



Australian
National
University

Insync Report and action plan 2021

2021 Insync report

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Contents

Background	4
2021 survey.....	4
How clients believe the Library is performing	5
Top performance list.....	5
Insync identified gaps	6
2021 Strategic statement for 2022 planning.....	6

Background

The ANU Library usually 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. With the onset of the COVID19 pandemic in Australia 2020, Library Executive agreed to delay the survey until 2021.

Information on the views of Academic and professional staff is obtained through the ANU 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.

The Library is committed to acting on feedback. In response to the last Insync survey:

- Library hours were increased - the WK Hancock and Law libraries became 24 x 7
- Training and support material were improved with a new range of LibGuides and videos
- A significant investment was made in additional copies of material, particularly digital copies, to support teaching
- Remote access was improved.

2021 has been a year of trauma for the world with the onset of the COVID19 pandemic, which has resulted in a decrease in the number of international students being able to return to Australian and to attend on campus. This has seen an increase in the delivery of a number of Library and Archives Services delivered utilising online mechanisms. Work was undertaken this year to prepare the Law Library for 24/7 service. Achieved in late July 2021, post the running of the 2021 Insync survey, and was open for a few weeks before the campus closed due to COVID19 in the ACT.

2021 survey

Insync created the 2021 survey tool used to conduct this survey. The Key Findings report from Insync is online and are available on this web page <https://anulib.anu.edu.au/about/planning-governance/client-assessments>.

This survey again received a very low response rate from the selected sample of ANU staff and students. The 2021 survey generated 378 responses. This number provides a lower than satisfactory degree of confidence in the results obtained at the overall level. Insync compiled

the results of this survey in July 2021. The number of responses received was marginally higher than the 2018 survey, in which 275 responses were received. While this result is not a sufficient sample to base forward planning on, the Library will combine this information with other sources of feedback in order to shape our forward planning as discussed below.

Other Group of Eight university libraries have also found low response rates and two will no longer use the survey as a means of obtaining client views.

This year a choice for the Noel Butlin Archives Centre/ANU Archives was included in the survey as part of the Campus library descriptors. Only one respondent identified as a user of this area.

Of note is that this is the first ANU Library Insync survey result to have a greater number of responders from the Academic/Research staff, 35.2%. The second largest group were the Undergraduates at 33.3%. Most respondents were from the College of Arts and the Humanities, disciplines affected significantly by the loss of collection material from the flood that destroyed the collection held on level 1 of the JB Chifley Library.

How clients believe the Library is performing.

Clients rated the ten most important factors as follows:

variable	mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.71
When I am away from campus I can access the Library resources and services I need	6.57
Library search facility enables me to find relevant library resources quickly	6.48
Library staff provide accurate answers to my enquiries	6.47
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.41
The items I'm looking for on the library shelves are usually there	6.41
Access to Library information resources has helped me to be successful at university	6.37
I can get wireless access in the Library when I need it	6.33
I can get help from library staff when I need it	6.31
I can find a quiet place in the Library to study when I need to	6.22

Top performance list

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

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

This is a positive result for the Library. These services among the most important to clients of the Library and we noted that our clients rate these services as being well performed.

The other factors where the Library is believed by our clients to be performing are -

- Books and articles I have requested from other libraries and campuses are delivered promptly
- Self Service (e.g. self-check loans, requests, renewals, holds) meet my needs
- Face-to-face enquiry services meet my needs
- Opening hours meet my needs

In the 2021 survey, the Library performed highest in the category of service delivery, with a score of 78.5%, a slight decrease of 1.4% from 2018.

Under the constrained circumstances of service delivery in 2020 and to date in 2021, Library staff deserve a commendation for their work.

The other category showing an increase on the 2018 survey was facilities and equipment. This category increased by 8.1% with a score of 75.9%.

Problematic performance list

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

- Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
- Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
- The Library search facility enables me to find relevant library resources quickly
- The items I'm looking for on the library shelves are usually there

The 2018 survey results listed six factors identified with the 1.0% gap, there is no overlap with any of those six factors in this 2021 survey result.

These 2021 survey results are 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.

Overall, the average score for the ANU Library was 5.43, this is an improvement since the 2018 survey (5.31), however benchmarking against other universities who undertook the Insync survey this year, ANU Library again ranks at the very bottom of the 20 other universities in the benchmark group.

2021 Strategic statement for 2022 planning

The following table created for use in discussions for planning and resulting actions undertaken by the Scholarly Information Services in 2022, is in response to the items on the Insync problematic performance list and items know through other forms of feedback to the Library and causing issues for its users.

Insync identified gaps

Rank as problem factor	variable	Proposed actions 2021/22	Updated July 2022
1	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	<p>Continue to replace material lost in the JB Chifley Library due to the 2018 flood.</p> <p>ANU Library (including through CAUL) continues to significantly improve resources available. We will streamlined ways of accessing Open Access items.</p> <p>Acquire significant collections to meet client needs.</p> <p>Improve findability through improvements to metadata.</p>	
2	Online resources (e.g. online articles, databases, ebooks) are	Improve discovery through replacing	

	useful for my studies and help me with my learning and research needs	<p>Supersearch, the LMS and other systems.</p> <p>Implement a reading list system (Leganto) to enable improved access to online resources for teaching.</p>	
3	The Library search facility enables me to find relevant library resources quickly	<p>Replace Supersearch and the online public access Interface to the catalogue and Implement a mobile friendly search system.</p> <p>Improve client's skills through a revised training and support program including LibChat, LibAnswers and LibCal to provide better support for searching.</p>	
4	The items I'm looking for on the library shelves are usually there	<p>Identify areas where material is not held in sufficient copies, has been misshelved, lost or the signage is inadequate.</p> <p>Improve collection signage so clients can locate material easily.</p> <p>Replace lost material.</p>	

		<p>In 2022 conduct shelf reading in areas where significant misshelving has occurred.</p> <p>Continue to acquire digital copies of material in high demand to ensure all students have access to copies.</p>	
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Other feedback sources - Schmidtposting, written feedback cards, email or phone contact and Library actions to these items

5	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	<p>Implement new mobile friendly interface as part of system replacement in 2022.</p> <p>Continue to review areas for improvement in remote access</p>	
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