

The future of Maitland Libraries

Community Engagement Outcomes Factsheet February – March 2025

Listening to our community

In early 2025, we set out to imagine the future of Maitland Libraries and we knew the best place to start was with the people who use and love them. Throughout February and March, we asked our community to tell us how they use their local library, what they value most, and what they hope to see in the years ahead.



How we connected

Through digital and face-to-face conversations, we reached hundreds of people across the Maitland region:



Public online survey
and interactive
ideas wall

11

pop-up sessions
at libraries and
community events



School holiday
engagement targeted
children and families

All feedback will directly inform an updated library plan — a roadmap for how our libraries grow, adapt, and continue to be welcoming, relevant, and inclusive places for all.

Our reach at a glance

1,530



visits to *Have Your Say* page

329



survey
responses

87



contributions to
the ideas wall

Over

300



people engaged at
in-person pop-ups

Who we heard from

People aged **4 to 75+** shared their voices, with most engagement from those aged **35–44** and **65–74**

61%

said East Maitland Library
was their go-to branch

53%

said they use the library about the
same as they did two years ago



How people use the library

When asked about their last visit, most came to:



Borrow items
for themselves
(books, DVDs)



Ask staff
for help



Borrow items
with children

What Maitland Libraries mean to the community

Maitland Libraries aren't just places to borrow books — they're community anchors.

87%

would recommend them to others

57%

said they offer free or low-cost entertainment

46%

see them as recreational spaces

34%

say they support personal learning

Top 5

most important services:

- 1 Range and quality of books for adults
- 2 Safe and welcoming environment
- 3 Opening hours
- 4 Events and activities for adults
- 5 Staff courtesy and helpfulness



Programs and events people love

41%

said they love Literature Live

26%

said they love school holiday programs for children

20%

love Storytime sessions

What people want in the future

Looking ahead, the community is keen to see libraries offer:



A 'Library of Things' (borrowing tools, kits, games)



Dedicated meeting spaces



More STEAM activities



Quiet study zones



Welcoming spaces to relax and unwind

Next steps

Community feedback will shape the draft Maitland Libraries Framework 2025-2030. Thank you to everyone who contributed your thoughts, dreams and ideas.



Keep up with future projects at yoursay.maitland.nsw.gov.au

maitland
CITY COUNCIL