insyncsurveys

Australian National University

Library Client Survey

August 2012

Key Findings

THE 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 results of other libraries in the Insync Surveys database, which has been built over 11 years.

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 August 2012 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 sixth 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%. This places ANU Library in the bottom quartile (or bottom 25%) of libraries that have surveyed with us over the last 2 years, and reflect a disappointing performance score decrease of 2.8% since the previous survey.

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

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 off campus access to Library resources and services, the adequacy of self service facilities, hard copy and online resources, and the speed of delivery of items requested from other libraries and campuses.

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

- *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 85.8%, The lowest score was identified on *Facilities and equipment* at 67.4%.

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, and performance scores for all have decreased since the previous survey. Three of the five categories (*Communication, Service delivery* and *Information resources)* have recorded new benchmark lows, with *Library staff* and *Facilities and equipment* also ranked in the bottom 25%

when benchmarked externally. The following table identifies performance of the Library across the best practice categories in the benchmark context:

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
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	80.4%	82.5%	81.9%	91.9%	82.6%	83.8%
Median	76.0%	78.0%	72.0%	87.4%	78.8%	78.7%
Lowest Performer in Database	70.9%	74.8%	64.3%	82.2%	75.3%	76.0%

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

- *Opening hours meet my needs*
  (gap score = 2.27)

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (gap score = 2.22)

- *A computer is available when I need one*
  (gap score = 2.00)

- *I can get wireless access in Library when I need to*
  (gap score = 1.67)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.57)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.43)

- *The Library web site enables me to find the information I am looking for*
  (gap score = 1.42)

- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
  (gap score = 1.31)

- *The library catalogue is easy to use*
  (gap score = 1.27)

- *Supersearch works well for me*
  (gap score = 1.18)

In conclusion, the 2012 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 tables detail 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 867 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 2010 survey, in which 1065 responses were generated.

Australian National University Library Client Survey August 2012		
Response statistics		
Total	**867**	
Which Campus Library do you use most?	**n**	**%**
JB Chifley Library	325	37.5%
WK Hancock Library	260	30.0%
Law Library	120	13.8%
RG Menzies Library	108	12.5%
Art & Music Library	46	5.3%
Unspecified	8	0.9%
What is your major area of study, research or teaching?		
Arts & Social Sciences	256	29.5%
Law	166	19.1%
Medicine, Biology & Environment	122	14.1%
Business and Economics	91	10.5%
Asia & the Pacific	77	8.9%
Physical & Mathematical Sciences	47	5.4%
Engineering and Computer Sciences	44	5.1%
Other	40	4.6%
Administrative Area	19	2.2%
Unspecified	5	0.6%
Which category describes you?		
Domestic Student	579	66.8%
International Student	146	16.8%
Unspecified	142	16.4%

Australian National University Library Client Survey August 2012		
Response statistics		
Total	867	
What single category best describes you?	**n**	**%**
Undergraduate	489	56.4%
Postgraduate - Research	117	13.5%
Academic/Research Staff	107	12.3%
Postgraduate - Coursework	93	10.7%
General Staff	47	5.4%
Other	8	0.9%
CIT	2	0.2%
From another University	1	0.1%
Unspecified	3	0.3%
How often do you come into the Library?		
Daily	185	21.3%
2-4 days a week	316	36.4%
Weekly	117	13.5%
Fortnightly	58	6.7%
Monthly	42	4.8%
Rarely (i.e. a few times a year)	58	6.7%
Never	11	1.3%
Unspecified	80	9.2%
How often do you access the Library online?		
Daily	254	29.3%
2-4 days a week	287	33.1%
Weekly	120	13.8%
Fortnightly	50	5.8%
Monthly	34	3.9%
Rarely (i.e. a few times a year)	33	3.8%
Never	8	0.9%
Unspecified	81	9.3%
How often are you required to be on campus?		
Daily	395	45.6%
2-4 days a week	296	34.1%
Weekly	38	4.4%
Fortnightly	10	1.2%
Monthly	11	1.3%
Rarely (i.e. a few times a year)	23	2.7%
Never	14	1.6%
Unspecified	80	9.2%

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. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.

Variable	Total			867
	Importance			
	Mean	Rank	#	%
Library staff provide accurate answers to my enquiries	5.95	1	22	2.54%
Face-to-face enquiry services meet my needs	5.90	2	39	4.50%
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	5.88	3	33	3.81%
The Library web site enables me to find the information I am looking for	5.62	4	13	1.50%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.51	5	91	10.50%
Library staff are approachable and helpful	5.50	6	20	2.31%
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	5.50	6	20	2.31%
Library staff are readily available to assist me	5.47	8	17	1.96%
The items I'm looking for on the Library shelves are usually there	5.46	9	28	3.23%
Library staff treat me fairly and without discrimination	5.46	10	24	2.77%
The Library catalogue is easy to use	5.35	11	17	1.96%
When I am away from campus I can access the Library resources and services I need	5.27	12	26	3.00%
Course specific resources meet my learning needs	5.13	13	54	6.23%
Library signage is clear	5.13	14	16	1.85%
Online enquiry services (e.g. Ask a Librarian) meet my needs	5.04	15	95	10.96%
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.00	16	38	4.38%
The Library anticipates my learning and research needs	4.90	17	50	5.77%
Printing, scanning and photocopying facilities in the Library meet my needs	4.88	18	34	3.92%
SuperSearch works well for me	4.84	19	50	5.77%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.67	20	43	4.96%
Opening hours meet my needs	4.67	21	21	2.42%
I can get wireless access in the Library when I need to	4.64	22	44	5.07%
A computer is available when I need one	4.59	23	29	3.34%
I can find a quiet place in the Library to study when I need to	4.19	24	32	3.69%
I am informed about Library services	4.06	25	18	2.08%
I can find a place in the Library to work in a group when I need to	4.01	26	69	7.96%
Library workshops, classes and tutorials help me with my learning and research needs	3.79	27	100	11.53%
The Library is a good place to study	3.53	28	32	3.69%

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.

August 2012 Top 10 importance	Mean (1 = low, 7 = high)	October 2010 Top 10 importance	Mean (1 = low, 7 = high)
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.65	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.54
When I am away from campus I can access the Library resources and services I need	6.54	Library staff provide accurate answers to my enquiries	6.42
Library staff provide accurate answers to my enquiries	6.50	Library staff are approachable and helpful	6.38
I can get wireless access in the Library when I need to	6.49	The Library catalogue is easy to use	6.35
The items I'm looking for on the Library shelves are usually there	6.48	When I am away from campus I can access the Library resources and services I need	6.34
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	6.32
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	6.43	Library staff are readily available to assist me	6.31
The Library catalogue is easy to use	6.42	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.31
Course specific resources meet my learning needs	6.41	Library staff treat me fairly and without discrimination	6.26
The Library web site enables me to find the information I am looking for	6.41	The Library web site is easy to use	6.25

■ Common to 2012 and 2010

Of the 28 statements in the survey, 20 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, hard copy and course-specific resources meeting the needs of users, ease of use of the catalogue, availability of off-campus access to resources and services, and Library staff providing accurate answers to enquiries. Other themes include the availability of required items on the shelves, adequacy of wireless and printing, scanning and photocopying facilities, and usefulness of the Library web site.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by users in 2012 as compared with those ranked highest in 2010.

August 2012 Top 10 performance	Mean (1 = low, 7 = high)	October 2010 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination	6.31	Library staff treat me fairly and without discrimination	6.30
Library staff are approachable and helpful	5.98	Library staff are approachable and helpful	6.08
Library staff provide accurate answers to my enquiries*3	5.92	Library staff provide accurate answers to my enquiries	6.03
Library staff are readily available to assist me	5.80	Library staff are readily available to assist me	5.90
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.79	Face-to-face enquiry services meet my needs	5.76
When I am away from campus I can access the Library resources and services I need*2	5.61	I can get wireless access in the Library when I need to	5.73
Face-to-face enquiry services meet my needs	5.53	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.71
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*1	5.48	When I am away from campus I can access the Library resources and services I need	5.69
Books and articles I have requested from other libraries and campuses are delivered promptly	5.37	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.57
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs*7	5.30	Books and articles I have requested from other libraries and campuses are delivered promptly	5.48

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

■ Common to 2012 and 2010

The survey identified 15 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 off campus access to Library resources and services, the adequacy of self service facilities, hard copy and online resources, and the speed of delivery of items requested from other libraries and campuses.

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

- *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 2012 as compared with those ranked lowest in 2010. Please note that the lowest performing variable appears first on the list.

August 2012 Lowest 10 performance	Mean (1 = low, 7 = high)	October 2010 Lowest 10 performance	Mean (1 = low, 7 = high)
Opening hours meet my needs	4.07	A computer is available when I need one	4.24
A computer is available when I need one	4.10	The Library anticipates my learning and research needs	4.90
Printing, scanning and photocopying facilities in the Library meet my needs*6	4.24	I am informed about Library services	4.93
The Library anticipates my learning and research needs	4.51	The items I'm looking for on the Library shelves are usually there	4.96
I am informed about Library services	4.70	Opening hours meet my needs	4.97
SuperSearch works well for me	4.79	Library workshops, classes and tutorials help me with my learning and research needs	5.00
Library workshops, classes and tutorials help me with my learning and research needs	4.81	I can find a place in the Library to work in a group when I need to	5.07
I can get wireless access in the Library when I need to*4	4.82	I can find a quiet place in the Library to study when I need to	5.09
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.88	Online enquiry services (e.g. Chat, Ask a Librarian) meet my needs	5.12
I can find a place in the Library to work in a group when I need to	4.88	The Library web site provides useful information	5.15

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

■ Common to 2012 and 2010

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 2011 and 2009 surveys.

August 2012 Top 10 gaps	Mean (1 = low, 7 = high)	October 2010 Top 10 gaps	Mean (1 = low, 7 = high)
Opening hours meet my needs	2.27	A computer is available when I need one	1.66
Printing, scanning and photocopying facilities in the Library meet my needs*6	2.22	The items I'm looking for on the Library shelves are usually there	1.36
A computer is available when I need one	2.00	Opening hours meet my needs	1.18
I can get wireless access in the Library when I need to*4	1.67	The Library catalogue is easy to use	1.10
The items I'm looking for on the Library shelves are usually there*5	1.57	I can find a quiet place in the Library to study when I need to	1.08
I can find a quiet place in the Library to study when I need to	1.43	The Library website is easy to use	1.05
The Library web site enables me to find the information I am looking for*10	1.42	Printing, scanning and photocopying facilities in the Library meet my needs	1.00
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.31	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.97
The Library catalogue is easy to use*8	1.27	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.95
SuperSearch works well for me	1.18	The Library web site provides useful information	0.82

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

■ Common to 2012 and 2010

Of all the 28 variables, three recorded a gap score in the serious range, namely:

- *Opening hours meet my needs*
  (a bottom 25% benchmark performer and a new benchmark low)

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (a bottom 25% benchmark performer and a new benchmark low)

- *A computer is available when I need one*
 (a bottom 50% benchmark performer)

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

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (a bottom 25% benchmark performer and a new benchmark low)

- *I can get wireless access in Library when I need to*
  (a bottom 25% benchmark performer)

- *The items I'm looking for on the library shelves are usually there*
  (a bottom 25% benchmark performer)

- *The Library web site enables me to find the information I am looking for*
  (a bottom 25% benchmark performer and a new benchmark low)

- *The library catalogue is easy to use*
  (a bottom 25% benchmark performer)

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.
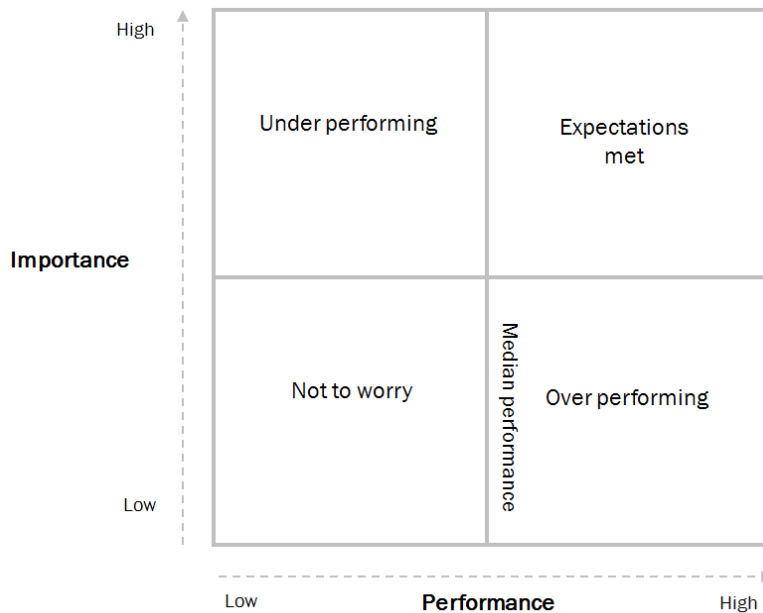
# Prioritising potential improvement opportunities

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

- *Opening hours meet my needs*
  (gap score = 2.27)

- *Printing, scanning and photocopying facilities in the Library meet my needs*
  (gap score = 2.22)

- *A computer is available when I need one*
  (gap score = 2.00)

- *I can get wireless access in Library when I need to*
  (gap score = 1.67)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.57)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.43)

- *The Library web site enables me to find the information I am looking for*
  (gap score = 1.42)

- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
  (gap score = 1.31)

- *The library catalogue is easy to use*
  (gap score = 1.27)

- *Supersearch works well for me*
  (gap score = 1.18)

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 74.4%. This places ANU Library in the bottom quartile (or bottom 25%) of libraries that have surveyed with us over the last 2 years, and reflect a performance score decrease of 2.8% since the previous survey.

Weighted performance index
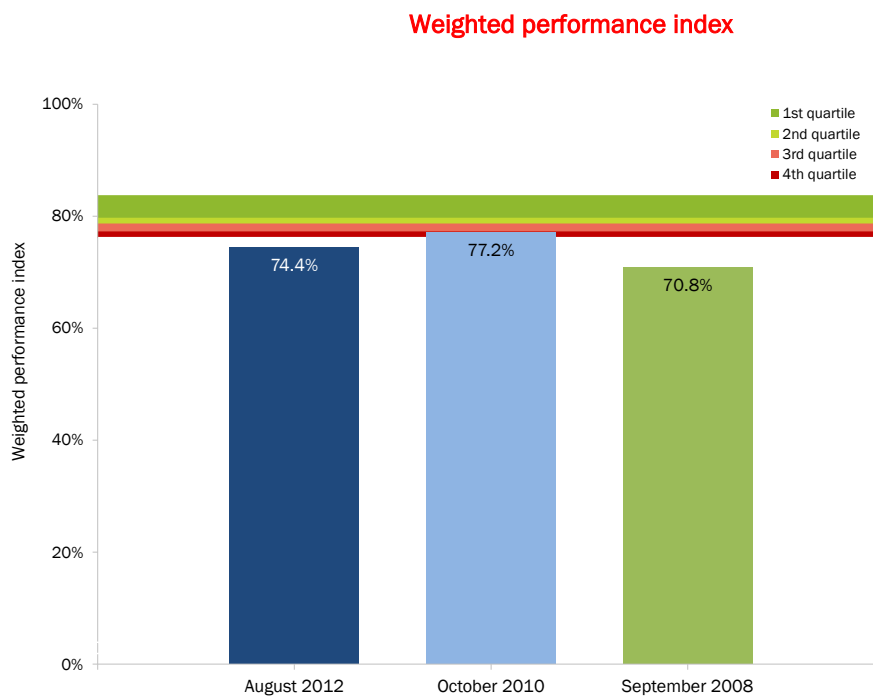
Best practice categories

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, 40 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, and performance scores for all have decreased since the previous survey. Three of the five categories (*Communication, Service delivery* and *Information resources)* have recorded new benchmark lows, with *Library staff* and *Facilities and equipment* also ranked in the bottom 25% when benchmarked externally.

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

Best practice categories
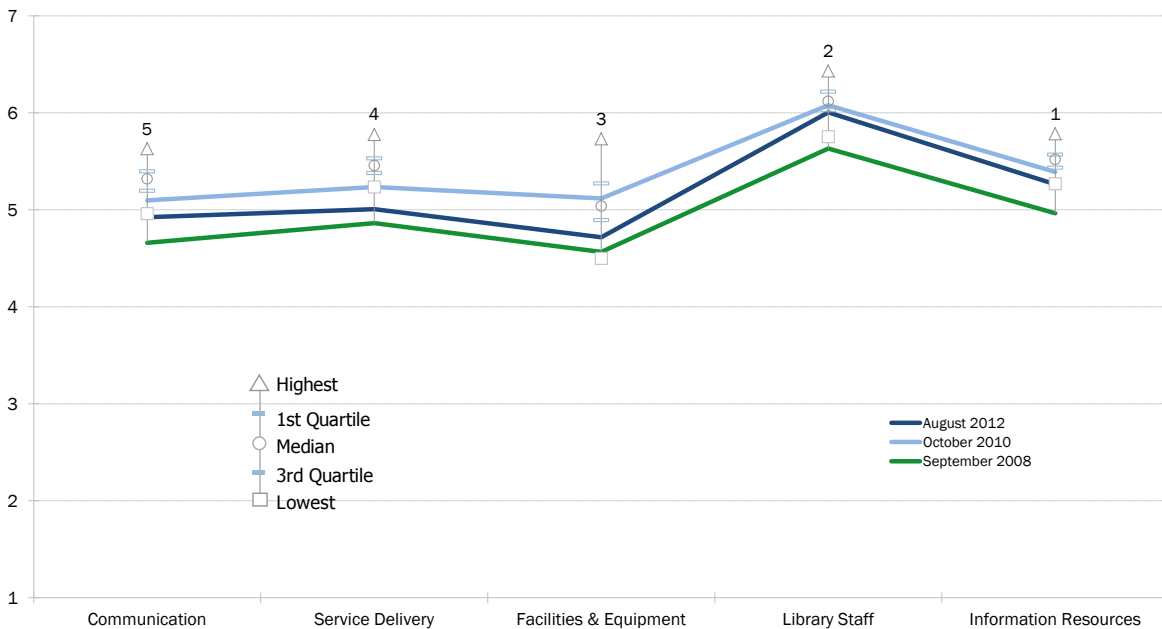
Scorecard

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 85.8%, The lowest score was identified on *Facilities and equipment* at 67.4%.

The information in the table also enables a comparison of the Library results with the 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%
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	80.4%	82.5%	81.9%	91.9%	82.6%	83.8%
Median	76.0%	78.0%	72.0%	87.4%	78.8%	78.7%
Lowest Performer in Database	70.9%	74.8%	64.3%	82.2%	75.3%	76.0%

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 5.19 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
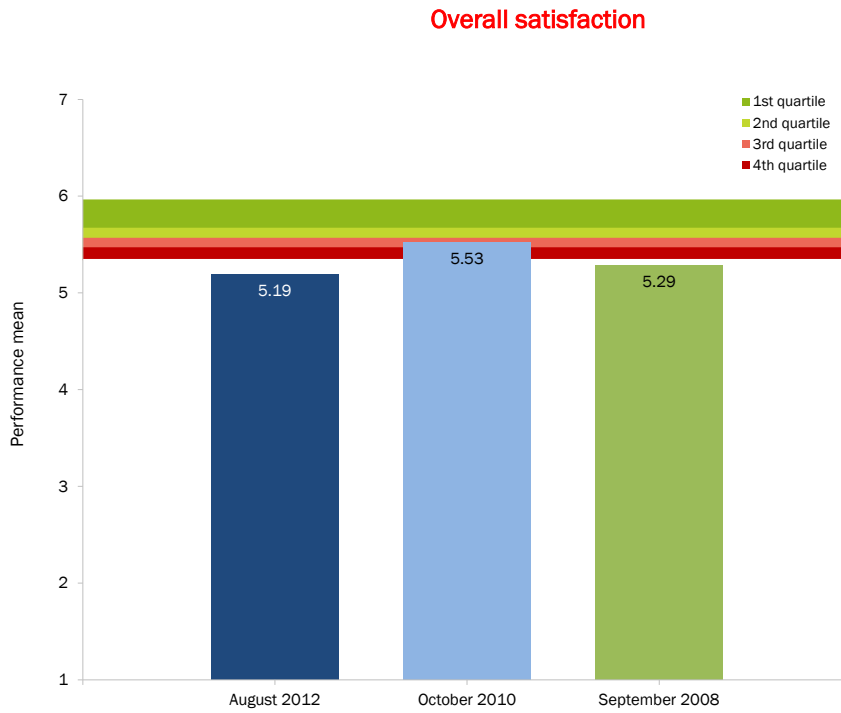
Looking for Information

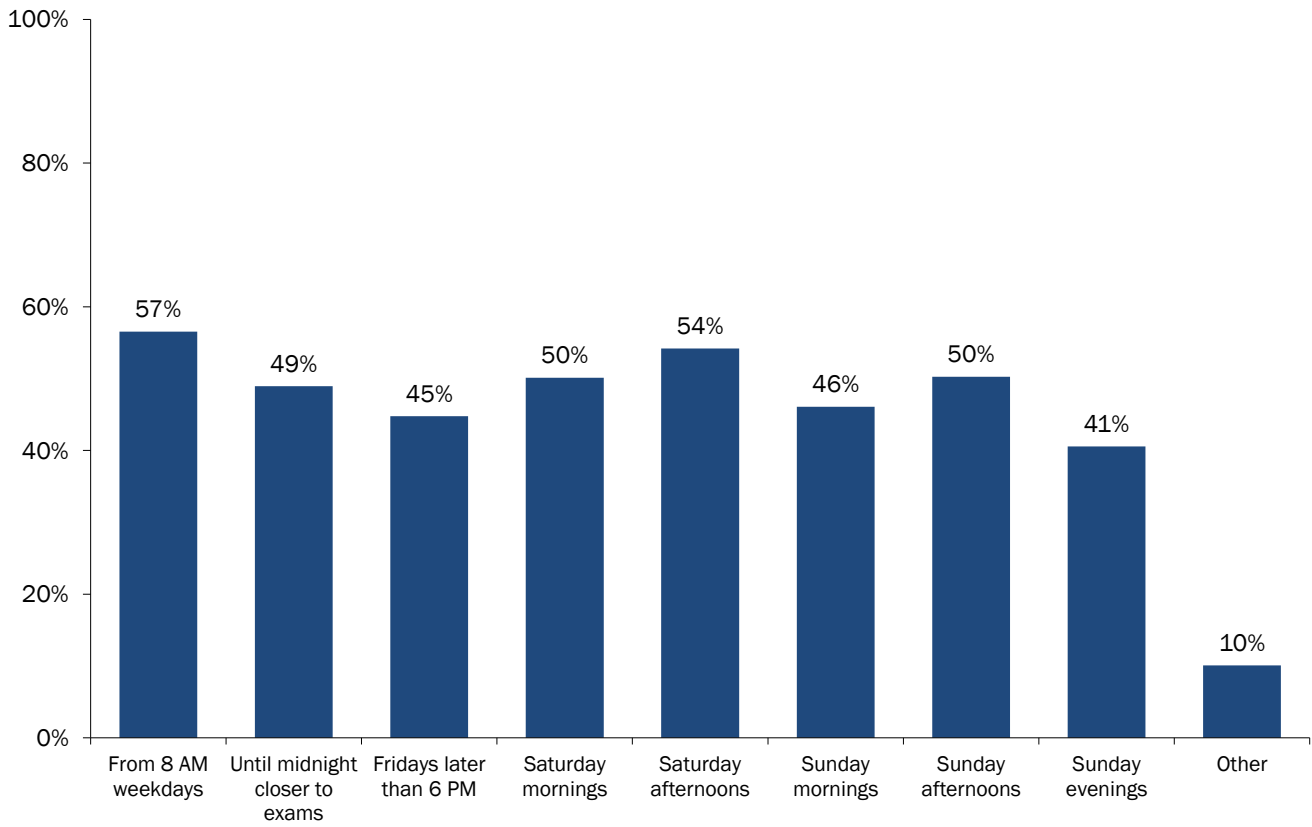Respondents were asked about their information seeking behaviours, and were presented with numerous multiple choice statements. The following bar charts displays in percentage terms the preferences of respondents for each statement.

My researching a topic usually involves:
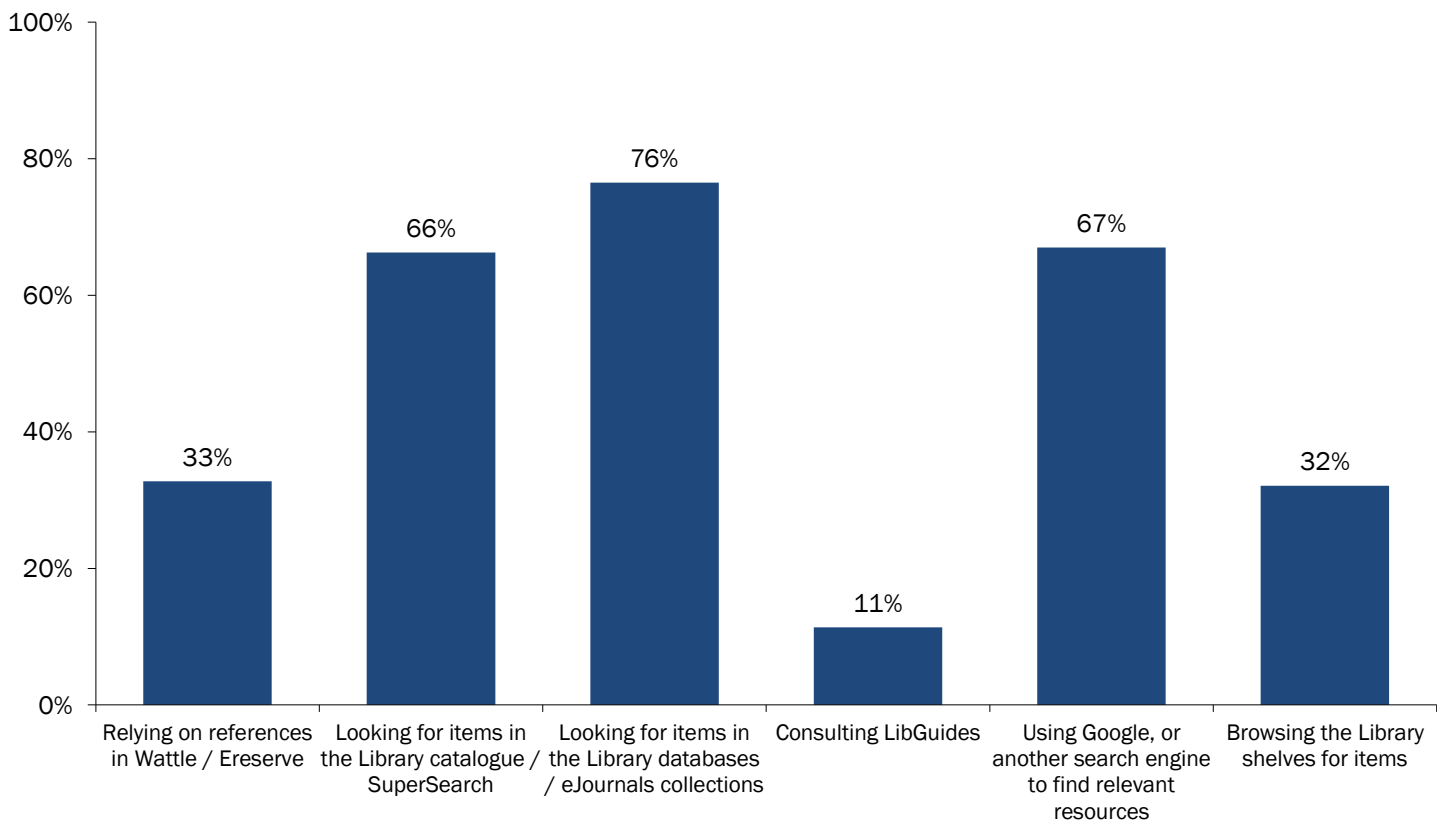
N=791

Library opening hours that best suit my needs are:

N=764

I prefer to learn about your services through:
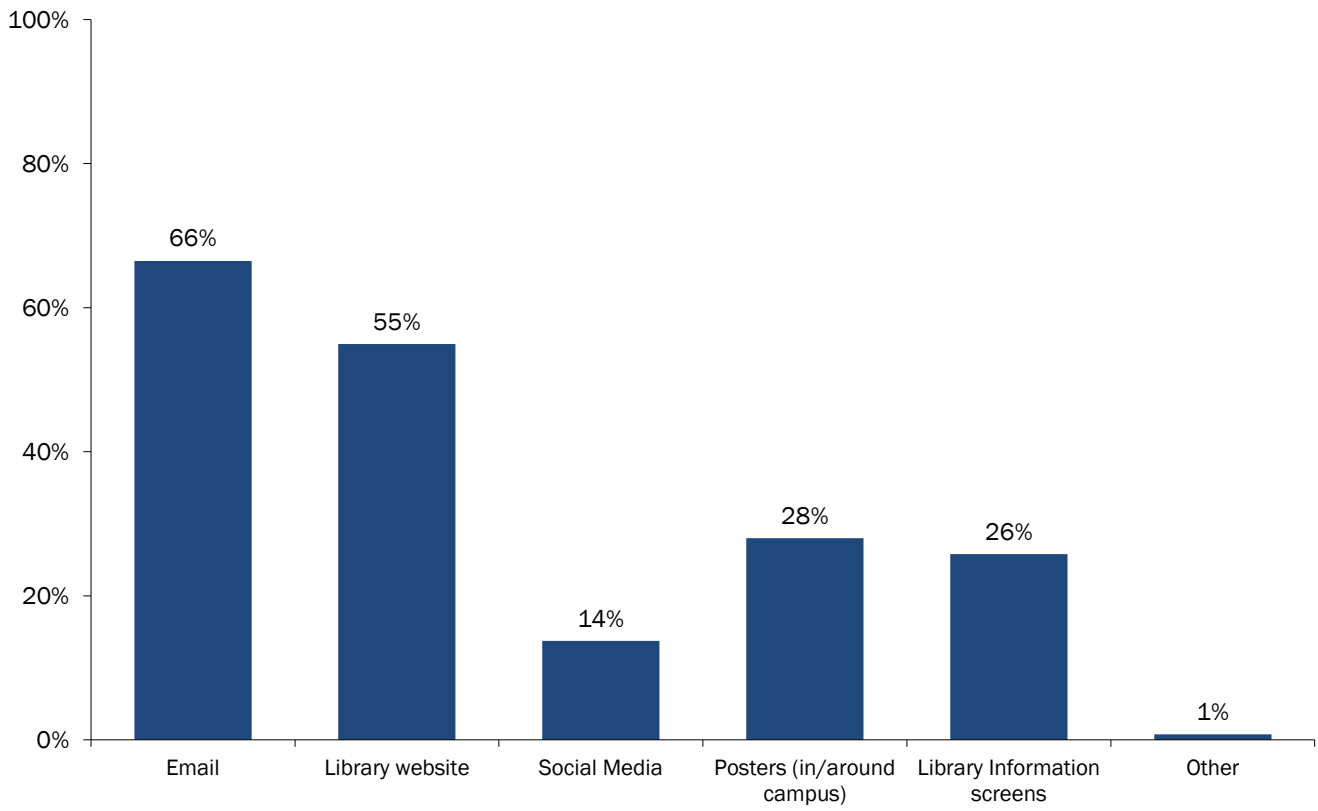
N=779

Library training would be more helpful if:
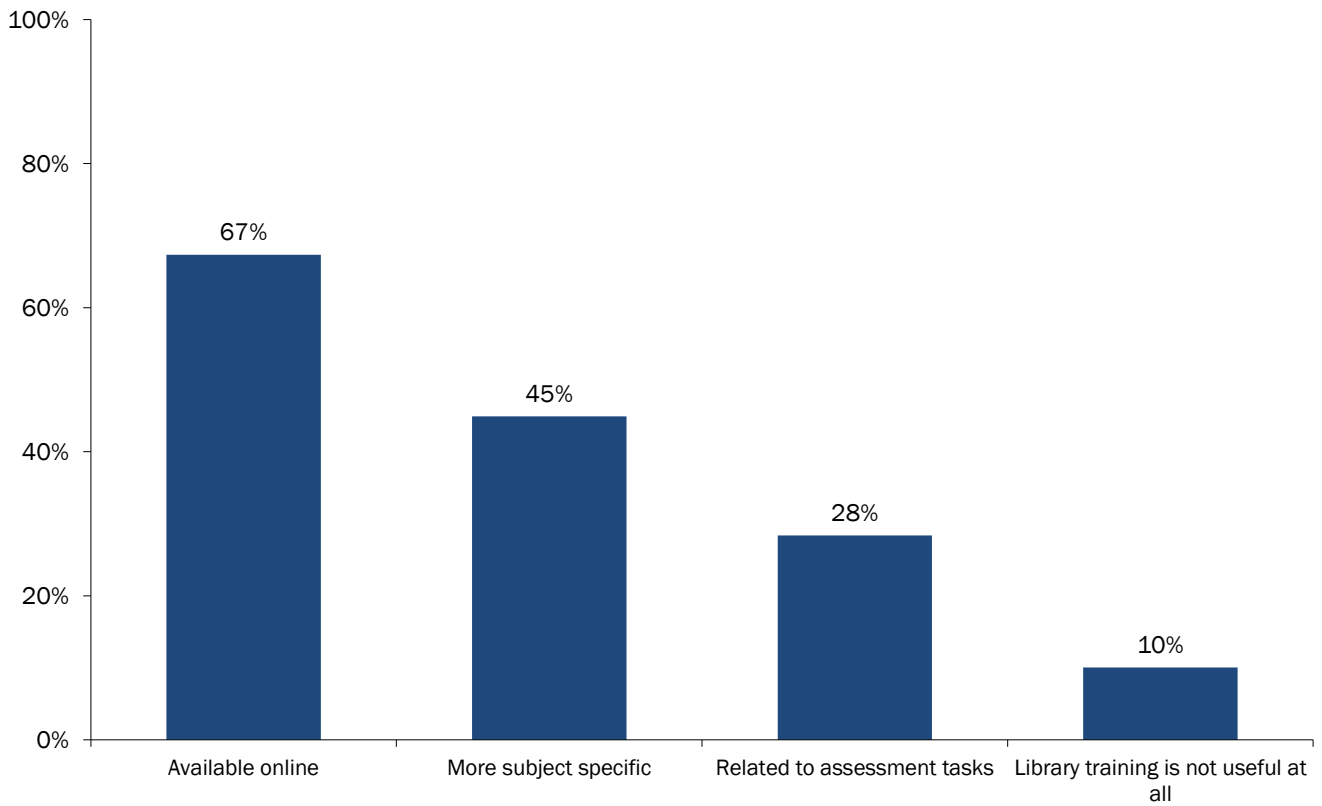
N=677

I use the Library at night and on weekends? If yes, what services do you use?
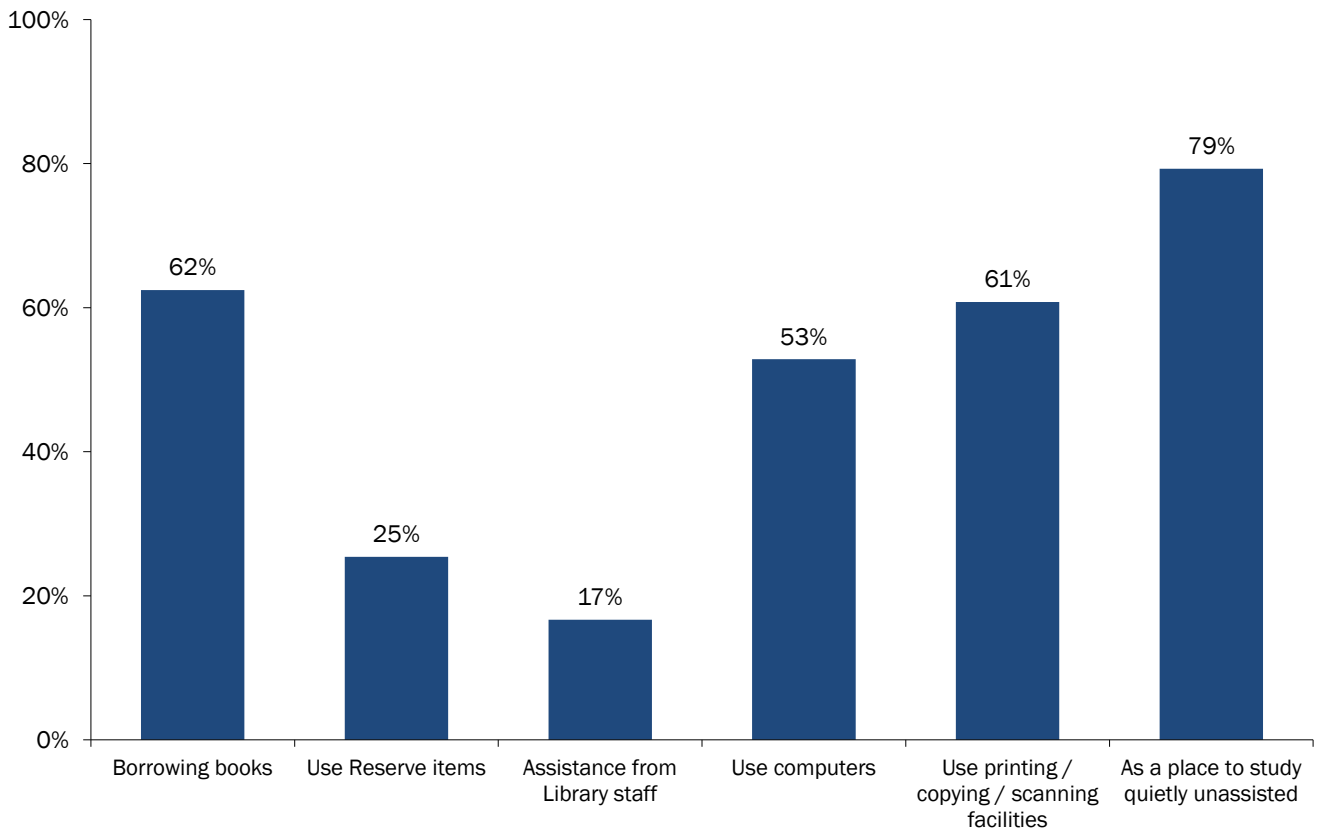
N=594

How much time in an average week do you spend reading the following information resources from the ANU?

Print resources
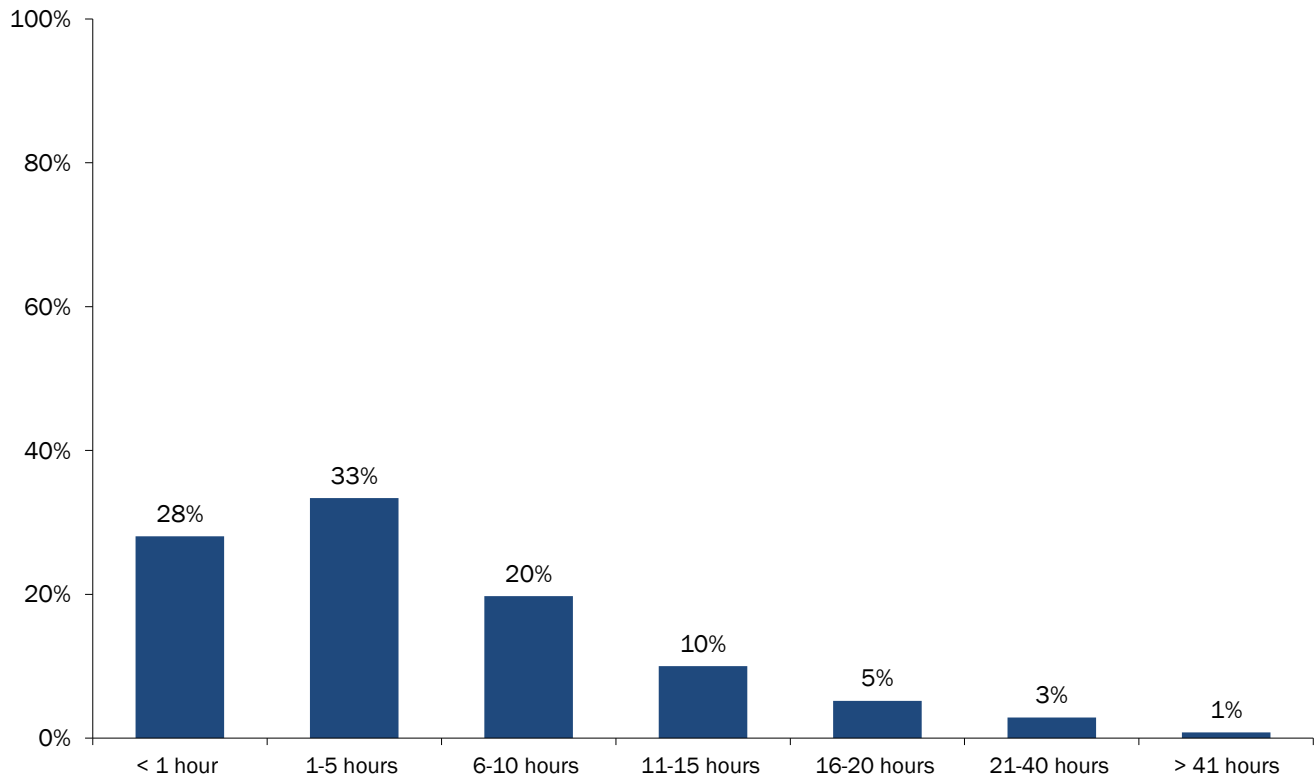
N=770

How much time in an average week do you spend reading the following information resources from the ANU?

Electronic resources
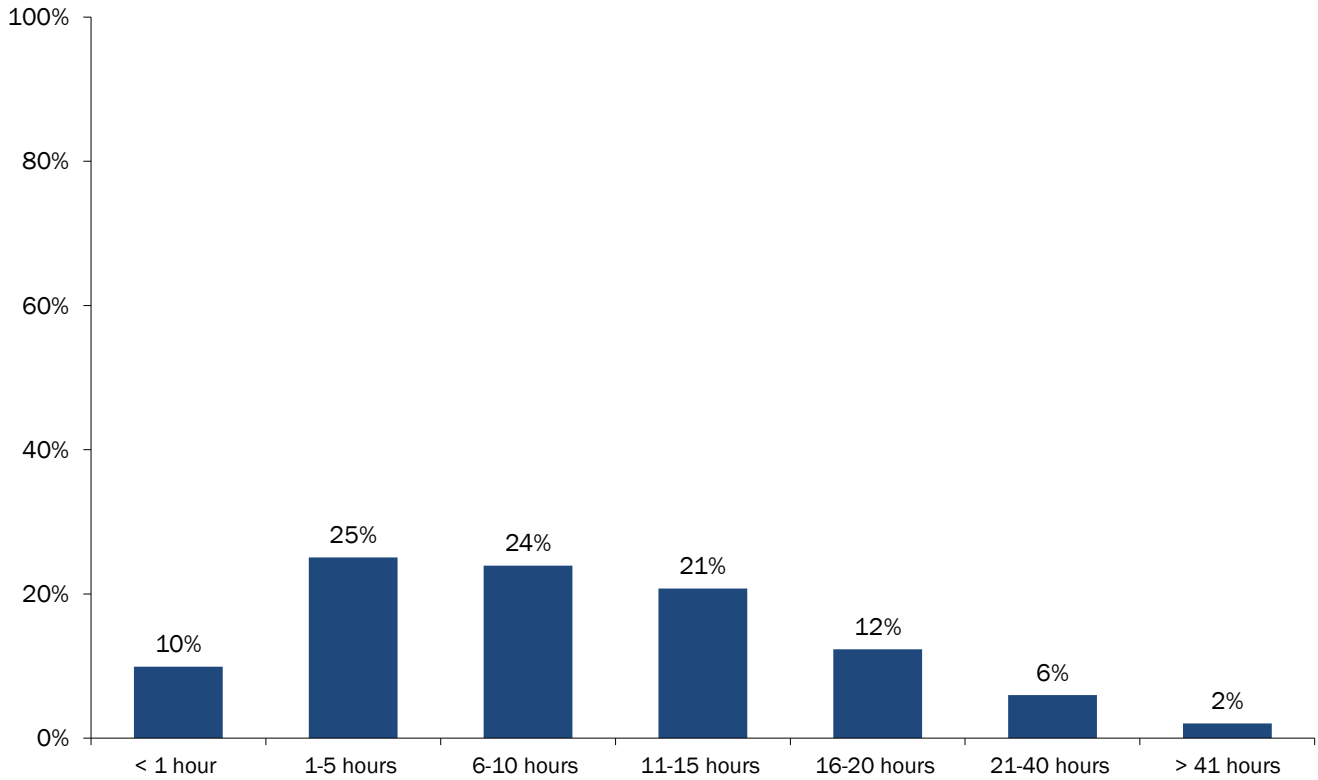
N=786

How many print and electronic resources (on average) made available to you by the ANU do you access in an average week?
Print resources
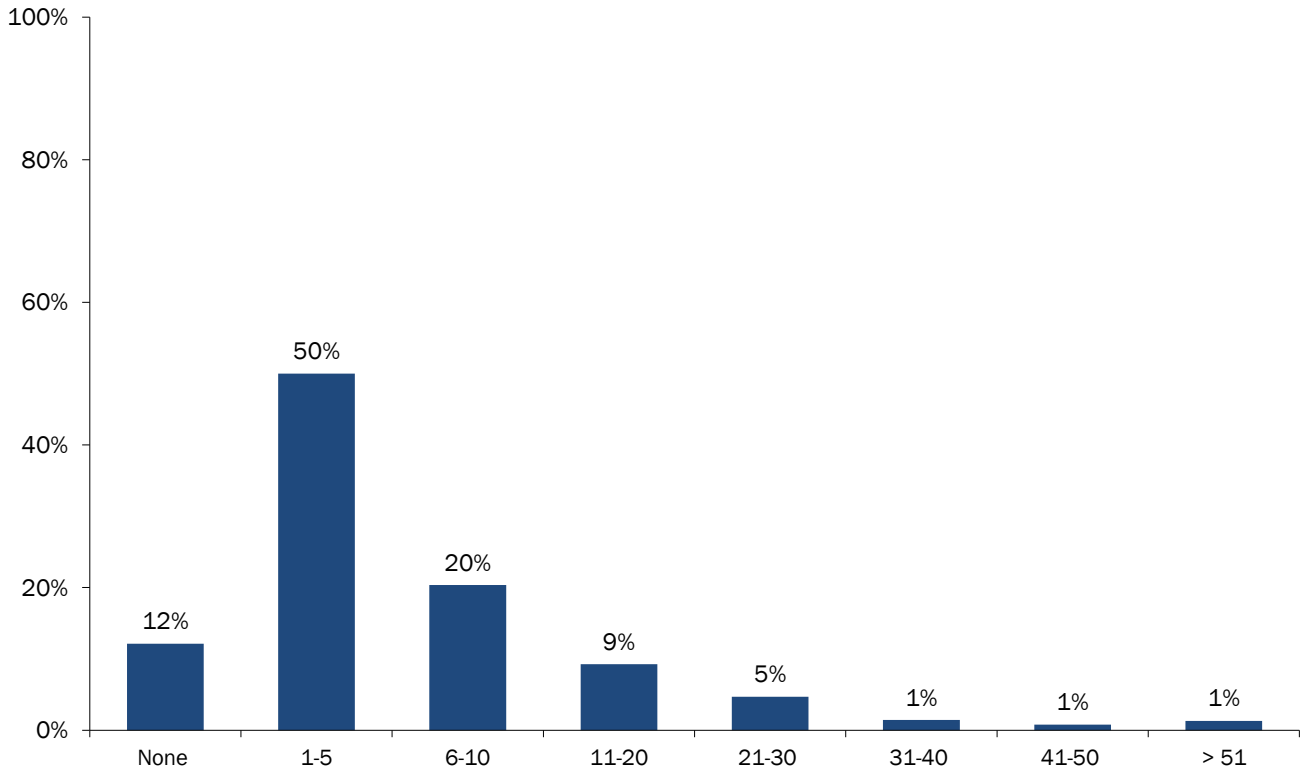
N=766

How many print and electronic resources (on average) made available to you by the ANU do you access in an average week?
Electronic resources
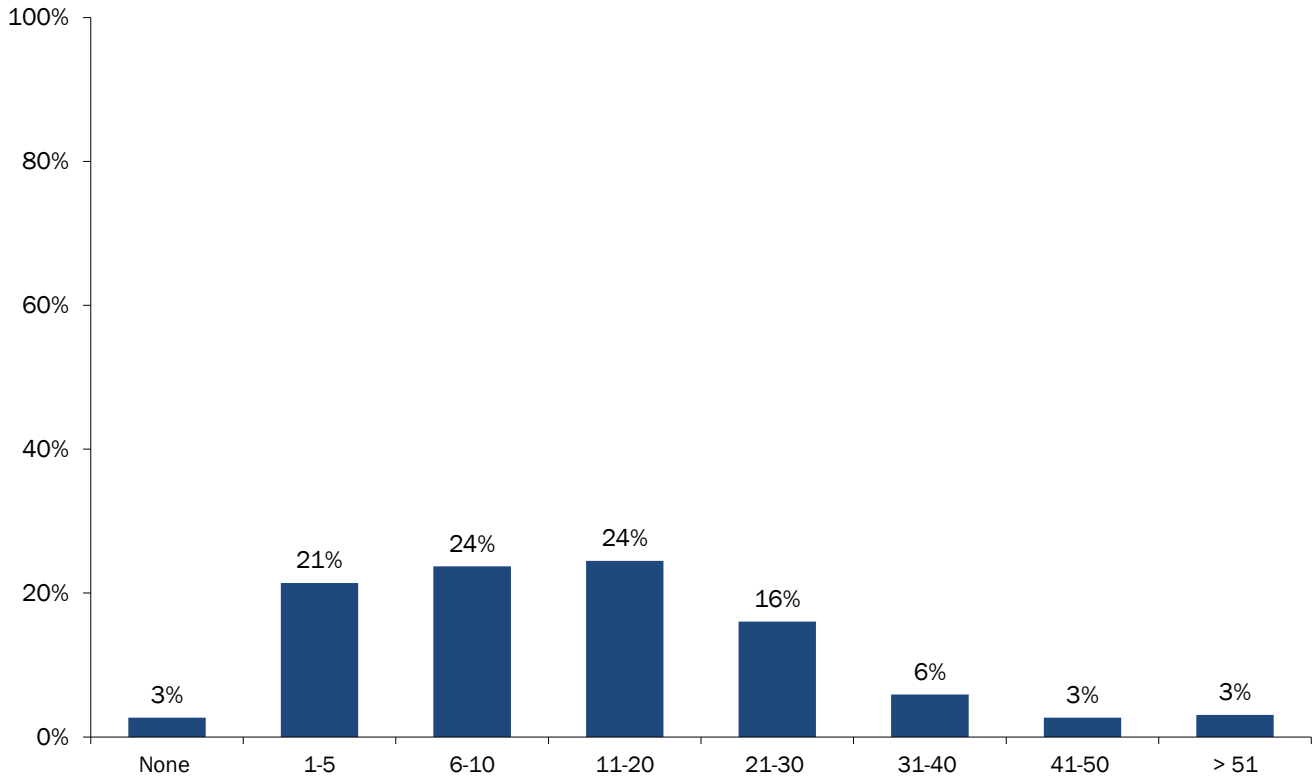
N=780

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 August 2012
Top 5 gap scores by demographic
How often do you come into the Library?

Unique factor

Daily (185 responses)	Gap score
Opening hours meet my needs	3.03
Printing, scanning and photocopying facilities in the Library meet my needs	2.70
A computer is available when I need one	2.41
I can get wireless access in the Library when I need to	2.17
I can find a quiet place in the Library to study when I need to	1.75

2-4 days a week (316 responses)	Gap score
Opening hours meet my needs	2.72
A computer is available when I need one	2.32
Printing, scanning and photocopying facilities in the Library meet my needs	2.31
The items I'm looking for on the Library shelves are usually there	1.95
I can get wireless access in the Library when I need to	1.82

Weekly (117 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.66
Opening hours meet my needs	1.59
The Library web site enables me to find the information I am looking for	1.51
I can get wireless access in the Library when I need to	1.41
A computer is available when I need one	1.31

Fortnightly (58 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.66
A computer is available when I need one	1.59
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.28
The Library web site enables me to find the information I am looking for	1.19
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.18

Monthly (42 responses)	Gap score
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.30
Printing, scanning and photocopying facilities in the Library meet my needs	1.24
The items I'm looking for on the Library shelves are usually there	1.09
The Library web site enables me to find the information I am looking for	1.07
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.06

Rarely (i.e. a few times a year) (58 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.80
The Library catalogue is easy to use	1.73
The Library web site enables me to find the information I am looking for	1.57
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.42
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.40

Never (11 responses)	Gap score
Library staff are readily available to assist me	2.33
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.92
When I am away from campus I can access the Library resources and services I need	1.72
Library staff provide accurate answers to my enquiries	1.55
Opening hours meet my needs	1.50

How often do you access the Library online?

Australian National University Library Client Survey August 2012 Top 5 gap scores by demographic How often do you access the Library online?	Unique factor
Daily (254 responses)	**Gap score**
Opening hours meet my needs	2.24
Printing, scanning and photocopying facilities in the Library meet my needs	2.23
A computer is available when I need one	1.96
The items I'm looking for on the Library shelves are usually there	1.65
I can get wireless access in the Library when I need to	1.51
2-4 days a week (287 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.35
Opening hours meet my needs	2.28
A computer is available when I need one	2.00
I can get wireless access in the Library when I need to	1.78
The items I'm looking for on the Library shelves are usually there	1.75
Weekly (120 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.33
Opening hours meet my needs	2.28
A computer is available when I need one	2.21
I can get wireless access in the Library when I need to	1.75
I can find a quiet place in the Library to study when I need to	1.55
Fortnightly (50 responses)	**Gap score**
A computer is available when I need one	2.02
Opening hours meet my needs	1.65
Printing, scanning and photocopying facilities in the Library meet my needs	1.63
I can get wireless access in the Library when I need to	1.57
Course specific resources meet my learning needs	1.26
Monthly (34 responses)	**Gap score**
Opening hours meet my needs	2.91
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	1.90
The Library web site enables me to find the information I am looking for	1.58
I can find a place in the Library to work in a group when I need to	1.46
Rarely (i.e. a few times a year) (33 responses)	**Gap score**
A computer is available when I need one	2.46
Opening hours meet my needs	2.29
Course specific resources meet my learning needs	1.86
The Library web site enables me to find the information I am looking for	1.83
Printing, scanning and photocopying facilities in the Library meet my needs	1.81

How often are you required to be on campus?

Australian National University Library Client Survey August 2012 Top 5 gap scores by demographic How often are you required to be on campus?	Unique factor
Daily (395 responses)	**Gap score**
Opening hours meet my needs	2.29
Printing, scanning and photocopying facilities in the Library meet my needs	2.21
A computer is available when I need one	2.01
I can get wireless access in the Library when I need to	1.58
I can find a quiet place in the Library to study when I need to	1.43
2-4 days a week (296 responses)	**Gap score**
Opening hours meet my needs	2.33
Printing, scanning and photocopying facilities in the Library meet my needs	2.33
A computer is available when I need one	2.08
I can get wireless access in the Library when I need to	1.92
The items I'm looking for on the Library shelves are usually there	1.87
Weekly (38 responses)	**Gap score**
Opening hours meet my needs	2.24
A computer is available when I need one	2.24
Printing, scanning and photocopying facilities in the Library meet my needs	2.15
The items I'm looking for on the Library shelves are usually there	1.72
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.54
Fortnightly (10 responses)	**Gap score**
Opening hours meet my needs	2.56
Printing, scanning and photocopying facilities in the Library meet my needs	2.00
SuperSearch works well for me	2.00
I can get wireless access in the Library when I need to	2.00
A computer is available when I need one	1.88
Monthly (11 responses)	**Gap score**
The Library web site enables me to find the information I am looking for	1.52
SuperSearch works well for me	1.50
The Library catalogue is easy to use	1.36
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.36
A computer is available when I need one	1.14
Rarely (i.e. a few times a year) (23 responses)	**Gap score**
Opening hours meet my needs	1.61
Printing, scanning and photocopying facilities in the Library meet my needs	1.56
The Library web site enables me to find the information I am looking for	1.29
Course specific resources meet my learning needs	1.25
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.09
Never (14 responses)	**Gap score**
Laptop facilities (e.g. desks, power) in the Library meet my needs	3.00
I can find a place in the Library to work in a group when I need to	2.67
When I am away from campus I can access the Library resources and services I need	2.07
I can get wireless access in the Library when I need to	1.80
Printing, scanning and photocopying facilities in the Library meet my needs	1.75

What single category best describes you?

Australian National University Library Client Survey August 2012 Top 5 gap scores by demographic What single category best describes you?	Unique factor
Undergraduate (489 responses)	**Gap score**
Opening hours meet my needs	2.97
Printing, scanning and photocopying facilities in the Library meet my needs	2.56
A computer is available when I need one	2.46
I can get wireless access in the Library when I need to	2.11
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.64
Postgraduate - Coursework (93 responses)	**Gap score**
Opening hours meet my needs	2.38
Printing, scanning and photocopying facilities in the Library meet my needs	2.32
I can find a quiet place in the Library to study when I need to	1.99
A computer is available when I need one	1.91
The items I'm looking for on the Library shelves are usually there	1.62
Postgraduate - Research (117 responses)	**Gap score**
The items I'm looking for on the Library shelves are usually there	1.65
Printing, scanning and photocopying facilities in the Library meet my needs	1.55
A computer is available when I need one	1.46
Opening hours meet my needs	1.44
SuperSearch works well for me	1.37
Academic/Research Staff (107 responses)	**Gap score**
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	1.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.35
The items I'm looking for on the Library shelves are usually there	1.34
The Library catalogue is easy to use	1.12
The Library web site enables me to find the information I am looking for	1.08
General Staff (47 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.17
The Library web site enables me to find the information I am looking for	1.31
The items I'm looking for on the Library shelves are usually there	1.26
The Library anticipates my learning and research needs	1.09
Library signage is clear	1.06

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

Australian National University Library Client Survey August 2012
Top 5 gap scores by demographic
What is your major area of study, research or teaching?

	Unique factor
Arts & Social Sciences (256 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.27
A computer is available when I need one	2.15
Opening hours meet my needs	2.00
The items I'm looking for on the Library shelves are usually there	1.89
I can find a quiet place in the Library to study when I need to	1.83
Asia & the Pacific (77 responses)	**Gap score**
The items I'm looking for on the Library shelves are usually there	2.11
Printing, scanning and photocopying facilities in the Library meet my needs	2.08
Opening hours meet my needs	2.00
The Library web site enables me to find the information I am looking for	1.42
The Library catalogue is easy to use	1.38
Business and Economics (91 responses)	**Gap score**
Opening hours meet my needs	2.90
A computer is available when I need one	2.85
Printing, scanning and photocopying facilities in the Library meet my needs	2.29
I can find a quiet place in the Library to study when I need to	2.24
I can get wireless access in the Library when I need to	2.20
Engineering and Computer Sciences (44 responses)	**Gap score**
Opening hours meet my needs	2.02
Printing, scanning and photocopying facilities in the Library meet my needs	1.97
I can get wireless access in the Library when I need to	1.65
A computer is available when I need one	1.44
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.99
Law (166 responses)	**Gap score**
Opening hours meet my needs	2.95
Printing, scanning and photocopying facilities in the Library meet my needs	2.21
I can get wireless access in the Library when I need to	1.99
A computer is available when I need one	1.91
The items I'm looking for on the Library shelves are usually there	1.59
Medicine, Biology & Environment (122 responses)	**Gap score**
A computer is available when I need one	2.60
Printing, scanning and photocopying facilities in the Library meet my needs	2.37
Opening hours meet my needs	1.84
I can find a quiet place in the Library to study when I need to	1.47
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.46
Physical & Mathematical Sciences (47 responses)	**Gap score**
Opening hours meet my needs	2.58
Printing, scanning and photocopying facilities in the Library meet my needs	1.97
I can get wireless access in the Library when I need to	1.43
The Library web site enables me to find the information I am looking for	1.33
A computer is available when I need one	1.19

Australian National University Library Client Survey August 2012 Top 5 gap scores by demographic What is your major area of study, research or teaching?	Unique factor

Administrative Area (19 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.86
I can get wireless access in the Library when I need to	1.45
Library signage is clear	1.40
The Library web site enables me to find the information I am looking for	0.89
I am informed about Library services	0.76

Other (40 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	2.46
Opening hours meet my needs	2.31
A computer is available when I need one	1.94
I can find a quiet place in the Library to study when I need to	1.73
SuperSearch works well for me	1.66

Undergraduate (489 responses)	Gap score
Opening hours meet my needs	2.97
Printing, scanning and photocopying facilities in the Library meet my needs	2.56
A computer is available when I need one	2.46
I can get wireless access in the Library when I need to	2.11
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.64

Which Campus Library do you use most?

Australian National University Library Client Survey August 2012	
Top 5 gap scores by demographic	
Which Campus Library do you use most?	Unique factor
Art & Music Library (46 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.60
A computer is available when I need one	2.23
I can find a quiet place in the Library to study when I need to	2.10
Opening hours meet my needs	2.05
The items I'm looking for on the Library shelves are usually there	1.83
JB Chifley Library (325 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	2.32
A computer is available when I need one	2.23
Opening hours meet my needs	1.99
The items I'm looking for on the Library shelves are usually there	1.76
I can find a quiet place in the Library to study when I need to	1.73
Law Library (120 responses)	**Gap score**
Opening hours meet my needs	2.95
I can get wireless access in the Library when I need to	2.07
Printing, scanning and photocopying facilities in the Library meet my needs	2.02
A computer is available when I need one	1.88
The items I'm looking for on the Library shelves are usually there	1.53
RG Menzies Library (108 responses)	**Gap score**
Opening hours meet my needs	1.95
Printing, scanning and photocopying facilities in the Library meet my needs	1.89
The items I'm looking for on the Library shelves are usually there	1.64
I can get wireless access in the Library when I need to	1.47
The Library web site enables me to find the information I am looking for	1.38
WK Hancock Library (260 responses)	**Gap score**
Opening hours meet my needs	2.49
Printing, scanning and photocopying facilities in the Library meet my needs	2.24
A computer is available when I need one	2.00
I can get wireless access in the Library when I need to	1.66
I can find a quiet place in the Library to study when I need to	1.43

Which category describes you?

Australian National University Library Client Survey August 2012	
Top 5 gap scores by demographic	
Which category describes you?	Unique factor
International Student (146 responses)	**Gap score**
Opening hours meet my needs	2.33
A computer is available when I need one	2.32
Printing, scanning and photocopying facilities in the Library meet my needs	2.18
The items I'm looking for on the Library shelves are usually there	1.57
I can find a quiet place in the Library to study when I need to	1.55
Domestic Student (579 responses)	**Gap score**
Opening hours meet my needs	2.67
Printing, scanning and photocopying facilities in the Library meet my needs	2.43
A computer is available when I need one	2.20
I can get wireless access in the Library when I need to	1.93
The items I'm looking for on the Library shelves are usually there	1.65

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.

	Survey completed
Plan	**Communication of results to senior management**
Do	**Results delivered to community (e.g. presentations & communiqués)**
Check	**Results reviewed in teams. Factors for improvement identified and action plans developed**
Act	**Action taken to improve**
	Ongoing measurement and review of progress and realignment of process (e.g. tracking surveys)