



Yarra Plenty Regional Library Ranked #1 in Victoria for Customer Satisfaction

2 December 2025

A new report from Public Libraries Victoria has confirmed Yarra Plenty Regional Library (YPRL) has the most satisfied customers and is one of Victoria's top-performing public library services.

The latest *Public Libraries Victoria Annual Survey Benchmarking Report (2024–25)* compared 51 library services across 64 indicators. In what is perhaps the most important measure in the report, YPRL achieved Victoria's highest customer satisfaction score in the state with 9.40 out of 10, meaning the people using YPRL libraries are very happy with their library experience.

New YPRL CEO, Nicole Rudden, said this excellent result reflects the high-quality library service YPRL provides across the council areas of Nillumbik, Banyule and Whittlesea.

"This result hasn't come out of nowhere. YPRL invests in contemporary collections and learning activities that support literacy and life skills highly valued by the community. Each year we welcome 1.4 million visitors, deliver tailored events attended by more than 143,000 people of all ages and we work hard to make sure every one of them has the best possible experience. We also have the highest number of active members in any Victorian public library. We are lucky to have a community that loves what we have to offer."

Ms. Rudden is excited about YPRL's service expansions in 2026.

"YPRL is a growing library service operating in one of the fastest growing parts of Melbourne. We will soon open new libraries in Rosanna, Donnybrook and West Heidelberg, bringing our outstanding library services to these communities," she said.

YPRL's Top 5 Victorian library rankings:

- #1 Customer Satisfaction:** 9.4 out of 10
- #1 Collection Expenditure:** \$2.75 million
- #1 Active Members:** 90,790
- #1 Mobile Library Visits:** 29,124
- #1 Website Visits:** 2,590,077
- #2 Program Attendance:** 143,617 participants
- #2 Early Years Program Hours:** 40 hours/week
- #2 Early Years Participants:** 2,161 per week

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Media contact:

Matthew van Hasselt E: mvanhasselt@yprl.vic.gov.au M: 0427 493 188 | P: (03) 9088 3453