Insync survey of clients 2018: ANU Library

Action plan

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Background

The ANU Library commissions two-yearly independent surveys to obtain structured feedback from ANU students to gain insights based on the views of users and assessment against benchmarks to improve its services and facilities.

Information on the views of Academic and professional staff is obtained through the annual Administrative Service survey.

Feedback is also gained from:

- Quarterly meetings with ANUSA and PARSA
- International Student Barometer and Student Barometer
- Emails providing feedback about the Library service, whether sent to the Vice Chancellor or Library staff
- Feedback given to staff providing services to clients
- Online feedback through social media – including Library sites, student association sites and Schmidtposting.

2018 has been a year of trauma for the Library as we lost over 110,000 monographs plus many other items in different formats. In addition there are challenges in managing the collection held in the basement in the W K Hancock Library.

2018 survey

The 2018 survey was conducted by Insync. The Main findings report is online and can be found on this web page https://anulib.anu.edu.au/about/planning-governance/client-assessments.

The survey again received a disappointing response rate from the selected sample. The 2018 survey generated 275 responses. This number provides a lower than satisfactory degree of confidence in the results obtained at the overall level. This year, the number of responses received was lower than the 2014 survey, in which 498 responses were generated.

Key findings

Clients rated the ten most important services as follows:

variable	mean	rank	#	%
I can get wireless access in the Library when I need to	6.25	1	4	1.45%
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	2	11	3.99%
Course specific resources (online and in the reserve collection) meet my learning needs	5.81	3	16	5.8%
Library staff provide accurate answers to my enquiries	5.79	4	19	6.88%
The Library web site provides useful information	5.78	5	9	3.26%
The items I'm looking for on the library shelves are usually there	5.67	6	12	4.35%
I can get help from library staff when I need it	5.63	7	16	5.8%
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.56	8	9	3.26%
Face-to-face enquiry services meet my needs	5.42	9	26	9.42%
When I am away from campus I can access the Library resources and services I need	5.4	10	15	5.43%
The Library search facility enables me find relevant library resources quickly	5.4	10	15	5.43%

Top performance list

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

- I can get help from library staff when I need it
- When I am away from campus I can access the Library resources and services I need
- I can get wireless access in the Library when I need to
- Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
- Access to Library information resources has helped me to be successful at university
- The Library search facility enables me find relevant library resources quickly

This is a positive result for the Library. These services among the most important to clients of the Library, they are also being performed well.

In this survey, the Library performed highest on the category of service delivery, with a score of 79.9%, an improvement of 6.9% from 2014.

Library staff in particular should be commended for their work.

Problematic performance list

A review of the survey results has identified the following six factors that have recorded gap scores in the problematic range (above 1.0 gap):

- I can find a place in the Library to work in a group when I need to
- A computer is available when I need one
- I can find a quiet place in the Library to study when I need to
- Printing, scanning and photocopying facilities in the Library meet my needs
- Laptop facilities (e.g. desks, power) in the Library meet my needs
- Opening hours meet my needs

The lack of group study facilities been identified as problematic for the first time in 2018 (not identified in 2014).

This is consistent with the findings of the International Student Barometer and Student Barometer, emails providing feedback about the Library service, feedback from PARSA and ANUSA and postings on social media.

In terms of physical spaces (facilities and equipment), ANU ranks at the very bottom of the 27 other universities in the benchmark group.

2018 Action plan

Noting that the major issue of student space and physical accommodation will take many years to address actions have been identified within the resources available to the Library to be undertaken over the next two years.

Facilities and equipment

Rank as problem factor	variable	Proposed actions 2018/19	Proposed actions 2019/20
1	I can find a place in the Library to work in a group when I need to	Planning for opening J B Chifley level 1 aiming for 200 additional seats Purchase of replacement chairs and tables (from savings within library budget to other activities) to stop reduction in study spaces W K Hancock Library opened 24 x 7	Opening J B Chifley level 1 aiming for 200 additional seats Purchase of replacement chairs and tables (from savings within library budget to other activities) to stop reduction in study spaces
2	A computer is available when I need one	3 additional computers in Digital lab	No action
3	Laptop facilities (e.g. desks, power) in the Library meet my needs	Planning for opening J B Chifley level 1 aiming for 200 additional seats with power points and desks	Opening J B Chifley level 1
4	I can find a quiet place in the Library to study when I need to	Planning for opening J B Chifley level 1 aiming for 200 additional seats with power points and desks W K Hancock Library opened 24 x 7	Opening J B Chifley level 1
5	Printing, scanning and photocopying facilities in the Library meet my needs	Possible replacement of MFDs (no increase)	No action

		Possible additional scanner in Digital lab	

Information resources

7	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	Lobby for improvements to Supersearch (Summon) and ILMS Review possible improvements for external login	

Communication

6	I am informed about Library services	Requires discussion with ANUSA and PARSA	Requires discussion with ANUSA and PARSA

Service delivery

8	Library workshops, classes and tutorials help me with my learning and research needs	New training program needed – review to commence	Implement outcomes of review
9	The Library anticipates my learning and research needs	Assess need, particular for teaching in Kambri	Implement any changes required
10	Opening hours meet my needs	W K Hancock Library opened 24/7	J B Chifley Library level 1 opened 24 x 7