meet authors. Do not want council business transactions or any other financial business.
73.	NA
74.	None it is perfect
75.	None at this stage
76.	Access to Council services, payments etc
77.	have enjoyed the music and entertainers that have used the library space
78.	KINDLE BOOKS AVAILABLE ON LINE
79.	Book group
80.	..free wi fi....
81.	A late -night opening for Wanaka Library
82.	None

83.	Happy with what we've got. Maybe audio/visual hire? A place to get a coffee and snack while reading would be great.
84.	Just library appropriate services
85.	None
86.	Already happy with service
87.	NA
88.	WIFI - it would be really handy to take along my own computer and connect to the internet. Also for Genealogy Group meetings so we can access websites during presentations etc.
89.	More selection for children from 7-13 yrs
90.	More cross referencing to the historical information held at Lakes District Museum
91.	I think it is a great service currently and any expansion is always welcome but reduction would not be appreciated.
92.	Community training on technology. Comprehensive directories of local services. Comprehensive directories of childrens facilities.
93.	noticeboard of community activities and events
94.	Water
95.	More e books would be good but the existing format is great. I like the depth of knowledge of the librarians and their ability to make informed recommendations. The ability to get a good cup of coffee would be wonderful.
96.	Just used by the users of the library.
97.	Educational classes, ideas that springboard from Literature and culture Opportunities to engage with community.
98.	Adult education courses
99.	n/a
100.	More sport magazines Skiing climbing, Subscriptions on ipads
101.	More support for the librarians - They are rushed off their feet - so much so they had volunteers from the community assisting - And the council needs to recognize this!
102.	Free wifi would be of great interest to me.
103.	-more foreign language books (French, Spanish) -a quiet room to study or work
104.	Accessing catalogues online AND in libray, not either or as in earlier question.
105.	Greater encouragement of children's reading and learning Greater range of magazines Greater range of books
106.	None! Our library suits my needs very well thank you!
107.	Happy with existing services
108.	Maintaining what we have with excellent staff who know their clients

109.	Reference Librarian
110.	cannot think of anything
111.	More activities like visiting authors or teaching sessions about researching etc for kids
112.	I'm ok with current arrangements
113.	Coffee machine
114.	A small coffee shop NO FOOD necessary. Have used that in the USA and it works well. The smell of coffee in the building is wonderful. Encourages people to stay, browse and read.
115.	Free Internet like the majority of libraries throughout NZ
116.	Retain the existing services
117.	Very happy with our library services and facilities
118.	Happy with current services offered.
119.	No suggestions
120.	Fewer facilities but more books and no fewer proper librarians
121.	N/A
122.	Topless Tuesdays? Just joking.
123.	<p>If I can make a comment on the about opening times - the existing opening time of 10am is just stupid. I worked in an industry that originally had opening times of 10am to 3pm. They changed and we still had time to do all the "behind scenes" work withput any pressure on staff (nor pay!). Focus has to be on what customers want these days and not what staff think that they want based on historical situations.</p> <p>Libraries have to grasp hold of the changing world (e.g. internet) when it comes to access to the written word or they will be lost to communities. But having said that, I am very pro books and reading. Focus on getting children, at a very early age, to be involved and reading "books" (on paper or electronically) is critical to their education and the ultimate health of the community.</p>
124.	I think the library offers great services currently. There are plenty of things to add but they would all come at a cost, and are nice to have rather than necessary.
125.	Free Wifi
126.	Not sure.
127.	great service for my needs
128.	None
129.	Happy knowledgeable staff, who feel valued by their community and their council
130.	Nothing springs to mind.
131.	Book club
132.	Art rental
133.	Greater services recommending fiction. I want a good book but I don't know whats good.
134.	Can't think of any
135.	Suits me fine as is.
136.	None

137.	None I can think of
138.	self operated check out facilities - librarians stamping books is the biggest waste of time I have seen as you already get a computer print out. Facilities for social activities such as book clubs
139.	The staff treated with respect
140.	Building code information and updates of Changes.
141.	increased pre school library activities
142.	I love the documentaries and dvd's available as we don't have tv. So more interesting docs and kids informative/scientific/artistic dvd's. Live poetry readings
143.	A library should be just that - a library.
144.	can't think of any
145.	Small Cafe would be good, and I am sure would be used.
146.	none- our library is perfect !!
147.	Nothing - but as a Rate payer I am proud of the facility - and no doubt will pick up use in years to come.
148.	Wider range of current titles at Arrowtown
149.	nothing more at this stage..its an excellent service
150.	N/A
151.	Wifi
152.	nothing all good
153.	Happy with services provided now
154.	None at present.
155.	staff always informative and answer all queries
156.	Adequate as is
157.	Librarians reinstated.It's about people not profit.
158.	Staffin this dag and age of internet it is REALLY wonderful that interaction between librarian and reader is face to face....especially with younger users of library.
159.	happy with what we have but definitely not rates or rates enquiries - use a drop box instead for that.
160.	visiting authors
161.	I like it pretty much the way it is. Wanaka's library may need to be a little bigger someday soon. I know there is a lot of talk about turning libraries into resource centres filled with computers etc, but I like that it is a place to go to meet people, to talk to people and question people, to keep social contacts going. Too many computers and we fall into that trap of becoming socially isolated and sitting shoulder to shoulder communicating with our devices rather than with our voices and our faces.
162.	Great service as it is
163.	book writing assistance eg. classes to give advice about writing, getting books published etc.
164.	preserve current services and facilities
165.	Happy with Arrowtown library as it is.
166.	None

167.	For me our Wanaka Library is great, more than happy with the way they look after us,
168.	More variety of the larger print bookd for the elderley
169.	Free internet access for visitors (and locals if needed) as I always appreciate this when I travel to other towns
170.	Hopefully there will be no more changes to the wanaka branch, as the staff are hard working and continually busy, doing a great job!
171.	Being able to rent any dvd for free along with Internet access for free. Revenue can be made from late fees or public donation but I feel those items should be readily available for anyone for free.
172.	More books or access to more books via inter library loans
173.	I am happy with how it is.
174.	a coffee shop and more community minded --a nice place for people to visit in lunchtimes
175.	Just library services (or related literary services). No other council services thanks.
176.	Very happy with current services
177.	I am presently very happy with the services and facilities
178.	A list of library services; more information on other regional, national and international library services; special exhibits and speakers; workshops for local children, businesses, foreign workers; highlights on local history...and much more. Libraries that focus on simply loaning books are doomed...information hubs are the future.
179.	more books!!!!
180.	I wonder if some cafe facilities might earn some money for the library?
181.	Nothing I can think of. you are a great library at Wanaka - and Queenstown, the two I have used.
182.	I didn't know we had access to E-books through the library
183.	more places to sit and study. tables, desks and seating. an area for adults that is quiet away from children.
184.	Needs to have free Wi-fi and more bean bags or small seating in kids area.
185.	I would like EVERYTHING in the libraries - Macdonalds and starbucks. However as a rate payer i am not willing to fund it. I would like to see much LESS in the libraries, and i'd like it to focus on good reference material/ non-fiction, with a little bit of fiction.
186.	More quiet comfortable sitting areas
187.	N/A
188.	ancestry.com but not the library version
189.	It is only the library that I go to the library for
190.	Visits from the schools, to keep kids interested in books.
191.	Nothing else.
192.	None!
193.	Free wifi, professional staff
194.	For years I have found it astounding that our local library closes at 5pm. Just when we are all getting out of work - need some quiet time with the children to study and things shut down. Throughout my years overseas the local libraries were a sanctuary to calm and study - at all hours. Would be really nice to see our locals open until 7-8pm.
195.	More people to support those that are now working so much harder.
196.	Citizens advice and town information all in one building

197.	access to scientific journals through online subscriptions.
198.	Just keep getting new and diverse books please.
199.	Nothing has ever come to mind
200.	Community services such as IRD
201.	N/a
202.	E book lending
203.	Cosier areas for children read.
204.	Wifi-zone
205.	More "reading incentive programmes" for the school holidays for children to READ. But, they then need a FRIENDLY face congratulating them when they complete a reading goal. They need a children's librarian to suggest "similar" books to authors that they like.
206.	A service to take books to known elderly patrons who find difficulty getting into library, but still enjoy all that books offer.
207.	Please continue to fund the current facilities
208.	If children's books were rotated between Hawea and Wanaka. It seems Wanaka has such a fantastic selection of children's books but I feel like I'm always seeing the same ones at Hawea which makes me more inclined to use the Wanaka library, when I would much rather prefer to use the one in my own town.
209.	im happy the way it is:)))
210.	downloadable ebooks
211.	None - happy with the current services.
212.	none
213.	none, happy with current service
214.	free music
215.	Colour printing/copying.
216.	recommendations of books by staff. and a brief write up
217.	community groups
218.	A lot of books that I would like to read are not at Queenstown but are available at some of the smaller and lesser libraries. I sometimes wonder why perhaps 2-3 of these smaller libraries have copies of the book I am after but not the main Queenstown Library.
219.	I think we are well served with present services
220.	Maybe book clubs
221.	Im happy with all the existing services
222.	A cafe, greater fiction range, bigger building, more space to look out over the view. Just the usual improbable changes...
223.	Water machine for drinking, if it doesn't already have one.
224.	More reading areas along the windows and perhaps another catalogue computer
225.	Magazines with sewing patterns for example Burda, Ottobre design, books with patterns to make toys for children.

226.	free wiifii for card holders
227.	Organize book clubs. Organize speaker series
228.	Book suggestion for them to get
229.	Happy with what is available at the moment.
230.	Continue children's reading time
231.	Self search catalogue use computer
232.	Self checkout
233.	Cafe to bring another dimension to the library visit experience. Maybe a separate adjoining area where once books are borrowed you can meet with friends and chat. Poetry evenings or afternoons. Book launches and signings. Meet the author. Enactments to bring books to life.
234.	A ban on people using the free wi-fi to skype. It's too noisy for and distracts from the lovely quiet lib experience
235.	Wifi for library members
236.	Friendlier staff
237.	free internet
238.	coffee machine
239.	guest speakers
240.	Coffee (any will do, or allow coffee in travel mug). and drinks, maybe vending machine style. Remember recycle bins
241.	A research room or archive; it would be good if the library would host meetings of genealogists, for example.
242.	I am happy with what is offered now. While Arrowtown is small and I have to 'order' a lot of books from other libraries for \$1, that is fine by me.
243.	Buy tickets for local events. Coffee machine.
244.	The existing services caters for all my needs
245.	Free internet for members. Selection of books that are popular, recommendation of books. More dvds collection.
246.	Can't think of any that are not already provided
247.	Nothing that I can think of
248.	it been more than a year since I was last at the library, and I'm not in a position to make any call on what would be helpfull.
249.	More armchairs for reading, mostly desks and chairs at my local library at present.
250.	The Wanaka library covers all my needs
251.	wifi access
252.	Larger room for magazine browsing
253.	CHILD FRIENDLY PLAY / SIT AREA WITH MORE SEATING / INTERACTIVE THINGS FOR THE LITTLE KIDS TO DO
254.	readings
255.	I think our library is great - and does all that I expect a library to do!

256.	Really appreciate access to Ancestry on line.
257.	The quality of of information from the staff is my most important issue and I am more than satisfied with what your are providing.
258.	Local-history link to Museum
259.	Maybe a list where you could write the names of books that you would like to read that aren't in the Library?
260.	I would appreciate more descriptive signs in the non-fiction section.
261.	free wifi, very quiet,suggest user's good manner
262.	wifi
263.	Internet Kiosks
264.	free wifi for 1 hr..as is available everywhere win world libraries
265.	Internet
266.	Reduced costs. Free holds on items.
267.	No change is needed
268.	Nothing comes to mind but if other council services were merged I would go there and therefore find time to look at the book section and read more.
269.	none
270.	that they all keep their jobs
271.	Non
272.	Very good now
273.	hard to decide, as a library that is a place to come borrow reading material, you're doing a good job, alternatively, as a place to spend time, be it entertainment, work, study,... more children's stuff, story times, arts and crafts workshops for kids (poss for adults too), and coffee!
274.	a back room somewhere for community groups to come together, so that the library is more of a hub for locals. i know in wanaka there are other spaces for community groups, so it's not a lack of rooms per se, but i would just like if it was connected to the library so that there would be, say, bird watching groups doing their meetings, or, say, quilting groups, or whatever. having the main hall across the road from the library, i guess, works in the same way, but i never viewed them as one =)
275.	More parking.
276.	Not in particluar
277.	N/A
278.	Happy with services
279.	Can't think of any
280.	They are doing everything we need already.
281.	A larger area for historical/archival material
282.	Author lectures, bookclubs
283.	NONE
284.	Great how it is

285.	I feel libraries should stay true to what they are . Books, information and education. Too many facilities and services can detract from its core business
286.	Speakers, visiting authors giving talks, although this may not be feasible
287.	free wifi for members (not for general public/tourists as it will attract too many people and make the library busy/noisy)
288.	Quiet study areas, free WiFi
289.	Great the way it is
290.	Books of the region section
291.	Free DVDs, longer reserves
292.	I don't want to see any other service in the library. libraries are for reading,books, research, and storage of written information(historic) there should be only services that support those uses-and toilets.
293.	Quality coffee
294.	REgarding newspapers, it would be great to see The DomPost, the newspaper of our country's capital city. And there are many new releases available in e-book format which are never found in the on-line library catalog. I would love to see a greater range of current best-sellers in e-book format, and would be totally happy to pay for this service. The current selection is very much of a b-grade standard, well in my opinion.
295.	Can't think of anything, if too much is offered, the Librarians won't have time for our books!
296.	None
297.	Satisfied with existing services
298.	Quite happy with what we have got.
299.	Help with homework - researching lessons
300.	HAPPY WITH CURRENT SEVICES ...DO NOT LESSEN THEM ANY FURTHER .YOUR RECENT CHANGES WERE /ARE NOT NECESSARY.
301.	ability to pay any other council bill/fine etc and get any council related forms for all aspects
302.	None
303.	Wanted to discuss the library getting a book of an early Nz painter who specialised in Wakitipu area and Dunedin areas. I was told I needed to see Queenstown library staff now as they are no longer able to help. It's a book I published but will not drive to Queenstown. Will give it to Hocken who are very keen.
304.	Happy with existing services
305.	More books written by ethnic minorities
306.	More books
307.	More staff helping people.
308.	Better and free internet access as is common in most libraries in NZ and UK Europe etc.
309.	More interactive story sessions in Arrowtown for preschool and primary age school children such as the ones that are in the Queenstown library during the school holidays.
310.	Better parking
311.	perhaps book signings or meet the author Book club
312.	More visiting authors/ book groups etc

-
313. wireless internet that is user pays. it's highly embarrassing to experiences endless streams of shocked visitors be told there is no wireless, just the huckory old inhouse computers to use. in todays tourist world everyone has their own device, all they need is a connection. sure some expect it to be free but most are willing to pay a little as they would have to at their accommodation.
-
314. to be able to access online as well as in person is the best way to operate. If I am away I am able to go online and find what I want. When I am home I like to go to the library and browse. The Library has a good vibe.
-
315. I consider that the provision of all services appropriate to a library should be retain and that any other QLDC services should be delivered elsewhere in order to retain an appropriate culture and atmosphere within the library.
-
316. wifi access
-
317. Wi-fi
-
318. More comfortable chairs
-
319. Easier catalogue. With fuzzy logic
-
320. Story time at arrowtow
-
321. Kids books for our kindle -- might have it but I am not sure
-
322. I would like to have access to the library service on line and by visit
-
323. more room for children to work do homework
-
324. more selection
-
325. Happy with what we have.
-
326. quieter areas without noise
-
327. think they are fine as they are
-
328. More librarians.
Longer hours.
Rentable ebook readers for audio and text.
Classes to help me learn to use these things.
-
329. An area that people can meet up in that will not disturb those who need quiet for study.
Possibly a cafe style area, but I think it should not be compulsory to purchase beverages to use the area.
-
330. A small coffee shop would be an ideal way for the library to generate a little extra income to re-invest in books.
-
331. Loans to a kindle.
-
332. It would be nice if the children's areas were separated from the adult sections for better noise control. While a coffee cafe would be great, it would need to serve very high quality coffee and foodstuffs to attract sufficient patrons.
-
333. A study room!
-
334. None
-
335. Better selection of audio books on CD
-
336. None - I like libraries being libraries! :)
-
337. I think it could be cheaper to join up for locals. This is very off putting
-
338. Cafe.
-
339. Book discussion groups
-
340. More audio books for dyslexics
-

341.	Rates payment and other council associated queries
342.	ability to use them as a council service centre for paying parking tickets/rates etc- especially for outlying areas like Glenorchy, Kingston etc. Also ability to search council information- web access that is free for any information found within QLDC.govt.nz
343.	e books
344.	Happy with existing services
345.	E-books. more History books and DVDs
346.	Cafe
347.	I think libraries should just concentrate on being libraries
348.	More books..free access to genealogy websites such as Ancestry.com
349.	none just library services
350.	keeping what is already there
351.	better cataloguing.. I can't seem to figure out how to find the kinds of books I want by typing in key words such as "starting solids" (for baby)
352.	maybe a coffee/tea kettle
353.	self checkout
354.	Bigger premises and perhaps a wee cafe
355.	On the whole the library provides exactly what I would expect/ask of it, and does it well.
356.	considering most people work 8-5 it seems odd library hours are the same. Which limits availability to users.
357.	I Think For Me The Library Is Great, but would like more HISTORY BOOKS.
358.	see previous box
359.	That question about whether I'd prefer online or physical library services was pretty leading. As it happens, I read ebooks from the library and do searches online BUT I get out hard copy picture books for my preschool children. I am certainly NOT going to get out ebooks for my children, they will have enough screen time in their lifetimes without starting now. So don't even think about making the library completely online, what a terrible thing to do to children's experience of books.
360.	better E book collections
361.	None
362.	kids programs
363.	None - certainly not paying of rates or other QLDC services - Librarians need to be trained professionals not jill of administrative functions.
364.	Better ability to access very recent releases
365.	I wasn't aware we had ebooks available. That is good news.
366.	art displays
367.	would like to see existing services maintained. a catalogue of ebooks available (as some books are only available online)
368.	I think things are pretty good as they are

369.	I am extremely happy with the services and facilities -- and particularly the staff - at Queenstown Library presently and would be disappointed, perhaps even angry, if dollar-driven economies were made which saw services slashed. To me, a quality library such as ours is a sign of a civilised community and to see our library's resources slashed would seem to me to be the 2014 equivalent of book-burning from the Middle Ages. Approach any changes with finesse and fondness, I suggest...
370.	More seating if there was more room, but Arrowtown is great the way it is
371.	Free internet would be good
372.	I like it just as it is Thank you for the excellent facility
373.	Cafe, accessing council services in the weekend, rooms available for community groups.
374.	I am happy with the services and facilities currently provided
375.	more books better selection
376.	E Books
377.	better resource search function on the computer
378.	Any enhancement of what's already there is always good. Extra space for extra resources would be nice although I imagine "tight" funds would preclude such a development.
379.	No fines for local residents as long as the book is returned.
380.	Book bus facility-easy access as the books come to you :)
381.	Telephone directories of different nz centres Bigger community noticeboards
382.	A hire Ebook service please
383.	more links to tertiary libraries
384.	More librarians
385.	Very happy
386.	None
387.	I'm happy with the existing facilities.
388.	Better computer and Internet services.
389.	More child programmes
390.	Nice the way it is a cafe style library would be cool got them in America
391.	Just library services
392.	The Wanaka Library suits my needs well as it is so long as staffing is maintained and new books are purchased I'm happy.
393.	the computer to search where books are if if you have them are slow old out of date and really slow they are hard to use
394.	Its fine as it is, although i have been in there when soe is holding lessons teaching English to students, this should be done in a classroom i think.
395.	Satisfied
396.	Whatever may complement existing services

397.	Services are ok but needs to have more copies of a same book so they are available more frequently and also needs to increase the amount of books of different areas and topics
398.	We have everything that I need.
399.	More comfortable space
400.	Inclusion or expansion of Sheet Music section. Also, I would prefer the old-fashioned 'date stamp' in a borrowed book instead of a printed slip which falls out and gets lost. If the date was in the book, I would always remember to renew or return.
401.	Nothing I can think of.
402.	Community coffee area, movie screenings too
403.	I think the Wanaka Library offers a wide range to suit the whole community.
404.	A regular discussion group , perhaps once a month, to review new books and suggest titles . Visiting speakers or writers where possible. Improvement of the online catalogue search website.
405.	Space may not allow, but the Christchurch South library has a cafe and this facility adds to the ambiance.
406.	Better quiet study areas, Wifi, a wider range of academic books
407.	library fine as is.no need to turn it into a cheesy internet cafe or whatever harebrained scheme our esteemed council have dreamed up.thanks very much
408.	venue for community activities after hours, harmless stuff like yoga, talks, films,etc
409.	An adequate number of trained well informed library staff.
410.	No others
411.	None that I can think of as the library has been able to meet all of my needs.
412.	Our current library services are consistent with good practice for such public service organisations
413.	Foreigner book section (books, newspapers in different language and from different countries)
414.	nothing comes to mind
415.	Interloan with university libraries.
416.	More books about art
417.	Just keep providing existing services - after all it is a Library and should provide library services, ie books and information
418.	To have in place a free robust internet access, with booking system (no longer than 30 min at a stretch), for the purposes of the public in civil defence or emergency situations. This facility was in place at the New York public libraries prior to 9/11, open to all. I was there then, visiting friends, and found it invaluable for contacting family and friends around the world when other media (phone systems, e.g.) were completely overwhelmed.
419.	nothing specific
420.	movie reviews online, from the public/members
421.	Internet access for personal laptops - wifi or cables at desks.
422.	I like the idea of being able to see if the library has a book I want to check out whilst online at home then booking it to pick up later.
423.	If you add too many services and make it a one-stop shop it'll become noisy and not at all the standard library environment.

424.	Free wifi
425.	More tables
426.	free wifi
427.	Would like a more comprehensive online selection or maybe I am not working the website correctly. Think I might ring my friendly library assistant and check
428.	A separate children's function area - visible but not audible
429.	I prefer to visit the library but due to distance would like to do more online
430.	Historical archivist and researcher. Definitely not encumbered with any other QLDC services
431.	Wanaka Library - the ability for the public to search on-line the Upper Clutha Historical Records Society's Past Perfect Database. Currently the UCHRS computer does not have the software to connect the Past Perfect programme to the Internet, nor does it have any connection to the existing library network nor a suitable security programme to allow this to happen. It is the UCHRS aim to achieve on-line searching with hope that material held is made more accessible more readily to enquiring public. This would also assist the librarians to be more hands on regarding access to historical material than they are at present.
432.	It is great that you can reserve books from the whole lakes district, however getting them delivered in good time has been problematic for us (as holidaymakers) the last book reserved didn't not come within the 10 days we had remaining. With limited hours on limited days the smaller libraries need some support with this.
433.	Currently has all I need :-)
434.	I liked the poetry evening and although not for me I think the children's activities are good. Activities for elderly etc would also be good
435.	More community performance or lecture sharings. The Wanaka Library offers some of these and they are an excellent contribution to the community.
436.	'Book a Librarian' service (like the Dunedin Public Library). Staff are so overworked it would be great to book a time to sit down with a librarian for some one-on-one time - reader's advisory etc.
437.	book of the month discussions/meeting/ social night. writers group. poetry night. genre themed months. a fridge selling water only.
438.	wireless internet access user pays is ok to keep the number of out of towners down and prevent the space being over run. Kindle books being made available. A Coffee stand
439.	Would be really nice to have more free short term parking that is reserved for library users. I often see parents with small children and older people struggling to get a park because other people use that are not using library. Maybe WI FI as well ? when I was there the other day maybe 5 people asked the staff about it - I don't want to turn it into a internet cafebut maybe that is a way to generate some income ?? Wi fi and reading room ?
440.	open fire in the winter and coffee all year round
441.	more time avaiable with staff just not enough in Wanaka library
442.	Have not always been able to get the book I wanted at Arrowtown Library but Queenstown Library have always stocked it and have got it from there.
443.	kept open as is no cuts. just a library
444.	Keep our librarians busy with books! That is their strength.
445.	happy with the services that are already provided
446.	A self service taking books out of the library - like the ones they have in the Auckland Libraries.

447.	More services such as passport applications, fines, rates payments any services not offered at post offices.
448.	Already providing good facilities and services can't think of further needs.
449.	more programmes, not just geared at children
450.	Extend children's programmes for under 5's - currently there is only the one day a week story club service.
451.	A full set of New Zealand electoral rolls is an unusual gap - if I want to check out district information I have to go to Cromwell.
452.	can't think of anything
453.	Reinstatement of head librarian at wanaka with control of books and services at wanaka library
454.	Would be great to have free computer access. Perhaps two or three computers which could be booked in 30 or 60min blocks. You mention access to newspapers - I haven't seen a newspaper available at Arrowtown library.
455.	open 7 days a week
456.	Longer hours would allow me to make far more frequent visits.
457.	I'm happy with the existing services
458.	Website based ebook borrowing like in USA, could be from National Library to spread cost over country. Great for research, increase in knowledge so we can be more productive as a nation.
459.	I would like to see time and space devoted to genealogical research particularly through a website or through access to other genealogical resources
460.	You all do a wonderful job!!!
461.	coffee
462.	More visiting Kiwi authors.
463.	need to maintain staff services
464.	Current level of services are fine thanks
465.	Personally I would like a range of sheet music, music books and scores - but appreciate that there is a limited need for these
466.	Good range of books
467.	Can't think of any really
468.	health dvd/s (e.g. , yoga or exercise videos), german/other language and educational materials
469.	Book launches and visits from authors . Nearer to christmas a book show where we could view purchase new books for gifts.
470.	Nothing really. They do a great job, and a library to me is something that we are lucky to have, so you just work in with availability and resources.
471.	Study computers for kids homework. Children's programs. Study areas. L
472.	WIFI
473.	N/A
474.	The ability to download online books and movies to my ipad
475.	More parking outside Library
476.	None

477.	Water fountain. More Comfy seating. free DVD'S, even the 'popular' ones should be free
478.	More Audiobooks available to be downloaded on to a listening device.
479.	I'm happy with the way it is
480.	Staff Picks with a synopsis, Best Seller / top 10 lists (as in the bookstores), Reviews (e.g. Listener, radio) available.
481.	None come to mind.
482.	change table for babies in hawea library
483.	-internet cheaper and easy to use represents modernization of a library -more multi-language books and other materials -relax, comfortable environment to sit and read
484.	Nothing comes to mind
485.	a cafe
486.	Much more user friendly on-line access - it really is confusing and not at all intuitive
487.	wifi - not sure why you do not have this, it is common in almost every other library i have been too. I am sure there are issues in a tourist town with having this, but perhaps there is a creative solution?
488.	Happy with what is there now.
489.	When I last visited at the end of September, I was happy with the services I received. Will not use the library again until JUNE. THEN I shall see.
490.	Keep it as a library and not integrate it with other QLDC offices.
491.	Happy with it as is, we do not want to see merging with the council facilities.
492.	Frequently user program where number of books borrowed and returned on time earns credits to be used for borrowing CD/DVD/eBooks or paying fines.
493.	free internet
494.	More books.
495.	Nothing else that I can think of
496.	Kingston needs a PUBLIC computer for internet access. We have no such resource in town and since we have many residents unable to get a connection this service would be a HUGE benefit. However, the policy that prohibits checking or email/ personal business would need to be waived at our location.
497.	I think the current services are excellent. One suggestion I would make is to have a poster clearly outlining where each section is located for non-fiction books (eg a map of the library according to the Dewey system).
498.	It has been superb to hear musical groups at the Library, thinking of the recent Wanaka Library birthday celebrations. Well Done Library staff :) The Library could fill a niche for a small community group meeting venue.
499.	I understand that QLDC are going to have other agencies eg rate collection shifted to the library- I would hope that this would be in a separate room
500.	Very happy with the services currently offered
501.	Thinking about Arrowtown, I think the hours and days are the best they can be with limited resources (staffing). I wouldn't expect any more hours. I'd like to see a 'top 100' section like they have at Whitcoulls for example. I often

	feel confused about what I want to read and guidelines like that set out on a shelf would be great. I do realise the bestsellers are always out but it could be a good reminder that you want to read that book and you could put it on reserve. Or even 'librarian choices' like they also do at Whitcoulls. I don't think there's enough promotion of the fiction books available so I usually just choose something at random.
502.	I'm not sure if there is already one in existence, but a book group would be great. I'll pop in today and find out if there is already one.
503.	Clearer displays of staff recommendations, new books, Kiwi books, etc...
504.	FREE WIFI!!!!
505.	toys, story times for children, better and more current selection of magazines.
506.	All or any QLDC payments can be made at libraries.
507.	Evening Classes
508.	power outlets, wireless access, children's activities after school and in holidays,
509.	Coloring for the children
510.	I understand internet access for research purposes is free for a short period of time. Perhaps this time could be extended.
511.	keep it a library staffed by those who know something about books! Leave the rate collection etc away from the library...otherwise the pressures of doing a measured administrative job for council will interfere with the ability of library staff to take an interest in keeping relevant material available and interfacing with visitors
512.	I ave just moved to Kingston, so am interested to discover the library here and see its range of books
513.	Room that could be rented out for writing groups etc
514.	I found it difficult to access the online ebooks - clearer instructions about this would be good
515.	Automatic checkout of books.
516.	I-site
517.	Unsure
518.	O K as is.
519.	satisfied
520.	wi-fi - free to library members only
521.	Reading clubs
522.	None. Keep it a library, not a service centre.
523.	I made a comment earlier about study areas - a bigger and quiet space would be good for students doing homework and studying.
524.	Services and facilities are excellent as they are.
525.	More computers for searching the catalogue
526.	Some after school activities?
527.	As above, more online access to research databases that are not accessible to the general public but are to library members. Also helpful inventories of publicly available web databeases like http://www.pukeariki.com/Research/Taranaki-Research-Centre/E-Resources/subject/52/group/0 . More ebook databases please - Overdrive seems to cater only for recent popular fiction. Its range of interest is too narrow for me - seems to overly emphasise romance. This applies somewhat to the books on the shelves in the fiction section

	too but at least I can request a book I want. Email newsletters of recent acquisitions like http://www.aucklandlibraries.govt.nz/EN/New/NextReads/Pages/NextReads.aspx would be very welcome.
528.	A research librarian
529.	They are fine as they are
530.	Wifi availability photocopying, scanning facilities
531.	lots more arty/foreign moves and good music to borrow
532.	magazined
533.	toy library coffee shop
534.	book clubs, tutorials
535.	Access to ebooks
536.	Courier option for books based at other branches to be couriered to your registered home address. Useful for those with limited ability to leave the house, either due to mobility, accessibility, or other circumstances.
537.	I would like to see a more comprehensive range of the classics such as dostoyevsky, herman Hesse, Thomas Hardy, Tolstoy, Thomas Mann, Anais Nin, DH Lawrence etc The library doesnt have any Virginia Woolf..... It seems to cater heavily for the "Mill and Boon' readers.
538.	Smaller books - I noticed so so many books are huge. Where are the ordinary sized books?
539.	Public noticeboard (controlled for small fee)
540.	wifi a quiet area/room with desks and plugs for studying free parking for campervans and of over one hour
541.	Happy with what we have but Im sure there are brillant ideas out there. Always believed Wanaka Library should have gone in the Barrows Tavern building - way more space better parking, easier access. Room for childrens rooms, research areas even cafe.
542.	Better library website (eg like Wellington City Library website)
543.	Perhaps a nice cosy corner to sit in might be more suitable in QT
544.	would be good to be open at 9am
545.	Anything that would allow them to continue offering the wonderful services currently in place
546.	wifi important now availablity for ipad users and visitors
547.	I would love to see the library used for workshops etc
548.	Newspapers bigger selection magazines, bestsellers fiction and non fiction
549.	Internet connection for laptops. Live performances during festivals, poetry, musicians, quartets, trios, actors, childrens entertainers - a programme for budding young writers such as stories from the web (stories from the web.org). Community earning such as ECDC. Cafe - (the constant whiff of coffee) Bookshop Internet seating hubs
550.	Just to keep it as it is without any further reduction of staff and services
551.	No I am really happy with the library

552.	tutorials on online services tutorials on ebooks What does the council intend to do with our Libraries? Library bus for elderly / disabled people. Find a better way of communicating with the visually impaired borrowers.
553.	No I think there all good
554.	I am satisfied with the existing services/facillities.
555.	I'm happy that in Hawea Wanaka I have all that I need.
556.	No other ones needed
557.	Yoga DVDs
558.	Very happy with the current library as is
559.	Cultural activities, concerts, writers speaking, writers workshops, writers groups meeting, poets same.
560.	Terminal available to search catalogue
561.	Photo scanning machine more magazine subscriptions
562.	Saturday longer hours
563.	In Arrowtown - nothing ; suits me. Keep it going as it is please!!! It's part of the Arrowtown quaintness. Tourists love taking photos of it. Personal service
564.	I'm pretty happy with the services/facilities available. Nothing else comes to mind
565.	It is perfect in the present state (Queenstown)
566.	Don't want to see our service dumbed down !!
567.	I am happy with the services A library is about books, not about doing other jobs for the council
568.	Very satisfied with what's offered at present
569.	Lectures (eg evening time - any topic)
570.	More computer education. Adult storytelling seasons and more reference mentoring available would be super great!
571.	E books to borrow
572.	Evenings 1-2 times per week
573.	None We do not want to register a dog in the library

Please tell us why you're not a member.

Response	Chart	Percentage	Count
There's no library near where I live or work.		10%	5
The library opening hours don't suit me.		6%	3
I don't read many books.		10%	5
I don't know what the library offers.		4%	2
Other (please describe)		76%	39
Total Responses			51

Please tell us why you're not a member. (Other (please describe))

#	Response
1.	I am a rate payer but do not reside in Wanaka at the moment. Intend joining when i move there permantly shortly.
2.	Our library card dates from when the library was opened in the little building beside the old QBC rooms which i think is now QPC I can actually sed you a photo of my wife [REDACTED] who was the sec at the Qtn council in 1972 she is sitting in the then library. this was in the local paper. We are not members of the library now but i hope this gives you a bit of history into the early years of the qtn library. Please contact if you want any more info. cheers, [REDACTED]
3.	we have recently moved out of the district and gave our cards back
4.	contact person
5.	Hard to get books back in time and high late fees
6.	no point, they have no info i can not get online.
7.	just haven't got around to it.
8.	i dont live in the area just visit occassionally
9.	wife is a member
10.	I work for an organisation that has its own library
11.	just moved here so not done it yet
12.	I live in Christchurch
13.	I read on line
14.	I didn't like the attitude or the service(lack thereof) of the librarians ,so now have have a group who swap books and also find it much easier to download books.
15.	I no longer live in Wanaka
16.	My partner is a member. I use her card.
17.	I tried to become a member but the rude lady wouldn't let me as I wasn't a permanent resident of nz
18.	about to join
19.	I have 4500 free books on my kindle
20.	I haven't had the tme to read much until now.
21.	Some day I may wish to be a Library Member.

- | | |
|-----|---|
| 22. | I am just a visitor here |
| 23. | Only recently moved to the district |
| 24. | Visitor |
| 25. | |
| 26. | visitor to nz / touring |
| 27. | i an a library member in my town of Hokitika |
| 28. | I am not living here |
| 29. | I am travelling through the country and mostly I need to be a resident for being a member. |
| 30. | Tourist |
| 31. | I'm just traveling for the city. |
| 32. | im a visitor |
| 33. | Need to pay for membership |
| 34. | Everyone else in the family is a member |
| 35. | My wife is a keen member for us both! "Old habits die hard" I have only ever used libraries for reference or research |
| 36. | I haven't got around to it |
| 37. | I get my books electronically |
| 38. | didn't have address proof so I couldn't sign up |
| 39. | I don't have a library card don't have time to get one |

What would motivate you to join the library?

#	Response
1.	Having children and wanting to rent kids books
2.	Permanent residency in area.
3.	I'm planning to as soon as i move there shortly
4.	closer to where I live
5.	Nothing, unless they offered a service that was required.
6.	spending more time in the area
7.	if I were not with my wife
8.	easier library catalogue system to use
9.	Having more time to read non-work related info
10.	social meeting place and for the books of course and for the kids and events
11.	If I was living in Wanaka I would join
12.	not sure
13.	Nothing
14.	I need to improve my chances/knowledge on getting a girlfriend(real lady)/potential wife to 100%. How can you help me on that one?
15.	To have one out at the Remarkables Park area, parking is an issue with the current location plus I am not really going to make a trip into Queenstown just to go to the library.
16.	My partners card being unavailable...
17.	I love reading books and supporting the library is a great way to have access to such a vast range of books
18.	My kindle breaking down
19.	If i could get there in opening hours. I love books and I love reading and it would be really sad to loose a library. Its the best way for people who can't afford to buy books to be able to still read them.
20.	Ability to loan music cd's and movies as well as books, more multi media
21.	Nothing, it is my problem I haven't joined to date.
22.	Some day I may be a permanent resident in the area.
23.	If my residence became permanent
24.	If I read more books, which is terrible. I know I need to read more
25.	A great range of books. No Internet or rental fees for members.
26.	Permanent residence
27.	We are members in the UK
28.	I am not here longer
29.	Monthly member ships would be great!
30.	I am going to join library
31.	To use internet/printing to withdraw books.

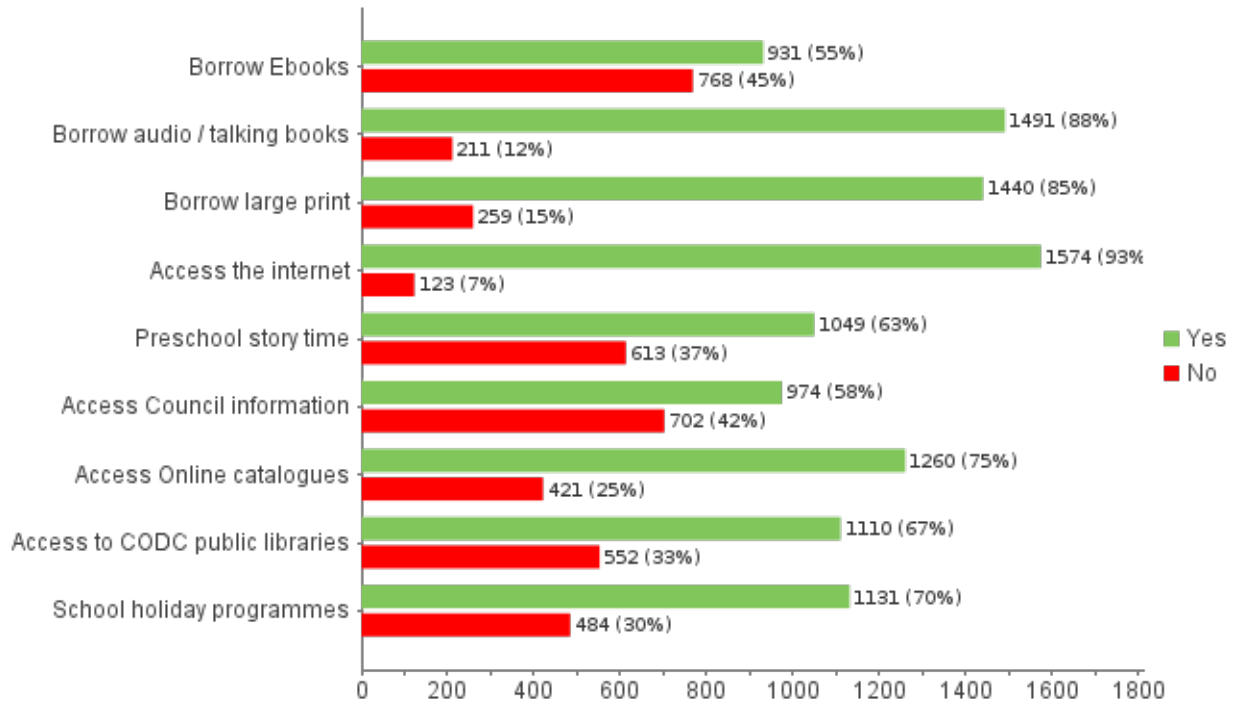
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|-----|---|
| 32. | A larger selection of science fiction books |
| 33. | Print documents. |
| 34. | Free to join |
| 35. | A Library at Frankton |
| 36. | Free biscuits and muffins |
| 37. | More convenient opening hours would help me because of work times Queenstown is a holiday town
unbelievable that library closed on Sundays when most holiday makers and tourists want to use the library
Sunday is my day off work and library shut |
| 38. | May be a joint membership |
| 39. | comfortable chairs cafe |
| 40. | Free chocolate or tea.
A quiet comfy reading area where chocolate or tea could be purchased while you read in peace and quiet |
| 41. | new release books, bigger book selection for teenagers |

What services or facilities would you personally find useful if we added them to our libraries?

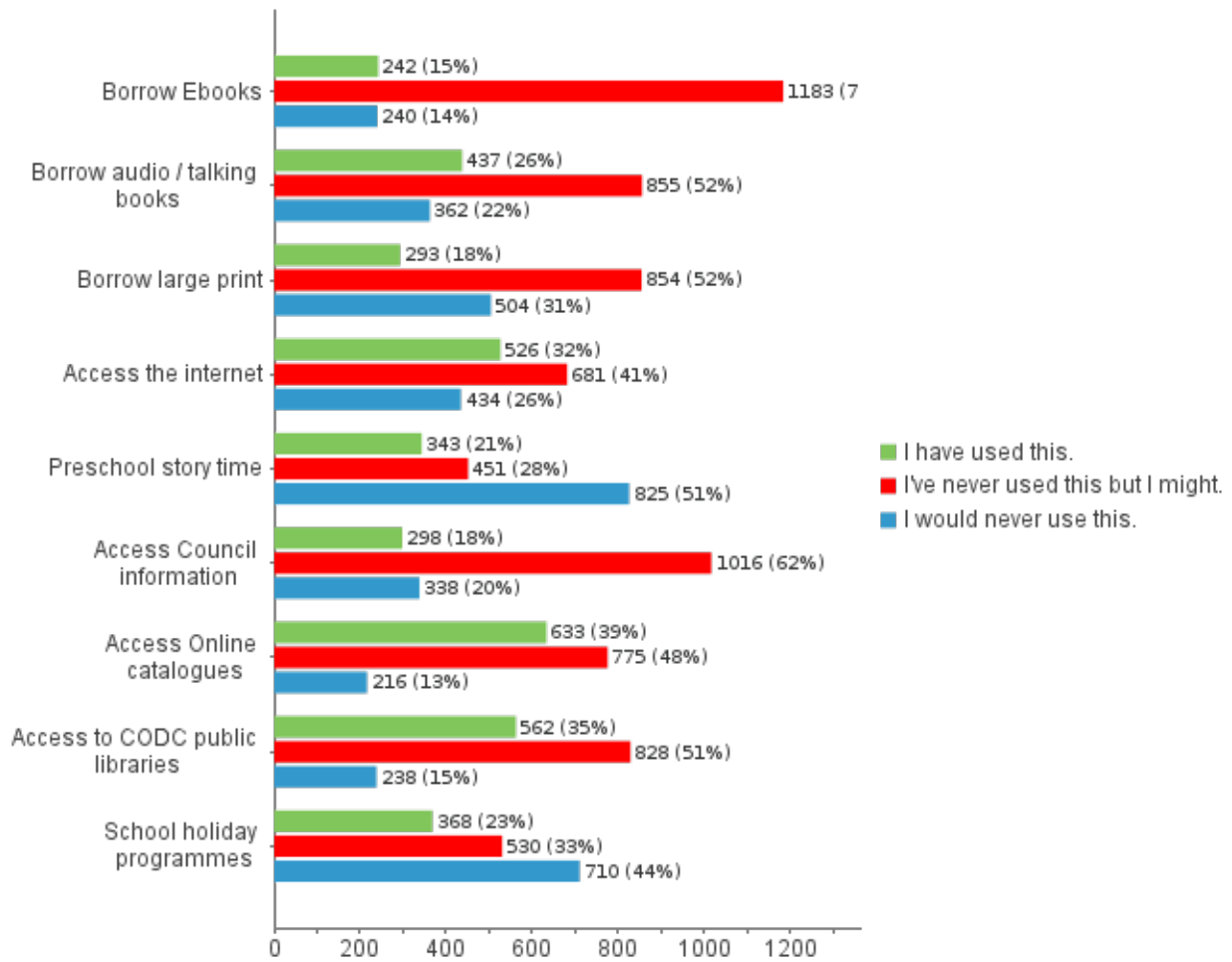
#	Response
1.	?
2.	Internet access for use.
3.	unsure
4.	Extended time to have books
5.	Nothing, they can not offer something i do not have access to myself at home.
6.	do you ave photocopying services?
7.	Wi-Fi
8.	I would like to use the audio book service, I hope to do this next year
9.	storytimes? music mornings? craft classes? a book club? coffee-cafe and chill zone? I could do all of these things for you!!
10.	E books
11.	Access to ultra fast broadband, more internet facilities and mor on line reading ability
12.	I need to improve my chances/knowledge to get a girlfriend(real lady)/potential wife, to 100%. How can you help me on that one?
13.	Book groups -make it more 'social'- friendly. It should be 'user' friendly people should be allowed to talk and even maybe have a coffee.
14.	Ebooks. More magazine variety.
15.	Internet use for free, cheaper printing as it's a rip off in queenstown library, helpful libraiains
16.	Longer hours in winter
17.	Internet, photocopying.
18.	Free wifi + use of computers ability to print large scale items (bigger than A4) at a charge
19.	I don't think think there is anything else our local library could offer, it is running very effeciently as it is.
20.	The library offers sufficient services
21.	A free WiFi area.
22.	Services/facilities are sufficent
23.	book exchange
24.	free wi fi
25.	free wifi
26.	Free internet services, Free WIFI, Good current book catalog possibility of loaning books on kindles/e-readers
27.	computers for word prossesing purposes
28.	Nothing, all the services here are perfects.
29.	Nothing quite happy with what we have avialible already

30.	A large notice board by entrance that was updated regularly would be good. it could list buy sell exchange and trade items perhaps accomodation available.
31.	cafe
32.	Reading zone
33.	can you order in books from other libraries just for distance learning purposes
34.	self checkouts to issue books computer browsers to help find books you want

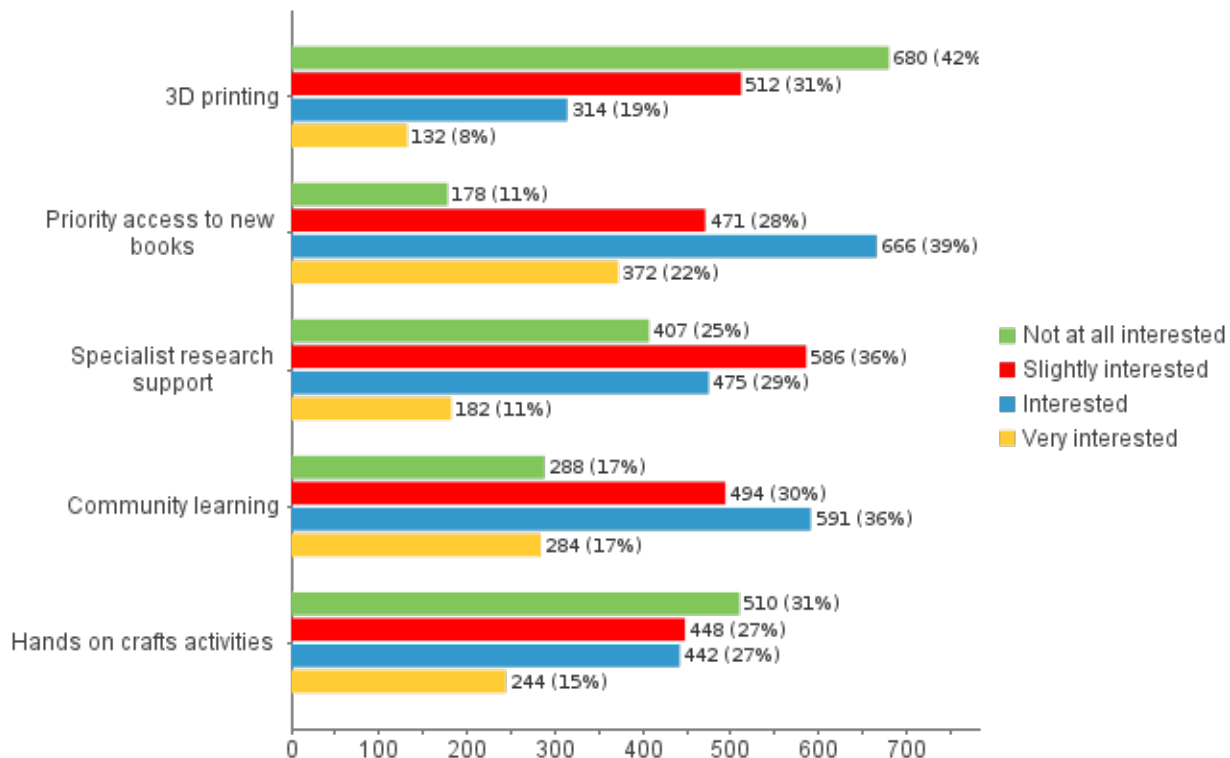
Were you aware that you could use any of these services at the library?



Which of them, if any, would you or your family use?






















How interested would you be in new opportunities such as...

















Would you find it useful to be able to access library resources in a language other than English?

Response	Chart	Percentage	Count
Yes		8%	134
No		92%	1579
Total Responses			1713

Which language(s) would you prefer?

Response	Chart	Percentage	Count
Chinese (Mandarin)		6%	7
Czech		2%	2
Dutch		3%	3
Finnish		1%	1
French		25%	30
German		14%	16
Hebrew		1%	1
Indonesian		1%	1
Italian		3%	3
Japanese		6%	7
Javanese		1%	1
Korean		1%	1
Maori		13%	15
Portuguese		3%	3
Russian		2%	2
Spanish		19%	22
Swedish		1%	1
Tongan		1%	1
Welsh		1%	1
Total Responses			118

Response	Chart	Percentage	Count
Chinese (Mandarin)		3%	1
Dutch		8%	3
French		23%	9
German		15%	6
Italian		5%	2
Japanese		8%	3
Korean		5%	2
Latin		3%	1
Maori		13%	5
Punjabi		3%	1
Romanian		3%	1
Russian		3%	1
Spanish		8%	3
Swedish		3%	1
Total Responses			39

If there is one thing you could change or suggest for your library services, what would it be?

#	Response
1.	Have a library service centre at Frankton.
2.	I would appreciate the continuation of the generous help with the research of, and collation of, local historical information for research purposes and public use as I have had in the past. The researcher that I was able to 'use' has been 'reduntantised' and her extraordinary research skills and orderly mind, lost to what I consider to be 'my library' and me. I have submitted copies our joint work to this council for their use in the Planning area and the new District Plan. Copies have been placed in the Hawea, Wanaka, and Makarora libraries as well as the Dunedin and Alexandra Museum. Requests from Auckland booksellers for 21 copies are being presently actioned. Volume two is still in its initial stages of collation.
3.	Bring back specialist librarians [REDACTED] (for her knowledge of research materials).
4.	Greater range of new books in literary fiction
5.	Perhaps the public perception from some that they should 'just turn off the lights and the heating so the wasters have somewhere else to go' - but that is a criticism of the person who said that as opposed to the library service itself. Things I love about the service are the personalisation from long standing staff, for example, [REDACTED] brilliant recommendations to children for extending their reading. I would suggest more of the same dedication and rewarding that dedication.
6.	It is perfect as it is.
7.	Nothing
8.	open later as most people work the hours they are open
9.	Improve the reference and nonfiction section.
10.	Treat staff better
11.	Community Learning is mentioned above. That facility is almost non existent in Arrowtown however when a facility such as the ArrowNet Computer tutoring was offered it was taken up by a large number of residents. If the right subjects were on offer there would be interest I am sure.
12.	As stated before, have access to a full range of genealogy resources via computer, including home access to things like the English Dictionary of National Biography, Times Archive online
13.	Nil
14.	More seating for internet use. Restrictive choice in Q-town because the local internet industry is controlled by a single provider; otherwise you need a landline under contract. Need a reasonably priced solution for tourists.
15.	more young adult fiction for kids
16.	It would have the ability to become a community hub without detracting or diluting from the vital role our librarians play
17.	No suggestions at this stage
18.	A bigger range of new editions in fiction area
19.	Provide newspaper
20.	Have the Maori Land Court minute books moved from Microfiche to computers
21.	Pre school activities are fantastic - more please!! School holiday activities in Arrowtown?

22.	have a bigger venue
23.	the library is for books, not for holding classes or courses unless it is do with reading, book launches. i am aware that the childrens programmes aere well like and supported.
24.	More books for the teenage reader, they don't have as many as any other group and yet this is the age they can leave reading and you're trying to keep them engaged!
25.	I enjoy visiting the library as it's a relaxed a calm environment where I can wander through the shelves.
26.	increase borrowing time on books
27.	No
28.	Please don't downgrade the current service - it is a vital part of the community
29.	update the books more regularly
30.	Restore a quiet reading environment wher you can read in peace.
31.	Open at 9am rather than 10am
32.	Nothing I love it as it is!!!
33.	Open one evening a week
34.	Maintain existing services at the level they are currently at. Why waste money resealing Mill End, which serves a small number of families and a smaller number of permanent residents, when the existing seal was perfect, as opposed to cutting library services. We as a family would happily pay a small premium to borrow books and use services, if the money pinchers over the hill are so hard up!
35.	Nothing
36.	More academic databases. WiFi whether paid or free. I am concerned we will lost the physical library because ebooks are seen as 'trendy' and the way of the future. However, there is still a place for a physical library with knowledgeable and helpful staff as not all material is available as ebooks. There is a place for both in the future and the local library is an important part of this community especially for those on a budget.
37.	Cosier area for kids and adults to read in
38.	Perhaps the rooms could be used for other groups out of hours.
39.	open in the evenings
40.	Local control of the boos we have access to
41.	Nothing comes to mind
42.	N/A
43.	No suggestions
44.	Less automation. More personal services.
45.	Happy
46.	Opening hours a little longer on Mondays (maybe 10am-3pm)
47.	More books I like Reading {Westerns, Adventure ,Futuristic}
48.	I'd love a regular programme with interesting speakers from around the world on various topics. ...just something to broaden our minds on any subject.
49.	Opening hours on a Sunday even if only for a couple of hours.

50.	I don't like the idea of hands on crafts or community learning in the library. I like to go there to browse for books etc and the noise levels can be fairly high anyway. There are plenty of places in the town for craft courses and community learning courses - the Council does not need to get into this area of education. My husband, son and I use the library a lot and really like it. While there were a lot of complaints about staff redundancy etc, we have found the level of service hasn't really changed. Given the small size of Wanaka I think it is a great facility as it is and wouldn't like to see it change much.
51.	open on sundays
52.	Incorporate service centre facilities, co-locate with other community facilities and provide attractive reading spaces
53.	More recent DVD TV series, especially BBC, or HBO.
54.	Nothing.
55.	open on public holidays
56.	I think the internet should be free for people that want it
57.	NO
58.	maybe open in weekend when i am able to access services
59.	comfortable chairs and space for adults to sit while reading
60.	Again its OK
61.	Quite happy with what you provide
62.	Leave it just the way it is Please
63.	No
64.	Don't change a thing...apart from the fish tank idea
65.	Happy as it is
66.	Don't be too quick in throwing out the old non fiction or reference books !!
67.	keep as it is
68.	stop having loud kids groups in there
69.	restore full staffing levels - excellent staff who deserve support for their friendly professional work
70.	Modernise! Having come down from living in Christchurch it's looking travelling back in time when visiting the libraries here. Can you visit more modern libraries and see what they've done and emulate it?
71.	Clearer labels on shelves re types of books -non-fiction
72.	have coffee shop in the libraries - QT Wanaka
73.	More DVDs or a list of the recently ones purchased would be great
74.	e-book facility
75.	there is nothing that I would change.
76.	Increasing the range of classical literature
77.	More staff like the old days!
78.	Maintain the excellent level of service and sense of it being a community resource

79.	The cataloguing system can be pretty dysfunctional at times. I understand that this is due to piggy backing onto the Otago/Southland combined system. I used the Dunedin library alot before they changed to the current cataloguing system and there was a lot of functionality lost in that process (previously it was a very user friendly and competent system). This is both in the library and accessing online. I udnerstand there is little that the QLDC can do about this in the short/medium term, but I think there are some settings and terminologies that could be improved within the system to make it more user friendly and understandable. I would suggest getting feedback from regular users on specifics, and letting librarians rather than managers make the decisions about what gets changed.
80.	Expert local reference/history staff on hand
81.	Keep operating!
82.	Free internet to access email
83.	Nothing
84.	Open more hours in the weekend
85.	nothing
86.	I guess the only improvement would be to know if a book is in the library, before you visit. Maybe this is already available though, I'm not sure. Perhaps this means that being informed on the available services would be helpful.
87.	More staff so they can spend quality time with library users and be less stressed.
88.	Nothing it is perfect
89.	Nothing
90.	Self checkout
91.	Keep up the purchase of new books, fiction reference
92.	Can't think of anything at this time
93.	More access to Council services, payments etc
94.	Happy staff, library app for faster access to look up and renew.
95.	Open on Sundays
96.	leave it exactly how it is - the library and the staff are doing an excellent job as it is.
97.	staffing levels returned to pre-restructuring levels
98.	KINDLE BOOKS!
99.	No I am happy with the current seVICES
100.	keeping it open and more hot librarians
101.	..interior 'cafe' with large comfortable chairs... and free tea and coffee...
102.	Open at 9am instead of 10
103.	a larger range of new releases - printed and DVD
104.	nothing
105.	None
106.	Bigger range
107.	Happy with present service
108.	NA

109.	like it as is
110.	Free access to more genealogy databases e.g. Find My Past
111.	To ensure all libraries in the district are retained!!!!
112.	As mentioned above, cross referencing to books and information at Lakes District Museum
113.	Maintain personal contact from staff.
114.	All staff be friendly and helpful. most are excellent but a few are not.
115.	Good coffee on site
116.	Just a greater range of books and newspapers
117.	I am happy the way the library is running now
118.	To ensure we continue to have the trained experienced staff needed to efficiently run a library in the 21 century
119.	Better parking
120.	Rooms available for meetings
121.	More space for community gathering eg reading circles, reading support programmes - place to connect
122.	Parking
123.	n/a
124.	Nothing it is good as it is.
125.	better/bigger selection of DVDs (free)
126.	Provide an intelligent categorising and shelving system for non fiction books.
127.	Improve staff moral and give the Librarians support in numbers
128.	dk
129.	open later
130.	More Biographies
131.	Extended hours, e.g., an evening for a couple of hours or Saturday hours from 10 to 1pm.
132.	Purchase more and better books
133.	Nothing
134.	Happy the way things are
135.	make initial loan period longer
136.	Continuation of what we have with no change
137.	I just love it as it is
138.	Sorry - no ideas, happy with it as it is
139.	Suggestions on new books or to continue purchasing books of series.
140.	More staff available at certain times to assist children, greater range of ways to get older children reading wider range of novels
141.	Nothing
142.	Easier access to renew books on line . At present not straight forward. Website confusing

143.	Encourage a school link program to get year 7 8 pupils assisting in the library and getting to interact with the public.
144.	Free Internet
145.	Carry on in a similar style as it is currently being operated
146.	Easier shelving so I don't have to look sideways to read titles
147.	greater range of non fiction
148.	would be good if it was bigger and had more parking.
149.	Opening sundays
150.	more books!
151.	Fount the library one year was closed the Saturday of Easter. There don't need to be many staff on, but that meant the library was closed to ratepayers visiting over all of Easter.
152.	I like libraries to stay just as they are - not good with too much change. A library is a comfortable place to be
153.	No suggestions
154.	THE OPENING HOUS AT THE WEEKEND
155.	More books on equestrian and yoga
156.	I want traditional library services with a trained librarian and plenty of good books. No rubbishy books, no rubbishy internet gimmicks that we can all now access from home. I don't think 'Council Services' have ONE JOT of relevance to a library. I would support anything to encourage more children to read.
157.	Larger DVD collection
158.	No
159.	Encouragement to children to access the written word be it on paper or electronically. I don't believe that Wanaka Library, because of its design and location/access, is particularly friendly to children (aged 1- 20 yrs) - too hidden away.
160.	nothing, think it's perfect
161.	Purchase more copies of popular magazines
162.	More books
163.	Like the way it is.
164.	If pay rates had to be introduced there should be an assurance for low income families to have free services and children's books should remain completely free.
165.	Libraries are supposed to be free. I object to paying to hold a book.
166.	open more hours
167.	I just read in the paper about QT library putting on a fund raiser where by you bring in a canned item to cancel out any over due fines. I thought that was quite cleaver and would probably be taken up by lots of people with dues.
168.	To make their website a bit easier to navigate
169.	Open over holiday weekends e.g. Easter Saturday

170.	Keep up the purchasing of quality fiction, foreign language films, quality films from years gone by and films that aren't just main-stream Hollywood blockbusters. Also as someone with a hearing problem it would be great to see films purchased do have closed captions.
171.	I find it a little hard to find some of the maori childrens books
172.	More DVD
173.	A date stamp in the book - I keep losing the "bill roll"!
174.	Nothing at the moment
175.	bigger
176.	Sunday is the only time my son and I both have the day off. Visiting the library on Sunday's would be pretty handy.
177.	Larger range of e books but not at the expense of existing services, particularly books for children
178.	Better parking
179.	Nothing.
180.	I am very happy with it as is - and hope it doesn't change - more kids things the better.
181.	Can't think of anything
182.	more magazines
183.	Keep it functioning solely as a library.
184.	More new releases whcih are charged for eg mags \$2, books \$5. I do all my research/info at home on google so not important to me. Ratepayers/visitors who use the library should pay a fair price for it - just as people who use the pool have to pay. I dont see the difference between paying for any other facility and the library.
185.	all's good so far apart from researching building code information
186.	More flexibility with late returns, especially children's books.
187.	Zero fees on dvd's
188.	-
189.	For more delivery availabilities for elderly, if necessariy.
190.	Retaining the existing awesome staff
191.	Wider range of current titles for Arrowtown
192.	cant think of anything
193.	I would like the people responsible for the survey to use complete words ,not abbreviations.i.e.CODC
194.	dont take them away
195.	Nothing
196.	Keep up with a larger range of fiction and non fiction
197.	Longer opening hours for Hawea library.
198.	nothing
199.	Stray open
200.	Have the same level of staff as earlier in the year before powers that be decided to cut staff.
201.	fine as it is

202.	That our 'browsing' library is changed to a 'proper' library, enlarged and extended, as befits the size of population in Wanaka.
203.	Fine as is
204.	Personal service fantastic,change it back to the way it was
205.	Interfacing with community ...ie crafts...discussion groups...book club...staff.Open an weekends.
206.	Start planning for more space in the future.
207.	larger reading area for magazines
208.	Nothing
209.	Trained and experienced librarians on hand during all opening hours.
210.	Open more with more librarians, oh and for the Internet computer to work!
211.	Leave it alone, it's not broken
212.	no, my wife and I happy with present set up
213.	There is nothing that I would change. I am not living permanently in Wanaka yet but have plans to so so.
214.	no
215.	Free books, many of the libraries I've visited have rental fees on their new or popular books. Library books should be free!
216.	more books for the teenager group
217.	Stop trying to change a system that works very well, at least for we lucky Wanaka people.
218.	Leave it all as is as it is very pleasant place to visit.
219.	Very happy with service
220.	Nothing should be change.
221.	the possibility of borrowing DVD or CD items via USB memory stick or a website access code which would allow to access but not copy items. I am often dissappointed by the quality of CD/DVD fro teh kids area - which obviously get a beating. I understand the complications with artists rights but it would be nice!
222.	Open either later, maybe 6 pm or on a sunday
223.	All dvd rentals free along with free Internet access.
224.	Publicise inter library loans for children's books and films more. Invest in the wonderful staff you have!
225.	Don't know.
226.	more computer related books
227.	Nothing that i can think of.
228.	coffee making facilities
229.	Can't think of anything. Maybe more parking that is closer, but parking is what it is, not much can be done about that. Maybe more priority park spaces for immobility and those with feral children..?
230.	More staff
231.	To have a Library at Frankton as we do not often go into Queenstown or Arrowtown, and cannot afford to spend money on petrol purely to go to the library, it has to be tied in with a visit for something else; whereas we are often in Frankton and would definitely use the library a lot more often

232.	Newsletter - new books, book reviews, new online functionality, events, etc
233.	We have a wonderful section of local history books. They are kept under lock and key. Why not highlight a theme once a month and prepare a modest exhibit. It would be cost neutral, encourage visitors and instill pride in the community.
234.	have a bench by the counter so you dont have to hold heavy library books while we wait to get served
235.	better range of ebooks
236.	opening earlier would be great, for example when I drop kids at school at 8.30 am would be handy to nip in and grab a book or 3
237.	Coffee??
238.	more availability for people who work
239.	My husband reckons a bigger selection of books (especially art) and a place to get a coffee and sit and read.
240.	more cosy seating arrangements
241.	Bring back a Junior Librarian
242.	The teen - or young adult section - needs to be split. It had a range from twelve years up I hear. My daughter is an avid reader and was reading about suicide and drugs at twelve. may be appropriate for 17 (in the same category) but not twelve. A difficult thing to do but...they almost need a rating at this level
243.	Repairing of bookss service. Binding etc
244.	Free wi-fi
245.	Be open all weekend
246.	SCALE IT BACK. CUT COSTS, AND RATCHET BACK OUR RATES.
247.	Restore previous staffing levels at Wanaka Library
248.	More titles
249.	N/A
250.	nothing
251.	Nothing
252.	Please turn the childrens books side on like the rest of the library. You cant find a book quickly flicking through each book pile.
253.	Nothing
254.	Searching system could be better.
255.	Ensure staff are qualified librarians
256.	More variety/choice of music CD's (new music)
257.	3D printing would be a very cool option!
258.	Have more space to sit and relax to read a book.
259.	None
260.	Adult learning would be great
261.	It's pretty good. Keep the research and story telling part going. It's important to have someone actively telling our local stories and keeping them alive.

262.	Can't think of anything
263.	Ask people who are talking to be quiet
264.	Develop a friendlier enthusiastic atmosphere
265.	Te reo Maori content
266.	More quantity of new listings
267.	Larger range of books.
268.	Access later hours on a Friday, open on a Sunday.
269.	Friendly service and children services.
270.	Nothing. keep on keeping on
271.	Sufficient staffing to met the growing demands of preschool and holiday programmes, that start our children on a pathway of reading for enjoyment and learning including school visits that give children an understanding of what libraries offer. This is what has grown our library service in Upper Clutha
272.	Can't think of anything.
273.	More car parking (There are too many disabled parks at Wanaka library and not enough other parks)
274.	Don't loose the specialised staff with good knowledge on certain things ie. DVDs
275.	Not lay off staff!!!!
276.	Friendlier staff
277.	Nothing - very happy with how it is currently.
278.	Childrens area separated for less distraction when visiting
279.	Extended evening hours
280.	bring back a reference librarian
281.	The outside rubbish bin being replaced so there isn't pizza boxes and other rubbish in the adjoining area.
282.	more of a meeting place
283.	When we visit the Gold Coast the libraries there have latest releases available with multiple copies. A wonderful free service.
284.	Nothing much at all.
285.	Cannot think of anything
286.	More current magazine collection
287.	Im happy with all services as is
288.	As mentioned earlier - a bigger, better more modern building with a greater collection of contemporary literature.
289.	Give a reminder and a day to return books before applying fines? This used to be the case at old library on the West Coast. Especially good when living out of town.
290.	Open Later hours or on Sunday Afternoons
291.	More days the library was open
292.	More fiction titles
293.	Mentioned in the previous question the magazines with sewing patterns. Also hands on crafts activities sounds good (a sewing group perhaps)

294.	Bigger library with more books.
295.	Bigger library in Arrowtown
296.	wider range of books - older children, teen,adults. Especially difficult to source valuable fiction books for teens. different magazines.
297.	Updates if you have a book reserved
298.	No
299.	A wider variety of fiction books.
300.	Online search available books
301.	More books!
302.	Better range of large print books
303.	Coffee to add to the borrowing books experience
304.	Wifi for library members and a separate, quieter study area
305.	Ebooks
306.	I think it should be kept simple, a library should be about the books
307.	Consistent service
308.	More focus on science - both books and magazines
309.	later opening hours on weekdays occasionally
310.	don't reduce them!
311.	Super friendly study place, a private study room where people could meet and talk for research or group projects. haven't been for ages so maybe you already have scattered private reading / study places for 1-3 people, some beanbags maybe. I would like to come here to ready for study and feel comfortable and welcome. Last time there just seemed like it was just in one place. But in Wellington they have a couple of low chairs at the end of each section isle.
312.	Increase the opening hours at Arrowtown - even one evening session mid week would be an improvement.
313.	Have a specific quiet study area.
314.	There are books that I have wanted to hire but are not available in any of the CODC libraries. It would be great to have a suggestion box of books you want to see in the library. For example, I really want to hire Gone Girl (top rated thriller) but no library has it. I also kept searching for Dr Libbys 'Real Food' - a library has now got it, I've hired it but it took a long time after it was actually released. This has happened on a few occasions.
315.	Reinstate more librarian positions as sometimes the wait to issue a book or seek assistance is unacceptable
316.	Improved software for catalog search. Compared to other libraries, the creative design is poor, whether logged in or not is confusing on some windows, and the key personal info: whats is currently borrow, whats ordered etc is not immediately clear to me as the user.
317.	nothing I can think of
318.	Like it just as is
319.	Have more teen fiction books available, and with more varied genres.
320.	one night a week later opening hours for those who work 8-5 day
321.	I like it the way it is.

322.	Have a silent area available at all times - even during after school reading/activity club times!
323.	Emags through Zinio or equivalent
324.	FRIENDLY STAFF
325.	daily opening hours in Hawea
326.	Nothing!
327.	One evening day a week.
328.	Why change something that is working exceptionally well.
329.	Keep the staff on
330.	study posters!
331.	Improved lighting
332.	It is fine the way it is.
333.	4 weeks lending time
334.	quiet and good manner when high school student are staying in library
335.	wifi other than that leave it as it is
336.	improve kids section more new books
337.	more non talking area
338.	Not to get rid of any book collections in favour of ebooks. Not to cut staff or hours. If anything to cut DVDs - they can be rented elsewhere.
339.	Free holds on books
340.	Easier process for reserving books from other libraries
341.	Nothing. It is perfect.
342.	Nothing comes to mind
343.	leave as is
344.	that they all keep their jobs
345.	Opening Sundays would be great.
346.	No
347.	Sunday opening
348.	It's very good now
349.	with the recent cuts in staffing I feel the workloads, of experienced librarians, have increased. Maybe some old staff may be re employed to ease the pressure.
350.	please keep the library open 6 days a week
351.	Nothing I can think of.
352.	Seamless ebooks
353.	Don't lose staff in favour of technology, the personal information and knowledge provided by real people cannot be underestimated.

354.	Library services are huge part of the heart of the community, to diminish these is to diminish the community
355.	N/A
356.	Please maintain what we have.
357.	Vital to retain existing services
358.	Books delivered after ordering online.
359.	Don't know, I am not a huge library user. Now have a kindle and download books
360.	Nothing.
361.	can't think of anything
362.	Provide more comprehensive bulletin boards for residents to post to.
363.	free wireless for members
364.	Nothing - very happy with the way it is.
365.	Can't think of anything at present
366.	Evening opening hours and more hours at the weekend
367.	We have always been very happy with the library services, and were extremely disappointed that QLDC decided to sack so many valuable staff members
368.	higher charges/more user pays for tourist visitors and short term residents?
369.	It would be great if I could get emails or look on the library website at new books that have arrived in the library in the last 30 days for example. Or maybe even receive notifications when new books by your favourite authors have arrived, or be able to enter the names of your favourite authors and receive suggestions of other authors that may appeal
370.	Reduce the cost to access books from the Dunedin P.L.
371.	Daily opening
372.	Under taking research like this - good job! Maybe linking with private provider for cafe function.
373.	Definitely keep the great range of magazines, they are expensive to purchase enhance my lifestyle enjoyment which I would otherwise miss out on.
374.	For the staff to look a bit happier :-) the seem nice when you actually talk to them but they just look a bit grumpy at times
375.	Coffee machine or service
376.	Allow student discount rates for membership and/or family membership
377.	Keep an up to date collection of travel guides.
378.	open longer or on sunday afternoon.
379.	Wider range of books
380.	Photo printing
381.	Wifi,not hotspot, bringing your own computer
382.	Greater use of mobile library.
383.	That the service we have and the excellent staff be treated with respect, and the work they do in our community library valued.

384.	Stay open longer in the weekends
385.	closing time.... (6pm)
386.	Can't think of anything, very happy with things the way they are
387.	Easy ways to renew books online
388.	Satisfied with existing services
389.	more welcoming and comfortable with more children's activities
390.	n/a
391.	Promotion of whats happening or new at the library
392.	I live quite a distance away and I am a busy busy working mum. I cannot always get my books back in time , or indeed have managed to finish reading them so a longer borrowing time without the threat of fees would be appreciated.
393.	I like old style libraries lots of books and quiet
394.	Better more accessible location for Queenstown library
395.	DO NOT TERMINATE THE SERVICES OF THE VERY GOOD STAFF
396.	more new non fiction books in the travel, biography, adventure genre rather than fantasy fiction
397.	None
398.	Wanaka no longer can buy its own books
399.	An obvious sign with Dewey numbers and their related subjects.
400.	A wider range of recently published books available quicker
401.	Free and better internet access for locals and visitors
402.	Longer opening hours.
403.	Better parking
404.	longer borrow times on large books
405.	Possibly a Frankton library. Though realise this is a doubling up of service which is probably not financially viable.
406.	Hawea Library open every day for a full day, rather than seemingly "random" times.
407.	No I am a satisfied user
408.	Tell the Council to leave our library and staff alone
409.	open at 9am as there are the staff there anyway. for the amount of patrons at this hour of the day i'm sure it wouldn't distract one staff member too much from whatever they do to issue a book or two.
410.	To have more staff. Perhaps longer opening hours on wkends more comfortable chairs to sit in.
411.	A larger collection in a bigger building
412.	I miss the knowledge that staff (no longer employed at Wanaka) had regarding - films, DVD, young adult reading etc. This was personal information in the heads of librarians who knew how to impart and share this knowledge with the community. They were a fantastic resource and I'm sad that they are no longer able to do this as they were a fantastic asset for Wanaka.
413.	Books that have series' but not all the series have been purchases

414.	Happy with existing service.
415.	Story time at arrowtown
416.	Open a little later one night a week
417.	Friendlier more approachable staff
418.	Keep up dated with new books and information
419.	more book and longer opening hours
420.	better venue
421.	Happy with what u have here at Arrowtown.
422.	to have integrated library parking with adjacent wanaka town hall parking and formed a coherent central town parking present with access for pedestrians to the CBD
423.	The hours
424.	Just fine as it is. There have been too many unnecessary changes already.
425.	happy the way they are
426.	Increase number qualified staff.
427.	More floor area, for more books and more activities.
428.	To have the staff be more friendly and welcoming to create an environment which is beneficial for people to come and use the library more often.
429.	Would not want to change anything at Wanaka library
430.	Greater emphasis on acquiring recently published scientific literature as the pace of science is moving very quickly. Most of the science books on the shelves are outdated.
431.	larger selection of magazines
432.	Free wifi internet
433.	I'm happy with the services.
434.	Wifi available for internet access on my own device
435.	To remove the current uncertainty- it's more important to us than a sports facility
436.	I'd bring back our librarians that got let go.
437.	Open hours early or late, as I work at Glenda Drive and getting into town during normal hours is hard.
438.	Cafe.
439.	Seems fine to me
440.	Please dont go too techo on us, as some of us arent that tech savey and still prefer human face to face contact. I see the library as a community hub.
441.	Don't cut back our wonderful staff.
442.	self scanning of library books by borrowers
443.	better labelling on shelving for non fiction and reference
444.	Nothing at this time
445.	Add a cafe - makes it such a pleasant session when I go to my library in Christchurch and can meet a friend or have lunch an continue studying

446.	More books
447.	wider variety of books
448.	can't think of anything
449.	More DVDs
450.	happy the way things are
451.	A child friendly librarian
452.	More computer internet/terminals, more comfortable seating areas in which to read.
453.	Couple More Staff At Busy Times, More History Books
454.	Nothing
455.	satisfied
456.	what does CODC mean? cannot tick it if not explained
457.	Get more ebooks and children's picture books. Get a children's librarian who knows what they are looking for.
458.	To be open on a sat afternoon
459.	more foreigh language books access
460.	Leave it as it is.
461.	1 evening per week opening
462.	Hours
463.	I'm happy with the way Arrowtown works. Our library website is pretty clunky.
464.	use of DVDs for free
465.	Arrowtown has a real community atmosphere , the girls at the library are like family
466.	upgrade of computers touch screen smart computers
467.	have a broader selection of fiction. Prevalence to have popular contemporary books which are not always any good. Promote themselves in a positive way.
468.	more reading space
469.	Everything is fine as it is
470.	As stated above, just because there's an economy drive on at QLDC, surely a delicate approach can and should be taken to any changes at our Libraries. In every civilised community in any civilised country, libraries are always seen as 'special' -- if not sacrosanct. To 'slash and burn' the Library budgets would be a wholly uncivilised act.
471.	Hands off QLDC council people and let the librarians do what they do best
472.	Do not change anything
473.	Nothing really - the library fulfills all my needs at the moment
474.	Nothing
475.	Open Sunday and a late night during the week
476.	nil
477.	To bring back the librarians that were lost

478.	Bring back our library personel whom QLDC made redundant
479.	Longer opening hours, or one evening a week.
480.	To keep the fabulous staff you have
481.	longer borrow time because im a slow reader. double edged sword though when you want books when you want them!
482.	A tad more space for more resources would be great
483.	Keep the facilities available
484.	Bring back the children's librarian
485.	No fines for local residents
486.	See below.
487.	Longer hours open
488.	Longer opening hours on weekends.
489.	Hiring E Books- do you really have this service and I don't know?
490.	Specialist research support
491.	Just access on weekday mornings before 10am
492.	late night opening once a week
493.	Better parking
494.	More librarians
495.	More friendly staff Recommended reading lists/displays
496.	Ebooks selection
497.	N/A
498.	more parking
499.	Keep the friendly Queenstown staff,
500.	Try to have the very latest books and magazines.
501.	Happier staff.
502.	Bring back the varied DVD charges.
503.	Like it as is
504.	Open for Sunday
505.	better computer search system
506.	More ebooks available
507.	None
508.	Continue to private good quality books
509.	Get new staff
510.	More staff at peak times.
511.	A friendly, warm welcome at Queenstown library :-) ...please!

512.	There really isn't anything I can think of. I am quite satisfied with the service provided.
513.	Labelling of the non fiction shelves including the ends . It is not easy to find biography , travel etc without walking up and down the shelves .
514.	Should have free internet
515.	Quite happy with the services already provided.
516.	Academic books, such as current textbooks
517.	keep funding it! i pay my rates and this is one of the few things i am happy to be paying my share of !
518.	just stay there, we love you, our needs are not always immediate, though sometimes vital
519.	priority on parking spaces for library members
520.	Ensure the Wanaka library is properly staffed. They deserve it.
521.	Nothing
522.	I have no suggestions. The library has always met what I would need from them.
523.	A bigger place
524.	Have a sound proof room either as a quiet room or a room for parents with kids
525.	Quite happy
526.	more up to date general knowledge non-fiction books (law, economics, social science, etc.)
527.	Keeping the staffing levels and flexibility that has been a feature earlier this year.
528.	More up to date books - get rid of dated old non fiction, such as "how to" books
529.	More newly released books, both fiction and non-fiction
530.	earlier in week -say 9am
531.	having more books in different languages
532.	I am happy with existing set up
533.	Display books on sale better at the entrance. Get rid of that trolley.
534.	JUST TO HAVE THE SAME HAPPY STAFF THEY GO OUT OF THEIR WAY TO HELP YOU
535.	Greater range of access to online journal databases - engineering, law, etc
536.	Extended opening hours
537.	Better advertising of what the library offers
538.	More variety of books of the same authors
539.	opening hours outside of Monday - Friday 9-5
540.	Opening hours.
541.	Free wifi
542.	More reading space - in particular children's space
543.	Being able to go online and see a list of new books
544.	faster computer system
545.	Enable time to be given to staff to up skill on supporting reference enquirers research using Historical Room and the Pembroke Collection.

546.	Glenorchy library offers a wonderful service I would like assurance that it will continue to the same fine standard and hours.
547.	Stop the talk about losing our library
548.	Better website layout for my online account. For example a summary of books on loan on the first page for a quicker way to see books due for return. Would also be nice to have a pooled view of family accounts.
549.	activity for elderly, dementia affected people along same lines as childrens' activities
550.	'Book a Librarian Service'
551.	sperate children and staff work area
552.	expand the hours and the staff levels.
553.	More childrens books
554.	A outdoor reading area that everyone could use ! Such a lovely area why are we reading inside!!Would be a great place for people to come on there lunch breaks and read !
555.	A Big library at Frankton
556.	Just more staff the existing staff are run off their feet we no longer get that great service though even when there was more staff they were still all so busy and it felt like they were short staffed then!!
557.	increase the borrowing time by one week
558.	More staff
559.	More seating
560.	unable to think of a thing
561.	Open in Sundays and from 9am rather than 10am during the week.
562.	The ability to return books between Dunedin and Wanaka libraries at each location
563.	more sofas or spacious reading places. artwork on the wall?
564.	more technical books, manuals, better technology collection, less recipe, self help health/welfare collections.
565.	None
566.	Moore books in Arrowtown particularly for junior adults
567.	open on a Sunday
568.	amopening at 9am instead of 10
569.	A larger area for children to read in and play.
570.	Self Service taking out books.
571.	Perhaps online dates and times for school visits, Don,t get me wrong i think that libraries are great for kids, but being one of the older generation I go to the library to relax in the quiet atmosphere, bit old fashion I know, and I do have children and grandchildren of my own.
572.	Am very happNothingy with the services
573.	Nothing the service is very good.
574.	Offer extra services outside of the traditional library services.
575.	Enhance family and early learning/social integration programmes. A love of books is fundamental to cultural development.

576.	OPEN AT 9AM
577.	<p>If you are discussing hands on crafts, i think you need to consider tying them into literacy objectives. There is no point in doing a storytime about pirates and then having the kids create eye patches, as there is no objective there to link the two. However, I think if you were to read WICKED (as per example), and ask children to design an outfit while they are in the emerald city, then the craft is important. The delivery and the objective is more important than the suggestion.</p> <p>Same goes for 3d printing. Would it be for customers to use and design? would there be the opportunity for customers to work with people that are already participating in these spaces, through workshops? Offering a 3d printer is fantastic, and encourages creativity and imagination. However, if lets say, you offered it for people to make something, a pendant for a necklace (approx 15 min job on a 3d printer), and only allowed people that were skilled to operate the design programme, then having 3d printing in that environment, wouldn't add value. Also, booking times would be essential however, it should also be a free service.</p>
578.	Nothing - leave the libraries how they are!
579.	Latest releases.
580.	nothing
581.	can't think of anything
582.	A poster board advertising forth coming, big events around New Zealand, including sporting, cultural and food and wine events and festivals
583.	Employ more staff Have staff wear name badges
584.	Reinstatement of wanaka control of their library- I my family feel disempowered
585.	A better variety of non fiction books at the Arrowtown library. They need more books!
586.	As above. Free access to computers via a booking system
587.	Greater range of recent magazines
588.	Have a branch in frank ton or at least have a delivery service where books etc could be dropped off at frank ton and taken back to library
589.	Not charging to renew books online
590.	I am happy with the library service we currently get
591.	I don't even know if the Wanaka library has "baskets" or "trolleys", but I always end up with arms full of books, that I have to put down on the floor to find the next book. As a suggestion, maybe make the baskets more visible, or add small tables along side the aisles, so I can put books down for a bit before moving on.
592.	open 7 days per week
593.	Longer hours
594.	That change is purely for the benefit for the patrons. That it is a community centre for the area. Not a city run library, with city like ideas.
595.	<p>More books in other languages. It does not need to cost lots as there are ways of getting books for free in Portuguese, Chinese and other languages that residents use on a day to day basis. This could encourage resident minorities to utilise the library more thereby becoming more integrated into the community and understanding of council.</p> <p>There is a great oppportunity for council to utilise libraries to educate users on current council objectives (not just brochures etc) through interaction from staff with borrowers when borrowing books just like upselling in restaurants.</p>

596.	Don't go out of business
597.	have a cafe
598.	██████████ she was a great help and very able with the people.
599.	Open Sundays too
600.	Longer hours
601.	Be able to check out books at a self serve scanner like other libraries instead of having to wait to get a staff member to do this.
602.	Bring back the staff!!! that were made redundant.
603.	nil
604.	Nothing
605.	Bring back the staff QLDC sacked at Wanaka library
606.	Keep our library building as a library. I would like to see more staff at the library. I would like to see that Wanaka library retains the ability to purchase and catalogue their own books.
607.	More books :)
608.	Hawea is a small community so I should be thankful for the library hours available but it would be nice to have it open on a Thursday as well.
609.	to be open Monday to Saturday
610.	That the Defense services have to hold a bake sale to raise funds and that the library's budget are lavishly abundant and allowing.
611.	Look around the world at funky learning centre's and move with the times. Make our library something to be proud of
612.	longer opening hours ie:9.00am start
613.	That you keep the library service as is in Wanaka, the geography and demography of Wanaka and the high use there suggests its a very important community service and link, more so that in Q'town.
614.	F
615.	I find the Library copes with my requests very quickly and do not want to change anything. The opening hours are good .
616.	Longer borrowing periods.
617.	Water
618.	An attached cafe area
619.	More Audiobooks available
620.	good to see you can now pay with your bank card in Arrowtown
621.	Keep existing staff and MORE books please!
622.	A list of new releases
623.	More copies of popular author books
624.	Other library users opinions of books.

-
625. more mickey mouse, wiggles and elmo books and dvds cos thats what my little boy loves but not many of these in library
-
626. considering most of locals visitors their children who are from all over the world, which is a special cultural facts of ZQN. It is important to respect and take advantage of this fact to have more multi-languages books by setting up a regular donation system get support from churches/schools/hotels/motels/clubs/airport...
-
627. More user friendly hours
-
628. Greater centralised access for the community. The main branch for Queenstown should sensibly be at Frankton
-
629. Just keep the fantastic service and help that has always been available in the past to make the library experience a friendly, enjoyable experience.
-
630. Have books in other languages, such as portuguese for the Brazilian community, french for kids learning french at school, etc. I could donate some books and DVDs...
-
631. Keep the service going
-
632. 1. See earlier comment about on-line access.
2. Branch library at Frankton - about only reason I need to come into the CBD now is to go to the library
-
633. wifi and more copies of the new or popular books.
-
634. Nil
-
635. Enlarge the current building and resources
-
636. Reverse all the changes that occurred this year
-
637. Nothing - leave it alone as it is
-
638. have evening hours at least once a week.
-
639. Reinstate the librarians who lost their jobs.
-
640. Open until 6pm
-
641. I am quite happy what it is now, I am not frequent user..
-
642. Focus on children as primary users
-
643. I suggest that the librarians are professionals who know their trade and should be left alone to get on with it without morale-sapping swingeing cuts and restructuring from council
-
644. Nothing, do a great job
-
645. Can,t thi k of anything!
-
646. FREE hold fulfillment for libraries outside of the main one at QLDC. Providing books from the catalog should be covered by the library as a cost of doing business. We should not be penalized for living near a more remote branch of the library. Charge those that DO NOT pick up a hold, but allow those of us trying to benefit from the library to do so.
Increase availability of online books as well.
-
647. I like the idea of a list of recommendations based on previous borrowing history. Eg 'if you liked this, you might like this...'
-
648. Remove the extra Reference staff desk from outside the Archives Room to recreate the useful space that was there before. This would make the Archives Room and Genealogical Resource cupboard more accessible and the space outside usable once again.
It would be great to have the Library open until 8 p.m. on at least one evening during the week or two or three week nights per month, suggest second and fourth Monday, Wednesday or Friday? This would assist those who work out of the town area.
-

649.	Cannot think of anything
650.	Later opening hours - once a week
651.	We are very happy with the library in Arrowtown, though sometimes it would be nice to be open at 9am.
652.	I rarely visit the library now, but have noted over the years that staff often seem too preoccupied to be attentive and friendly. For their employer, preoccupied probably means they are busy though :-)
653.	Librarians are more active with the customers suggesting books to read etc instead of being mainly behind the counter. More of a 'selling' role I guess.
654.	having the library used as a council office
655.	I am quite happy with the current system
656.	Hawea Library to be open on Fridays
657.	FREE WIFI
658.	quicker access to latest fiction - more copies available for popular authors - longer borrowing time.
659.	Keep the librarians we have in Arrowtown, they are very good at what they do. Don't fix what isn't broken.
660.	more seating to read books
661.	Colouring or a craft for the children to do while I look for books for them or myself.
662.	Can't think of anything
663.	be open at a relevant time...would be nice to stop in after work
664.	Please don't dismiss our wonderful staff
665.	clear instructions for downloading ebooks
666.	for it to remain as a community facility
667.	There should be a library at Remarkables Park providing for the local community living in Frankton, Lake Hayes Estate, Jacks point and in the future Shotover Country
668.	More information on learning opportunities within Queenstown. Perhaps arrange a room (if available) where specific classes could be taught. There is a dearth of informal, free learning opportunities within Queenstown, though we have a very large community of highly educated people with free time on their hands.
669.	Displays could be more interesting - personal recommendations/brief reviews of books.
670.	A great children's section with plenty of books (both fiction and non-fiction) and space for children to come and read and less focus on computer games which currently distract children's attention away from reading in the current library.
671.	Suggestions relevant to reading interests eg historical novels
672.	Nil.
673.	Send monthly email with new releases with link to online catalogue for ease of requesting
674.	To be open till 8pm
675.	more relevant
676.	cant think of anything
677.	More books
678.	Return to the broader and better managed services provided before the review. The current staff are doing the best they can but the library resources and service is not as good as it was.

679.	Open on Sundays! Saturday are less important for families as often there is Saturday sport. Stay open in the evenings and therefore provide a space for students to work and study.
680.	Would get more DVDs there if a wider range was available. But this isn't crucial as there is a DVD store in town.
681.	Maybe "night school" classes ?
682.	More visual categorisation on shelves.
683.	n/a
684.	That the latest edition of a magazine is a "read only" one and stays in the library for a month and thereafter would be available for general lending. Some popular magazines (Next, Mindfood, Australian Women's Weekly, NZ House Garden for instance) are always out and are "old" by the time I can access them.
685.	Further engagement with community? Promote donation from businesses as many tourists leave books behind, maybe have a wish list on website so members of community could donate?
686.	Friendly helpful staff
687.	Get the CEO of QLDC to publicly reassure Wanaka that our library services will not be cut further. His reported stance during the recent review which cast doubt on the future of libraries in general did not inspire me with confidence. Please maintain and develop our library, don't cut it back further.
688.	Give us back full staffing and let the librarians do what they do best, which is to use their considerable skills.
689.	The central library should advertise their holiday programmes and Saturday morning programmes if any in the satellite areas or through the Community Associations
690.	kept up to date with all change and latest information
691.	to renew by text, get a text alert to say when it is due for renewal
692.	Retain your staff - they know their community and individual users and are your most important resource.
693.	ebooks availability with a 2 or 3 week period for reading
694.	Increase the range of opening hours to reflect the work and lifestyle habits of the population
695.	As I work from 9 - 5 every week day, getting to the library is virtually impossible. I would like to see it open on a Saturday and Sunday also.
696.	Prize winning books to be set aside to choose from
697.	increase rather than decrease staff numbers
698.	Extend to a four week lending period.
699.	wifi
700.	Open in evenings or some evenings
701.	Improve range of e-books
702.	Control the level of noise within the library as if uncontrolled it does disturb people studying.
703.	I love the old building but an extension for more space would be good.
704.	wifi - understand nearest is at airport
705.	Libraries being used for workshops for the betterment of the community
706.	Bring back a dedicated children's librarian
707.	Ability to access free internet via own laptop - if Lawrence can have free internet access throughout the town in shops, cafes, library - who am I to doubt it.

708.	Nothing more
709.	A larger selection of audio books
710.	I would like to see free access to the internet (as in UK libraries)
711.	Expand services rather than reduce
712.	I Like everything
713.	Perhaps use of the computers for internet access might be made available to pensioners for free (or a reduced fee) since not everyone over 65 wishes to have a computer at home but would really appreciate being able to go on line occasionally (once or twice a week for an hour perhaps).
714.	Uncertainty. I would like to know the current services are going to continue.
715.	Up to date talking books, plus longer time to use.
716.	More research tables
717.	I like the library as it is.
718.	The librarian needs help sometimes - very busy in Hawea
719.	Send all your staff to a customers service course I always find them to be short grumpy and unhelpful I usually visit on a friday and always feel annoyed after the check out process
720.	The way the library has been operating has always met my needs
721.	Stop Council cutting services and staff!! "A jewel in the crown of community" Needs \$\$ input and understand how much knowledge, empowerment, education, exchange of info and sharing happens each day in this centre!
722.	Consistently friendly service some staff members are lovely some are not.
723.	Stop people having to engage in such an extended and pointless survey
724.	Longer opening hours on the weekends
725.	Nothing! Well! maybe a little more parking for the elderly.
726.	Perhaps larger premises in a good location with plenty of parking for the elderly I have lived in queenstown for 30 years and have seen changes the library has always been a part of my social network I enjoy reading and find the staff very friendly and helpful they have become like friends One I have known for 30 years the staff are also a source of information
727.	As previously stated all is fine now
728.	All day saturday
729.	More community activities library empty at night, books in other language - not for me but this is a fair reflection of our community
730.	Instruction in the use of E Books and availability of E Readers
731.	Shorter surveys
732.	Excellent at present
733.	I can't think of any changes that would enhance or improve the service Shorter surveys
734.	I would like our Wanaka Library to open 8.00 to 8.00pm. Alcohol is available in Wanaka from 7.30am until 2.00am. Work it out are we set up to be informed or inebriated.
735.	More places to sit continue to improve print offerings

736. Housebound library service access will be difficult for the aged in our community ie 80 percent increase in 70-75 age group last census

What, if anything, frustrates or disappoints you about the library?

#	Response
1.	See above. Change often brings frustration and disappointment in its early stages of implementation.
2.	Kobo does not support enough new books. I want to download ebooks to my Kindle. It's the most universal e-reader format.
3.	Literary fiction range somewhat limited/haphazard
4.	restricted opening hours
5.	<p>I am frustrated for the wider public that cuts were made to our librarians before the levels of service were documented. I'm not sure how we will know whether the service levels stay the same if they weren't documented before they were changed.</p> <p>On a personal note, I have asked to be able to teach a reading/writing group in the Wanaka/Hawea libraries for year 5/6 students but this idea was rejected as I was going to charge to cover time/expenses. while there is precedent for these classes in the past, i am not allowed to run them now.</p> <p>I understand there's got to be some sort of fine line around commercial activities but it is a shame as the library is the perfect place for that kind of learning and now I will go elsewhere.</p>
6.	Nothing
7.	Nothing
8.	parking, opening hours
9.	nothing
10.	Getting locked out at lunchtime.
11.	Lack of space
12.	The treatment of the staff
13.	Not having the above
14.	Nil
15.	Nothing. It's great
16.	Its small. When I was last there, there was no internet if I remember correctly. Same problem at Glenorchy.
17.	grumpy staff
18.	I find that i am deterred from ordering books from other libraries because of cost.
19.	Nothing
20.	Cant get easy access to some of the new editions as they seem to be in the shops for ages before they get to Arrowtown Library
21.	Nothing - Iwanta book to read and there is a good chioce with a friendly assistant in a pleasant location. All good - please don't change
22.	<p>Nothing. It is a good facility with helpful staff and I use it regularly.</p> <p>We/I need to help you advertise the service because not enough people use it.</p> <p>I suggest that new cardholders should go into an annual draw with (say) dinner at Millbrook as the prize. This would increase usage I am sure</p>

23.	that the above does not exist
24.	Not enough updated variety of books
25.	perhaps needs more room. please ensure the range of books continues to fit]s in with the users ansd what they enjoy, love reading.
26.	The fact that Arrowtown is only open for a couple of hours at the weekend.
27.	Sadly it's only open twice a week and at times we often can't visit.
28.	nothing
29.	Nothing
30.	Nothing
31.	Nothing
32.	nothing its very nice
33.	No male staff in wanaka
34.	The long wait to get new books
35.	Nothing I am very happy with the status quo.
36.	Nothing frustrates or disappoints me about this library
37.	All of the above comments. It's not broken so it doesn't need fixing. Never did. One of the joys of a small community like Wanaka, is the ability to connect with the wider world through information. Information in all of the various forms provided by our library. It should never be hi-jacked to become anything other than what it is. Let the shiny suits, and skirts, find other ways to justify their existence. LEAVE OUR LIBRARY ALONE! We value and appreciate what it is and the service it provides.
38.	Nothing
39.	Nothing - the staff here at Arrowtown are great.
40.	Grumpy staff
41.	Nothing
42.	Nothing
43.	Can get very stuffy - could do with access to fresh air circulating
44.	The length of time to wait for new releases. The e book library has very poor choices of reads.
45.	the fact it is not open during the evenings
46.	Parking
47.	nothing
48.	Nothing
49.	N/A
50.	Nothing, great service and facility
51.	The low priority the council gives the library. Especially during the recent review. Good to a second review being conducted to ,hopefully , repair some poor council decisions.
52.	Decisions made in Q'town despite what had been suggested at local Public Meetings, choice of people who were not re-employed and who were told before the "deadline" date.

53.	Happy
54.	Noisy children running around, occasionally a book that is on site according to the catalogue, but not really there (stock take needed), having to pay to put a book on hold.
55.	Lack of selection
56.	People that moan about cutbacks. I think the library is run very efficiently now.
57.	No Sunday hours.
58.	Nothing in terms of service etc. However the books don't circulate around enough and I run out of things to read. While I have reserved books from Q.Town from the website and don't mind paying a charge; it would be better if books were regularly swapped.
59.	Missed opportunity for attractive outlook to stream corridor and even outdoor reading space
60.	I do think it was a shame such skilled staff were lost with the recent restructure.
61.	That Wanaka had better staff arrangements
62.	Nothing.
63.	parking
64.	No nothing
65.	nil of note
66.	lack of space for comfy chairs for adult readers and lack of a desk/s when studying/writing
67.	Nothing
68.	Having to wait my turn for a new book
69.	It's great the way it is.
70.	As libraries are supposed to be quiet places, screaming children running amok can sometimes be annoying.
71.	Nothing
72.	Nothing at all!
73.	Nothing at all. It is wonderful.
74.	The recent council culling of staff!
75.	Nothing
76.	Not being able to find one of the above!
77.	Nothing
78.	people who don't use our local library wanting to change things
79.	love having it available
80.	When visiting Queenstown library I often find older, stern women behind the counter who are very unfriendly and unhelpful, you often feel like you are an inconvenience to them. Also I've been at the counter and a member of staff has complained about another member of staff within my earshot, so unprofessional. They genuinely seem unhappy to work there and it shows. Not all staff are like this, but there's definitely a palpable 'atmosphere' of unhappiness.
81.	Shut on Sunday
82.	No seating outside when waiting to be picked up

83.	no self check out so you have to que
84.	generally they are fantastic, just hope that it never becomes an issue if you don't have your card as always depends if it is a spur of the moment thing coming in and it is not on you
85.	The only thing that disappoints me is the recent changes by QLDC.
86.	The possibility of a deterioration in personal service ,following recent changes by QLDC to staffing.
87.	The way it is had moved away from staff being able to service me as they are very busy now to do this as they used to.
88.	The fact that QLDC want to degrade it's service.
89.	<p>The loss of the Wanaka reference librarian is a real blow for the Upper Clutha area, esp with regards to Te Reo Maori and Te Ao Maori. There is a large te reo community in this area, with regular classes up to Diploma level. The library holds important resources both in terms of te reo and in terms of local knowledge about Te Ao Maori in this region. This should be strongly celebrated, supported and promoted by QLDC.</p> <p>Beyond that, refence librarians with passion for local history are a boon to small communities such as in the Upper Clutha. Again, this is something that QLDC should be actively promoting and maintaing public access to not just via the collection but via the staff.</p>
90.	Nothing its amazing
91.	Nothing
92.	N/a
93.	I am very happy with the library and its service
94.	Nothing
95.	There appears to be a staff shortage which results in ioncreased waiting times and sometimes the lack of a friendly face to ask a quick question
96.	nothing
97.	Having to wait for a book to be brought in from another location, but that's just being impatient - not the end of the world!
98.	The laying off of great Librarians when they are still needed and how we are getting LESS new books coming in.
99.	Nothing it is perfect
100.	Nothing
101.	Shelves are overstocked
102.	That people dont see how useful it is!
103.	Nothing
104.	Nothing at this time
105.	Love Arrowtown library, nothing to disappoint
106.	Attitude of the staff, they are grumpy and short fused (Wanaka)
107.	No open on Sunday
108.	nothing - i only have praise for the staff at wanaka library
109.	the lack of recognition for the emmense skills our librarians have
110.	..the noisy kids... they should be banned....

111.	We have an excellent facility and service. I would be disappointed and frustrated if it was cut back or changed in any significant way
112.	nothing
113.	None
114.	Nothing, I love it!
115.	Nothing
116.	The QLDC attitude towards it. Nothing disappoints me about the library, its great or was last time I was there.
117.	NA
118.	thought about limiting books/access/hours
119.	Can't take my own computer and connect to the internet
120.	Lack of parking! Staff take up most of the available parks on a Saturday.
121.	The limited titles for kids
122.	Not unhappy.
123.	Closed when I want to visit
124.	it closes too early in the day
125.	Seems to be under managed at present
126.	Nothing. Both libraries offer excellent service and they are great at ordering books from elsewhere. Dont change a good system....Im glad that my rates support libraries rather than convention centres
127.	Anything which is not to do with the library being installed in its premises - it is not a big library and should be reserved for only library services.
128.	We, the rate payers paid for this library. We don't want the Council in it.
129.	Probably the plans to change our existing Library.
130.	Why has this questionnaire followed the QLDC "review process" when Librarians positions have already been cut ?
131.	Parking to drop books off
132.	Council seeming to under value magic job staff do there
133.	Nothing
134.	n/a
135.	More places to sit to flick through books, beanbags maybe
136.	Nothing
137.	nothing
138.	Not being able to easily find non fiction books about certain subjects.
139.	How councils without analyzing the foot traffic make decisions based on Queens towns through put rather than the regional requirements of Wanaka!
140.	none
141.	dk
142.	Longer time to read the books

143.	The library is not open every day.
144.	Range of books
145.	Not having enough time to read all the books!
146.	Nothing
147.	That staff has been reduced.
148.	sometimes lacking in reference books
149.	Would like it to be open Saturday afternoon and Sunday but I am realistic
150.	Nothing it is excellent, and a vital part of the community
151.	I will be really disappointed if the types of books I love are no longer purchased for Wanaka library, and I have a strong feeling that this is what will happen.
152.	Nothing!
153.	that there appears to be people making management decisions that do not understand the value to the wider community and in particular those people who do not have the funds to access other opportunities
154.	Nothing
155.	Librarians could make an effort to chat alittle
156.	The use of air fresheners. They are toxic.
157.	Lack of free internet
158.	The staff talking too loud - its a library!
159.	I would like the library to be open until 8 pm one night a week
160.	Noisy children sometimes
161.	limited technical books
162.	See above. But, generally, very happy with the library over the past 30 years, in the small previous building and now in the bigger one.
163.	Happy with it just the way it is
164.	I have a disabled daughter and I have found the attitude of staff to be less than helpful with a touch of judgmental.
165.	THE OPENING HOURS AT THE WEEKEND
166.	The service, not very friendly and the chatter at queenstown
167.	The proliferation of 'services' that are peripheral to a proper working library.
168.	Nothing
169.	I was so happy to find the library at a way that I can't think of anything that would disappoint me.
170.	Location, Location, Location!!!! (and access in terms of parking).
171.	nothing, but we are only holiday users and we find it fabulous.
172.	Happy with the Wanaka library
173.	Not enough books e g parts of trilogy not available
174.	Nothing
175.	Not anything that comes to mind

176.	The book I want not being there.
177.	i love the library
178.	limited opening hours
179.	N/A
180.	Trying to renew my books online frustrates me, I don't do it often but when I do I struggle to find where on the page to go to do it.
181.	Unfriendly staff in Queenstown
182.	Nothing
183.	Being accused of damaging books when they were like that at issue! Mums do tell the truth regarding their kids and books we r not criminals!
184.	Staff
185.	The sad way restructuring was conducted - people are a hugely valuable resource and should be treated as the key resource if you want to keep this library as a top Wanaka facility and a golden community resource
186.	Nothing
187.	Poor condition of books.
188.	Nothing at the moment
189.	too small
190.	Requiring my card rather than just my library number. My wallet is hideously full. I'm happy to keep a barcode image on my phone too. Any easy option is fine, just not something else in my wallet. Thanks
191.	Lack of new travel books
192.	A majority of the many books I have donated to the Wanaka library (mostly reference books, which I would still like to access) have found their way over to Queenstown library. I understand that they are good books but I donated them to the Wanaka Library.
193.	Locality
194.	Nothing seriously, unless you count not enough books!
195.	nothing I can think of,
196.	Not open sundays
197.	The book stamping when you get a computer print out The difficulty that nearly EVERYONE i have talked to has in getting a library card to start with. There are people I know who were so put off when they first tried that they have never bothered again. We have had coffee group discussions about the attitude of library staff towards anyone new trying to get a new card - its ridiculous. Thank god they got eftpos but the ability of people to be able to lend with outstanding fines is a bit beyond me - if the library was a bit more commercially focused they would be a lot tougher on payment of fines. They would also see they can charge for new releases and make some \$\$
198.	We miss the old staff but happy with the team thats there
199.	nothing
200.	too small

201.	When my account is accessed on the library computer it says that I am a 'delinquent' customer! I guess that is because I have fines previously for overdues and repairs (for damage made by my children). Our family are active library users and have always endeavoured to pay overdue fines and I don't like being classified in this way! Otherwise we are very happy with our library, we love it.
202.	Having overdue items!
203.	The shabby behaviour of qldc management and council towards the staff and our library
204.	-
205.	Occasionally I get slightly frustrated that there are not books that I want, particularly with classics/older literature.
206.	Nothing
207.	Was disappointed by the way staff were treated by qldc this year
208.	No, the library here in Wanaka is great, set out well, easy to find different categories etc etc. great personnel , a pleasure to visit, always enter and leave very satisfied and happy
209.	Changes happening without public discussion
210.	Some of the books on shelf are very dated
211.	nothing
212.	Nothing....I love my local Arrowtown library.
213.	Council decisions to cut back!
214.	Nothing
215.	Size, could be bigger
216.	Opening hours of Hawea library too limited.
217.	nothing
218.	Nothing
219.	That all the lovely staff we have known for years are not there now, due to QLDC powers that have taken their jobs away.
220.	closing time - too early
221.	Nothing
222.	Poor coverage of the arts, considering the shelf space available in total.
223.	Nothing
224.	QLDC bulldozing its way into unpopular decisions without taking note of the community's requirements. Very disappointed in this
225.	Rumour?? That library services being withdrawn....OPENING HOURS RESTRICTED. STAFF CUTS....not enough funding for new books. We need books, we need people, especially younger people to become more involved with a place of learning and reflection such as library offer...libraries should be a priority for future planning ...if a library is well promoted. Countless people will benefit in many many ways....not everyone can afford to buy books or access internet so it is essential that our community library is a vibrant place to come to.
226.	I get magazines out that I have already read. I wish I could place a mark or my initials on the back cover to let me know I have already had it before.
227.	The area for magazines could be larger

228.	The change to an impersonal system. It's nice to TALK to a human being. The enforcement of the use of the library card. I need to know the number to log on to the online services, so why can't I just give that information to the librarian for checkout? Does not make sense. I know and see where this is heading but it is FRUSTRATING.
229.	Nothing
230.	Nil, this is an excellent library. The only thing that frustrates me is bureaucrats interfering from outside and not valuing the people that work there enough.
231.	The seeming lack of care or understanding that the library is an essential part of the community and that for some people it is the only interaction with people they may have. Please see it as the vital resource we have in a rural community.
232.	██████████
233.	nothing
234.	Not applicable
235.	overdue fees - may be more appropriate to charge a membership fee and have longer borrowing times.
236.	nothing
237.	No, Wanaka and Queenstown libraries are great, especially Wanaka
238.	N/A
239.	Nothing
240.	I'm very satisfied with the way it is.
241.	only if the library wasn't open when it should be like 10am in morning as sometimes happens.
242.	Nothing
243.	The changes that were made in the past.
244.	As mentioned, often find that CDs, DVDs borrowed from the kids section are damaged (about 75% of the time). Difficult one to avoid with the current method of access (CD and DVD are fragile) ..
245.	Internet and dvds not being free.
246.	Very happy with Wanaka and Hawea libraries.
247.	when it doesn't have the book I want to read
248.	Not really.
249.	so old fashioned and never hav ebooks i want
250.	Nothing really. It's great. When I had issues with my baby sleeping I was able to get three great books off the shelf. REad them all and bought two. If it hadn't have been for the library I wouldn't have found these books - or I might have found them amongst the plethora there probably is online, but wouldn't have known which ones suited me. So i was able to read the library books before I spent a heap of money. Similarly with toilet training - got a heap out, but didn't feel the need to buy any. And will just get out the one I liked again when I need to brush up on it.
251.	Decisions being made affecting our Library the staffing thereof without consultation with its users or regard to services provided. Social impact should be an important part of any decision making
252.	Can get quite noisy with children playing in library.
253.	Lack of parking That it is not closer to our home

254.	some of the books are over-used, stained, smelly
255.	Had no idea that eBooks were available. Will have to investigate :-)
256.	That they would have to go to outside consultants to figure out the how to run a survey and ask silly questions. How much is this survey costing? How about the librarians ask regular patrons what improvements they could suggest? How many councillors have library cards? Maybe you could tap Alexa Forbes (a PR guru) or Cath Gilmore (a publicity hound) as a vocal advocate for library services. At the very least, how about a bit more enthusiasm for learning from the librarians. This burg has a high number of literate people. Our library should be a beacon of sunshine in a dumbed-down society.
257.	In Arrowtown there maybe staff book reviews but I haven't seen them. I always struggle to find a good read - maybe you could have book reviews online. Search reviews by catagory e.g. autobiographies/ mystery/ love stories/
258.	range of ebooks
259.	Nothing
260.	Some areas of non fiction are quite limited, but thats expected of a smallish town. Returning books that are then not scanned in, then being told I have lost them and having to search the house when they were at the library all the time.
261.	Nothing. I've had some problems with noisey kids, but the library is still big enough for me to move.
262.	The childrens section is quite small (for ages 7-10) and my children have read lots of the books now and often get out repeats. They have been getting in some more new books though, which has been great
263.	Opening times - Needs to open earlier and on Sundays
264.	It dissapoints me that when the council has a good idea about becoming a more efficient service provider that focuses on addressing gaps left by the private sector, a small group of vocal people are able to prevent the council implementing the idea. If its actually a large group of people that feel so strongly, then the provision of library service should be on a user pays system - the charges for using library resources should cover the costs of providing those services.
265.	That library services have been compromised by staffing cuts.
266.	Nothing really, I enjoy the atmosphere. It's just easier to go online at home and download titles.
267.	Small but then it's a small town
268.	nothing
269.	Nothing
270.	I feel it is so important to make children feel comfortable, the colouring pages have been removed which means I have less time to search for a book I would like. Please bring the colouring back.
271.	Nothing
272.	Nothing.
273.	No Sunday opening
274.	More Music choice, hardly any new CD's, that I'm aware!
275.	Service
276.	As mentioned before - please consider the closing times. It really boggles my mind that you would close at 5pm. Please have a think about closing around the 7 - 8pm time. I really think that our community would benefit from this.
277.	The council!!

278.	Only when I find it noisy...usually right after primary school is dismissed.
279.	Nothing
280.	Books selection. It could have a wee bit more variety.
281.	Opening hours
282.	Na
283.	nothing really.
284.	Nothing
285.	People not being quiet
286.	Paying to hold books online
287.	Needs more space
288.	New listings not available
289.	no.
290.	Some of the staff are not that friendly.
291.	I think that the study area which there are desks and chairs for someone to study or read is a little bit close from the counter. It is hard to concentrate on reading books or studying.
292.	Service! Service! service!
293.	Nothing
294.	Noisy environment after school hours with little reinforcement to keep quiet
295.	no
296.	Queenstown Lakes CEO
297.	People waiting for service and help in finding what they want on shelves or online. Staff having to work longer hours than hours given to keep ahead of work. Especially managing staff.
298.	Pretty satisfied thank you.
299.	Closed on Sundays
300.	As mentioned before about the children's books.
301.	That the librarians are expected to do other work which does not relate to being a librarian.
302.	As above and sometimes parking
303.	Noise, kids running around
304.	Staff
305.	no
306.	unnecessary, unexpected changes.
307.	Reduction in staffing levels is unsatisfactory due to their incredible knowledge and support to library users. It would be dreadful if their capacity to help the public was limited by the time it takes to fulfill their other responsibilities
308.	nothing - disappointed in the council and lack of transparency in the decision making of which positions to make redundant.
309.	The range of books is a little limited.

310.	No I'm really happy
311.	there are less librarians now. that makes me sad. one of them has to leave town to get a job.
312.	NOTHING!!
313.	Nithing
314.	Not really
315.	Nothing at all its a great service
316.	N/a
317.	The system glitches that only I seem to have encountered that leave me without the book I put on hold... Last time I was left trying to explain that I did not have a book out and sure enough the book was still on the shelf at its home library. Its not overly welcoming being firmly told that you must have a book out as the computer says you do. But I'm normally ready to read something else in the time I wait. I frequently finish a book on a Sunday early in the day though and having to run in at lunch isn't overly convenient.
318.	The lack of days the library is open
319.	The attitude of the staff.
320.	Small selection
321.	Not a big enough selection of books
322.	Nothing really. Love the friendly staff and good service. They always look after me. At times cannot get books that I want so a bigger book selection is always welcomed.
323.	Just how the council is running it
324.	Nothing
325.	Not enough specialized magazines eg art in America, art in Australia.
326.	Not too many new release books
327.	None
328.	Lack of books
329.	Nothing. An excellent community service.
330.	Nothing I can think of
331.	Unhelpful staff or not many staff available to help
332.	The parking closest to the lib could be a 5min park for lib use, at the moment it's a free all day park that workers in town use. It could be a quick drop-off park.
333.	No wifi so I can't use the library to study on days I need a quiet space.
334.	Inconsistent service
335.	opening hours during the week
336.	TRYING TO FIND AUTHORS SIMILAR TO MY FAVOURITES IS FRUSTRATING. NOT MUCH INFO ON THIS.
337.	To be told after you have visited the library a number of times this year, that you have a fine dated back to 2008 which is unpaid.....What the
338.	Having to bring card in with you.
339.	The opening hours.

340. Noise! I like libraries that are stereotypically quiet as I struggle to focus on what I'm reading when people are having conversations next to me. Go to a café if you want to chat!
341. Nothing. I love Arrowtown Library and I enjoy going to Queenstown library too where obviously there is a lot more choice. They are great facilities.
342. Nothing disappoints or frustrates me. I have been using this library for 40 years and am totally satisfied with it.
343. Not enough new books on my interest of ceramics
344. The reduced number of professional staff
345. The noise level while trying to study for exams from staff
346. The catalogue system sometimes is frustrating and can't find the book am after
347. as I said previously, some of the staff have been very unfriendly in the past
348. As above. Otherwise the service is excellent.
349. I sometimes find the range of children's picture books disappointing at QT in comparison to Wanaka - I often visit with my 2 children and sometimes find it hard to find a good selection for them.
350. Sometimes having to wait to have books issued.
351. Parking can be difficult, especially at holiday time. A bit like a rabbit warren!
352. It's all good.
353. Again, not enough armchairs for reading in.
354. I'm happy
355. As noted above the magazine area is too small to accommodate more than one or two browsers.
356. Nothing !
357. The staff
358. ██████████ I am a member of three library systems and Queenstown is my favourite. Non users are not made aware of its services and benefits as ratepayers.
359. MOODY STAFF
360. I am happy with the library
361. The recent disturbing ,unnecessary,unfair treatment of Wanaka staff and loss of jobs there.
362. Nothing- it suits all my needs!
363. Length of time waiting for new books (even when ordered)
364. Recent reduction in staff!
365. Nothing.
366. No
367. it's not open until late enough
368. Not being able to get to the library when it is open - Glenorchy
369. Lack off space to sit down
370. Probably not being able to use the computer properly. Signs in the nonfiction section would be a help.
371. no wifi, noisy student in library but nobody asked be quiet please.....think about everyone

372.	lack of seating to just sit and read
373.	website, computer, books are quite old
374.	noise and people talking
375.	Nothing. It is a great library and utterly to be supported.
376.	The council saying they might be closing Wanaka library frustrates me.
377.	Having to pay initially to join was frustrating as it was at a time when we had no spare cash. I want to be able to find a book at home online, reserve it/ put it on hold/ have it transferred to Queenstown and go in and pick it up from the counter within a few days.
378.	Very small selection. I think as a community we should promote the library more as a resource.
379.	Nothing. As stated, we are extremely lucky
380.	No frustration or disappointment
381.	nil
382.	No
383.	Not open on Sundays
384.	Opening Times
385.	I am happy with my local library, and would wish that all the best services they provide will continue.
386.	Small size
387.	Nothing
388.	Nothing
389.	I find the service and availability of books very satisfactory.
390.	i'm afraid that its budget might be slashed whilst i'm away so when i get back it's going to be a sort of a 3-days-a-week, 5-hours-at-a-time deal, which would, frankly, suck.
391.	No
392.	Limited parking and limited time.
393.	Closing at 5pm
394.	When it is noisy
395.	Nothing
396.	Nothing
397.	I have never had a disappointing experience at the library
398.	Not finding what I want
399.	The constant threat from QLDC of reduction in services and the feeling that some in QLDC simply don't understand the importance of libraries to the community. Not everyone has internet at home or on ipads. Think of the children, elderly, and hard-up.
400.	Suggested reduced services
401.	Positioning of library. Open a branch at Frankton where most people do their shopping.
402.	Nothing
403.	Nothing.

404.	All the crap uncertainty that has gone on in the "re-shuffling" We have lost a very talented kids' librarian in the so-called cuts that we used to rely on.
405.	Website and systems.
406.	Nothing
407.	More variety of large print books, they seem to be all love or murder, would like more biographies etc for elderly father.
408.	Clear access to front door from the car parks - the bike rake is in the wrong place, it makes it tricky to come directly from my car in to the library, especially if there are bikes in it!
409.	It could have more new release books available
410.	We are very pleased with the way the library is run
411.	that [REDACTED] is threatening to close/change them...
412.	The Wanaka library isn't open on Sundays and there is no free WiFi
413.	Weekend access
414.	Sometimes the employees at the library aren't on the same page and answer my questions completely differently. I also recognize which employees have been the most helpful and if they are available, will talk with them first. It's not necessarily a lack of friendliness but sometimes it appears that they are doing me a favor rather than just helping me.
415.	In Wanaka just parking at times but not serious
416.	I enjoy my visits there, feel it is a privilege hope the service can at least be maintained over the years so we keep up with new things (I'm concerned with the cuts that this may not be possible in the future?)
417.	Nothing
418.	Staff pretty good, I didn't think the kids section was that modern.
419.	Nothing
420.	nothing
421.	Lack of books
422.	Limited parking, free
423.	N/A
424.	The library was perfect - the management that threatened the library services not so.
425.	The library staff needs to be kindness. Almost staffs are not kindly now.
426.	Nothing
427.	Nothing!
428.	Council interference in the operations of Wanaka library without proper ratepayers' consultation.
429.	It looks and feels tired
430.	nothing
431.	Nothing

432.	The book you want not being available
433.	THE UN NECESSARY INTERFERENCE BY THE NEW C.E.O. OF TRHE COUNCIL WITHOUT KNOWING HOW WONDERFULLY SUCCESFUL THE LIBRARY HAS BEEN. DO NOT LET HIM REPEAT HIS RECENT MISTAKES.
434.	not being able to get there when it is open due to working full time
435.	Nothing
436.	Not being able discuss the library getting the book of Carrington Paintings (about 120 photos of paintings) . Service has not stayed the same In the past we have recommended a DVD (was top film of Mountain Festival week) The brutal way the re arrangement of staff occurred. Which is not the local staffs fault but QLDC these things can be done more kindly and more gradually. Queenstown wants to grab control. Too much centralisation. And corresponding loss of control and influence at the local level.
437.	It is hard to ask an already overworked librarian for help.
438.	Lack of parking at times and early closing times especially the library being closed on a Sunday
439.	Location
440.	Council meddling with a perfectly good service.
441.	Staff cuts
442.	The poorly planned and executed recent review of services by QLDC.
443.	opening hours
444.	Only one disability park is necessary. The present two are empty most of the day
445.	sometimes a bit small
446.	The Council are trying to interfere in community life in Wanaka
447.	10am opening. lack of user pays wireless internet. library is still the same size as last century. not enough local history books. lots of old ones but you would think any new ones would be obtained as they relate to our local history of which we are lucky to have loads of books about. the sometimes grumpy staff that seem reluctant to help as they are sometimes busier have private loud chitchat.
448.	Closing time of 5pm every week day
449.	The range of the collection and the need to have separate spaces for some of the activities
450.	I am concerned that with some specialised knowledge of the library staff now gone (eg young adult books), and the fact that books now have to be ordered via QT, that we will no longer have that great interface between the community and what the young adults are reading and a direct line to certain resources (eg ordering of new books). New staff may get trained in this area, but I am also conscious that with less staff they are asked to do more and it is not possible to be pro-active when you have a big case load. I'd only add that I'd be very disappointed if Wanaka Library changed further. I certainly don't need it to give me a wide range of Council services (although getting access to some council information or a medium to it may be useful for some). I want the library to remain primarily a library - about information and knowledge and sharing this with the community so all can access it.
451.	That Wanaka is now being managed from Queenstown when the figures show that Wanaka is used by far more people than Queenstown. They are two very different communities.

452.	the layout of the library. the noise level
453.	Nothing.
454.	Staff not always as flexible as they could be especially w regulars
455.	nothing
456.	Too small /range of books
457.	it not open at nite
458.	books not being available
459.	Nothing
460.	It seems difficult to separate sound from children's activities from the main reading room.
461.	It isn't the library that disappoints. It's the attitude of some councillors towards services.
462.	Nothing! All good.
463.	nothing
464.	The recent cut back in staffing and the prospect of double use (council services). The sense that the library as a crucial facility (a reading and therefore educated community matters greatly) in any community is not really appreciated by the Queenstown Lakes District Council
465.	All services have declined in the last two months eve although the staff try to keep up the previous standards.
466.	Nothing - always a delight to visit it.
467.	The book selection, building and staff all regularly disappoint me.
468.	A bit small at holiday times
469.	See above.
470.	Nothing
471.	The sound level of talking is to loud.
472.	Sometimes the hours dont suit.
473.	would appear to be used as an overflow study area for students who perhaps have nowhere else to go, or the library is warmer than their normal place of residence
474.	not a big enough library
475.	Opening hours ... 10am is half way through the day for me!
476.	that people question it's importance and use in the community
477.	Our librarians got let go. Bloody unfair. I think Wanaka Library should be able to manage itself.
478.	If it is not broken don't mess with it.
479.	Not much.
480.	It was a pain to have to wait 6 months to join the library or pay \$25, not like this in other cities. I waited the 6 months.
481.	Having less librarians frustrates me. I have a child with dyslexia and it is really important to have knowledgable librarians around to help us find interesting and appropriate books that help her want to read.
482.	Unfriendly service
483.	loss of staff from our library

484.	As mentioned previously- the attitude of some staff members needs to change to be more helpful towards customers instead of viewing them as interruptions in their working day.
485.	Book selection (fiction) is female biased.
486.	Only been in the area since April this year and so far my experiences have been positive ones
487.	Not enough books
488.	The car parking area. Many times it is not possible to park in the library carpark
489.	I always see the same books there year after year - it seems like library never have a clear out
490.	That it is not open for longer hours in the weekend and not open at all on Sundays.
491.	Nothing
492.	Nothing
493.	The tourists. The tourists taking up the computers.
494.	see previous comment re: catalogues
495.	As mentioned, parking, size of library, selection of books, limited weekend hours
496.	The librarian
497.	on my last visit, nothing frustrated or disappointed me with the library
498.	the short borrowing time is annoying. And parking is a real pain! Especially when you have children in tow.
499.	Books That We Had, Of Interest To Me Shipped Of To Somewhere Else
500.	Nothing.
501.	nothing
502.	The librarians have always been unfriendly, a couple of them have improved but some of them are appalling. Never rude, they are just cold fish. Unfortunately much as I can avoid them by borrowing ebooks, I have to deal with them when I pick up books for my children. They are the worst thing about my library experience.
503.	only some books have got a sheet of paper which you can initial when read which is very useful if another family member is looking for books for you
504.	Books on certain subjects are somewhat limited in range, for example specialist books on horse training and sewing-what is offered is good but in a larger facility there would be more of a selection.
505.	When rung to say the books Ive had were damaged when I have returned them through the slot, and they told me they were wet, they assured me that water cannot get into this box, but what is stopping vandals pouring some water in?
506.	Nothing
507.	not always best seller books or new issued magazines available,
508.	Nothing except for [REDACTED] ridiculous concept of cost cutting. Could suggest many other avenues.
509.	Hours
510.	As mentioned, website is a bit clunk. But it functions
511.	nothing!
512.	The way the council have treated Wanaka Library staff.

513.	nothing
514.	Happy with our Wanaka library.
515.	I'm happy with the way it is.
516.	closed when I m not at work
517.	Lack of a broader selection and genres of books. Staff not connecting with clients
518.	hard to find the books I want
519.	No
520.	Nothing. Nothing at all. I am always pleased with the facility and the service. While it may be sensible to run the ruler over the organisation and cost structure, the utmost care should be taken when considering any changes. A delicate touch is needed. Libraries are not a Lakes Environmental or a Lakes Leisure...
521.	The QLDC trying to tamper with a model that works. If its not broken don't mess with it
522.	reduction in staff
523.	Nothing
524.	Nothing
525.	not much
526.	nothing
527.	No E books
528.	that librarians were let go when we could use more of them
529.	Taken over by the powers to be in Queenstown! Grrrrrr!
530.	Nothing, I really like the Wanaka Library.
531.	Finding the right book. Possibly a genre based search system with an 'other books you may like' search button or short review sort of thing.
532.	ive struggled with the effectiveness of the online resource search function. it's always crapping out or doesn't find results unless your search is VERY specific. i have often abandoned the search function and gone to the section in the library to just browse a related area for books of interest.
533.	Nothing
534.	None
535.	The fines
536.	Reduction of staff by the Council in such a key community resource.
537.	The stupid new policy of people having to bring their cards - the staff know who my kids are and that they are avid readers and, while their cards are in their wallets, as we often pop in after school they do not have their wallets on them.
538.	Unavailable books and poor interloan access to other libraries eg Dunedin, ChCh
539.	Parking
540.	nil
541.	nothing
542.	Not enough Young Adult Fiction books

543.	It opens late. I would like it to open at 9am.
544.	not open in evening
545.	having to pay for books that are not currently in stock
546.	nothing
547.	You cannot renew ebooks.
548.	No, great must have community facility.
549.	Parking can be a bit congested at busy 3pm on Friday.
550.	Nothing
551.	When I called in to say I no longer needed the book I had on hold for three months I was still charged the hold fee.
552.	Nothing comes to mind!
553.	Lack of wireless Internet
554.	Opening at 10am.
555.	Library should be place of peace and tranquillity. I get the feeling that the Wanaka library is embarking on too many add-on activities
556.	Nothing really
557.	Queenstown staff are not everyone kinds, some staff are strangely cool for beginner user of library. I would like to use Queenstown library more if staff are kinds.
558.	above to many staff
559.	As I have already said , people sleeping in there and people learning English in there.
560.	the catalog search engine is to word specific. Eg. If you misspell a word it does not come up with an alternative.
561.	All pretty good
562.	None
563.	Changes to a perfectly good system.
564.	Rude and disrespectful staff
565.	Nothing
566.	The staff
567.	Nothing
568.	Only the above. I would use the non fiction part more if it was more readily accessible.
569.	Nothing
570.	The lack of quiet space, no wifi and sometimes unfriendly staff
571.	council vacillation and obvious desire to mess with stuff thats working well.it aint broke dont fix it!
572.	that beaurocroy would want to limit this facility rather than expand it
573.	I love the library. It's the best. I'm just disappointed the QLDC reduced much needed staff.
574.	As above, would like all staff to be friendly
575.	Nothing

576.	The fact that we faced losing staff and from what I can gather, that we did in spite of a protest. A library is a community facility and with Wanaka's growth of both older people and young families we need to keep this facility and qualified staff in order for the library to be able to service everyone's needs. The library itself is great.
577.	The in availability of the books I would like to read , often have to order them
578.	Nothing is disappointing from the way our library Servs are presented to us in Arrowtown
579.	Too loud
580.	Quite happy
581.	the outdated non-fiction books
582.	The council reducing staff numbers and hours and using building for other council uses. It is our library, not another council office.
583.	lak of parking
584.	I'm very grateful for all the existing services provided, and cannot think of anything that frustrates or disappoints me.
585.	Space. Move the Council + functions to Frankton; library has whole building. Greater use of volunteers/interns.
586.	Nothing, just needs some seats to sit and look through books
587.	If I have to say anything, it is the small range of history books besides 1st and 2nd world war.
588.	Nothing.
589.	Noisy kids and families.
590.	Lack of internet access for private laptops
591.	As previously stated, at times I feel that Hawea library is understaffed and knowing that there are people waiting behind me means I don't always make the queries I'd like to.
592.	The opening hours. It needs to be open after 5pm on weekdays so I can access it after work. Also, opening on Sundays would be good, it's often a day of rest and reading/borrowing books adds to that.
593.	Fines for kids overdue books
594.	Charging foreigners a joining fee.
595.	Lack of newer books. Always having to search when we can access particular authors
596.	opening hours and unfriendly staff
597.	So early to be closed..
598.	Nothing
599.	I wish there was more desk space to sit and work. It frustraites me that most of NZ gets free wifi at their local library, but we dont. I understand that Queenstown would be over-run by tourists wanting to use it, but why not either (a) embrace the tourists, after all they spend money in our town, or (b) make access restricted to those who have library membership.
600.	I wish it opened earlier. 10 am is late, I think!
601.	The possibility that access to the Glenorchy Library will end, necessitating a 100+km trip to get books
602.	Slightly stressed staff - not enough time to do all the things they have to do - so often have to wait a little to speak to someone. They are always friendly when they do appear though!

603.	The small number of copies of top new books i.e. Booker winners etc.
604.	Only that the West Coast doesn't have a library in South Westland like in Otago! :)
605.	Opening hours
606.	slow computer system
607.	It could be open earlier than 10 am as it would be easier for me to visit before this time.
608.	With the current structure I am very happy
609.	Nothing
610.	The loss of the knowledgeable well qualified reference librarian and the position itself.
611.	When reserved/requested books don't arrive in good time - i think this is a courier problem rather than library problem.
612.	Talk of losing it
613.	All good...
614.	doesn't open until 10am - often want to pop in before work occasional queues at counter
615.	Not enough staff!
616.	see previous comments. mostly everything except the toilets, they are always lovely and clean.
617.	nothing
618.	Some great helpful staff have gone recently. No wifi internet access. Add more special interest magazines that are not available generally in NZ and are expensive to buy here made available... e.g. Fine Woodworking, Fine home Building, Atomic Ranch (a mid century modern architecture mag), and remove the common mags that are easily available to purchase in NZ instead.
619.	poor service
620.	Not a large enough quantity of childrens books
621.	No its a fantastic service thank you so much.
622.	No coffee
623.	staff shortage is the only thing that disappoints and frustrates me (and everyone else in Wanaka) because theres long lines of people needing attention and people needing help in the aisles and others wanting photocopying and others needing help setting up their internet connection and others wanting this and that with just 2 or 3 staff on board and thats just crazy.
624.	The risk that it might be used for council purposes other than a community learning and sharing centre for lending books, research, teaching, discussing, playing and the like. It actually makes me feel sick that any library could be put under pressure to perform other duties, even if it was argued that it was properly resourced to do so. A library is an essential tool for enriching the community accross all demographics and generations, nothing else comes close.
625.	Since staff reductions, we often have to wait longer to be served
626.	Nothing
627.	Nothing!
628.	Lack of consultation such as this survey before changes were made

629.	The inability to do the above. The restricted weekend hours
630.	The collection is often biased towards some authors but often lacking for others.
631.	The number of staff who work at their desks in the back office while leaving the counter unmanned.
632.	no it is an excelant service provided though out the comunity.
633.	None
634.	Having trouble getting there on a Saturday because I work during the week and the hours on a Saturday are very short in Arrowtown.
635.	Nothing at all
636.	Some of the staff are not very friendly and approachable and the parking is difficult at times
637.	When there is a wait to take your books out.
638.	nothing
639.	nothing
640.	Occassionally the staff are a little less than friendly
641.	Staff could be better used.
642.	Nothing to date
643.	Opening time
644.	The question asked earlier was how important quiet space was, however, it seems to me that from this survey and being at the queenstown library, noise is not a ppreciated. I think that libraries should be both - space for quiet, and space for conversations.
645.	Nothing!
646.	My 2 year old loves the look of the holiday programmes that his older sister does but there is nothing like this available for his age group.
647.	frustrating and disappointing is the risk of QLDC diminishing our present library service
648.	nothing
649.	The obvious use of the facility as an after school hang out for kids who don't appear to be using the facility for anything other than somewhere to be before their parents collect them - I know it's safe but it gives the place a crowded busy feel that to me is inappropriate. Having lived in larger centers before moving to Queenstown the budget constraints of a smaller town are obvious but accepted, but I do like what you do with what you have. Thanks
650.	nothing really
651.	see previous opinion box
652.	There is a less friendly atmosphere due no doubt due to reduced and busy staff.
653.	As above- wanaka librarians are a talented experienced lot whose capabilities have been curtailed by the recent centralization to queenstown; the library was amazing WAS NOT BROKEN
654.	As advised previously have access to large print books in an area which is light not in a dark corner which makes reading even more difficult.
655.	Not being able to access recent non fiction books.

656.	Nothing really. I enjoy visiting this library
657.	That it doesn't open till ten, as drop kids off earlier and would be good to stop in on way home.
658.	Closed often at holiday time (but understandable!)..maybe could have some extended hours with limited services (eg borrowing/returning only during holidays)
659.	No parking - I have noticed people parking at the library and then walking off to town.
660.	Location, way out of my way, hardly ever go to queenstown so have to make special trip or travel to arrowtown. I would use it more if handier and take my grandson there to encourage his reading
661.	I was very disappointed that the Council cut back on employment at the library. I have not had time to really see if that has made a big difference to service.. but I can only imagine it would, which is a shame.
662.	not open 7 days per week
663.	How loud the library can get at times.
664.	see previous comment about no warnings on Graphic Novels. People using it as a babysitting service after school
665.	I am very sad to see such good staff leave this year 2013, because of the review. This review was meant to save money, but all I see is new staff being hired, at a cost. I am saddened to see the library having such a cold, unfriendly demure about it, when at this time last year the library, I felt was alive.
666.	Short term residents taking up space studying english when they could be doing it at the school they are going to.
667.	The lack of space in the "rest"area. On the occasions that I do visit and attempt to research matters I find that the available space is taken up for long periods by overseas visitors who are either filling in time on their own PC's or are simply looking for a space to "bog out" - most frustrating when you cannot use your own library for what libraries are intended! perhaps time could be restricted in this area or an area designated for genuine library patrons.
668.	Library hours not enough
669.	The fact is, as a rate payer I subsidise the library. What fees are charged to non ratepayers and people on working visas etc for lost books and overdue books etc. How much does that cost ratepayers each year?
670.	Maybe having to wait weeks for a new release
671.	loud customers, I think librarys should be quiet places
672.	More importance placed on nz authors in the children's area and adult.
673.	talk of diluting the service available
674.	Not open Sundays
675.	It is never open when I want it!
676.	Having to wait to see a staff member to check out a book.
677.	Not opening until 10 00 in the morning were prefer opening hours from 9.00 or 9.30
678.	nil
679.	Nothing
680.	The library itself is fantastic. I think E-books have their place but am concerned that there will be a push to try and get people to use these over paper books as its more 'convenient'. Personally, I prefer paper books as I spend most of my life stuck to a computer - last thing I want to do when I relax is look at another one.....
681.	My 2 year old pulling books off the shelves and running around when I want to find a book to read myself.

682.	How the Council treat libraries and librarians. I DO NOT want a service centre in our library - this is not the place for it to be.
683.	Not as many books as in a city
684.	Nothing, we are so grateful for such a wonderful facility
685.	I find it sad that our culture has less and less value of actual books -- thank you for keeping them available.
686.	Love the library just give us more hours
687.	I have been very very happy with the Wanaka library.
688.	Our library should be in frankton. move with the times.
689.	no wifi
690.	It feels under threat in Wanaka
691.	I am often frustrated at the lack of classic novels.
692.	The fact that the parks for cars are usually full outside the library
693.	That you charge for DVDs and that you can only renew online twice even when no one is waiting for the book.
694.	its great!
695.	Lack of books.
696.	Too few new books!
697.	Nothing! All good!
698.	Books of popular authors not easily available
699.	Nothing
700.	nothing does
701.	as mentioned before
702.	Nothing
703.	The review and subsequent 'rationalisation' process has resulted in what appears to be an unhappy and dysfunctional working environment. It is blatantly obvious that this whole process has been orchestrated by someone with little or no understanding of the enormously important role that a library plays in our communities. Someone who is knowledgeable and sympathetic to what a library is and can be needs to be brought on board.
704.	Nothing I can think of
705.	Noise and space/zones
706.	Nil
707.	When you move to Wanaka you have to live in the area for 6 months before you can join unless you pay a non refundable amount. I think a better method for ensuring books don't get taken/not returned by more itinerant folk, but doesn't penalise them by costing them money for access would be to ask for a deposit instead, that would be refundable after 6 months or when they leave and they hand their card in, plus have a cleared book balance.
708.	All the changes that occurred this year. This has been frustrating and disappointing for, not only the library staff, but the whole community.
709.	The lack of value that our current council places on the facilities and services at the library!
710.	I have used the library for 4 winter seasons. The staff was always helpful and friendly. I was incredibly disappointed in the way the staff was treated during the library changes last spring. certainly understand the need

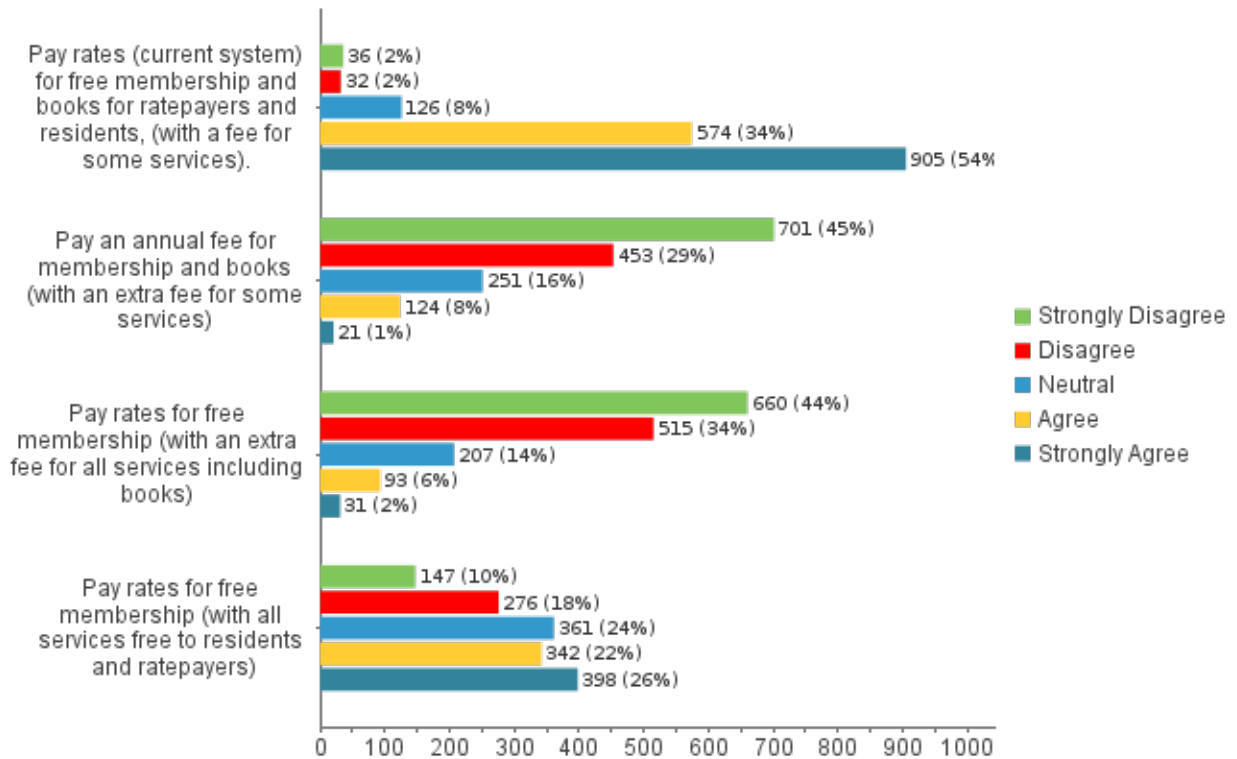
	to constrain budgets at times. But the QLDC handled the changes very poorly. There is no way that good services can be provided with one librarian for two libraries over an hour travel distance apart.
711.	Not enough new books on the shelves.
712.	When I misplaced my library card and asked for another,I was charged \$5 for this purpose.After I then found my card,and asked to return the other,I was told this could not be done because the card was written on.I thought this was rather mean and penny pinching.
713.	nothing
714.	Unsubstantiated need for change, consultation with community paper exercise only
715.	no wifi
716.	Often closed when I visit (although I have learned when the opening hours are). Slightly inconvenient but understandable.
717.	Restructuring that is not wanted by the community... not that this is the library's fault!
718.	I work from 8:00 - 5:30 5 days a week away from Wanaka. The opening hours are unfriendly. Saturday Sunday are family days at home.
719.	Nothing comes to mind
720.	Not a thing.
721.	No public computer for residents in Kingston. This needs to be addressed ASAP.
722.	I found the library noisy and disruptive
723.	No complaints at all.
724.	The Reference staff desk outside the Archives Room and the subsequent loss of visual appeal and ease of access to the surrounding adjacent Reference area.
725.	The range quality of fiction books
726.	Nothing
727.	The threat of staff change or reduction
728.	satisfied
729.	Sometimes opening hours
730.	Only my lack of time to be able to utilise it!
731.	parking
732.	nothing
733.	The downgrading of the specialist librarian services at Wanaka Library.
734.	NO WIFI
735.	The idea that some muppet living in a bureaucratic bubble thinks that they know what's best for a community. Libraries are a service, not a business and rate payers willingly pay their rates to receive this service. We don't have an issue with it. Stop trying to create one.
736.	no, all good.
737.	Arriving there to find it's shut because I haven't paid attention to the time
738.	The lack of good children's books. When there was a children's librarian things were better, but now that she is gone, it is lacking.

739.	Nothing
740.	never open when I want to go
741.	Nothing really
742.	nothing, Wanaka is a great library!
743.	limited range of fiction and nonfiction
744.	Its location the fact that a lot of the good staff have been disestablished
745.	There is no free wifi for library members. This is routine in most other countries' libraries.
746.	We miss [REDACTED] doing the children's story time?
747.	Small, small children's section. Noisy.
748.	Some books are a bit old and worn.
749.	No.
750.	Range
751.	Perhaps build another level for quieter/studying/working conditions. Maybe a partitioned children's area so they can't run amok and escape so easily!
752.	needs to make itself a must visit destination
753.	It opens a little too late in the day. 9am or even 9.30 would better
754.	Couldnt seem to ever access any good ebooks
755.	Staff who are upset about their change in employment
756.	satisfied
757.	The improved library service promised by the QLDC after the review has not been delivered. It's been six months and still no improvement. Already I have stopped going to the library for DVDs because the number of new items and the range of new DVDs has dropped drastically. I now go to VideoEzy. I am concerned this will also happen to the books - perhaps replaced by ebooks - not a preferred option.
758.	The queues during the last three visits. The last time there were queues like this was when the library was on Ardmore street. I am happy to reserve books on line etc but it is very frustrating to wait in a queue.
759.	Disappointed in the reduction of staff as a result of the 2013 organisational review.
760.	Always a very long waiting list for popular books and new books.
761.	That the Council appears to want to reduce the current level of resources and service.
762.	n/a
763.	I have turned up a couple of time before opening... not a big issue though
764.	Closing at 5 can be tricky for full time workers
765.	N/A
766.	see above
767.	To lose such good staff with no credible assurance of anything to compensate for this.
768.	Council management 's failure to recognise how important it is, living this far away from a city, to have a good library with wide resources. It contributes significantly to quality of life, and is not so difficult to supply, given the will to do it. We do not visit Queenstown so are quite dependant on having this resource here.

769.	Would be great to have a mobility park at Arrowtown library
770.	Nothing
771.	Fresh air being needed in the summer and lack of evening access in the summer. The local library's could host the book clubs after tea one night a month
772.	The only difficulty is the short opening times as it is only open on Tuesday afternoon when our children have activities that take us away, or a Saturday morning when we're often out doing something else.
773.	noisy reception
774.	hard to find things, you have to know what you are looking for first
775.	Need additional space to provide for different users e.g. students studying in a group, older users, childrens' programmes...sound travels and can be an issue.
776.	Very limited amount of books
777.	Unavailability of opening hours in the evenings.
778.	It is very important that the library has a strong and indepth collection of classic novels that go beyond general mainstream demands. It is very disapointing to discover shelf after shelf of second rate and often trashy novels. While I understand that popular taste probably dictates what the library should stock, it would be wonderful to know that it can also cater for those who like to read more intellectually stimulating, controversial, demanding writers / novelists etc
779.	nothing - I'm grateful for the library service and hope it is retained in Kingston
780.	occasionally not having access to photocopier because it is doing a big run of something
781.	I used to find some of the Queenstown staff officious but I haven't had this problem in the last couple of years.
782.	no wifi and no quiet area for studying
783.	Wanaka library has been extremely well run with a wonderful selection of books I understand this work is done by Queenstown now. I visit both libraries but Wanaka has always been way better.
784.	Library website
785.	The hours on Sat mornings, only because I'm an early riser. And would rather run a mountain track after choosing a book. Because then I'm lurking in the library on the way home after a run smelling of bad sweat, and looking pretty messed up with hayfever eyes, much like this morning. I'm sure the librarian must have thought I'd been partying all night and high on something. I guess the only thing in my favour was sweaty sports wear.
786.	quite happy with service at Kingston library
787.	poor lighting and difficult heating
788.	Nothing
789.	More space and more books
790.	Threats by council to reduce the quality of service and resources
791.	My fear is that it will not be appreciated enough for the utter importance it has for most who wish to use it. I dont know the statistics but ai'm guessing it is a valuable place for the tourits too. I imagine too if there was more space (how about adding another floor) a cafe, and bookshop on the premises would make it quite the place to be seen in ... with laptop hubs. British Library in London is packed with young people with laptops... how cool is that - exposure for young people to such a centre of learning and culture. The food and bookshops also do a great trade
792.	Nothing
793.	No

794.	It can be very noisy at times
795.	Nothing
796.	I am happy with the service provided
797.	Not enough staff
798.	Nothing
799.	Nothing
800.	Uncertainty of continued existence with emphasis on face to face service, rather than machine non-contact, check out.
801.	Just leave the services we always had in Wanaka and ensure staff are available to help customers choose what to read next!
802.	I am only frustrated by the possibility it might be diminished in ways.
803.	Excellent library
804.	Nobody seems to know how to operate the printers scanner copies, customers are left to figure out how it works and then you get charged for all the missed-printed pages
805.	Changing staff
806.	The narrow mindness of QLDC.
807.	Sometimes children/toddlers are allowed to run around screaming, crying. The parents allow this but staff should alert them to being aware it is a quiet public amenity. Whilst I am aware children may get upset, parents should be encouraged to remove them if it is intense or longer than a few minutes. I appreciate this could be a tricky situation for staff. Perhaps a 'sign' would be proactive. It does not happen often.
808.	The facilities and resources are quite limited for a town this size
809.	Nothing
810.	Opening hours I work mondy to friday and only chance to visit library is on a saturday am which does not always suit extended hours on a saturday would be great
811.	People who use library parking when they are not using the library.
812.	Nothing I love it
813.	Just good if all day saturday opening
814.	The size - to small for a community that is the fastest growing in NZ
815.	Reserving an item held by another QLDC library and finding the item is missing
816.	Size of the library building space is becoming limited, especially with more electronic books becoming available
817.	Nothing its fab!
818.	The recent reduction in staff, implemented without any prior consultation with library users. The loss of experienced librarians a sad day for our community. It betrays a corporate attitude to the running of this excellent community service. A town library is a vital civic asset and should be cherished by all. What price culture!
819.	Not a thing you all do a good job
820.	I am disappointed that we are not able to continue to use our library as its purpose built function.
821.	guest service always varies smile people
822.	nothing its a wonderful service

Library Charges



If QLDC decided to adopt a user-pays policy for library services, how much would you be willing to pay per year?

Response	Chart	Percentage	Count
\$1-50		38%	652
\$51-100		8%	133
\$101-150		1%	20
\$151-200		0%	3
More than \$200		0%	0
Not prepared to pay		53%	923
Total Responses			1731

Is there anything else you'd like to tell us about how you see the QLDC library service?

#	Response
1.	n/a
2.	It is an extraordinarily well run and efficient operation and I have not experienced any problems whatsoever..
3.	This survey should have been done before changes were made to libraries, especially Wanaka. Libraries should be a right, not a privilege.
4.	because there are so many holiday homes in your area, if it became a user-pays system for borrowing books I think many owners of holiday homes would not use that system and just bring books from their own hometowns to read instead.
5.	Just that I see libraries as an important place of the mind that ought to be kept available through rates for all residents. Those who can barely afford to pay will be those who need to use it the most.
6.	I like that the library accessed the nz library catalogue and reserved me a book I otherwise would not have been able to read. I paid a fee for tis but it was well worth it.
7.	It is essentially a community service that I am happy to pay for through the rates the same as all other citizens. I do not agree with charges that discriminate.
8.	My grand children utelise the childrens programmes and absolutely love attending.
9.	I like the current way the library is run. Maybe it would be good to be open after 5.00pm for people who work full time. If the library started charging for children to take out books this would be a real shame
10.	<p>FIRST, THIS SURVEY</p> <p>The user-pays question is imbecilic. What services are you asking about? Honestly, who designs these questions? Be specific and then you can get a considered answer.</p> <p>SECOND, THE ARROWTOWN LIBRARY</p> <p>The staff are friendly and extremely helpful. They provide a small township with a superb service and any abrogation of services or times or staff would be an unfriendly act. It is obvious for a small township that not all services can be provided but the ones that are provided are just right.</p>
11.	<p>The current service provided by the Arrows town Library is good considering the size of the Library.</p> <p>The suggestion that an annual fee should be payed for the use of the library - suggests that it is another way in hiking rates payed by perminant residents so that the Council can further subsidise tourism and tourist related activities. Libraries are supposed to be a core service under the Local Government Act.</p>
12.	The library system as it is now, funded out of rates, works very well and I wouldn't like to see a charging system introduced for residents and ratepayers other than for something such as specialist community classes with a fee to cover tuition costs and hand-out literature.
13.	Being a member of a library, and borrowing books from it, should be free.
14.	As the owners of a holiday home we pay full local body rates but only access local body services for part of the year. While we accept this is how it has to be we would strongly oppose ratepayers having to also pay again for borrowing books, if a user pay service was introduced. It is fair enough to pay for use of internet or DVDs etc but not for borrowing books.
15.	Needs updating because I think tourists needs more apt services. They want a place to connect home. I think you need silent spaces and talking spaces with wifi all round. Online log-in and pay. I think ratepayers should pay for books, and tourists for online services; pro-rata for seating.

-
16. Hard copy books are a vital resource - i would not wish to see these being 'phased out'. With this is the knowledge and expertise of the librarians which we in Wanaka and Hawea are keenly in support of. There are things in my rates for which I pay and do not support, yet our libraries are of vital importance to the self sustainability of our community
-
17. No
-
18. Free libraries is fundanmental to the organisation of Western Society and to make it user pays will kill the facility. Instead of cutting service the aim should be to get more young people using it starting with schools. The aim is to enhanse and expand literacy. I have never seen a group from the school in the library. Why? The teaching staff need to be encouraging library use with their students. The provision of libraries is to enhanse and expand literacy and if you make it difficult for young people to use it you kill the idea. A library traditionally has been a quiet place to study and in an age where interruptions are too frequent their value is rvrn greater. Why don't we have a "committee" with the goal of expanding library use. I think youy need the help of thwe community to make library use grow
-
19. This appears to be a step towards user pays. I use the library to borrow books as do my children and grandchildren. Some of them would not be able to participate if it was a user pays system. The system we have helps produce well rounded citizens. User pays has proved to be, all over the world, a second rate way of conducting life. I would be applied if that is what the QLDC is going to do.
-
20. The libraries are a fantastic service and an affordable 'activity' for a young family. The small extra charges for some services are reasonable and we don't mind paying them but to have to pay an annual fee to belong would be a real shame.
Keep up the good work!
-
21. The library and the current service should be maintained as it currently is. The library is a service, about community good that has to be funded by all ratepayers.
- The library is no differnent to the reserves and other public facilities around the parish.
- While costs have to be considered libraries are not a profit centre. and nor should they ever be.
there is opportunity to recover some costs, generate income by providing some services ---e.g photocopying, bill/account payments.
-
22. It is a valuable service for us - as a family with two school children.
The craft and children's activities have been thoroughly enjoyed over the years as have the relationships with the staff and other local families we meet when using the Library.
The resource or books for school projects is also a valuable tool that is used by our children and I hope they will continue to use.
-
23. I feel very strongly that books should be available to everyone regardless of their financial situation, we can not make access to knowledge or good fiction available to only those that have the ability to pay. Surely this is something central to our way of life here and we should not be tempted to tamper with it! I love the library service here and do not want it changed,find savings in other places.
-
24. I'd be very disappointed if QLDC changed our Wanaka library services
-
25. I would dread to think that you are considering User Pays for library books - this is an insult to the community - libraries and access to books are an essential part of a civilised community. Children whose families are financially struggling will be penalised in a totally unacceptable manner by removing easy access to the world of books. Libraries should be free to all ratepayer - small charges for internet use and photocopying are of course acceptable.
-
26. great to be able to borrow and return books to all CODC libraries. Love to see it extended to Dunedin library
-

27.	I would not be prepared to pay as a user pays system as this is a service we already pay for in our rates. Unless of course, you lower the rates? I doubt you would consider doing that and then if you did, it would increase within 3 months. Don't touch something that is not broken!
28.	If its not broke dont fix it!!!
29.	I'm done and can see no point in repeating what I have already stated and believe except to say the following: they cut down a perfectly good tree because it impedes the view of the lake. Kind of goes against safe driving if drivers were/are the ones affected. I hope it wasn't selfish business interests, restaurateurs and diners! But then Hallelujah. A new plastic tree will be here for next Christmas. What next? A cardboard library!
30.	The service is fundamental to the ongoing education and recreation of the population, and of all age groups. It provides a quite place for people to read, think and research as they wish. Take it away and the ratepayers will themselves suffer in the long term. The library is an important place for elderly persons in particular. For many of them, it is a central point of their lives and contacts with others. Many of those persons do not wish to use a library for e reading material or internet access. Books form the foundation of their lives.
31.	Our rates are right up there with the top rates in the country. Surely we can access our Library services free, if we pay our rates! For those on highly incomes, this may not be an issue, but there are many who struggle financially within this district, and we need to keep our Library service free for all, so that everyone can use this service, across the board. Being a retired person, I have observed many who are just managing to keep their family feed and clothed, and housed, don't close out this valuable asset, to those who need it most! Thanks for the opportunity to express my opinion on this valuable asset.
32.	I feel that the libraries are operating very well they way they are.
33.	APPALLED by the thought of a user pays library service. Ratepayers subsidise sports grounds and the events centre and the memorial hall we can jolly well subsidise the library as well. I don't particularly like sports but I get lumbered with paying for them - including the waste of money bike trail which I don't use either. Libraries are important sources of information and literacy for our communities especially for the elderly and young families. Making libraries user pays is just another way of taxing the poor and underprivileged yet again.
34.	library access should always remain a free service to ratepayers their families, so that all can make use of the service, especially given the high cost of purchasing books in New Zealand
35.	Overstaffed in Queenstown library.
36.	It should be open in the evenings because closing at 5pm disadvantages those who work, and it should be remembered the bulk of those who pay rates are working people.
37.	Just that I think it's great having so many libraries here to service the smaller communities. Being able to request books (online) and have them sent to your local library is a wonderful service. Small fees for certain services is okay, but having an essentially free library service (for ratepayers and residents) is an asset and a privilege that we should not lose.
38.	no but I like to use the library
39.	Why try and change a good thing when it's not broken. Drop the money issue - no price can be put on literature.
40.	Putting this in perspective - two of us have answered this survey and during school holidays we have grandchildren who enjoy the childrens programmes and borrow books on their grandparents cards.

-
41. Current staff seem to manage very well considering their reduced staffing levels however this does not seem to be an appropriate level. The library is a critical part of the community and it needs to be prioritised as such.
-
42. Payment for a seasonal membership should be kept low as most seasonal workers are not very well paid, some are studying in evening or day off.
Wanaka has quite high rates already there are many people apart from pensioners living on a tight budget. Those who have a better income could be asked for a donation on their rates or create a "Friends of Wanaka Library" Trust/Group ?
-
43. I love our library and my kids have used all the services. I especially like the librarians suggesting books to read especially for my children as they read above their age range and I don't want teenage themes yet but need to extend the genres they read
-
44. I would not like to pay an annual fee for the library, because our rates are too high in this area as it is.
-
45. As a holiday house owner I pay full rates but are not able to access some deals that full time Wanaka residents enjoy such as cheaper ski season passes etc- so I really do feel that as an infrequent user of the library I have the right to use the library free of charge when holiday house owners pay such a large proportion of the total rates in Wanaka.
-
46. In Queenstown I find it difficult to find books of genre I want because of the filing system they run especially if you don't know the Authors
-
47. My husband walks there daily to read the paper. He donates his weekly Economist magazine to the library. I wonder if anyone else has a weekly magazine they could supply to help offset costs .
It would be neat to get the Wall Street journal. I bet someone in Wanaka has a subscription and they could supply their used copies perhaps.
-
48. I would strongly resist paying for using the library.
Rates are high enough already and the council has already added charges for rubbish collection, and using parks etc. which I also disagree with. I think Council cost cutting by reducing bureaucracy is the way to increase disposable income and basic services such as parks, libraries are a core service.
-
49. As a Wellingtonian it is hard to compare Wellington's Central Library with Glenorchy's tiny library. But I think both are excellent facilities providing great customer service that either community would sorely miss if wound back. What idea could Glenorchy "steal" from WCL? Not much. Note WCL charges for many services that GY doesn't: reserves and best-sellers and returns to different libraries. If user pays are needed to sustain GY service, then that is far better than no service at all.
-
50. Just a question...don't we pay via rates for the services? If so, why would there also be a user pay in place? Would this mean a decrease in rates?
-
51. No
-
52. I see the Arrowtown Library as an important community service and would like to see it remain as it is.
-
53. The library is an amazing local resource and haven- I would hate to see that tampered with. It is a place truly for the community so let's keep it that way. I am more than happy to pay rates for a library as a pose to some of the other rates uses
-
54. Regarding the previous question there is a heck of a lot of difference between \$1 and \$50. I think at \$50 per year I might be flagging my library use!
-
55. leave our library alone
-
56. We pay enough rates so should get the basic service of borrowing books for free. The number could be reduced as total number allowed very generous.
-
57. I believe strongly that a free library service, funded by ratepayers, is a community asset which should not be eroded or restricted by a flawed "user pays" ideology. This would decrease the use of the library and reduce the
-

	community spirit fostered by the library, affecting those who benefit from using it most and are least able to pay - those with young families, the elderly, the unemployed and those working part-time, and people otherwise restricted
58.	regarding the previous question not being prepared to pay is different to being opposed to a user pays approach to general library services
59.	Generally good service but could be so much more.
60.	Fabulous staff and very clean toilets every time I go there!
61.	The possibility of deteriorating services after the recent changes by QLDC to staffing levels worries me.
62.	The system is not broken so does not need fixing.
63.	It is important to make education material, reading and learning material available to all members of our community, do make a pay system would reduce numbers and disadvantage lower economic groups who probably need these services the most.
64.	the library is hugely important to a rural community which is growing and includes may retired people and increasingly young families as well.
65.	Let Wanaka/the Upper Clutha have as much autonomy as possible when it comes to its libraries ie decisions should be being made in the Upper Clutha, by the librarians here and by the community. * As someone with a disability and on a low income the Wanaka Library is a core part of my life. Because I can't be very active and do other things, books and other aspects of the library afford me a quality of life I wouldn't have otherwise. This is also because of the library's accessibility, low cost, and because the librarians historically have been able and willing to get to know me and other patrons and help with a wide range of library services. The Wanaka libraries are of a very high quality given the size of the populations. Please don't mess this up.
66.	I am perfectly happy with the library in it's present form and am against major change and seriously against the loss of any more staff. We have an excellent library in Wanaka which is very easy to use.
67.	I think it is a great service and very important that it is free (via rates) as some people have no money, or very little.
68.	I find the emails I receive when books are due, and the ability to renew the books by return, very useful and I am grateful for the reminders.
69.	It is a good service. It is important to provide easy free access to books, especially for young families, children and teenagers.
70.	Love going to the library :)
71.	It should stay focused on benefiting the communities in which the libraries are located through the pursuit of knowledge and growth. Keep the service focused on books, reading and learning... NOT on council matters.
72.	No
73.	Libraries are a vital service in any community and free access to information the right of every citizen, young and old. Whenever I visit our Wanaka Library I experience the joy of being able to browse the shelves of books, interact with other library users and spend a quiet time reading. The staff are always so helpful and, in recent times, busy! I hope that in the future current staffing will be able to cope with the increasing number of families and retired people coming to live in our town.
74.	The Wanaka library is a great service in our community.....please don't meddle with its operation.
75.	I would be very disappointed if we lost the use of our library service in this area

76.	Open on Sundays please
77.	please speak to the wanaka community before making any decisions in queenstown
78.	Your "user pays" question is impossible to answer. If I chose a monetary amount, what would I be getting for it?
79.	no
80.	No
81.	I think it's a great service which I would hate to see reduced. If paying fees would ensure the service provided remained the same I'm all for it - if it meant getting more material and improving the service then bring it on.
82.	Its a good service at Wanaka- don't break it. I'm a ratepayer as well as a library user and I think that using rates for funding libraries/community education is a very good thing. I don't like the idea of centralizing everything to Queenstown either.
83.	Library only ie not turned into a "shop" for doing this and that
84.	I find the library very good just the way it is.
85.	Wanaka library is a gem of a place. Purpose built and really pleasant to be in both summer and winter. I love going there and would be prepared to pay a little more to keep the service.
86.	It is a struggle enough in our society to get kids to read, to try and wack a fee on too of getting or books from the library would be a travesty and further discourage children and families from attending the library. Books are too expensive to buy for most families, let them enjoy the privelege of reading for free in these wonderful facilities.
87.	The library should be supported by all ratepayers. It functions not only as a source of books but as a source of information about the community and as a community space. It is a special place for children who are learning to read. If, as a child, I had been only able to borrow books from a library by paying for them, I would not be the educated professional that I am--my family would not have been able to pay the extra money each month. I am happy to pay rates that support the entire community in this way.
88.	This should be a community service available to all rate payers and funded by such but with charges for casual access or for one of visitors to cover cost of loss and replacement and service. Staffing should be maintained through an appropriate rating system. The whole of the QLDC should facilitate the service to all rate payers and this may mean that larger population areas subsidies the smaller ones.
89.	Stop looking at this as a financial exercise and start looking at it based on strategic objectives. The success is more easily monitored if you can assess whether you are meeting your objectives. Define your strategy! It will always be a cost so make it justifiable and measurable.
90.	I would much rather my rates supported libraries than other stuff the council is involved in. I pay rates for Alpine Aqua;land but never use it and my blood boils at the prospect of paying for a convention centre which I will probably never use. Education is a key part of any community and encouraging reading in any shape or form has to be good for community health. Its a great community asset in a town that often struggles to encourage community. PLEASE KEEP THE LIBRARIES
91.	The Wanaka library was purpose built but is now a bit small especially with the range of services for the children's section. I am happy with the access to the stock of other libraries in the Central area. I do not wish to see the existing services being downgraded.
92.	leave it as it is.
93.	n/a
94.	As part of our annual rates library services should be free.
95.	essential

96.	Asking the public to pay for services that are already paid for through Rates is a form of Double dipping - Not interested in supporting such!
97.	Community service that supports reading for pleasure and allows access to a range of materials that may otherwise not be available to some embers of the community. You could put a bed tax I place that subsidised the library service.
98.	I occasionally donate books to the library, and regularly give New Scientist (which I'm assured has a following).
99.	I was very concerned at QLDC's short sighted, money saving library cut backs last year. These were implemented without seeking opinions from residents and created much dismay and anguish. Many residents value and cherish their local library and QLDC's actions resulted in a changed the concept of a library. Don't alter the role of a library into a multi purpose one- stop council utility.
100.	I already pay for library service why would I want to pay again through user charges Maybe non residents should pay for services
101.	As part of our community. It should be funded through our rates. If visitors wish to borrow books then charge them. Charge the non-ratepayers just like in the big cities?????
102.	Visiting library is a wonderful experience especially for young children. the attention they get from librarians and suggestions on what to read is invaluable. Arrowtown library is a great place to visit and you still get the personal touch, don't feel like you are just a number in a computer system which seems to be what is replacing "service" these days!
103.	libraries should be free, accesible to all and a welcoming environment
104.	Maintain the library as is and not muck things up as in Wanaka
105.	An excellent service and vital community facility
106.	Please don't make it a paid system!!! the kids that need it most will be the ones that miss out--then our entire community will lose in the long run!!
107.	No
108.	Wanaka library need the ability to purchase it's own books Need more staff - they do their best but human resources are not plentiful Free internet is a must
109.	The Wanaka is a great little library and a great resource, please don't change things too much
110.	Free and accessible library services are the responsibility of a community to hold and uphold. Libraries can not be viewed as a profit/loss asset: the profit is one of knowledge shared and a sense of community. If we were to lose this, the loss would be one of the dumbing down of our society, and the creation of a wealth driven knowledge base which I totally and vehemently oppose.
111.	should have kept staff levels as they were as these people had extensive knowledge of a wide range of books whether technical or fiction and if they didn't know would spend the time to find out and give feed back
112.	Mulity purpose use . Maybe book club in the evening. book clubs seem to be very clicky in Wanaka
113.	For people like us who visit Wanaka a few times a year only, and who use the library when we do an annual fee would prove to be exhorbitant.
114.	I think anything that encourages people to read is for the good of the whole community and the country.
115.	The ability to read via Kindle has made a huge impact on me so I guess this is occurring generically. Electronic appears to be the way now and for the future. Borrowing electronically will be the new pattern.
116.	The library should be run on the old Carnegie principle. It should be free so that all members of the community are encouraged to read books not just the better off. A library has a duty of education and so the librarians should

	not be inhibited from taking a lead in the quality and choice of books and the encouragement of community involvement and learning; that is their vocation. Trained librarians - of a high quality in NZ - should not be given rote duties on matters that have nothing to with the educational quality of the library they work for. I would like to see the library expand as numbers are encouraged to make use of it for the reading and borrowing of books, primarily.
117.	I have indicated no recent visit to any library because I left New Zealand for Africa over a year ago. But I have completed the survey because I was an avid user and would definitely like to see the services be promoted and continued. So my frequency of visit data, while reflecting the current situation, is not what I really was doing when I lived in New Zealand.
118.	Get it right - you only have one chance in the next 20 years! If you make the Library a "user pays" service, just watch use drop, especially by our younger people who are our future and those most in need of access to the information that libraries hold.
119.	I'm really happy with the service and range of books available.
120.	Vital part of the community should be available to all
121.	If it ain't broke, DON'T fix it. Leave it the way it is please!!!!!!
122.	A charge for membership would be difficult for pensioners
123.	The library is an amazing asset to our Hawea community and I would be very unhappy to see the QLDC make changes which negatively impact its service like they have in Wanaka.
124.	The smaller libraries need to be supported and kept going
125.	essential part of community
126.	I think the library should be funded and this government should support libraries and our young children and all people reading !!!!
127.	Our libraries are wonderful and should be treasured. Books should be their main raison d'etre. All good societies should have free and easy access to books for all its citizens.
128.	Living out of town means that we rarely utilise many of the resources regularly, but we so enjoy the quality of this library (or have done) and feel that our rating contributions are how we want to pay for the quality resource that has been the Wanaka library.
129.	No Thank you>
130.	Nothing at the moment
131.	I think it's much more valuable to have a free basic library service rather than a subscribed fuller service. I also heavily dislike the idea of a fee riddled service.
132.	Keep it free. Some people use the library; some people use the sports grounds; some people use the children's playground; some people use the swimming pool. We all use different services. These should all be funded by rates without annual membership fees to use them.
133.	Despite the appalling way the council managed the process and the complete lack of common sense reasoning for the restructuring of our libraries our Wanaka libraries remain the hub of their communities and are staffed by dedicated and talented librarians.
134.	Do not use the service that much at the moment but intend to in the future.
135.	A user pays system for a library would be disastrous for young families and the elderly, some of whom would not be able to afford library fees. I won't bother ranting about what that would mean for our society because this can't be a serious idea!
136.	Very important community facility

137.	I already pay enough rates - there are many opportunities for the library to be more efficient, and find opportunities to charge for services (such as new releases) which should mean that we dont need to pay additional rates. Many people who use the library do so for their children
138.	To start charging for library use wold be an appalling measure. Education in whatever form it takes its becoming an increasingly devalued commodity anywhere outside a school, and we need to preserve and encourage library use - not make it a cost.
139.	The library service and facilities are phenomenal. We pay very high rates and although it is a privelege to have such a facility I'm also aware we are paying for it in our rates which is fine. I am happy with the present service etc and wouldn't want to see the quality decrease although there's always room for improvement but not at more expense to the ratepayer.
140.	Keep Wanaka Library as it is - a library.
141.	It should be solely a library service
142.	A cafe if the room was available otherwise Wanaka library is GREAT, JUST great! staggeringly so, the staff are helpful! pleasant , a pleasure to visit.
143.	Would pay up to \$20 annually for membership
144.	We accept that Arrowtown is a small community library and do not expect all the services of a large well funded institutional library. As such, basic services should remain free to ratepayers but it may be reasonable to make a small charge for detailed research assistance, inter loan and internet services. A comfortable reading room where individuals were allowed to bring e.g. a takeaway coffee while they browse newspapers, magazines or books may be an idea. A small usage charge could be levied on non members/visitors.
145.	no not at this time
146.	the sign of a civilised society is to have a "FREE" library for all paid for by ratepayers. It is as important as having "FREE" recreational facilities,Free water, Free sewage , Free roading and footpaths and waste collection.. It comes before convention centres , tourist promotion, flash council offices, and fireworks at Christmas.
147.	No
148.	Please don't change the current system with funding coming from rates and extra services on user-pays basis.
149.	If QLDC decided to introduce a charge for library services it should also introduce (or increase) a charge for all other leisure activities it supports within the community
150.	nope all great
151.	Why change something that is not broken . Leave things as they have been for the past 20 years or so that I have been using the Library services. I certainly would like our library to stay as our Library and not have any other kind of business included .
152.	As it is. The source of most knowledge comes from reading.This should be encouraged Stop trying to cut costs in important areas of 'community good' by introducing business models. Support the arts and culture as much as sport!!
153.	I feel it is very undervalued by QLDC and recent staffing cuts at Wanaka have been unhelpful, disconcerting etc. Literacy is high in New Zealand, and use of libraries is high. This is something we should be very proud of, and make sure the delight of reading books is not diminished and that books on loan are available to those of any age or any income.
154.	keep good staff, employ staff that love their jobs and look after them.
155.	I love my library....younger members of the community need to be encouraged to attend ...so flexible weekend hours would help. There is so much joy to be found pottering amongst the books at a library....in a world where so much is done on line and without person to person contact a library is a place of companionship and pleasure, full

of books smells and tactile opportunities to connect with fantasy, fiction, non fiction etc. none of those experiences can be found via the internet...or so I think.

156. The service in Wanaka has been good but the council attitude to Wanaka people's wishes for their library has been disappointing. The councillors, the mayor and key staff now need to work hard to dismantle the barriers that have gone up, primarily because of the council's defence of criticism from Wanaka. Be a bit more humble and open, please. Allow your people to be themselves and allow your libraries to have their own identities. Allow people to enjoy the traditions they have been brought up with. Allow them to hold on to treasured things of the past as well look forward to using new tools of the future. Celebrate books - call them old fashioned if you must but remember without them, we would not stand on the ground we have now. Respect people and their abilities. Honour centuries of creative and cultural tradition and working for rights and freedoms. Allow readers and writers to breath. Allow people to be curious. Be part of their conversations.

157. The Library services are a very important part of our community

158. Sorry, but Libraries should be free. End of story.

159. The library services are a great way to access information, research material, knowledge, education and human contact. I appreciate the free accessibility. Not everybody in this town has the funds to buy books, especially a lot of young families with children.
Keep it that way.

160. I have really enjoyed using the library in the last 3 years and look forward to being a more regular user in the future when we live there.

161. Very important to protect children's services and programs

162. It currently works as a community resource exactly like it should and there is no reason to make any changes in how it operates - user pays is not acceptable for any of the basic services such as free borrowing with additional charges for a small number of special services. The library should be well staffed by qualified and experienced librarians and assistants.

163. Essential to the community, however big or small the service is.

164. We are long time holiday house owners in Wanaka and pay QLDC rates. We are constant users of the Wanaka library. We are full of praise for the library its facilities and staff. When family visit the varying ages of grandchildren are also well catered for in many different ways all of which we take advantage of. We all praise the library and consider it an integral part of the Wanaka community.

165. As I mentioned Wanaka library is a busy library. However, do believe there is a place for cutting back some paid staff and making use of volunteers who could do a wide range of tasks such as shelving of books, book covering, issuing, helping with research (with appropriate experience) children's story reading and generally helping visitors find what they want. This of course would have to be under the supervision of experienced paid library staff. I for one, am a retired school librarian and if I ever get to the point of spending more time at our property in Wanaka, would love to contribute to the community in that way.

166. As previously said

167. As a former Librarian I believe in a 'free' library service. Our rates should cover these services and if there are newly introduced services which are very costly then a charge could be levied for those special services. e.g. scanning, 3D printing, ebooks

168. I think the Wanaka library is fantastic.

169. Great service. Order online. Often next day pick up

170. Arrowtown library is the perfect small village library where the librarians are welcoming a great environment exists for the kids to love being among books. We are a small village not a big city the current services are more than adequate.

171.	We were saddened to hear of the loss of staff at our local library. Although we do use the online system in some instances for renewing reserving, we also enjoy our visits to the library and interacting with the staff, drawing on their knowledge of whats avaialbale in the library.And also suggestions as to recommended authors and series specially as the children have grown.
172.	no
173.	I think it would be a huge mistake to downscale library services/ opening hours and similarly to charge for book lending etc. My main use for the library is to keep up with my son's voracious appetite for books - if I had to pay it would make that difficult.
174.	I think its excellent to receive email reminders and be able to renew books online.
175.	It is to me a very excellent service and with the helpful staff it is TOPS.
176.	I think it is ok to charge for the services currently being charged for but that it is really important the library does not become a user pays facility... the library encourages a love of reading in young children and it would be a real shame to see families stop using the library because of fees.
177.	No
178.	The Wanaka Library is one of my favourites - our family have used it regularly whenever have been staying in Wanaka over the past 20 years
179.	I think that the Wanaka library provides an excellent service and seems to be well used and appreciated by its residents. I was extremely sorry to learn that there was to be job cuts for no good reason. I have been away a lot this year so am not sure how adversely this has impacted on services.
180.	It's a public library - the beauty of which means it's a space that does not discriminate between the haves and have nots (in a location where there are few spaces that offer the same - and more regularly an obvious huge disparity between the two). I have always thought libraries have the potential to be the best religious houses - like a church they offer shelter, peace and salvation for everyone without discrimination, they offer infinite knowledge, but remain objective about your choice of material, and they encourage personal interaction and friendship. Should the QLDC service become to heavily weighed in the direction of user pays - the risk is to close the doors on those who would most likely benefit most from its services.
181.	Your fees for late books is very high and unreasonable, children tend to get out lots of books so once some years ago over the holiday period our books were due back, we were away and were charged nearly \$ 40.
182.	I love our library and believe we are provided with a really good service . I understand it is costly to run but believe it is an asset to our community and very important it is accessible to everyone. I would be happy to pay a membership, as I can afford to and love the library - not because I earn a huge salary but because my living costs are low and I have no children ! but would hate to see those who cannot afford to be penalised. I also believe the library should remain exclusively about books and learning etc and not become a call centre for the council or a rates etc pay centre.
183.	I think it would be disappointing if the current 'fee' system changed. I think it's one of those things where everyone pays for the benefit of the whole community. Maybe someone will only use the library once a year, but that once could be make a huge difference to their life. If they had to pay an annual fee, then that might put them off going, and accessing whatever it was they needed.
184.	I find it ironic that the QLDC is considering increasing charges (in one form or another) after already cutting costs and services to the existing Library. With the greatest respect those sorts of cuts are all too easily made by an ever-growing army of bureaucrats and middle managers while busily ensuring their own job is safe. As an example, why would someone declare several jobs "surplus to requirements" (whose requirements ?) and in the next breath create a new position of "change manager" ? I fail to see the "cost saving" benefits apart from creating another layer of bureaucracy
185.	More eBooks!

186. Probably need better leadership and a fresh way of thinking. Library science is forging ahead yet our library is in a holding pattern. If we offer the range of products and services that the community and stakeholders desire, the public will beat a path to our door (or on-line portal). Libraries are not about books...they are about knowledge. A library should be the key institution to disseminate knowledge in the community.
187. I guess I think basic fees for books should continue to be free
I detect some interest in saving \$\$ in the survey. I hope you manage to balance the budget and not reduce current services.
188. i think given the government is about to invest a large sum of capital into a new high school in frankton, the council should look at joining forces to create a new community learning library/information centre with the high school. This concept is currently used in some areas such as christchurch and is an amazing asset to their community.
189. It concerns me that we are being asked about the Library, as if some changes are already being planned. I have heard that the library in Wanaka was 're-invented' in a way that has NOT pleased or suited the library users there and I worry that QLDC may be considering similar changes to their smaller libraries.
190. It's all about books and for someone interested in a particular area (art, sculpture), the books are old and not relevant, so not much in the library to attract.
191. It would be a shame to charge for the use of the library - everything else in QT is already very expensive for families eg food shopping, doctors fees
192. All do a fantastic job - great libraries
193. If QLDC start to charge a fee for using library services that currently are covered by rates I think the number of people using and enjoying the facility would reduce markedly. This would quickly affect the library's ability to provide the range and quality of reading ,aterial and services provided.
194. Puzzles and jigsaws would be good
195. No
196. seems to be ok as is
197. It all works well so don't mess with it!
198. Nothing.
199. To be fair I am not a regular user of your system- but I am a very frequent user of my own library and a passionate believer in a free service for borrowing books and ebooks and internet services. Fees for some other services is acceptable. Libraries must have qualified staff to offer a quality service, have collection management and reference skills and be up with the play technologically and offer efficient interloan services.
200. For me it's like a really good bookstore, but free! I love it!
Compared to Germany, where I lived before, its way, way better here! Well, thats my opinion ;)
201. We are blessed to have such a great service in our community!
202. I feel very strongly that all library services are available to all in the community and think that imposing a fee to use it will close doors for significant numbers in our community. Please do not go down that path.
203. I certainly would be very upset if a system were is place and you had to pay to check out books! What's this world coming to? At that point, libraries are no longer libraries.
204. Compared to my home country, England, the Wanaka services are somewhat limited; this is to be expected from a very small community. Overall, the service from such a small library is exceptional. I have no complaints.
205. It would be very disappointing if we would have to start paying to borrow books :(
206. More kids groups

207. It is an essential service which should remain free to ratepayers
208. I treasure our library.
209. It is very much part of our community and we should retain this service and think of ways to expand and offer more as the community grows.
210. We pay enough rates for the council to put more costs to the rate payer
211. This is a crazy long survey! Not sure what sort of response you'll get! A good survey is 10 questions!! This is going on 15 minutes!!
212. This service should be available to ALL residents and should remain free
213. The Upper Clutha library service is the most popular service shown by continual growth that the Council offers to its ratepayers, with short term residents and holiday makers valuing it often above their own libraries, for the quality of books and services they receive.
This must go a considerable way to making QLDC district a place to consider living in and visiting regularly. QLDC should consider a scale of increasing service offered by its libraries, including staffing to meet increasing demands payment to staff and hours according to increased workload as shown by issues and other services offered.
Do not down grade our libraries to met a zero budget rather increase according to output.
214. Public Libraries are supposed to always be free. It would never work to adopt a user pays policy. Unless it was \$2 a book an annual fee to get a library card would not be worth it and getting membership would be hard going.
215. Your last question is misleading as it doesn't state that if user pays then the rates would be lowered and by what percentage.
216. I'm pretty happy how it is.
217. I have used this library for the past 11 years and am a real bookworm so am totaly satisfied as it is.
218. Unfortunately moved out of town so no longer using library as often as before, and miss the experience and free service. often recommend library to visitors as it is such a lovely place \setting. wonder if elderly or young families would benefit from mobile library service.
Love the prospect of using venue for music and community gatherings.
219. why would you bring in a user pays for the library? If you do, are you considering bringing in a user pays for street lighting (not every resident wants street lights). What about user pays for reserves - some of don't use any of them. What about user pays for artificial Christmas trees, rural road sealing, public toilets (as rate-payers are mostly paying for the upkeep and tourists mostly use them). How about we make the council more efficient and get rid of the CEO?
220. I think the library is relatively good considering the size of the Queenstown population.
221. I see it as it is! Good range of all types of books. Incredible and knowledgable staff. Nice and handy to town with short term free parking available. Everything seems to work well at Queenstown so why change anything when nothing is wrong!
222. No
223. I really like [REDACTED] at Arrowtown Library! She is really friendly and great with the kids during the holiday programmes!
224. NO
225. No I find the library easy enough to use though don't find it an overly comfortable place to spend much time in.
226. Library membership should be free for Queenstown residents. You can maybe up the time one has had to live in Queentown from 6 months to 9 months or a year.

-
227. user pays develops in to an elitist past time were those who can afford to, reads . where is building a strong community that reads and passes that love on in user pays ? democracy in action is rates and small fees paying for the library services goodness don t get me started hehe.
-
228. Free for rate payers. Charge for residents who do not pay rates.
-
229. Annual fee for residents with higher prices for temporary visitors is common in Germany. Property owners should not be forced to contribute with the existing rates system. But then the rates need to decrease.
-
230. no
-
231. Not good enough to pay a fee, it is small and old.
-
232. Libraries are a social service that goes wider than the borrowing of books. They are a meeting place for people and a source of community information.
-
233. For those who live out of town , have our own recreational areas , sewerage system , water supply and access the library service is about all we get for our rates
-
234. A community shuttle bus.
-
235. The floor space not big enough
-
236. NZ is so lucky to have access to such a marvelous facility that's basically free for all users.
-
237. I would not be prepared to pay for old books that are falling apart or really out of date stuff. I think maybe 'back catalogue' should be free if you do include a fee system. I think you should also offer to sell a book if it's an old dunger or falling apart, better to go to a good home than be taken care of so badly. You should flag books for possible sale and offer them when people check them out and money can go to newer books. have you thought about a coffee vending machine to make some money? ;)
-
238. The service has to adapt to changing user needs, like every other service. Some people want to preserve them in a time warp. That's unrealistic. The hours need to be flexible, some staff could do to improve their customer service attitude, and it's inevitable that there will have to be greater access to on-line services. This doesn't necessarily need to involve a personal visit to a library.
-
239. Please don't charge a membership fee. Keep book hire free.
-
240. I think the staff at the wanaka library do an incredible job.
-
241. Good service and facilities.
-
242. The above options re payments is not at all clear to me, despite my higher qualifications! I cannot believe that the answers to the payment options can be taken seriously because of the very poor wording and lack of explanation.
-
243. There is something fundamentally wrong with a council that believes charging for something that improves literacy and provides a connection with the rest of the world is the way forward. Everyone should have equal and free access to books, we pay through the nose for everything in this area - please don't add the library to this long list!
- I hear about libraries being shut down in the UK with excuses given about cutting costs and user pays models of operating. Once a library is devalued or closed, a huge community resource and source of learning is lost.
-
244. Love the way the QLDC card gives me reserve access to all the libraries.
-
245. No.
-
246. From my experience the library services the community well.
-
247. If you introduce a paying method of library membership, be sure to make monthly options so that shorter-term members of the community may still access the service.
-

248.	A very good service in a good building.
249.	am happy with the status quo.
250.	It's just one of many services which should be funded by ratepayers. At different stages of life you use different facilities. Education and culture should not be just for those who can afford it or make the effort.
251.	I'M GLAD YOU'RE ASKING OPINIONS. I LOVE THE INVERCARGILL LIBRARY - THE STAFF ARE MUCH NICER AND THE RANGE IS OBVIOUSLY MUCH BETTER WOULD BE GREAT IF QTWN LOCAL LIBRARY WAS JUST AS INVITING. LOVE THERE KIDS AREA TOO.
252.	It isn't broken, leave it alone,
253.	It is an great place to escape and explore. The staff are great and have led towards many of my books of the year. More money into independant and foreign films.
254.	Good; could be better; link to Dunedin Library
255.	It is operating very well.
256.	it is a vital service in our community and having good staff makes it in to a welcome helpful haven.
257.	high school sudent they should be quiet!! really noizy hope staff say anything for them because here is library.....
258.	Community service, funded through rates. I can see need for library lessening due to prevalent individual computer ownership and access to the internet through home and portable computers and smart phones. As we learn to use these correctly the need for a central townbased commonly owned book borrowing and reference service will lessen. My suspicion is that some service uses have already plummeted in the last few years. Child literacy and education is the big use for the future of such facilities. As children become word and computer literate, their need for the library will lessen.
259.	none
260.	rates should cover community services...no library elsewhere charges...not in sydney or areas nz...rates in queens town are dearer then sydney
261.	Library's are a valuable resource, but should be free!!
262.	No. It is already excellent.
263.	My answers are not typical as I only live in Wanaka 3 months each year.
264.	No
265.	Quite satisfied with present arrangements
266.	Please keep these great services free, it is our local treasure.
267.	Leave alone
268.	I see the Library service as a service to our community. We do have an older population and the existing service is excellent, e.g. paying to reserve a book and otherwise the service we receive with the payment of rates suits me[and other of "mature" years.
269.	A great community and educational asset that should be funded by rates as it is now. All people, and especially kids, should have access to books. Make it cosy by a user-pay system and people will just watch more television!
270.	thank you for doing such a wonderful job, and for all the smiles i always get when at the library. i like it there =)
271.	I see our library as an essential and important physical place to go for all members of our community and should always be very accessible from the youngest to the oldest , the most wealthy to the financialy struggling.
272.	Think bit should be rates funded

273.	No
274.	When I first moved to Wanaka one of the first places i visited was the library and it was the starting point for becoming involved in the community - the library really is a huge part of the heart of the community and to reduce services would be to diminish the heart of the community
275.	N/A
276.	Libraries can't be judged just by their circulation, but by their contribution to the educated culture of the district; they provide a community centre and place of learning for many people, not all of whom are constantly borrowing books. Adult students study there; school students come after school. Newcomers become residents. Children learn that reading is integral to life. This is an important community service, especially for the young, old and not well-off. One of the functions of local government is to provide facilities for the whole community - along with sports fields.
277.	A magnificent facility for a small town
278.	I feel that it is a right of every NZr to be able to access a Library free of charge and as we pay a premium in rates, the status quo should remain. I would be very upset to find that the Council scale down these services .
279.	No
280.	It is a great place for the community as it is in the current format.
281.	Libraries continue to be important - if you start introducing a user pays system I am worried that usage will decline. At the moment costs are "hidden" in the rates and the perception is that the library is a free service therefore more likely to be utilised by those people who do not have much money. If a user pays system is introduced then those people might stop using the library. As a source of learning libraries cannot be underestimated.
282.	My responses are as a part time resident in the region. While in the area for months at a time I use the library frequently. This could not be accurately reflected in the usage question.
283.	Of all things that taxes should pay for, it is access to learning, reading, and information. Libraries should be free for all taxpayers.
284.	An important part of the community
285.	This is a wonderful place to go to and the staff are excellent and only too happy to help. We would not like to see any changes to the library or the staff.
286.	I think that it is fair enough for non rate payers, such as us to be charged a visiting fee.
287.	Wonderful service keep it going
288.	The building type internal atmosphere are very important. The tourist factor is a significant for a resort town - as well as seasonal worker usage, so paid membership should be important for non ratepayers.
289.	N/a
290.	Internet has more to offer than a library, better off gifting money into the school system to fund their library system for the childrens benefit.
291.	I pay rates for other services in CHCH and do not get them e.g. don't use all the parks and roads in CHCH. I feel this is a service for young and old and it is your choice to use it. If it goes user pays then we lose these services. We may go years not using the library (as we did pre children) and I was very happy to pay in my rates for this service to be available for my community. It is not just a library, it is a hub for a community that must not be lost.

292. Wanaka is a tourist town, the residents who pay for the service with their rates should not subsidise the tourists - that portion should be user pay for all services to ensure local ratepayers do not pay extra. It would change the philosophy.
Otherwise it should be TOTALLY removed from rates funding be TOTALLY user pays (not half half)
293. Would like to see library available for everyone, I think users would drop if there were fees uninvolved extra to rates. Where we live permanently all kids borrowing fees and adult DVDs are free, reserves free, adult reserves \$2, this is ok. Because of our ad hoc use due to holiday times unfortunately we would have to drop the library if annual fees were charged instead of on rates.
294. I think that if an annual membership fee is introduced the number of people using the library services would fall as we live in difficult economic times and many people might not be able to justify the additional expense. A fall in usage could lead to the library being closed to the detriment of all the community. The opportunity to enlarge the mind and general experiences should be available to all - especially since the cost of buying books is considerably more expensive in New Zealand compared with many other countries.
295. Because I've stopped using the library services in favour of downloading ebooks from Amazon, it was difficult to answer some of the questions. As this is so convenient, I won't use the library service again unless I can no longer afford to purchase ebooks, or the library offer a similar online type service (range, software compatibility, cost, convenience).
296. Just keep the status quo and maintain good management and use of assets.
297. library services should be available to all that live in an area, many people do not have disposable income for books and computers, basic services like borrowing and reference books are essential a full user pays system would discriminate against the people/children who need access the most.
Wanaka residents have spent a lot of time and effort in the past to provide our community with the standard of library we have today.
If it isn't broke don't fix it!
298. Happy with the current services - simply the opening hours could be extended somewhat.
299. You could take over the school holiday programme's and provide qualified people to run them who actually want to be there and are actually more than 5 years older than the kids they're looking after! I'd pay for that
300. The library staff needs to be kind.
301. No
302. A library is a library, not a one stop shop for council activities.
303. Leave things as they are, and resist the temptation to use the libraries as yet another money-grubbing exercise.
304. Reduce the hours on a Saturday to morning only. In line with larger centres and a saving on rates.
Review the number of libraries, with modern transport not necessary to have so many sites.
305. no
306. The Arrowtown library has been a big part of community and family life for us. I would like to see my children now aged 7 and 12 more involved in the facility. I would be a crying shame to lose the library or for it to become inaccessible for some.
307. The Library is for everyone, old and young, wealthy and the not so wealthy. It needs to stay accessible to everyone. The rates we pay should cover this. Libraries are an important source of information and recreation for everyone.
308. Don't start charging! It will discourage users! or charge for 'certain' books... I just think it would deter a lot of the poorer community - especially kids :(

309. If you make it user pays, people will not join, and children from poorer and other families will miss out on reading opportunities.
310. IT IS EXCELLENT ;DO NOT LET ANYONE WITH VERY LITTLE EXPERIENCE COME IN AND MAKE CHANGES .E.G. ...THE RECENTLY APPOINTED C.E.O.
311. note. The last question on payment for membership only makes sense if it also included a figure of how much the various option would reduce the rates I pay.
312. Nothing
313. If a fee system is adopted then the charge in the rates needs to be removed or you would be double dipping. It's a lovely library please do not destroy it just because Queenstown's library is not love or used as much. I like the way books can be shared between various libraries in the area.
314. When Carnegie set up public libraries his idea was that books were a source of information and that information should be available to every one whether they had, or lacked money. The internet has arrived, but this does not alter the fact that knowledge is a resource and one that should be shared. Maintaining free libraries with informed librarians available to help the less assured with their search for facts is an important function a civic authority. Reducing a librarie's capacity to fulfill its function is not wise government.
315. The library service does not need to be a once size fits all service. It should reflect the wants and needs of the specific community it serves and can be rated separately per ward if appropriate. It should provide a service to all that want to use it including visitors to town. A library can be the heart of a community and have added value beyond the dollars and cents in a budget that politicians or bureaucrats are looking to cut.
316. Please don't ever put a charge on books, especially childrens books. Charge for DVDs, CDs etc but not books, that would be incredibly sad.
317. Great service. Long may it continue as is
318. Our library is an important part of our community for many reasons, and should remain open to all ages and residents of our community. It should not be used as an income stream by the council but as an example of what we expect from our council to provide to the community.
319. A leading and inspired community service, admired across the country for its support and commitmment to the library services.
320. I feel that we pay excessive rates living in Hawea so we should not be charged for use of the library. Thank you
321. perhaps the time has come to have a centralised library in one location rather than the olden days way of a little library in every settlement. a logical solution would be a new larger library at frankton as this seems to be the where the new city is growing.
322. As a rate payer I pay exorbitant rates as it is and to then have to pay for the library. You would loose most of Qtown if that happened.
323. I actually don't mind the current membership/fee system currently at QLDC libraries, except it discriminates against people who are renting, that's all. Not everyone is a landowner or can afford a mortgage and these people should not have any barriers to becoming members. I don't mind paying reserve fees because I feel I am getting an extra service and I want to support that. I am fully in support with the fact that Wanaka Library makes sure that children's borrowing is not encumbered by fees (eg no reserve charges). The policy is to encourage learning and reading and this is an incredibly POSITIVE police for children and families.
- Your question earlier about whether i would prefer to use online services or visit the library in person I didn't answer, because i always use BOTH. As in all the time. I actually love the fact that I can do stuff online at home,

	but I nearly always need to use the computer searching system when I go into the library as well, and always need that face to face interaction. Shame there wasn't an option for both. Modern lives = choice, that's what people need to function.
324.	I am very happy with the way things are at present
325.	Valuable asset to the community.
326.	I think That Poor kids with no books at home will have no access to books if you make people pay a membership. I sometimes Get books out for my " little buddy" or read at the library with him.
327.	I would be happy to pay a small fee for all services but not a yearly membership
328.	If you went to a user pays system would probably just start buying second hand books off Trade Me which I could then pass on to family and friends
329.	I enjoy having access to the Wanaka Library, even though my use of same is spasmodic. If fees were introduced for borrowing books I'd make sure I brought sufficient reading matter from home to tide me over holiday periods. Also, if a fee structure was to be introduced, which would mean I would not use the library, I would expect a reduction in Rates payable to the QLDC.
330.	Libraries need to be accessible to the whole community, including and especially those who cannot afford to travel a long distance or pay for a subscription. I would be very happy for you to raise my QLDC rates in order for no-one to ever be charged for reading books.
331.	no
332.	Its all good
333.	If you want to charge for library services, then can you tell me by how much my rates would go down? I would be very disappointed if you charged.
334.	The QLDC destruction of the Wanaka library by Queenstown has been disgraceful, and the savings in wages due to layoffs is shortsighted and misplaced. QLDC should invest our money into resources for residents, not into ego driven convention centers built for visitors.
335.	I would be outraged if a user pays policy is adopted. I can afford to pay but a huge number of people would not be able to pay. Most importantly those who couldn't afford to pay are the people who most need a "free" library.
336.	The QLDC library service differs between libraries. Some seem more inviting than others. I wonder if the different "types" of residents make a difference to this. If you start charging extra membership you immediately make the library inaccessible to low income families and people. I am really against that.
337.	If the service changed to a fee type system I would expect that the fee was family based and not individuals.
338.	A library should be a source of community learning where the young and old can come to lose themselves in a world of their choosing. Charging a fee for this service will drive people away and discourage people, especially the young, from ever bothering to read. I do however understand that to have an up to date facility requires an injection of funds. Some of which could come from the private sector and some could come from charity drives in the community.
339.	Re: paying for library books/membership. There are so many books available at second hand stores, that it would be better financially for me to buy them from there than to pay for a library membership.
340.	If you are a rate payer then I think that a community library is essential especially as Wanaka is growing. It is a place that pulls a community together, has resources and a place for children to gravitate to for reading and learning and fun. It would be very , very sad if the existing library was to downgrade.

341. While I checked the \$1-\$50 box, I feel strongly that access to library materials, including borrowing books, should be free. This is one of the foundations of a strong democracy; all citizens, regardless of ability to pay, must be able to access all knowledge in a free society. I also feel that, should QLDC renovate, relocate, and/or expand the library, consideration should be given to creating a "teen homework room" when young people can meet to work on school projects and, in general, enjoy being in a library.
342. We live in one of the most beautiful but costly places in NZ. We didn't all come here to retire with a small fortune in the bank and wages are appalling here (typical of tourism and service industries). For those of us who are interested in reading but cant buy books the library is a godsend.
343. libraries are part of the fabric of a civilized society and it is essential they are retained
344. I am not a ratepayer, but a resident nonetheless, and was surprised to pay \$25 to join. The library should be a free service for all community members not just ratepayers, with extra charges for interloans DVD/CD rentals etc. It is an essential service for all the community, especially given our fairly isolated location, which makes it all the more important.
345. I am appalled at any idea of charging people for borrowing books. If you are thinking like this, you would also have to start charging people for each time they played on a playing field, walked or biked a track, had a picnic on the lake front - any activity presently subsidised by the ratepayers. And what a philistine council you would be. Public libraries have a proud record as a cornerstone of free education and cultural activities for communities. Give up the idea of a rate-payer subsidised Convention Centre, if you want to save money!
346. User pays disadvantages the people who need it the most ... Low income families, such as myself.
347. It would be great if it was considered as part of an arts centre and community area rather than a potential merger with council services which are not consistent with the spirit of a library
- Re this survey - can i suggest you ask the school and college kids, they will provide a future view of what a library should be and will shortly have to fund it.
348. I think if the library service changed too much (or disappeared) it would be sad but with increase in ebooks we need to move with the times and accept change.. However I tend to resist too much change - I like to go to the library to choose a book to read.
349. Libraries should be a public asset free to the community, the cost shared amongst all ratepayers.
350. We are lucky to have such a wonderful library that the whole community can benefit from.
351. Is an important service to Wanaka residents whether full time or part time residents
352. I don't believe it should be user pays for all services- libraries are a fantastic resource and I believe if you introduce a payment plan you will lose even more patronage than you currently have. I am willing to pay for extra services like internet, printing and hiring of dvds but most definitely not for books. the fact that books can be purchased very cheaply through websites like book depository and amazon with free shipping will mean that people turn to this instead.
353. The library should be available for all socio-economic groups, especially those who can not afford to buy books or even access the internet at home. I agree with minimal fees for some aspects but not a user pay system.
354. best in the country
355. As stated I am new in the area and have been pleasantly surprised by the Wanaka library.
356. I am a ratepayer who gets no benefit from other Council services such as Sports complexes, Holiday programmes, Parties on the Waterfront - Why take away one of the few things that the Council provides that I can, and do use?
357. We all agree that it's important for services to be cost-effective, but Council talks continually of cuts being the solution.
Why isn't anyone talking seriously about alternative ways in which libraries can monetize in order to generate

	revenue and bolster the funding from rates? I see this as the future for libraries; For instance, in-house coffee bar (separate from the quiet zone), quality stationery shop, gallery space etc etc
358.	I Am A Ratespayer and I should be able to use the Library with out having to pay extra yearly fee
359.	if there was a fee charged to use the library, would the rates decrease? No? thought not!! It is a great service to young and old and in between. Everyone has used it at some stage and it is a great asset for any community.
360.	no
361.	Please please don't get rid of the children's books and services even if ebooks become more popular for older children and adults...
362.	Great library and would be VERY disappointed if user pays was introduced for books - we already pay sufficient rates. Excellent that internet is charged for at the library. I have seen some libraries become more to do with internet access than books.
363.	It may be fine for those of us with money to be charged a fee but a library is essentially a community resource available in particular to those with less disposable income. To put yet another barrier in front of families with young and school aged children is to put yet another barrier in front of this community maintaining a well balanced and healthy community.
364.	The LACK of a good library service in our main centres would be a large backward step for our community. Ready public access for ALL to reading is one of the things that helps a community's ability to remain civilized. It has been a part of New Zealand life. You don't want to put people off libraries and reading by making them pricey or inaccessible. I think they are particularly helpful to young families.
365.	Outstanding service. Well informed, dedicated helpful staff. Always go out of their way to be helpful. I think we can be genuinely proud of our QT Library!!
366.	Love the Wanaka library, the staff are amazing and a should be respected and treasured.
367.	The Wanaka library is a fantastic community service organisation. I would be horrified if free (ratepayer) access to issuing of books was changed. This is something we've grown up with as NZ'ers and my family are regular users/readers. I believe a user pays system would negatively impact on our children's education and the majority would never develop a love of books. I hate that society is becoming so electronically focused and believe that reading the 'old fashioned way' is something we should foster and protect for younger generations.
368.	keep it the same, however I know nothing stays the same so I would be willing to pay a small amount per year towards new books.
369.	if you introduce charges for libraries then libraries will be used even less.
370.	When answering the previous questions about possible annual fees etc, none of the specific options listed appealed to me. I believe the right mix should probably be (a) a small fixed charge on all rates to cover the provision of completely FREE library services for ALL schoolchildren and students (visiting as well as resident) and combine this with (b) an annual fee in the order of \$150 for those ratepayers and residents who wish to be library members and (c) a fee-for-service approach to visitors who may wish to use conventional library services eg browse newspapers and magazines and (d) a similar fee approach to other services such as copying, scanning, internet etc. The most important ingredient is to keep our libraries entirely free, accessible and enjoyable for our youngsters -- adults in a civilised community have an inherent obligation to nurture the young in this respect.
371.	Hands off QLDC and let the Library be. stop trying to crunch numbers and stop wasting money of Christmas trees , that money could be spent on a librarians salary for the year.

372.	stop taking services away from Wanaka - we need our librarians and the ability to purchase and mend books
373.	No
374.	I worry that you may want to make the Library a money making entity. You can charge non rate payers, but I would not be prepared to use the service if it required further support than rates.
375.	I think the Library provides a reasonably good service, within traditional constructs. I have always found the staff to be helpful. More could be offered if staff were open to the concept of volunteer assistance, although I acknowledge that this idea has to be well managed. The user pays principle that is raised in this survey may mitigate against older residents and people who are unemployed, who may not have access to the internet or copying services elsewhere.
376.	no
377.	Don't charge rates should fund the library
378.	I really like the way you get an email when your books are nearly due back - it keeps me out of trouble. Also, service over the phone is always very good.
379.	Must continue for families with school age children and I am happy for my rates to go to this even though my children are adult now. Now that I have a kindle I have stopped using the library except occasionally.
380.	i love books and having the resource available even though i don't use it alot. i would be sad if it went away, especially for all the young people who would miss out on the joy of books and the learning, exploring, discovering opportunities that lie in a library.
381.	I strongly believe that the QLDC library service should remain a rates funded system for the benefit of the local community. I see a well run library, such as those found in Arrowtown and Queenstown, as an essential part of the fabric of a successful residential community.
382.	I like the way the service is dispersed around the region and I like its availability when I visit for only part of the year
383.	I have just purchased a Kindle, and can download books for a fraction of the price of the fines at the library. This is a much easier way to read and I don't have the stress of remembering to return books. Because of this, I probably won't visit the library from now. The Council needs to look at how new technology can help our ratepayers (especially if we have to continue to pay rates through our Council rates).
384.	The staff are great with children and are helpful
385.	This service is fantastic. Making people pay for books will see a decline in membership and result in only those who can afford it being able to join. I do not want to limit my children's ability to read by how much I have to pay for loaning books.
386.	Think temporary residents to Queenstown should pay more for all services and library membership
387.	Keep doing what you are doing and always look at ways to improve - this survey is an excellent idea!
388.	Said it all. Reading E.Books and didn't think you hired them?
389.	This service is vital for my work here in a rural and isolated location. I have greatly appreciated the specialist support for professional links and data.
390.	I think it's a fantastic service and resource for me and my family - long may it continue
391.	It is very good

392.	It is indispensable
393.	Library services allow everyone to access information and I think they are invaluable in providing every child with an opportunity to develop a love of books and learning.
394.	A library is an important community asset and should be available to everyone, not user-pays.
395.	Great service as is. Maybe some value in ebook extensions for rate payers
396.	I use the library mainly in the winter when I have the time to read.
397.	Wanaka library is a good library. Stay with the core functions of a library, good selection, competent and helpful staff.
398.	I pay full rates in QLDC and use services for only 12 weeks of the year, our house is not rented so we are not receiving income or incurring rubbish costs etc at any other time I would be very disappointed to see a council service I value highly cut.
399.	Have no problems with the status quo as we are not permanent resident in Wanaka. We only have a holiday home there. However it is great being able to access the library when required.
400.	Books are important and reading is to be encouraged
401.	A library service needs to be available for everybody regardless of their economic, social, ethnic, age, or ability or circumstance. It is a foundation of our community, an important resource for our visitors and tourists and the QLDC focus should be on how to maintain this availability to all.
402.	I like the way the Libraries are operating at the moment and find the staff friendly and helpful.
403.	I think that the library should be free because we should encourage people to read. If a cost us involved people will simply just watch tv
404.	no
405.	Would be great to be able to put forward suggestions for new titles (fiction and non-fiction) I was told not possible. Please bring this service into 2013 and offer free wi-fi for residents, tourists pay a reasonable fee (with a ticket system as will make it busy!) The books are old (especially non-fiction, most are well over 5-8 years) Please can the catalogue be organised by genre, not all fiction just lumped together by author??? and would be great to have a list of 'If you liked this, you'd probably love this' suggestions' I would love the place to be a community hub that welcomes people in - coffee and books, reading circles, book clubs etc etc....there is so much opportunity here
406.	I think it is a very valuable asset to the whole community and value the local knowledge the staff have.
407.	I think the library is an essential part of the community and seems well patronised . I am opposed to the principle of charging to borrow books but think it is appropriate to charge for services such as reserving books and loan of DVDs.
408.	Julius Caesar burnt down the library at Alexandria,didnt work out too well for him.Learn your history.Or repeat it. Your Choice.
409.	we already pay rates for this service to which every I know is happy about, but we as people of community we only want improvement, yes improvement and the best use of this library, and its facility which belongs to us
410.	satisfied
411.	A library service should be part of an individual's access to free education. As we move to an environment where much information is available online, libraries also need to evolve and diversify in their service and product offering, such as ebooks and emagazines, children's programs, book clubs, 'how to' computing/internet/ipad courses for the aged and author visits. I would prefer to pay a levy in the rates to ensure the general public had

access to a free information/education service than continue to pay the ever-increasing levy to service the aquatic centre. Educating our community is a key role that all need to contribute towards and QDLC should also look to other funding sources (grants and the like) to ensure that we do not get bogged down with yet another rates levy or enter a user-pays system which would most likely prevent access to the service for those that need it the most. The library should be a community hub for education and a key place for the community to access information from Council.

412. Paying for library services when we are ratepayers is not acceptable. Charging non-ratepayers is perfectly fine.

413. I think there is still a need for physical library services. I know that it probably doesn't stack up financially but as a community service I think it is important. We use the library mainly for books but I see a lot of people using the internet, reading to their kids, etc. Arrowtown library has a great range of books and they regularly update the kids books, which is really important to keep kids reading instead of on ipads/ipods.

414. I don't believe a library should try to be all things to everyone. With the access most people now have to the internet and research online I feel that libraries should stick to books - I go to the library to browse books when I have some free time, when I want information I look at this computer.....but I don't feel that reading a 'real' book will ever go out of fashion.

The service we have now is fine but I would be happy to the library to pay my rates - like they also do in other towns - if it meant lower rates.

415. I feel that I have said everything I need too.

416. Reading is a key to life so please do not allow us to have to pay for the service , if we have to pay an annual fee for a bigger , newer library lets stay with what we have.

417. It is very important to keep public libraries as free to use by all people ,user pays goes against free access to information by all people regardless of socio-economic class.Paying fees , apart from those that help libraries keep being able to provide its customers with new books/tools .

418. Inthink in then future all libraries need to have better internet access, be more of an educational institution with maybe educationalists and teachers manning the libraries.....libraries as we know them now need to change with the times

419. All library services should be free!!

420. Excellent and like that books are shared among the local QLDC libraries. Library membership should be free (keep it in the rates bracket).

421. I hope the Local Council continues to provide a free service to residents. After all that was the original core intention of Libraries and the heritage of Andrew Carnegie. Do not make libraries into a place for other community activities - in other words, stick to your knitting, providing free access to books and information.

422. Keep up kid s holiday programme in arrwtown !!

423. we love our village library, it's easy to find parking, the kids love to hang out there and it's a friendly welcoming place to exchange our books. That's pretty much all we use it for.

424. It is the one and only thing we get as a Service for our Rates that is free
It is a great Community source where people meet up and chat connect

425. With the limited means available, I think you are doing a great job

426. Any library needs to be known as a place to go to get quality knowledge.
The internet is an awesome place to access all types of info. Watching clips on Youtube is a great way get motivated to do something/learn more. I've just been looking at Beef Feedlots in Texas(USA), and cutting balage in Suffock (England), all while having a coffee.

-
427. The library is one of the places that you can go to for free - and not have to pay. It is where the rich and poor are treated alike. It was a haven for me when I was facing financial disaster. Only charge what is charged now - late fees and dvd's.
-
428. If QLDC adopts a user pays system, then inevitably it will be those with less money that suffer (including their children). For those who don't use the library, maybe one reason is that they can afford to buy all the books they read.
-
429. It's a good, quiet library. It just needs to be open longer hours so that more people can access it at more convenient times.
-
430. This is a great community service and essential for small communities.
-
431. Please don't start charging us. Queenstown is one of the most unaffordable places to live in the world. The library is one of the things in town that gives me pleasure. I will be hugely disappointed if we start having to pay.
-
432. Fantastic the way it is and do not want the service to degrade in any shape or form
-
433. Libraries are great and shouldn't be undervalued or undermined by too much diversification. There are other better venues for community events, child care (encouraging children to read and learn is ok, but not a library is not a babysitting service!), or council services such as rate paying. Focus on information - access to and use of - what a library does best!
-
434. Would be nice for the South Westland and other remote users to have a borrowing system where books can be sent to addresses with an included addressed pre-paid envelope - Some universities do this and it works well. If necessary a payment for each book would be ok as it would cover the pre-paid envelope and also be attractive when you live 1 hour + away from a library.
-
435. Important service for a remote village. It must be maintained
-
436. I think that basic library services should be completely free to locals (families of rate payers) and that any charges for these basic services would only be detrimental; it would only drive people away. As a student, I highly doubt any of my peers would be prepared to pay extra for basic services and would just try to seek out the same services online and I would imagine that this also stands for some families within the community who may be under financial pressure. Current school students are likely to be one of your key demographics, if you can't get them into a library at this age, it is unlikely that they will ever think seriously about using a library, especially with today's technology. I believe that a library is one of the most important aspects of any functioning community and unless an innovative way of getting people to frequent it is produced at this, a critical time to defend the library's place in society, they will soon disappear.
-
437. I would like to see the present services and staffing maintained.
-
438. The service is very good made more so that we share books with the Central Otago Libraries. The Wanaka staff are especially appreciated for their professional and helpful approach to their positions always open for ideas and sharing information. It is the friendly interface for locals and tourists which is so important as a result I am positive that is why the library is the heart of our community.
-
439. I consider it core service to the community, that it is free is very important. Please do not bring in charges - this is a deterrent to reading and sharing of knowledge
-
440. I pay rates of \$2800.00 per annum.
- If you want to charge users I suggest you do this to the tourists and out of towners
-
441. Its a great service and resource!
-
442. Bathroom facilities are always very clean - thank you !
Magazines are good, maybe some new interest topics would be good
Videos are excellent
Library is up to date with new books
-

443.	I believe fee implementation would decrease the public use of libraries and is inherently inappropriate.
444.	The recent changes to our libraries are disgusting!
445.	I would like to feel encouraged and welcome at both the Queenstown and Arrowtown Libraries. The current Queenstown Library feels like an old teddy bear, once loved and cherished now discarded, forgotten and in desperate need of a wash. Plus its apparent that local parents use it as a dumping ground after school filler until they finish work. (great idea, not enough space.) I am so pleased for the chance to take part in this survey and look forward to the changes ahead.
446.	I wouldn't pay library membership fees unless my rates were reduced by the same amount. I already pay for a library. The staff in Queenstown and Arrowtown have been amazing, always ready to help and very friendly. Much longer hours would certainly help me get to the library much more often.
447.	I would be extremely disappointed if you were to start charging for books. Access to free books is essential for all New Zealanders.
448.	currently a great service which I would hate to see change
449.	As a ratepayer here in Queenstown It would annoy me if you bought in a user pays system and it cost me the same to use the library as someone who doesn't contribute through rates. I despise the fact that at lakes leisure do this and I pay the same to use the pool as someone who doesn't contribute through rates.
450.	Wanaka library is great except for the lack of staff. PLEASE bring more people in so we can move through the library like we used to effortlessly. Thankyou
451.	Libraries are good for the soul as well as the mind; they are a hub of the community.
452.	To even propose a user pays system is ludicrous.
453.	i pay rates in wanaka. the library is a fundamental part of community learning. and should be kept as a library only. philip marsden
454.	Free to use
455.	Please please please keep library services free to all!!!! As a teacher I believe this is critical. Our libraries should be treasured.
456.	Staff need support to continue the excellent job they do under a great deal of duress.
457.	Rates in this region are high enough and we get little for our rates payments as it is. Being a young family in this area, going to the library is one of the few luxuries left that children can enjoy that doesn't cost anything.
458.	Great resource I use the online database a lot, and find it great for reserving books. Very fast and efficient service.
459.	I am very happy with the service the service given
460.	I think the library is run really well the way it is...
461.	I have just moved to Kingston and hope to start utilising the library out there. i am not yet sure of the opening times but will seek these out to make use fo the facility.
462.	I think that the library should be covered in our rates but otherwise free and easily accessible for all to use (apart from some services). If users need to pay annually then this will make it difficult for young families to use what is essentially a community hub, especially in an already expensive region to live. It was certainly a focus of our lives when the children were small.
463.	More services that are currently not offered in Queenstown.
464.	No

-
465. Access to ICT and the internet is important, and paying for it is a barrier for some of your customers.
-
466. It is fine how it is. I would like to say, however, that the question regarding theoretical fees is absurd. The difference between \$1 and \$50 is huge. \$1-10, \$10-25, \$25-50 would be more useful and might get a better response.
-
467. It works well at the moment - leave it alone!
-
468. great staff
-
469. Given the advance of the smart phone, internet cafes and computers at home I do wonder at the need to provide internet access in the library - but it has a charge so if that covers the cost fine. Unlike the copier as one can then copy from documents in the facility.
-
470. as a place for visitors ratepayers to access books services although a fee should be paid by visitors to use internet etc
-
471. I see all libraries as an essential social service, hence my support for our rates paying for most of it. I am sure that for many people, it then follows that they use the library simply because they have part ownership of it.
-
472. Free library service is the foundation of a free society . While we as a family may be able to pay, it is a move I would condemn.
I think QLDC has some work to do
-
473. I really value having access to a library and talking to the librarian about the available books. A visit to the library is an important part of my life.
-
474. As we are ratepayers for a holiday home only we are probably paying excessively for the use we get from the library, although we do enjoy using it.
-
475. The QLDC rates are already exorbitant..I am STRONGLY against more user pay for library services. Suggest looking at bloated pay for many senior QLDC officers before user pay.
Not at all happy with the new CEO.
-
476. A library is so important - everyone should have free access to the services it provides. To my mind it is the mark of a civilized society that information and literature be available to all.
-
477. Location, way out of my way, hardly ever go to queenstown so have to make special trip or travel to arrowtown. I would use it more if handier and take my grandson there to encourage his reading
-
478. Governments, councils and other community based groups should have the interest of their people at heart. Books and therefore libraries are a huge part of education, and education is key to the well-being of people, towns, countries.
This is why I believe Libraries should not only be free and accessible to all, they should receive sufficient public funds in order to remain independent, modern, highly efficient professional and inspirational to anyone coming to the Library.
-
479. I'd be able to pay \$50 per year. or \$1 per book
-
480. As I am a ratepayer of both CODC and QLDC who lives in Queenstown i would probably be more likely to use CODC libraries if QLDC is stupid enough to start charging for services that places like Auckland libraries provide for free. As long term residents get older they are more likely to utilise and enjoy the libraries whilst having a reducing income.
-
481. A very well run organisation with very helpful and knowledgeable staff.
-
482. I have an elderly mother who is also a member. She is on a very limited income and this is a very important service for her. It should never be user pay. We both already pay rates and this is a community SERVICE - one of the very few places left in the middle of town available to all.
-

-
483. South Christchurch Library on Colombo Street in Christchurch - an amazing library with lots of seating, free computers, great holiday programmes for kids, a cafe to order a coffee to sip while you read. Take a leaf out of their book!
-
484. The librarians are fabulous.
-
485. I hope the staff and services offered, which so far are excellent, can be maintained.
-
486. Don't change too much at all. Don't start charging as many in the community rely upon this fundamental and essential service and this would only have a negative impact and in turn effect reading/literacy abilities.
-
487. I feel very strongly that libraries are an essential social service, largely for the benefit of (i) children and young people whose parents may not be interested, or may not have the resources, to get them into the habit of accessing books and becoming readers and (ii) older people who may no longer want to spend a lot of money buying their own books.
While I could easily afford to pay to use the library, I think it should be funded by rates and freely available to absolutely everybody - locals and visitors alike. I would not want to live in a town that didn't have a decent library.
I am not as convinced about the provision of entertainment resources and magazines as I am about books, newspapers and Internet access, but if people who use those services are happy to pay, that's fine, but I think those non-essentials should carry a modest charge.
-
488. Libraries should be free to ratepayers, many other things are funded that I don't use, but I still know that they are important services for the wider community - as is the library.
-
489. I cannot believe Q.L.D.C. is even considering charging rate payers an additional cost to use the library.
-
490. QLDC rates are already very high and I am sure they will not go down if you start charging for library books . Libraries should be free .
-
491. Can't believe that QLDC is thinking of a user-pays system!!!! When I think of the times that I have been poorest: unemployed, maternity leave, etc - THOSE are the times when I have needed the library services the most! When I have had a good job and lots of money - I BUY the books I need. Am absolutely appalled that QLDC would even think this an option! Terrible!
-
492. The library is pretty awesome the way it is. Good selection of books, friendly staff, great building, just appreciate it for what it is and put the resources into maintaining this great community asset at the standard it is at now.
-
493. As a ratepayer and resident of Wanaka I see the library as a core service of the Council and I would like to see it respected and maintained as such. I do not want to see a service centre moved into the building that is our Library building; neither embedded nor attached. I am dismayed that the services have been reduced as they have to date - clearly they need more staff - when I visited on Friday there were only 2 staff working.
-
494. Don't charge us for library services apart from the ones already charged. We pay rates for this facility
-
495. I really believe the library is an institution that should be free and available to residents. It would be very sad to see it diminish in availability. I've gone in there just to read or enjoy a quiet space -- not everyone has that at home. It should be a service to the public -- like roads and schools!
-
496. Not sure about other libraries in the QLDC area but Hawea is always busy and The Friendly staff are an asset to the community.
-
497. I think library services should be free for basic services. Borrowing a book, looking up things for research. Hiring services are ok though.
-
498. The libraries need to be accessible to everyone in the community
-
499. Keep it as it is for the people the ordinary people, the young the old and the disabled, don't exclude folk by making them pay.
-

500. I have been a member of the Wanaka Library since 1966 and have helped raise money to build the first new library in Ardmore street and I have used it since then.
501. The rates in this part of the country are extortionate as they stand, to contemplate removing the library services from the rates and ask us to pay more is money grabbing at its worst. Such a move would do nothing to encourage people to use the library and could deprive many families of access to good quality reading books.
502. MORE BOOKS!
503. No I think it's all good!
504. The previous question is impossible to answer ... it would entirely depend on the services we are being asked to pay for, and the level of those services.
505. It is excellent.
Why contemplate change?
I expect to pay rates and I expect to receive services, including a library service.
I expect to pay rates and have those rates used for many purposes some of which I have no demand for or use, that is the purposes of rates and taxes.
506. Libraries should be free to rate payers.

Non residents should pay.

Libraries need to stick to their core services. Essentially books and periodicals. Anything else is a distraction.
507. need compare with other cities/towns, learn good thing from them.
508. No
509. Get creative with your thinking on this...cafe/library..sponsorship...where and what are the successful library models around the world. A library should be an accessible repository of our local, national and international intellectual property. We are already in danger of dumbing ourselves down.
510. I think in the past the service has worked really well - people make the library experience friendly, easy and helpful.
511. I think annual membership fees would result in less people using the library and it should be encouraged instead. The current fees for some services are small and affordable.
I don't know if it is needed, but maybe encourage people to donate new release books etc.
I had to choose between I prefer library on line and going there in one of the questions. I think both are important and a different "experience".
512. I think access to books is a basic community right for residents and rate payers and would not like to see fees introduced
513. A very valuable resource which I am happy to pay for with my rates. Would like Council to consider another library at Frankton to service the growing population in that area. Would possibly be happy with paying for some items while retaining free membership through rates - this option seemed to be missing from the earlier question
514. Interesting about the paid service option, personally i would just move to buying e-books as they are affordable and you get to keep them. So paid service doesn't make sense to me.
515. Love it
516. Keep the Wanaka and Hawea libraries free and accessible to all They are a terrific community asset
517. Almost all residents in the USA have free library services paid by rates. Some have user fees for nonresidents. I pay \$25.00 to the Wanaka library as a non resident. If you start charging fees for your residents your books will almost never wear out. You will be able to reduce your staff even more than you did. And you will exclude many

	residents from library use. So why not, you have already made a mess of the Wanaka Library. Might as well go a step further and really show the community how little you care and don't use all the road improvements and signs to show that you do care, because some of the improvements are not improvements at all. Too much rush to implementation. Too little study or thought. The road stupidity in Cardrona was proof of that.
518.	General Comment: Your estimate of the time duration to complete this survey was significantly in error.
519.	Leave it as it is
520.	The reason I would not like to pay a large amount is that I only access this library from time to time, as I am not a frequent user in your area.
521.	no, thank you
522.	I find the staff very friendly and helpful
523.	The service is great, QLDC should leave it alone and back off from top-down changes that are not wanted by the community
524.	Encouraging reading and learning is one of the most important values I have. I believe that making the library accessible to all ratepayers is one of the core services I want my government to supply. I don't mind a fee for some additional services (printing, scanning, copying) however book related services (holds, ebooks) should be FREE. Also internet access to ALL sites should be allowed for FREE, not just research sites.
525.	Its vital to have a good selection of current novels. I would like to see some book clubs
526.	I think the library is an important community resource and should be well-funded (and better funded) by the QLDC. I was very disappointed to hear about the staff reductions at the Wanaka Library. I think supporting the library system and community education is considerably more important than other areas that the council currently spends money on (eg unnecessary mowing of vast areas of grass). The Wanaka Library is excellent and should be well-supported by the council to continue offering its excellent services to the community.
527.	Cities and Towns have Library expenses funded by the Council Rates system and to alter this in any town would hugely impact on the families who cannot afford to buy books for their children which disadvantages a lot of children. Even families who can well afford to purchase books are using the Library to supplement their children's reading and make available to the child a wider range and number of books. I did this and purchased the favourites plus lots of extras that were not in the Library. The outcome is that my grown-up child is an avid reader. The Council should be working with families to educate the town's next generation, not making it even harder for children to access books and good reading material. I cannot believe the QLDC would even consider disadvantaging the local children, giving families an extra expense to discourage children from borrowing books and developing a healthy reading habit. It is totally unacceptable to discourage children from borrowing books in any way or form.
528.	If the QLDC were to charge an annual fee, I presume there would be an appropriate reduction in rates?
529.	User pays is all very well, but what will rates INCLUDE in the end?
530.	Its a fantastic, invaluable service. Don't cut it!
531.	An essential part of the community. Don't bring in a user pays system!!!!
532.	A very welcoming library, well designed in a great site. As a holiday maker we have always used the library for many years. It is a pivotal part of the community our holiday. My usage would be so much more if I was a local and resided permanently.
533.	Don't clutter it with other services which would detract from a 'library atmosphere'

-
534. Council need to be VERY careful about user pays for library services.
- While the current charging model may be seen as inequitable, any new model must ensure the sustainability of forward looking library services. It would be sad if user charges resulted in demand dropping to an unsustainable level, resulting in the closure of our libraries.
-
535. The library service is an important part of our community. For many of our elderly it is a vital part of their connectedness with other people, and their mental stimulation (whether that is reading or viewing DVDs). For many others it is an integral part of how we access information and recreational reading. It is very important that we as a community call on you QLDC to maintain accessibility to the library service. We also require you to maintain the quality of the service.
-
536. Essential part of our community. Always feel welcome and nothing is ever too much trouble - wonderful staff.
-
537. It is a very good service, considering the funds it has to use. Go away and leave it alone, unless your intention is to help it and not hinder it with some form of "restructuring" imposed by some bean-counting imbecile.
-
538. I already pay a huge amount in rates for all sorts of other facilities I don't use, as well as paying rates for library services. Sack councillors, keep the libraries - simple, no brainer.
-
539. It would have been useful if you had provided what a typical residential property pays towards library services in our rates. This would have given me a much better perspective when answering the last section.
-
540. We need our children to love the library as they are the future users of the library. SO kindness to them on check out, which used to always be the case, is not happening with some staff. A smile is all that is needed not a stone serious face. MOST are great, but plenty are not.
- In addition to the lack of children's books and colouring, kids look forward to getting that Stamp at the end of the book check out. It is what they remember about the library and keeps them looking forward to going. Seems silly, but it is important to them. When a librarian remembers to say hi to my children and gives them a stamp, makes me a happier customer.
- We come to the library each week and I really notice who is helpful and who is not.
-
541. An excellent, much admired service
-
542. If you are going to charge for the use of the library, then PLEASE charge the users of any convention centre and any businesses who benefit from the use of that facility. It simply is NOT acceptable to throw around charging for library services (traditionally a core activity of councils) and one that is used by the locals who pay rates while talking about using those same local's rates to fund (or partially fund) a convention centre). Get your priorities right...provide services to the locals who pay rates and address your user pays idea to the commercial enterprises for whom it is appropriate.
-
543. I can't believe a community elected body would see it appropriate to close the library.
Not all the Wanaka community have income available to travel to Queenstown - where there are serious parking issues, to visit the library.
Please note it is Queenstown LAKES district council. Not Queenstown district council.
-
544. Arrowtown librarians are VERY friendly and helpful
-
545. I truly hope that you retain and improve upon the library service that we have. I have used the library a lot for myself in the past, and now that I have children it is an incredibly important resource. A lot of people are unable to afford to buy book. Therefore the library is incredibly important in ensuring that children learn to enjoy books and enjoy reading. If I had to pay to use the library (instead of it coming out of my rates) I would be less likely to use it. The library is a core service of Council; the Council should focus on services such as the library that add benefit to our whole community.
-
546. Mediocre.
-

547.	Not at all happy with the council offices becoming part of the library.
548.	no
549.	The local body rates we pay in QLDC are high enough to sustain our library costs as at present without any further burden on the ratepayer-become more efficient in your overall activities.
550.	I didn't know that ratepayer is for free of charge for service fees. NO one mentioned to me about this. interested in finding out more about this. You may display this in the library, pls.
551.	The Wanaka library has been fantastic. The childrens programmes and activity / book bags for sick children are amazing.
552.	no
553.	Is a ratepayer funded service and should remain so
554.	no
555.	I'd like to see an extension of opening hours at the Hawea Library. The renovated library and expanding population at Hawea and Hawea Flat deserve a library opened more than two full days and two half days a week. At a minimum, I believe the half days, Monday an Saturday should be full days. Also not a fan of centralised purchasing by inexperienced staff in Queenstown. If there must be centralised purchasing, then it should be done from a "centralised library" (such as one at Frankton or Cromwell) which was staffed by librarians throughout the QLDC and CODC libraries. In this way choices of each community are more fairly reflected.
556.	I think going down the user-pays route is a slippery slope and a threat to one of the greatest community assets we can offer our rate-paying residents. I don't mind paying for extra services, but requiring users to pay for basic borrowing privileges is deeply disturbing to me. It's really the principle of the matter -- limiting the access that civilisations all over the world offer people to learning and information is a mistake. I can imagine people (especially struggling families or older people) just writing off the library as a place to go or borrow if there is essentially a charge for admission. I think it's okay to charge a bond for short-term residents or visitors to become members or borrow materials, as there is more of a risk of materials going missing.
557.	having free or near free access to books is extremely important for literacy for all our residents. If it were to become a paying service this would deter many low income families.
558.	I am disappointed that the selection and purchase of books for the Wanaka Library is made in Queenstown which has quite a different community and a more transient population. I strongly feel that the Wanaka staff should be in charge of acquisitions for our library
559.	Ratepayers that can afford the most expensive proposed fees probably purchases books instead of borrowing?
560.	Lots of non ratepayers using the library, realise it is a community service but it is a large drain on ratepayers
561.	Why is QLDC considering user-pays for library services when it's not charging fees for sports and other facilities it pays for out of rates? This proposal sounds too much to me like a form of unreasonable discrimination. I would guess that our library is used by a wider range of age groups and demographics than most other council funded recreational Free libraries have had a significant part to play in developing our society and in safe-guarding our democracy for much longer than my 71 years . Don't tamper with that, please.
562.	A library is a fundamental resource for community living. It should never be sidelined off into "user pays" logic, we oay for extra services such as Interloan, which is fine, but the main function of a library is to serve a basic need for the ratepayers. Fundamental community services are what we pay our rates for.
563.	The library is a great community hub and a good source of information about what is happening in the community -it is far more than just books.




564. The library service is essential to any district which prides itself on having an informed, educated and knowledgeable rate payer base.
It seems the existence of libraries is being threatened as we enter further into the electronic age and as Councils try to prune costs to keep rates manageable and at acceptable levels to ratepayers (so the mayor and councillors can get re-elected). Libraries have always been one of the core businesses of Councils along with water, sewage, roading, reserves etc. I believe that there will always be sections of the community which will continue to rely on libraries for education, knowledge, information and entertainment. Further, they provide a community focal point, more so I would suggest, than the Council itself.
565. queenstown has so many people not all off whom are permanent residents , don't discriminate and let people enjoy books that want to, with kindle and online many people don't read an actual book anymore, it should be encouraged not put off
566. I am so impressed with the librarians when I visit the central - Queenstown Library. They are very helpful, patient and smile when discussing any queries with you. Their manner with visitors to the town is first class!
567. I like it just as it is.
568. I would like it to be opened late one evening so I can get to the library. I work at the airport on shifts so I hardly ever get home before 7pm at night and am not home on weekends. But I love the library and this is the first time I have lived somewhere and not been able to join.
569. I strongly disagree with the way the council went about the restructuring of the libraries. This survey should have been done BEFORE any changes happened in our libraries.
- Libraries and the library service are fundamental to our community. Funding should be assured and keep pace with inflation - our community values the library and our knowledgeable and helpful librarians.
570. No not really, but I find our local Kingston Library is of great value for the local people who are retired unable to get out about like they used too. They have easy access to reading matter to help fill in their days; on their behalf I say a big thankyou QLDC
571. helpful in a general sense, however, literary knowledge often limited by many of the workers
572. The Wanaka Library is fabulous and I would hate to see it go. Please help it to grow.
573. Do not loose it.
574. I believe all libraries should be free (to rate payers I suppose) to ensure all people are not put off using them. libraries are fundamental resource and learning centres and everyone should have unaffected access to them, always.
575. I have never used before
576. very nice team, good organisation... :)
577. As travellers we have always used library facilities in NZ as they offer an excellent service.
578. slightly behind the times for such an upbeat community
579. I believe that the library service should include the following:colour printing, information sessions/emails/posters on all available services, cafe facilities, comfortable seating for reading, specially designed childrens reading area, book clubs/reading forums to discuss books, mother baby/toddler reading groups, exam revision/study groups reental of DVDS and CDs ebook rental. I am unaware of what is available in the QLDC library service and more information is necessary for me to give an opion on how I see the QLDC library service.
580. Library free to ratepayers families, other residents pay.
581. Excellent service though need to monitor noise levels within the library.

-
582. The decline in reading a good old fashioned book is on the way out the door. KEEP THIS SERVICE FREE!!! All kids need their eyes glued to books early on the create that learning field. I'm a bookworm, I beg, buy, borrow (never stolen...yet) and my nose was shoved in books from birth. Some of my amazing early memories are of the pictures and stories associated with this. This in turn created the learning environment for me to succeed and not become a bad statistic. I'm no uni whizz but I'm no drop kick, just your normal average kiwi chick who thinks reading is important. I look at all the drop outs I know, there's not many, but almost all of them have no clue about the value of a book and can't even remember the last time they actually read one. That's what happens with no books or lack of education behind you. The dumbing down of our society, and it starts with parents who don't promote the value of books right from the start.
-
583. Membership would probably drop if too high a charge was implemented, especially retired people.
-
584. For us in the more isolated communities the library acts as a great survival, contact, entertainment, and keeping our minds operating, service. It keeps us healthy and keeps us in our areas instead of moving out to the busier centres. I believe it is what identifies us as a civilised society. I feel very strongly about our library. Our population in Kingston,at the moment, is aging. But many young families have moved in and I hope that reading will become part of their young lives as they grow older, and are able to visit the library.
-
585. I believe we have an excellent library system in place. The staff are all very helpful and the co operative approach to lending books throughout the region is outstanding.
-
586. The library is very good. More car parking needed.
-
587. I would be vehememency against paying there are many lower income families and people who find it difficult to servive on what they earn access to books should be free and accessible to all charge for extra books but not book hire
-
588. I see it as a very specialised service and would not want to see it dumbed down by replacing quailified staff with customer service folk.
-
589. A walking frame for the use of the elderly and /or disabled people so they can sit whilst searching the shelves particulary the lowest shelves for csrtain books
-
590. if you pay rates you shouldn't have to pay for library people just wouldn't go anymore.
-
591. only ratepayers should have free membership and books non ratepaying residents should pay an annual fee.
-
592. Ratepayers only should get free membership and books any non ratepaying resident should have to pay actual cost for everything they use.
-
593. Great staff very helpful and knoledgable this is an excellent facility
-
594. I think the current system works well and gives the entire community the opportunity to access books at no charge does the council really want to discourage those that may not be able to afford to pay an annual membership
-
595. Public libraries for me are firstly for children, especially children from lower income backgrounds, or for children to discover the world of books, whatever that may mean as the world around us changes and evolves - The esence of this is that it's free access for young parents and their children. It is such a delicate balance that can so easily be undermined by the competing focus for resources and time and responsibilites that parents/adults face. Carnegie understood that. It is up to us to honour his vision.
-
596. It has taken years to build up the Library's reputation and rapport with the community. It is hard to see why this should be diminished by reducing services or restructuring
-
597. Visiting authors, English History Scholars giving an evening/ talk etc.
Perhaps more community orientated programs.
-
598. With more books available onlibe through other means, if QLDC started to charge for book hirage, then I would probably use another service.
-









599. All libraries have trained librarians (not assistants or volunteers) present plus they have access to specialist libraries.
May be provide a quieter space for nosicy children and display communcations in foyer for reading.
600. No
601. I think the present library arrangements strike a happy balance between new technology and the continuing use of books which I consider most important, especially for the ypounger members of the population
602. It is not about payments. It is about a culture to be proud of.
603. The current system suits my requirements the \$1 aof payment for special ordered books I fell is sustainable for all pockets.
604. I pay with my rates. Council should spend \$\$ better and keep library funded - excellent service to Residents and Ratepayers
605. I work in community mental health the library is an important resource for my work for useful books and information on mental health issues. it is a safe warm friendly place for my clients to go when they are having a tough time I used the library for my years of study up to masters level
606. Should be funded by rates as we do not access sportsgrounds etc. Our family focus is on the library.
607. Noted that in Australia Libraries are no longer quiet, so in terms of study, writing, reading and research - all of which I do - this factor is essential for many of all ages to have regular times when it is quiet.
608. Free library service is essential for our community especially with a fucos on children young adult services suggest small change to increase availability of popular item such as latest magazines and new release books
609. I think the library should remain as it is - it is not a community drop in centre.
If there are groups eg handicrafts, it should not interfere with the library being a quiet, calm place to visit.
Let us be clear about the purpose of a "library". Thanks.
610. A library should be funded through rates and taxes to ensure information and resource are available to all despite income
611. Its great that you can access all of the Cent OTG Libraries via our local one ie if they haven't got it the'll get it in for you.
612. It is an important part of the community and there are always people using the library at any given time. I would not want to miss it and would not like my kids to miss growing up with a library easily available to them. This service needs to remain affordable to everyone in the community.
613. A Valuable community asset for all ages over the past 14 years I have quietly observed library staff interacting courteously and knowledgeably with customers of all ages and especially those who are from diverse ethnicities
614. Charging for membership would kill the library - is that the idea? ie set it up to fail
615. I do not see the entire QLDC library service. I am only using the Wanaka library
616. The Library is here for people to borrow books and children to learn to read and learn to enjoy the love of reading which is lifelong if charges are applied people with little money will stop coming which is who needs encouraging and have a love of reading as you learn so much in the process for adults and children
617. HIts an important role in rroviding FREE access to books in a range of topics for our community.
young and old can access the library at this time I would be very sad to see this free service eroded and to see people having to pay , this would mean that some people would not be able to access the library
618. To re-instate some, or all of the experienced staff recently made redundant.
To be preserved and enhanced in every way.

619. I work in the community social support sector and many of the families and individuals I support use the library as a free safe friendly place to go for an outing. They are guaranteed to be welcomed and know that they can bring their children here and come alone and read a book, access free newspapers and magazines some of the people I work with are very isolated and vulnerable the library provides a much needed safe place for them to come and have a friendly face welcome them and perhaps use their name in conversation other than shopping for food this may be their only weekly outing they see librarians as their friends and are able to take books home for free some of the families I support are in deeply challenging situations. 75 percent of people living in the wakatipu have moved here from elsewhere leaving behind family supports many are working 2-3 jobs to get by and to have a place for young families to come and read is so important to them. young parents with small children are very limited especially in winter with places they can take their children that are no charge in queenstown. the library also offers a wonderful service for the school age children as well , if a charge is adopted for the hire of books many many people will be unable to afford the library
620. It should be a free service
621. I would like QLDC to support the continued growth and expansion of goods and services of the library service, especially the Wanaka library which services a population with a vast appetite for continuing information. Wanaka has a high level of retired intellectual explorers and tertiary teachers in its population which can create an information industry, most suitable for Central Otago's economy and resources.
622. Libraries should be open access for all user pay system will barr/deter new members
623. dale carnegie american funded many public libraries in NZ believing knowledge should not be restricted to those who can afford it we abandon these principles at our peril
624. A good range of books across a wide range of subjects
A mix of thought provoking material













Gender

Response	Chart	Percentage	Count
Male		25%	430
Female		74%	1281
Prefer not to answer		2%	30
Total Responses			1741

Age

Response	Chart	Percentage	Count
Under 18		1%	10
18-24		3%	60
25-34		12%	201
35-44		20%	349
45-54		20%	345
55-64		20%	353
65 or Above		21%	363
Prefer not to answer		3%	56
Total Responses			1737

Normally reside in:

Response	Chart	Percentage	Count
Arrowtown		12%	209
Glenorchy		1%	19
Hawea		5%	90
Kingston		2%	35
Luggate		1%	17
Makarora		0%	6
Queenstown		22%	383
Wanaka		34%	589
Rural area, Wakatipu Basin		5%	95
Rural area, Upper Clutha		2%	36
Other, please specify...		14%	242
Prefer not to answer		1%	18
Total Responses			1739

Normally reside in: (Other, please specify...)

#	Response
1.	Dunedin
2.	Christchurch
3.	sydney
4.	Dunedin
5.	Otatara
6.	Dunedin
7.	Dunedin but have holiday house at Arrowtown
8.	Wanganui
9.	Christchurch
10.	Canterbury
11.	Dunedin
12.	Kapiti - our holiday home is in Arrowtown
13.	christchurch
14.	Gibbston Valley
15.	Near Invercargill
16.	Parkes, NSW Australia
17.	Dunedin
18.	Timaru

19.	Southland
20.	Christchurch
21.	christchurch
22.	Dunedin
23.	Albert Town
24.	Christchurch
25.	Per annum: Glenorchy 1-2 months, Wellington rest of year.
26.	dunedin, visit wanaka often
27.	Home is in Wanaka though I study at university in Dunedin
28.	currently palmerston north
29.	Dunedin
30.	Wellington, but spend long periods living in Wanaka
31.	Christchurch
32.	Dunedin
33.	Dunedin now, but used to live in Wanaka and still holiday there
34.	Live in Invercargill but use Arrowtown library
35.	dunedin
36.	Christchurch
37.	Hawea Flat
38.	Dunedin
39.	Dunedin
40.	Dunedin
41.	West Coast, Christchurch
42.	invercargill
43.	Dunedin and Hawea with equal frequency
44.	Dunedin
45.	Lake Hayes Estate
46.	Timaru
47.	Mid Canterbury
48.	Dunedin
49.	Dunedin
50.	Dunedin
51.	Dunedin
52.	Gore
53.	PART TIME INVERCARGILL AND ARROWTOWN

54.	Christchurch
55.	Dunedin
56.	dunedin
57.	Dunedin
58.	Kurow
59.	Winter in Wanaka
60.	Dunedin
61.	Christchurch
62.	Christchurch
63.	Millbrook
64.	3 - 4months a year resident and ratepayer in Arrowtown.
65.	New Plymouth 7-8 months, Hawea 3 - 4 months
66.	Dunedin
67.	rural area, North Otago
68.	Hanmer Springs now just moved
69.	waitaki- holiday home in wanaka area
70.	Wellington
71.	Dunedin
72.	Invercargill
73.	South Otago
74.	Auckland
75.	Dunedin
76.	Oamaru
77.	Australia
78.	Invercargill
79.	Invercargill
80.	Dunedin - Wanaka is our holiday home
81.	Waitaki
82.	Albert Town
83.	Albert Town
84.	Lake Hayes Estate
85.	recently moved from Wanaka to Nelson
86.	Christchurch
87.	lake hayes
88.	Christchurch

89.	Wellington
90.	Maungawera valley
91.	Dunedin.
92.	Haast
93.	Albert Town
94.	Gibbston Valley
95.	dunedin
96.	used to reside in Arrowtown
97.	Christchurch
98.	Lake Hayes Estate
99.	Christchurch
100.	Australia
101.	Nelson
102.	Cromwell
103.	Rangiora
104.	Australia but moving home permanently in a year
105.	Christchurch
106.	Dunedin city
107.	I use the library frequently during my stays in Wanaka
108.	Frankton
109.	part time in sydney
110.	NZ citizen, visits Wanaka annually, lives abroad
111.	Canada
112.	Lincoln UK
113.	Auckland, own property in Wanaka
114.	Tourist from Canada
115.	due to work and family i normally spend a year in queenstown and a year elsewhere. roughly speaking.
116.	previously wanaka and now wellington
117.	Hamilton but own timeshare in Wanaka
118.	Auckland
119.	Invercargill
120.	Glenorchy Road
121.	United States of America
122.	Warrington
123.	Dunedin












124.	Lake Hayes
125.	Sumner, Christchurch
126.	50% time in Wanaka 50% time in Christchurch
127.	Australia
128.	UK
129.	Cardrona
130.	Invercargill
131.	Invercargill
132.	Frankton
133.	Cardrona
134.	Manapouri
135.	Lake Hayes Estate
136.	Kelvin Heights, Queenstown
137.	Christchurch
138.	christchurch
139.	Nelson; each year spending a month in Wanaka
140.	Wellington
141.	Lake hayes
142.	Dunedin
143.	Dunedin
144.	Walter Peak and Mt Nicholas
145.	Dunedin
146.	Albert Town
147.	Reside in Wanaka about 50% of the year
148.	Wanaka and Dunedin
149.	Reside in Wanaka several months of the year
150.	Half in Wanaka, half in another country
151.	Rural Southland
152.	australia
153.	Auckland
154.	cromwell
155.	Dunedin
156.	Christchurch
157.	dunedin
158.	Alexandra

159.	Christchurch
160.	Currently resident in the UK, but would be based in Hawea when in NZ
161.	Half year in Wanaka , half elsewhere
162.	Live in Christchurch but spend all free time in holiday house in Wanaka
163.	Christchurch
164.	Wellington
165.	gibbston
166.	Auckland
167.	Dunedin
168.	Half time in Wanaka, half time dunedin
169.	Christchurch and Wanaka
170.	Ashburton
171.	Quail Rise
172.	Banks Peninsula
173.	Dunedin
174.	Milton
175.	Australia
176.	Frankton
177.	used to be Haast but now moved to Franz Josef so don't use libraries
178.	live in Wellington but enjoy extended holidays in Glenorchy
179.	Dunedin
180.	Invercargill
181.	Hawea Flat
182.	Christchurch
183.	Dunedin
184.	Auckland
185.	Dunedin
186.	Dunedin
187.	Christchurch
188.	London
189.	Christchurch
190.	Cardrona
191.	Balclutha
192.	frankton
193.	Work in North Canterbury reside in Wanaka when "home".

194.	dunedin
195.	Nelson
196.	Invercargill
197.	Christchurch
198.	Lake Hayes estate
199.	frankton
200.	Dunedin
201.	Christchurch
202.	Dunedin
203.	Quail Rise
204.	Timaru
205.	Winter resident on Iron mountain in Alberttown.
206.	Haast
207.	Holiday house Arrowtown
208.	Frankton. Abbeyfield
209.	Dunedin
210.	Wellington
211.	Bluff
212.	Lake Hayes Estate
213.	Dunedin
214.	Hawea Flat
215.	Ashburton
216.	live in Queenstown with bach in Kingston
217.	Invercargill
218.	Auckland, my property is in Kingston
219.	Rural Southland.
220.	Albert Town
221.	Cologne, Germany
222.	Germany
223.	UK
224.	west coast
225.	Holiday home in Kingston
226.	Christchurch
227.	Lake Hayes Estate
228.	Canada

229.	germany
230.	Lake Hayes Estate
231.	Queenstown
232.	Lake Hayes Estate
233.	Invercargill
234.	Invercargill
235.	Dunedin/ Arrowtown in summer
236.	Lake Hayes
237.	UK but paying rates on a Wanaka house
238.	Frankton
239.	Te Anau
240.	Lake Hayes Estate
241.	christchurch

Employment

Response	Chart	Percentage	Count
Employed full time (30 hours a week or more)		30%	527
Employed part time (fewer than 30 hours a week)		15%	269
Self employed		18%	319
Student		2%	42
Parenting		6%	101
Visitor		0%	6
Temporary worker		0%	3
Retired		21%	373
Unemployed		1%	17
Other, please specify...		2%	41
Prefer not to answer		2%	40
Total Responses			1738

Employment (Other, please specify...)

#	Response
1.	Retired however very involved in Community Volunteer organisations which probably take up more than 25/30 hours per week.
2.	Housewife
3.	Parenting with very part time positions
4.	retired
5.	WINZ medical beneficiary
6.	Employed overseas, spend all my holidays in Makarora
7.	grandparent employed 20hours per week
8.	Voluntary worker
9.	retired but spend 25 hours a week on volunteer services
10.	Retired but do a little work
11.	Seasonal ski field worker
12.	Semi retired, working outside region.
13.	Employed part-time and parenting
14.	Contractual worker
15.	Retired but I do unpaid voluntary work
16.	mum part time employed
17.	Student working part time

18.	Mother
19.	Home maker
20.	Travelling
21.	Part time work 20 hrs, parenting
22.	retired
23.	maternity leave
24.	Student practitioner, housewife and parent
25.	Employed full time winter season
26.	Parent and part time polytech lecturer
27.	Beneficiary,Craftsman
28.	I parent by day and work in the evenings
29.	we are on holiday when using the library service - it is an important part of our holiday
30.	craft worker at home as well as being retired
31.	On acc for spinal injury
32.	retired
33.	Winter employment
34.	Family three adults two teenagers
35.	Company Director
36.	week on week off in Firodland
37.	Retired
38.	freelance
39.	looking for work
40.	4 adults

My household is normally made up of:

Response	Chart	Percentage	Count
One person		11%	197
Couple living alone		42%	732
Adult (s) and predominantly pre-school aged children		9%	159
Adult (s) and predominantly school aged children		23%	403
Flatmates		6%	103
Other, please specify...		6%	97
Prefer not to answer		3%	44
Total Responses			1735

My household is normally made up of: (Other, please specify...)

#	Response
1.	4 Adults 1 highschool student
2.	adults and university ages children
3.	With family often staying
4.	Me and teenage daughter
5.	adults and one older child
6.	Family Adult children
7.	Couple and adult children
8.	often have family/friends staying
9.	Parents and adult children
10.	Adults
11.	often with guests, business related
12.	2 retired adults and 1 working adult daughter
13.	couple with adult child
14.	Couple plus adult children/uni students etc
15.	Adults with Uni aged children
16.	3 adults (family)
17.	2 adults plus 4 kids that come and go
18.	Baby, Parents, Grandparent
19.	three adults
20.	Family with adult children
21.	Extended family

22.	Couple with flatmates
23.	adults with mixed age children
24.	Couple with visiting grandchildren
25.	adults
26.	Adults and university aged child
27.	Couple and grown family
28.	4 adult family members
29.	We always have family with us in Wanaka over holiday periods.
30.	Couple with some adult children l
31.	Elderley married couple with a 18 year old grandson who works.
32.	adults and adult children
33.	Adults with adult child
34.	adults with 2 university aged children
35.	adults + 1-2 grown up kids
36.	A couple plus boarders/homestays
37.	adults and post school age teenager
38.	Couple with visiting family
39.	Couple with adult children
40.	Two adults ,one teenager
41.	Family with 2 kids in uni
42.	Adults and infant
43.	Couple with adult children
44.	family
45.	Family visiting area on holiday
46.	Couple with two working teens.
47.	Five adult friends
48.	Couple with Adult son
49.	COUPLE + ONE TEENAGER + ONE TODDLER
50.	Adults, one school aged child, one preschool aged child
51.	adults (3) nd 1teenager
52.	Often additional adults and children when in Wanaka
53.	adults with out of school children
54.	Adults
55.	3 generations, Grand parent, parents, children
56.	married couple and a boarder

57.	Couple plus three adult children
58.	Older couple with frequent visits by immediate and extended family
59.	Adults, preschool and school aged children
60.	Couple with one adult son
61.	All adults with only one college student
62.	2 adults 1 infant
63.	2 adults, 1 preschooler and 1 primary schooler
64.	ccouple plus adult daughter
65.	2 adults and 4 university age students
66.	Adult, schoolchildren and foster children
67.	Couple with frequent visitors
68.	10y 8y 2.5y
69.	Family
70.	mum, 2 preschoolers (week on week off)
71.	Live with parents
72.	Family and adult child
73.	2 adults, 1 pre-schooler and 1 at school
74.	visiting grand children who love the Wanaka Library
75.	2 parents 3 adult children and 1 school age child
76.	grandchildren during the holidays
77.	a couple plus often guests
78.	grandchildren
79.	Adult family members and woofas
80.	Couple with one boarder
81.	Couple, grown children, long term residents.
82.	A significantly disabled young adult who loves the library but can't pay so don;t take it away from her.
83.	Couple + adult daughter
84.	son daughterilaw and two grandchildren and me
85.	five. teenagers adults
86.	Adults
87.	Couple and baby
88.	Adult couple and parent
89.	couple with adult boarder
90.	Family
91.	Adults no children

92. Adults only

93. Adults

94. one other during ski season

95. two female adults

96. three adults

97. I am speaking from my community role and represent many families I work with