# insync surveys

# The University of Queensland

# Library Client Survey

# September 2012

# Key Findings

## THE UNIVERSITY
## OF QUEENSLAND
### AUSTRALIA

# 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 University of Queensland 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 September 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 first survey of its kind to be undertaken by the Library. The University of Queensland last conducted the survey in 2007, however the data and results generated by that survey are too old to provide any meaningful comparisons that may be incorporated in this report.

## 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 University of Queensland Library recorded an overall score of 79.8%. This places the Library in the first quartile (or top 25%) of libraries that have surveyed with us over the last 2 years.

The areas of highest importance to Library clients include Library staff providing accurate answers to enquiries, and being approachable and helpful. Other themes include adequacy of opening hours and wireless, ease of use of the Library catalogue and web site, online and course specific resources meeting the needs of users, availability of off-campus access to resources and services, and availability in the Library of quiet places for study.

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 wireless and self service facilities, and hard copy and online resources meeting the needs of users.

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 (eg ejournals, databases, ebooks) meet my learning/research needs*

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

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 87.3%.  The lowest score was identified on *Facilities and equipment* at 73.6%..

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

The *Information resources* category is performing in the top quartile. *Service delivery* and *Facilities and equipment* are second quartile (top 50%) benchmark performers. *Communication* is a median benchmark performer, and *Library staff* is ranked just under the median in the third quartile. The following table identifies performance of the Library across the best practice categories in the benchmarking context:

| | Communication | Service delivery | Facilities & equipment | Library staff | Information resources | Weighted total |
|---|---|---|---|---|---|---|
| Weighting | 15% | 22% | 18% | 20% | 25% | 100% |
| September 2012 | 76.0% | 78.9% | 73.6% | 87.3% | 81.4% | 79.8% |
| 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:

- *A laptop or desktop computer is available when I need one (gap score = 1.77)*

- *I can find a quiet place to study in the Library when I need to (gap score = 1.39)*

- *I can find a place in the Library to work in a group when I need to (gap score = 1.29)*

- *Laptop facilities (e.g. desks, power) in the Library meet my needs (gap score = 1.29)*

Respondents were asked to indicate how often they come into the Library, how often they access the Library online, and how often they come onto campus. The most common frequency response for all was *2-4 days a week*.

In conclusion, the Library has recorded strong performance results in 2012. This is especially encouraging in a period that has seen dramatic and widespread sector improvements in performance across most areas.

# 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 5665 responses. This number provides an excellent degree of confidence in the results obtained at the overall level.

| University of Queensland Library Client Survey September 2012 | | |
|---|---|---|
| **Response statistics** | | |
| **Total** | **5665** | |
| **Which Library branch do you use most?** | **n** | **%** |
| Architecture and Music Library | 152 | 2.7% |
| Biological Sciences Library 24x7 Space | 1092 | 19.3% |
| Dentistry Library | 63 | 1.1% |
| Dorothy Hill Engineering & Sciences Library | 954 | 16.8% |
| Fryer Library | 108 | 1.9% |
| Gatton Library | 348 | 6.1% |
| Graduate Economics & Business Library 24x7 Space | 41 | 0.7% |
| Herston Health Sciences Library | 248 | 4.4% |
| Ipswich Library | 193 | 3.4% |
| Law Library | 288 | 5.1% |
| Mater McAuley Hospital Library | 51 | 0.9% |
| PACE Health Sciences Library | 179 | 3.2% |
| Princess Alexandra Hospital Library | 117 | 2.1% |
| Rural Clinical Division Libraries | 27 | 0.5% |
| Social Sciences & Humanities Library | 1742 | 30.8% |
| Unspecified | 62 | 1.1% |
| **What is your major area of study, research or teaching?** | | |
| Architecture, design, urban environment | 88 | 1.6% |
| Arts (humanities and social sciences) | 1175 | 20.7% |
| Biomedicine, health sciences | 1559 | 27.5% |
| Commerce, business | 626 | 11.1% |
| Education | 181 | 3.2% |
| Engineering, technology | 584 | 10.3% |
| Environmental science, agriculture, forestry etc | 294 | 5.2% |
| Law | 246 | 4.3% |
| Science, mathematics | 604 | 10.7% |
| Veterinary science | 229 | 4.0% |
| Performing Arts & Music | 55 | 1.0% |
| Unspecified | 24 | 0.4% |

| University of Queensland Library Client Survey September 2012 | | |
|---|---|---|
| **Response statistics** | | |
| Total | 5665 | |
| **What single category best describes you?** | n | % |
| Undergraduate student | 3551 | 62.7% |
| Graduate coursework student | 795 | 14.0% |
| Research student (PhD or masters by research) | 577 | 10.2% |
| Academic staff | 341 | 6.0% |
| Professional staff | 256 | 4.5% |
| Library staff | 17 | 0.3% |
| Hospital staff | 53 | 0.9% |
| Other | 57 | 1.0% |
| Unspecified | 18 | 0.3% |
| **Which category describes you?** | | |
| English as a first language | 4266 | 75.3% |
| Non | 1387 | 24.5% |
| Unspecified | 12 | 0.2% |
| **How often do you come into the Library?** | | |
| Daily | 759 | 13.4% |
| 2–4 days a week | 2607 | 46.0% |
| Fortnightly | 919 | 16.2% |
| Monthly | 498 | 8.8% |
| Rarely (ie. A few times a year) | 486 | 8.6% |
| Never | 48 | 0.8% |
| Unspecified | 348 | 6.1% |
| **How often do you access the Library online?** | | |
| Daily | 1544 | 27.3% |
| 2–4 days a week | 2507 | 44.3% |
| Fortnightly | 800 | 14.1% |
| Monthly | 287 | 5.1% |
| Rarely (ie. A few times a year) | 167 | 2.9% |
| Never | 19 | 0.3% |
| Unspecified | 341 | 6.0% |
| **How often are you required to be on campus?** | | |
| Daily | 2225 | 39.3% |
| 2–4 days a week | 2634 | 46.5% |
| Fortnightly | 139 | 2.5% |
| Monthly | 49 | 0.9% |
| Rarely (ie. A few times a year) | 196 | 3.5% |
| Never | 77 | 1.4% |
| Unspecified | 345 | 6.1% |

# 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 | | | 5665 |
| --- | --- | --- | --- | --- |
| | Importance | | | |
| | Mean | Rank | # | % |
| Library staff provide accurate answers to my enquiries | 6.08 | 1 | 267 | 4.71% |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 5.99 | 2 | 85 | 1.50% |
| Library staff are approachable and helpful | 5.94 | 3 | 207 | 3.65% |
| Library staff treat me fairly and without discrimination | 5.89 | 4 | 238 | 4.20% |
| Library staff are readily available to assist me | 5.80 | 5 | 229 | 4.04% |
| Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs | 5.74 | 6 | 223 | 3.94% |
| The Library web site is easy to use | 5.59 | 7 | 66 | 1.17% |
| When I am away from campus I can access the Library resources and services I need | 5.57 | 8 | 141 | 2.49% |
| The Library catalogue is easy to use | 5.50 | 9 | 112 | 1.98% |
| I can get wireless access in the Library when I need to | 5.37 | 10 | 223 | 3.94% |
| Course specific resources (eg Course Resources, Subject Guides,) meet my learning needs | 5.36 | 11 | 242 | 4.27% |
| Books and articles I have requested from other libraries and campuses are delivered promptly | 5.33 | 12 | 706 | 12.46% |
| The Library web site provides useful information | 5.33 | 13 | 86 | 1.52% |
| The items I'm looking for on the library shelves are usually there | 5.22 | 14 | 178 | 3.14% |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 5.22 | 15 | 243 | 4.29% |
| Online enquiry services (e.g. 'Ask the Library' service, Email, general Library telephone number) meet my needs | 5.11 | 16 | 535 | 9.44% |
| Face-to-face enquiry services meet my needs | 5.11 | 17 | 329 | 5.81% |
| Printing, scanning and photocopying facilities in the Library meet my needs | 5.10 | 18 | 289 | 5.10% |
| Opening hours meet my needs | 4.77 | 19 | 112 | 1.98% |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 4.72 | 20 | 262 | 4.62% |
| Library signage is clear | 4.71 | 21 | 119 | 2.10% |
| A laptop or desktop computer is available when I need one | 4.65 | 22 | 193 | 3.41% |
| I can find a place in the Library to work in a group when I need to | 4.61 | 23 | 279 | 4.92% |
| The Library anticipates my learning and research needs | 4.59 | 24 | 249 | 4.40% |
| I am informed about Library services | 4.56 | 25 | 124 | 2.19% |
| I can find a quiet place in the Library to study when I need to | 4.45 | 26 | 171 | 3.02% |
| The Library is a good place to study | 4.21 | 27 | 194 | 3.42% |
| Library classes, tours and consultations help me with my learning and research needs | 4.13 | 28 | 546 | 9.64% |

# 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.

| September 2012<br>Top 10 importance | Mean<br>(1 = low,<br>7 = high) |
|---|---|
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 6.63 |
| I can get wireless access in the Library when I need to | 6.56 |
| When I am away from campus I can access the Library resources and services I need | 6.53 |
| The Library web site is easy to use | 6.42 |
| Library staff provide accurate answers to my enquiries | 6.42 |
| I can find a quiet place in the Library to study when I need to | 6.41 |
| The Library catalogue is easy to use | 6.40 |
| Library staff are approachable and helpful | 6.38 |
| Course specific resources (eg Course Resources, Subject Guides,) meet my learning needs | 6.37 |
| Opening hours meet my needs | 6.35 |

Of the 28 statements in the survey, 23 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 Library staff providing accurate answers to enquiries, and being approachable and helpful. Other themes include adequacy of opening hours and wireless, ease of use of the Library catalogue and web site, online and course specific resources meeting the needs of users, availability of off-campus access to resources and services, and availability in the Library of quiet places for study.

## 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.

| September 2012<br>Top 10 performance | Mean<br>(1 = low,<br>7 = high) |
|---|---|
| Library staff treat me fairly and without discrimination | 6.34 |
| Library staff are approachable and helpful*8 | 6.09 |
| Library staff provide accurate answers to my enquiries*5 | 6.09 |
| Self Service (e.g. self check loans, requests, renewals, holds) meets my needs | 6.03 |
| Library staff are readily available to assist me | 5.93 |
| When I am away from campus I can access the Library resources and services I need*3 | 5.90 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*1 | 5.82 |
| I can get wireless access in the Library when I need to*2 | 5.78 |
| Face-to-face enquiry services meet my needs | 5.75 |
| Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs | 5.72 |

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

The survey identified 25 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 wireless and self service facilities, and hard copy and online resources meeting the needs of users.

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 (eg ejournals, databases, ebooks) meet my learning/research needs*

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

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. Please note that the lowest performing variable appears first on the list.

| September 2012<br>Lowest 10 performance | Mean<br>(1 = low,<br>7 = high) |
|---|---|
| A laptop or desktop computer is available when I need one | 4.43 |
| I can find a place in the Library to work in a group when I need to | 4.76 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 4.96 |
| I am informed about Library services | 5.01 |
| I can find a quiet place in the Library to study when I need to*6 | 5.02 |
| The Library anticipates my learning and research needs | 5.19 |
| The items I'm looking for on the library shelves are usually there | 5.27 |
| Library classes, tours and consultations help me with my learning and research needs | 5.31 |
| Library signage is clear | 5.37 |
| Opening hours meet my needs*10 | 5.38 |

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

## 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 2012 survey.

| September 2012<br>Top 10 gaps | Mean<br>(1 = low,<br>7 = high) |
|---|---|
| A laptop or desktop computer is available when I need one | 1.77 |
| I can find a quiet place in the Library to study when I need to*6 | 1.39 |
| I can find a place in the Library to work in a group when I need to | 1.29 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.29 |
| The items I'm looking for on the library shelves are usually there | 1.08 |
| Opening hours meet my needs*10 | 0.98 |
| The Library catalogue is easy to use*7 | 0.96 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*1 | 0.80 |
| The Library is a good place to study | 0.80 |
| The Library web site is easy to use*4 | 0.79 |

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

Of all the 28 variables, none recorded a gap score in the critical range.

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

- *I can find a quiet place to study in the Library when I need to*
  (a median benchmark performer)

- *Opening hours meet my needs*
  (a bottom 50% benchmark performer)

- *The Library catalogue is easy to use*
  (a top 50% benchmark performer)

- *Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*
  (a top 25% benchmark performer)

- *The library web site is easy to use*
  (also a top 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.
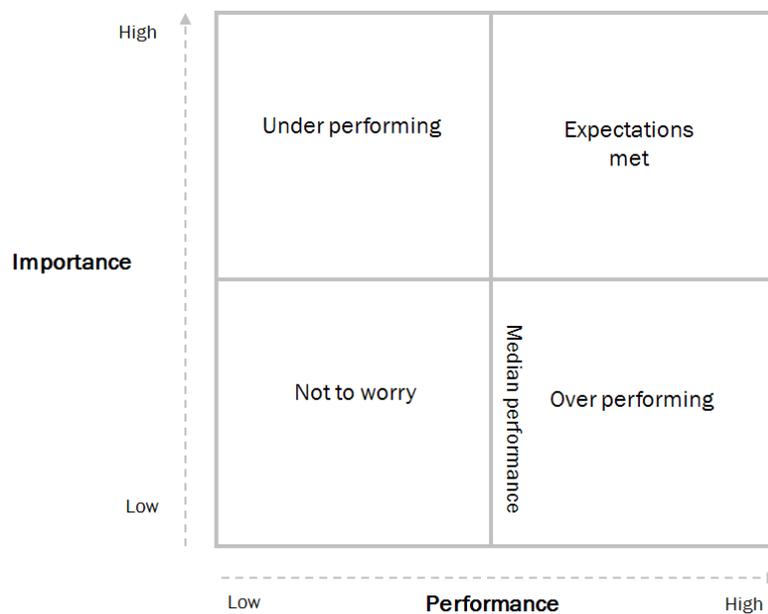
## Prioritising potential improvement opportunities

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

- *A laptop or desktop computer is available when I need one*
  *(gap score = 1.77)*

- *I can find a quiet place to study in the Library when I need to*
  *(gap score = 1.39)*

- *I can find a place in the Library to work in a group when I need to*
  *(gap score = 1.29)*

- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
  *(gap score = 1.29)*

# Comparison with other libraries

**Weighted performance index**

The Library recorded an overall score of 79.8%. This places the Library in the first quartile (or top 25%) of libraries that have surveyed with us over the last 2 years.

**Weighted performance index**
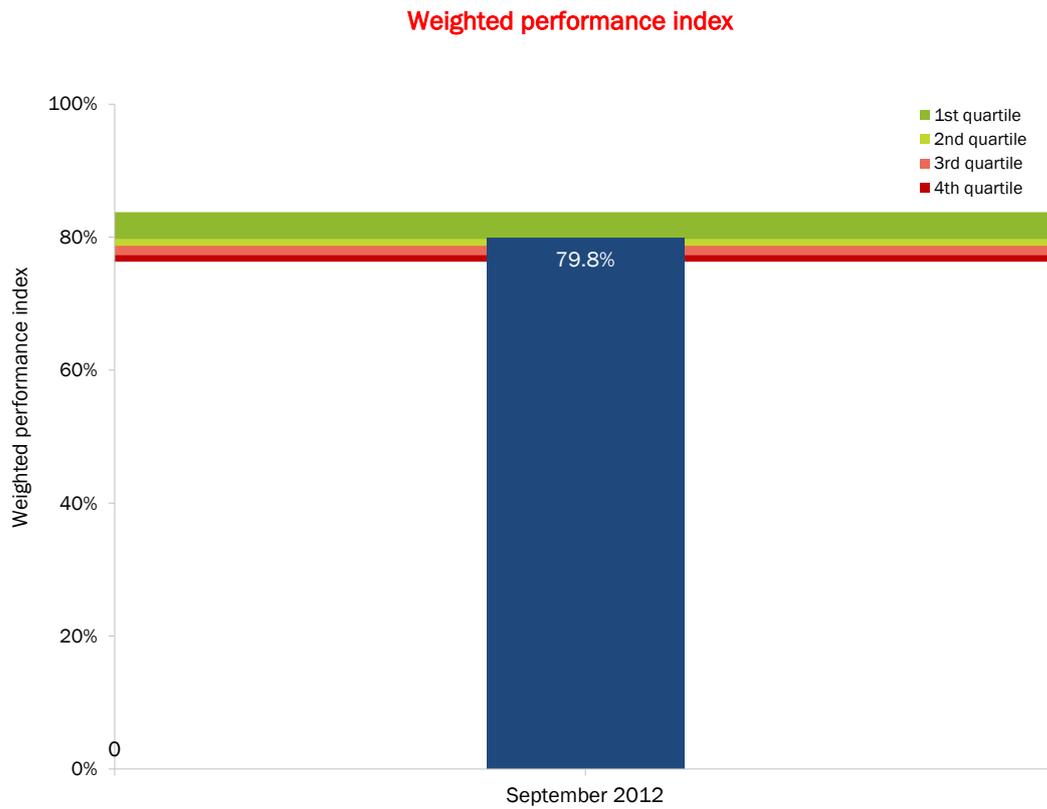
## Best practice categories

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 graph below).

The *Information resources* category is performing in the top quartile. *Service delivery* and *Facilities and equipment* are second quartile (top 50%) benchmark performers. *Communication* is a median benchmark performer, and *Library staff* is ranked just under the median in the third quartile.

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

**Best practice categories**
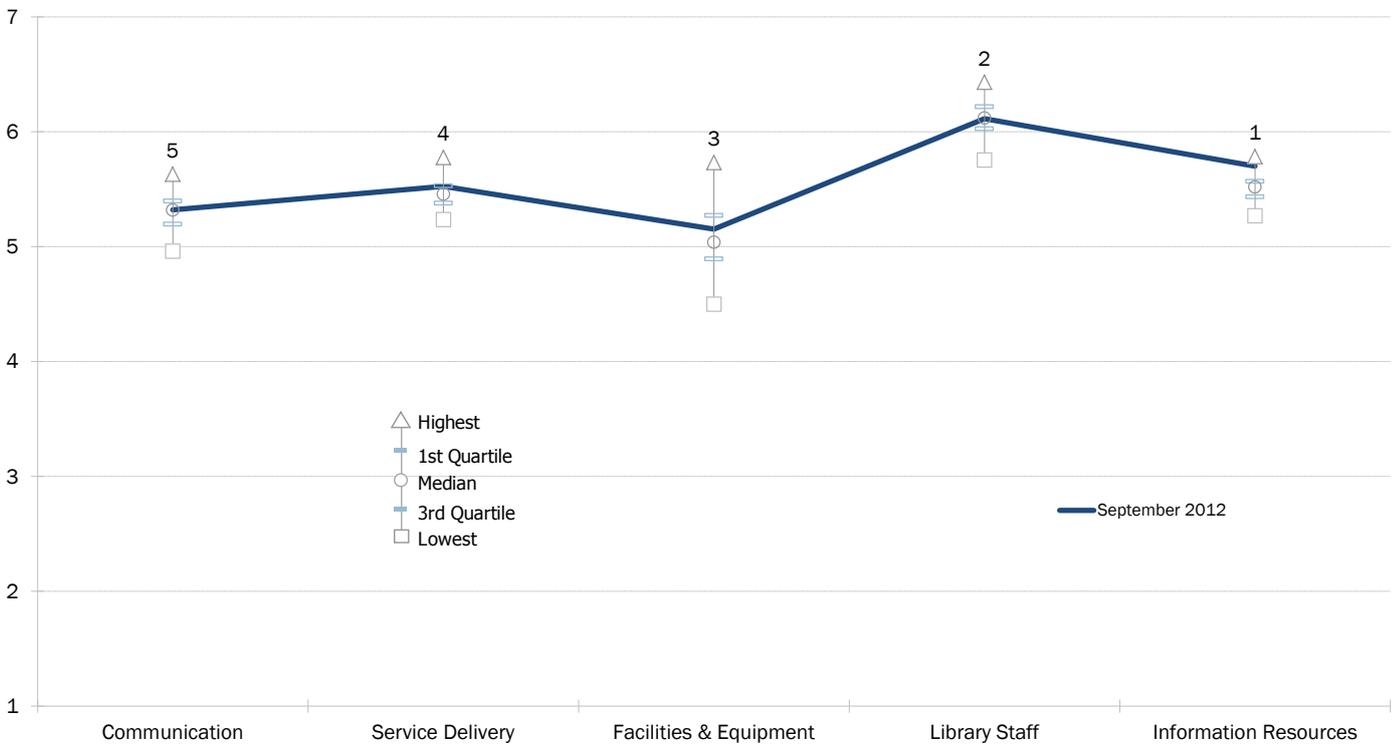
## Scorecard

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 87.3%. The lowest score was identified on *Facilities and equipment* at 73.6%.

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.

<div align="center">Scorecard</div>

| | Communication | Service delivery | Facilities & equipment | Library staff | Information resources | Weighted total |
|---|---|---|---|---|---|---|
| Weighting | 15% | 22% | 18% | 20% | 25% | 100% |
| September 2012 | 76.0% | 78.9% | 73.6% | 87.3% | 81.4% | 79.8% |
| 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 5.71 places the Library in the first quartile (or top 25%) when compared with other libraries that have surveyed over the last two years.

**Overall satisfaction**
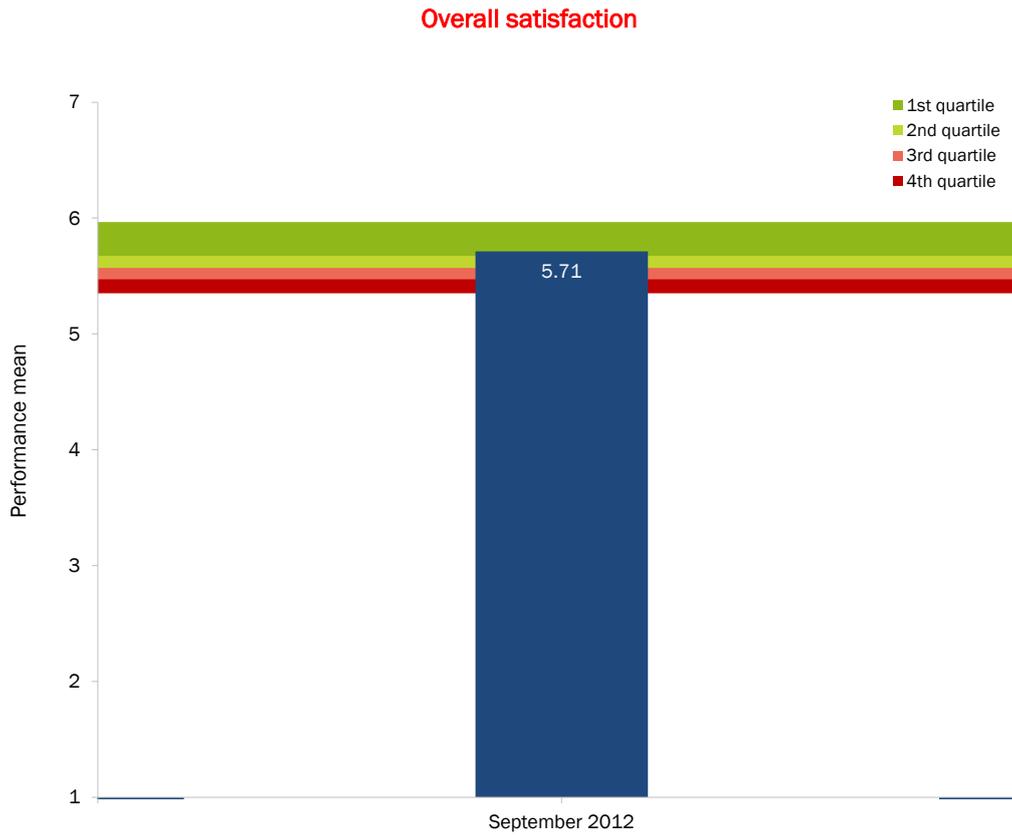
## Looking for Information

Respondents were asked about their information seeking behaviours, and were presented with three multiple choice statements. The following bar charts display in percentage terms the preferences of respondents recorded against each of the statements.

**My success in researching a topic is largely dependent on...**
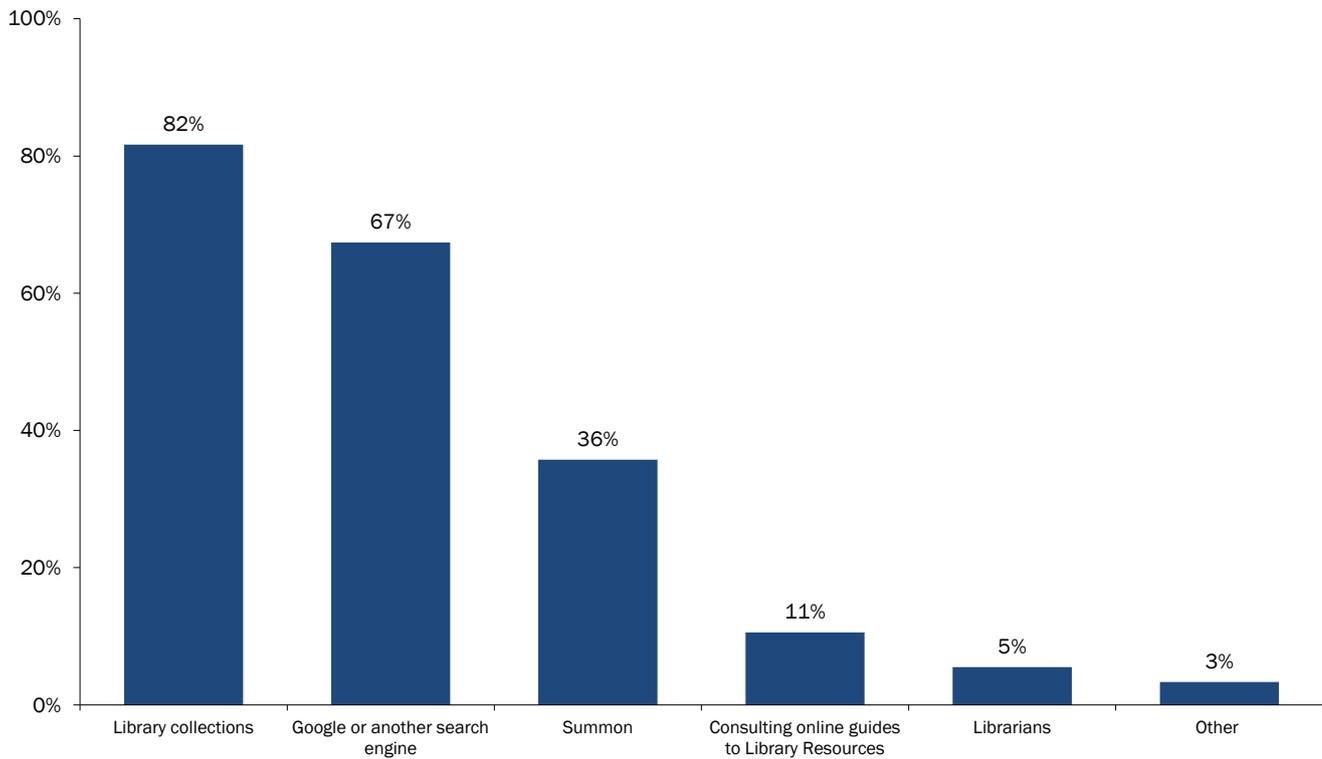


N=5358

**If I need to ask Library staff for help, I prefer to...**
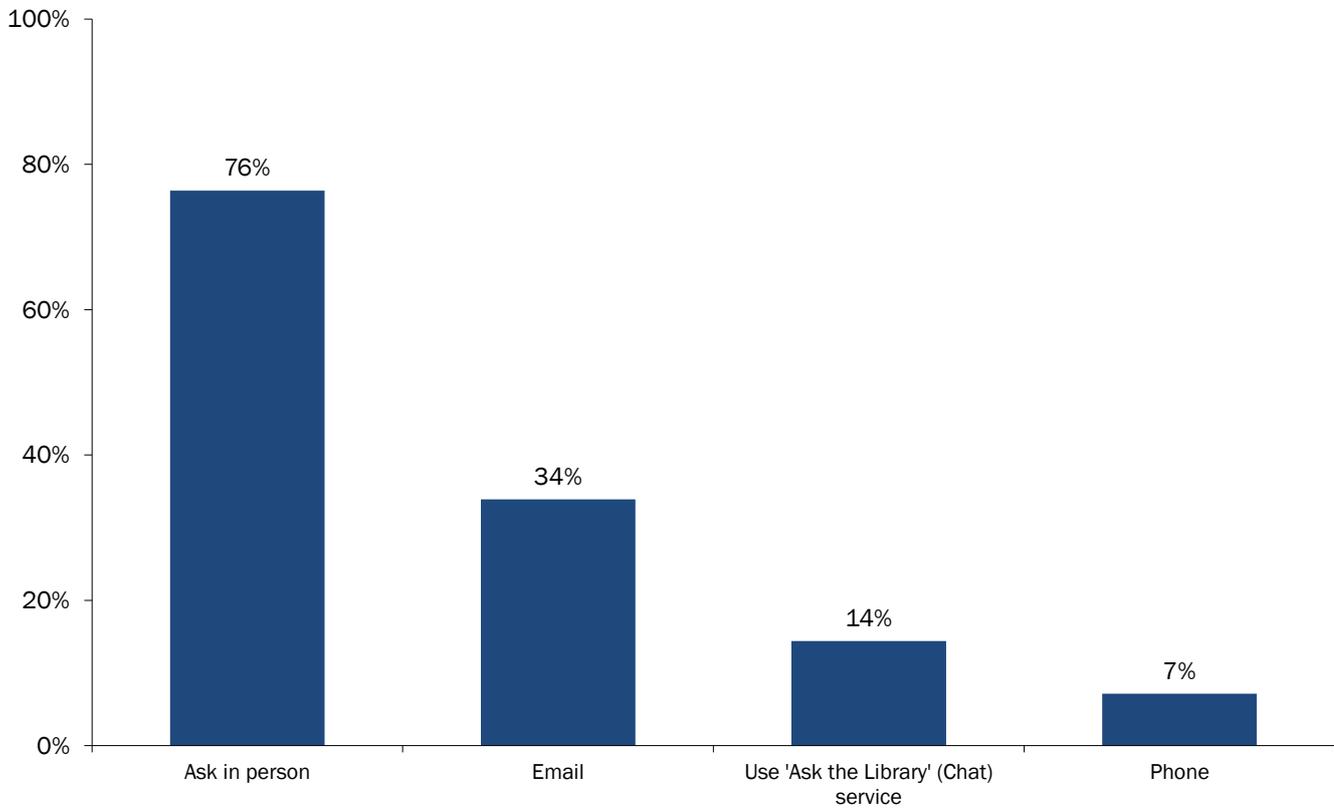


N=5333

## I prefer to learn about Library services through...
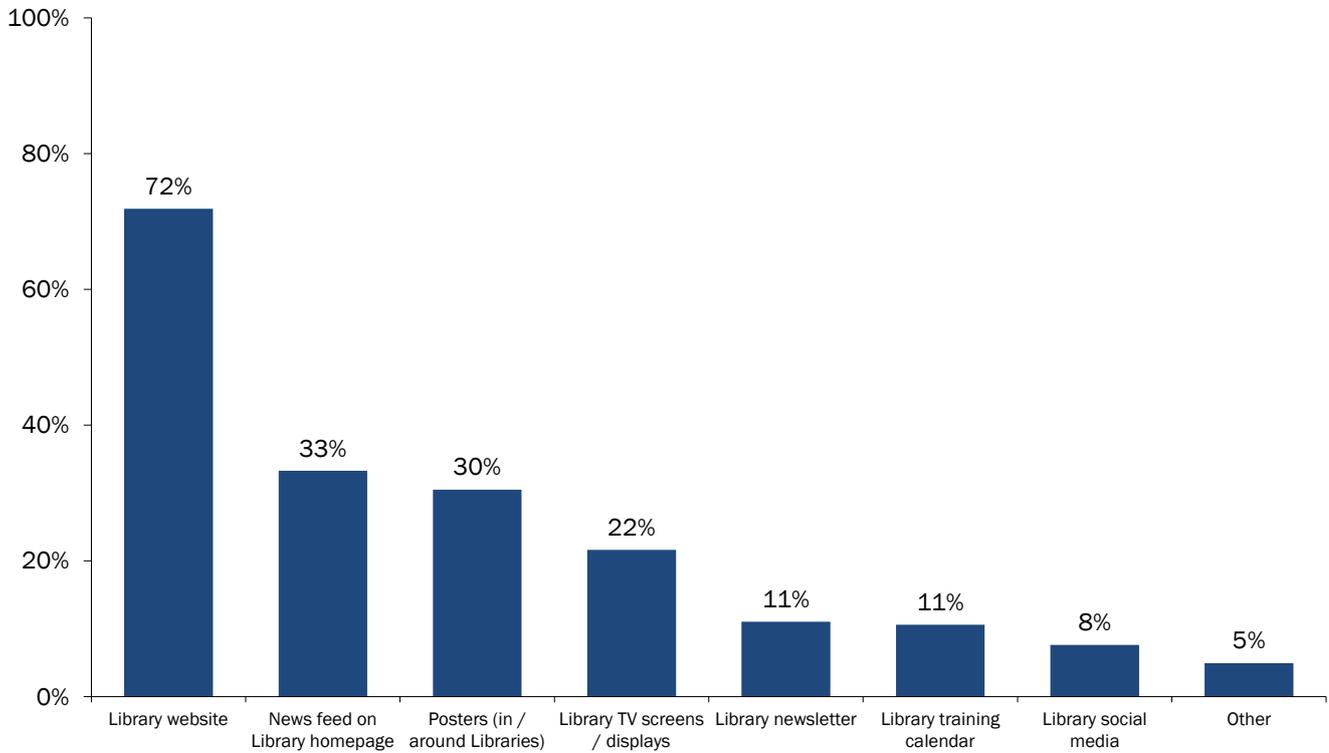


N=5310

# 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 University of Melbourne.

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?

| University of Queensland Library Client Survey September 2012<br>Top 5 gap scores by demographic<br>How often do you come into the Library? | Unique factor |
|---|---|
| **Daily (759 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.96 |
| I can find a quiet place in the Library to study when I need to | 1.71 |
| I can find a place in the Library to work in a group when I need to | 1.57 |
| Opening hours meet my needs | 1.54 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.48 |
| **2–4 days a week (2607 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.02 |
| I can find a quiet place in the Library to study when I need to | 1.54 |
| I can find a place in the Library to work in a group when I need to | 1.46 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.46 |
| The items I'm looking for on the library shelves are usually there | 1.21 |
| **Fortnightly (919 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.55 |
| I can find a quiet place in the Library to study when I need to | 1.17 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.11 |
| I can find a place in the Library to work in a group when I need to | 1.06 |
| The Library catalogue is easy to use | 0.95 |
| **Monthly (498 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.05 |
| The Library catalogue is easy to use | 0.98 |
| I can find a quiet place in the Library to study when I need to | 0.87 |
| The Library web site is easy to use | 0.85 |
| The items I'm looking for on the library shelves are usually there | 0.80 |
| **Rarely (ie. A few times a year) (486 responses)** | **Gap score** |
| The Library catalogue is easy to use | 1.14 |
| The Library web site is easy to use | 1.07 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.90 |
| A laptop or desktop computer is available when I need one | 0.88 |
| The Library web site provides useful information | 0.70 |
| **Never (48 responses)** | **Gap score** |
| The Library catalogue is easy to use | 1.34 |
| The Library web site is easy to use | 1.21 |
| Course specific resources (eg Course Resources, Subject Guides,) meet my learning needs | 0.96 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.92 |
| The Library web site provides useful information | 0.69 |

## How often do you access the Library online?

| University of Queensland Library Client Survey September 2012<br>Top 5 gap scores by demographic<br>How often do you access the Library online? | Unique factor |
| --- | --- |
| **Daily (1544 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.83 |
| I can find a quiet place in the Library to study when I need to | 1.52 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.29 |
| I can find a place in the Library to work in a group when I need to | 1.24 |
| The items I'm looking for on the library shelves are usually there | 1.20 |
| **2–4 days a week (2507 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.87 |
| I can find a quiet place in the Library to study when I need to | 1.42 |
| I can find a place in the Library to work in a group when I need to | 1.41 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.35 |
| The items I'm looking for on the library shelves are usually there | 1.12 |
| **Fortnightly (800 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.63 |
| I can find a place in the Library to work in a group when I need to | 1.20 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.17 |
| I can find a quiet place in the Library to study when I need to | 1.17 |
| The items I'm looking for on the library shelves are usually there | 0.87 |
| **Monthly (287 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.07 |
| I can find a place in the Library to work in a group when I need to | 0.93 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 0.93 |
| I can find a quiet place in the Library to study when I need to | 0.89 |
| The Library catalogue is easy to use | 0.86 |
| **Rarely (ie. A few times a year) (167 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.63 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.41 |
| I can find a quiet place in the Library to study when I need to | 1.38 |
| I can find a place in the Library to work in a group when I need to | 1.22 |
| The Library web site is easy to use | 0.90 |
| **Never (19 responses)** | **Gap score** |
| Library staff are approachable and helpful | 2.17 |
| Library staff are readily available to assist me | 2.13 |
| The Library catalogue is easy to use | 2.04 |
| Library staff treat me fairly and without discrimination | 1.90 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.83 |

## How often are you required to be on campus?

| University of Queensland Library Client Survey September 2012<br>Top 5 gap scores by demographic<br>How often are you required to be on campus? | Unique factor |
| --- | --- |
| **Daily (2225 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.57 |
| I can find a quiet place in the Library to study when I need to | 1.33 |
| I can find a place in the Library to work in a group when I need to | 1.27 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.14 |
| The items I'm looking for on the library shelves are usually there | 1.03 |
| **2–4 days a week (2634 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.03 |
| I can find a quiet place in the Library to study when I need to | 1.49 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.46 |
| I can find a place in the Library to work in a group when I need to | 1.42 |
| The items I'm looking for on the library shelves are usually there | 1.16 |
| **Fortnightly (139 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.45 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.33 |
| The Library catalogue is easy to use | 1.33 |
| The Library web site is easy to use | 1.24 |
| I can find a quiet place in the Library to study when I need to | 1.11 |
| **Monthly (49 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.54 |
| I can find a quiet place in the Library to study when I need to | 1.31 |
| The Library catalogue is easy to use | 0.94 |
| Opening hours meet my needs | 0.92 |
| The items I'm looking for on the library shelves are usually there | 0.81 |
| **Rarely (ie. A few times a year) (196 responses)** | **Gap score** |
| I can find a quiet place in the Library to study when I need to | 0.97 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 0.92 |
| Opening hours meet my needs | 0.92 |
| The Library catalogue is easy to use | 0.91 |
| A laptop or desktop computer is available when I need one | 0.89 |
| **Never (77 responses)** | **Gap score** |
| The Library catalogue is easy to use | 1.26 |
| The Library web site is easy to use | 1.03 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.90 |
| Course specific resources (eg Course Resources, Subject Guides,) meet my learning needs | 0.89 |
| The Library web site provides useful information | 0.88 |

# What single category best describes you?

| University of Queensland Library Client Survey September 2012 Top 5 gap scores by demographic What single category best describes you? | Unique factor |
|---|---|
| **Undergraduate student (3551 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.00 |
| I can find a place in the Library to work in a group when I need to | 1.51 |
| I can find a quiet place in the Library to study when I need to | 1.50 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.45 |
| The items I'm looking for on the library shelves are usually there | 1.14 |
| **Graduate coursework student (795 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.84 |
| I can find a quiet place in the Library to study when I need to | 1.57 |
| Opening hours meet my needs | 1.39 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.36 |
| I can find a place in the Library to work in a group when I need to | 1.35 |
| **Research student (PhD or masters by research) (577 responses)** | **Gap score** |
| The Library catalogue is easy to use | 1.25 |
| The Library web site is easy to use | 1.16 |
| A laptop or desktop computer is available when I need one | 0.99 |
| The items I'm looking for on the library shelves are usually there | 0.96 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.95 |
| **Academic staff (341 responses)** | **Gap score** |
| The Library web site is easy to use | 1.22 |
| The Library catalogue is easy to use | 1.22 |
| The Library web site provides useful information | 0.86 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.75 |
| The items I'm looking for on the library shelves are usually there | 0.68 |
| **Professional staff (256 responses)** | **Gap score** |
| The Library catalogue is easy to use | 0.98 |
| The Library web site is easy to use | 0.88 |
| A laptop or desktop computer is available when I need one | 0.72 |
| The items I'm looking for on the library shelves are usually there | 0.66 |
| The Library web site provides useful information | 0.64 |
| **Library staff (17 responses)** | **Gap score** |
| The Library web site is easy to use | 1.58 |
| I can find a quiet place in the Library to study when I need to | 1.30 |
| A laptop or desktop computer is available when I need one | 1.25 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.14 |
| The Library web site provides useful information | 1.08 |
| **Hospital staff (53 responses)** | **Gap score** |
| Opening hours meet my needs | 0.85 |
| The Library catalogue is easy to use | 0.73 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.71 |
| I can get wireless access in the Library when I need to | 0.67 |
| The Library web site is easy to use | 0.66 |

| University of Queensland Library Client Survey September 2012 | |
|---|---|
| **Top 5 gap scores by demographic** | |
| **What single category best describes you?** | |
| **Other (57 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.39 |
| I can find a quiet place in the Library to study when I need to | 1.12 |
| The Library web site is easy to use | 1.10 |
| The items I'm looking for on the library shelves are usually there | 1.07 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.96 |
| **English as a first language (4266 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.82 |
| I can find a quiet place in the Library to study when I need to | 1.42 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.36 |
| I can find a place in the Library to work in a group when I need to | 1.33 |
| The items I'm looking for on the library shelves are usually there | 1.01 |

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

| University of Queensland Library Client Survey September 2012<br>Top 5 gap scores by demographic<br>What is your major area of study, research or teaching? | Unique factor |
|---|---|
| **Architecture, design, urban environment (88 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.06 |
| I can find a place in the Library to work in a group when I need to | 1.73 |
| Opening hours meet my needs | 1.54 |
| I can find a quiet place in the Library to study when I need to | 1.52 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.42 |
| **Arts (humanities and social sciences) (1175 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.36 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.64 |
| I can find a quiet place in the Library to study when I need to | 1.55 |
| The items I'm looking for on the library shelves are usually there | 1.27 |
| I can find a place in the Library to work in a group when I need to | 1.21 |
| **Biomedicine, health sciences (1559 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.52 |
| I can find a quiet place in the Library to study when I need to | 1.38 |
| I can find a place in the Library to work in a group when I need to | 1.30 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.15 |
| Opening hours meet my needs | 1.13 |
| **Commerce, business (626 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.04 |
| I can find a place in the Library to work in a group when I need to | 1.68 |
| I can find a quiet place in the Library to study when I need to | 1.48 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.46 |
| The items I'm looking for on the library shelves are usually there | 1.27 |
| **Education (181 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.33 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.53 |
| I can find a quiet place in the Library to study when I need to | 1.33 |
| I can find a place in the Library to work in a group when I need to | 1.29 |
| The items I'm looking for on the library shelves are usually there | 1.13 |
| **Engineering, technology (584 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.69 |
| I can find a place in the Library to work in a group when I need to | 1.38 |
| I can find a quiet place in the Library to study when I need to | 1.01 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 0.97 |
| The items I'm looking for on the library shelves are usually there | 0.94 |
| **Environmental science, agriculture, forestry etc (294 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.49 |
| I can find a quiet place in the Library to study when I need to | 1.31 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.14 |
| The Library catalogue is easy to use | 1.11 |
| I can find a place in the Library to work in a group when I need to | 1.02 |

| University of Queensland Library Client Survey September 2012 | |
| --- | --- |
| **Top 5 gap scores by demographic** | |
| **What is your major area of study, research or teaching?** | Unique factor |

| **Law (246 responses)** | **Gap score** |
| --- | --- |
| I can find a quiet place in the Library to study when I need to | 1.72 |
| A laptop or desktop computer is available when I need one | 1.63 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.52 |
| I can find a place in the Library to work in a group when I need to | 1.48 |
| The items I'm looking for on the library shelves are usually there | 1.40 |
| **Science, mathematics (604 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.69 |
| I can find a quiet place in the Library to study when I need to | 1.33 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.29 |
| I can find a place in the Library to work in a group when I need to | 1.17 |
| The items I'm looking for on the library shelves are usually there | 1.05 |
| **Veterinary science (229 responses)** | **Gap score** |
| I can find a quiet place in the Library to study when I need to | 1.30 |
| Opening hours meet my needs | 1.05 |
| The items I'm looking for on the library shelves are usually there | 0.93 |
| The Library catalogue is easy to use | 0.87 |
| The Library is a good place to study | 0.83 |
| **Performing Arts & Music (55 responses)** | **Gap score** |
| Opening hours meet my needs | 1.57 |
| The items I'm looking for on the library shelves are usually there | 1.24 |
| The Library catalogue is easy to use | 1.13 |
| A laptop or desktop computer is available when I need one | 1.10 |
| I can find a quiet place in the Library to study when I need to | 1.03 |
| **Undergraduate student (3551 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.00 |
| I can find a place in the Library to work in a group when I need to | 1.51 |
| I can find a quiet place in the Library to study when I need to | 1.50 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.45 |
| The items I'm looking for on the library shelves are usually there | 1.14 |

# Which Library branch do you use most?

| Architecture and Music Library (152 responses) | Gap score |
|---|---|
| Opening hours meet my needs | 1.57 |
| A laptop or desktop computer is available when I need one | 1.50 |
| I can find a quiet place in the Library to study when I need to | 1.33 |
| The items I'm looking for on the library shelves are usually there | 1.27 |
| I can find a place in the Library to work in a group when I need to | 1.18 |
| **Biological Sciences Library 24x7 Space (1092 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.33 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.76 |
| I can find a quiet place in the Library to study when I need to | 1.74 |
| I can find a place in the Library to work in a group when I need to | 1.68 |
| The items I'm looking for on the library shelves are usually there | 1.08 |
| **Dentistry Library (63 responses)** | **Gap score** |
| Opening hours meet my needs | 1.80 |
| I can find a quiet place in the Library to study when I need to | 1.62 |
| A laptop or desktop computer is available when I need one | 1.52 |
| I can find a place in the Library to work in a group when I need to | 1.48 |
| The Library is a good place to study | 1.13 |
| **Dorothy Hill Engineering & Sciences Library (954 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.64 |
| I can find a place in the Library to work in a group when I need to | 1.27 |
| I can find a quiet place in the Library to study when I need to | 1.09 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.03 |
| The items I'm looking for on the library shelves are usually there | 1.00 |
| **Fryer Library (108 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.83 |
| I can find a quiet place in the Library to study when I need to | 1.79 |
| I can find a place in the Library to work in a group when I need to | 1.41 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.28 |
| Opening hours meet my needs | 1.20 |
| **Gatton Library (348 responses)** | **Gap score** |
| I can find a quiet place in the Library to study when I need to | 1.06 |
| The items I'm looking for on the library shelves are usually there | 0.90 |
| Opening hours meet my needs | 0.85 |
| The Library catalogue is easy to use | 0.84 |
| Online resources (eg ejournals, databases, ebooks) meet my learning and research needs | 0.73 |
| **Graduate Economics & Business Library 24x7 Space (41 responses)** | **Gap score** |
| I can find a place in the Library to work in a group when I need to | 1.63 |
| The items I'm looking for on the library shelves are usually there | 1.45 |
| A laptop or desktop computer is available when I need one | 1.45 |
| I can get wireless access in the Library when I need to | 1.25 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.24 |

| University of Queensland Library Client Survey September 2012 | |
|---|---|
| **Top 5 gap scores by demographic** | |
| **Which Library branch do you use most?** | Unique factor |
| **Herston Health Sciences Library (248 responses)** | **Gap score** |
| The Library catalogue is easy to use | 1.04 |
| The Library web site is easy to use | 0.94 |
| Opening hours meet my needs | 0.94 |
| I can find a quiet place in the Library to study when I need to | 0.89 |
| A laptop or desktop computer is available when I need one | 0.85 |
| **Ipswich Library (193 responses)** | **Gap score** |
| Opening hours meet my needs | 1.25 |
| The Library catalogue is easy to use | 0.78 |
| The items I'm looking for on the library shelves are usually there | 0.66 |
| Course specific resources (eg Course Resources, Subject Guides,) meet my learning needs | 0.59 |
| The Library web site is easy to use | 0.57 |
| **Law Library (288 responses)** | **Gap score** |
| I can find a quiet place in the Library to study when I need to | 1.84 |
| A laptop or desktop computer is available when I need one | 1.59 |
| I can find a place in the Library to work in a group when I need to | 1.53 |
| The items I'm looking for on the library shelves are usually there | 1.45 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.42 |
| **Mater McAuley Hospital Library (51 responses)** | **Gap score** |
| Opening hours meet my needs | 1.76 |
| The Library catalogue is easy to use | 0.87 |
| The items I'm looking for on the library shelves are usually there | 0.83 |
| The Library web site is easy to use | 0.83 |
| I can find a quiet place in the Library to study when I need to | 0.64 |
| **PACE Health Sciences Library (179 responses)** | **Gap score** |
| Opening hours meet my needs | 1.98 |
| A laptop or desktop computer is available when I need one | 1.94 |
| I can find a quiet place in the Library to study when I need to | 1.92 |
| I can find a place in the Library to work in a group when I need to | 1.68 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.25 |
| **Princess Alexandra Hospital Library (117 responses)** | **Gap score** |
| Opening hours meet my needs | 1.37 |
| I can find a place in the Library to work in a group when I need to | 0.80 |
| I can find a quiet place in the Library to study when I need to | 0.74 |
| The items I'm looking for on the library shelves are usually there | 0.70 |
| I can get wireless access in the Library when I need to | 0.68 |
| **Rural Clinical Division Libraries (27 responses)** | **Gap score** |
| I can find a quiet place in the Library to study when I need to | 1.72 |
| A laptop or desktop computer is available when I need one | 1.72 |
| I can find a place in the Library to work in a group when I need to | 1.59 |
| The Library catalogue is easy to use | 1.26 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.06 |

| University of Queensland Library Client Survey September 2012 | |
| --- | --- |
| **Top 5 gap scores by demographic** | |
| **Which Library branch do you use most?** | |
| **Social Sciences & Humanities Library (1742 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.30 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.58 |
| I can find a quiet place in the Library to study when I need to | 1.47 |
| I can find a place in the Library to work in a group when I need to | 1.35 |
| The items I'm looking for on the library shelves are usually there | 1.22 |
| **Architecture, design, urban environment (88 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.06 |
| I can find a place in the Library to work in a group when I need to | 1.73 |
| Opening hours meet my needs | 1.54 |
| I can find a quiet place in the Library to study when I need to | 1.52 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.42 |
| **Arts (humanities and social sciences) (1175 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 2.36 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.64 |
| I can find a quiet place in the Library to study when I need to | 1.55 |
| The items I'm looking for on the library shelves are usually there | 1.27 |
| I can find a place in the Library to work in a group when I need to | 1.21 |

## Which category describes you?

| University of Queensland Library Client Survey September 2012<br>Top 5 gap scores by demographic<br>Which category describes you? | Unique factor |
|---|---|
| **English as a first language (4266 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.82 |
| I can find a quiet place in the Library to study when I need to | 1.42 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.36 |
| I can find a place in the Library to work in a group when I need to | 1.33 |
| The items I'm looking for on the library shelves are usually there | 1.01 |
| **Non-English speaking background (1387 responses)** | **Gap score** |
| A laptop or desktop computer is available when I need one | 1.64 |
| I can find a quiet place in the Library to study when I need to | 1.29 |
| The items I'm looking for on the library shelves are usually there | 1.29 |
| I can find a place in the Library to work in a group when I need to | 1.20 |
| Laptop facilities (e.g. desks, power) in the Library meet my needs | 1.10 |

# 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

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)