insyncsurveys

Australian National University

Library Client Survey

May 2014

Key Findings

Australian
National
University

Contents

1. Introduction

Background

Insync Surveys ensures that libraries can measure performance against each other, which in turn enables libraries to develop the highest possible standards of service for library users. Consistent with this principle, Insync Surveys was retained by the Australian National University Library to conduct a survey of its clients so that their views, ideas, and suggestions may be considered as part of its commitment to improvement. The results of the Library's client survey are compared with the latest results of other libraries in the Insync Surveys database.

Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key user concerns. More specifically, the survey aims to:

- identify, prioritize and manage the key issues affecting users

- allow the Library's performance to be measured and monitored over time

- provide users with the opportunity to communicate openly and honestly with the management team of the Library

- compare results with other libraries so that performance can be measured in a best practice context

Survey process

The survey required all users to provide some demographic information. It then displayed 28 statements considered critical to the success of the Library. Users were asked to rate each statement twice – first to measure the importance of each of the statements to them, and second to measure their impressions of the Library's performance on each statement.

Users of the Library were given the opportunity to participate in the survey in May 2014 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the users are identified. The survey could be completed online only.

This is the seventh survey of its kind to be undertaken by the Library.

Scaling

The adoption of a seven-point scale provides very valid discrimination of stakeholder attitudes across the questions that are asked in the survey instrument. We have also found through our research that a seven-point scale is sufficiently interval in nature to apply standard statistical tests of the means that are produced from such scales. Accordingly, the results we produce involve analysis of the mean responses to each of the questions asked, across all demographic categories.

Note that the middle option (4) in the seven point scale allows for respondents to "neither agree nor disagree".

2. Executive summary

This year the Australian National University Library recorded an overall score of 74.4%. Once again, this places the Library in the bottom quartile (bottom 25%) of libraries that have surveyed with us over the last 2 years.

The areas of highest importance to Library clients include online and hard copy resources meeting the needs of users, access to wireless, availability of off-campus access to resources and services, ease of use and usefulness of the catalogue and web site, Library staff providing accurate answers to enquiries and being approachable and helpful, availability of items on the shelves when needed, and the adequacy of printing, scanning and photocopying facilities.

Five factors in the top 10 performance list relate to library staff – more specifically, their fairness, approachability and helpfulness, their availability to assist, their provision of accurate answers to enquiries, and the adequacy of face-to-face enquiry services. The remaining factors relate to the adequacy of self service facilities, hard copy and online resources, off campus access to resources and services, and the speed of delivery of items requested from other libraries and campuses.

The top 10 performance list contains five factors from the top 10 importance list:

- *Library staff are approachable and helpful*

- *Library staff provide accurate answers to my enquiries*

- *When I am away from campus I can access the Library resources and services I need*

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*

This is a positive result for the Library. Not only are these factors among the most important to users of the library, they are also being performed well.

The Library performed highest on the category of *Library staff*, with a score of 85.0%. The lowest score was identified on *facilities and equipment* at 67.7%.

The three highest priority categories for the users of the Library are *information resources, Library staff*, and *facilities and equipment*.

All categories are performing in the bottom quartile, or bottom 25% when benchmarked externally. Three of the five categories (*communication, service delivery* and *facilities and equipment)* have registered some improvement since the previous survey, however *Library staff* and *information resources* have recorded benchmark lows. The following table identifies performance of the Library across the best practice categories in the current benchmark context:

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2014	71.2%	72.2%	67.7%	85.0%	74.7%	74.4%
August 2012	70.3%	71.5%	67.4%	85.8%	75.2%	74.4%
October 2010	72.8%	74.8%	73.1%	86.8%	77.0%	77.2%
September 2008	66.6%	69.5%	65.2%	80.5%	70.9%	70.8%
Highest Performer in Database*	84.3%	84.3%	83.7%	94.5%	84.3%	86.2%
Median*	76.1%	79.3%	73.6%	88.4%	79.9%	79.7%
Lowest Performer in Database*	70.3%	71.5%	67.4%	85.6%	75.2%	74.4%

Note: * Benchmark data relates to latest survey

A review of the library-wide gap grid has identified the following improvement opportunities for the Library:

- *Opening hours meet my needs*
  (gap score = 1.98)

- *I can get wireless access in Library when I need to*
  (gap score = 1.78)

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (gap score = 1.67)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.59)

- *A computer is available when I need one*
  (gap score = 1.59)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.45)

- *Supersearch works well for me*
  (gap score = 1.42)

- *The Library web site enables me to find the information I am looking for*
  (gap score = 1.36)

- *The library catalogue is easy to use*
  (gap score = 1.35)

- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
  (gap score = 1.24)

Further improvement opportunities include:

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

- I can find a place in the Library to work in a group when I need to

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*

- *When I am away from campus I can access the Library resources and services I need*

- *The Library is a good place to study*

In conclusion, the 2014 benchmark survey recorded disappointing performance scores for the Library. The overall score now places the Library at the bottom of benchmark group.

3. Response statistics

The following table details the number of usable survey forms received from users of the Library. Where users do not indicate their demographic information, forms are classified as *'unspecified'*.

This year the survey generated 498 responses. This number provides an average degree of confidence in the results obtained at the overall level. The number of responses received is substantially less than the 2012 survey, in which 867 responses were generated.

Australian National University Library Client Survey, May 2014		
Response statistics		
Total	498	
Which Campus Library do you use most?	n	%
Art & Music Library	22	4.4%
JB Chifley Library	217	43.6%
Law Library	43	8.6%
RG Menzies Library	86	17.3%
WK Hancock Library	122	24.5%
Unspecified	8	1.6%
What is your major area of study, research or teaching?		
Arts & Social Sciences	182	36.5%
Asia & the Pacific	72	14.5%
Business and Economics	62	12.4%
Engineering and Computer Sciences	20	4.0%
Law	67	13.5%
Medicine, Biology & Environment	52	10.4%
Physical & Mathematical Sciences	21	4.2%
Administrative Area	9	1.8%
Other	0	0.0%
Unspecified	13	2.6%
Which category describes you?		
International Student	88	17.7%
Domestic Student	341	68.5%
Unspecified	69	13.9%

Australian National University Library Client Survey, May 2014		
Response statistics		
Total		498
What single category best describes you?	n	#
Undergraduate	261	52.4%
Postgraduate - Coursework	68	13.7%
Postgraduate - Research	88	17.7%
Academic/Research Staff	51	10.2%
General Staff	22	4.4%
From another University	0	0.0%
CIT	0	0.0%
Other	5	1.0%
Unspecified	3	0.6%
How often do you come into the Library?		
Daily	102	20.5%
Weekly	165	33.1%
2–4 days a week	80	16.1%
Fortnightly	31	6.2%
Monthly	32	6.4%
Rarely (i.e. a few times a year)	38	7.6%
Never	7	1.4%
Unspecified	43	8.6%
How often do you access the Library online?		
Daily	146	29.3%
Weekly	161	32.3%
2–4 days a week	78	15.7%
Fortnightly	29	5.8%
Monthly	17	3.4%
Rarely (i.e. a few times a year)	18	3.6%
Never	3	0.6%
Unspecified	46	9.2%
How often are you required to be on campus?		
Daily	210	42.2%
Weekly	187	37.6%
2–4 days a week	25	5.0%
Fortnightly	7	1.4%
Monthly	6	1.2%
Rarely (i.e. a few times a year)	15	3.0%
Never	5	1.0%
Unspecified	43	8.6%

Rating importance but not performance

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate importance. These importance rankings are tabled below.

Variable	Total			498
	Importance			
	Mean	Rank	#	%
Library staff are approachable and helpful	6.50	1	6	1.20%
Library staff provide accurate answers to my enquiries	6.29	2	14	2.81%
Opening hours meet my needs	6.20	3	10	2.01%
Library staff treat me fairly and without discrimination	6.18	4	11	2.21%
The Library catalogue is easy to use	6.00	5	10	2.01%
The Library web site enables me to find the information I am looking for	5.91	6	11	2.21%
Course specific resources meet my learning needs	5.58	7	26	5.22%
Library staff are readily available to assist me	5.50	8	8	1.61%
Library signage is clear	5.47	9	15	3.01%
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	5.33	10	9	1.81%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.29	11	52	10.44%
I can get wireless access in the Library when I need to	5.27	12	15	3.01%
Face-to-face enquiry services meet my needs	5.25	13	20	4.02%
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.14	14	14	2.81%
When I am away from campus I can access the Library resources and services I need	5.13	15	8	1.61%
The items I'm looking for on the Library shelves are usually there	5.13	15	16	3.21%
The Library anticipates my learning and research needs	4.92	17	24	4.82%
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	4.75	18	4	0.80%
Printing, scanning and photocopying facilities in the Library meet my needs	4.69	19	13	2.61%
I am informed about Library services	4.60	20	10	2.01%
The Library is a good place to study	4.53	21	15	3.01%
Online enquiry services (e.g. Ask a Librarian) meet my needs	4.51	22	59	11.85%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.42	23	24	4.82%
I can find a quiet place in the Library to study when I need to	4.31	24	13	2.61%
A computer is available when I need one	4.10	25	20	4.02%
I can find a place in the Library to work in a group when I need to	3.78	26	27	5.42%
SuperSearch works well for me	3.64	27	14	2.81%
Library workshops, classes and tutorials help me with my learning and research needs	3.18	28	57	11.45%

4. Detailed results interpretation

What clients believe is important for the Library

The 10 highest ranked importance factors for Library users are listed in descending priority order in the table below. The previous survey results are also reported to enable a comparison.

May 2014 Top 10 importance	Mean (1 = low, 7 = high)	August 2012 Top 10 importance	Mean (1 = low, 7 = high)
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.66	Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.65
I can get wireless access in the Library when I need to	6.54	When I am away from campus I can access the Library resources and services I need	6.54
When I am away from campus I can access the Library resources and services I need	6.53	Library staff provide accurate answers to my enquiries	6.50
The Library web site enables me to find the information I am looking for	6.47	I can get wireless access in the Library when I need to	6.49
The Library catalogue is easy to use	6.44	The items I'm looking for on the Library shelves are usually there	6.48
Library staff provide accurate answers to my enquiries	6.43	Printing, scanning and photocopying facilities in the Library meet my needs	6.46
The items I'm looking for on the Library shelves are usually there	6.38	Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	6.43
Library staff are approachable and helpful	6.38	The Library catalogue is easy to use	6.42
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	6.35	Course specific resources meet my learning needs	6.41
Printing, scanning and photocopying facilities in the Library meet my needs	6.33	The Library web site enables me to find the information I am looking for	6.41

■ Common to 2014 and 2012

Of the 28 statements in the survey, 19 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to users.

The themes in the top 10 importance list include online and hard copy resources meeting the needs of users, access to wireless, availability of off-campus access to resources and services, ease of use and usefulness of the catalogue and web site, Library staff providing accurate answers to enquiries and being approachable and helpful, availability of items on the shelves when needed, and the adequacy of printing, scanning and photocopying facilities.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by users in 2014 as compared with those ranked highest in 2012.

May 2014 Top 10 performance	Mean (1 = low, 7 = high)	August 2012 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination	6.28	Library staff treat me fairly and without discrimination	6.31
Library staff are approachable and helpful*8	5.96	Library staff are approachable and helpful	5.98
Library staff provide accurate answers to my enquiries*6	5.84	Library staff provide accurate answers to my enquiries	5.92
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.75	Library staff are readily available to assist me	5.80
Library staff are readily available to assist me	5.71	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79
Face-to-face enquiry services meet my needs	5.54	When I am away from campus I can access the Library resources and services I need	5.61
When I am away from campus I can access the Library resources and services I need*3	5.51	Face-to-face enquiry services meet my needs	5.53
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*1	5.50	Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	5.48
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	Books and articles I have requested from other libraries and campuses are delivered promptly	5.37
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs*9	5.26	Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	5.30

(Factors marked * were also identified in the top ten importance list)

◼ Common to 2014 and 2012

The survey identified 16 out of 28 variables with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Five factors in the top 10 performance list relate to library staff – more specifically, their fairness, approachability and helpfulness, their availability to assist, their provision of accurate answers to enquiries, and the adequacy of face-to-face enquiry services. The remaining factors relate to the adequacy of self service facilities, hard copy and online resources, off campus access to resources and services, and the speed of delivery of items requested from other libraries and campuses.

The top 10 performance list contains five factors from the top 10 importance list:

- *Library staff are approachable and helpful*

- *Library staff provide accurate answers to my enquiries*

- *When I am away from campus I can access the Library resources and services I need*

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*

This is a positive result for the Library. Not only are these factors among the most important to users of the library, they are also being performed well.

At the other end of the scale are the lowest performing factors. This table shows the ten factors given the lowest rankings by the Library clients in 2014 as compared with those ranked lowest in 2012. Please note that the lowest performing variable appears first on the list.

May 2014 Lowest 10 performance	Mean (1 = low, 7 = high)	August 2012 Lowest 10 performance	Mean (1 = low, 7 = high)
Opening hours meet my needs	4.27	Opening hours meet my needs	4.07
A computer is available when I need one	4.27	A computer is available when I need one	4.10
The Library anticipates my learning and research needs	4.60	Printing, scanning and photocopying facilities in the Library meet my needs	4.24
Printing, scanning and photocopying facilities in the Library meet my needs*10	4.66	The Library anticipates my learning and research needs	4.51
I can find a quiet place in the Library to study when I need to	4.71	I am informed about Library services	4.70
I can find a place in the Library to work in a group when I need to	4.74	SuperSearch works well for me	4.79
I am informed about Library services	4.75	Library workshops, classes and tutorials help me with my learning and research needs	4.81
I can get wireless access in the Library when I need to*2	4.76	I can get wireless access in the Library when I need to	4.82
Library workshops, classes and tutorials help me with my learning and research needs	4.77	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.88
SuperSearch works well for me	4.77	I can find a place in the Library to work in a group when I need to	4.88

(Factors marked * were also identified in the top ten importance list)

■ Common to 2014 and 2012

Where clients believe the Library can improve

In identifying factors for improvement, Insync Surveys analyzes the perceived difference – or 'gap' – between the importance and performance scores for each variable. Based on our experience, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be acted upon.

This table reports the 10 variables with the highest gaps for the 2014 and 2012 surveys.

May 2014 Top 10 gaps	Mean (1 = low, 7 = high)	August 2012 Top 10 gaps	Mean (1 = low, 7 = high)
Opening hours meet my needs	1.98	Opening hours meet my needs	2.27
I can get wireless access in the Library when I need to*2	1.78	Printing, scanning and photocopying facilities in the Library meet my needs	2.22
Printing, scanning and photocopying facilities in the Library meet my needs*10	1.67	A computer is available when I need one	2.00
I can find a quiet place in the Library to study when I need to	1.59	I can get wireless access in the Library when I need to	1.67
A computer is available when I need one	1.59	The items I'm looking for on the Library shelves are usually there	1.57
The items I'm looking for on the Library shelves are usually there*7	1.45	I can find a quiet place in the Library to study when I need to	1.43
SuperSearch works well for me	1.42	The Library web site enables me to find the information I am looking for	1.42
The Library web site enables me to find the information I am looking for*4	1.36	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.31
The Library catalogue is easy to use*5	1.35	The Library catalogue is easy to use	1.27
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.24	SuperSearch works well for me	1.18

(Factors marked * were also identified in the top ten importance list)

■   Common to 2014 and 2012

Of all the 28 variables, none recorded a gap score in the serious range. The top 10 gap list contains five factors from the top 10 importance list, namely:

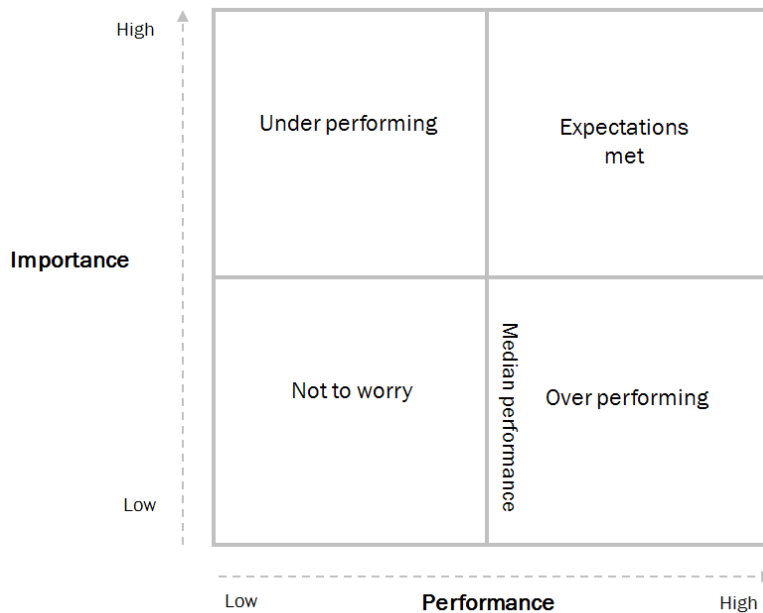- *I can get wireless access in Library when I need to*

- *Printing, scanning and photocopying facilities in the Library meet my needs*

- *The items I'm looking for on the library shelves are usually there*

- *The Library web site enables me to find the information I am looking for*

- *The Library catalogue is easy to use*

All of the factors listed above are 4th quartile, or bottom 25% benchmark performers.

The gap grid analysis

Analysis of the gap sores enable the Library to prioritise strategies for improvement in terms of those factors considered most pressing by users. This information is reported in the gap grid *(see detailed data report)*. The gap grid is a two dimensional visual tool that allows you to see the position of each factor in relation to both its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score (colour coded). In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid into four quadrants, as displayed in the figure below.

Prioritising potential improvement opportunities

A review of the library-wide gap grid has identified the following improvement opportunities for the Library:

- *Opening hours meet my needs*
  (gap score = 1.98)

- *I can get wireless access in Library when I need to*
  (gap score = 1.78)

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (gap score = 1.67)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.59)

- *A computer is available when I need one*
  (gap score = 1.59)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.45)

- *Supersearch works well for me*
  (gap score = 1.42)

- *The Library web site enables me to find the information I am looking for*
  (gap score = 1.36)

- *The library catalogue is easy to use*
  (gap score = 1.35)

- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
  (gap score = 1.24)

Further improvement opportunities include:

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

- I can find a place in the Library to work in a group when I need to

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*

- *When I am away from campus I can access the Library resources and services I need*

- *The Library is a good place to study*

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 74.4%. Once again, this places the Library in the bottom quartile (bottom 25%) of libraries that have surveyed with us over the last 2 years.

Weighted performance index
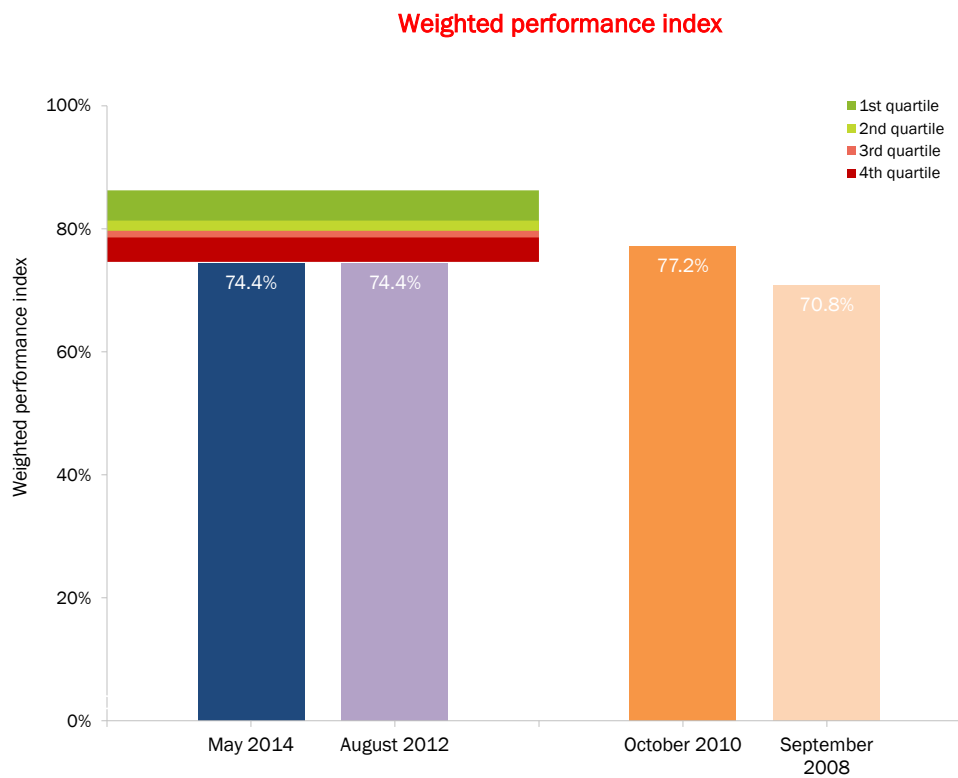
Note: * Benchmark data relates to latest survey

Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the five best practice categories. At the time the survey was administered, 38 other libraries had completed benchmark surveys. It is this group that makes up the comparison group.

The three highest priority categories for the users of the Library are *Information resources, Library staff*, and *Facilities and equipment* (as indicated by the bold numbers in the following graph).

All categories are performing in the bottom quartile, or bottom 25% when benchmarked externally. Three of the five categories (*communication, service delivery* and *facilities and equipment)* have registered some improvement since the previous survey, however *Library staff* and *information resources* have recorded benchmark lows.

A more specific view of results on each variable within the categories can be found in the detailed data report.

Best practice categories
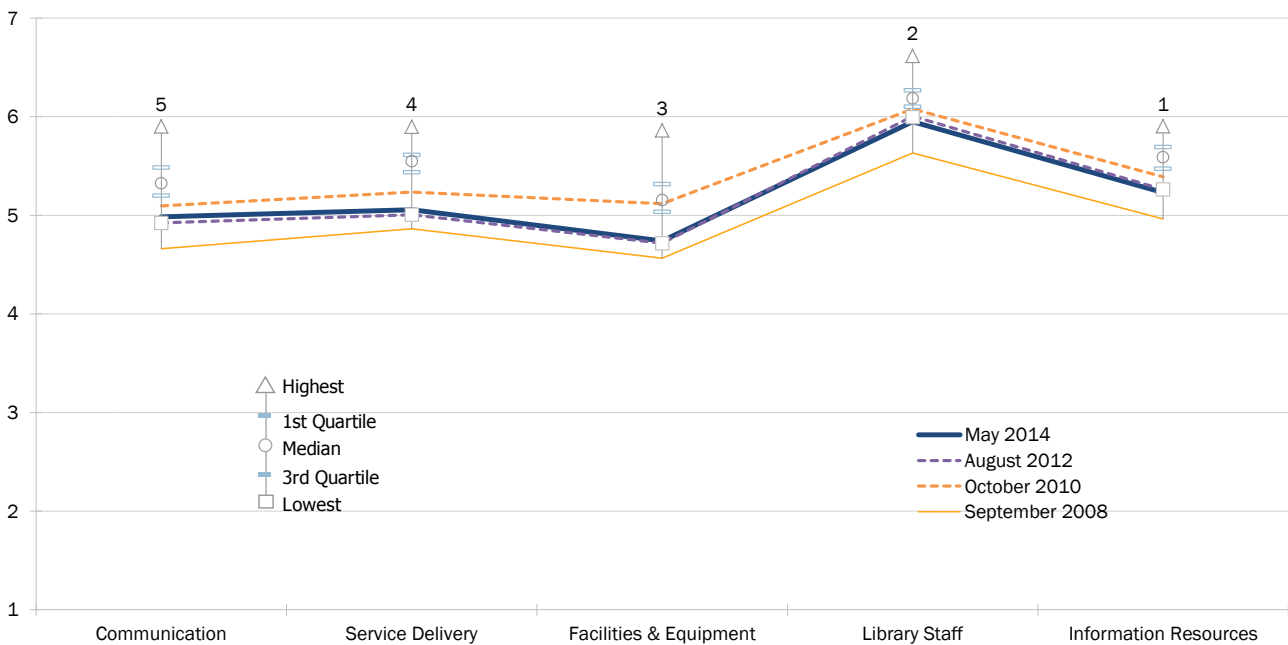
Note: * Benchmark data relates to latest survey

Scorecard

The following scorecard presents similar information to the previous graph however the emphasis here is on the numerical scores of the Library in each category.

The Library performed highest on the category of *Library staff*, with a score of 85.0%. The lowest score was identified on *facilities and equipment* at 67.7%.

The information in the table also enables a comparison of the Library results with the current highest, lowest and median performers in the Insync Surveys database.

Scorecard

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2014	71.2%	72.2%	67.7%	85.0%	74.7%	74.4%
August 2012	70.3%	71.5%	67.4%	85.8%	75.2%	74.4%
October 2010	72.8%	74.8%	73.1%	86.8%	77.0%	77.2%
September 2008	66.6%	69.5%	65.2%	80.5%	70.9%	70.8%
Highest Performer in Database	84.3%	84.3%	83.7%	94.5%	84.3%	86.2%
Median	76.1%	79.3%	73.6%	88.4%	79.9%	79.7%
Lowest Performer in Database	70.3%	71.5%	67.4%	85.6%	75.2%	74.4%

Note: * Benchmark data relates to latest survey

Overall satisfaction

Library users were asked to provide a general assessment of their satisfaction with the Library (see graph below). In this case, the overall average of 5.36 places the Library in the fourth quartile (or bottom 25%) when compared with other libraries that have surveyed over the last two years.

Overall satisfaction
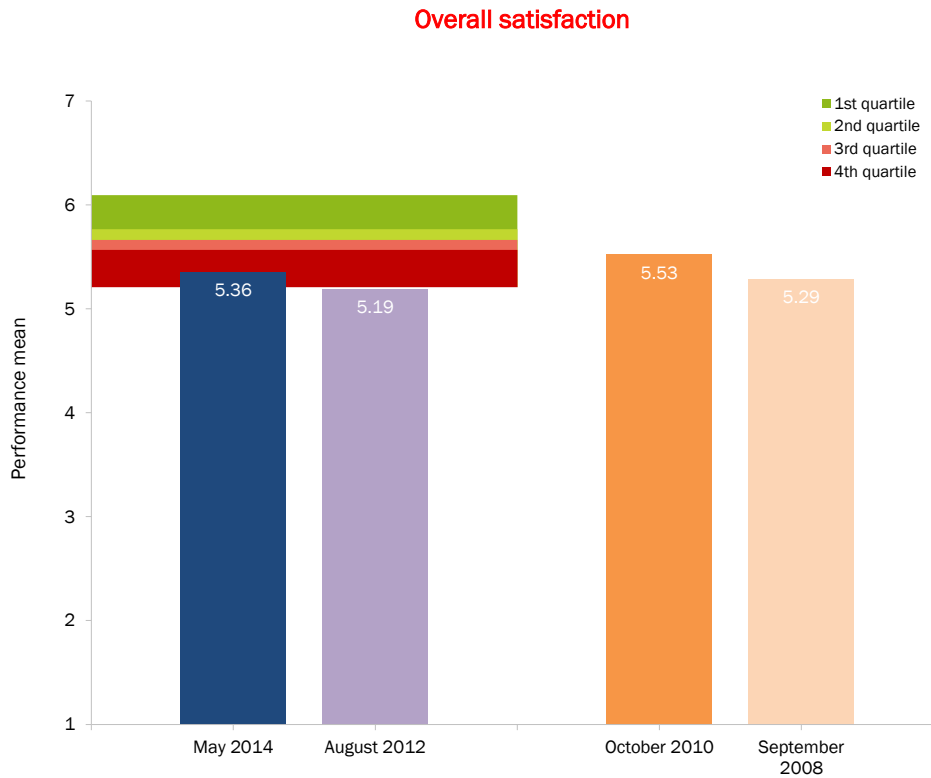
Note: * Benchmark data relates to latest survey

Library opening hours that best suit my needs are:
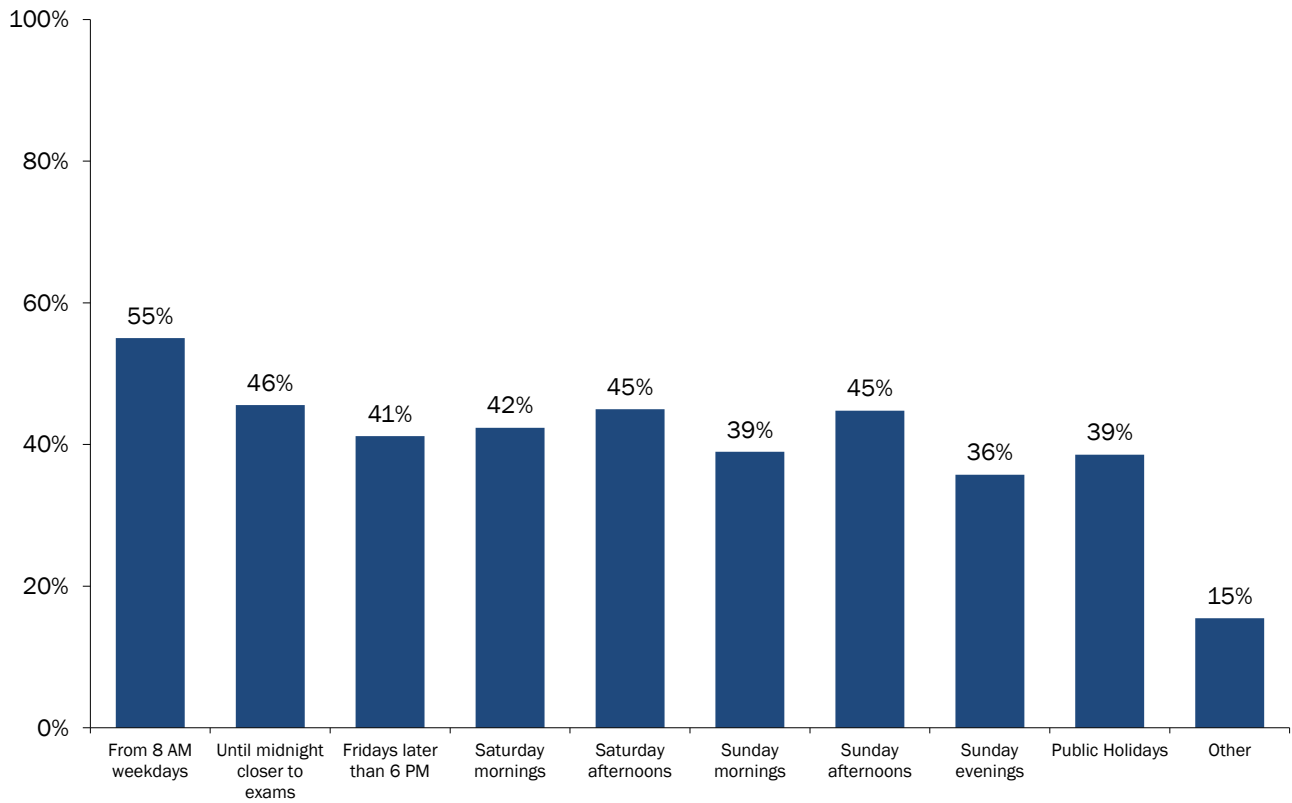
N=498

5. Summary of results: grouped by demographics

The following tables show the top 5 improvement opportunities (gaps) across each of the major demographic breakdowns within the Australian National University.

When considering the following tables, there are a few things to keep in mind. Caution should be exercised when interpreting the data for groups with fewer than 25 responses, as a small response number can lead to unstable mean scores.

Secondly, if a factor is highlighted, it means that it is unique – that is, not shared by any other group in that demographic breakdown.

Based on our experience, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be acted upon.

How often do you come into the Library?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic How often do you come into the Library?	Unique factor
Daily (102 responses)	**Gap score**
Opening hours meet my needs	2.98
I can find a quiet place in the Library to study when I need to	2.17
I can get wireless access in the Library when I need to	2.08
Printing, scanning and photocopying facilities in the Library meet my needs	2.06
A computer is available when I need one	1.97
Weekly (165 responses)	**Gap score**
Opening hours meet my needs	2.20
A computer is available when I need one	1.99
I can find a quiet place in the Library to study when I need to	1.88
I can get wireless access in the Library when I need to	1.81
Printing, scanning and photocopying facilities in the Library meet my needs	1.80
2–4 days a week (80 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	1.89
SuperSearch works well for me	1.84
The Library catalogue is easy to use	1.81
Opening hours meet my needs	1.80
I can get wireless access in the Library when I need to	1.69
Fortnightly (31 responses)	**Gap score**
I can get wireless access in the Library when I need to	1.84
A computer is available when I need one	1.77
The items I'm looking for on the Library shelves are usually there	1.50
The Library catalogue is easy to use	1.35
The Library anticipates my learning and research needs	1.30
Monthly (32 responses)	**Gap score**
The Library web site enables me to find the information I am looking for	1.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.21
The Library catalogue is easy to use	1.16
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.13
Course specific resources meet my learning needs	0.96
Rarely (i.e. a few times a year) (38 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	1.77
I can get wireless access in the Library when I need to	1.45
The Library web site enables me to find the information I am looking for	1.38
The Library catalogue is easy to use	1.36
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.14

How often do you access the Library online?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic How often do you access the Library online?	Unique factor
Daily (146 responses)	**Gap score**
Opening hours meet my needs	1.93
I can find a quiet place in the Library to study when I need to	1.89
I can get wireless access in the Library when I need to	1.84
Printing, scanning and photocopying facilities in the Library meet my needs	1.74
The items I'm looking for on the Library shelves are usually there	1.63
Weekly (161 responses)	**Gap score**
Opening hours meet my needs	2.08
Printing, scanning and photocopying facilities in the Library meet my needs	1.87
I can get wireless access in the Library when I need to	1.69
SuperSearch works well for me	1.55
A computer is available when I need one	1.55
2–4 days a week (78 responses)	**Gap score**
Opening hours meet my needs	1.99
A computer is available when I need one	1.96
I can get wireless access in the Library when I need to	1.95
I can find a quiet place in the Library to study when I need to	1.37
SuperSearch works well for me	1.37
Fortnightly (29 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.75
The items I'm looking for on the Library shelves are usually there	1.50
Opening hours meet my needs	1.44
The Library web site enables me to find the information I am looking for	1.40
A computer is available when I need one	1.21
Monthly (17 responses)	**Gap score**
A computer is available when I need one	2.42
I can get wireless access in the Library when I need to	2.17
Printing, scanning and photocopying facilities in the Library meet my needs	1.86
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.80
I can find a quiet place in the Library to study when I need to	1.71
Rarely (i.e. a few times a year) (18 responses)	**Gap score**
Opening hours meet my needs	2.57
I can find a place in the Library to work in a group when I need to	2.08
Printing, scanning and photocopying facilities in the Library meet my needs	2.07
A computer is available when I need one	2.00
Laptop facilities (e.g. desks, power) in the Library meet my needs	2.00

How often are you required to be on campus?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic How often are you required to be on campus?	Unique factor
Daily (210 responses)	**Gap score**
Opening hours meet my needs	2.00
Printing, scanning and photocopying facilities in the Library meet my needs	1.62
I can get wireless access in the Library when I need to	1.62
I can find a quiet place in the Library to study when I need to	1.51
The items I'm looking for on the Library shelves are usually there	1.50
Weekly (187 responses)	**Gap score**
Opening hours meet my needs	2.14
I can get wireless access in the Library when I need to	2.00
A computer is available when I need one	1.93
I can find a quiet place in the Library to study when I need to	1.87
Printing, scanning and photocopying facilities in the Library meet my needs	1.83
2–4 days a week (25 responses)	**Gap score**
Opening hours meet my needs	1.73
I can find a place in the Library to work in a group when I need to	1.58
I can get wireless access in the Library when I need to	1.56
The Library catalogue is easy to use	1.52
I can find a quiet place in the Library to study when I need to	1.47
Rarely (i.e. a few times a year) (15 responses)	**Gap score**
I can get wireless access in the Library when I need to	1.42
The items I'm looking for on the Library shelves are usually there	1.25
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.20
Printing, scanning and photocopying facilities in the Library meet my needs	1.00
When I am away from campus I can access the Library resources and services I need	1.00

What single category best describes you?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic What single category best describes you?	Unique factor
Undergraduate (261 responses)	**Gap score**
Opening hours meet my needs	2.46
I can get wireless access in the Library when I need to	2.21
Printing, scanning and photocopying facilities in the Library meet my needs	1.94
A computer is available when I need one	1.92
I can find a quiet place in the Library to study when I need to	1.85
Postgraduate - Coursework (68 responses)	**Gap score**
Opening hours meet my needs	2.27
I can find a quiet place in the Library to study when I need to	2.07
A computer is available when I need one	1.99
SuperSearch works well for me	1.91
The Library catalogue is easy to use	1.91
Postgraduate - Research (88 responses)	**Gap score**
SuperSearch works well for me	1.60
The Library web site enables me to find the information I am looking for	1.59
The Library catalogue is easy to use	1.51
The items I'm looking for on the Library shelves are usually there	1.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.44
Academic/Research Staff (51 responses)	**Gap score**
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.77
The items I'm looking for on the Library shelves are usually there	1.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.29
The Library catalogue is easy to use	1.22
Course specific resources meet my learning needs	1.15
General Staff (22 responses)	**Gap score**
I can get wireless access in the Library when I need to	2.38
Printing, scanning and photocopying facilities in the Library meet my needs	1.90
The Library web site enables me to find the information I am looking for	1.83
I can find a place in the Library to work in a group when I need to	1.71
I am informed about Library services	1.55

What is your major area of study, research or teaching?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic What is your major area of study, research or teaching?	Unique factor
Arts & Social Sciences (182 responses)	**Gap score**
I can get wireless access in the Library when I need to	1.66
Opening hours meet my needs	1.65
The items I'm looking for on the Library shelves are usually there	1.61
A computer is available when I need one	1.53
Printing, scanning and photocopying facilities in the Library meet my needs	1.49
Asia & the Pacific (72 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	1.90
Opening hours meet my needs	1.80
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.65
SuperSearch works well for me	1.64
I can get wireless access in the Library when I need to	1.64
Business and Economics (62 responses)	**Gap score**
Opening hours meet my needs	2.67
A computer is available when I need one	2.40
I can find a quiet place in the Library to study when I need to	2.31
The items I'm looking for on the Library shelves are usually there	1.77
I can get wireless access in the Library when I need to	1.61
Engineering and Computer Sciences (20 responses)	**Gap score**
Opening hours meet my needs	2.35
I can find a quiet place in the Library to study when I need to	1.50
Printing, scanning and photocopying facilities in the Library meet my needs	1.35
I can find a place in the Library to work in a group when I need to	1.27
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.25
Law (67 responses)	**Gap score**
Opening hours meet my needs	2.94
Printing, scanning and photocopying facilities in the Library meet my needs	2.30
I can get wireless access in the Library when I need to	2.28
Laptop facilities (e.g. desks, power) in the Library meet my needs	2.17
I can find a place in the Library to work in a group when I need to	1.96
Medicine, Biology & Environment (52 responses)	**Gap score**
I can get wireless access in the Library when I need to	1.76
I can find a quiet place in the Library to study when I need to	1.67
Printing, scanning and photocopying facilities in the Library meet my needs	1.67
A computer is available when I need one	1.56
Opening hours meet my needs	1.38
Physical & Mathematical Sciences (21 responses)	**Gap score**
I can get wireless access in the Library when I need to	2.53
Opening hours meet my needs	1.95
The Library catalogue is easy to use	1.90
The Library web site enables me to find the information I am looking for	1.71
I can find a quiet place in the Library to study when I need to	1.63

Which Campus Library do you use most?

Australian National University Library Client Survey, May 2014 Top 5 gap scores by demographic Which Campus Library do you use most?	Unique factor
Art & Music Library (22 responses)	**Gap score**
A computer is available when I need one	2.19
Opening hours meet my needs	2.16
Printing, scanning and photocopying facilities in the Library meet my needs	1.60
I am informed about Library services	1.41
I can find a quiet place in the Library to study when I need to	1.30
JB Chifley Library (217 responses)	**Gap score**
I can get wireless access in the Library when I need to	1.73
Opening hours meet my needs	1.65
I can find a quiet place in the Library to study when I need to	1.59
A computer is available when I need one	1.59
The items I'm looking for on the Library shelves are usually there	1.56
Law Library (43 responses)	**Gap score**
Opening hours meet my needs	2.88
Printing, scanning and photocopying facilities in the Library meet my needs	2.33
I can get wireless access in the Library when I need to	2.13
SuperSearch works well for me	2.13
Laptop facilities (e.g. desks, power) in the Library meet my needs	2.04
RG Menzies Library (86 responses)	**Gap score**
Opening hours meet my needs	2.08
I can get wireless access in the Library when I need to	1.86
Printing, scanning and photocopying facilities in the Library meet my needs	1.69
The items I'm looking for on the Library shelves are usually there	1.68
SuperSearch works well for me	1.67
WK Hancock Library (122 responses)	**Gap score**
Opening hours meet my needs	2.14
I can get wireless access in the Library when I need to	1.84
I can find a quiet place in the Library to study when I need to	1.70
Printing, scanning and photocopying facilities in the Library meet my needs	1.67
A computer is available when I need one	1.62

Which category describes you?

Australian National University Library Client Survey, May 2014	
Top 5 gap scores by demographic	
Which category describes you?	Unique factor
International Student (88 responses)	**Gap score**
Opening hours meet my needs	2.46
The items I'm looking for on the Library shelves are usually there	1.73
I can find a quiet place in the Library to study when I need to	1.68
A computer is available when I need one	1.53
Printing, scanning and photocopying facilities in the Library meet my needs	1.42
Domestic Student (341 responses)	**Gap score**
Opening hours meet my needs	2.03
I can get wireless access in the Library when I need to	1.99
Printing, scanning and photocopying facilities in the Library meet my needs	1.85
A computer is available when I need one	1.75
I can find a quiet place in the Library to study when I need to	1.71

6. Next Steps

Planning for the way forward is not limited to the findings in this report. A number of other areas may also require consideration. For instance, there may be areas that users have identified as low in importance but are high priority for the Library. These should be reviewed. It is also important to consider issues unique to different demographic groups and look beyond the overall results. When prioritizing issues for action, it is recommended that a combination of the quantitative analysis and comments, with the option of future focus groups, be used to gain a more in-depth understanding of Library users' concerns.

Plan

Do

Check

Act

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          ┌─────────────────────────────────────┐
          │         Survey completed            │◄──────┐
          └─────────────────────────────────────┘       │
                          │                              │
                          ▼                              │
          ┌─────────────────────────────────────┐       │
          │  Communication of results to senior │       │
          │            management               │       │
          └─────────────────────────────────────┘       │
                          │                              │
                          ▼                              │
          ┌─────────────────────────────────────┐       │
          │  Results delivered to community (e.g.│      │
          │   presentations & communiqués)      │       │
          └─────────────────────────────────────┘       │
                          │                              │
                          ▼                              │
          ┌─────────────────────────────────────┐       │
          │  Results reviewed in teams.  Factors │      │
          │  for improvement identified and      │      │
          │  action plans developed             │       │
          └─────────────────────────────────────┘       │
                          │                              │
                          ▼                              │
          ┌─────────────────────────────────────┐       │
          │       Action taken to improve       │       │
          └─────────────────────────────────────┘       │
                          │                              │
                          ▼                              │
          ┌─────────────────────────────────────┐       │
          │ Ongoing measurement and review of    │      │
          │ progress and realignment of process  │──────┘
          │ (e.g. tracking surveys)             │
          └─────────────────────────────────────┘
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