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Library Client Survey Report

June 2008

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1 Introduction

1.1 Background

The Council of Australian University Librarians (CAUL) has a longstanding relationship with Insync Surveys to assist CAUL members to develop, administer and analyse client satisfaction surveys. 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 agreement, Insync Surveys was retained by the University of Canberra Library to conduct a survey of its clients so that their views, ideas, and suggestions can be considered as part of its commitment to improvement. The results of the University of Canberra Library's client survey are compared with other university libraries in the Insync Surveys database, which has been built over 10 years.

1.2 Survey Objectives

The primary objective of the survey is to provide the University of Canberra Library with a way to identify key client concerns. More specifically, the objectives of the survey are:

- To identify, prioritise and manage the key issues affecting clients
- To allow the Library's performance to be measured and monitored over time
- To provide clients with the opportunity to communicate openly and honestly with the management team of the Library
- To compare results with other university libraries in the database so that performance can be measured against external standards

1.3 Survey Process

The survey required all clients to provide some demographic information. It then displayed 40 statements - called 'variables' - considered critical to the continued success of the Library. Clients were asked to rate each statement twice – first to measure the **importance** of each of the statements to them and second to measure their impression of the library's **performance** on each statement.

Clients of the Library were given the opportunity to participate in the survey in June 2008 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the clients are identified. The survey could be completed both online and paper. This is the second Insync Surveys survey of its kind to be undertaken by the University of Canberra Library, with the previous survey being conducted in May 2006.

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1.4 Response Statistics

The following table details the number of usable survey forms received from clients of the Library. Where a minority of clients do not indicate their demographic information, these forms are consequently classified as *'Unspecified'*.

In total, 1024 responses were received, significantly less than the 1479 respondents for the 2006 survey. This number of responses provides a high degree of confidence in the results obtained at the overall university level. The confidence level based on the university population is 95%, +/- 3%. The response statistics table shows:

- A majority of the respondents were *Undergraduate* students, with 684 responses (66.7%), followed by *Postgraduate* students with 145 responses (14.1%)
- The best represented area of study, research or teaching is *Business and Government* with 210 responses (20.5%), followed by *Communication and International Studies* with 172 responses (16.7%)
- A majority of the respondents physically visit the library *2 to 4 days a week* with 346 responses (35.6%), followed by *Daily* visits with 185 responses (18.0%).
- Thirty three percent of the respondents indicated that they accessed the online library services *2 to 4 days a week* followed by nineteen percent of the respondents that accessed online services *Daily*.

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University of Canberra Library Client Survey Results, June 2008 Response Statistics	
Total	**1024**
What single category best describes you?	
UC Undergraduate	684
UC Postgraduate	145
UC Academic/Research Staff	58
UC General Staff	49
Canberra College	15
UC Flexible Delivery	1
Other	23
Unspecified	*49*
What is your major area of study, research or teaching?	
Business & Government	210
Communication & International Studies	172
Design & Creative Practice	96
Education	116
Health	165
Information Sciences & Engineering	56
Law	54
Science	91
Unspecified	*64*
How often do you physically visit the Library?	
Daily	185
2–4 days a week	365
Weekly	162
Fortnightly	71
Monthly	59
Rarely (i.e. a few times a year)	32
Unspecified	*150*
How often do you access the online library services (i.e. not on Library premises)?	
Daily	196
2–4 days a week	346
Weekly	176
Fortnightly	85
Monthly	49
Rarely (i.e. a few times a year)	31
Unspecified	*141*
How often are you required to be on campus?	
Daily	274
2–4 days a week	526
Weekly	45
Fortnightly	10
Monthly	4
Rarely (i.e. a few times a year)	19
Unspecified	*146*

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2 Detailed Results Interpretation

2.1 What Clients Believe is Important for the Library

The 10 highest ranked importance variables for University of Canberra Library's clients are listed in descending priority order in the table below. The 2006 results are also reported to enable a comparison.

June 2008 Top 10 Importance	Mean	May 2006 Top 10 Importance	Mean
Library staff are friendly and helpful	6.33	Information resources (books, electronic, etc) are easily accessed	6.37
Databases and electronic resources are adequate for my needs	6.30	Databases and electronic resources are adequate for my needs	6.36
Information resources (books, electronic, etc) are easily accessed	6.28	Library staff are friendly and helpful	6.36
Library staff treat me fairly and without discrimination	6.27	The Library collection is adequate for my needs	6.34
Access to electronic resources is readily available	6.27	Access to electronic resources is easily available	6.32
Library's web site is easy to use	6.22	Sufficient copies of high-demand resources are available when I need them	6.32
The Library collection is adequate for my needs	6.21	Library catalogue provides clear and useful information	6.29
Library staff display professionalism	6.21	Course-specific resources are easy to find and access	6.28
Library catalogue provides clear and useful information	6.20	Library staff treat me fairly and without discrimination	6.28
Course-specific resources are easy to find and access	6.19	Library's web site is easy to use	6.27

■ Common to 2008 and 2006
☐ *Unique*

Of the 40 statements in the survey, 19 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to clients.

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The themes of the variables in the top 10 importance list include staff (i.e. being friendly, helpful, fair and non-discriminatory, and displaying professionalism), the adequacy of databases and electronic resources, and the ease of access to information resources. Other variables relate to the access to electronic resources being readily available, the ease of using the library website, the adequacy of the library collection, the clarity and usefulness of the information in the library catalogue, and course specific resources being easy to find and access.

Nine of the variables overlap with the 2006 result. There has been a slight decrease in importance scores since the last survey for all of the common variables meaning that clients now see them as slightly less important.

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2.2 How Clients Believe the Library is Performing

The table below reports, in descending order, the 10 variables ranked highest in performance by University of Canberra Library clients in 2008 as compared with those ranked highest in 2006.

June 2008 Top 10 Performance	Mean	May 2006 Top 10 Performance	Mean
Library staff treat me fairly and without discrimination *	6.12	Library staff treat me fairly and without discrimination *	6.15
Library staff display professionalism *	6.01	Library staff are friendly and helpful *	6.01
Library staff are friendly and helpful *	5.99	Library staff display professionalism	6.00
Service desk staff respond in a timely manner	5.59	Service desk staff respond in a timely manner	5.54
Library staff are readily available to assist me	5.54	Library staff provide quality service	5.47
Library staff provide quality service	5.53	Library staff are readily available to assist me	5.41
Library staff provide clear and accurate feedback to my queries	5.43	Library staff provide clear and accurate feedback to my queries	5.37
Library web pages provide clear and useful information	5.36	Opening hours meet my needs	5.33
Opening hours meet my needs	5.33	Library web pages provide clear and useful information	5.24
Library's web site is easy to use *	5.30	Library's web site is easy to use *	5.21

(N.B. Factors marked * have also been identified as top 10 importance issues)

■ Common to 2008 and 2006
☐ *Unique*

The survey identified 29 questions with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong average rating on a seven-point scale.

Seven variables in the top 10 performance relate to library staff – more specifically: their fairness, professionalism, friendliness and helpfulness, timely responses and availability to assist, quality service and clear and accurate feedback. The three remaining variables relate to the clarity and usefulness of the information in the library web pages, adequacy of opening hours and the ease of using the library website.

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The top 10 performance list contains four factors from the top 10 importance list, as indicated by the red asterisks. This is a positive result for the University of Canberra Library. Not only are these factors among the most important issues to clients of the library, they are also being performed well.

When analysing the performance results, it is important to keep in mind that we are dealing with clients' **perceptions** of the Library's performance. A review of the 'Best Practice Categories' graph is also recommended for individual variables. This allows for a comparison of scores for individual variables with the performance of other libraries in the Insync Surveys database. In considering how the top 10 performing variables compare when benchmarked against other libraries, it was found that their placement is distributed between the first and second quartiles.

More specifically, one variable is first quartile performer (top 25%):

- *Opening hours meet my needs*

Nine variables are second quartile performers (top 50%):

- *Library staff treat me fairly and without discrimination*
- *Library staff display professionalism*
- *Library staff are friendly and helpful*
- *Service desk staff respond in a timely manner*
- *Library staff are readily available to assist me*
- *Library staff provide quality service*
- *Library staff provide clear and accurate feedback to my queries*
- *Library web pages provide clear and useful information*
- *The library web site is easy to use*

All of the 2008 top 10 performance list variables are common with the list from the 2006 survey. For six of the variables namely, *library staff display professionalism, library staff provide quality service, Service desk staff respond in a timely manner, Library staff provide clear accurate feedback to my queries, library web pages provide clear and useful information* and *library's web site is easy to use* the performance scores have improved over these years, which is a positive result for University of Canberra Library.

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At the other end of the scale are the lowest performing variables. This table shows the 10 variables given the lowest rankings by Library clients in 2008 as compared with those ranked lowest in 2006. Please note that the lowest performing variable appears first on the list.

June 2008 10 Lowest Performance	Mean	May 2006 10 Lowest Performance	Mean
Number of computer workstations is adequate	3.90	Number of computer workstations is adequate	3.73
Comptuer facilities electronic equipment are adeqaute	4.35	Sufficient copies of high-demand resources are available when I need them *	4.05
Sufficient copies of high-demand resources are available when I need them	4.45	The Library collection is adequate for my needs *	4.34
Library staff keep me informed about new services, resources and collections	4.64	Library staff keep me informed about new services, resources and collections	4.36
The Library collection is adequate for my needs *	4.71	Computer facilities/electronic equipment are adequate	4.42
Library staff act on my suggestions and ideas	4.72	Library staff act on my suggestions and ideas	4.43
Prompt corrective action is taken regarding missing books and journals	4.74	Prompt corrective action is taken regarding missing books and journals	4.61
Group study facilties are adequate	4.87	Facilities for using personal laptops are adequate	4.63
Databases and electronic resources are adequate for my needs *	4.91	Wireless facilities are adequate	4.67
Facilities for using personal laptops are adequate	4.93	Databases and electronic resources are adequate for my needs *	4.77

(N.B. Factors marked * have also been identified as top 10 importance issues)

■ Common to 2008 and 2006
☐ *Unique*

The lowest 10 performance list has two variables in common with the top 10 importance list, namely, *The library collection is adequate for my needs* and *Databases and electronic resources are adequate for my needs* – an indication that in this instance, clients' expectations are not being met.

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Nine variables from the current lowest performing list are common to those identified in the previous survey. All of the variables recorded performance scores below five on a seven point scale. The performance scores for all of them have slightly improved since the October 2006 survey except *for computer facilities/electronic equipment are adequate* which had a slight decrease.

From a benchmarking perspective four of the lowest performing variables are unique to the University of Canberra Library survey and therefore could not be benchmarked. The following variables are distributed between the first and third quartile when compared with other libraries in the database.

More specifically, one variable is a first quartile performer (top 25%):

- *Library staff keep me informed about new services, resources and collections*

Four variables are second quartile performers (top 50%):

- *Library staff act on my suggestions and ideas*
- *Prompt corrective action is taken regarding missing books and journals*
- *Group study facilities are adequate*
- *Facilities for using personal laptops are adequate*

One variable is a third quartile performer (bottom 50%)

- *Library collection is adequate for my needs*

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2.3 Where Clients Believe the Library Can Potentially Improve

In identifying factors for improvement, Insync Surveys analyses the perceived difference – or *'gap'* – between the importance and performance scores for each variable. These gaps indicate areas of frustration or dissatisfaction for clients and therefore represent **potential** improvement opportunities. Based on our research, gaps of or above 2.00 are considered significant. It is important to note that a larger gap does not indicate a larger problem. Instead, it indicates an increase in certainty that the variable is of some level of concern.

The table below reports the 10 variables with the highest gap scores for the 2008 and 2006 surveys.

June 2008 Top 10 Gaps	Mean	May 2006 Top 10 Gaps	Mean
Number of computer workstations is adequate	2.20	Number of computer workstations is adequate	2.47
Comptuer facilities electronic equipment are adeqaute	1.78	Sufficient copies of high-demand resources are available when I need them *	2.26
Sufficient copies of high-demand resources are available when I need them	1.69	The Library collection is adequate for my needs *	2.00
The Library collection is adequate for my needs *	1.49	Computer facilities/electronic equipment are adequate	1.77
Databases and electronic resources are adequate for my needs *	1.39	Databases and electronic resources are adequate for my needs *	1.59
Access to electronic resources is readily available *	1.16	Course-specific resources are easy to find and access *	1.43
Course-specific resources are easy to find and access *	1.13	Access to electronic resources is easily available *	1.37
Library catalogue provides clear and useful information *	1.11	Information resources (books, electronic, etc) are easily accessed *	1.36
Information resources (books, electronic, etc) are easily accessed *	1.07	Library catalogue provides clear and useful information *	1.33
Remote access to electronic information resources and services is adequate	1.01	Remote access to electronic information resources and services is adequate	1.27

(N.B. Factors marked * have also been identified as top 10 importance issues)

■ Common to 2008 and 2006
☐ *Unique*

Note: In 2008, the statement 'Access to electronic resources is readily available' was altered to 'Access to electronic resources is easily available'

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From all 40 variables, only one recorded a gap score in the significant range, which is a positive result for the Library. The variable, *The number of computer workstations is adequate*, can be considered a potential improvement opportunity since it has a gap score of 2.20 and also presented a significant gap score in the previous survey.

The top 10 gap list contains six variables from the top 10 importance list, as indicated by the red asterisks. These are:

- *The library collection is adequate for my needs* – a third quartile performer (bottom 50%)
- *Databases and electronic resources are adequate for my needs* – this is a unique variable for this survey, hence it is not benchmarked
- *Access to electronic resources is readily available* – a second quartile performer (top 50%)
- Course-specific resources are easy to find and access – a second quartile performer (top 50%)
- Library catalogue provides clear and useful information – a fourth quartile performer (bottom 50%)
- *Library catalogue provides clear and useful information* – this is a unique variable for this survey, hence it is not benchmarked

All factors that were of concern to clients in 2006 appear on the list again in 2008, and importantly, nine of the nine gap scores have slightly decreased over time.

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2.4 Prioritising Potential Improvement Opportunities

Analysis of these gaps enables the Library to prioritise strategies for improvement around factors considered most pressing by clients. For an issue to be considered in need of attention, it must have both a gap score above 2.00 **and** be of high importance. A significant gap score together with a low importance score is indicative of a non-issue for clients. Conversely, a significant gap score together with a high importance score suggests an area of concern.

This information is calculated by and reported in the *gap grid*. It is a unique visual tool that allows you to see several key pieces of information within the one diagram. For each survey variable it shows the performance score (horizontal axis), the importance score (vertical axis) and the gap score (colour coded). Using this information, the factors that should be prioritised as improvement opportunities can be identified. The gap grid is a highly effective tool at an aggregate level and also at a specific demographic level.

The following area was identified as a potential improvement opportunity for University of Canberra Library given the relatively high gap score:

- *The number of computer workstations is adequate*

It is important to explore how this issue could be addressed before this becomes more problematic.

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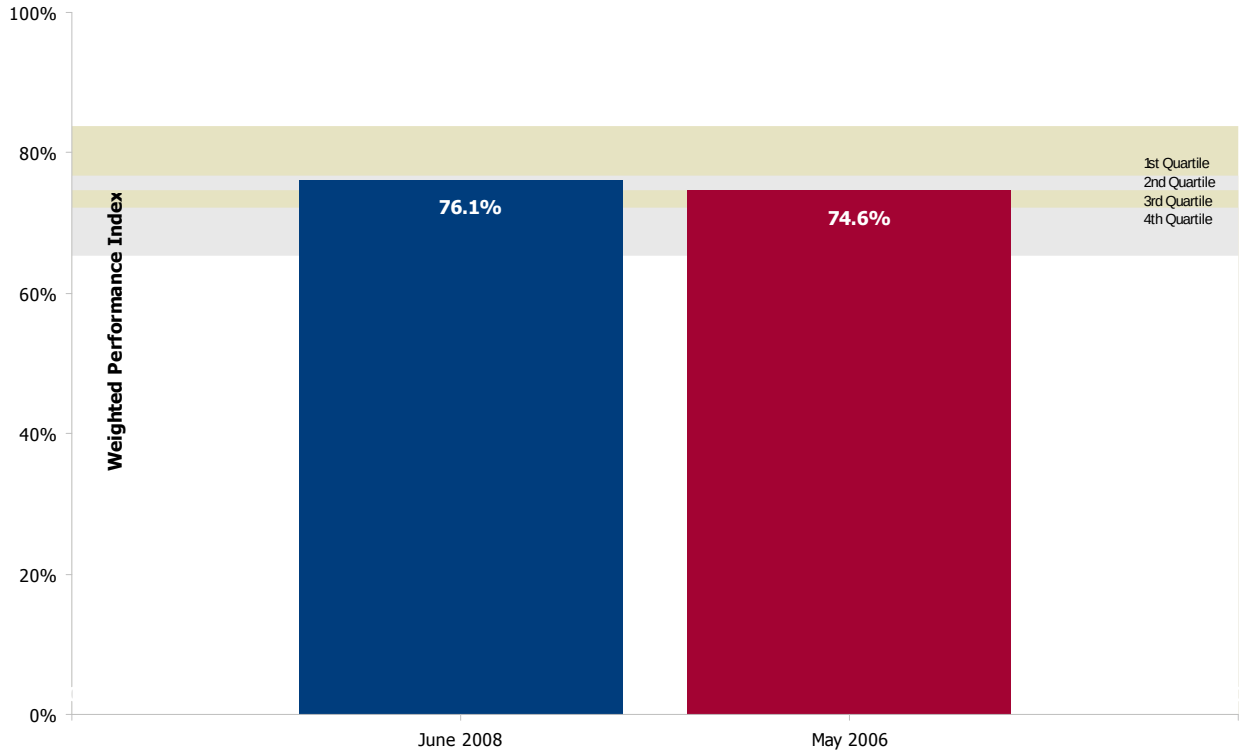
2.5 Comparison With Other University Libraries

The University of Canberra Library has recorded an overall score of 76.1%, indicating a result in the second quartile (top 50%) when compared with other libraries in the Insync Surveys database. This reflects an increase in score of 1.5% since the previous survey in 2006.



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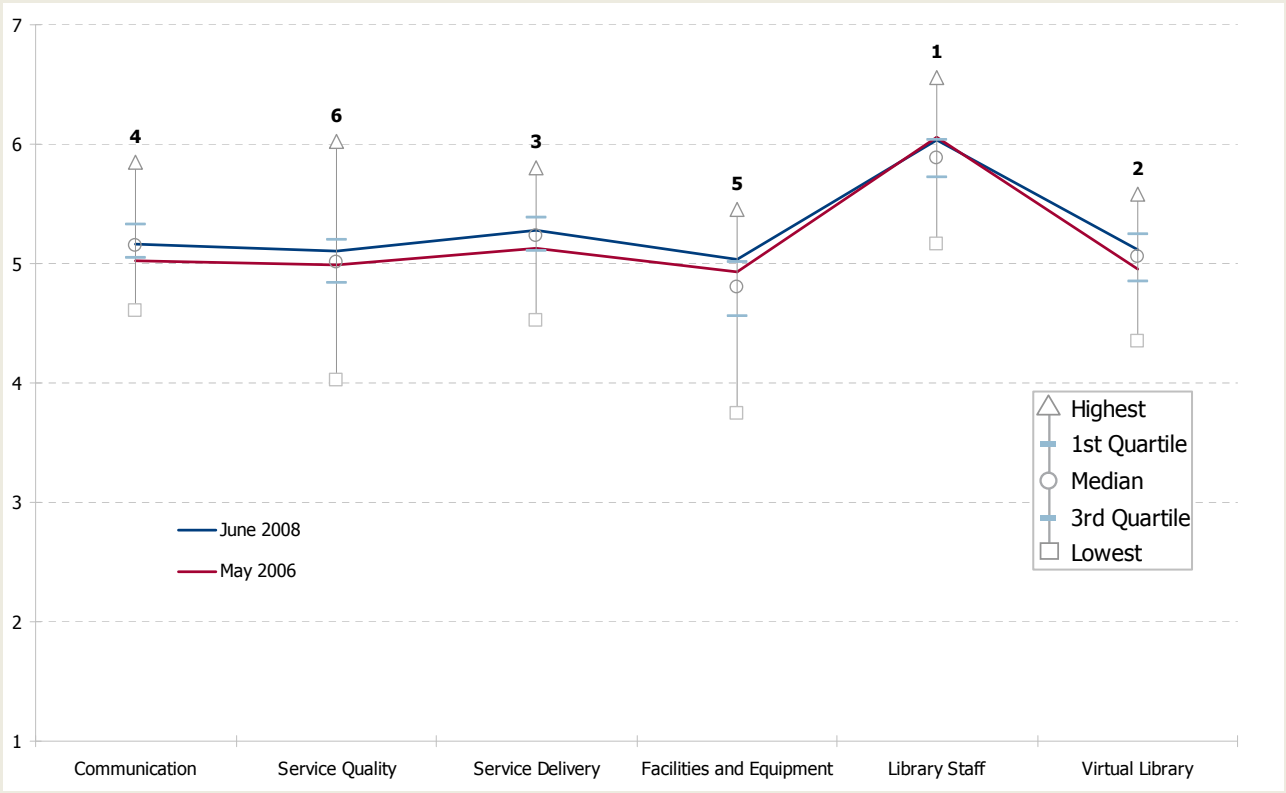
The following graph shows the performance scores of University of Canberra Library, within the range of other library scores, across the six survey categories. At the time the University of Canberra Library survey was administered, 40 other university libraries had completed benchmarking surveys. It is this group that makes up the comparison group.

The three highest priority categories for the clients of University of Canberra Library are Library Staff, Virtual Library and Service Delivery (as indicated by the bold numbers in the following graph). The highest performing category is Library Staff which is sitting at the top of the second quartile when benchmarked externally. The Library Staff category had a similar performance in the previous survey. A more specific view of results on each variable within the categories can be found in the detailed data analysis.



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The following scorecard presents similar information to the previous graph, however the emphasis here is on the numerical scores of the University of Canberra Library in each category. The Library performed highest on the category of Library Staff, with a score of 86.3%. The lowest score was identified on Facilities and Equipment at 72.0%. These results are derived using a weighting system across the six survey categories.

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

	Communication	Service Quality	Service Delivery	Facilities And Equipment	Library Staff	Virtual Library	Weighted Total
Weighting	**15%**	**18%**	**20%**	**15%**	**20%**	**12%**	**100%**
June 2008	73.7%	72.9%	75.3%	72.0%	86.3%	73.1%	76.1%
May 2006	71.7%	71.2%	73.3%	70.5%	86.5%	70.8%	74.6%
Highest Performer in Database	83.5%	86.0%	82.9%	78.0%	93.7%	79.7%	83.9%
Median	73.6%	71.6%	74.8%	68.7%	84.0%	72.2%	74.7%
Lowest Performer in Database	65.8%	57.5%	64.6%	53.4%	73.8%	62.1%	65.3%

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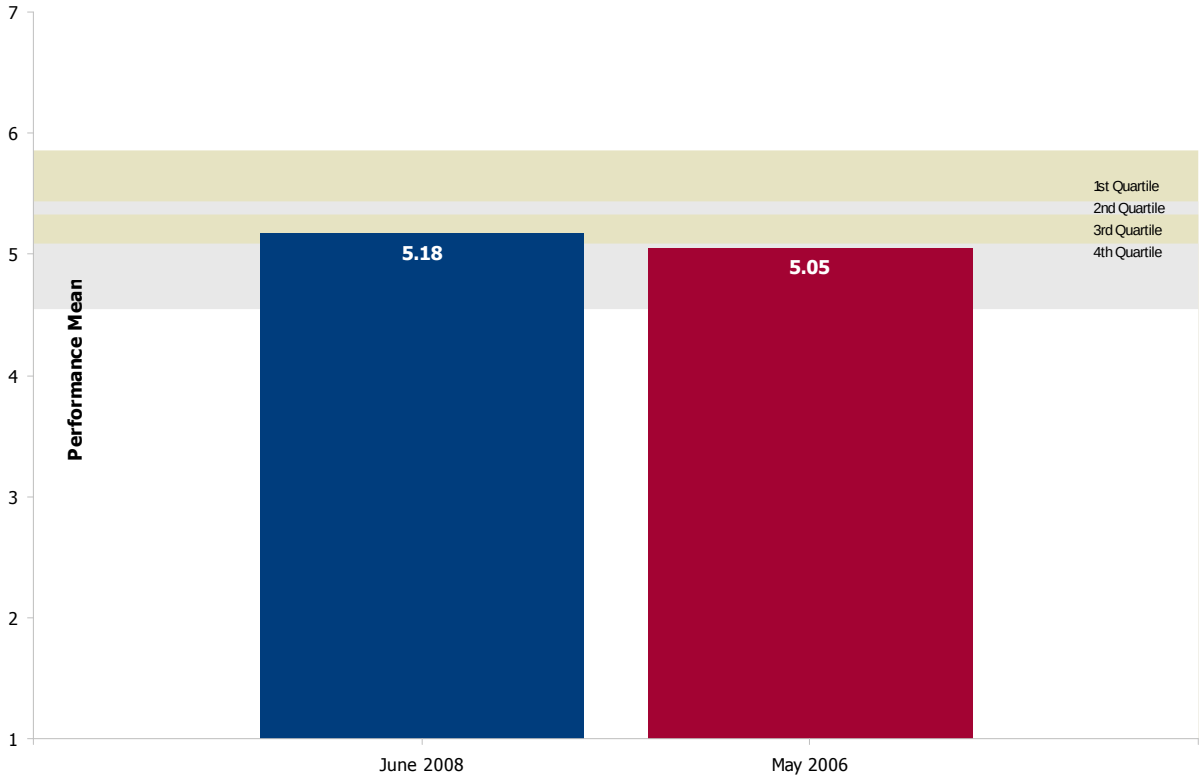
2.6 Overall Satisfaction

Respondents were asked to provide an assessment of the overall satisfaction of the library they used most often (see graph below). The overall average of 5.18 (74%), out of a possible high of seven, places the University of Canberra Library in the third quartile (bottom 50%) when compared with other libraries that have been surveyed over the last two years. In comparison with the previous survey, the performance score for the overall satisfaction of the library slightly increased by 0.13%.



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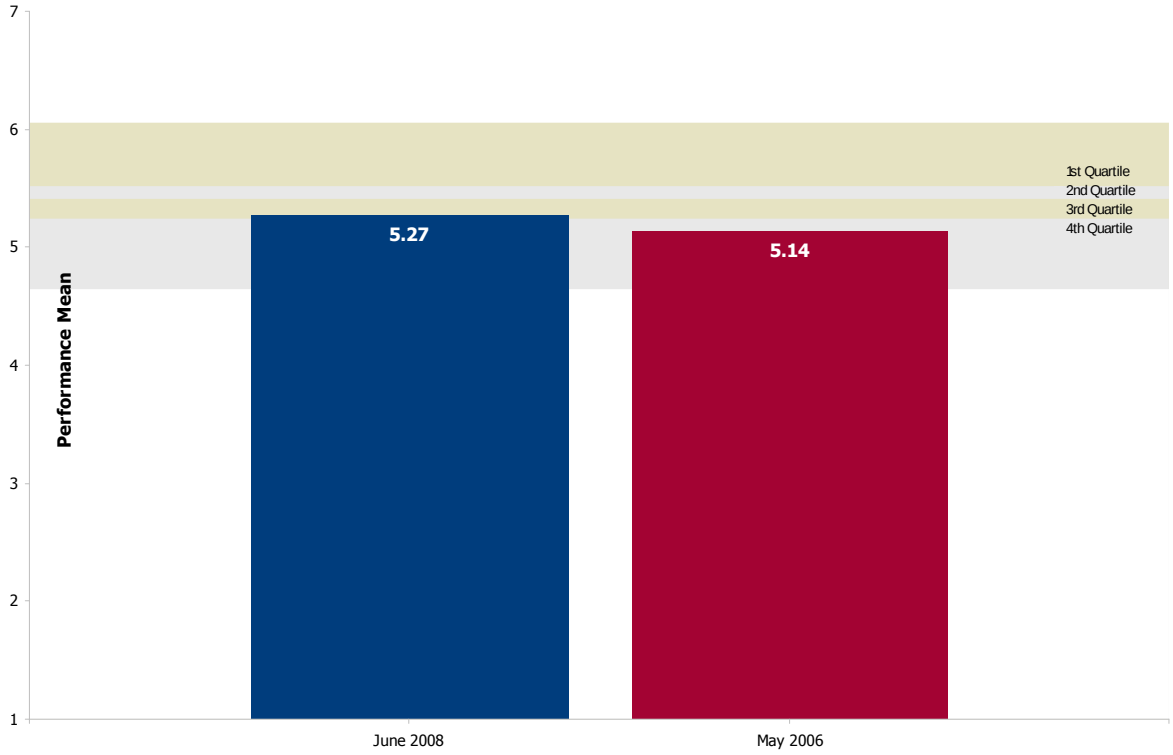
Respondents were also asked to provide an assessment of the overall quality of the library they used most often (see graph below). The overall average of 5.27 (75.3%), out of a possible high of seven, places the University of Canberra Library in the third quartile (bottom 50%) when compared with other libraries that have surveyed over the last two years. In comparison with the previous survey, the performance score for the overall quality of the library increased by 0.13%.



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3 Summary of Results: Grouped By Demographics

The following tables show the top 5 improvement opportunities for each of the demographic groups in the survey.

When considering the following tables, there are a few things to keep in mind. Firstly, for a small number of groupings, fewer than 10 responses have been received. In these cases, no data will be provided. Secondly, if a variable is highlighted in orange, it means that it is unique – that is, not shared by any other group in that demographic breakdown.

The other things to look out for are:

- Similarities and differences in gap scores within the different demographic groups
- Gap scores of 2.00 or greater

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Library Visit Frequency

University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often do you physically visit the Library?

Unique Factors

Daily (185 Responses)		**2–4 days a week (365 Responses)**		**Weekly (162 Responses)**	
Number of computer workstations is adequate	2.18	Number of computer workstations is adequate	2.57	Number of computer workstations is adequate	2.37
Comptuer facilities electronic equipment are adeqaute	1.72	Comptuer facilities electronic equipment are adeqaute	2.10	Sufficient copies of high-demand resources are available when I need them	1.99
Sufficient copies of high-demand resources are available when I need them	1.49	Sufficient copies of high-demand resources are available when I need them	1.85	Comptuer facilities electronic equipment are adeqaute	1.93
Databases and electronic resources are adequate for my needs	1.27	The Library collection is adequate for my needs	1.51	The Library collection is adequate for my needs	1.82
Access to electronic resources is readily available	1.04	Databases and electronic resources are adequate for my needs	1.33	Databases and electronic resources are adequate for my needs	1.62
Fortnightly (71 Responses)		**Monthly (59 Responses)**		**Rarely (i.e. a few times a year) (32 Responses)**	
The Library collection is adequate for my needs	1.85	The Library collection is adequate for my needs	1.72	Databases and electronic resources are adequate for my needs	1.59
Number of computer workstations is adequate	1.82	Databases and electronic resources are adequate for my needs	1.48	The Library collection is adequate for my needs	1.45
Sufficient copies of high-demand resources are available when I need them	1.58	Library catalogue provides clear and useful information	1.08	Library catalogue provides clear and useful information	1.44
Databases and electronic resources are adequate for my needs	1.35	Number of computer workstations is adequate	1.06	Course-specific resources are easy to find and access	1.31
Access to electronic resources is readily available	1.21	Course-specific resources are easy to find and access	1.04	Sufficient copies of high-demand resources are available when I need them	1.26

In terms of library visit frequencies, there is a high degree of commonality among the groupings. All the groups identified *Databases and electronic resources are adequate for my needs* as a concern. Other most commonly occurring concerns are:

- *The number of computer workstations is adequate*– identified by all except **'Rarely'** users
- *The library collection is adequate for my needs* – identified by all except **'Daily'** users
- *Sufficient copies of high-demand resources are available when I need them*– identified by all except '**Weekly'** and '**Monthly'** users

None of the groupings identified unique concerns. As can be seen, three groupings identified significant gap scores (scores of 2.00 or greater).

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Online Library Visit Frequency

University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often do you access the online library services (i.e. not on Library premises)?

Unique Factors

Daily (196 Responses)		2–4 days a week (346 Responses)		Weekly (176 Responses)	
Number of computer workstations is adequate	2.04	Number of computer workstations is adequate	2.40	Number of computer workstations is adequate	2.22
Comptuer facilities electronic equipment are adeqaute	1.79	Comptuer facilities electronic equipment are adeqaute	1.89	Comptuer facilities electronic equipment are adeqaute	1.62
Sufficient copies of high-demand resources are available when I need them	1.77	Sufficient copies of high-demand resources are available when I need them	1.87	Sufficient copies of high-demand resources are available when I need them	1.50
The Library collection is adequate for my needs	1.50	The Library collection is adequate for my needs	1.62	The Library collection is adequate for my needs	1.48
Databases and electronic resources are adequate for my needs	1.46	Databases and electronic resources are adequate for my needs	1.48	Databases and electronic resources are adequate for my needs	1.33
Fortnightly (85 Responses)		**Monthly (49 Responses)**		**Rarely (i.e. a few times a year) (31 Responses)**	
Number of computer workstations is adequate	2.33	Number of computer workstations is adequate	1.67	Number of computer workstations is adequate	1.68
Comptuer facilities electronic equipment are adeqaute	2.10	Comptuer facilities electronic equipment are adeqaute	1.50	Sufficient copies of high-demand resources are available when I need them	1.20
Sufficient copies of high-demand resources are available when I need them	1.52	Information resources (books, electronic, etc) are easily accessed	1.36	The Library collection is adequate for my needs	1.19
The Library collection is adequate for my needs	1.29	Sufficient copies of high-demand resources are available when I need them	1.33	Remote access to electronic information resources and services is adequate	1.17
Databases and electronic resources are adequate for my needs	1.27	The Library collection is adequate for my needs	1.30	Library web pages provide clear and useful information	1.13

In terms of online library visit frequencies, there is a high degree of commonality among the groupings. All clients identified the following three concerns:

- *The number of computer workstations is adequate*
- *Sufficient copies of high-demand resources are available when I need them*
- *The library collection is adequate for my needs*

Two of the six groupings identified unique concerns, as indicated by the shaded areas:

- **'Monthly'** users are uniquely concerned with the ease of access to information resources
- **'Rarely'** users are uniquely concerned with remote access to electronic information resources and services being adequate, and the clarity and usefulness of the information provided by library web pages

As can be seen, four groupings identified significant gap scores.

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On Campus Visit Frequency

University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often are you required to be on campus?

Unique Factors

Daily (274 Responses)		2–4 days a week (526 Responses)		Weekly (45 Responses)	
Number of computer workstations is adequate	1.73	Number of computer workstations is adequate	2.61	Sufficient copies of high-demand resources are available when I need them	2.00
Comptuer facilities electronic equipment are adeqaute	1.52	Sufficient copies of high-demand resources are available when I need them	1.96	The Library collection is adequate for my needs	1.90
The Library collection is adequate for my needs	1.39	Comptuer facilities electronic equipment are adeqaute	1.96	Comptuer facilities electronic equipment are adeqaute	1.89
Databases and electronic resources are adequate for my needs	1.32	The Library collection is adequate for my needs	1.57	Number of computer workstations is adequate	1.80
Sufficient copies of high-demand resources are available when I need them	1.25	Databases and electronic resources are adequate for my needs	1.45	Access to electronic resources is readily available	1.67
Fortnightly (10 Responses)		**Rarely (i.e. a few times a year) (19 Responses)**			
Sufficient copies of high-demand resources are available when I need them	1.95	Photocopying & printing facilities are adequate for my needs	1.08		
Course-specific resources are easy to find and access	1.56	Opening hours meet my needs	1.06		
Library staff are readily available to assist me	1.33	Library information guides are clear and useful	0.92		
Adeqaute signange exists within the Library	1.31	Library catalogue provides clear and useful information	0.89		
Seating for individual study purposes is adequate	1.24	The Library collection is adequate for my needs	0.87		

In terms of campus visit frequencies, there is a moderate degree of commonality among the groupings. The most commonly occurring concerns are:

- *The library collection is adequate for my needs* – identified by all except **'Fortnightly'** users
- *Sufficient copies of high-demand resources are available when I need them* – identified by all except **'Rarely'** users

Three of the six groupings identified unique concerns, as indicated by the shaded areas:

- **'Weekly'** users are uniquely concerned with access to electronic resources being readily available
- **'Fortnightly'** group are uniquely concerned with course specific resources being easy to find and access, library staff being readily available to assist them, the adequacy of signage in the library, and the adequacy of seating for individual study

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- **'Rarely'** users are uniquely concerned with the adequacy of photocopying and printing facilities, opening hours meeting their needs, and the clarity and usefulness of library information guides and of the library catalogue

As can be seen, two groupings identified significant gap scores, namely '**2 to 4 days a week**' and '**Weekly**' users.

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Top 5 Gaps: Major area of study, research or teaching

University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
What is your major area of study, research or teaching?

Unique Factors

Business & Government (210 Responses)		**Communication & International Studies (172 Responses)**		**Design & Creative Practice (96 Responses)**	
Number of computer workstations is adequate	2.15	Number of computer workstations is adequate	2.03	Number of computer workstations is adequate	2.18
Comptuer facilities electronic equipment are adeqaute	1.75	Comptuer facilities electronic equipment are adeqaute	1.81	Comptuer facilities electronic equipment are adeqaute	1.87
Sufficient copies of high-demand resources are available when I need them	1.56	Sufficient copies of high-demand resources are available when I need them	1.67	Sufficient copies of high-demand resources are available when I need them	1.59
The Library collection is adequate for my needs	1.42	The Library collection is adequate for my needs	1.16	Databases and electronic resources are adequate for my needs	1.58
Databases and electronic resources are adequate for my needs	1.34	Databases and electronic resources are adequate for my needs	1.08	The Library collection is adequate for my needs	1.44
Education (116 Responses)		**Health (165 Responses)**		**Information Sciences & Engineering (56 Responses)**	
Number of computer workstations is adequate	2.30	Number of computer workstations is adequate	2.21	Number of computer workstations is adequate	1.45
Sufficient copies of high-demand resources are available when I need them	1.75	Sufficient copies of high-demand resources are available when I need them	1.92	Sufficient copies of high-demand resources are available when I need them	1.21
Comptuer facilities electronic equipment are adeqaute	1.57	The Library collection is adequate for my needs	1.91	Comptuer facilities electronic equipment are adeqaute	1.08
Course-specific resources are easy to find and access	1.34	Comptuer facilities electronic equipment are adeqaute	1.71	Library web pages provide clear and useful information	0.84
Databases and electronic resources are adequate for my needs	1.26	Databases and electronic resources are adequate for my needs	1.69	The Library collection is adequate for my needs	0.83
Law (54 Responses)		**Science (91 Responses)**			
Number of computer workstations is adequate	3.48	Number of computer workstations is adequate	2.17		
The Library collection is adequate for my needs	2.75	Comptuer facilities electronic equipment are adeqaute	2.02		
Sufficient copies of high-demand resources are available when I need them	2.67	Databases and electronic resources are adequate for my needs	1.74		
Comptuer facilities electronic equipment are adeqaute	2.66	The Library collection is adequate for my needs	1.62		
Opening hours meet my needs	1.87	Access to electronic resources is readily available	1.47		

As can be seen, there is a high degree of commonality among the groupings. All the groups identified *The number of computer workstations is adequate* and *Computer facilities/electronic equipment are adequate* as a concern. Other most commonly occurring variables are:

- *Sufficient copies of high-demand resources are available when I need them* – identified by all except '**Science'** group

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- *The library collection is adequate for my needs* – identified by all except '**Education'** group

Seven of the eight groups recorded significant gap scores. The greatest number of significant concerns were identified in the '**Law'** group, namely, the adequacy of the number of computer workstations, the adequacy of the library collection for their needs, that sufficient copies of high demand resources are available when needed, and the adequacy of computer facilities and electronic equipment.

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Top 5 Gaps: Category

University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
What single category best describes you?

Unique Factors

UC Undergraduate (684 Responses)		UC Postgraduate (145 Responses)		UC Academic/Research Staff (58 Responses)	
Number of computer workstations is adequate	2.52	The Library collection is adequate for my needs	2.05	The Library collection is adequate for my needs	1.86
Comptuer facilities electronic equipment are adeqaute	1.99	Sufficient copies of high-demand resources are available when I need them	1.92	Databases and electronic resources are adequate for my needs	1.76
Sufficient copies of high-demand resources are available when I need them	1.82	Databases and electronic resources are adequate for my needs	1.89	Library's web site is easy to use	1.23
The Library collection is adequate for my needs	1.44	Number of computer workstations is adequate	1.85	Course-specific resources are easy to find and access	1.20
Databases and electronic resources are adequate for my needs	1.35	Access to electronic resources is readily available	1.64	Access to electronic resources is readily available	1.20
UC General Staff (49 Responses)		**Canberra College (15 Responses)**		**Other (23 Responses)**	
Number of computer workstations is adequate	1.62	Seating for individual study purposes is adequate	1.58	Prompt corrective action is taken regarding missing books and journals	0.98
Library's web site is easy to use	1.34	Number of computer workstations is adequate	1.58	Access to electronic resources is readily available	0.95
Comptuer facilities electronic equipment are adeqaute	1.32	Library information guides are clear and useful	1.50	Comptuer facilities electronic equipment are adeqaute	0.89
Course-specific resources are easy to find and access	1.10	Comptuer facilities electronic equipment are adeqaute	1.50	The Library collection is adequate for my needs	0.79
Library catalogue provides clear and useful information	1.08	Library catalogue provides clear and useful information	1.50	Library staff act on my suggestions and ideas	0.77

There is a moderate degree of commonality among the groupings. The most commonly occurring variables are:

- *The number of computer workstations is adequate* identified by all except '**UC Academic/Research Staff'** and **'Other'** groups
- *Computer facilities/electronic equipment are adequate* – identified by all except '**UC Postgraduate**' and '**UC Academic/Research Staff'** groups
- *The library collection is adequate for my needs* – identified by all except '**UC General Staff**' and '**Canberra College**'

Two of the six groups identified unique areas of concerns:

- **'Canberra College'** are uniquely concerned with adequacy of seating for individual study purposes and the clarity and usefulness of library information guides

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- **'Other'** clients are uniquely concerned with prompt corrective action being taken regarding missing books and journals, and library staff acting on their suggestions and ideas

Two groups of clients - '**UC undergraduate**' and '**UC postgraduate**' identified significant concerns.

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4 Review Summary and Discussion

This year's survey showed that the University of Canberra Library performance superior in comparison to the previous survey. The overall quality and satisfaction ratings places University of Canberra Library in the third quartile (bottom 50%) when compared to other libraries in the Insync Surveys database over the last two years.

The areas of highest importance to Library clients include staff being friendly, helpful, fair and non-discriminatory and displaying professionalism, the adequacy of databases and electronic resources and the ease of access to information resources. Other variables relate to the access to electronic resources being readily available, the ease of using the library website, the adequacy of the library collection, the clarity and usefulness of the information in the library catalogue, and that course specific resources are easy to find and access. Nine of the variables overlap with the 2006 result.

According to library clients, seven of the highest performing areas relate to library staff. More specifically, these relate to staff members' fairness, professionalism, friendliness and helpfulness, timely responses and availability to assist, quality service and clear and accurate feedback. The three remaining variables relate to the clarity and usefulness of the information in the library web pages, adequacy of opening hours, and the ease of using the library website. The top 10 performance list contains four variables from the top 10 importance list. They are:

- *Library staff treat me fairly and without discrimination*
- *Library staff display professionalism*
- *Library staff are friendly and helpful*
- *The library web site is easy to use*

These variables highlight areas of strengths for University of Canberra Library, with clients identifying them as both important and performing better than the remaining variables. In addition, all of the top 10 performers were common with the top 10 performing list from the 2006 survey; six of the 2008 performance scores have improved since 2006.

When benchmarked against other libraries in the Insync Surveys database, one of the variables performed in the first quartile, and the remaining nine variables in the top 10 performance list performed in the second quartile (top 50%).

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The Library performed best in the category of *Library Staff*, with a score of 86.3%. In a benchmarking sense, this category is a second quartile (top 50%) performer. The lowest score recorded was for *Facilities and Equipment* at 72.0%, this category being a first quartile performer. The *Virtual Library*, *Service Quality, Communication* and *Service Delivery* categories are all second quartile performers.

A review of the library-wide gap grid has identified one gap score of greater than 2.00, namely:

- *The number of computer workstations is adequate*

This statement recorded a gap score in the "significant" range, and it is prudent to explore how this issue could be addressed.

In terms of frequency of use, the most common visit type for physical and online library visits is '2 to 4 days a week'. Between 1 and 2% of the respondents indicated they visited the library 'Rarely' or 'Monthly'. Therefore, the survey respondents are more likely to be regular users of library services and as such are more likely to have a comprehensive view of the services provided.

Although there are some limited areas of frustration or dissatisfaction in the specific demographic categories, there is a moderate to high degree of similarity in issues across the different libraries and categories of library users. Some of the most frequently mentioned issues are the adequacy of the number of computer workstations, that sufficient copies of high demand resources are available when needed, the adequacy of the library collection, and the adequacy of computer facilities and electronic equipment. The greatest number of significant concerns was identified by the **'Law'** group.

In summary, the University of Canberra Library's overall results are positive. From a benchmark point of view, the Library still has room for enhancement. It is important that the leadership team become involved in discussing the results with staff. Furthermore, they should use these discussions to help identify and understand the key issues and develop improvement plans. A number of other areas also require consideration. For instance, there may be areas that clients have identified as low in importance but are high priority in management strategy. These should be reviewed. As well as examining the overall organisational results, it is also important to consider issues unique to different demographics.

When prioritising issues for action, it is recommended that a combination of the provided analyses, analysis of verbatim comments and focus groups be used to gain a more in-depth understanding around what drives clients' concerns.

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Detailed Data Report

June 2008

Formerly

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University of Canberra Library Client Survey Results, June 2008 Response Statistics	
Total	**1024**
What single category best describes you?	
UC Undergraduate	684
UC Postgraduate	145
UC Academic/Research Staff	58
UC General Staff	49
Canberra College	15
UC Flexible Delivery	1
Other	23
Unspecified	*49*
What is your major area of study, research or teaching?	
Business & Government	210
Communication & International Studies	172
Design & Creative Practice	96
Education	116
Health	165
Information Sciences & Engineering	56
Law	54
Science	91
Unspecified	*64*
How often do you physically visit the Library?	
Daily	185
2–4 days a week	365
Weekly	162
Fortnightly	71
Monthly	59
Rarely (i.e. a few times a year)	32
Unspecified	*150*
How often do you access the online library services (i.e. not on Library premises)?	
Daily	196
2–4 days a week	346
Weekly	176
Fortnightly	85
Monthly	49
Rarely (i.e. a few times a year)	31
Unspecified	*141*
How often are you required to be on campus?	
Daily	274
2–4 days a week	526
Weekly	45
Fortnightly	10
Monthly	4
Rarely (i.e. a few times a year)	19
Unspecified	*146*

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University of Canberra Library Client Survey Results, June 2008

Weighted Performance Index

	Communication	Service Quality	Service Delivery	Facilities And Equipment	Library Staff	Virtual Library	Weighted Total
Weighting	**15%**	**18%**	**20%**	**15%**	**20%**	**12%**	**100%**
June 2008	73.7%	72.9%	75.3%	72.0%	86.3%	73.1%	76.1%
May 2006	71.7%	71.2%	73.3%	70.5%	86.5%	70.8%	74.6%
Highest Performer in Database	83.5%	86.0%	82.9%	78.0%	93.7%	79.7%	83.9%
Median	73.6%	71.6%	74.8%	68.7%	84.0%	72.2%	74.7%
Lowest Performer in Database	65.8%	57.5%	64.6%	53.4%	73.8%	62.1%	65.3%

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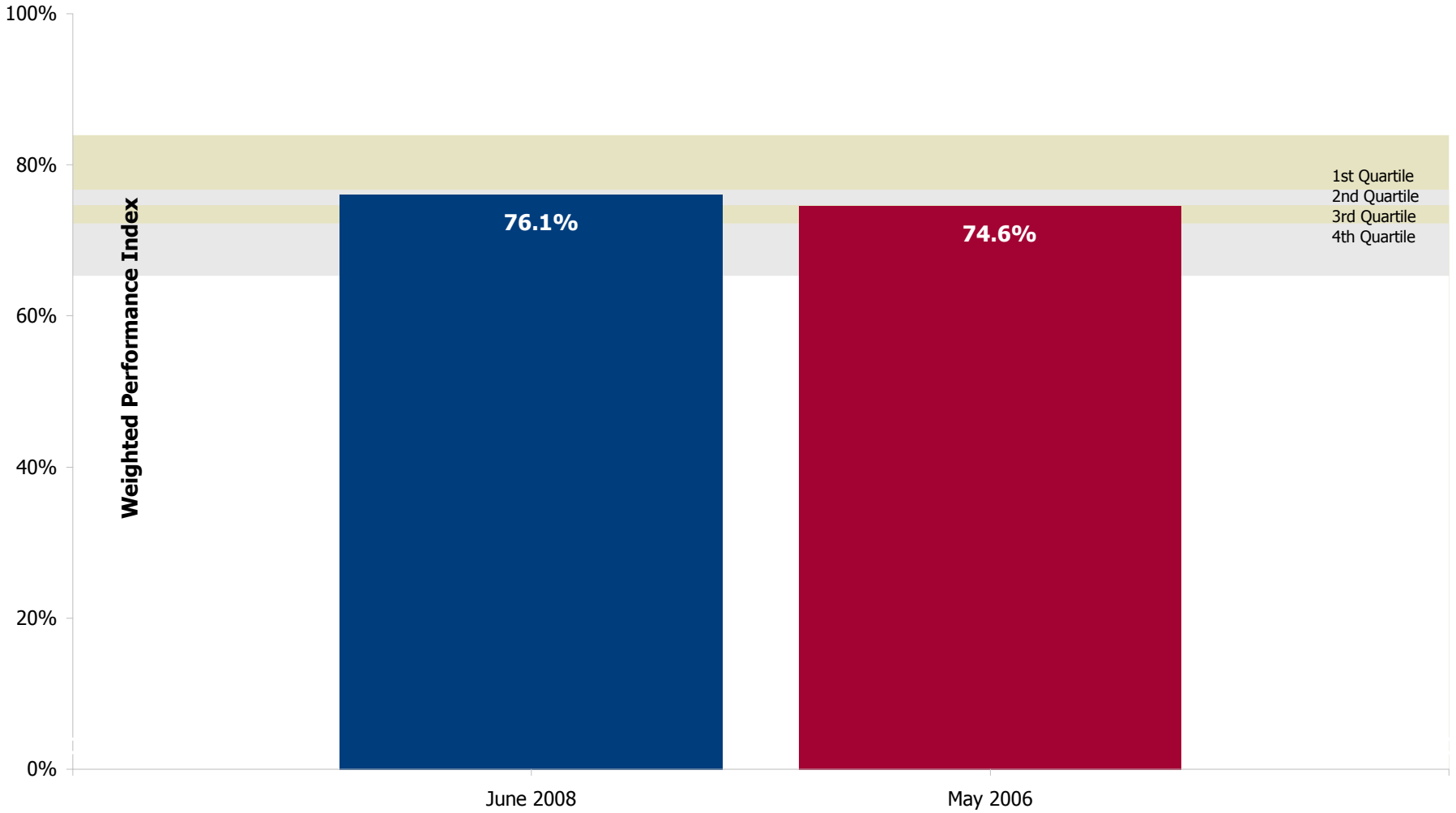
University of Canberra Library Client Survey Results, June 2008

Weighted Performance Index



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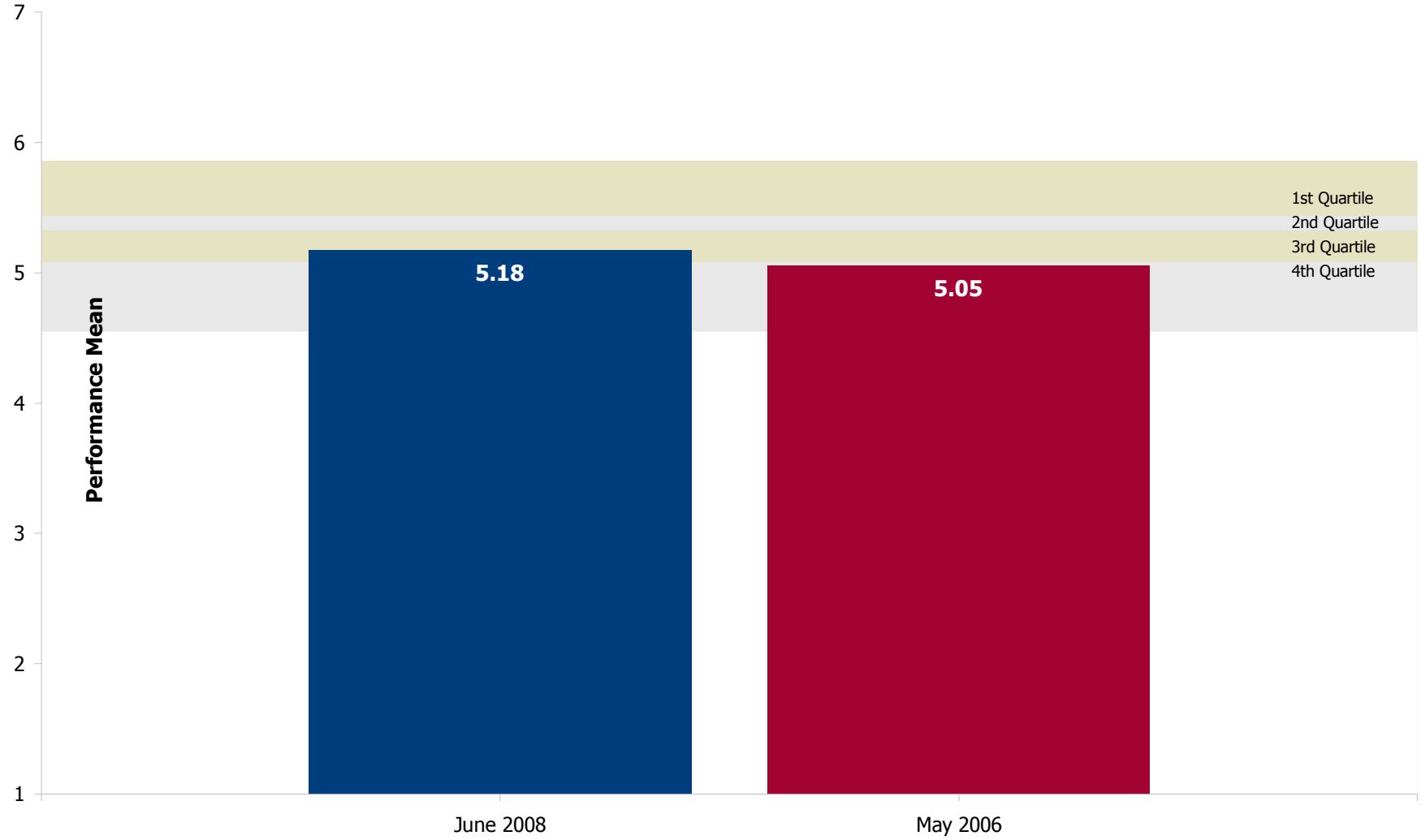
University of Canberra Library Client Survey Results, June 2008

Please give your general assessment of how satisfied you are with the Library



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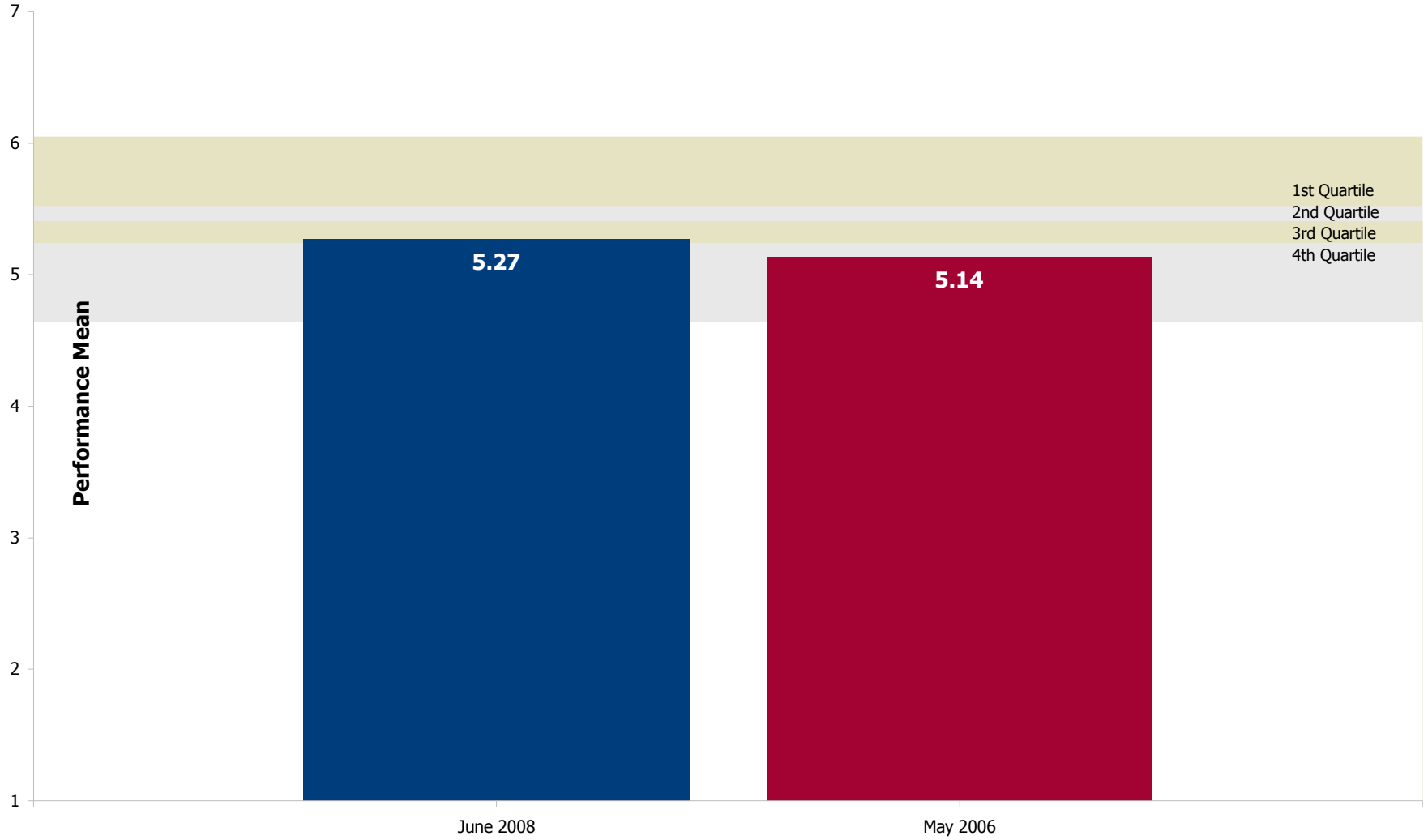
Please give your personal assessment of the overall quality of the Library



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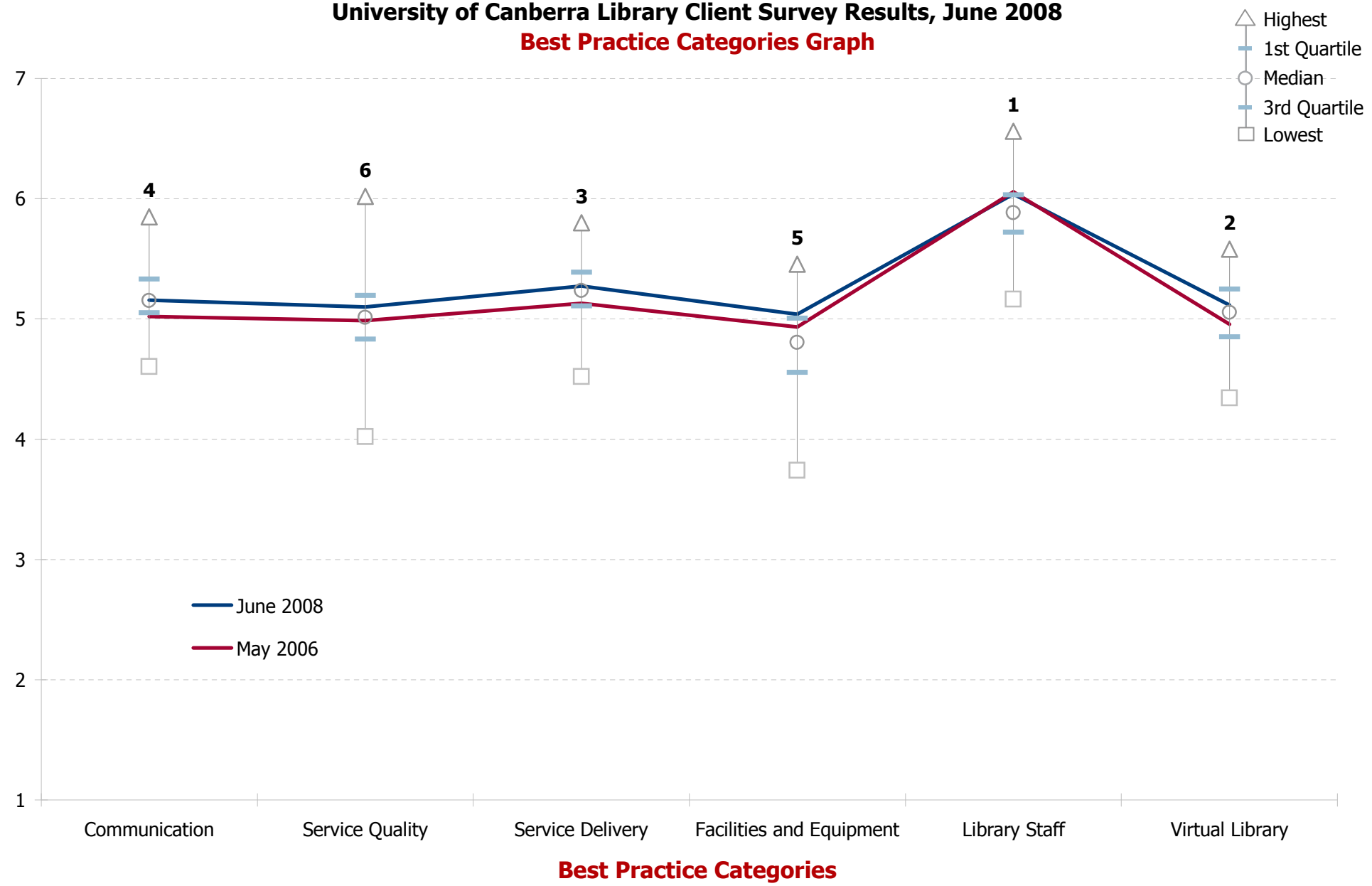
Best Practice Categories Graph



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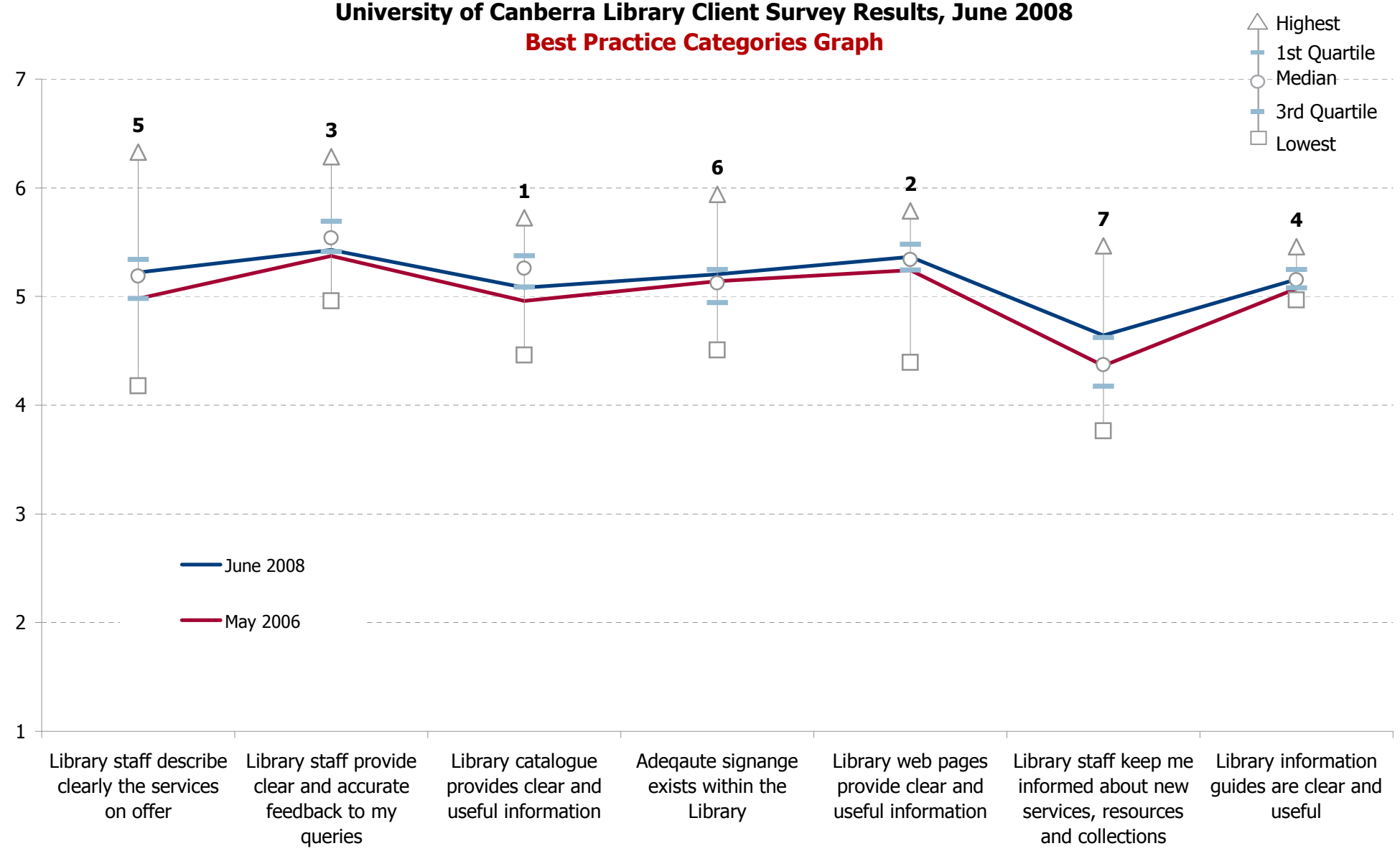
Best Practice Categories Graph



Communication

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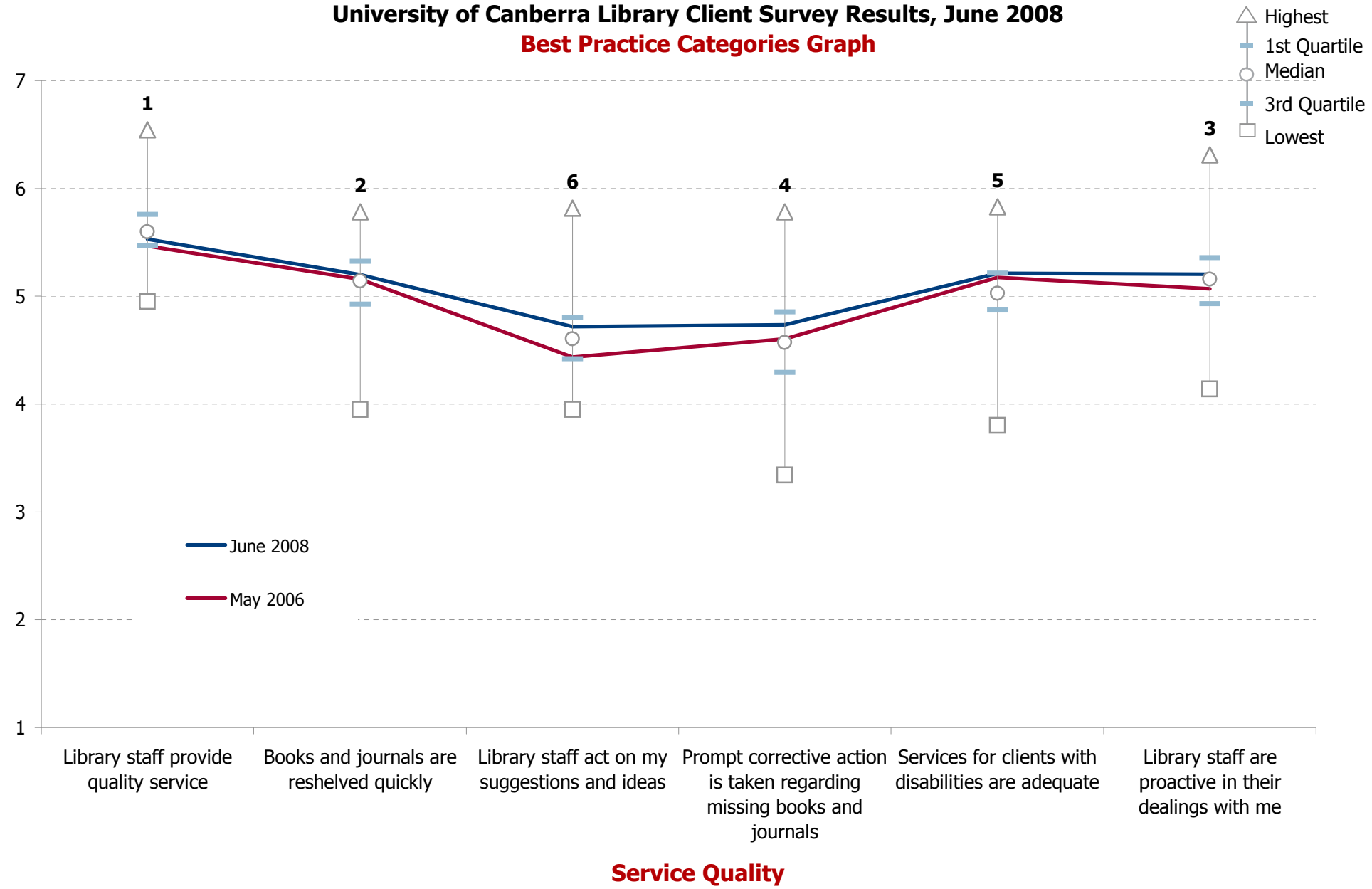

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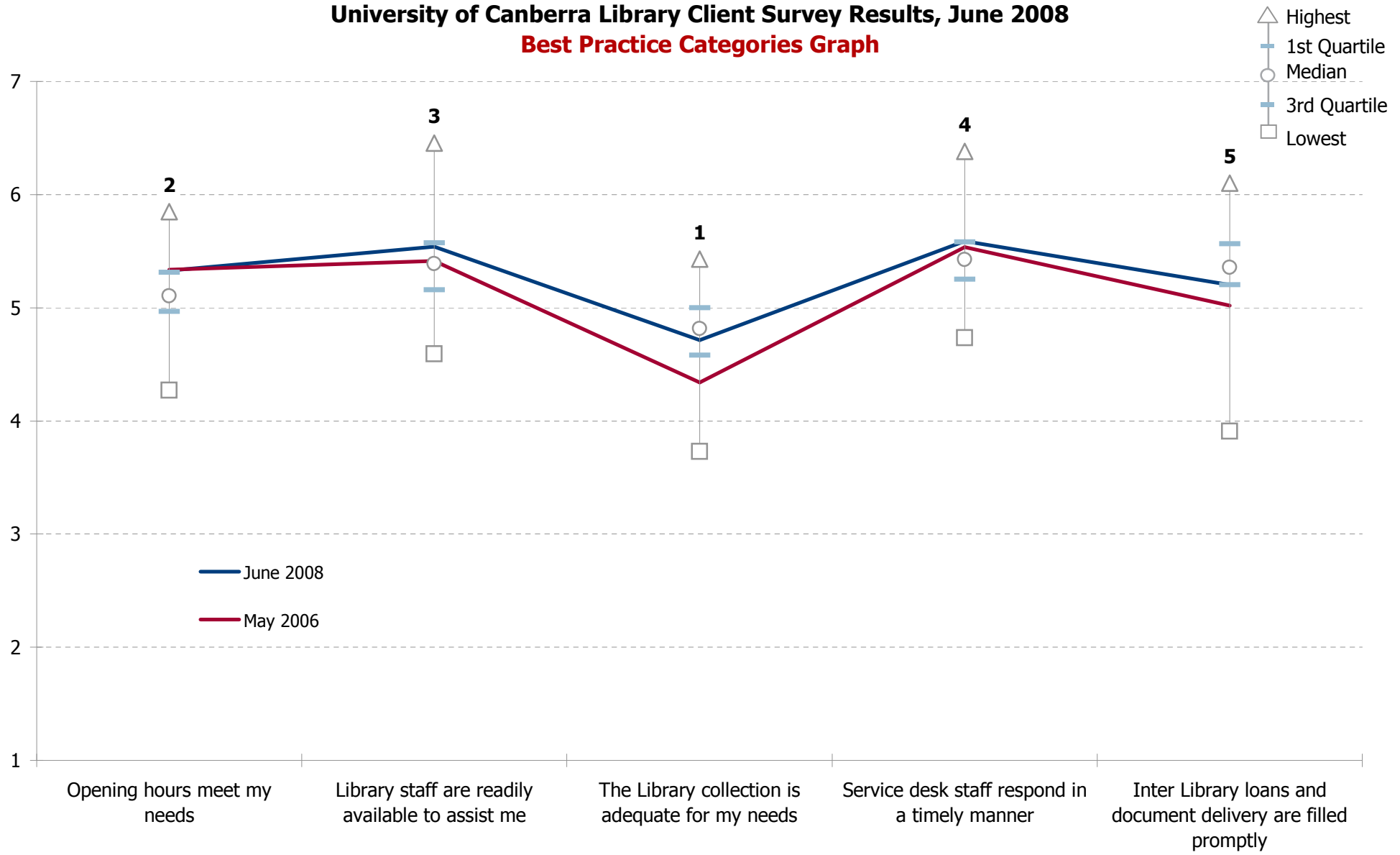
Best Practice Categories Graph



Service Delivery

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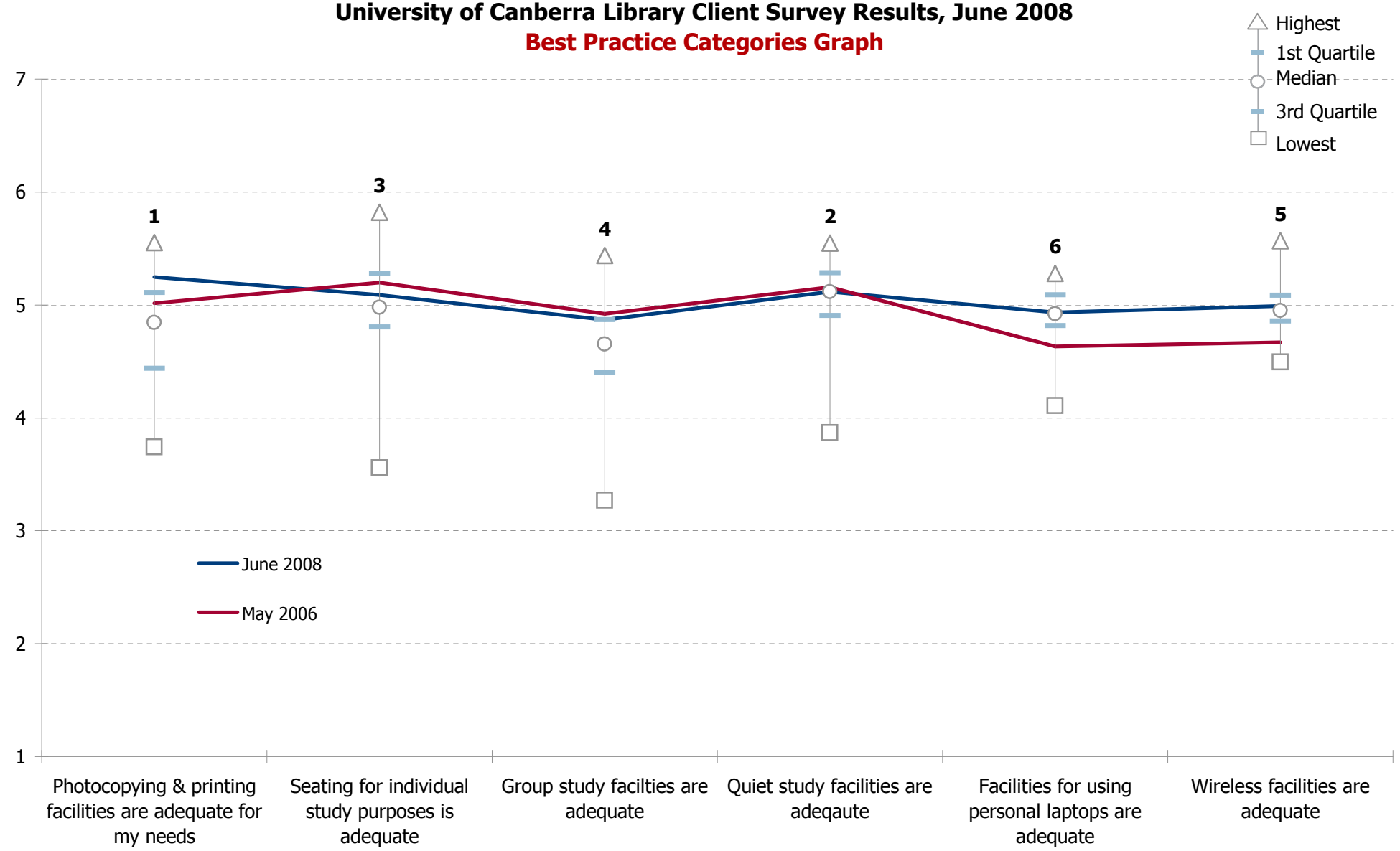
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Graph



Facilities and Equipment

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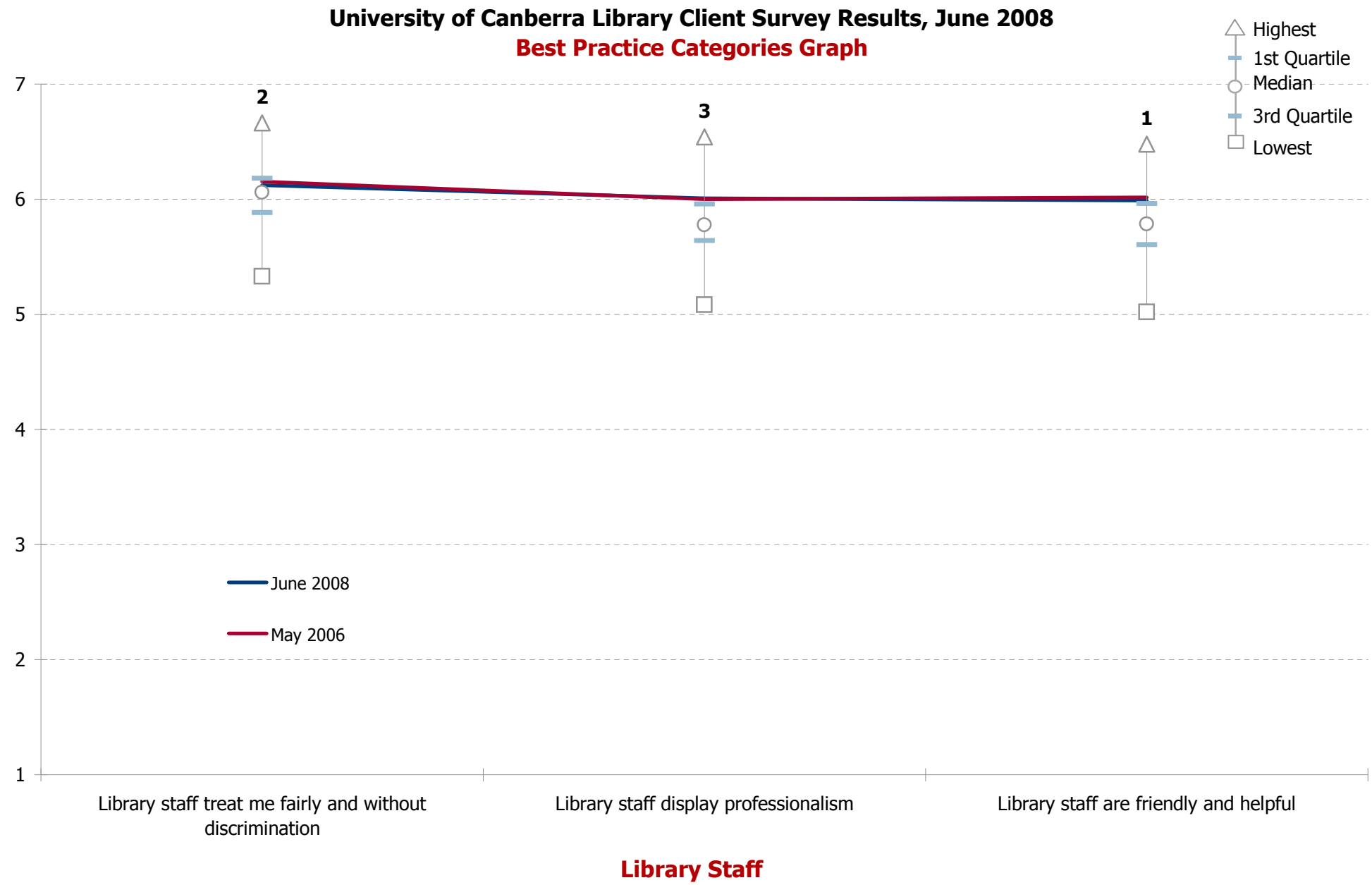

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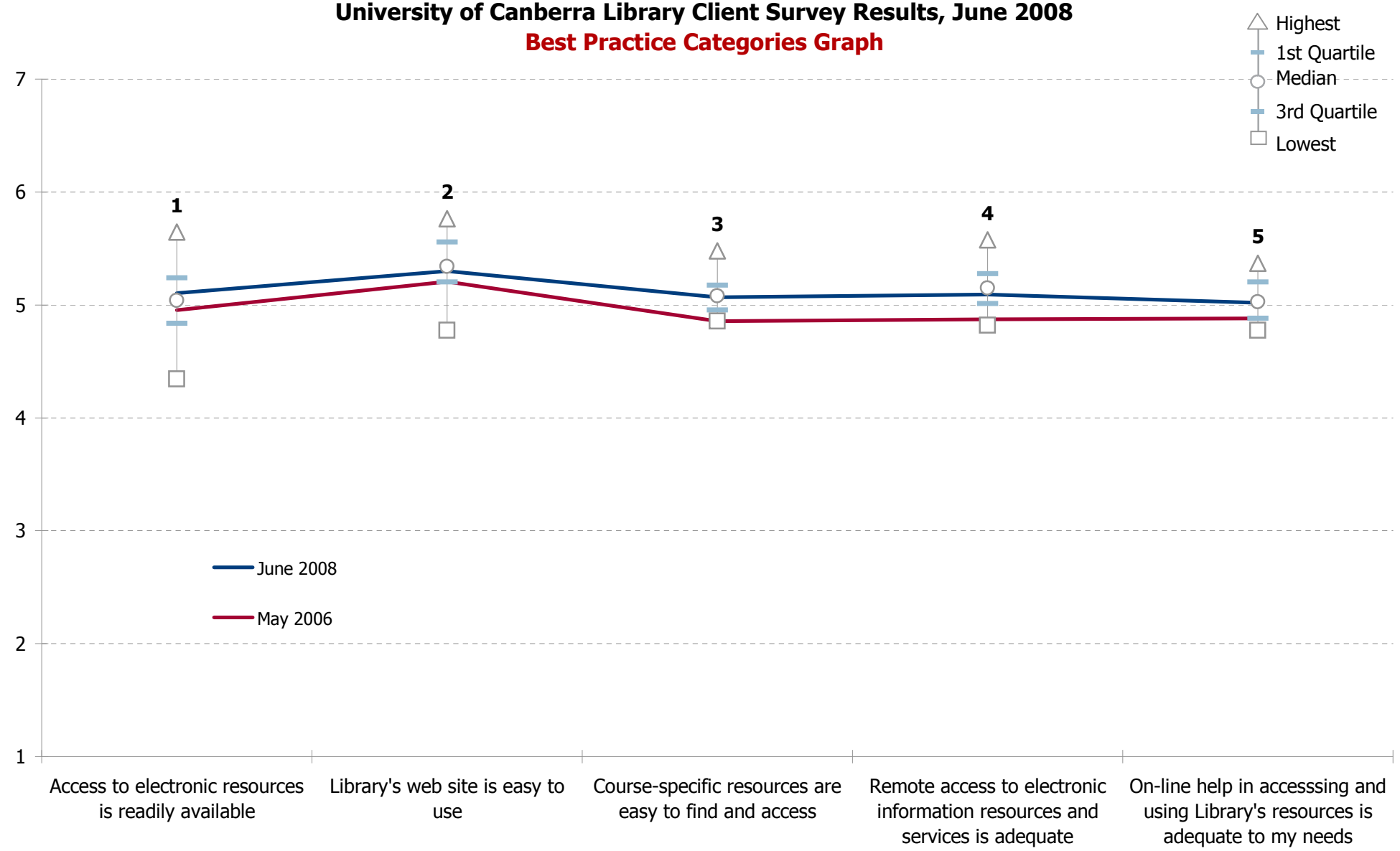

Virtual Library

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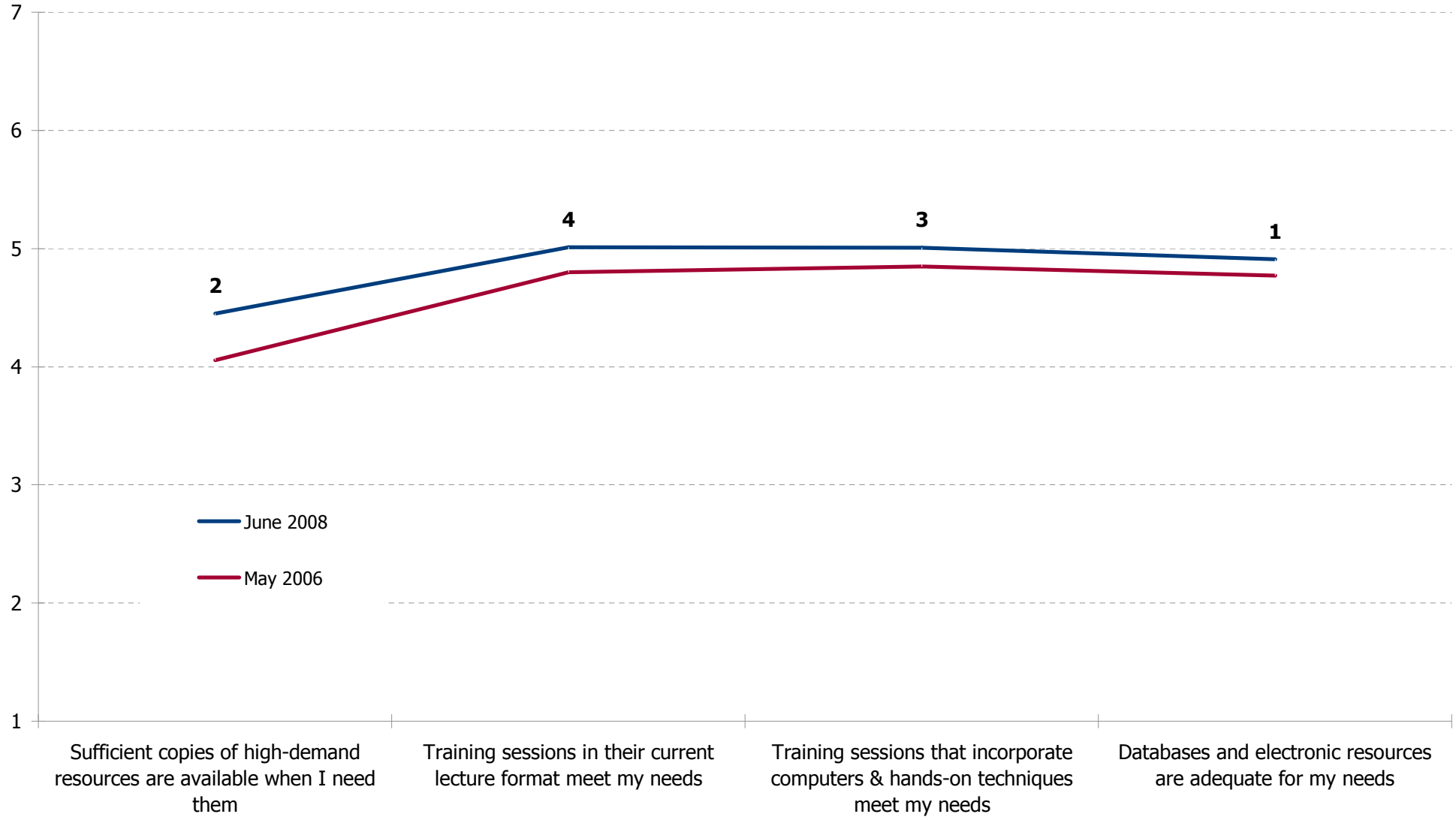
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Graph



Specific Criteria (I)

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — All Respondents
1024 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.33	Library staff treat me fairly and without discrimination	6.12	Number of computer workstations is adequate	3.90	Number of computer workstations is adequate	2.20
Databases and electronic resources are adequate for my needs	6.30	Library staff display professionalism	6.01	Comptuer facilities electronic equipment are adeqaute	4.35	Comptuer facilities electronic equipment are adeqaute	1.78
Information resources (books, electronic, etc) are easily accessed	6.28	Library staff are friendly and helpful	5.99	Sufficient copies of high-demand resources are available when I need them	4.45	Sufficient copies of high-demand resources are available when I need them	1.69
Library staff treat me fairly and without discrimination	6.27	Service desk staff respond in a timely manner	5.59	Library staff keep me informed about new services, resources and collections	4.64	The Library collection is adequate for my needs	1.49
Access to electronic resources is readily available	6.27	Library staff are readily available to assist me	5.54	The Library collection is adequate for my needs	4.71	Databases and electronic resources are adequate for my needs	1.39
Library's web site is easy to use	6.22	Library staff provide quality service	5.53	Library staff act on my suggestions and ideas	4.72	Access to electronic resources is readily available	1.16
The Library collection is adequate for my needs	6.21	Library staff provide clear and accurate feedback to my queries	5.43	Prompt corrective action is taken regarding missing books and journals	4.74	Course-specific resources are easy to find and access	1.13
Library staff display professionalism	6.21	Library web pages provide clear and useful information	5.36	Group study facilties are adequate	4.87	Library catalogue provides clear and useful information	1.11
Library catalogue provides clear and useful information	6.20	Opening hours meet my needs	5.33	Databases and electronic resources are adequate for my needs	4.91	Information resources (books, electronic, etc) are easily accessed	1.07
Course-specific resources are easy to find and access	6.19	Library's web site is easy to use	5.30	Facilities for using personal laptops are adequate	4.93	Remote access to electronic information resources and services is adequate	1.01

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — All Respondents

1024 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.33	1	5.99	3
Databases and electronic resources are adequate for my needs	6.30	2	4.91	32
Information resources (books, electronic, etc) are easily accessed	6.28	3	5.20	15
Library staff treat me fairly and without discrimination	6.27	4	6.12	1
Access to electronic resources is readily available	6.27	5	5.11	22
Library's web site is easy to use	6.22	6	5.30	10
The Library collection is adequate for my needs	6.21	7	4.71	36
Library staff display professionalism	6.21	8	6.01	2
Library catalogue provides clear and useful information	6.20	9	5.08	25
Course-specific resources are easy to find and access	6.19	10	5.07	26
Opening hours meet my needs	6.15	11	5.33	9
Library web pages provide clear and useful information	6.15	12	5.36	8
Sufficient copies of high-demand resources are available when I need them	6.14	13	4.45	38
Comptuer facilities electronic equipment are adeqaute	6.12	14	4.35	39
Remote access to electronic information resources and services is adequate	6.11	15	5.09	23
Number of computer workstations is adequate	6.10	16	3.90	40
Library staff provide clear and accurate feedback to my queries	6.06	17	5.43	7
Library staff are readily available to assist me	6.06	18	5.54	5
Library staff provide quality service	6.03	19	5.53	6
Photocopying & printing facilities are adequate for my needs	5.97	20	5.25	11
Service desk staff respond in a timely manner	5.96	21	5.59	4
Quiet study facilities are adeqaute	5.94	22	5.12	21
Seating for individual study purposes is adequate	5.93	23	5.09	24
Library information guides are clear and useful	5.87	24	5.16	20
Books and journals are reshelved quickly	5.84	25	5.20	17
Library staff are proactive in their dealings with me	5.77	26	5.20	16
On-line help in accesssing and using Library's resources is adequate to my needs	5.68	27	5.02	27
Group study facilties are adequate	5.68	28	4.87	33
Library staff describe clearly the services on offer	5.65	29	5.22	12
Library staff respond clearly and accurately to my online queries	5.65	30	5.16	19
Wireless facilities are adequate	5.63	31	4.99	30
Prompt corrective action is taken regarding missing books and journals	5.62	32	4.74	34
Facilities for using personal laptops are adequate	5.61	33	4.93	31
Adeqaute signange exists within the Library	5.57	34	5.20	14
Inter Library loans and document delivery are filled promptly	5.39	35	5.20	18
Services for clients with disabilities are adequate	5.36	36	5.21	13
Training sessions that incorporate computers & hands-on techniques meet my needs	5.33	37	5.01	29
Training sessions in their current lecture format meet my needs	5.27	38	5.01	28
Library staff keep me informed about new services, resources and collections	5.27	39	4.64	37
Library staff act on my suggestions and ideas	5.04	40	4.72	35

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — All Respondents

1024 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.12	1	6.27	4
Library staff display professionalism	6.01	2	6.21	8
Library staff are friendly and helpful	5.99	3	6.33	1
Service desk staff respond in a timely manner	5.59	4	5.96	21
Library staff are readily available to assist me	5.54	5	6.06	18
Library staff provide quality service	5.53	6	6.03	19
Library staff provide clear and accurate feedback to my queries	5.43	7	6.06	17
Library web pages provide clear and useful information	5.36	8	6.15	12
Opening hours meet my needs	5.33	9	6.15	11
Library's web site is easy to use	5.30	10	6.22	6
Photocopying & printing facilities are adequate for my needs	5.25	11	5.97	20
Library staff describe clearly the services on offer	5.22	12	5.65	29
Services for clients with disabilities are adequate	5.21	13	5.36	36
Adeqaute signange exists within the Library	5.20	14	5.57	34
Information resources (books, electronic, etc) are easily accessed	5.20	15	6.28	3
Library staff are proactive in their dealings with me	5.20	16	5.77	26
Books and journals are reshelved quickly	5.20	17	5.84	25
Inter Library loans and document delivery are filled promptly	5.20	18	5.39	35
Library staff respond clearly and accurately to my online queries	5.16	19	5.65	30
Library information guides are clear and useful	5.16	20	5.87	24
Quiet study facilities are adeqaute	5.12	21	5.94	22
Access to electronic resources is readily available	5.11	22	6.27	5
Remote access to electronic information resources and services is adequate	5.09	23	6.11	15
Seating for individual study purposes is adequate	5.09	24	5.93	23
Library catalogue provides clear and useful information	5.08	25	6.20	9
Course-specific resources are easy to find and access	5.07	26	6.19	10
On-line help in accesssing and using Library's resources is adequate to my needs	5.02	27	5.68	27
Training sessions in their current lecture format meet my needs	5.01	28	5.27	38
Training sessions that incorporate computers & hands-on techniques meet my needs	5.01	29	5.33	37
Wireless facilities are adequate	4.99	30	5.63	31
Facilities for using personal laptops are adequate	4.93	31	5.61	33
Databases and electronic resources are adequate for my needs	4.91	32	6.30	2
Group study facilties are adequate	4.87	33	5.68	28
Prompt corrective action is taken regarding missing books and journals	4.74	34	5.62	32
Library staff act on my suggestions and ideas	4.72	35	5.04	40
The Library collection is adequate for my needs	4.71	36	6.21	7
Library staff keep me informed about new services, resources and collections	4.64	37	5.27	39
Sufficient copies of high-demand resources are available when I need them	4.45	38	6.14	13
Comptuer facilities electronic equipment are adeqaute	4.35	39	6.12	14
Number of computer workstations is adequate	3.90	40	6.10	16

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — All Respondents

1024 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.20	1	6.10	16
Comptuer facilities electronic equipment are adeqaute	1.78	2	6.12	14
Sufficient copies of high-demand resources are available when I need them	1.69	3	6.14	13
The Library collection is adequate for my needs	1.49	4	6.21	7
Databases and electronic resources are adequate for my needs	1.39	5	6.30	2
Access to electronic resources is readily available	1.16	6	6.27	5
Course-specific resources are easy to find and access	1.13	7	6.19	10
Library catalogue provides clear and useful information	1.11	8	6.20	9
Information resources (books, electronic, etc) are easily accessed	1.07	9	6.28	3
Remote access to electronic information resources and services is adequate	1.01	10	6.11	15
Library's web site is easy to use	0.92	11	6.22	6
Prompt corrective action is taken regarding missing books and journals	0.88	12	5.62	32
Seating for individual study purposes is adequate	0.84	13	5.93	23
Quiet study facilities are adeqaute	0.82	14	5.94	22
Opening hours meet my needs	0.82	15	6.15	11
Group study facilties are adequate	0.82	16	5.68	28
Library web pages provide clear and useful information	0.78	17	6.15	12
Photocopying & printing facilities are adequate for my needs	0.73	18	5.97	20
Library information guides are clear and useful	0.71	19	5.87	24
Facilities for using personal laptops are adequate	0.68	20	5.61	33
On-line help in accesssing and using Library's resources is adequate to my needs	0.66	21	5.68	27
Wireless facilities are adequate	0.64	22	5.63	31
Books and journals are reshelved quickly	0.64	23	5.84	25
Library staff provide clear and accurate feedback to my queries	0.63	24	6.06	17
Library staff keep me informed about new services, resources and collections	0.62	25	5.27	39
Library staff are proactive in their dealings with me	0.56	26	5.77	26
Library staff are readily available to assist me	0.52	27	6.06	18
Library staff provide quality service	0.50	28	6.03	19
Library staff respond clearly and accurately to my online queries	0.49	29	5.65	30
Library staff describe clearly the services on offer	0.43	30	5.65	29
Service desk staff respond in a timely manner	0.37	31	5.96	21
Adeqaute signange exists within the Library	0.36	32	5.57	34
Library staff are friendly and helpful	0.34	33	6.33	1
Library staff act on my suggestions and ideas	0.33	34	5.04	40
Training sessions that incorporate computers & hands-on techniques meet my needs	0.32	35	5.33	37
Training sessions in their current lecture format meet my needs	0.26	36	5.27	38
Library staff display professionalism	0.20	37	6.21	8
Inter Library loans and document delivery are filled promptly	0.19	38	5.39	35
Services for clients with disabilities are adequate	0.15	39	5.36	36
Library staff treat me fairly and without discrimination	0.15	40	6.27	4

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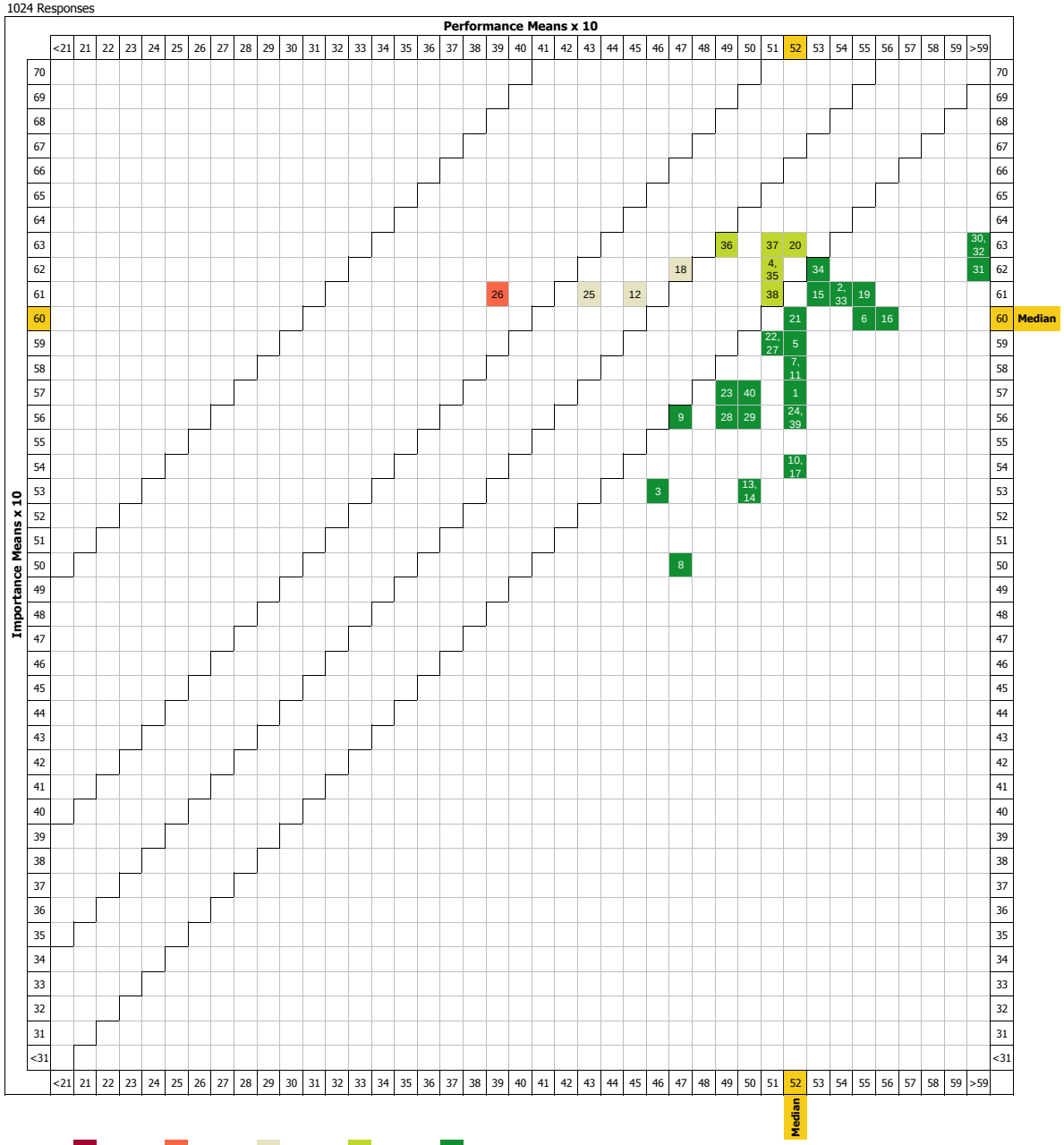
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — All Respondents

1024 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008
Top 5 Importance Scores by Demographic
What single category best describes you?

UC Undergraduate (684 Responses)		UC Postgraduate (145 Responses)		UC Academic/Research Staff (58 Responses)	
Databases and electronic resources are adequate for my needs	6.29	Access to electronic resources is readily available	6.50	Library staff provide clear and accurate feedback to my queries	6.55
Comptuer facilities electronic equipment are adeqaute	6.28	Databases and electronic resources are adequate for my needs	6.49	Library staff display professionalism	6.49
Number of computer workstations is adequate	6.28	Information resources (books, electronic, etc) are easily accessed	6.47	Library staff are friendly and helpful	6.48
Library staff are friendly and helpful	6.27	Library's web site is easy to use	6.43	Databases and electronic resources are adequate for my needs	6.48
Information resources (books, electronic, etc) are easily accessed	6.25	Library staff are friendly and helpful	6.43	Library staff provide quality service	6.44
UC General Staff (49 Responses)		**Canberra College (15 Responses)**		**Other (23 Responses)**	
Library staff treat me fairly and without discrimination	6.67	Library staff are friendly and helpful	6.73	Library staff are friendly and helpful	6.37
Library staff are readily available to assist me	6.50	Seating for individual study purposes is adequate	6.67	Access to electronic resources is readily available	6.00
Library staff display professionalism	6.50	Library web pages provide clear and useful information	6.67	Opening hours meet my needs	5.89
Library staff are friendly and helpful	6.50	Information resources (books, electronic, etc) are easily accessed	6.58	Library staff display professionalism	5.89
Access to electronic resources is readily available	6.34	Sufficient copies of high-demand resources are available when I need them	6.50	Library staff provide quality service	5.89

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Performance Scores by Demographic
What single category best describes you?

UC Undergraduate (684 Responses)		UC Postgraduate (145 Responses)		UC Academic/Research Staff (58 Responses)	
Library staff treat me fairly and without discrimination	6.12	Library staff treat me fairly and without discrimination	6.07	Library staff are friendly and helpful	6.59
Library staff display professionalism	6.00	Library staff display professionalism	5.98	Library staff treat me fairly and without discrimination	6.54
Library staff are friendly and helpful	5.94	Library staff are friendly and helpful	5.95	Library staff display professionalism	6.51
Service desk staff respond in a timely manner	5.50	Service desk staff respond in a timely manner	5.75	Library staff provide clear and accurate feedback to my queries	6.30
Library staff are readily available to assist me	5.45	Library staff are readily available to assist me	5.65	Library staff provide quality service	6.13
UC General Staff (49 Responses)		**Canberra College (15 Responses)**		**Other (23 Responses)**	
Library staff treat me fairly and without discrimination	6.37	Service desk staff respond in a timely manner	5.75	Library staff are friendly and helpful	5.85
Library staff are friendly and helpful	6.20	Library staff are proactive in their dealings with me	5.75	Library staff treat me fairly and without discrimination	5.75
Library staff display professionalism	6.11	Opening hours meet my needs	5.75	Library staff provide quality service	5.71
Library staff are readily available to assist me	6.09	Facilities for using personal laptops are adequate	5.64	Library staff display professionalism	5.65
Service desk staff respond in a timely manner	6.05	Library staff provide quality service	5.58	Library staff provide clear and accurate feedback to my queries	5.52

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
What single category best describes you?

UC Undergraduate (684 Responses)		UC Postgraduate (145 Responses)		UC Academic/Research Staff (58 Responses)	
Number of computer workstations is adequate	2.52	The Library collection is adequate for my needs	2.05	The Library collection is adequate for my needs	1.86
Comptuer facilities electronic equipment are adeqaute	1.99	Sufficient copies of high-demand resources are available when I need them	1.92	Databases and electronic resources are adequate for my needs	1.76
Sufficient copies of high-demand resources are available when I need them	1.82	Databases and electronic resources are adequate for my needs	1.89	Library's web site is easy to use	1.23
The Library collection is adequate for my needs	1.44	Number of computer workstations is adequate	1.85	Course-specific resources are easy to find and access	1.20
Databases and electronic resources are adequate for my needs	1.35	Access to electronic resources is readily available	1.64	Access to electronic resources is readily available	1.20
UC General Staff (49 Responses)		**Canberra College (15 Responses)**		**Other (23 Responses)**	
Number of computer workstations is adequate	1.62	Seating for individual study purposes is adequate	1.58	Prompt corrective action is taken regarding missing books and journals	0.98
Library's web site is easy to use	1.34	Number of computer workstations is adequate	1.58	Access to electronic resources is readily available	0.95
Comptuer facilities electronic equipment are adeqaute	1.32	Library information guides are clear and useful	1.50	Comptuer facilities electronic equipment are adeqaute	0.89
Course-specific resources are easy to find and access	1.10	Comptuer facilities electronic equipment are adeqaute	1.50	The Library collection is adequate for my needs	0.79
Library catalogue provides clear and useful information	1.08	Library catalogue provides clear and useful information	1.50	Library staff act on my suggestions and ideas	0.77

Unique Factors

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What single category best describes you? - UC Undergraduate
684 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.29	Library staff treat me fairly and without discrimination	6.12	Number of computer workstations is adequate	3.76	Number of computer workstations is adequate	2.52
Comptuer facilities electronic equipment are adeqaute	6.28	Library staff display professionalism	6.00	Comptuer facilities electronic equipment are adeqaute	4.29	Comptuer facilities electronic equipment are adeqaute	1.99
Number of computer workstations is adequate	6.28	Library staff are friendly and helpful	5.94	Sufficient copies of high-demand resources are available when I need them	4.35	Sufficient copies of high-demand resources are available when I need them	1.82
Library staff are friendly and helpful	6.27	Service desk staff respond in a timely manner	5.50	Library staff keep me informed about new services, resources and collections	4.54	The Library collection is adequate for my needs	1.44
Information resources (books, electronic, etc) are easily accessed	6.25	Library staff are readily available to assist me	5.45	Library staff act on my suggestions and ideas	4.61	Databases and electronic resources are adequate for my needs	1.35
Library staff treat me fairly and without discrimination	6.24	Library staff provide quality service	5.45	Prompt corrective action is taken regarding missing books and journals	4.70	Library catalogue provides clear and useful information	1.12
Access to electronic resources is readily available	6.23	Library web pages provide clear and useful information	5.43	The Library collection is adequate for my needs	4.77	Course-specific resources are easy to find and access	1.12
Opening hours meet my needs	6.21	Library staff provide clear and accurate feedback to my queries	5.36	Group study facilties are adequate	4.90	Information resources (books, electronic, etc) are easily accessed	1.10
Course-specific resources are easy to find and access	6.21	Library's web site is easy to use	5.36	Databases and electronic resources are adequate for my needs	4.93	Access to electronic resources is readily available	1.09
The Library collection is adequate for my needs	6.20	Opening hours meet my needs	5.32	Facilities for using personal laptops are adequate	4.94	Group study facilties are adequate	0.99

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What single category best describes you? - UC Undergraduate
684 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.29	1	4.93	32
Comptuer facilities electronic equipment are adeqaute	6.28	2	4.29	39
Number of computer workstations is adequate	6.28	3	3.76	40
Library staff are friendly and helpful	6.27	4	5.94	3
Information resources (books, electronic, etc) are easily accessed	6.25	5	5.15	18
Library staff treat me fairly and without discrimination	6.24	6	6.12	1
Access to electronic resources is readily available	6.23	7	5.13	19
Opening hours meet my needs	6.21	8	5.32	10
Course-specific resources are easy to find and access	6.21	9	5.09	24
The Library collection is adequate for my needs	6.20	10	4.77	34
Library's web site is easy to use	6.18	11	5.36	9
Library catalogue provides clear and useful information	6.18	12	5.06	25
Sufficient copies of high-demand resources are available when I need them	6.16	13	4.35	38
Library staff display professionalism	6.15	14	6.00	2
Photocopying & printing facilities are adequate for my needs	6.14	15	5.29	11
Library web pages provide clear and useful information	6.13	16	5.43	7
Remote access to electronic information resources and services is adequate	6.10	17	5.11	21
Quiet study facilities are adeqaute	6.10	18	5.16	16
Seating for individual study purposes is adequate	6.09	19	5.16	17
Library staff are readily available to assist me	6.01	20	5.45	5
Library staff provide clear and accurate feedback to my queries	5.99	21	5.36	8
Library staff provide quality service	5.98	22	5.45	6
Service desk staff respond in a timely manner	5.91	23	5.50	4
Books and journals are reshelved quickly	5.88	24	5.26	13
Group study facilties are adequate	5.88	25	4.90	33
Library information guides are clear and useful	5.84	26	5.09	22
Wireless facilities are adequate	5.79	27	5.02	27
Library staff are proactive in their dealings with me	5.76	28	5.16	15
Facilities for using personal laptops are adequate	5.76	29	4.94	31
On-line help in accesssing and using Library's resources is adequate to my needs	5.64	30	5.01	28
Adeqaute signange exists within the Library	5.59	31	5.28	12
Library staff respond clearly and accurately to my online queries	5.55	32	5.04	26
Prompt corrective action is taken regarding missing books and journals	5.54	33	4.70	35
Library staff describe clearly the services on offer	5.53	34	5.13	20
Services for clients with disabilities are adequate	5.30	35	5.20	14
Inter Library loans and document delivery are filled promptly	5.27	36	5.09	23
Training sessions that incorporate computers & hands-on techniques meet my needs	5.25	37	4.97	30
Training sessions in their current lecture format meet my needs	5.22	38	5.00	29
Library staff keep me informed about new services, resources and collections	5.16	39	4.54	37
Library staff act on my suggestions and ideas	4.89	40	4.61	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - UC Undergraduate
684 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.12	1	6.24	6
Library staff display professionalism	6.00	2	6.15	14
Library staff are friendly and helpful	5.94	3	6.27	4
Service desk staff respond in a timely manner	5.50	4	5.91	23
Library staff are readily available to assist me	5.45	5	6.01	20
Library staff provide quality service	5.45	6	5.98	22
Library web pages provide clear and useful information	5.43	7	6.13	16
Library staff provide clear and accurate feedback to my queries	5.36	8	5.99	21
Library's web site is easy to use	5.36	9	6.18	11
Opening hours meet my needs	5.32	10	6.21	8
Photocopying & printing facilities are adequate for my needs	5.29	11	6.14	15
Adeqaute signange exists within the Library	5.28	12	5.59	31
Books and journals are reshelved quickly	5.26	13	5.88	24
Services for clients with disabilities are adequate	5.20	14	5.30	35
Library staff are proactive in their dealings with me	5.16	15	5.76	28
Quiet study facilities are adeqaute	5.16	16	6.10	18
Seating for individual study purposes is adequate	5.16	17	6.09	19
Information resources (books, electronic, etc) are easily accessed	5.15	18	6.25	5
Access to electronic resources is readily available	5.13	19	6.23	7
Library staff describe clearly the services on offer	5.13	20	5.53	34
Remote access to electronic information resources and services is adequate	5.11	21	6.10	17
Library information guides are clear and useful	5.09	22	5.84	26
Inter Library loans and document delivery are filled promptly	5.09	23	5.27	36
Course-specific resources are easy to find and access	5.09	24	6.21	9
Library catalogue provides clear and useful information	5.06	25	6.18	12
Library staff respond clearly and accurately to my online queries	5.04	26	5.55	32
Wireless facilities are adequate	5.02	27	5.79	27
On-line help in accesssing and using Library's resources is adequate to my needs	5.01	28	5.64	30
Training sessions in their current lecture format meet my needs	5.00	29	5.22	38
Training sessions that incorporate computers & hands-on techniques meet my needs	4.97	30	5.25	37
Facilities for using personal laptops are adequate	4.94	31	5.76	29
Databases and electronic resources are adequate for my needs	4.93	32	6.29	1
Group study facilties are adequate	4.90	33	5.88	25
The Library collection is adequate for my needs	4.77	34	6.20	10
Prompt corrective action is taken regarding missing books and journals	4.70	35	5.54	33
Library staff act on my suggestions and ideas	4.61	36	4.89	40
Library staff keep me informed about new services, resources and collections	4.54	37	5.16	39
Sufficient copies of high-demand resources are available when I need them	4.35	38	6.16	13
Comptuer facilities electronic equipment are adeqaute	4.29	39	6.28	2
Number of computer workstations is adequate	3.76	40	6.28	3

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Mean Gap Scores — What single category best describes you? - UC Undergraduate
684 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.52	1	6.28	3
Comptuer facilities electronic equipment are adeqaute	1.99	2	6.28	2
Sufficient copies of high-demand resources are available when I need them	1.82	3	6.16	13
The Library collection is adequate for my needs	1.44	4	6.20	10
Databases and electronic resources are adequate for my needs	1.35	5	6.29	1
Library catalogue provides clear and useful information	1.12	6	6.18	12
Course-specific resources are easy to find and access	1.12	7	6.21	9
Information resources (books, electronic, etc) are easily accessed	1.10	8	6.25	5
Access to electronic resources is readily available	1.09	9	6.23	7
Group study facilties are adequate	0.99	10	5.88	25
Remote access to electronic information resources and services is adequate	0.98	11	6.10	17
Quiet study facilities are adeqaute	0.94	12	6.10	18
Seating for individual study purposes is adequate	0.93	13	6.09	19
Opening hours meet my needs	0.89	14	6.21	8
Photocopying & printing facilities are adequate for my needs	0.85	15	6.14	15
Prompt corrective action is taken regarding missing books and journals	0.84	16	5.54	33
Library's web site is easy to use	0.82	17	6.18	11
Facilities for using personal laptops are adequate	0.82	18	5.76	29
Wireless facilities are adequate	0.76	19	5.79	27
Library information guides are clear and useful	0.75	20	5.84	26
Library web pages provide clear and useful information	0.70	21	6.13	16
On-line help in accesssing and using Library's resources is adequate to my needs	0.63	22	5.64	30
Library staff provide clear and accurate feedback to my queries	0.63	23	5.99	21
Books and journals are reshelved quickly	0.63	24	5.88	24
Library staff keep me informed about new services, resources and collections	0.62	25	5.16	39
Library staff are proactive in their dealings with me	0.60	26	5.76	28
Library staff are readily available to assist me	0.56	27	6.01	20
Library staff provide quality service	0.53	28	5.98	22
Library staff respond clearly and accurately to my online queries	0.50	29	5.55	32
Service desk staff respond in a timely manner	0.41	30	5.91	23
Library staff describe clearly the services on offer	0.40	31	5.53	34
Library staff are friendly and helpful	0.33	32	6.27	4
Adeqaute signange exists within the Library	0.32	33	5.59	31
Training sessions that incorporate computers & hands-on techniques meet my needs	0.29	34	5.25	37
Library staff act on my suggestions and ideas	0.28	35	4.89	40
Training sessions in their current lecture format meet my needs	0.22	36	5.22	38
Inter Library loans and document delivery are filled promptly	0.18	37	5.27	36
Library staff display professionalism	0.15	38	6.15	14
Library staff treat me fairly and without discrimination	0.13	39	6.24	6
Services for clients with disabilities are adequate	0.10	40	5.30	35

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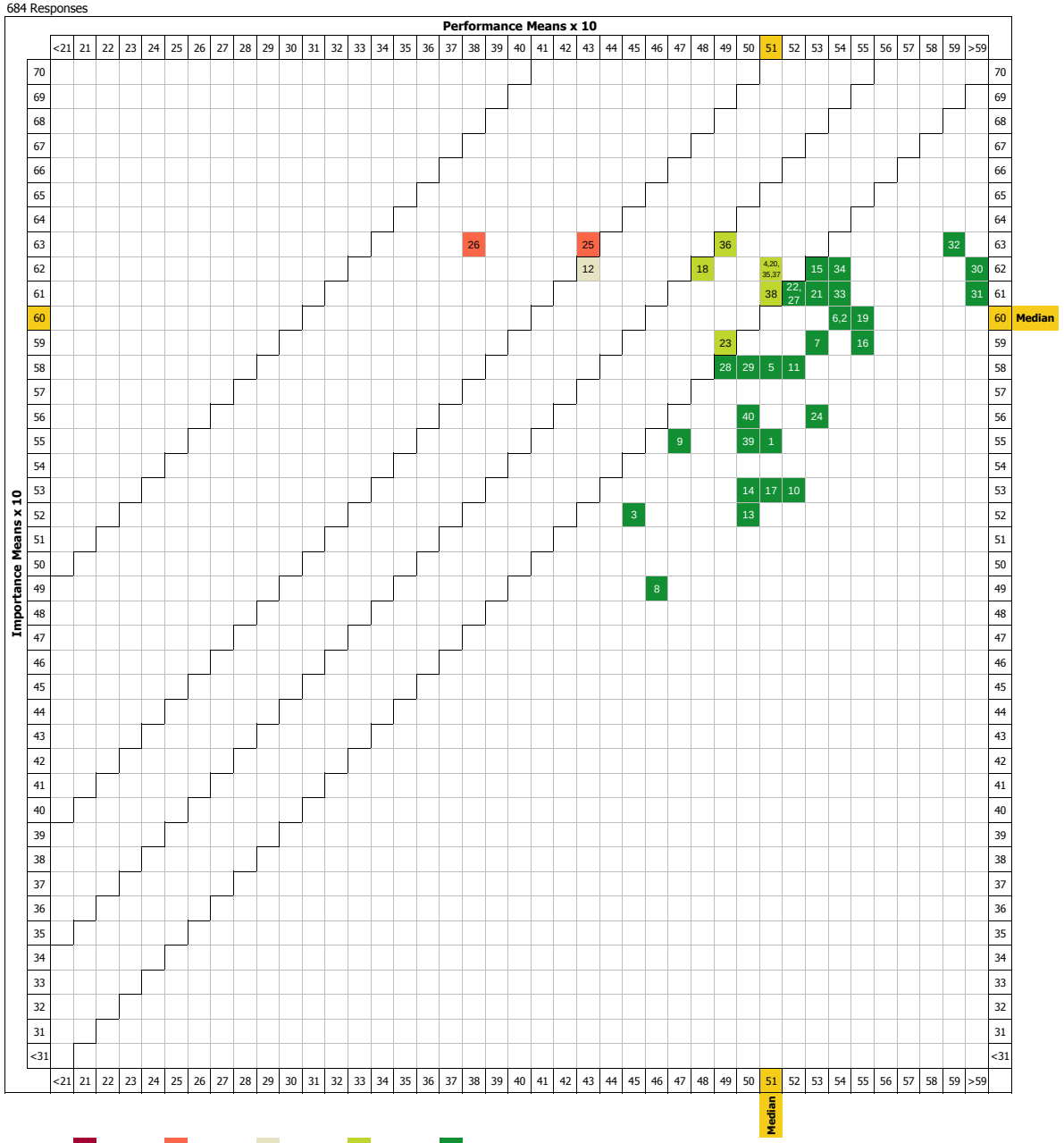
Best Practice Categories Gap Grid — What single category best describes you? - UC Undergraduate

684 Responses



Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What single category best describes you? - UC Postgraduate
145 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Access to electronic resources is readily available	6.50	Library staff treat me fairly and without discrimination	6.07	Number of computer workstations is adequate	4.08	The Library collection is adequate for my needs	2.05
Databases and electronic resources are adequate for my needs	6.49	Library staff display professionalism	5.98	Sufficient copies of high-demand resources are available when I need them	4.21	Sufficient copies of high-demand resources are available when I need them	1.92
Information resources (books, electronic, etc) are easily accessed	6.47	Library staff are friendly and helpful	5.95	The Library collection is adequate for my needs	4.31	Databases and electronic resources are adequate for my needs	1.89
Library's web site is easy to use	6.43	Service desk staff respond in a timely manner	5.75	Library staff keep me informed about new services, resources and collections	4.38	Number of computer workstations is adequate	1.85
Library staff are friendly and helpful	6.43	Library staff are readily available to assist me	5.65	Comptuer facilities electronic equipment are adeqaute	4.45	Access to electronic resources is readily available	1.64
Course-specific resources are easy to find and access	6.41	Library staff provide quality service	5.52	Databases and electronic resources are adequate for my needs	4.60	Comptuer facilities electronic equipment are adeqaute	1.58
Library staff display professionalism	6.40	Library staff provide clear and accurate feedback to my queries	5.42	Prompt corrective action is taken regarding missing books and journals	4.61	Course-specific resources are easy to find and access	1.33
Library staff treat me fairly and without discrimination	6.40	Library staff respond clearly and accurately to my online queries	5.35	Library staff act on my suggestions and ideas	4.79	Remote access to electronic information resources and services is adequate	1.32
The Library collection is adequate for my needs	6.36	Library information guides are clear and useful	5.33	Seating for individual study purposes is adequate	4.80	Information resources (books, electronic, etc) are easily accessed	1.26
Remote access to electronic information resources and services is adequate	6.34	Inter Library loans and document delivery are filled promptly	5.32	Group study facilties are adequate	4.84	Opening hours meet my needs	1.25

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What single category best describes you? - UC Postgraduate
145 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Access to electronic resources is readily available	6.50	1	4.86	29
Databases and electronic resources are adequate for my needs	6.49	2	4.60	35
Information resources (books, electronic, etc) are easily accessed	6.47	3	5.20	15
Library's web site is easy to use	6.43	4	5.23	14
Library staff are friendly and helpful	6.43	5	5.95	3
Course-specific resources are easy to find and access	6.41	6	5.08	20
Library staff display professionalism	6.40	7	5.98	2
Library staff treat me fairly and without discrimination	6.40	7	6.07	1
The Library collection is adequate for my needs	6.36	9	4.31	38
Remote access to electronic information resources and services is adequate	6.34	10	5.03	22
Library web pages provide clear and useful information	6.33	11	5.25	13
Opening hours meet my needs	6.33	12	5.08	21
Library catalogue provides clear and useful information	6.27	13	5.09	19
Library staff provide clear and accurate feedback to my queries	6.22	14	5.42	7
Library staff are readily available to assist me	6.20	15	5.65	5
Sufficient copies of high-demand resources are available when I need them	6.13	16	4.21	39
Service desk staff respond in a timely manner	6.13	17	5.75	4
Library staff provide quality service	6.05	18	5.52	6
Comptuer facilities electronic equipment are adeqaute	6.03	19	4.45	36
Library information guides are clear and useful	5.99	20	5.33	9
Photocopying & printing facilities are adequate for my needs	5.97	21	5.30	11
Library staff describe clearly the services on offer	5.93	22	5.26	12
Number of computer workstations is adequate	5.93	23	4.08	40
Seating for individual study purposes is adequate	5.89	24	4.80	32
Quiet study facilities are adeqaute	5.85	25	4.91	27
On-line help in accesssing and using Library's resources is adequate to my needs	5.83	26	4.96	25
Books and journals are reshelved quickly	5.83	27	4.91	28
Library staff are proactive in their dealings with me	5.81	28	5.20	16
Library staff respond clearly and accurately to my online queries	5.79	29	5.35	8
Prompt corrective action is taken regarding missing books and journals	5.79	30	4.61	34
Inter Library loans and document delivery are filled promptly	5.76	31	5.32	10
Training sessions in their current lecture format meet my needs	5.60	32	5.02	23
Adeqaute signange exists within the Library	5.56	33	5.10	18
Training sessions that incorporate computers & hands-on techniques meet my needs	5.53	34	5.00	24
Facilities for using personal laptops are adequate	5.47	35	4.94	26
Wireless facilities are adequate	5.42	36	4.85	30
Library staff keep me informed about new services, resources and collections	5.41	37	4.38	37
Library staff act on my suggestions and ideas	5.40	38	4.79	33
Group study facilties are adequate	5.39	39	4.84	31
Services for clients with disabilities are adequate	5.31	40	5.18	17

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - UC Postgraduate

145 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.07	1	6.40	7
Library staff display professionalism	5.98	2	6.40	7
Library staff are friendly and helpful	5.95	3	6.43	5
Service desk staff respond in a timely manner	5.75	4	6.13	17
Library staff are readily available to assist me	5.65	5	6.20	15
Library staff provide quality service	5.52	6	6.05	18
Library staff provide clear and accurate feedback to my queries	5.42	7	6.22	14
Library staff respond clearly and accurately to my online queries	5.35	8	5.79	29
Library information guides are clear and useful	5.33	9	5.99	20
Inter Library loans and document delivery are filled promptly	5.32	10	5.76	31
Photocopying & printing facilities are adequate for my needs	5.30	11	5.97	21
Library staff describe clearly the services on offer	5.26	12	5.93	22
Library web pages provide clear and useful information	5.25	13	6.33	11
Library's web site is easy to use	5.23	14	6.43	4
Information resources (books, electronic, etc) are easily accessed	5.20	15	6.47	3
Library staff are proactive in their dealings with me	5.20	16	5.81	28
Services for clients with disabilities are adequate	5.18	17	5.31	40
Adeqaute signange exists within the Library	5.10	18	5.56	33
Library catalogue provides clear and useful information	5.09	19	6.27	13
Course-specific resources are easy to find and access	5.08	20	6.41	6
Opening hours meet my needs	5.08	21	6.33	12
Remote access to electronic information resources and services is adequate	5.03	22	6.34	10
Training sessions in their current lecture format meet my needs	5.02	23	5.60	32
Training sessions that incorporate computers & hands-on techniques meet my needs	5.00	24	5.53	34
On-line help in accesssing and using Library's resources is adequate to my needs	4.96	25	5.83	26
Facilities for using personal laptops are adequate	4.94	26	5.47	35
Quiet study facilities are adeqaute	4.91	27	5.85	25
Books and journals are reshelved quickly	4.91	28	5.83	27
Access to electronic resources is readily available	4.86	29	6.50	1
Wireless facilities are adequate	4.85	30	5.42	36
Group study facilties are adequate	4.84	31	5.39	39
Seating for individual study purposes is adequate	4.80	32	5.89	24
Library staff act on my suggestions and ideas	4.79	33	5.40	38
Prompt corrective action is taken regarding missing books and journals	4.61	34	5.79	30
Databases and electronic resources are adequate for my needs	4.60	35	6.49	2
Comptuer facilities electronic equipment are adeqaute	4.45	36	6.03	19
Library staff keep me informed about new services, resources and collections	4.38	37	5.41	37
The Library collection is adequate for my needs	4.31	38	6.36	9
Sufficient copies of high-demand resources are available when I need them	4.21	39	6.13	16
Number of computer workstations is adequate	4.08	40	5.93	23

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What single category best describes you? - UC Postgraduate

145 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
The Library collection is adequate for my needs	2.05	1	6.36	9
Sufficient copies of high-demand resources are available when I need them	1.92	2	6.13	16
Databases and electronic resources are adequate for my needs	1.89	3	6.49	2
Number of computer workstations is adequate	1.85	4	5.93	23
Access to electronic resources is readily available	1.64	5	6.50	1
Comptuer facilities electronic equipment are adeqaute	1.58	6	6.03	19
Course-specific resources are easy to find and access	1.33	7	6.41	6
Remote access to electronic information resources and services is adequate	1.32	8	6.34	10
Information resources (books, electronic, etc) are easily accessed	1.26	9	6.47	3
Opening hours meet my needs	1.25	10	6.33	12
Library's web site is easy to use	1.20	11	6.43	4
Library catalogue provides clear and useful information	1.18	12	6.27	13
Prompt corrective action is taken regarding missing books and journals	1.18	13	5.79	30
Library web pages provide clear and useful information	1.08	14	6.33	11
Seating for individual study purposes is adequate	1.08	15	5.89	24
Library staff keep me informed about new services, resources and collections	1.04	16	5.41	37
Quiet study facilities are adeqaute	0.94	17	5.85	25
Books and journals are reshelved quickly	0.92	18	5.83	27
On-line help in accesssing and using Library's resources is adequate to my needs	0.88	19	5.83	26
Library staff provide clear and accurate feedback to my queries	0.80	20	6.22	14
Library staff describe clearly the services on offer	0.67	21	5.93	22
Library information guides are clear and useful	0.66	22	5.99	20
Photocopying & printing facilities are adequate for my needs	0.66	23	5.97	21
Library staff are proactive in their dealings with me	0.62	24	5.81	28
Library staff act on my suggestions and ideas	0.61	25	5.40	38
Training sessions in their current lecture format meet my needs	0.58	26	5.60	32
Wireless facilities are adequate	0.57	27	5.42	36
Group study facilties are adequate	0.56	28	5.39	39
Library staff are readily available to assist me	0.55	29	6.20	15
Library staff provide quality service	0.53	30	6.05	18
Facilities for using personal laptops are adequate	0.53	31	5.47	35
Training sessions that incorporate computers & hands-on techniques meet my needs	0.53	32	5.53	34
Library staff are friendly and helpful	0.48	33	6.43	5
Adeqaute signange exists within the Library	0.46	34	5.56	33
Inter Library loans and document delivery are filled promptly	0.45	35	5.76	31
Library staff respond clearly and accurately to my online queries	0.44	36	5.79	29
Library staff display professionalism	0.42	37	6.40	7
Service desk staff respond in a timely manner	0.38	38	6.13	17
Library staff treat me fairly and without discrimination	0.33	39	6.40	7
Services for clients with disabilities are adequate	0.13	40	5.31	40

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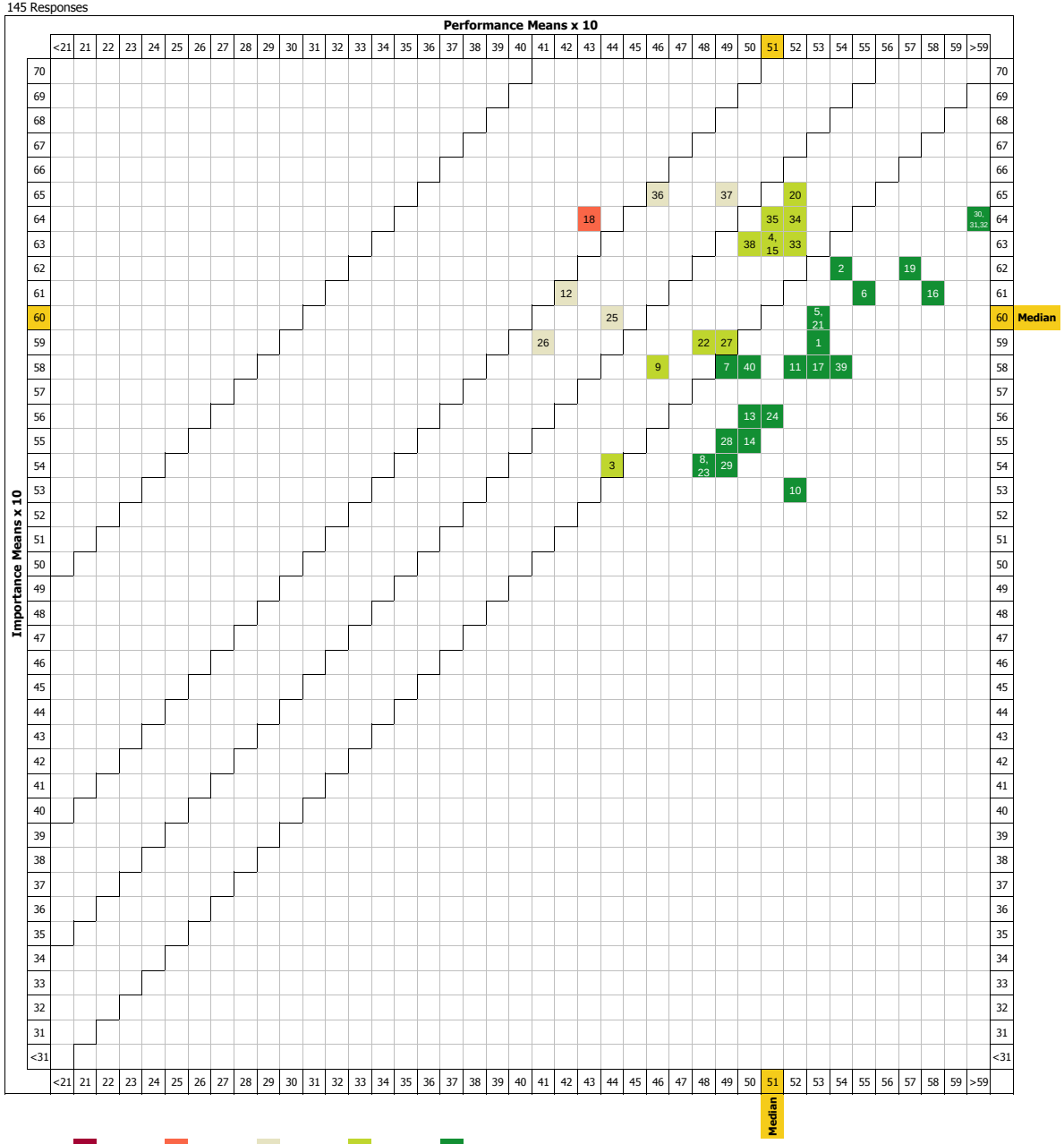
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What single category best describes you? - UC Postgraduate

145 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Top 10 Factors — What single category best describes you? - UC Academic/Research Staff
58 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff provide clear and accurate feedback to my queries	6.55	Library staff are friendly and helpful	6.59	Number of computer workstations is adequate	4.38	The Library collection is adequate for my needs	1.86
Library staff display professionalism	6.49	Library staff treat me fairly and without discrimination	6.54	The Library collection is adequate for my needs	4.52	Databases and electronic resources are adequate for my needs	1.76
Library staff are friendly and helpful	6.48	Library staff display professionalism	6.51	Photocopying & printing facilities are adequate for my needs	4.55	Library's web site is easy to use	1.23
Databases and electronic resources are adequate for my needs	6.48	Library staff provide clear and accurate feedback to my queries	6.30	Comptuer facilities electronic equipment are adeqaute	4.57	Course-specific resources are easy to find and access	1.20
Library staff provide quality service	6.44	Library staff provide quality service	6.13	Group study facilties are adequate	4.70	Access to electronic resources is readily available	1.20
Library catalogue provides clear and useful information	6.42	Library staff are readily available to assist me	6.10	Facilities for using personal laptops are adequate	4.73	Library catalogue provides clear and useful information	1.18
Information resources (books, electronic, etc) are easily accessed	6.41	Library staff describe clearly the services on offer	6.08	Databases and electronic resources are adequate for my needs	4.73	Remote access to electronic information resources and services is adequate	1.12
The Library collection is adequate for my needs	6.38	Service desk staff respond in a timely manner	5.96	Seating for individual study purposes is adequate	4.73	Library web pages provide clear and useful information	1.11
Library's web site is easy to use	6.33	Library staff respond clearly and accurately to my online queries	5.94	Wireless facilities are adequate	4.80	Information resources (books, electronic, etc) are easily accessed	0.72
Access to electronic resources is readily available	6.29	Inter Library loans and document delivery are filled promptly	5.90	Adeqaute signange exists within the Library	4.81	Sufficient copies of high-demand resources are available when I need them	0.65

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What single category best describes you? - UC Academic/Research Staff
58 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff provide clear and accurate feedback to my queries	6.55	1	6.30	4
Library staff display professionalism	6.49	2	6.51	3
Library staff are friendly and helpful	6.48	3	6.59	1
Databases and electronic resources are adequate for my needs	6.48	4	4.73	34
Library staff provide quality service	6.44	5	6.13	5
Library catalogue provides clear and useful information	6.42	6	5.24	22
Information resources (books, electronic, etc) are easily accessed	6.41	7	5.69	12
The Library collection is adequate for my needs	6.38	8	4.52	39
Library's web site is easy to use	6.33	9	5.10	23
Access to electronic resources is readily available	6.29	10	5.10	23
Library staff treat me fairly and without discrimination	6.25	11	6.54	2
Library web pages provide clear and useful information	6.19	12	5.08	26
Remote access to electronic information resources and services is adequate	6.18	13	5.06	27
Course-specific resources are easy to find and access	6.16	14	4.96	30
Library staff are readily available to assist me	6.12	15	6.10	6
Inter Library loans and document delivery are filled promptly	6.10	16	5.90	10
Library staff describe clearly the services on offer	6.09	17	6.08	7
Library staff respond clearly and accurately to my online queries	6.09	18	5.94	9
Sufficient copies of high-demand resources are available when I need them	6.06	19	5.40	19
Service desk staff respond in a timely manner	6.00	20	5.96	8
Prompt corrective action is taken regarding missing books and journals	5.94	21	5.33	20
Library staff keep me informed about new services, resources and collections	5.93	22	5.87	11
On-line help in accesssing and using Library's resources is adequate to my needs	5.87	23	5.32	21
Library information guides are clear and useful	5.87	24	5.49	17
Services for clients with disabilities are adequate	5.78	25	5.48	18
Library staff are proactive in their dealings with me	5.62	26	5.63	13
Library staff act on my suggestions and ideas	5.55	27	5.59	14
Books and journals are reshelved quickly	5.48	28	5.53	16
Opening hours meet my needs	5.28	29	5.56	15
Training sessions that incorporate computers & hands-on techniques meet my needs	5.18	30	5.06	27
Adeqaute signange exists within the Library	5.17	31	4.81	31
Training sessions in their current lecture format meet my needs	5.00	32	5.08	25
Comptuer facilities electronic equipment are adeqaute	4.70	33	4.57	37
Quiet study facilities are adeqaute	4.62	34	5.05	29
Number of computer workstations is adequate	4.55	35	4.38	40
Wireless facilities are adequate	4.51	36	4.80	32
Facilities for using personal laptops are adequate	4.50	37	4.73	35
Seating for individual study purposes is adequate	4.21	38	4.73	33
Photocopying & printing facilities are adequate for my needs	4.16	39	4.55	38
Group study facilties are adequate	4.04	40	4.70	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - UC Academic/Research Staff
58 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.59	1	6.48	3
Library staff treat me fairly and without discrimination	6.54	2	6.25	11
Library staff display professionalism	6.51	3	6.49	2
Library staff provide clear and accurate feedback to my queries	6.30	4	6.55	1
Library staff provide quality service	6.13	5	6.44	5
Library staff are readily available to assist me	6.10	6	6.12	15
Library staff describe clearly the services on offer	6.08	7	6.09	17
Service desk staff respond in a timely manner	5.96	8	6.00	20
Library staff respond clearly and accurately to my online queries	5.94	9	6.09	18
Inter Library loans and document delivery are filled promptly	5.90	10	6.10	16
Library staff keep me informed about new services, resources and collections	5.87	11	5.93	22
Information resources (books, electronic, etc) are easily accessed	5.69	12	6.41	7
Library staff are proactive in their dealings with me	5.63	13	5.62	26
Library staff act on my suggestions and ideas	5.59	14	5.55	27
Opening hours meet my needs	5.56	15	5.28	29
Books and journals are reshelved quickly	5.53	16	5.48	28
Library information guides are clear and useful	5.49	17	5.87	24
Services for clients with disabilities are adequate	5.48	18	5.78	25
Sufficient copies of high-demand resources are available when I need them	5.40	19	6.06	19
Prompt corrective action is taken regarding missing books and journals	5.33	20	5.94	21
On-line help in accesssing and using Library's resources is adequate to my needs	5.32	21	5.87	23
Library catalogue provides clear and useful information	5.24	22	6.42	6
Access to electronic resources is readily available	5.10	23	6.29	10
Library's web site is easy to use	5.10	23	6.33	9
Training sessions in their current lecture format meet my needs	5.08	25	5.00	32
Library web pages provide clear and useful information	5.08	26	6.19	12
Training sessions that incorporate computers & hands-on techniques meet my needs	5.06	27	5.18	30
Remote access to electronic information resources and services is adequate	5.06	27	6.18	13
Quiet study facilities are adeqaute	5.05	29	4.62	34
Course-specific resources are easy to find and access	4.96	30	6.16	14
Adeqaute signange exists within the Library	4.81	31	5.17	31
Wireless facilities are adequate	4.80	32	4.51	36
Seating for individual study purposes is adequate	4.73	33	4.21	38
Databases and electronic resources are adequate for my needs	4.73	34	6.48	4
Facilities for using personal laptops are adequate	4.73	35	4.50	37
Group study facilties are adequate	4.70	36	4.04	40
Comptuer facilities electronic equipment are adeqaute	4.57	37	4.70	33
Photocopying & printing facilities are adequate for my needs	4.55	38	4.16	39
The Library collection is adequate for my needs	4.52	39	6.38	8
Number of computer workstations is adequate	4.38	40	4.55	35

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What single category best describes you? - UC Academic/Research Staff
58 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
The Library collection is adequate for my needs	1.86	1	6.38	8
Databases and electronic resources are adequate for my needs	1.76	2	6.48	4
Library's web site is easy to use	1.23	3	6.33	9
Course-specific resources are easy to find and access	1.20	4	6.16	14
Access to electronic resources is readily available	1.20	5	6.29	10
Library catalogue provides clear and useful information	1.18	6	6.42	6
Remote access to electronic information resources and services is adequate	1.12	7	6.18	13
Library web pages provide clear and useful information	1.11	8	6.19	12
Information resources (books, electronic, etc) are easily accessed	0.72	9	6.41	7
Sufficient copies of high-demand resources are available when I need them	0.65	10	6.06	19
Prompt corrective action is taken regarding missing books and journals	0.61	11	5.94	21
On-line help in accesssing and using Library's resources is adequate to my needs	0.55	12	5.87	23
Library information guides are clear and useful	0.38	13	5.87	24
Adeqaute signange exists within the Library	0.36	14	5.17	31
Library staff provide quality service	0.31	15	6.44	5
Services for clients with disabilities are adequate	0.30	16	5.78	25
Library staff provide clear and accurate feedback to my queries	0.25	17	6.55	1
Inter Library loans and document delivery are filled promptly	0.20	18	6.10	16
Number of computer workstations is adequate	0.17	19	4.55	35
Library staff respond clearly and accurately to my online queries	0.15	20	6.09	18
Comptuer facilities electronic equipment are adeqaute	0.12	21	4.70	33
Training sessions that incorporate computers & hands-on techniques meet my needs	0.12	22	5.18	30
Library staff keep me informed about new services, resources and collections	0.06	23	5.93	22
Service desk staff respond in a timely manner	0.04	24	6.00	20
Library staff are readily available to assist me	0.02	25	6.12	15
Library staff describe clearly the services on offer	0.02	26	6.09	17
Library staff are proactive in their dealings with me	-0.01	27	5.62	26
Library staff display professionalism	-0.02	28	6.49	2
Library staff act on my suggestions and ideas	-0.04	29	5.55	27
Books and journals are reshelved quickly	-0.05	30	5.48	28
Training sessions in their current lecture format meet my needs	-0.08	31	5.00	32
Library staff are friendly and helpful	-0.11	32	6.48	3
Facilities for using personal laptops are adequate	-0.23	33	4.50	37
Opening hours meet my needs	-0.27	34	5.28	29
Library staff treat me fairly and without discrimination	-0.28	35	6.25	11
Wireless facilities are adequate	-0.29	36	4.51	36
Photocopying & printing facilities are adequate for my needs	-0.39	37	4.16	39
Quiet study facilities are adeqaute	-0.43	38	4.62	34
Seating for individual study purposes is adequate	-0.52	39	4.21	38
Group study facilties are adequate	-0.66	40	4.04	40

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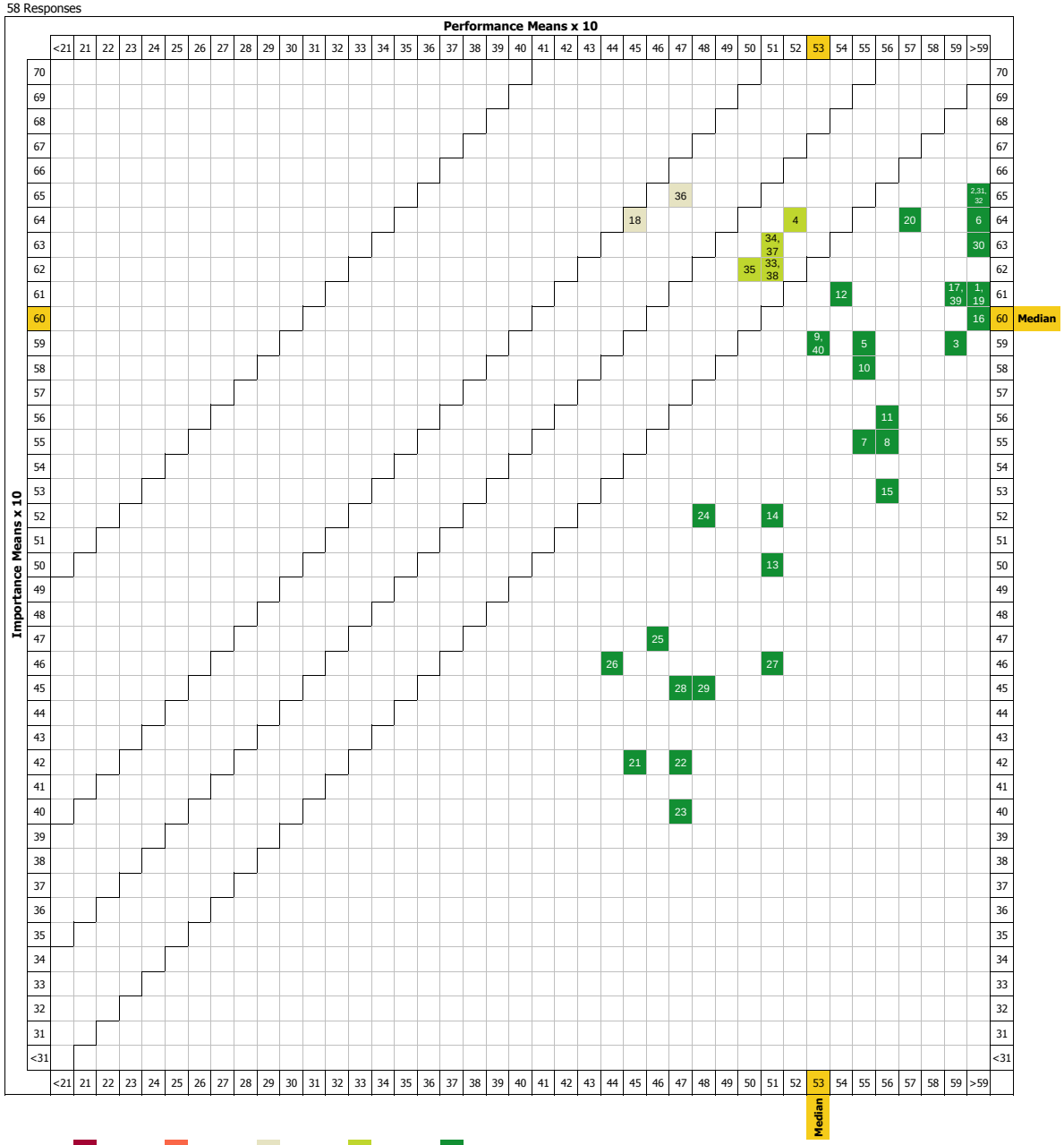
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What single category best describes you? - UC Academic/Research Staff

58 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What single category best describes you? - UC General Staff
49 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff treat me fairly and without discrimination	6.67	Library staff treat me fairly and without discrimination	6.37	Number of computer workstations is adequate	4.40	Number of computer workstations is adequate	1.62
Library staff are readily available to assist me	6.50	Library staff are friendly and helpful	6.20	Comptuer facilities electronic equipment are adeqaute	4.44	Library's web site is easy to use	1.34
Library staff display professionalism	6.50	Library staff display professionalism	6.11	Group study facilties are adequate	4.62	Comptuer facilities electronic equipment are adeqaute	1.32
Library staff are friendly and helpful	6.50	Library staff are readily available to assist me	6.09	Course-specific resources are easy to find and access	4.85	Course-specific resources are easy to find and access	1.10
Access to electronic resources is readily available	6.34	Service desk staff respond in a timely manner	6.05	Adeqaute signange exists within the Library	4.86	Library catalogue provides clear and useful information	1.08
Library staff provide quality service	6.33	Opening hours meet my needs	5.95	Prompt corrective action is taken regarding missing books and journals	4.91	Sufficient copies of high-demand resources are available when I need them	1.02
Service desk staff respond in a timely manner	6.30	Library staff provide quality service	5.89	Library's web site is easy to use	4.93	Books and journals are reshelved quickly	0.96
Library staff provide clear and accurate feedback to my queries	6.28	Inter Library loans and document delivery are filled promptly	5.79	Library staff act on my suggestions and ideas	4.93	Prompt corrective action is taken regarding missing books and journals	0.95
Library's web site is easy to use	6.27	Library staff respond clearly and accurately to my online queries	5.55	Books and journals are reshelved quickly	4.98	Library web pages provide clear and useful information	0.91
Databases and electronic resources are adequate for my needs	6.23	Databases and electronic resources are adequate for my needs	5.55	On-line help in accesssing and using Library's resources is adequate to my needs	5.00	Adeqaute signange exists within the Library	0.86

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Mean Importance Scores — What single category best describes you? - UC General Staff
49 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.67	1	6.37	1
Library staff are readily available to assist me	6.50	2	6.09	4
Library staff display professionalism	6.50	2	6.11	3
Library staff are friendly and helpful	6.50	2	6.20	2
Access to electronic resources is readily available	6.34	5	5.55	9
Library staff provide quality service	6.33	6	5.89	7
Service desk staff respond in a timely manner	6.30	7	6.05	5
Library staff provide clear and accurate feedback to my queries	6.28	8	5.53	14
Library's web site is easy to use	6.27	9	4.93	34
Databases and electronic resources are adequate for my needs	6.23	10	5.55	9
Information resources (books, electronic, etc) are easily accessed	6.21	11	5.53	13
Library catalogue provides clear and useful information	6.19	12	5.11	28
Library staff describe clearly the services on offer	6.11	13	5.47	15
Sufficient copies of high-demand resources are available when I need them	6.07	14	5.05	29
Library staff respond clearly and accurately to my online queries	6.07	15	5.55	9
Library web pages provide clear and useful information	6.07	16	5.16	25
Training sessions that incorporate computers & hands-on techniques meet my needs	6.05	17	5.54	12
Number of computer workstations is adequate	6.02	18	4.40	40
Library information guides are clear and useful	5.98	19	5.33	16
The Library collection is adequate for my needs	5.95	20	5.12	27
Library staff are proactive in their dealings with me	5.95	20	5.28	19
Remote access to electronic information resources and services is adequate	5.95	22	5.24	21
Course-specific resources are easy to find and access	5.95	23	4.85	37
Books and journals are reshelved quickly	5.93	24	4.98	32
Services for clients with disabilities are adequate	5.89	25	5.23	23
Opening hours meet my needs	5.88	26	5.95	6
Prompt corrective action is taken regarding missing books and journals	5.86	27	4.91	35
Seating for individual study purposes is adequate	5.83	28	5.29	17
Training sessions in their current lecture format meet my needs	5.83	29	5.29	17
On-line help in accesssing and using Library's resources is adequate to my needs	5.80	30	5.00	30
Comptuer facilities electronic equipment are adeqaute	5.76	31	4.44	39
Quiet study facilities are adeqaute	5.76	31	5.12	26
Photocopying & printing facilities are adequate for my needs	5.74	33	5.24	22
Adeqaute signange exists within the Library	5.72	34	4.86	36
Library staff keep me informed about new services, resources and collections	5.65	35	5.20	24
Inter Library loans and document delivery are filled promptly	5.53	36	5.79	8
Group study facilties are adequate	5.45	37	4.62	38
Library staff act on my suggestions and ideas	5.44	38	4.93	33
Facilities for using personal laptops are adequate	5.35	39	5.00	30
Wireless facilities are adequate	5.33	40	5.25	20

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - UC General Staff

49 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.37	1	6.67	1
Library staff are friendly and helpful	6.20	2	6.50	2
Library staff display professionalism	6.11	3	6.50	2
Library staff are readily available to assist me	6.09	4	6.50	2
Service desk staff respond in a timely manner	6.05	5	6.30	7
Opening hours meet my needs	5.95	6	5.88	26
Library staff provide quality service	5.89	7	6.33	6
Inter Library loans and document delivery are filled promptly	5.79	8	5.53	36
Library staff respond clearly and accurately to my online queries	5.55	9	6.07	15
Databases and electronic resources are adequate for my needs	5.55	9	6.23	10
Access to electronic resources is readily available	5.55	9	6.34	5
Training sessions that incorporate computers & hands-on techniques meet my needs	5.54	12	6.05	17
Information resources (books, electronic, etc) are easily accessed	5.53	13	6.21	11
Library staff provide clear and accurate feedback to my queries	5.53	14	6.28	8
Library staff describe clearly the services on offer	5.47	15	6.11	13
Library information guides are clear and useful	5.33	16	5.98	19
Training sessions in their current lecture format meet my needs	5.29	17	5.83	29
Seating for individual study purposes is adequate	5.29	17	5.83	28
Library staff are proactive in their dealings with me	5.28	19	5.95	20
Wireless facilities are adequate	5.25	20	5.33	40
Remote access to electronic information resources and services is adequate	5.24	21	5.95	22
Photocopying & printing facilities are adequate for my needs	5.24	22	5.74	33
Services for clients with disabilities are adequate	5.23	23	5.89	25
Library staff keep me informed about new services, resources and collections	5.20	24	5.65	35
Library web pages provide clear and useful information	5.16	25	6.07	16
Quiet study facilities are adeqaute	5.12	26	5.76	31
The Library collection is adequate for my needs	5.12	27	5.95	20
Library catalogue provides clear and useful information	5.11	28	6.19	12
Sufficient copies of high-demand resources are available when I need them	5.05	29	6.07	14
Facilities for using personal laptops are adequate	5.00	30	5.35	39
On-line help in accesssing and using Library's resources is adequate to my needs	5.00	30	5.80	30
Books and journals are reshelved quickly	4.98	32	5.93	24
Library staff act on my suggestions and ideas	4.93	33	5.44	38
Library's web site is easy to use	4.93	34	6.27	9
Prompt corrective action is taken regarding missing books and journals	4.91	35	5.86	27
Adeqaute signange exists within the Library	4.86	36	5.72	34
Course-specific resources are easy to find and access	4.85	37	5.95	23
Group study facilties are adequate	4.62	38	5.45	37
Comptuer facilities electronic equipment are adeqaute	4.44	39	5.76	31
Number of computer workstations is adequate	4.40	40	6.02	18

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Mean Gap Scores — What single category best describes you? - UC General Staff
49 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	1.62	1	6.02	18
Library's web site is easy to use	1.34	2	6.27	9
Comptuer facilities electronic equipment are adeqaute	1.32	3	5.76	31
Course-specific resources are easy to find and access	1.10	4	5.95	23
Library catalogue provides clear and useful information	1.08	5	6.19	12
Sufficient copies of high-demand resources are available when I need them	1.02	6	6.07	14
Books and journals are reshelved quickly	0.96	7	5.93	24
Prompt corrective action is taken regarding missing books and journals	0.95	8	5.86	27
Library web pages provide clear and useful information	0.91	9	6.07	16
Adeqaute signange exists within the Library	0.86	10	5.72	34
The Library collection is adequate for my needs	0.84	11	5.95	20
Group study facilties are adequate	0.83	12	5.45	37
On-line help in accesssing and using Library's resources is adequate to my needs	0.80	13	5.80	30
Access to electronic resources is readily available	0.79	14	6.34	5
Library staff provide clear and accurate feedback to my queries	0.75	15	6.28	8
Remote access to electronic information resources and services is adequate	0.71	16	5.95	22
Databases and electronic resources are adequate for my needs	0.68	17	6.23	10
Library staff are proactive in their dealings with me	0.68	18	5.95	20
Information resources (books, electronic, etc) are easily accessed	0.67	19	6.21	11
Services for clients with disabilities are adequate	0.66	20	5.89	25
Library information guides are clear and useful	0.65	21	5.98	19
Library staff describe clearly the services on offer	0.65	22	6.11	13
Quiet study facilities are adeqaute	0.64	23	5.76	31
Seating for individual study purposes is adequate	0.54	24	5.83	28
Training sessions in their current lecture format meet my needs	0.54	25	5.83	29
Library staff respond clearly and accurately to my online queries	0.52	26	6.07	15
Library staff act on my suggestions and ideas	0.51	27	5.44	38
Training sessions that incorporate computers & hands-on techniques meet my needs	0.51	28	6.05	17
Photocopying & printing facilities are adequate for my needs	0.51	29	5.74	33
Library staff keep me informed about new services, resources and collections	0.46	30	5.65	35
Library staff provide quality service	0.44	31	6.33	6
Library staff are readily available to assist me	0.41	32	6.50	2
Library staff display professionalism	0.39	33	6.50	2
Facilities for using personal laptops are adequate	0.35	34	5.35	39
Library staff treat me fairly and without discrimination	0.30	35	6.67	1
Library staff are friendly and helpful	0.30	36	6.50	2
Service desk staff respond in a timely manner	0.25	37	6.30	7
Wireless facilities are adequate	0.08	38	5.33	40
Opening hours meet my needs	-0.07	39	5.88	26
Inter Library loans and document delivery are filled promptly	-0.25	40	5.53	36

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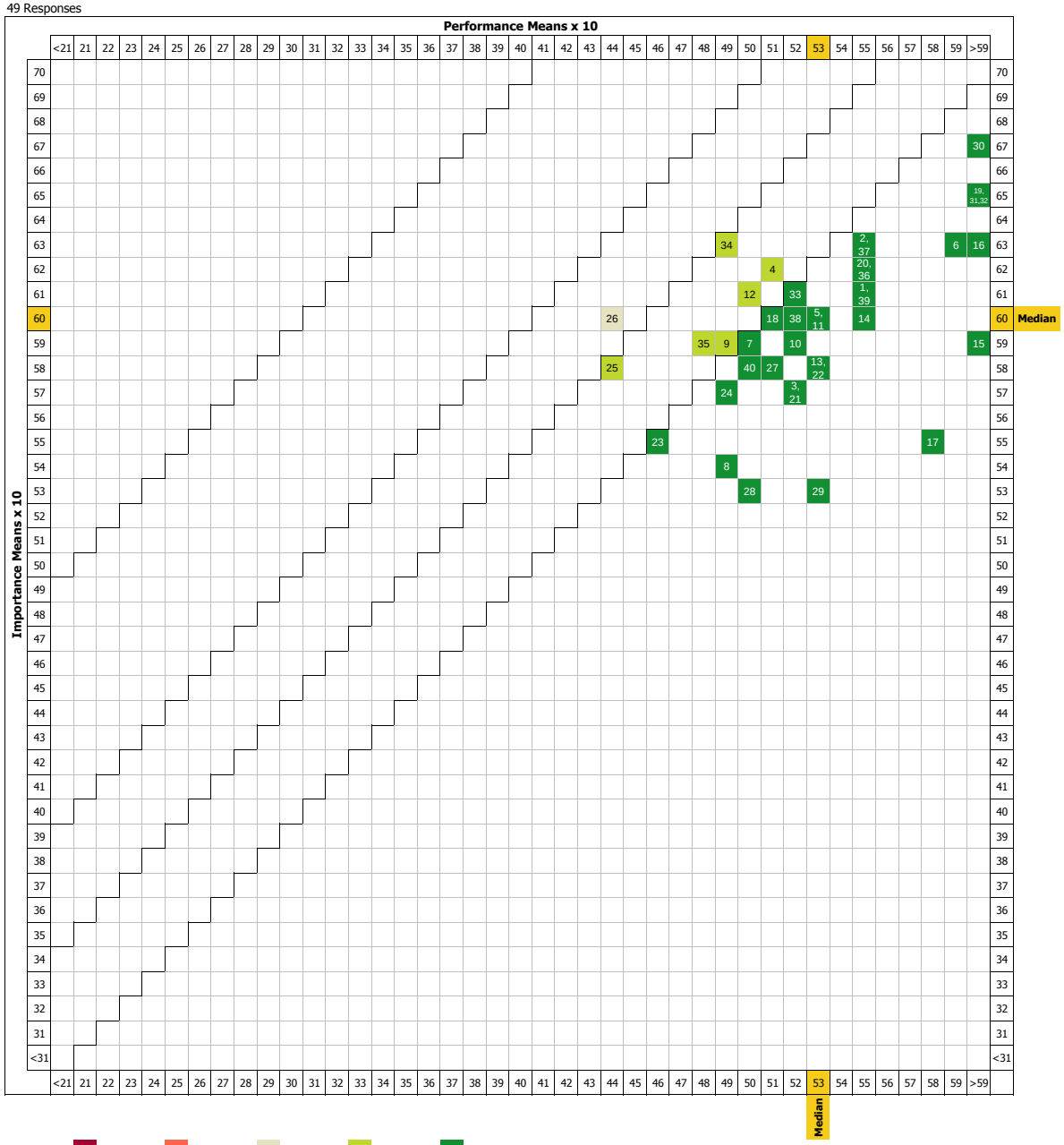
Best Practice Categories Gap Grid — What single category best describes you? - UC General Staff

49 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Top 10 Factors — What single category best describes you? - Canberra College
15 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.73	Service desk staff respond in a timely manner	5.75	Library information guides are clear and useful	4.42	Seating for individual study purposes is adequate	1.58
Seating for individual study purposes is adequate	6.67	Library staff are proactive in their dealings with me	5.75	Number of computer workstations is adequate	4.67	Number of computer workstations is adequate	1.58
Library web pages provide clear and useful information	6.67	Opening hours meet my needs	5.75	Library staff describe clearly the services on offer	4.67	Library information guides are clear and useful	1.50
Information resources (books, electronic, etc) are easily accessed	6.58	Facilities for using personal laptops are adequate	5.64	Library staff keep me informed about new services, resources and collections	4.67	Comptuer facilities electronic equipment are adeqaute	1.50
Sufficient copies of high-demand resources are available when I need them	6.50	Library staff provide quality service	5.58	Remote access to electronic information resources and services is adequate	4.70	Library catalogue provides clear and useful information	1.50
Library's web site is easy to use	6.42	Library staff display professionalism	5.55	The Library collection is adequate for my needs	4.75	Sufficient copies of high-demand resources are available when I need them	1.50
Photocopying & printing facilities are adequate for my needs	6.42	Library web pages provide clear and useful information	5.50	Comptuer facilities electronic equipment are adeqaute	4.83	Information resources (books, electronic, etc) are easily accessed	1.50
Library catalogue provides clear and useful information	6.33	Services for clients with disabilities are adequate	5.45	Library catalogue provides clear and useful information	4.83	Access to electronic resources is readily available	1.33
Comptuer facilities electronic equipment are adeqaute	6.33	Library staff are friendly and helpful	5.45	Access to electronic resources is readily available	4.83	Library staff are friendly and helpful	1.27
Group study facilties are adequate	6.33	Photocopying & printing facilities are adequate for my needs	5.42	Library staff are readily available to assist me	4.92	Library's web site is easy to use	1.25

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What single category best describes you? - Canberra College

15 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.73	1	5.45	8
Seating for individual study purposes is adequate	6.67	2	5.08	24
Library web pages provide clear and useful information	6.67	2	5.50	7
Information resources (books, electronic, etc) are easily accessed	6.58	4	5.08	24
Sufficient copies of high-demand resources are available when I need them	6.50	5	5.00	27
Library's web site is easy to use	6.42	6	5.17	18
Photocopying & printing facilities are adequate for my needs	6.42	6	5.42	10
Library catalogue provides clear and useful information	6.33	8	4.83	32
Comptuer facilities electronic equipment are adeqaute	6.33	8	4.83	32
Group study facilties are adequate	6.33	8	5.33	12
Number of computer workstations is adequate	6.25	11	4.67	37
Access to electronic resources is readily available	6.17	12	4.83	32
Databases and electronic resources are adequate for my needs	6.17	12	5.33	12
Library staff respond clearly and accurately to my online queries	6.17	12	5.33	12
Library staff treat me fairly and without discrimination	6.09	15	5.36	11
Course-specific resources are easy to find and access	6.08	16	5.17	18
Opening hours meet my needs	6.08	16	5.75	1
Library information guides are clear and useful	5.92	18	4.42	40
Library staff display professionalism	5.91	19	5.55	6
The Library collection is adequate for my needs	5.83	20	4.75	35
Library staff are readily available to assist me	5.83	20	4.92	30
Quiet study facilities are adeqaute	5.83	20	5.33	12
Library staff provide quality service	5.83	20	5.58	5
Library staff provide clear and accurate feedback to my queries	5.82	24	5.08	24
Library staff describe clearly the services on offer	5.75	25	4.67	37
Training sessions that incorporate computers & hands-on techniques meet my needs	5.73	26	5.09	21
Adeqaute signange exists within the Library	5.73	26	5.27	17
Service desk staff respond in a timely manner	5.67	28	5.75	1
Library staff are proactive in their dealings with me	5.67	28	5.75	1
Wireless facilities are adequate	5.64	30	5.10	20
Services for clients with disabilities are adequate	5.55	31	5.45	8
Inter Library loans and document delivery are filled promptly	5.42	32	4.92	30
Books and journals are reshelved quickly	5.42	32	5.00	27
Facilities for using personal laptops are adequate	5.42	32	5.64	4
Prompt corrective action is taken regarding missing books and journals	5.25	35	5.09	21
Remote access to electronic information resources and services is adequate	5.18	36	4.70	36
Library staff act on my suggestions and ideas	5.17	37	5.00	27
Training sessions in their current lecture format meet my needs	5.09	38	5.09	21
On-line help in accesssing and using Library's resources is adequate to my needs	5.08	39	5.33	12
Library staff keep me informed about new services, resources and collections	5.00	40	4.67	37

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - Canberra College

15 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Service desk staff respond in a timely manner	5.75	1	5.67	28
Library staff are proactive in their dealings with me	5.75	1	5.67	28
Opening hours meet my needs	5.75	1	6.08	16
Facilities for using personal laptops are adequate	5.64	4	5.42	32
Library staff provide quality service	5.58	5	5.83	20
Library staff display professionalism	5.55	6	5.91	19
Library web pages provide clear and useful information	5.50	7	6.67	2
Services for clients with disabilities are adequate	5.45	8	5.55	31
Library staff are friendly and helpful	5.45	8	6.73	1
Photocopying & printing facilities are adequate for my needs	5.42	10	6.42	6
Library staff treat me fairly and without discrimination	5.36	11	6.09	15
On-line help in accesssing and using Library's resources is adequate to my needs	5.33	12	5.08	39
Quiet study facilities are adeqaute	5.33	12	5.83	20
Library staff respond clearly and accurately to my online queries	5.33	12	6.17	12
Databases and electronic resources are adequate for my needs	5.33	12	6.17	12
Group study facilties are adequate	5.33	12	6.33	8
Adeqaute signange exists within the Library	5.27	17	5.73	26
Course-specific resources are easy to find and access	5.17	18	6.08	16
Library's web site is easy to use	5.17	18	6.42	6
Wireless facilities are adequate	5.10	20	5.64	30
Training sessions in their current lecture format meet my needs	5.09	21	5.09	38
Prompt corrective action is taken regarding missing books and journals	5.09	21	5.25	35
Training sessions that incorporate computers & hands-on techniques meet my needs	5.09	21	5.73	26
Library staff provide clear and accurate feedback to my queries	5.08	24	5.82	24
Information resources (books, electronic, etc) are easily accessed	5.08	24	6.58	4
Seating for individual study purposes is adequate	5.08	24	6.67	2
Library staff act on my suggestions and ideas	5.00	27	5.17	37
Books and journals are reshelved quickly	5.00	27	5.42	32
Sufficient copies of high-demand resources are available when I need them	5.00	27	6.50	5
Inter Library loans and document delivery are filled promptly	4.92	30	5.42	32
Library staff are readily available to assist me	4.92	30	5.83	20
Access to electronic resources is readily available	4.83	32	6.17	12
Library catalogue provides clear and useful information	4.83	32	6.33	8
Comptuer facilities electronic equipment are adeqaute	4.83	32	6.33	8
The Library collection is adequate for my needs	4.75	35	5.83	20
Remote access to electronic information resources and services is adequate	4.70	36	5.18	36
Library staff keep me informed about new services, resources and collections	4.67	37	5.00	40
Library staff describe clearly the services on offer	4.67	37	5.75	25
Number of computer workstations is adequate	4.67	37	6.25	11
Library information guides are clear and useful	4.42	40	5.92	18

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Mean Gap Scores — What single category best describes you? - Canberra College

15 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Seating for individual study purposes is adequate	1.58	1	6.67	2
Number of computer workstations is adequate	1.58	2	6.25	11
Library information guides are clear and useful	1.50	3	5.92	18
Comptuer facilities electronic equipment are adeqaute	1.50	3	6.33	8
Library catalogue provides clear and useful information	1.50	3	6.33	8
Sufficient copies of high-demand resources are available when I need them	1.50	3	6.50	5
Information resources (books, electronic, etc) are easily accessed	1.50	3	6.58	4
Access to electronic resources is readily available	1.33	8	6.17	12
Library staff are friendly and helpful	1.27	9	6.73	1
Library's web site is easy to use	1.25	10	6.42	6
Library web pages provide clear and useful information	1.17	11	6.67	2
Library staff describe clearly the services on offer	1.08	12	5.75	25
The Library collection is adequate for my needs	1.08	12	5.83	20
Group study facilties are adequate	1.00	14	6.33	8
Photocopying & printing facilities are adequate for my needs	1.00	14	6.42	6
Library staff are readily available to assist me	0.92	16	5.83	20
Course-specific resources are easy to find and access	0.92	16	6.08	16
Databases and electronic resources are adequate for my needs	0.83	18	6.17	12
Library staff respond clearly and accurately to my online queries	0.83	18	6.17	12
Library staff provide clear and accurate feedback to my queries	0.73	20	5.82	24
Library staff treat me fairly and without discrimination	0.73	21	6.09	15
Training sessions that incorporate computers & hands-on techniques meet my needs	0.64	22	5.73	26
Wireless facilities are adequate	0.54	23	5.64	30
Inter Library loans and document delivery are filled promptly	0.50	24	5.42	32
Quiet study facilities are adeqaute	0.50	24	5.83	20
Remote access to electronic information resources and services is adequate	0.48	26	5.18	36
Adeqaute signange exists within the Library	0.45	27	5.73	26
Books and journals are reshelved quickly	0.42	28	5.42	32
Library staff display professionalism	0.36	29	5.91	19
Library staff keep me informed about new services, resources and collections	0.33	30	5.00	40
Opening hours meet my needs	0.33	30	6.08	16
Library staff provide quality service	0.25	32	5.83	20
Library staff act on my suggestions and ideas	0.17	33	5.17	37
Prompt corrective action is taken regarding missing books and journals	0.16	34	5.25	35
Services for clients with disabilities are adequate	0.09	35	5.55	31
Training sessions in their current lecture format meet my needs	0.00	36	5.09	38
Library staff are proactive in their dealings with me	-0.08	37	5.67	28
Service desk staff respond in a timely manner	-0.08	37	5.67	28
Facilities for using personal laptops are adequate	-0.22	39	5.42	32
On-line help in accesssing and using Library's resources is adequate to my needs	-0.25	40	5.08	39

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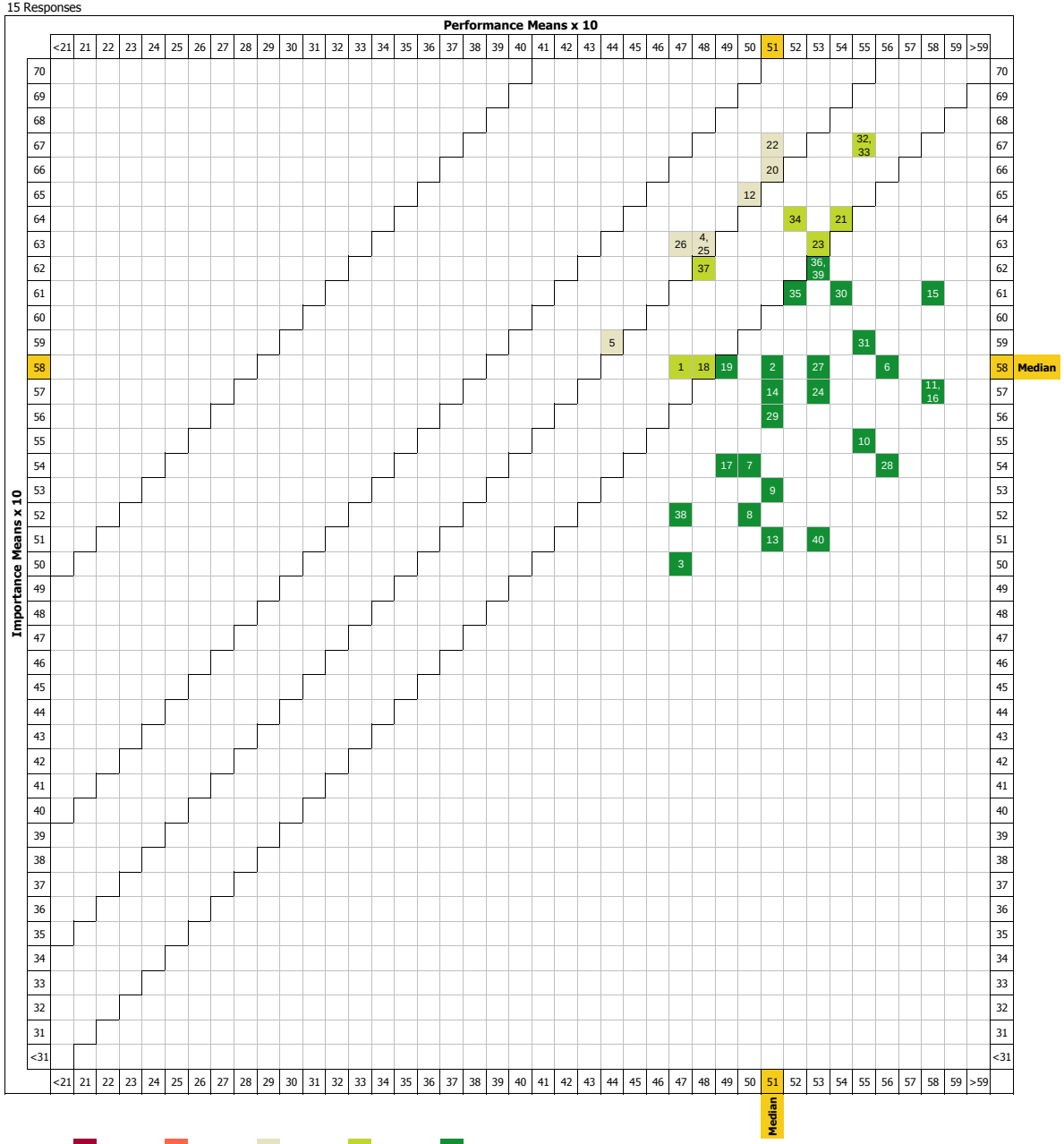
Best Practice Categories Gap Grid — What single category best describes you? - Canberra College

15 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What single category best describes you? - Other
23 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.37	Library staff are friendly and helpful	5.85	Prompt corrective action is taken regarding missing books and journals	4.60	Prompt corrective action is taken regarding missing books and journals	0.98
Access to electronic resources is readily available	6.00	Library staff treat me fairly and without discrimination	5.75	Facilities for using personal laptops are adequate	4.70	Access to electronic resources is readily available	0.95
Opening hours meet my needs	5.89	Library staff provide quality service	5.71	Training sessions in their current lecture format meet my needs	4.74	Comptuer facilities electronic equipment are adeqaute	0.89
Library staff display professionalism	5.89	Library staff display professionalism	5.65	Library staff respond clearly and accurately to my online queries	4.79	The Library collection is adequate for my needs	0.79
Library staff provide quality service	5.89	Library staff provide clear and accurate feedback to my queries	5.52	Comptuer facilities electronic equipment are adeqaute	4.85	Library staff act on my suggestions and ideas	0.77
The Library collection is adequate for my needs	5.79	Library's web site is easy to use	5.45	Number of computer workstations is adequate	4.85	Library staff respond clearly and accurately to my online queries	0.71
Library's web site is easy to use	5.79	Library staff describe clearly the services on offer	5.43	Group study facilties are adequate	4.85	Opening hours meet my needs	0.69
Library staff provide clear and accurate feedback to my queries	5.79	Library web pages provide clear and useful information	5.40	Training sessions that incorporate computers & hands-on techniques meet my needs	4.85	On-line help in accesssing and using Library's resources is adequate to my needs	0.67
On-line help in accesssing and using Library's resources is adequate to my needs	5.78	Library information guides are clear and useful	5.38	Inter Library loans and document delivery are filled promptly	4.85	Course-specific resources are easy to find and access	0.63
Library staff are readily available to assist me	5.78	Library staff are proactive in their dealings with me	5.33	Wireless facilities are adequate	4.90	Library staff are readily available to assist me	0.58

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Mean Importance Scores — What single category best describes you? - Other

23 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.37	1	5.85	1
Access to electronic resources is readily available	6.00	2	5.05	24
Opening hours meet my needs	5.89	3	5.20	15
Library staff display professionalism	5.89	3	5.65	4
Library staff provide quality service	5.89	3	5.71	3
The Library collection is adequate for my needs	5.79	6	5.00	27
Library's web site is easy to use	5.79	6	5.45	6
Library staff provide clear and accurate feedback to my queries	5.79	6	5.52	5
On-line help in accesssing and using Library's resources is adequate to my needs	5.78	9	5.11	22
Library staff are readily available to assist me	5.78	9	5.20	15
Library information guides are clear and useful	5.76	11	5.38	9
Comptuer facilities electronic equipment are adeqaute	5.74	12	4.85	32
Services for clients with disabilities are adequate	5.74	12	5.25	14
Library web pages provide clear and useful information	5.74	12	5.40	8
Library staff treat me fairly and without discrimination	5.74	12	5.75	2
Library staff act on my suggestions and ideas	5.72	16	4.95	29
Information resources (books, electronic, etc) are easily accessed	5.68	17	5.15	19
Service desk staff respond in a timely manner	5.68	17	5.15	19
Sufficient copies of high-demand resources are available when I need them	5.63	19	5.20	15
Library staff describe clearly the services on offer	5.63	19	5.43	7
Prompt corrective action is taken regarding missing books and journals	5.58	21	4.60	40
Course-specific resources are easy to find and access	5.58	21	4.95	30
Remote access to electronic information resources and services is adequate	5.58	21	5.05	24
Photocopying & printing facilities are adequate for my needs	5.58	21	5.30	12
Books and journals are reshelved quickly	5.53	25	5.14	21
Library catalogue provides clear and useful information	5.53	25	5.33	10
Library staff respond clearly and accurately to my online queries	5.50	27	4.79	37
Library staff are proactive in their dealings with me	5.47	28	5.33	10
Quiet study facilities are adeqaute	5.44	29	5.20	15
Number of computer workstations is adequate	5.42	30	4.85	32
Seating for individual study purposes is adequate	5.42	30	5.00	27
Group study facilties are adequate	5.32	32	4.85	32
Wireless facilities are adequate	5.32	32	4.90	31
Databases and electronic resources are adequate for my needs	5.32	32	5.10	23
Training sessions that incorporate computers & hands-on techniques meet my needs	5.21	35	4.85	32
Library staff keep me informed about new services, resources and collections	5.21	35	5.05	26
Facilities for using personal laptops are adequate	5.16	37	4.70	39
Adeqaute signange exists within the Library	5.16	37	5.30	12
Inter Library loans and document delivery are filled promptly	4.95	39	4.85	32
Training sessions in their current lecture format meet my needs	4.94	40	4.74	38

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What single category best describes you? - Other

23 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	5.85	1	6.37	1
Library staff treat me fairly and without discrimination	5.75	2	5.74	12
Library staff provide quality service	5.71	3	5.89	3
Library staff display professionalism	5.65	4	5.89	3
Library staff provide clear and accurate feedback to my queries	5.52	5	5.79	6
Library's web site is easy to use	5.45	6	5.79	6
Library staff describe clearly the services on offer	5.43	7	5.63	19
Library web pages provide clear and useful information	5.40	8	5.74	12
Library information guides are clear and useful	5.38	9	5.76	11
Library staff are proactive in their dealings with me	5.33	10	5.47	28
Library catalogue provides clear and useful information	5.33	10	5.53	25
Adeqaute signange exists within the Library	5.30	12	5.16	37
Photocopying & printing facilities are adequate for my needs	5.30	12	5.58	21
Services for clients with disabilities are adequate	5.25	14	5.74	12
Quiet study facilities are adeqaute	5.20	15	5.44	29
Sufficient copies of high-demand resources are available when I need them	5.20	15	5.63	19
Library staff are readily available to assist me	5.20	15	5.78	9
Opening hours meet my needs	5.20	15	5.89	3
Service desk staff respond in a timely manner	5.15	19	5.68	17
Information resources (books, electronic, etc) are easily accessed	5.15	19	5.68	17
Books and journals are reshelved quickly	5.14	21	5.53	25
On-line help in accesssing and using Library's resources is adequate to my needs	5.11	22	5.78	9
Databases and electronic resources are adequate for my needs	5.10	23	5.32	32
Remote access to electronic information resources and services is adequate	5.05	24	5.58	21
Access to electronic resources is readily available	5.05	24	6.00	2
Library staff keep me informed about new services, resources and collections	5.05	26	5.21	35
Seating for individual study purposes is adequate	5.00	27	5.42	30
The Library collection is adequate for my needs	5.00	27	5.79	6
Library staff act on my suggestions and ideas	4.95	29	5.72	16
Course-specific resources are easy to find and access	4.95	30	5.58	21
Wireless facilities are adequate	4.90	31	5.32	32
Inter Library loans and document delivery are filled promptly	4.85	32	4.95	39
Training sessions that incorporate computers & hands-on techniques meet my needs	4.85	32	5.21	35
Group study facilties are adequate	4.85	32	5.32	32
Number of computer workstations is adequate	4.85	32	5.42	30
Comptuer facilities electronic equipment are adeqaute	4.85	32	5.74	12
Library staff respond clearly and accurately to my online queries	4.79	37	5.50	27
Training sessions in their current lecture format meet my needs	4.74	38	4.94	40
Facilities for using personal laptops are adequate	4.70	39	5.16	37
Prompt corrective action is taken regarding missing books and journals	4.60	40	5.58	21

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What single category best describes you? - Other

23 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Prompt corrective action is taken regarding missing books and journals	0.98	1	5.58	21
Access to electronic resources is readily available	0.95	2	6.00	2
Comptuer facilities electronic equipment are adeqaute	0.89	3	5.74	12
The Library collection is adequate for my needs	0.79	4	5.79	6
Library staff act on my suggestions and ideas	0.77	5	5.72	16
Library staff respond clearly and accurately to my online queries	0.71	6	5.50	27
Opening hours meet my needs	0.69	7	5.89	3
On-line help in accesssing and using Library's resources is adequate to my needs	0.67	8	5.78	9
Course-specific resources are easy to find and access	0.63	9	5.58	21
Library staff are readily available to assist me	0.58	10	5.78	9
Number of computer workstations is adequate	0.57	11	5.42	30
Information resources (books, electronic, etc) are easily accessed	0.53	12	5.68	17
Service desk staff respond in a timely manner	0.53	12	5.68	17
Remote access to electronic information resources and services is adequate	0.53	14	5.58	21
Library staff are friendly and helpful	0.52	15	6.37	1
Services for clients with disabilities are adequate	0.49	16	5.74	12
Group study facilties are adequate	0.47	17	5.32	32
Facilities for using personal laptops are adequate	0.46	18	5.16	37
Sufficient copies of high-demand resources are available when I need them	0.43	19	5.63	19
Seating for individual study purposes is adequate	0.42	20	5.42	30
Wireless facilities are adequate	0.42	21	5.32	32
Library information guides are clear and useful	0.38	22	5.76	11
Books and journals are reshelved quickly	0.38	23	5.53	25
Training sessions that incorporate computers & hands-on techniques meet my needs	0.36	24	5.21	35
Library's web site is easy to use	0.34	25	5.79	6
Library web pages provide clear and useful information	0.34	26	5.74	12
Photocopying & printing facilities are adequate for my needs	0.28	27	5.58	21
Library staff provide clear and accurate feedback to my queries	0.27	28	5.79	6
Library staff display professionalism	0.24	29	5.89	3
Quiet study facilities are adeqaute	0.24	30	5.44	29
Databases and electronic resources are adequate for my needs	0.22	31	5.32	32
Training sessions in their current lecture format meet my needs	0.21	32	4.94	40
Library staff describe clearly the services on offer	0.20	33	5.63	19
Library catalogue provides clear and useful information	0.19	34	5.53	25
Library staff provide quality service	0.18	35	5.89	3
Library staff keep me informed about new services, resources and collections	0.16	36	5.21	35
Library staff are proactive in their dealings with me	0.14	37	5.47	28
Inter Library loans and document delivery are filled promptly	0.10	38	4.95	39
Library staff treat me fairly and without discrimination	-0.01	39	5.74	12
Adeqaute signange exists within the Library	-0.14	40	5.16	37

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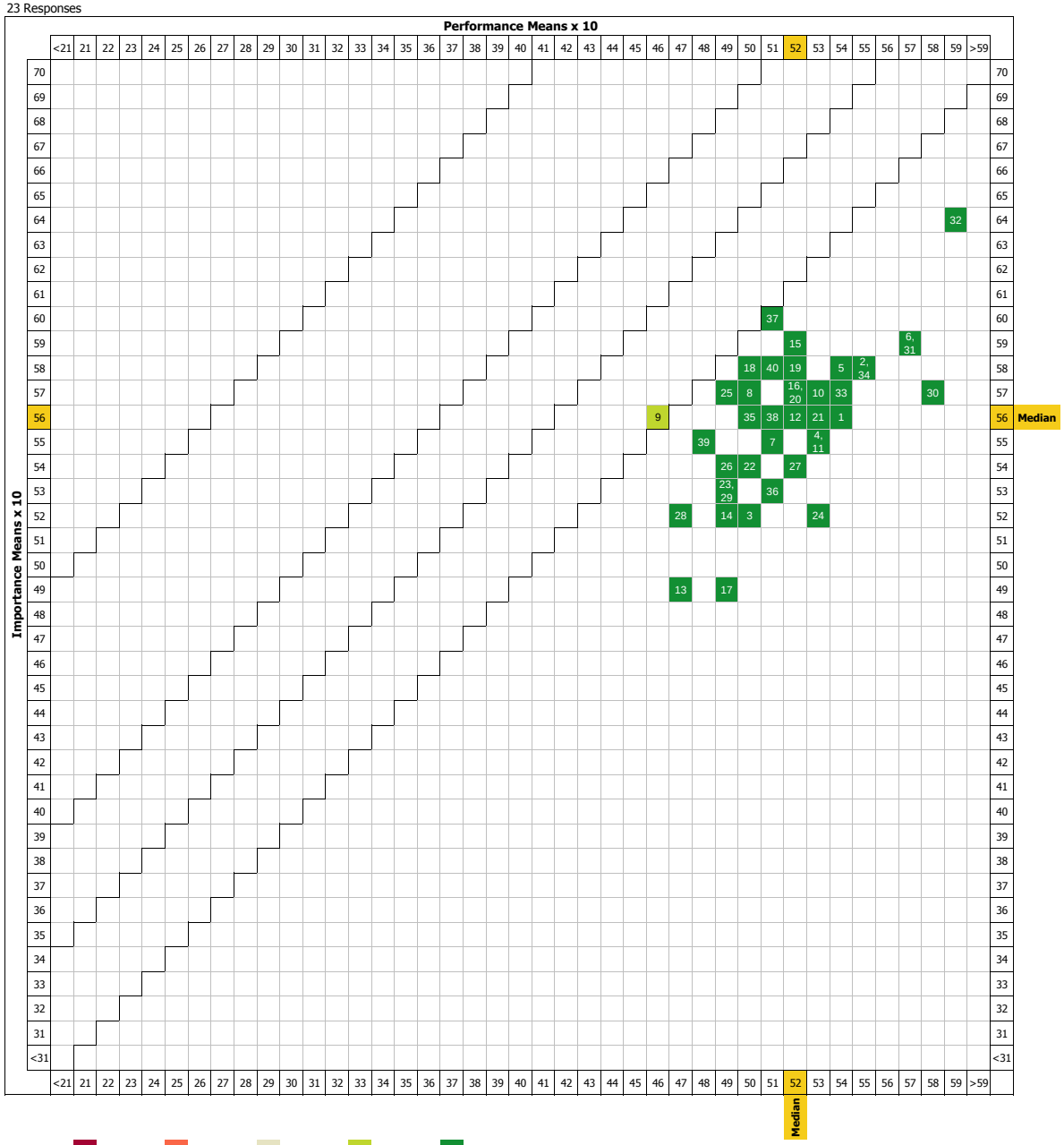
Best Practice Categories Gap Grid — What single category best describes you? - Other

23 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008
Top 5 Importance Scores by Demographic
What is your major area of study, research or teaching?

Business & Government (210 Responses)		Communication & International Studies (172 Responses)		Design & Creative Practice (96 Responses)	
Databases and electronic resources are adequate for my needs	6.28	Library staff are friendly and helpful	6.33	Library staff treat me fairly and without discrimination	6.38
Access to electronic resources is readily available	6.21	Databases and electronic resources are adequate for my needs	6.28	Library staff display professionalism	6.30
Library staff are friendly and helpful	6.21	Library's web site is easy to use	6.27	Databases and electronic resources are adequate for my needs	6.27
Information resources (books, electronic, etc) are easily accessed	6.19	Access to electronic resources is readily available	6.27	The Library collection is adequate for my needs	6.26
The Library collection is adequate for my needs	6.14	Information resources (books, electronic, etc) are easily accessed	6.26	Library staff are friendly and helpful	6.26
Education (116 Responses)		**Health (165 Responses)**		**Information Sciences & Engineering (56 Responses)**	
Library staff display professionalism	6.66	Access to electronic resources is readily available	6.34	Library staff are friendly and helpful	6.37
Library staff treat me fairly and without discrimination	6.65	Information resources (books, electronic, etc) are easily accessed	6.33	Library staff treat me fairly and without discrimination	6.20
Library staff are friendly and helpful	6.59	Course-specific resources are easy to find and access	6.33	Access to electronic resources is readily available	6.15
Library staff are readily available to assist me	6.48	Databases and electronic resources are adequate for my needs	6.32	Library staff display professionalism	6.15
Information resources (books, electronic, etc) are easily accessed	6.47	Library's web site is easy to use	6.31	Library catalogue provides clear and useful information	6.12
Law (54 Responses)		**Science (91 Responses)**			
Number of computer workstations is adequate	6.75	Library staff are friendly and helpful	6.26		
Comptuer facilities electronic equipment are adeqaute	6.74	Databases and electronic resources are adequate for my needs	6.25		
Databases and electronic resources are adequate for my needs	6.61	Information resources (books, electronic, etc) are easily accessed	6.21		
The Library collection is adequate for my needs	6.57	Access to electronic resources is readily available	6.20		
Access to electronic resources is readily available	6.52	Library staff treat me fairly and without discrimination	6.17		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Performance Scores by Demographic
What is your major area of study, research or teaching?

Business & Government (210 Responses)		Communication & International Studies (172 Responses)		Design & Creative Practice (96 Responses)	
Library staff treat me fairly and without discrimination	6.01	Library staff treat me fairly and without discrimination	6.05	Library staff treat me fairly and without discrimination	6.15
Library staff are friendly and helpful	5.87	Library staff display professionalism	6.05	Library staff display professionalism	6.12
Library staff display professionalism	5.77	Library staff are friendly and helpful	5.97	Library staff are friendly and helpful	6.01
Service desk staff respond in a timely manner	5.52	Library web pages provide clear and useful information	5.65	Service desk staff respond in a timely manner	5.68
Library staff provide clear and accurate feedback to my queries	5.39	Service desk staff respond in a timely manner	5.64	Library staff provide quality service	5.51
Education (116 Responses)		**Health (165 Responses)**		**Information Sciences & Engineering (56 Responses)**	
Library staff treat me fairly and without discrimination	6.39	Library staff treat me fairly and without discrimination	6.15	Library staff are friendly and helpful	6.20
Library staff display professionalism	6.31	Library staff display professionalism	6.05	Library staff treat me fairly and without discrimination	6.09
Library staff are friendly and helpful	6.19	Library staff are friendly and helpful	5.94	Library staff are readily available to assist me	6.02
Library staff provide quality service	5.83	Library staff are readily available to assist me	5.55	Library staff display professionalism	6.00
Service desk staff respond in a timely manner	5.82	Library staff provide quality service	5.53	Service desk staff respond in a timely manner	5.91
Law (54 Responses)		**Science (91 Responses)**			
Library staff treat me fairly and without discrimination	6.40	Library staff treat me fairly and without discrimination	5.98		
Library staff display professionalism	6.26	Library staff are friendly and helpful	5.82		
Library staff are friendly and helpful	6.22	Library staff display professionalism	5.75		
Library staff are readily available to assist me	5.88	Opening hours meet my needs	5.49		
Library staff provide quality service	5.76	Books and journals are reshelved quickly	5.40		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
What is your major area of study, research or teaching?

Business & Government (210 Responses)		Communication & International Studies (172 Responses)		Design & Creative Practice (96 Responses)	
Number of computer workstations is adequate	2.15	Number of computer workstations is adequate	2.03	Number of computer workstations is adequate	2.18
Comptuer facilities electronic equipment are adeqaute	1.75	Comptuer facilities electronic equipment are adeqaute	1.81	Comptuer facilities electronic equipment are adeqaute	1.87
Sufficient copies of high-demand resources are available when I need them	1.56	Sufficient copies of high-demand resources are available when I need them	1.67	Sufficient copies of high-demand resources are available when I need them	1.59
The Library collection is adequate for my needs	1.42	The Library collection is adequate for my needs	1.16	Databases and electronic resources are adequate for my needs	1.58
Databases and electronic resources are adequate for my needs	1.34	Databases and electronic resources are adequate for my needs	1.08	The Library collection is adequate for my needs	1.44
Education (116 Responses)		**Health (165 Responses)**		**Information Sciences & Engineering (56 Responses)**	
Number of computer workstations is adequate	2.30	Number of computer workstations is adequate	2.21	Number of computer workstations is adequate	1.45
Sufficient copies of high-demand resources are available when I need them	1.75	Sufficient copies of high-demand resources are available when I need them	1.92	Sufficient copies of high-demand resources are available when I need them	1.21
Comptuer facilities electronic equipment are adeqaute	1.57	The Library collection is adequate for my needs	1.91	Comptuer facilities electronic equipment are adeqaute	1.08
Course-specific resources are easy to find and access	1.34	Comptuer facilities electronic equipment are adeqaute	1.71	Library web pages provide clear and useful information	0.84
Databases and electronic resources are adequate for my needs	1.26	Databases and electronic resources are adequate for my needs	1.69	The Library collection is adequate for my needs	0.83
Law (54 Responses)		**Science (91 Responses)**			
Number of computer workstations is adequate	3.48	Number of computer workstations is adequate	2.17		
The Library collection is adequate for my needs	2.75	Comptuer facilities electronic equipment are adeqaute	2.02		
Sufficient copies of high-demand resources are available when I need them	2.67	Databases and electronic resources are adequate for my needs	1.74		
Comptuer facilities electronic equipment are adeqaute	2.66	The Library collection is adequate for my needs	1.62		
Opening hours meet my needs	1.87	Access to electronic resources is readily available	1.47		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Business & Government
210 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.28	Library staff treat me fairly and without discrimination	6.01	Number of computer workstations is adequate	3.98	Number of computer workstations is adequate	2.15
Access to electronic resources is readily available	6.21	Library staff are friendly and helpful	5.87	Comptuer facilities electronic equipment are adeqaute	4.27	Comptuer facilities electronic equipment are adeqaute	1.75
Library staff are friendly and helpful	6.21	Library staff display professionalism	5.77	Library staff keep me informed about new services, resources and collections	4.48	Sufficient copies of high-demand resources are available when I need them	1.56
Information resources (books, electronic, etc) are easily accessed	6.19	Service desk staff respond in a timely manner	5.52	Library staff act on my suggestions and ideas	4.50	The Library collection is adequate for my needs	1.42
The Library collection is adequate for my needs	6.14	Library staff provide clear and accurate feedback to my queries	5.39	Sufficient copies of high-demand resources are available when I need them	4.51	Databases and electronic resources are adequate for my needs	1.34
Library's web site is easy to use	6.14	Library staff are readily available to assist me	5.38	Prompt corrective action is taken regarding missing books and journals	4.63	Course-specific resources are easy to find and access	1.21
Library staff treat me fairly and without discrimination	6.14	Library staff provide quality service	5.36	Group study facilties are adequate	4.66	Opening hours meet my needs	1.12
Opening hours meet my needs	6.13	Library web pages provide clear and useful information	5.25	The Library collection is adequate for my needs	4.72	Quiet study facilities are adeqaute	1.09
Number of computer workstations is adequate	6.13	Library's web site is easy to use	5.23	Course-specific resources are easy to find and access	4.90	Access to electronic resources is readily available	1.08
Course-specific resources are easy to find and access	6.11	Information resources (books, electronic, etc) are easily accessed	5.22	Facilities for using personal laptops are adequate	4.91	Group study facilties are adequate	1.04

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Business & Government
210 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.28	1	4.94	27
Access to electronic resources is readily available	6.21	2	5.13	15
Library staff are friendly and helpful	6.21	3	5.87	2
Information resources (books, electronic, etc) are easily accessed	6.19	4	5.22	10
The Library collection is adequate for my needs	6.14	5	4.72	33
Library's web site is easy to use	6.14	6	5.23	9
Library staff treat me fairly and without discrimination	6.14	6	6.01	1
Opening hours meet my needs	6.13	8	5.02	22
Number of computer workstations is adequate	6.13	9	3.98	40
Course-specific resources are easy to find and access	6.11	10	4.90	32
Library web pages provide clear and useful information	6.10	11	5.25	8
Library staff display professionalism	6.09	12	5.77	3
Remote access to electronic information resources and services is adequate	6.07	13	5.15	14
Library catalogue provides clear and useful information	6.07	14	5.09	18
Sufficient copies of high-demand resources are available when I need them	6.06	15	4.51	36
Quiet study facilities are adeqaute	6.03	16	4.94	28
Comptuer facilities electronic equipment are adeqaute	6.02	17	4.27	39
Photocopying & printing facilities are adequate for my needs	6.01	18	5.15	13
Seating for individual study purposes is adequate	5.93	19	4.96	26
Library staff are readily available to assist me	5.92	20	5.38	6
Library staff provide quality service	5.92	21	5.36	7
Library staff provide clear and accurate feedback to my queries	5.91	22	5.39	5
Service desk staff respond in a timely manner	5.79	23	5.52	4
Books and journals are reshelved quickly	5.74	24	4.99	25
Library information guides are clear and useful	5.71	25	4.91	30
Group study facilties are adequate	5.71	26	4.66	34
Library staff are proactive in their dealings with me	5.70	27	5.04	21
Wireless facilities are adequate	5.69	28	5.04	20
On-line help in accesssing and using Library's resources is adequate to my needs	5.66	29	5.05	19
Facilities for using personal laptops are adequate	5.65	30	4.91	31
Library staff respond clearly and accurately to my online queries	5.55	31	5.12	17
Prompt corrective action is taken regarding missing books and journals	5.51	32	4.63	35
Library staff describe clearly the services on offer	5.51	33	5.16	12
Adeqaute signange exists within the Library	5.49	34	5.12	16
Training sessions that incorporate computers & hands-on techniques meet my needs	5.41	35	5.00	24
Inter Library loans and document delivery are filled promptly	5.41	36	5.18	11
Training sessions in their current lecture format meet my needs	5.34	37	4.93	29
Library staff keep me informed about new services, resources and collections	5.17	38	4.48	38
Services for clients with disabilities are adequate	5.14	39	5.01	23
Library staff act on my suggestions and ideas	4.97	40	4.50	37

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Business & Government
210 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.01	1	6.14	6
Library staff are friendly and helpful	5.87	2	6.21	3
Library staff display professionalism	5.77	3	6.09	12
Service desk staff respond in a timely manner	5.52	4	5.79	23
Library staff provide clear and accurate feedback to my queries	5.39	5	5.91	22
Library staff are readily available to assist me	5.38	6	5.92	20
Library staff provide quality service	5.36	7	5.92	21
Library web pages provide clear and useful information	5.25	8	6.10	11
Library's web site is easy to use	5.23	9	6.14	6
Information resources (books, electronic, etc) are easily accessed	5.22	10	6.19	4
Inter Library loans and document delivery are filled promptly	5.18	11	5.41	36
Library staff describe clearly the services on offer	5.16	12	5.51	33
Photocopying & printing facilities are adequate for my needs	5.15	13	6.01	18
Remote access to electronic information resources and services is adequate	5.15	14	6.07	13
Access to electronic resources is readily available	5.13	15	6.21	2
Adeqaute signange exists within the Library	5.12	16	5.49	34
Library staff respond clearly and accurately to my online queries	5.12	17	5.55	31
Library catalogue provides clear and useful information	5.09	18	6.07	14
On-line help in accesssing and using Library's resources is adequate to my needs	5.05	19	5.66	29
Wireless facilities are adequate	5.04	20	5.69	28
Library staff are proactive in their dealings with me	5.04	21	5.70	27
Opening hours meet my needs	5.02	22	6.13	8
Services for clients with disabilities are adequate	5.01	23	5.14	39
Training sessions that incorporate computers & hands-on techniques meet my needs	5.00	24	5.41	35
Books and journals are reshelved quickly	4.99	25	5.74	24
Seating for individual study purposes is adequate	4.96	26	5.93	19
Databases and electronic resources are adequate for my needs	4.94	27	6.28	1
Quiet study facilities are adeqaute	4.94	28	6.03	16
Training sessions in their current lecture format meet my needs	4.93	29	5.34	37
Library information guides are clear and useful	4.91	30	5.71	25
Facilities for using personal laptops are adequate	4.91	31	5.65	30
Course-specific resources are easy to find and access	4.90	32	6.11	10
The Library collection is adequate for my needs	4.72	33	6.14	5
Group study facilties are adequate	4.66	34	5.71	26
Prompt corrective action is taken regarding missing books and journals	4.63	35	5.51	32
Sufficient copies of high-demand resources are available when I need them	4.51	36	6.06	15
Library staff act on my suggestions and ideas	4.50	37	4.97	40
Library staff keep me informed about new services, resources and collections	4.48	38	5.17	38
Comptuer facilities electronic equipment are adeqaute	4.27	39	6.02	17
Number of computer workstations is adequate	3.98	40	6.13	9

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Business & Government
210 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.15	1	6.13	9
Comptuer facilities electronic equipment are adeqaute	1.75	2	6.02	17
Sufficient copies of high-demand resources are available when I need them	1.56	3	6.06	15
The Library collection is adequate for my needs	1.42	4	6.14	5
Databases and electronic resources are adequate for my needs	1.34	5	6.28	1
Course-specific resources are easy to find and access	1.21	6	6.11	10
Opening hours meet my needs	1.12	7	6.13	8
Quiet study facilities are adeqaute	1.09	8	6.03	16
Access to electronic resources is readily available	1.08	9	6.21	2
Group study facilties are adequate	1.04	10	5.71	26
Seating for individual study purposes is adequate	0.98	11	5.93	19
Information resources (books, electronic, etc) are easily accessed	0.98	12	6.19	4
Library catalogue provides clear and useful information	0.97	13	6.07	14
Remote access to electronic information resources and services is adequate	0.93	14	6.07	13
Library's web site is easy to use	0.91	15	6.14	6
Prompt corrective action is taken regarding missing books and journals	0.88	16	5.51	32
Photocopying & printing facilities are adequate for my needs	0.86	17	6.01	18
Library web pages provide clear and useful information	0.85	18	6.10	11
Library information guides are clear and useful	0.80	19	5.71	25
Books and journals are reshelved quickly	0.75	20	5.74	24
Facilities for using personal laptops are adequate	0.74	21	5.65	30
Library staff keep me informed about new services, resources and collections	0.69	22	5.17	38
Library staff are proactive in their dealings with me	0.67	23	5.70	27
Wireless facilities are adequate	0.65	24	5.69	28
On-line help in accesssing and using Library's resources is adequate to my needs	0.61	25	5.66	29
Library staff provide quality service	0.56	26	5.92	21
Library staff are readily available to assist me	0.55	27	5.92	20
Library staff provide clear and accurate feedback to my queries	0.52	28	5.91	22
Library staff act on my suggestions and ideas	0.47	29	4.97	40
Library staff respond clearly and accurately to my online queries	0.43	30	5.55	31
Training sessions in their current lecture format meet my needs	0.41	31	5.34	37
Training sessions that incorporate computers & hands-on techniques meet my needs	0.41	32	5.41	35
Adeqaute signange exists within the Library	0.37	33	5.49	34
Library staff describe clearly the services on offer	0.35	34	5.51	33
Library staff are friendly and helpful	0.33	35	6.21	3
Library staff display professionalism	0.33	36	6.09	12
Service desk staff respond in a timely manner	0.27	37	5.79	23
Inter Library loans and document delivery are filled promptly	0.22	38	5.41	36
Library staff treat me fairly and without discrimination	0.13	39	6.14	6
Services for clients with disabilities are adequate	0.13	40	5.14	39

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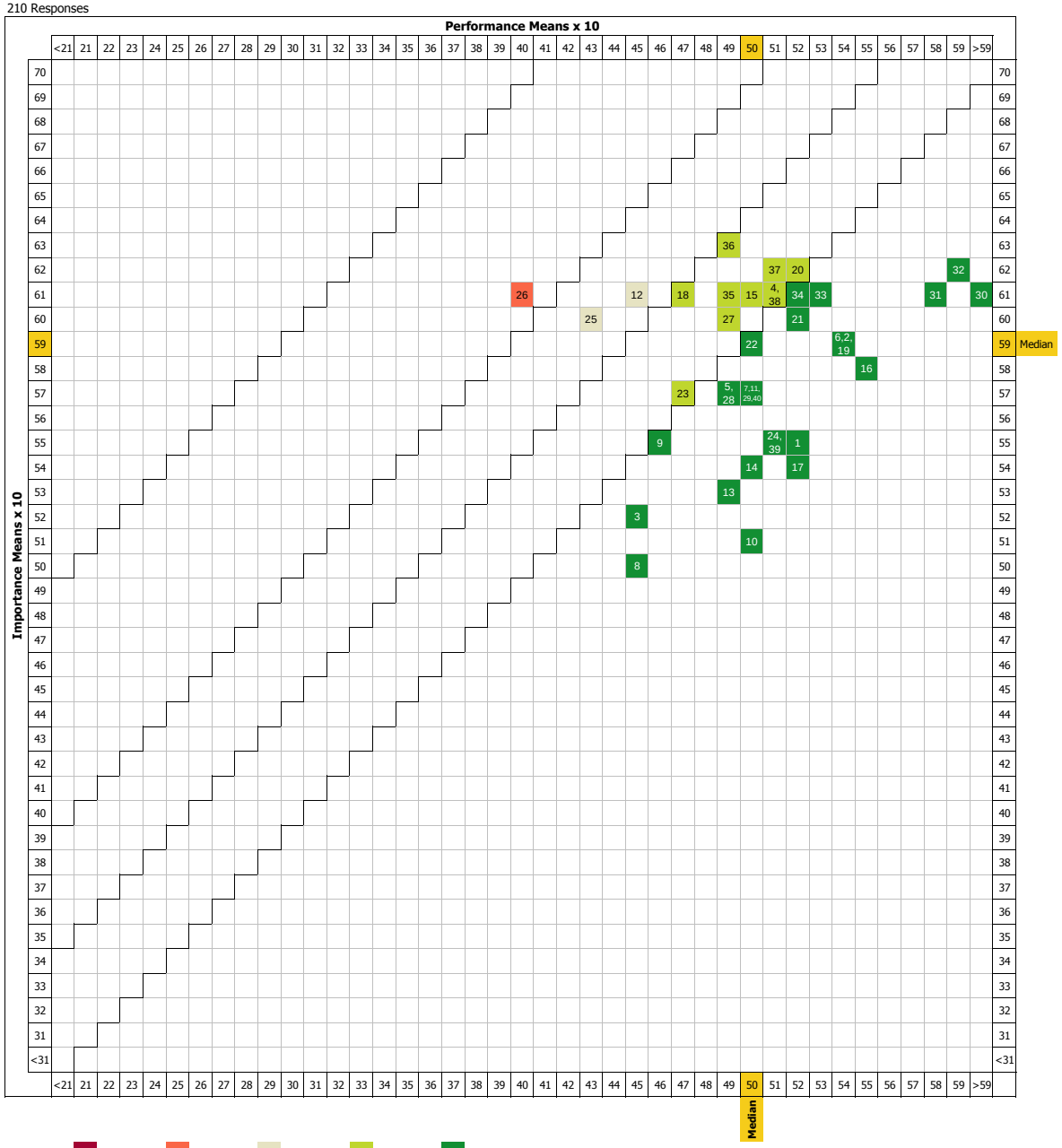
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Business & Government

210 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Communication & International Studies
172 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.33	Library staff treat me fairly and without discrimination	6.05	Number of computer workstations is adequate	4.14	Number of computer workstations is adequate	2.03
Databases and electronic resources are adequate for my needs	6.28	Library staff display professionalism	6.05	Comptuer facilities electronic equipment are adeqaute	4.39	Comptuer facilities electronic equipment are adeqaute	1.81
Library's web site is easy to use	6.27	Library staff are friendly and helpful	5.97	Sufficient copies of high-demand resources are available when I need them	4.54	Sufficient copies of high-demand resources are available when I need them	1.67
Access to electronic resources is readily available	6.27	Library web pages provide clear and useful information	5.65	Prompt corrective action is taken regarding missing books and journals	4.71	The Library collection is adequate for my needs	1.16
Information resources (books, electronic, etc) are easily accessed	6.26	Service desk staff respond in a timely manner	5.64	Library staff keep me informed about new services, resources and collections	4.74	Databases and electronic resources are adequate for my needs	1.08
Library catalogue provides clear and useful information	6.26	Library staff are readily available to assist me	5.59	Group study facilties are adequate	4.87	Group study facilties are adequate	0.99
Course-specific resources are easy to find and access	6.24	Library's web site is easy to use	5.54	The Library collection is adequate for my needs	4.94	Seating for individual study purposes is adequate	0.97
Sufficient copies of high-demand resources are available when I need them	6.21	Library staff provide quality service	5.49	Library staff act on my suggestions and ideas	4.97	Access to electronic resources is readily available	0.97
Comptuer facilities electronic equipment are adeqaute	6.20	Photocopying & printing facilities are adequate for my needs	5.44	Facilities for using personal laptops are adequate	4.98	Prompt corrective action is taken regarding missing books and journals	0.90
Library web pages provide clear and useful information	6.20	Information resources (books, electronic, etc) are easily accessed	5.44	Training sessions that incorporate computers & hands-on techniques meet my needs	5.01	Quiet study facilities are adeqaute	0.88

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Communication & International Studies
172 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.33	1	5.97	3
Databases and electronic resources are adequate for my needs	6.28	2	5.20	23
Library's web site is easy to use	6.27	3	5.54	7
Access to electronic resources is readily available	6.27	4	5.30	17
Information resources (books, electronic, etc) are easily accessed	6.26	5	5.44	10
Library catalogue provides clear and useful information	6.26	6	5.41	13
Course-specific resources are easy to find and access	6.24	7	5.41	12
Sufficient copies of high-demand resources are available when I need them	6.21	8	4.54	38
Comptuer facilities electronic equipment are adeqaute	6.20	9	4.39	39
Library web pages provide clear and useful information	6.20	9	5.65	4
Library staff treat me fairly and without discrimination	6.19	11	6.05	1
Number of computer workstations is adequate	6.17	12	4.14	40
Opening hours meet my needs	6.12	13	5.34	16
Remote access to electronic information resources and services is adequate	6.11	14	5.34	15
Library staff provide clear and accurate feedback to my queries	6.11	15	5.43	11
Quiet study facilities are adeqaute	6.09	16	5.22	22
The Library collection is adequate for my needs	6.09	17	4.94	34
Library staff display professionalism	6.08	18	6.05	2
Library staff are readily available to assist me	6.06	19	5.59	6
Seating for individual study purposes is adequate	6.05	20	5.08	29
Library information guides are clear and useful	6.05	21	5.39	14
Library staff provide quality service	5.99	22	5.49	8
Service desk staff respond in a timely manner	5.99	23	5.64	5
Photocopying & printing facilities are adequate for my needs	5.90	24	5.44	9
Books and journals are reshelved quickly	5.86	25	5.24	21
Group study facilties are adequate	5.86	26	4.87	35
Facilities for using personal laptops are adequate	5.86	27	4.98	32
Wireless facilities are adequate	5.79	28	5.03	30
Library staff are proactive in their dealings with me	5.77	29	5.27	19
Library staff describe clearly the services on offer	5.74	30	5.17	26
Adeqaute signange exists within the Library	5.71	31	5.19	24
On-line help in accesssing and using Library's resources is adequate to my needs	5.69	32	5.17	25
Library staff respond clearly and accurately to my online queries	5.64	33	5.11	28
Prompt corrective action is taken regarding missing books and journals	5.61	34	4.71	37
Library staff keep me informed about new services, resources and collections	5.46	35	4.74	36
Services for clients with disabilities are adequate	5.45	36	5.26	20
Inter Library loans and document delivery are filled promptly	5.45	37	5.28	18
Training sessions that incorporate computers & hands-on techniques meet my needs	5.43	38	5.01	31
Training sessions in their current lecture format meet my needs	5.40	39	5.11	27
Library staff act on my suggestions and ideas	5.18	40	4.97	33

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Communication & International Studies
172 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.05	1	6.19	11
Library staff display professionalism	6.05	2	6.08	18
Library staff are friendly and helpful	5.97	3	6.33	1
Library web pages provide clear and useful information	5.65	4	6.20	9
Service desk staff respond in a timely manner	5.64	5	5.99	23
Library staff are readily available to assist me	5.59	6	6.06	19
Library's web site is easy to use	5.54	7	6.27	3
Library staff provide quality service	5.49	8	5.99	22
Photocopying & printing facilities are adequate for my needs	5.44	9	5.90	24
Information resources (books, electronic, etc) are easily accessed	5.44	10	6.26	5
Library staff provide clear and accurate feedback to my queries	5.43	11	6.11	15
Course-specific resources are easy to find and access	5.41	12	6.24	7
Library catalogue provides clear and useful information	5.41	13	6.26	6
Library information guides are clear and useful	5.39	14	6.05	21
Remote access to electronic information resources and services is adequate	5.34	15	6.11	14
Opening hours meet my needs	5.34	16	6.12	13
Access to electronic resources is readily available	5.30	17	6.27	4
Inter Library loans and document delivery are filled promptly	5.28	18	5.45	37
Library staff are proactive in their dealings with me	5.27	19	5.77	29
Services for clients with disabilities are adequate	5.26	20	5.45	36
Books and journals are reshelved quickly	5.24	21	5.86	25
Quiet study facilities are adeqaute	5.22	22	6.09	16
Databases and electronic resources are adequate for my needs	5.20	23	6.28	2
Adeqaute signange exists within the Library	5.19	24	5.71	31
On-line help in accesssing and using Library's resources is adequate to my needs	5.17	25	5.69	32
Library staff describe clearly the services on offer	5.17	26	5.74	30
Training sessions in their current lecture format meet my needs	5.11	27	5.40	39
Library staff respond clearly and accurately to my online queries	5.11	28	5.64	33
Seating for individual study purposes is adequate	5.08	29	6.05	20
Wireless facilities are adequate	5.03	30	5.79	28
Training sessions that incorporate computers & hands-on techniques meet my needs	5.01	31	5.43	38
Facilities for using personal laptops are adequate	4.98	32	5.86	27
Library staff act on my suggestions and ideas	4.97	33	5.18	40
The Library collection is adequate for my needs	4.94	34	6.09	17
Group study facilties are adequate	4.87	35	5.86	26
Library staff keep me informed about new services, resources and collections	4.74	36	5.46	35
Prompt corrective action is taken regarding missing books and journals	4.71	37	5.61	34
Sufficient copies of high-demand resources are available when I need them	4.54	38	6.21	8
Comptuer facilities electronic equipment are adeqaute	4.39	39	6.20	9
Number of computer workstations is adequate	4.14	40	6.17	12

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Communication & International Studies
172 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.03	1	6.17	12
Comptuer facilities electronic equipment are adeqaute	1.81	2	6.20	9
Sufficient copies of high-demand resources are available when I need them	1.67	3	6.21	8
The Library collection is adequate for my needs	1.16	4	6.09	17
Databases and electronic resources are adequate for my needs	1.08	5	6.28	2
Group study facilties are adequate	0.99	6	5.86	26
Seating for individual study purposes is adequate	0.97	7	6.05	20
Access to electronic resources is readily available	0.97	8	6.27	4
Prompt corrective action is taken regarding missing books and journals	0.90	9	5.61	34
Quiet study facilities are adeqaute	0.88	10	6.09	16
Facilities for using personal laptops are adequate	0.88	11	5.86	27
Library catalogue provides clear and useful information	0.85	12	6.26	6
Information resources (books, electronic, etc) are easily accessed	0.83	13	6.26	5
Course-specific resources are easy to find and access	0.83	14	6.24	7
Opening hours meet my needs	0.78	15	6.12	13
Remote access to electronic information resources and services is adequate	0.77	16	6.11	14
Wireless facilities are adequate	0.76	17	5.79	28
Library's web site is easy to use	0.74	18	6.27	3
Library staff keep me informed about new services, resources and collections	0.72	19	5.46	35
Library staff provide clear and accurate feedback to my queries	0.68	20	6.11	15
Library information guides are clear and useful	0.66	21	6.05	21
Books and journals are reshelved quickly	0.62	22	5.86	25
Library staff describe clearly the services on offer	0.57	23	5.74	30
Library web pages provide clear and useful information	0.55	24	6.20	9
Library staff respond clearly and accurately to my online queries	0.53	25	5.64	33
Adeqaute signange exists within the Library	0.52	26	5.71	31
On-line help in accesssing and using Library's resources is adequate to my needs	0.52	27	5.69	32
Library staff provide quality service	0.50	28	5.99	22
Library staff are proactive in their dealings with me	0.50	29	5.77	29
Library staff are readily available to assist me	0.47	30	6.06	19
Photocopying & printing facilities are adequate for my needs	0.45	31	5.90	24
Training sessions that incorporate computers & hands-on techniques meet my needs	0.42	32	5.43	38
Library staff are friendly and helpful	0.36	33	6.33	1
Service desk staff respond in a timely manner	0.36	34	5.99	23
Training sessions in their current lecture format meet my needs	0.29	35	5.40	39
Library staff act on my suggestions and ideas	0.21	36	5.18	40
Services for clients with disabilities are adequate	0.19	37	5.45	36
Inter Library loans and document delivery are filled promptly	0.17	38	5.45	37
Library staff treat me fairly and without discrimination	0.14	39	6.19	11
Library staff display professionalism	0.04	40	6.08	18

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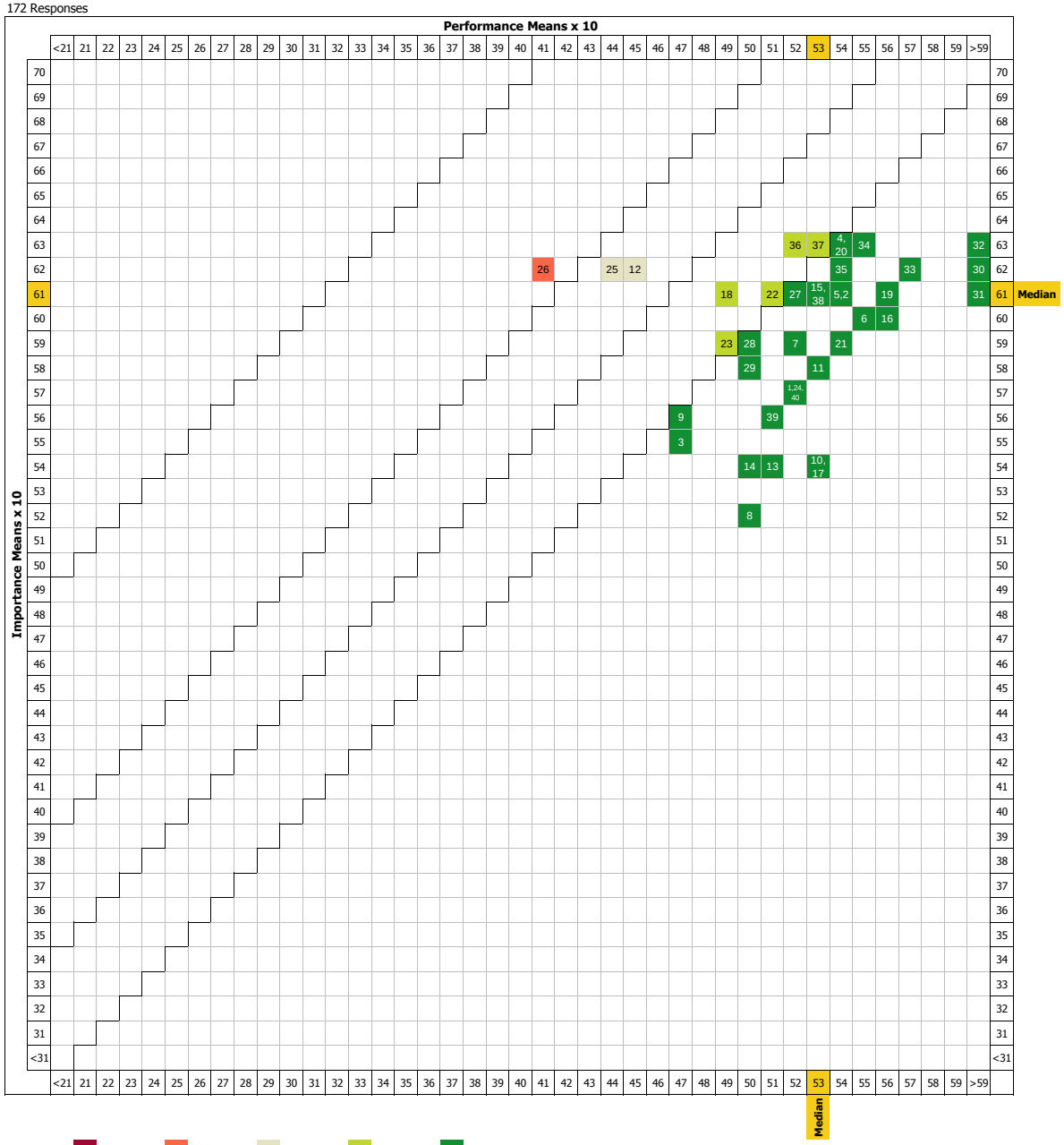
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Communication & International Studies

172 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Design & Creative Practice
96 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff treat me fairly and without discrimination	6.38	Library staff treat me fairly and without discrimination	6.15	Number of computer workstations is adequate	3.96	Number of computer workstations is adequate	2.18
Library staff display professionalism	6.30	Library staff display professionalism	6.12	Comptuer facilities electronic equipment are adeqaute	4.31	Comptuer facilities electronic equipment are adeqaute	1.87
Databases and electronic resources are adequate for my needs	6.27	Library staff are friendly and helpful	6.01	Sufficient copies of high-demand resources are available when I need them	4.56	Sufficient copies of high-demand resources are available when I need them	1.59
The Library collection is adequate for my needs	6.26	Service desk staff respond in a timely manner	5.68	Library staff keep me informed about new services, resources and collections	4.67	Databases and electronic resources are adequate for my needs	1.58
Library staff are friendly and helpful	6.26	Library staff provide quality service	5.51	Library staff act on my suggestions and ideas	4.67	The Library collection is adequate for my needs	1.44
Information resources (books, electronic, etc) are easily accessed	6.22	Library staff are readily available to assist me	5.43	Databases and electronic resources are adequate for my needs	4.69	Information resources (books, electronic, etc) are easily accessed	1.33
Opening hours meet my needs	6.21	Library staff provide clear and accurate feedback to my queries	5.36	Prompt corrective action is taken regarding missing books and journals	4.72	Course-specific resources are easy to find and access	1.33
Comptuer facilities electronic equipment are adeqaute	6.19	Opening hours meet my needs	5.29	Course-specific resources are easy to find and access	4.73	Remote access to electronic information resources and services is adequate	1.30
Access to electronic resources is readily available	6.17	Quiet study facilities are adeqaute	5.26	Remote access to electronic information resources and services is adequate	4.79	Library's web site is easy to use	1.23
Library's web site is easy to use	6.17	Library staff describe clearly the services on offer	5.22	Group study facilties are adequate	4.80	Library catalogue provides clear and useful information	1.13

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Design & Creative Practice
96 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.38	1	6.15	1
Library staff display professionalism	6.30	2	6.12	2
Databases and electronic resources are adequate for my needs	6.27	3	4.69	35
The Library collection is adequate for my needs	6.26	4	4.82	30
Library staff are friendly and helpful	6.26	5	6.01	3
Information resources (books, electronic, etc) are easily accessed	6.22	6	4.89	29
Opening hours meet my needs	6.21	7	5.29	8
Comptuer facilities electronic equipment are adeqaute	6.19	8	4.31	39
Access to electronic resources is readily available	6.17	9	5.08	16
Library's web site is easy to use	6.17	10	4.94	25
Sufficient copies of high-demand resources are available when I need them	6.15	11	4.56	38
Number of computer workstations is adequate	6.13	12	3.96	40
Library web pages provide clear and useful information	6.13	13	5.00	21
Library staff provide clear and accurate feedback to my queries	6.10	14	5.36	7
Remote access to electronic information resources and services is adequate	6.09	15	4.79	32
Library catalogue provides clear and useful information	6.09	16	4.96	24
Course-specific resources are easy to find and access	6.06	17	4.73	33
Library staff are readily available to assist me	6.03	18	5.43	6
Photocopying & printing facilities are adequate for my needs	6.02	19	4.90	28
Service desk staff respond in a timely manner	6.01	20	5.68	4
Library information guides are clear and useful	5.99	21	5.01	20
Library staff provide quality service	5.93	22	5.51	5
Seating for individual study purposes is adequate	5.86	23	5.13	13
Quiet study facilities are adeqaute	5.81	24	5.26	9
Books and journals are reshelved quickly	5.80	25	5.18	12
Adeqaute signange exists within the Library	5.75	26	5.12	14
Library staff respond clearly and accurately to my online queries	5.74	27	4.94	26
Group study facilties are adequate	5.71	28	4.80	31
Wireless facilities are adequate	5.71	29	4.92	27
On-line help in accesssing and using Library's resources is adequate to my needs	5.69	30	4.96	23
Library staff describe clearly the services on offer	5.69	31	5.22	10
Facilities for using personal laptops are adequate	5.66	32	5.02	19
Library staff are proactive in their dealings with me	5.64	33	5.20	11
Prompt corrective action is taken regarding missing books and journals	5.60	34	4.72	34
Services for clients with disabilities are adequate	5.49	35	5.05	17
Inter Library loans and document delivery are filled promptly	5.29	36	5.10	15
Library staff keep me informed about new services, resources and collections	5.13	37	4.67	36
Training sessions in their current lecture format meet my needs	5.11	38	4.98	22
Training sessions that incorporate computers & hands-on techniques meet my needs	5.02	39	5.02	18
Library staff act on my suggestions and ideas	5.00	40	4.67	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Design & Creative Practice
96 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.15	1	6.38	1
Library staff display professionalism	6.12	2	6.30	2
Library staff are friendly and helpful	6.01	3	6.26	5
Service desk staff respond in a timely manner	5.68	4	6.01	20
Library staff provide quality service	5.51	5	5.93	22
Library staff are readily available to assist me	5.43	6	6.03	18
Library staff provide clear and accurate feedback to my queries	5.36	7	6.10	14
Opening hours meet my needs	5.29	8	6.21	7
Quiet study facilities are adeqaute	5.26	9	5.81	24
Library staff describe clearly the services on offer	5.22	10	5.69	31
Library staff are proactive in their dealings with me	5.20	11	5.64	33
Books and journals are reshelved quickly	5.18	12	5.80	25
Seating for individual study purposes is adequate	5.13	13	5.86	23
Adeqaute signange exists within the Library	5.12	14	5.75	26
Inter Library loans and document delivery are filled promptly	5.10	15	5.29	36
Access to electronic resources is readily available	5.08	16	6.17	9
Services for clients with disabilities are adequate	5.05	17	5.49	35
Training sessions that incorporate computers & hands-on techniques meet my needs	5.02	18	5.02	39
Facilities for using personal laptops are adequate	5.02	19	5.66	32
Library information guides are clear and useful	5.01	20	5.99	21
Library web pages provide clear and useful information	5.00	21	6.13	13
Training sessions in their current lecture format meet my needs	4.98	22	5.11	38
On-line help in accesssing and using Library's resources is adequate to my needs	4.96	23	5.69	30
Library catalogue provides clear and useful information	4.96	24	6.09	16
Library's web site is easy to use	4.94	25	6.17	10
Library staff respond clearly and accurately to my online queries	4.94	26	5.74	27
Wireless facilities are adequate	4.92	27	5.71	29
Photocopying & printing facilities are adequate for my needs	4.90	28	6.02	19
Information resources (books, electronic, etc) are easily accessed	4.89	29	6.22	6
The Library collection is adequate for my needs	4.82	30	6.26	4
Group study facilties are adequate	4.80	31	5.71	28
Remote access to electronic information resources and services is adequate	4.79	32	6.09	15
Course-specific resources are easy to find and access	4.73	33	6.06	17
Prompt corrective action is taken regarding missing books and journals	4.72	34	5.60	34
Databases and electronic resources are adequate for my needs	4.69	35	6.27	3
Library staff act on my suggestions and ideas	4.67	36	5.00	40
Library staff keep me informed about new services, resources and collections	4.67	36	5.13	37
Sufficient copies of high-demand resources are available when I need them	4.56	38	6.15	11
Comptuer facilities electronic equipment are adeqaute	4.31	39	6.19	8
Number of computer workstations is adequate	3.96	40	6.13	12

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Design & Creative Practice
96 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.18	1	6.13	12
Comptuer facilities electronic equipment are adeqaute	1.87	2	6.19	8
Sufficient copies of high-demand resources are available when I need them	1.59	3	6.15	11
Databases and electronic resources are adequate for my needs	1.58	4	6.27	3
The Library collection is adequate for my needs	1.44	5	6.26	4
Information resources (books, electronic, etc) are easily accessed	1.33	6	6.22	6
Course-specific resources are easy to find and access	1.33	7	6.06	17
Remote access to electronic information resources and services is adequate	1.30	8	6.09	15
Library's web site is easy to use	1.23	9	6.17	10
Library catalogue provides clear and useful information	1.13	10	6.09	16
Library web pages provide clear and useful information	1.13	11	6.13	13
Photocopying & printing facilities are adequate for my needs	1.12	12	6.02	19
Access to electronic resources is readily available	1.09	13	6.17	9
Library information guides are clear and useful	0.98	14	5.99	21
Opening hours meet my needs	0.92	15	6.21	7
Group study facilties are adequate	0.92	16	5.71	28
Prompt corrective action is taken regarding missing books and journals	0.88	17	5.60	34
Library staff respond clearly and accurately to my online queries	0.80	18	5.74	27
Wireless facilities are adequate	0.79	19	5.71	29
Library staff provide clear and accurate feedback to my queries	0.74	20	6.10	14
On-line help in accesssing and using Library's resources is adequate to my needs	0.73	21	5.69	30
Seating for individual study purposes is adequate	0.72	22	5.86	23
Facilities for using personal laptops are adequate	0.64	23	5.66	32
Adeqaute signange exists within the Library	0.63	24	5.75	26
Books and journals are reshelved quickly	0.63	25	5.80	25
Library staff are readily available to assist me	0.61	26	6.03	18
Quiet study facilities are adeqaute	0.54	27	5.81	24
Library staff describe clearly the services on offer	0.47	28	5.69	31
Library staff keep me informed about new services, resources and collections	0.46	29	5.13	37
Services for clients with disabilities are adequate	0.45	30	5.49	35
Library staff are proactive in their dealings with me	0.44	31	5.64	33
Library staff provide quality service	0.43	32	5.93	22
Service desk staff respond in a timely manner	0.33	33	6.01	20
Library staff act on my suggestions and ideas	0.33	34	5.00	40
Library staff are friendly and helpful	0.25	35	6.26	5
Library staff treat me fairly and without discrimination	0.24	36	6.38	1
Inter Library loans and document delivery are filled promptly	0.19	37	5.29	36
Library staff display professionalism	0.18	38	6.30	2
Training sessions in their current lecture format meet my needs	0.14	39	5.11	38
Training sessions that incorporate computers & hands-on techniques meet my needs	0.00	40	5.02	39

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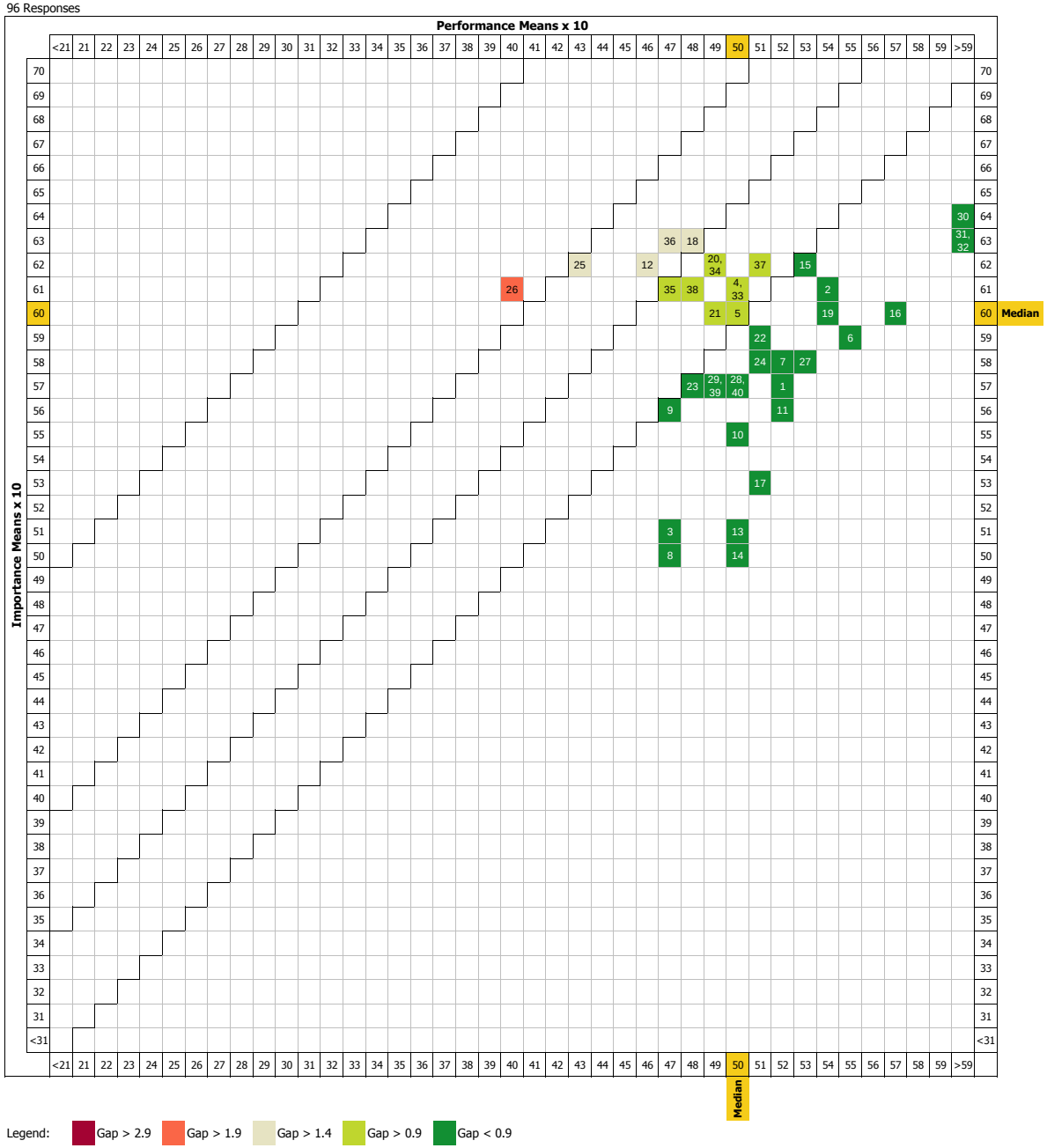
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Design & Creative Practice

96 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Education
116 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff display professionalism	6.66	Library staff treat me fairly and without discrimination	6.39	Number of computer workstations is adequate	3.84	Number of computer workstations is adequate	2.30
Library staff treat me fairly and without discrimination	6.65	Library staff display professionalism	6.31	Sufficient copies of high-demand resources are available when I need them	4.62	Sufficient copies of high-demand resources are available when I need them	1.75
Library staff are friendly and helpful	6.59	Library staff are friendly and helpful	6.19	Comptuer facilities electronic equipment are adeqaute	4.63	Comptuer facilities electronic equipment are adeqaute	1.57
Library staff are readily available to assist me	6.48	Library staff provide quality service	5.83	Library staff keep me informed about new services, resources and collections	4.73	Course-specific resources are easy to find and access	1.34
Information resources (books, electronic, etc) are easily accessed	6.47	Service desk staff respond in a timely manner	5.82	Group study facilties are adequate	4.96	Databases and electronic resources are adequate for my needs	1.26
The Library collection is adequate for my needs	6.43	Library staff are readily available to assist me	5.74	Course-specific resources are easy to find and access	5.00	Library catalogue provides clear and useful information	1.20
Service desk staff respond in a timely manner	6.41	Services for clients with disabilities are adequate	5.69	On-line help in accesssing and using Library's resources is adequate to my needs	5.01	Access to electronic resources is readily available	1.20
Databases and electronic resources are adequate for my needs	6.41	Library staff provide clear and accurate feedback to my queries	5.62	Library staff act on my suggestions and ideas	5.02	Information resources (books, electronic, etc) are easily accessed	1.14
Library staff provide quality service	6.38	Opening hours meet my needs	5.56	Databases and electronic resources are adequate for my needs	5.14	The Library collection is adequate for my needs	1.12
Sufficient copies of high-demand resources are available when I need them	6.37	Library staff are proactive in their dealings with me	5.52	Library catalogue provides clear and useful information	5.15	Library's web site is easy to use	1.02

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Education

116 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff display professionalism	6.66	1	6.31	2
Library staff treat me fairly and without discrimination	6.65	2	6.39	1
Library staff are friendly and helpful	6.59	3	6.19	3
Library staff are readily available to assist me	6.48	4	5.74	6
Information resources (books, electronic, etc) are easily accessed	6.47	5	5.33	20
The Library collection is adequate for my needs	6.43	6	5.31	22
Service desk staff respond in a timely manner	6.41	7	5.82	5
Databases and electronic resources are adequate for my needs	6.41	8	5.14	32
Library staff provide quality service	6.38	9	5.83	4
Sufficient copies of high-demand resources are available when I need them	6.37	10	4.62	39
Library's web site is easy to use	6.36	11	5.33	19
Access to electronic resources is readily available	6.35	12	5.15	29
Library catalogue provides clear and useful information	6.35	13	5.15	31
Course-specific resources are easy to find and access	6.34	14	5.00	35
Library web pages provide clear and useful information	6.30	15	5.46	12
Library staff provide clear and accurate feedback to my queries	6.27	16	5.62	8
Opening hours meet my needs	6.27	17	5.56	9
Library information guides are clear and useful	6.23	18	5.38	15
Comptuer facilities electronic equipment are adeqaute	6.20	19	4.63	38
Number of computer workstations is adequate	6.14	20	3.84	40
Photocopying & printing facilities are adequate for my needs	6.13	21	5.44	13
Books and journals are reshelved quickly	6.09	22	5.35	18
Library staff describe clearly the services on offer	6.07	23	5.37	16
Remote access to electronic information resources and services is adequate	6.05	24	5.20	25
Quiet study facilities are adeqaute	6.05	25	5.28	23
Library staff are proactive in their dealings with me	6.05	26	5.52	10
Seating for individual study purposes is adequate	6.01	27	5.37	17
Library staff respond clearly and accurately to my online queries	5.96	28	5.38	14
On-line help in accesssing and using Library's resources is adequate to my needs	5.94	29	5.01	34
Services for clients with disabilities are adequate	5.91	30	5.69	7
Prompt corrective action is taken regarding missing books and journals	5.90	31	5.19	26
Adeqaute signange exists within the Library	5.87	32	5.31	21
Training sessions that incorporate computers & hands-on techniques meet my needs	5.74	33	5.18	27
Group study facilties are adequate	5.73	34	4.96	36
Facilities for using personal laptops are adequate	5.67	35	5.23	24
Wireless facilities are adequate	5.66	36	5.15	30
Inter Library loans and document delivery are filled promptly	5.60	37	5.50	11
Training sessions in their current lecture format meet my needs	5.59	38	5.16	28
Library staff keep me informed about new services, resources and collections	5.30	39	4.73	37
Library staff act on my suggestions and ideas	5.26	40	5.02	33

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Education

116 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.39	1	6.65	2
Library staff display professionalism	6.31	2	6.66	1
Library staff are friendly and helpful	6.19	3	6.59	3
Library staff provide quality service	5.83	4	6.38	9
Service desk staff respond in a timely manner	5.82	5	6.41	7
Library staff are readily available to assist me	5.74	6	6.48	4
Services for clients with disabilities are adequate	5.69	7	5.91	30
Library staff provide clear and accurate feedback to my queries	5.62	8	6.27	16
Opening hours meet my needs	5.56	9	6.27	17
Library staff are proactive in their dealings with me	5.52	10	6.05	26
Inter Library loans and document delivery are filled promptly	5.50	11	5.60	37
Library web pages provide clear and useful information	5.46	12	6.30	15
Photocopying & printing facilities are adequate for my needs	5.44	13	6.13	21
Library staff respond clearly and accurately to my online queries	5.38	14	5.96	28
Library information guides are clear and useful	5.38	15	6.23	18
Library staff describe clearly the services on offer	5.37	16	6.07	23
Seating for individual study purposes is adequate	5.37	17	6.01	27
Books and journals are reshelved quickly	5.35	18	6.09	22
Library's web site is easy to use	5.33	19	6.36	11
Information resources (books, electronic, etc) are easily accessed	5.33	20	6.47	5
Adeqaute signange exists within the Library	5.31	21	5.87	32
The Library collection is adequate for my needs	5.31	22	6.43	6
Quiet study facilities are adeqaute	5.28	23	6.05	25
Facilities for using personal laptops are adequate	5.23	24	5.67	35
Remote access to electronic information resources and services is adequate	5.20	25	6.05	24
Prompt corrective action is taken regarding missing books and journals	5.19	26	5.90	31
Training sessions that incorporate computers & hands-on techniques meet my needs	5.18	27	5.74	33
Training sessions in their current lecture format meet my needs	5.16	28	5.59	38
Access to electronic resources is readily available	5.15	29	6.35	12
Wireless facilities are adequate	5.15	30	5.66	36
Library catalogue provides clear and useful information	5.15	31	6.35	13
Databases and electronic resources are adequate for my needs	5.14	32	6.41	8
Library staff act on my suggestions and ideas	5.02	33	5.26	40
On-line help in accesssing and using Library's resources is adequate to my needs	5.01	34	5.94	29
Course-specific resources are easy to find and access	5.00	35	6.34	14
Group study facilties are adequate	4.96	36	5.73	34
Library staff keep me informed about new services, resources and collections	4.73	37	5.30	39
Comptuer facilities electronic equipment are adeqaute	4.63	38	6.20	19
Sufficient copies of high-demand resources are available when I need them	4.62	39	6.37	10
Number of computer workstations is adequate	3.84	40	6.14	20

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Education

116 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.30	1	6.14	20
Sufficient copies of high-demand resources are available when I need them	1.75	2	6.37	10
Comptuer facilities electronic equipment are adeqaute	1.57	3	6.20	19
Course-specific resources are easy to find and access	1.34	4	6.34	14
Databases and electronic resources are adequate for my needs	1.26	5	6.41	8
Library catalogue provides clear and useful information	1.20	6	6.35	13
Access to electronic resources is readily available	1.20	7	6.35	12
Information resources (books, electronic, etc) are easily accessed	1.14	8	6.47	5
The Library collection is adequate for my needs	1.12	9	6.43	6
Library's web site is easy to use	1.02	10	6.36	11
On-line help in accesssing and using Library's resources is adequate to my needs	0.93	11	5.94	29
Library information guides are clear and useful	0.85	12	6.23	18
Remote access to electronic information resources and services is adequate	0.85	13	6.05	24
Library web pages provide clear and useful information	0.83	14	6.30	15
Group study facilties are adequate	0.77	15	5.73	34
Quiet study facilities are adeqaute	0.77	16	6.05	25
Books and journals are reshelved quickly	0.75	17	6.09	22
Library staff are readily available to assist me	0.74	18	6.48	4
Opening hours meet my needs	0.71	19	6.27	17
Library staff describe clearly the services on offer	0.70	20	6.07	23
Prompt corrective action is taken regarding missing books and journals	0.70	21	5.90	31
Photocopying & printing facilities are adequate for my needs	0.68	22	6.13	21
Library staff provide clear and accurate feedback to my queries	0.65	23	6.27	16
Seating for individual study purposes is adequate	0.64	24	6.01	27
Service desk staff respond in a timely manner	0.59	25	6.41	7
Library staff respond clearly and accurately to my online queries	0.58	26	5.96	28
Library staff keep me informed about new services, resources and collections	0.57	27	5.30	39
Adeqaute signange exists within the Library	0.56	28	5.87	32
Training sessions that incorporate computers & hands-on techniques meet my needs	0.56	29	5.74	33
Library staff provide quality service	0.55	30	6.38	9
Library staff are proactive in their dealings with me	0.52	31	6.05	26
Wireless facilities are adequate	0.51	32	5.66	36
Facilities for using personal laptops are adequate	0.44	33	5.67	35
Training sessions in their current lecture format meet my needs	0.43	34	5.59	38
Library staff are friendly and helpful	0.41	35	6.59	3
Library staff display professionalism	0.35	36	6.66	1
Library staff treat me fairly and without discrimination	0.26	37	6.65	2
Library staff act on my suggestions and ideas	0.24	38	5.26	40
Services for clients with disabilities are adequate	0.22	39	5.91	30
Inter Library loans and document delivery are filled promptly	0.10	40	5.60	37

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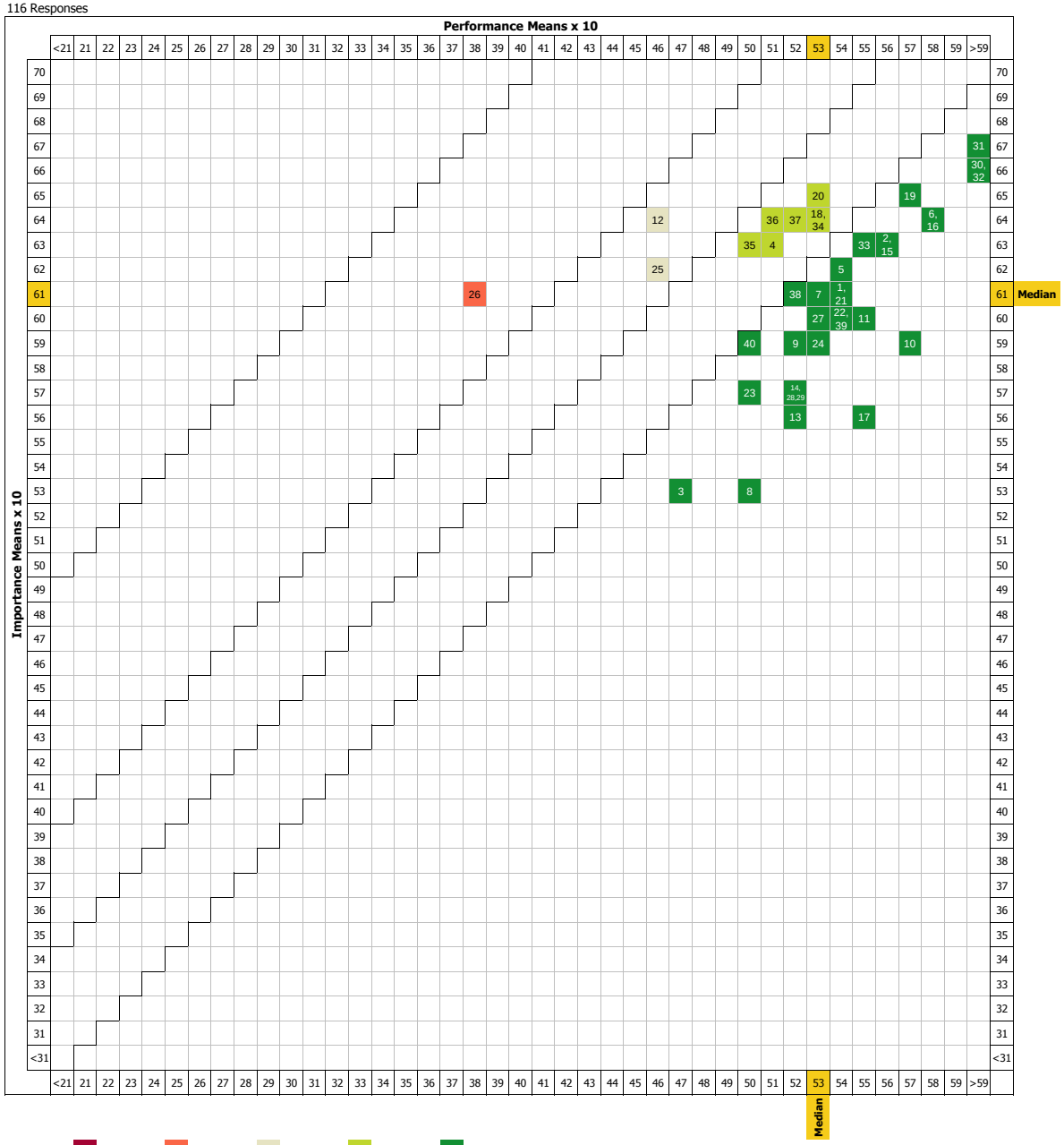
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Education

116 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Health
165 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Access to electronic resources is readily available	6.34	Library staff treat me fairly and without discrimination	6.15	Number of computer workstations is adequate	3.64	Number of computer workstations is adequate	2.21
Information resources (books, electronic, etc) are easily accessed	6.33	Library staff display professionalism	6.05	Sufficient copies of high-demand resources are available when I need them	4.22	Sufficient copies of high-demand resources are available when I need them	1.92
Course-specific resources are easy to find and access	6.33	Library staff are friendly and helpful	5.94	Comptuer facilities electronic equipment are adeqaute	4.27	The Library collection is adequate for my needs	1.91
Databases and electronic resources are adequate for my needs	6.32	Library staff are readily available to assist me	5.55	The Library collection is adequate for my needs	4.38	Comptuer facilities electronic equipment are adeqaute	1.71
Library's web site is easy to use	6.31	Library staff provide quality service	5.53	Library staff keep me informed about new services, resources and collections	4.55	Databases and electronic resources are adequate for my needs	1.69
Library staff are friendly and helpful	6.31	Opening hours meet my needs	5.51	Databases and electronic resources are adequate for my needs	4.63	Access to electronic resources is readily available	1.49
The Library collection is adequate for my needs	6.29	Service desk staff respond in a timely manner	5.46	Library staff act on my suggestions and ideas	4.67	Library catalogue provides clear and useful information	1.45
Library catalogue provides clear and useful information	6.26	Library web pages provide clear and useful information	5.43	Wireless facilities are adequate	4.69	Remote access to electronic information resources and services is adequate	1.29
Remote access to electronic information resources and services is adequate	6.22	Library staff provide clear and accurate feedback to my queries	5.43	Facilities for using personal laptops are adequate	4.71	Course-specific resources are easy to find and access	1.25
Library staff treat me fairly and without discrimination	6.21	Library's web site is easy to use	5.32	Prompt corrective action is taken regarding missing books and journals	4.77	Information resources (books, electronic, etc) are easily accessed	1.15

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Health
165 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Access to electronic resources is readily available	6.34	1	4.85	28
Information resources (books, electronic, etc) are easily accessed	6.33	2	5.18	14
Course-specific resources are easy to find and access	6.33	3	5.07	22
Databases and electronic resources are adequate for my needs	6.32	4	4.63	35
Library's web site is easy to use	6.31	5	5.32	10
Library staff are friendly and helpful	6.31	5	5.94	3
The Library collection is adequate for my needs	6.29	7	4.38	37
Library catalogue provides clear and useful information	6.26	8	4.81	30
Remote access to electronic information resources and services is adequate	6.22	9	4.93	26
Library staff treat me fairly and without discrimination	6.21	10	6.15	1
Library staff display professionalism	6.20	11	6.05	2
Library staff provide quality service	6.17	12	5.53	5
Sufficient copies of high-demand resources are available when I need them	6.15	13	4.22	39
Library staff provide clear and accurate feedback to my queries	6.14	14	5.43	9
Opening hours meet my needs	6.14	15	5.51	6
Library web pages provide clear and useful information	6.10	16	5.43	8
Library staff are readily available to assist me	6.06	17	5.55	4
Service desk staff respond in a timely manner	6.00	18	5.46	7
Comptuer facilities electronic equipment are adeqaute	5.98	19	4.27	38
Number of computer workstations is adequate	5.85	20	3.64	40
Library staff are proactive in their dealings with me	5.85	20	5.22	12
Quiet study facilities are adeqaute	5.83	22	5.13	19
Books and journals are reshelved quickly	5.82	23	5.17	15
Photocopying & printing facilities are adequate for my needs	5.81	24	5.14	18
Seating for individual study purposes is adequate	5.78	25	4.99	24
Library staff describe clearly the services on offer	5.73	26	5.20	13
Library information guides are clear and useful	5.69	27	5.09	21
Prompt corrective action is taken regarding missing books and journals	5.66	28	4.77	31
Library staff respond clearly and accurately to my online queries	5.61	29	5.11	20
On-line help in accesssing and using Library's resources is adequate to my needs	5.58	30	4.86	27
Group study facilties are adequate	5.57	31	4.82	29
Inter Library loans and document delivery are filled promptly	5.55	32	5.14	16
Facilities for using personal laptops are adequate	5.48	33	4.71	32
Wireless facilities are adequate	5.40	34	4.69	33
Training sessions that incorporate computers & hands-on techniques meet my needs	5.38	35	4.99	25
Adeqaute signange exists within the Library	5.35	36	5.14	17
Services for clients with disabilities are adequate	5.35	37	5.23	11
Library staff keep me informed about new services, resources and collections	5.33	38	4.55	36
Training sessions in their current lecture format meet my needs	5.32	39	5.01	23
Library staff act on my suggestions and ideas	5.08	40	4.67	34

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Health

165 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.15	1	6.21	10
Library staff display professionalism	6.05	2	6.20	11
Library staff are friendly and helpful	5.94	3	6.31	5
Library staff are readily available to assist me	5.55	4	6.06	17
Library staff provide quality service	5.53	5	6.17	12
Opening hours meet my needs	5.51	6	6.14	15
Service desk staff respond in a timely manner	5.46	7	6.00	18
Library web pages provide clear and useful information	5.43	8	6.10	16
Library staff provide clear and accurate feedback to my queries	5.43	9	6.14	14
Library's web site is easy to use	5.32	10	6.31	5
Services for clients with disabilities are adequate	5.23	11	5.35	37
Library staff are proactive in their dealings with me	5.22	12	5.85	20
Library staff describe clearly the services on offer	5.20	13	5.73	26
Information resources (books, electronic, etc) are easily accessed	5.18	14	6.33	2
Books and journals are reshelved quickly	5.17	15	5.82	23
Inter Library loans and document delivery are filled promptly	5.14	16	5.55	32
Adeqaute signange exists within the Library	5.14	17	5.35	36
Photocopying & printing facilities are adequate for my needs	5.14	18	5.81	24
Quiet study facilities are adeqaute	5.13	19	5.83	22
Library staff respond clearly and accurately to my online queries	5.11	20	5.61	29
Library information guides are clear and useful	5.09	21	5.69	27
Course-specific resources are easy to find and access	5.07	22	6.33	3
Training sessions in their current lecture format meet my needs	5.01	23	5.32	39
Seating for individual study purposes is adequate	4.99	24	5.78	25
Training sessions that incorporate computers & hands-on techniques meet my needs	4.99	25	5.38	35
Remote access to electronic information resources and services is adequate	4.93	26	6.22	9
On-line help in accesssing and using Library's resources is adequate to my needs	4.86	27	5.58	30
Access to electronic resources is readily available	4.85	28	6.34	1
Group study facilties are adequate	4.82	29	5.57	31
Library catalogue provides clear and useful information	4.81	30	6.26	8
Prompt corrective action is taken regarding missing books and journals	4.77	31	5.66	28
Facilities for using personal laptops are adequate	4.71	32	5.48	33
Wireless facilities are adequate	4.69	33	5.40	34
Library staff act on my suggestions and ideas	4.67	34	5.08	40
Databases and electronic resources are adequate for my needs	4.63	35	6.32	4
Library staff keep me informed about new services, resources and collections	4.55	36	5.33	38
The Library collection is adequate for my needs	4.38	37	6.29	7
Comptuer facilities electronic equipment are adeqaute	4.27	38	5.98	19
Sufficient copies of high-demand resources are available when I need them	4.22	39	6.15	13
Number of computer workstations is adequate	3.64	40	5.85	20

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Health

165 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.21	1	5.85	20
Sufficient copies of high-demand resources are available when I need them	1.92	2	6.15	13
The Library collection is adequate for my needs	1.91	3	6.29	7
Comptuer facilities electronic equipment are adeqaute	1.71	4	5.98	19
Databases and electronic resources are adequate for my needs	1.69	5	6.32	4
Access to electronic resources is readily available	1.49	6	6.34	1
Library catalogue provides clear and useful information	1.45	7	6.26	8
Remote access to electronic information resources and services is adequate	1.29	8	6.22	9
Course-specific resources are easy to find and access	1.25	9	6.33	3
Information resources (books, electronic, etc) are easily accessed	1.15	10	6.33	2
Library's web site is easy to use	0.99	11	6.31	5
Prompt corrective action is taken regarding missing books and journals	0.89	12	5.66	28
Seating for individual study purposes is adequate	0.79	13	5.78	25
Library staff keep me informed about new services, resources and collections	0.78	14	5.33	38
Facilities for using personal laptops are adequate	0.77	15	5.48	33
Group study facilties are adequate	0.75	16	5.57	31
On-line help in accesssing and using Library's resources is adequate to my needs	0.72	17	5.58	30
Library staff provide clear and accurate feedback to my queries	0.72	18	6.14	14
Wireless facilities are adequate	0.71	19	5.40	34
Quiet study facilities are adeqaute	0.70	20	5.83	22
Photocopying & printing facilities are adequate for my needs	0.68	21	5.81	24
Library web pages provide clear and useful information	0.67	22	6.10	16
Books and journals are reshelved quickly	0.64	23	5.82	23
Library staff provide quality service	0.64	24	6.17	12
Opening hours meet my needs	0.64	25	6.14	15
Library staff are proactive in their dealings with me	0.63	26	5.85	20
Library information guides are clear and useful	0.60	27	5.69	27
Service desk staff respond in a timely manner	0.54	28	6.00	18
Library staff describe clearly the services on offer	0.53	29	5.73	26
Library staff are readily available to assist me	0.51	30	6.06	17
Library staff respond clearly and accurately to my online queries	0.50	31	5.61	29
Library staff act on my suggestions and ideas	0.42	32	5.08	40
Inter Library loans and document delivery are filled promptly	0.41	33	5.55	32
Training sessions that incorporate computers & hands-on techniques meet my needs	0.39	34	5.38	35
Library staff are friendly and helpful	0.37	35	6.31	5
Training sessions in their current lecture format meet my needs	0.31	36	5.32	39
Adeqaute signange exists within the Library	0.21	37	5.35	36
Library staff display professionalism	0.15	38	6.20	11
Services for clients with disabilities are adequate	0.12	39	5.35	37
Library staff treat me fairly and without discrimination	0.06	40	6.21	10

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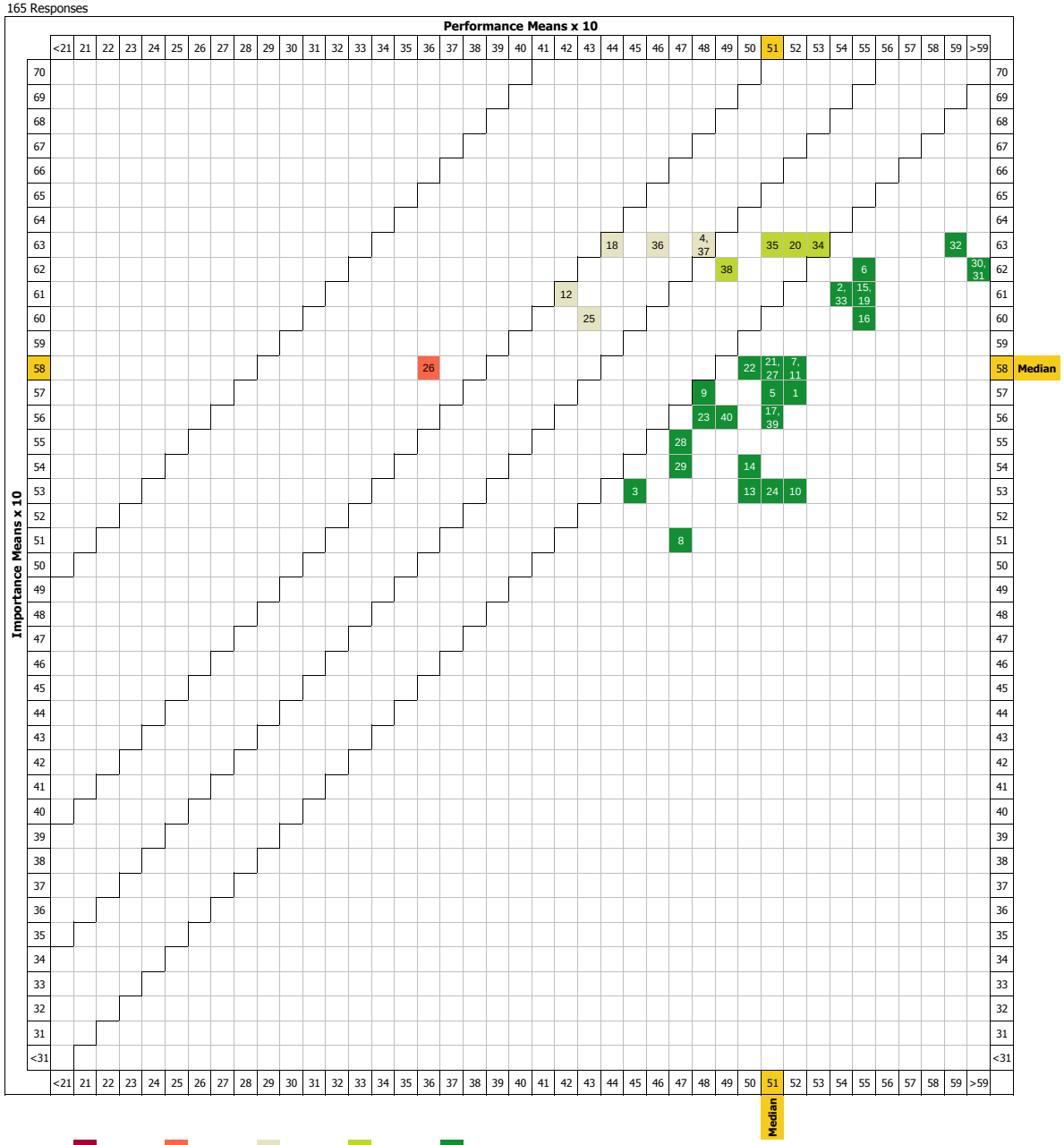
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Health

165 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Information Sciences & Engineering
56 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.37	Library staff are friendly and helpful	6.20	Number of computer workstations is adequate	4.36	Number of computer workstations is adequate	1.45
Library staff treat me fairly and without discrimination	6.20	Library staff treat me fairly and without discrimination	6.09	Sufficient copies of high-demand resources are available when I need them	4.45	Sufficient copies of high-demand resources are available when I need them	1.21
Access to electronic resources is readily available	6.15	Library staff are readily available to assist me	6.02	Comptuer facilities electronic equipment are adeqaute	4.68	Comptuer facilities electronic equipment are adeqaute	1.08
Library staff display professionalism	6.15	Library staff display professionalism	6.00	Prompt corrective action is taken regarding missing books and journals	4.72	Library web pages provide clear and useful information	0.84
Library catalogue provides clear and useful information	6.12	Service desk staff respond in a timely manner	5.91	Library staff keep me informed about new services, resources and collections	4.80	The Library collection is adequate for my needs	0.83
Information resources (books, electronic, etc) are easily accessed	6.04	Opening hours meet my needs	5.78	The Library collection is adequate for my needs	4.93	Databases and electronic resources are adequate for my needs	0.82
Library's web site is easy to use	6.04	Library staff provide quality service	5.77	Library staff act on my suggestions and ideas	4.96	Prompt corrective action is taken regarding missing books and journals	0.80
Library staff provide clear and accurate feedback to my queries	6.04	Inter Library loans and document delivery are filled promptly	5.63	Training sessions that incorporate computers & hands-on techniques meet my needs	4.98	Information resources (books, electronic, etc) are easily accessed	0.80
Databases and electronic resources are adequate for my needs	6.02	Library staff provide clear and accurate feedback to my queries	5.63	Group study facilties are adequate	4.98	Library's web site is easy to use	0.79
Library web pages provide clear and useful information	6.02	Library staff respond clearly and accurately to my online queries	5.56	On-line help in accesssing and using Library's resources is adequate to my needs	5.00	Remote access to electronic information resources and services is adequate	0.74

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Information Sciences & Engineering
56 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.37	1	6.20	1
Library staff treat me fairly and without discrimination	6.20	2	6.09	2
Access to electronic resources is readily available	6.15	3	5.43	13
Library staff display professionalism	6.15	3	6.00	4
Library catalogue provides clear and useful information	6.12	5	5.53	11
Information resources (books, electronic, etc) are easily accessed	6.04	6	5.24	19
Library's web site is easy to use	6.04	6	5.25	17
Library staff provide clear and accurate feedback to my queries	6.04	8	5.63	9
Databases and electronic resources are adequate for my needs	6.02	9	5.20	25
Library web pages provide clear and useful information	6.02	10	5.18	26
Remote access to electronic information resources and services is adequate	6.00	11	5.26	16
Library staff are readily available to assist me	5.94	12	6.02	3
Library staff provide quality service	5.90	13	5.77	7
Opening hours meet my needs	5.87	14	5.78	6
Course-specific resources are easy to find and access	5.85	15	5.11	27
Library staff respond clearly and accurately to my online queries	5.85	15	5.56	10
Photocopying & printing facilities are adequate for my needs	5.83	17	5.22	23
Number of computer workstations is adequate	5.80	18	4.36	40
Comptuer facilities electronic equipment are adeqaute	5.77	19	4.68	38
The Library collection is adequate for my needs	5.77	19	4.93	35
Library information guides are clear and useful	5.76	21	5.50	12
Service desk staff respond in a timely manner	5.74	22	5.91	5
Sufficient copies of high-demand resources are available when I need them	5.67	23	4.45	39
Books and journals are reshelved quickly	5.67	23	5.22	24
Library staff describe clearly the services on offer	5.67	23	5.36	14
Library staff are proactive in their dealings with me	5.63	26	5.24	21
Seating for individual study purposes is adequate	5.62	27	5.09	28
Adeqaute signange exists within the Library	5.59	28	5.32	15
On-line help in accesssing and using Library's resources is adequate to my needs	5.59	29	5.00	31
Wireless facilities are adequate	5.58	30	5.23	22
Prompt corrective action is taken regarding missing books and journals	5.52	31	4.72	37
Quiet study facilities are adeqaute	5.43	32	5.25	17
Facilities for using personal laptops are adequate	5.40	33	5.02	30
Services for clients with disabilities are adequate	5.33	34	5.24	19
Inter Library loans and document delivery are filled promptly	5.30	35	5.63	8
Library staff keep me informed about new services, resources and collections	5.25	36	4.80	36
Group study facilties are adequate	5.15	37	4.98	32
Training sessions that incorporate computers & hands-on techniques meet my needs	5.13	38	4.98	33
Training sessions in their current lecture format meet my needs	4.98	39	5.07	29
Library staff act on my suggestions and ideas	4.88	40	4.96	34

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Information Sciences & Engineering
56 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.20	1	6.37	1
Library staff treat me fairly and without discrimination	6.09	2	6.20	2
Library staff are readily available to assist me	6.02	3	5.94	12
Library staff display professionalism	6.00	4	6.15	3
Service desk staff respond in a timely manner	5.91	5	5.74	22
Opening hours meet my needs	5.78	6	5.87	14
Library staff provide quality service	5.77	7	5.90	13
Inter Library loans and document delivery are filled promptly	5.63	8	5.30	35
Library staff provide clear and accurate feedback to my queries	5.63	9	6.04	8
Library staff respond clearly and accurately to my online queries	5.56	10	5.85	15
Library catalogue provides clear and useful information	5.53	11	6.12	5
Library information guides are clear and useful	5.50	12	5.76	21
Access to electronic resources is readily available	5.43	13	6.15	3
Library staff describe clearly the services on offer	5.36	14	5.67	23
Adeqaute signange exists within the Library	5.32	15	5.59	28
Remote access to electronic information resources and services is adequate	5.26	16	6.00	11
Quiet study facilities are adeqaute	5.25	17	5.43	32
Library's web site is easy to use	5.25	17	6.04	6
Services for clients with disabilities are adequate	5.24	19	5.33	34
Information resources (books, electronic, etc) are easily accessed	5.24	19	6.04	6
Library staff are proactive in their dealings with me	5.24	21	5.63	26
Wireless facilities are adequate	5.23	22	5.58	30
Photocopying & printing facilities are adequate for my needs	5.22	23	5.83	17
Books and journals are reshelved quickly	5.22	24	5.67	23
Databases and electronic resources are adequate for my needs	5.20	25	6.02	9
Library web pages provide clear and useful information	5.18	26	6.02	10
Course-specific resources are easy to find and access	5.11	27	5.85	15
Seating for individual study purposes is adequate	5.09	28	5.62	27
Training sessions in their current lecture format meet my needs	5.07	29	4.98	39
Facilities for using personal laptops are adequate	5.02	30	5.40	33
On-line help in accesssing and using Library's resources is adequate to my needs	5.00	31	5.59	29
Group study facilties are adequate	4.98	32	5.15	37
Training sessions that incorporate computers & hands-on techniques meet my needs	4.98	33	5.13	38
Library staff act on my suggestions and ideas	4.96	34	4.88	40
The Library collection is adequate for my needs	4.93	35	5.77	19
Library staff keep me informed about new services, resources and collections	4.80	36	5.25	36
Prompt corrective action is taken regarding missing books and journals	4.72	37	5.52	31
Comptuer facilities electronic equipment are adeqaute	4.68	38	5.77	19
Sufficient copies of high-demand resources are available when I need them	4.45	39	5.67	23
Number of computer workstations is adequate	4.36	40	5.80	18

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Information Sciences & Engineering
56 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	1.45	1	5.80	18
Sufficient copies of high-demand resources are available when I need them	1.21	2	5.67	23
Comptuer facilities electronic equipment are adeqaute	1.08	3	5.77	19
Library web pages provide clear and useful information	0.84	4	6.02	10
The Library collection is adequate for my needs	0.83	5	5.77	19
Databases and electronic resources are adequate for my needs	0.82	6	6.02	9
Prompt corrective action is taken regarding missing books and journals	0.80	7	5.52	31
Information resources (books, electronic, etc) are easily accessed	0.80	8	6.04	6
Library's web site is easy to use	0.79	9	6.04	6
Remote access to electronic information resources and services is adequate	0.74	10	6.00	11
Course-specific resources are easy to find and access	0.73	11	5.85	15
Access to electronic resources is readily available	0.72	12	6.15	3
Photocopying & printing facilities are adequate for my needs	0.61	13	5.83	17
Library catalogue provides clear and useful information	0.59	14	6.12	5
On-line help in accesssing and using Library's resources is adequate to my needs	0.59	15	5.59	29
Seating for individual study purposes is adequate	0.53	16	5.62	27
Library staff keep me informed about new services, resources and collections	0.45	17	5.25	36
Books and journals are reshelved quickly	0.45	18	5.67	23
Library staff provide clear and accurate feedback to my queries	0.41	19	6.04	8
Library staff are proactive in their dealings with me	0.39	20	5.63	26
Facilities for using personal laptops are adequate	0.38	21	5.40	33
Wireless facilities are adequate	0.35	22	5.58	30
Library staff describe clearly the services on offer	0.31	23	5.67	23
Library staff respond clearly and accurately to my online queries	0.29	24	5.85	15
Adeqaute signange exists within the Library	0.27	25	5.59	28
Library information guides are clear and useful	0.26	26	5.76	21
Quiet study facilities are adeqaute	0.18	27	5.43	32
Group study facilties are adequate	0.17	28	5.15	37
Library staff are friendly and helpful	0.17	29	6.37	1
Training sessions that incorporate computers & hands-on techniques meet my needs	0.15	30	5.13	38
Library staff display professionalism	0.15	31	6.15	3
Library staff provide quality service	0.13	32	5.90	13
Library staff treat me fairly and without discrimination	0.11	33	6.20	2
Opening hours meet my needs	0.09	34	5.87	14
Services for clients with disabilities are adequate	0.09	35	5.33	34
Library staff act on my suggestions and ideas	-0.08	36	4.88	40
Library staff are readily available to assist me	-0.09	37	5.94	12
Training sessions in their current lecture format meet my needs	-0.09	38	4.98	39
Service desk staff respond in a timely manner	-0.17	39	5.74	22
Inter Library loans and document delivery are filled promptly	-0.33	40	5.30	35

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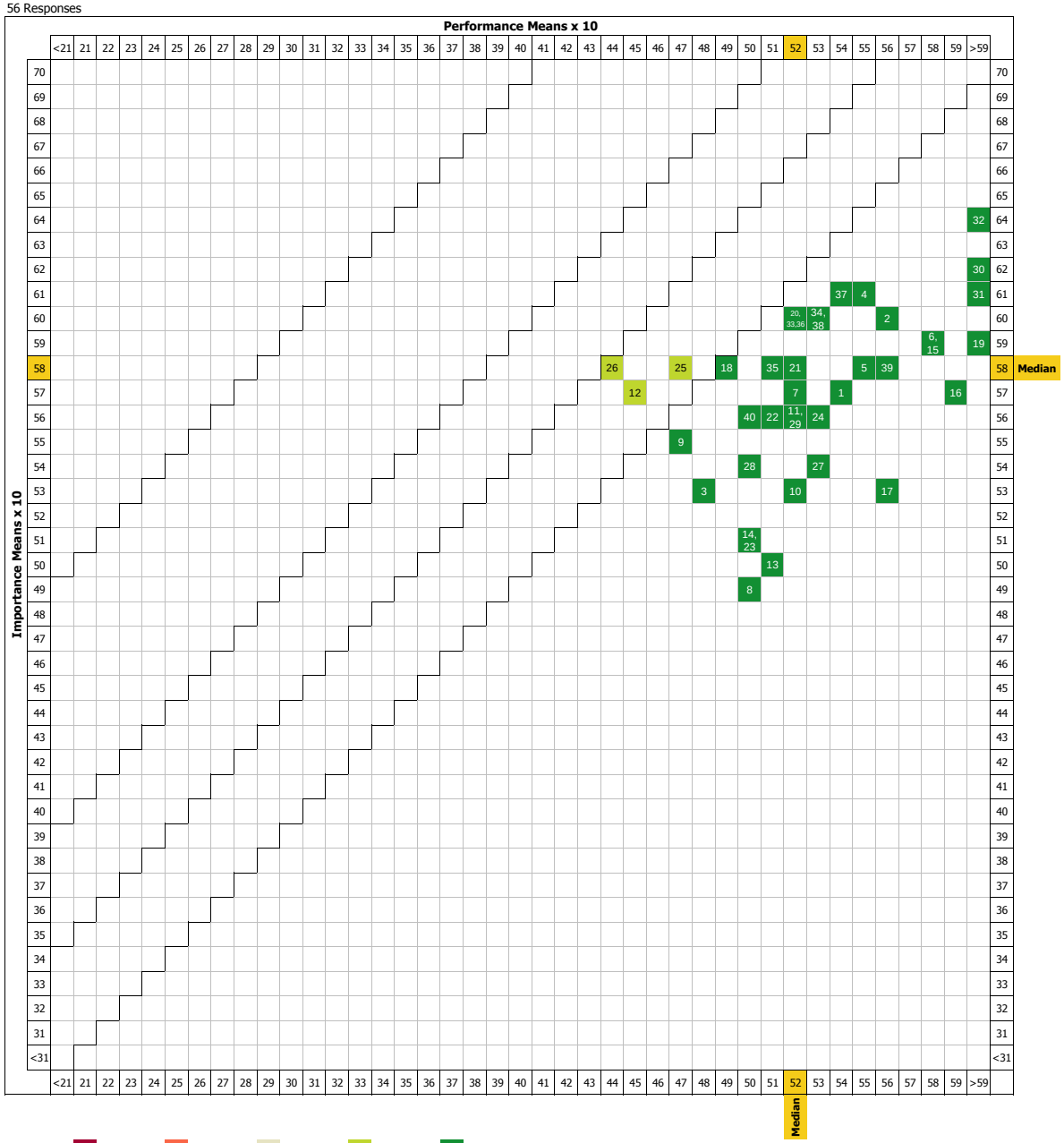
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Information Sciences & Engineering

56 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Law
54 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Number of computer workstations is adequate	6.75	Library staff treat me fairly and without discrimination	6.40	Number of computer workstations is adequate	3.27	Number of computer workstations is adequate	3.48
Comptuer facilities electronic equipment are adeqaute	6.74	Library staff display professionalism	6.26	The Library collection is adequate for my needs	3.82	The Library collection is adequate for my needs	2.75
Databases and electronic resources are adequate for my needs	6.61	Library staff are friendly and helpful	6.22	Sufficient copies of high-demand resources are available when I need them	3.84	Sufficient copies of high-demand resources are available when I need them	2.67
The Library collection is adequate for my needs	6.57	Library staff are readily available to assist me	5.88	Comptuer facilities electronic equipment are adeqaute	4.09	Comptuer facilities electronic equipment are adeqaute	2.66
Access to electronic resources is readily available	6.52	Library staff provide quality service	5.76	Opening hours meet my needs	4.61	Opening hours meet my needs	1.87
Sufficient copies of high-demand resources are available when I need them	6.51	Service desk staff respond in a timely manner	5.62	Prompt corrective action is taken regarding missing books and journals	4.64	Databases and electronic resources are adequate for my needs	1.76
Library staff are friendly and helpful	6.51	Library staff respond clearly and accurately to my online queries	5.43	Library staff act on my suggestions and ideas	4.67	Quiet study facilities are adeqaute	1.69
Opening hours meet my needs	6.48	Library web pages provide clear and useful information	5.40	Training sessions that incorporate computers & hands-on techniques meet my needs	4.69	Library catalogue provides clear and useful information	1.60
Library catalogue provides clear and useful information	6.47	Books and journals are reshelved quickly	5.38	Quiet study facilities are adeqaute	4.74	Seating for individual study purposes is adequate	1.42
Information resources (books, electronic, etc) are easily accessed	6.47	Access to electronic resources is readily available	5.32	Facilities for using personal laptops are adequate	4.77	Information resources (books, electronic, etc) are easily accessed	1.35

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Law
54 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	6.75	1	3.27	40
Comptuer facilities electronic equipment are adeqaute	6.74	2	4.09	37
Databases and electronic resources are adequate for my needs	6.61	3	4.86	29
The Library collection is adequate for my needs	6.57	4	3.82	39
Access to electronic resources is readily available	6.52	5	5.32	10
Sufficient copies of high-demand resources are available when I need them	6.51	6	3.84	38
Library staff are friendly and helpful	6.51	6	6.22	3
Opening hours meet my needs	6.48	8	4.61	36
Library catalogue provides clear and useful information	6.47	9	4.87	27
Information resources (books, electronic, etc) are easily accessed	6.47	10	5.12	23
Quiet study facilities are adeqaute	6.44	11	4.74	32
Remote access to electronic information resources and services is adequate	6.43	12	5.29	13
Library staff treat me fairly and without discrimination	6.43	13	6.40	1
Library web pages provide clear and useful information	6.37	14	5.40	8
Seating for individual study purposes is adequate	6.35	15	4.94	26
Course-specific resources are easy to find and access	6.35	16	5.16	21
Library staff display professionalism	6.26	17	6.26	2
Library's web site is easy to use	6.22	18	5.29	13
Photocopying & printing facilities are adequate for my needs	6.14	19	5.29	13
Library staff are readily available to assist me	6.10	20	5.88	4
Library staff provide quality service	6.02	21	5.76	5
Wireless facilities are adequate	5.98	22	5.15	22
Library staff provide clear and accurate feedback to my queries	5.96	23	5.26	18
Service desk staff respond in a timely manner	5.92	24	5.62	6
Books and journals are reshelved quickly	5.86	25	5.38	9
Prompt corrective action is taken regarding missing books and journals	5.82	26	4.64	35
Facilities for using personal laptops are adequate	5.81	27	4.77	31
Library staff are proactive in their dealings with me	5.73	28	5.28	17
Group study facilties are adequate	5.69	29	5.26	19
Adeqaute signange exists within the Library	5.67	30	5.29	13
Library staff respond clearly and accurately to my online queries	5.64	31	5.43	7
Library information guides are clear and useful	5.58	32	5.30	12
On-line help in accesssing and using Library's resources is adequate to my needs	5.53	33	5.11	24
Library staff describe clearly the services on offer	5.42	34	5.19	20
Library staff keep me informed about new services, resources and collections	5.25	35	4.87	27
Inter Library loans and document delivery are filled promptly	5.17	36	5.09	25
Library staff act on my suggestions and ideas	4.96	37	4.67	34
Services for clients with disabilities are adequate	4.92	38	5.32	11
Training sessions that incorporate computers & hands-on techniques meet my needs	4.88	39	4.69	33
Training sessions in their current lecture format meet my needs	4.65	40	4.77	30

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Law

54 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.40	1	6.43	13
Library staff display professionalism	6.26	2	6.26	17
Library staff are friendly and helpful	6.22	3	6.51	6
Library staff are readily available to assist me	5.88	4	6.10	20
Library staff provide quality service	5.76	5	6.02	21
Service desk staff respond in a timely manner	5.62	6	5.92	24
Library staff respond clearly and accurately to my online queries	5.43	7	5.64	31
Library web pages provide clear and useful information	5.40	8	6.37	14
Books and journals are reshelved quickly	5.38	9	5.86	25
Access to electronic resources is readily available	5.32	10	6.52	5
Services for clients with disabilities are adequate	5.32	11	4.92	38
Library information guides are clear and useful	5.30	12	5.58	32
Adeqaute signange exists within the Library	5.29	13	5.67	30
Photocopying & printing facilities are adequate for my needs	5.29	13	6.14	19
Library's web site is easy to use	5.29	13	6.22	18
Remote access to electronic information resources and services is adequate	5.29	13	6.43	12
Library staff are proactive in their dealings with me	5.28	17	5.73	28
Library staff provide clear and accurate feedback to my queries	5.26	18	5.96	23
Group study facilties are adequate	5.26	19	5.69	29
Library staff describe clearly the services on offer	5.19	20	5.42	34
Course-specific resources are easy to find and access	5.16	21	6.35	16
Wireless facilities are adequate	5.15	22	5.98	22
Information resources (books, electronic, etc) are easily accessed	5.12	23	6.47	10
On-line help in accesssing and using Library's resources is adequate to my needs	5.11	24	5.53	33
Inter Library loans and document delivery are filled promptly	5.09	25	5.17	36
Seating for individual study purposes is adequate	4.94	26	6.35	15
Library staff keep me informed about new services, resources and collections	4.87	27	5.25	35
Library catalogue provides clear and useful information	4.87	27	6.47	9
Databases and electronic resources are adequate for my needs	4.86	29	6.61	3
Training sessions in their current lecture format meet my needs	4.77	30	4.65	40
Facilities for using personal laptops are adequate	4.77	31	5.81	27
Quiet study facilities are adeqaute	4.74	32	6.44	11
Training sessions that incorporate computers & hands-on techniques meet my needs	4.69	33	4.88	39
Library staff act on my suggestions and ideas	4.67	34	4.96	37
Prompt corrective action is taken regarding missing books and journals	4.64	35	5.82	26
Opening hours meet my needs	4.61	36	6.48	8
Comptuer facilities electronic equipment are adeqaute	4.09	37	6.74	2
Sufficient copies of high-demand resources are available when I need them	3.84	38	6.51	6
The Library collection is adequate for my needs	3.82	39	6.57	4
Number of computer workstations is adequate	3.27	40	6.75	1

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Law

54 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	3.48	1	6.75	1
The Library collection is adequate for my needs	2.75	2	6.57	4
Sufficient copies of high-demand resources are available when I need them	2.67	3	6.51	6
Comptuer facilities electronic equipment are adeqaute	2.66	4	6.74	2
Opening hours meet my needs	1.87	5	6.48	8
Databases and electronic resources are adequate for my needs	1.76	6	6.61	3
Quiet study facilities are adeqaute	1.69	7	6.44	11
Library catalogue provides clear and useful information	1.60	8	6.47	9
Seating for individual study purposes is adequate	1.42	9	6.35	15
Information resources (books, electronic, etc) are easily accessed	1.35	10	6.47	10
Access to electronic resources is readily available	1.20	11	6.52	5
Course-specific resources are easy to find and access	1.19	12	6.35	16
Prompt corrective action is taken regarding missing books and journals	1.18	13	5.82	26
Remote access to electronic information resources and services is adequate	1.15	14	6.43	12
Facilities for using personal laptops are adequate	1.05	15	5.81	27
Library web pages provide clear and useful information	0.96	16	6.37	14
Library's web site is easy to use	0.93	17	6.22	18
Photocopying & printing facilities are adequate for my needs	0.86	18	6.14	19
Wireless facilities are adequate	0.83	19	5.98	22
Library staff provide clear and accurate feedback to my queries	0.70	20	5.96	23
Books and journals are reshelved quickly	0.48	21	5.86	25
Library staff are proactive in their dealings with me	0.45	22	5.73	28
Group study facilties are adequate	0.43	23	5.69	29
On-line help in accesssing and using Library's resources is adequate to my needs	0.42	24	5.53	33
Adeqaute signange exists within the Library	0.39	25	5.67	30
Library staff keep me informed about new services, resources and collections	0.38	26	5.25	35
Service desk staff respond in a timely manner	0.30	27	5.92	24
Library staff act on my suggestions and ideas	0.29	28	4.96	37
Library staff are friendly and helpful	0.29	29	6.51	6
Library information guides are clear and useful	0.28	30	5.58	32
Library staff provide quality service	0.25	31	6.02	21
Library staff describe clearly the services on offer	0.23	32	5.42	34
Library staff are readily available to assist me	0.22	33	6.10	20
Library staff respond clearly and accurately to my online queries	0.21	34	5.64	31
Training sessions that incorporate computers & hands-on techniques meet my needs	0.19	35	4.88	39
Inter Library loans and document delivery are filled promptly	0.08	36	5.17	36
Library staff treat me fairly and without discrimination	0.03	37	6.43	13
Library staff display professionalism	0.00	38	6.26	17
Training sessions in their current lecture format meet my needs	-0.13	39	4.65	40
Services for clients with disabilities are adequate	-0.40	40	4.92	38

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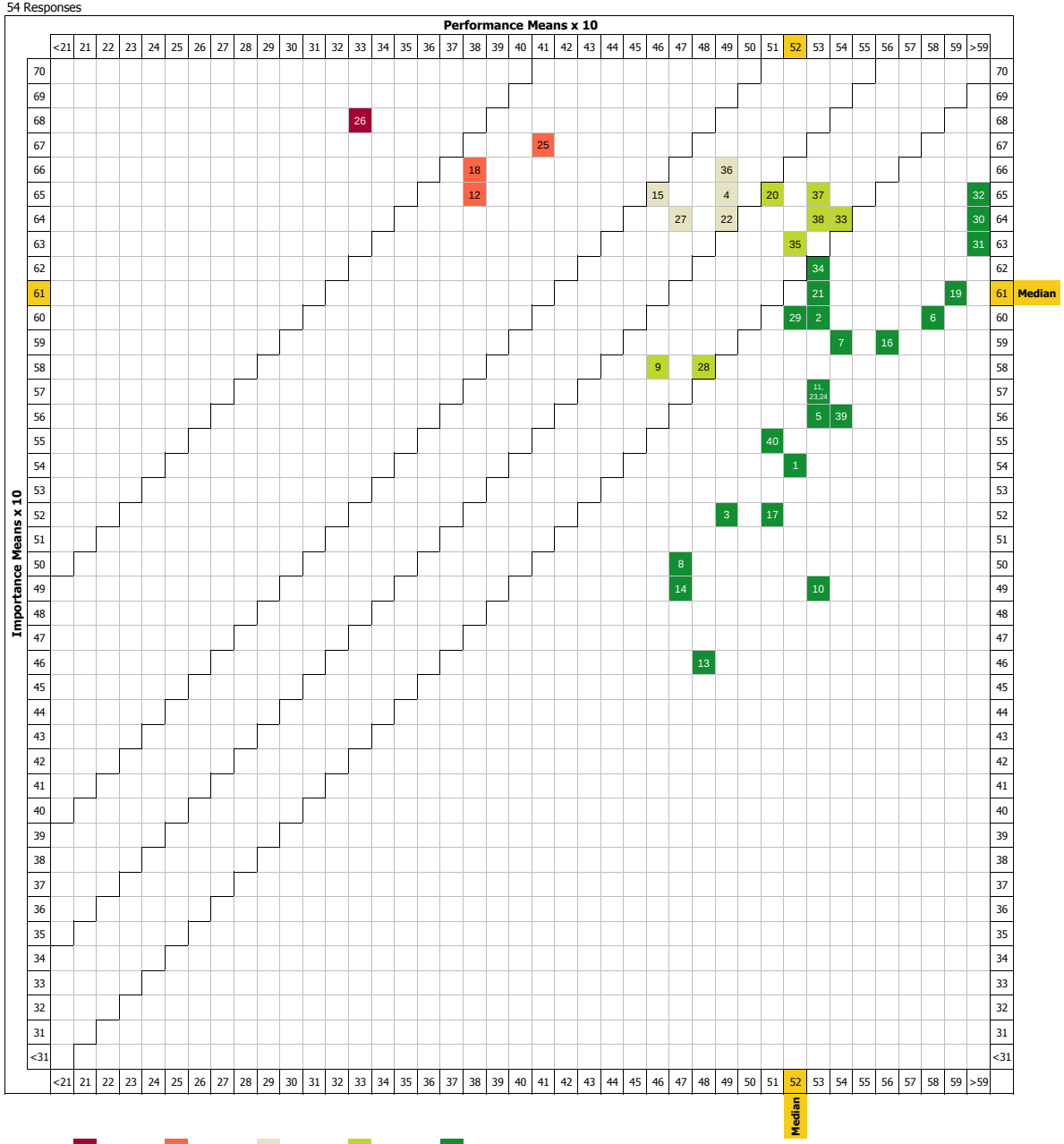
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Law

54 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — What is your major area of study, research or teaching? - Science
91 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.26	Library staff treat me fairly and without discrimination	5.98	Number of computer workstations is adequate	3.85	Number of computer workstations is adequate	2.17
Databases and electronic resources are adequate for my needs	6.25	Library staff are friendly and helpful	5.82	Comptuer facilities electronic equipment are adeqaute	4.12	Comptuer facilities electronic equipment are adeqaute	2.02
Information resources (books, electronic, etc) are easily accessed	6.21	Library staff display professionalism	5.75	Library staff act on my suggestions and ideas	4.44	Databases and electronic resources are adequate for my needs	1.74
Access to electronic resources is readily available	6.20	Opening hours meet my needs	5.49	The Library collection is adequate for my needs	4.48	The Library collection is adequate for my needs	1.62
Library staff treat me fairly and without discrimination	6.17	Books and journals are reshelved quickly	5.40	Databases and electronic resources are adequate for my needs	4.51	Access to electronic resources is readily available	1.47
Course-specific resources are easy to find and access	6.15	Adeqaute signange exists within the Library	5.37	Sufficient copies of high-demand resources are available when I need them	4.53	Sufficient copies of high-demand resources are available when I need them	1.40
Comptuer facilities electronic equipment are adeqaute	6.14	Library staff provide clear and accurate feedback to my queries	5.36	Prompt corrective action is taken regarding missing books and journals	4.55	Information resources (books, electronic, etc) are easily accessed	1.24
Library's web site is easy to use	6.11	Photocopying & printing facilities are adequate for my needs	5.35	Library staff keep me informed about new services, resources and collections	4.60	Library catalogue provides clear and useful information	1.20
The Library collection is adequate for my needs	6.10	Library staff provide quality service	5.34	Access to electronic resources is readily available	4.73	Remote access to electronic information resources and services is adequate	1.18
Library staff display professionalism	6.09	Service desk staff respond in a timely manner	5.34	Remote access to electronic information resources and services is adequate	4.76	Course-specific resources are easy to find and access	1.02

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — What is your major area of study, research or teaching? - Science

91 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.26	1	5.82	2
Databases and electronic resources are adequate for my needs	6.25	2	4.51	36
Information resources (books, electronic, etc) are easily accessed	6.21	3	4.98	25
Access to electronic resources is readily available	6.20	4	4.73	32
Library staff treat me fairly and without discrimination	6.17	5	5.98	1
Course-specific resources are easy to find and access	6.15	6	5.13	16
Comptuer facilities electronic equipment are adeqaute	6.14	7	4.12	39
Library's web site is easy to use	6.11	8	5.31	11
The Library collection is adequate for my needs	6.10	9	4.48	37
Library staff display professionalism	6.09	10	5.75	3
Library catalogue provides clear and useful information	6.08	11	4.88	29
Number of computer workstations is adequate	6.02	12	3.85	40
Photocopying & printing facilities are adequate for my needs	6.02	13	5.35	8
Library web pages provide clear and useful information	6.02	14	5.25	13
Opening hours meet my needs	5.99	15	5.49	4
Library staff provide clear and accurate feedback to my queries	5.94	16	5.36	7
Remote access to electronic information resources and services is adequate	5.94	17	4.76	31
Library information guides are clear and useful	5.93	18	5.07	19
Sufficient copies of high-demand resources are available when I need them	5.93	19	4.53	35
Seating for individual study purposes is adequate	5.87	20	5.14	15
Library staff are readily available to assist me	5.85	21	5.21	14
Library staff provide quality service	5.82	22	5.34	9
Books and journals are reshelved quickly	5.80	23	5.40	5
Group study facilties are adequate	5.73	24	5.07	18
On-line help in accesssing and using Library's resources is adequate to my needs	5.72	25	4.95	26
Service desk staff respond in a timely manner	5.69	26	5.34	10
Quiet study facilities are adeqaute	5.68	27	5.04	21
Library staff are proactive in their dealings with me	5.67	28	4.89	28
Prompt corrective action is taken regarding missing books and journals	5.45	29	4.55	34
Wireless facilities are adequate	5.42	30	5.04	21
Library staff respond clearly and accurately to my online queries	5.41	31	5.08	17
Library staff describe clearly the services on offer	5.27	32	5.28	12
Adeqaute signange exists within the Library	5.27	33	5.37	6
Facilities for using personal laptops are adequate	5.23	34	4.95	27
Library staff keep me informed about new services, resources and collections	5.11	35	4.60	33
Training sessions in their current lecture format meet my needs	5.11	36	5.00	24
Services for clients with disabilities are adequate	5.08	37	5.04	23
Inter Library loans and document delivery are filled promptly	5.04	38	4.80	30
Training sessions that incorporate computers & hands-on techniques meet my needs	4.99	39	5.05	20
Library staff act on my suggestions and ideas	4.78	40	4.44	38

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — What is your major area of study, research or teaching? - Science

91 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	5.98	1	6.17	5
Library staff are friendly and helpful	5.82	2	6.26	1
Library staff display professionalism	5.75	3	6.09	10
Opening hours meet my needs	5.49	4	5.99	15
Books and journals are reshelved quickly	5.40	5	5.80	23
Adeqaute signange exists within the Library	5.37	6	5.27	33
Library staff provide clear and accurate feedback to my queries	5.36	7	5.94	16
Photocopying & printing facilities are adequate for my needs	5.35	8	6.02	13
Library staff provide quality service	5.34	9	5.82	22
Service desk staff respond in a timely manner	5.34	10	5.69	26
Library's web site is easy to use	5.31	11	6.11	8
Library staff describe clearly the services on offer	5.28	12	5.27	32
Library web pages provide clear and useful information	5.25	13	6.02	14
Library staff are readily available to assist me	5.21	14	5.85	21
Seating for individual study purposes is adequate	5.14	15	5.87	20
Course-specific resources are easy to find and access	5.13	16	6.15	6
Library staff respond clearly and accurately to my online queries	5.08	17	5.41	31
Group study facilties are adequate	5.07	18	5.73	24
Library information guides are clear and useful	5.07	19	5.93	18
Training sessions that incorporate computers & hands-on techniques meet my needs	5.05	20	4.99	39
Wireless facilities are adequate	5.04	21	5.42	30
Quiet study facilities are adeqaute	5.04	21	5.68	27
Services for clients with disabilities are adequate	5.04	23	5.08	37
Training sessions in their current lecture format meet my needs	5.00	24	5.11	36
Information resources (books, electronic, etc) are easily accessed	4.98	25	6.21	3
On-line help in accesssing and using Library's resources is adequate to my needs	4.95	26	5.72	25
Facilities for using personal laptops are adequate	4.95	27	5.23	34
Library staff are proactive in their dealings with me	4.89	28	5.67	28
Library catalogue provides clear and useful information	4.88	29	6.08	11
Inter Library loans and document delivery are filled promptly	4.80	30	5.04	38
Remote access to electronic information resources and services is adequate	4.76	31	5.94	17
Access to electronic resources is readily available	4.73	32	6.20	4
Library staff keep me informed about new services, resources and collections	4.60	33	5.11	35
Prompt corrective action is taken regarding missing books and journals	4.55	34	5.45	29
Sufficient copies of high-demand resources are available when I need them	4.53	35	5.93	19
Databases and electronic resources are adequate for my needs	4.51	36	6.25	2
The Library collection is adequate for my needs	4.48	37	6.10	9
Library staff act on my suggestions and ideas	4.44	38	4.78	40
Comptuer facilities electronic equipment are adeqaute	4.12	39	6.14	7
Number of computer workstations is adequate	3.85	40	6.02	12

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — What is your major area of study, research or teaching? - Science

91 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.17	1	6.02	12
Comptuer facilities electronic equipment are adeqaute	2.02	2	6.14	7
Databases and electronic resources are adequate for my needs	1.74	3	6.25	2
The Library collection is adequate for my needs	1.62	4	6.10	9
Access to electronic resources is readily available	1.47	5	6.20	4
Sufficient copies of high-demand resources are available when I need them	1.40	6	5.93	19
Information resources (books, electronic, etc) are easily accessed	1.24	7	6.21	3
Library catalogue provides clear and useful information	1.20	8	6.08	11
Remote access to electronic information resources and services is adequate	1.18	9	5.94	17
Course-specific resources are easy to find and access	1.02	10	6.15	6
Prompt corrective action is taken regarding missing books and journals	0.90	11	5.45	29
Library information guides are clear and useful	0.86	12	5.93	18
Library's web site is easy to use	0.80	13	6.11	8
Library staff are proactive in their dealings with me	0.78	14	5.67	28
Library web pages provide clear and useful information	0.77	15	6.02	14
On-line help in accesssing and using Library's resources is adequate to my needs	0.77	16	5.72	25
Seating for individual study purposes is adequate	0.73	17	5.87	20
Photocopying & printing facilities are adequate for my needs	0.67	18	6.02	13
Group study facilties are adequate	0.66	19	5.73	24
Quiet study facilities are adeqaute	0.64	20	5.68	27
Library staff are readily available to assist me	0.64	21	5.85	21
Library staff provide clear and accurate feedback to my queries	0.58	22	5.94	16
Library staff keep me informed about new services, resources and collections	0.52	23	5.11	35
Opening hours meet my needs	0.50	24	5.99	15
Library staff provide quality service	0.48	25	5.82	22
Library staff are friendly and helpful	0.44	26	6.26	1
Books and journals are reshelved quickly	0.40	27	5.80	23
Wireless facilities are adequate	0.38	28	5.42	30
Service desk staff respond in a timely manner	0.35	29	5.69	26
Library staff display professionalism	0.34	30	6.09	10
Library staff act on my suggestions and ideas	0.34	31	4.78	40
Library staff respond clearly and accurately to my online queries	0.33	32	5.41	31
Facilities for using personal laptops are adequate	0.29	33	5.23	34
Inter Library loans and document delivery are filled promptly	0.24	34	5.04	38
Library staff treat me fairly and without discrimination	0.19	35	6.17	5
Training sessions in their current lecture format meet my needs	0.11	36	5.11	36
Services for clients with disabilities are adequate	0.05	37	5.08	37
Library staff describe clearly the services on offer	-0.01	38	5.27	32
Training sessions that incorporate computers & hands-on techniques meet my needs	-0.06	39	4.99	39
Adeqaute signange exists within the Library	-0.11	40	5.27	33

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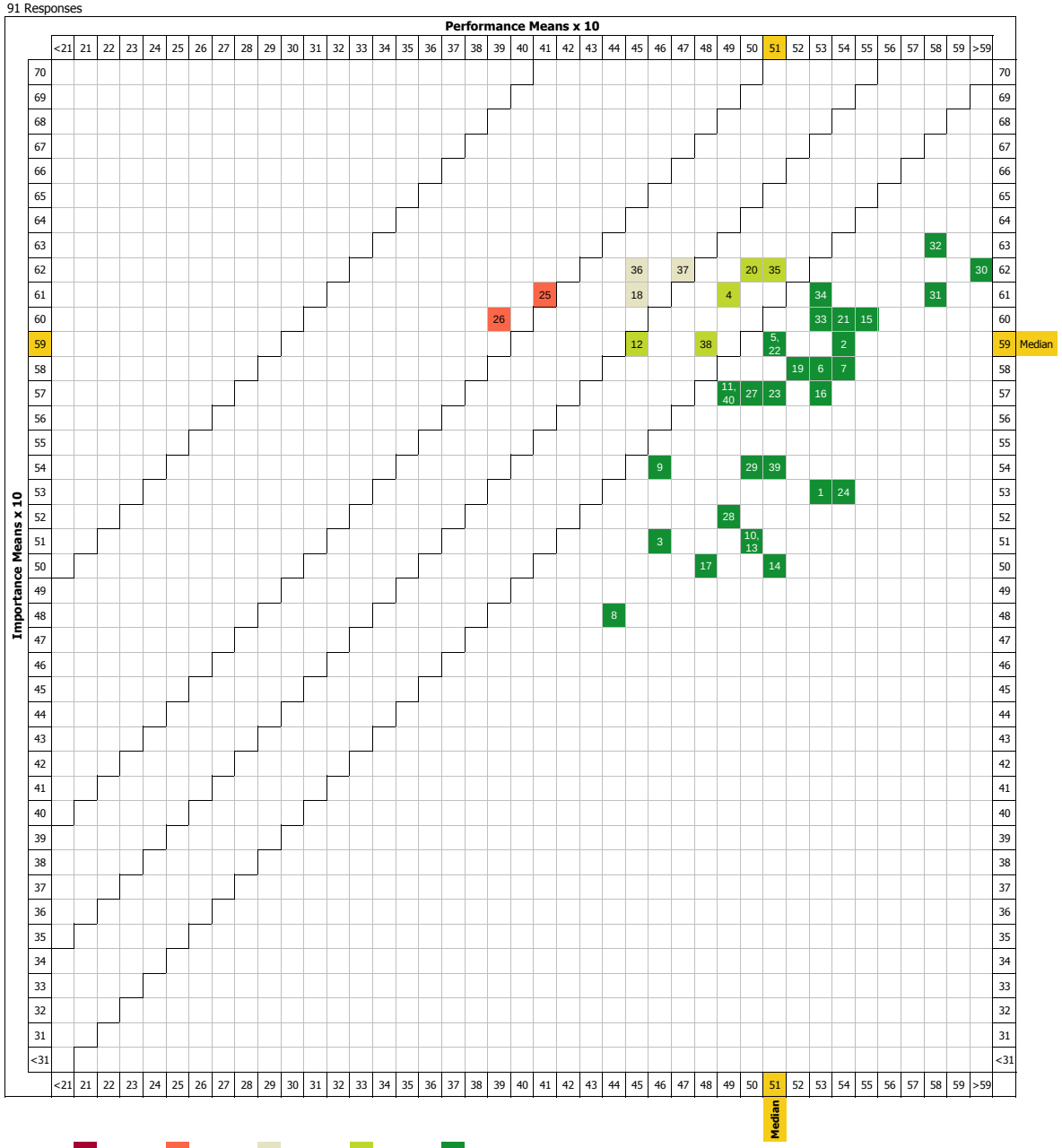
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — What is your major area of study, research or teaching? - Science

91 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008
Top 5 Importance Scores by Demographic
How often do you physically visit the Library?

Daily (185 Responses)		2–4 days a week (365 Responses)		Weekly (162 Responses)	
Library staff treat me fairly and without discrimination	6.33	Comptuer facilities electronic equipment are adeqaute	6.41	Databases and electronic resources are adequate for my needs	6.37
Library staff are friendly and helpful	6.33	Library staff are friendly and helpful	6.38	The Library collection is adequate for my needs	6.36
Library staff display professionalism	6.26	Information resources (books, electronic, etc) are easily accessed	6.38	Information resources (books, electronic, etc) are easily accessed	6.36
Photocopying & printing facilities are adequate for my needs	6.22	Number of computer workstations is adequate	6.35	Sufficient copies of high-demand resources are available when I need them	6.33
Library staff are readily available to assist me	6.19	Opening hours meet my needs	6.35	Library catalogue provides clear and useful information	6.32
Fortnightly (71 Responses)		**Monthly (59 Responses)**		**Rarely (i.e. a few times a year) (32 Responses)**	
Databases and electronic resources are adequate for my needs	6.37	Library staff are friendly and helpful	6.23	Databases and electronic resources are adequate for my needs	6.52
Access to electronic resources is readily available	6.37	Library's web site is easy to use	6.14	Course-specific resources are easy to find and access	6.41
The Library collection is adequate for my needs	6.34	The Library collection is adequate for my needs	6.12	Access to electronic resources is readily available	6.37
Library staff are friendly and helpful	6.34	Databases and electronic resources are adequate for my needs	6.12	Remote access to electronic information resources and services is adequate	6.31
Information resources (books, electronic, etc) are easily accessed	6.25	Access to electronic resources is readily available	6.11	Library web pages provide clear and useful information	6.29

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Performance Scores by Demographic
How often do you physically visit the Library?

Daily (185 Responses)		2–4 days a week (365 Responses)		Weekly (162 Responses)	
Library staff treat me fairly and without discrimination	6.09	Library staff treat me fairly and without discrimination	6.17	Library staff treat me fairly and without discrimination	6.06
Library staff display professionalism	5.90	Library staff display professionalism	6.08	Library staff display professionalism	5.92
Library staff are friendly and helpful	5.90	Library staff are friendly and helpful	6.07	Library staff are friendly and helpful	5.88
Service desk staff respond in a timely manner	5.77	Service desk staff respond in a timely manner	5.60	Service desk staff respond in a timely manner	5.55
Library staff are readily available to assist me	5.75	Library staff are readily available to assist me	5.57	Opening hours meet my needs	5.53
Fortnightly (71 Responses)		**Monthly (59 Responses)**		**Rarely (i.e. a few times a year) (32 Responses)**	
Library staff treat me fairly and without discrimination	6.25	Library staff display professionalism	6.36	Library staff treat me fairly and without discrimination	5.77
Library staff display professionalism	6.21	Library staff treat me fairly and without discrimination	6.29	Library staff are friendly and helpful	5.73
Library staff are friendly and helpful	6.17	Library staff are friendly and helpful	6.04	Library staff display professionalism	5.57
Service desk staff respond in a timely manner	5.55	Library staff provide quality service	5.75	Library staff provide clear and accurate feedback to my queries	5.45
Library staff provide quality service	5.54	Library staff provide clear and accurate feedback to my queries	5.62	Library staff respond clearly and accurately to my online queries	5.42

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often do you physically visit the Library?

Daily (185 Responses)		**2–4 days a week (365 Responses)**		**Weekly (162 Responses)**	
Number of computer workstations is adequate	2.18	Number of computer workstations is adequate	2.57	Number of computer workstations is adequate	2.37
Comptuer facilities electronic equipment are adeqaute	1.72	Comptuer facilities electronic equipment are adeqaute	2.10	Sufficient copies of high-demand resources are available when I need them	1.99
Sufficient copies of high-demand resources are available when I need them	1.49	Sufficient copies of high-demand resources are available when I need them	1.85	Comptuer facilities electronic equipment are adeqaute	1.93
Databases and electronic resources are adequate for my needs	1.27	The Library collection is adequate for my needs	1.51	The Library collection is adequate for my needs	1.82
Access to electronic resources is readily available	1.04	Databases and electronic resources are adequate for my needs	1.33	Databases and electronic resources are adequate for my needs	1.62
Fortnightly (71 Responses)		**Monthly (59 Responses)**		**Rarely (i.e. a few times a year) (32 Responses)**	
The Library collection is adequate for my needs	1.85	The Library collection is adequate for my needs	1.72	Databases and electronic resources are adequate for my needs	1.59
Number of computer workstations is adequate	1.82	Databases and electronic resources are adequate for my needs	1.48	The Library collection is adequate for my needs	1.45
Sufficient copies of high-demand resources are available when I need them	1.58	Library catalogue provides clear and useful information	1.08	Library catalogue provides clear and useful information	1.44
Databases and electronic resources are adequate for my needs	1.35	Number of computer workstations is adequate	1.06	Course-specific resources are easy to find and access	1.31
Access to electronic resources is readily available	1.21	Course-specific resources are easy to find and access	1.04	Sufficient copies of high-demand resources are available when I need them	1.26

Unique Factors

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - Daily
185 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff treat me fairly and without discrimination	6.33	Library staff treat me fairly and without discrimination	6.09	Number of computer workstations is adequate	3.93	Number of computer workstations is adequate	2.18
Library staff are friendly and helpful	6.33	Library staff display professionalism	5.90	Comptuer facilities electronic equipment are adeqaute	4.28	Comptuer facilities electronic equipment are adeqaute	1.72
Library staff display professionalism	6.26	Library staff are friendly and helpful	5.90	Sufficient copies of high-demand resources are available when I need them	4.50	Sufficient copies of high-demand resources are available when I need them	1.49
Photocopying & printing facilities are adequate for my needs	6.22	Service desk staff respond in a timely manner	5.77	Prompt corrective action is taken regarding missing books and journals	4.80	Databases and electronic resources are adequate for my needs	1.27
Library staff are readily available to assist me	6.19	Library staff are readily available to assist me	5.75	Group study facilties are adequate	4.80	Access to electronic resources is readily available	1.04
Databases and electronic resources are adequate for my needs	6.19	Library staff provide quality service	5.62	Library staff act on my suggestions and ideas	4.88	The Library collection is adequate for my needs	1.03
Information resources (books, electronic, etc) are easily accessed	6.14	Library staff provide clear and accurate feedback to my queries	5.51	Library staff keep me informed about new services, resources and collections	4.89	Course-specific resources are easy to find and access	1.00
Access to electronic resources is readily available	6.13	Library web pages provide clear and useful information	5.45	Databases and electronic resources are adequate for my needs	4.92	Quiet study facilities are adeqaute	0.99
Opening hours meet my needs	6.13	Opening hours meet my needs	5.44	The Library collection is adequate for my needs	4.95	Group study facilties are adequate	0.98
Number of computer workstations is adequate	6.11	Inter Library loans and document delivery are filled promptly	5.42	Facilities for using personal laptops are adequate	4.97	Information resources (books, electronic, etc) are easily accessed	0.91

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - Daily

185 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.33	1	6.09	1
Library staff are friendly and helpful	6.33	2	5.90	2
Library staff display professionalism	6.26	3	5.90	2
Photocopying & printing facilities are adequate for my needs	6.22	4	5.34	11
Library staff are readily available to assist me	6.19	5	5.75	5
Databases and electronic resources are adequate for my needs	6.19	6	4.92	33
Information resources (books, electronic, etc) are easily accessed	6.14	7	5.23	17
Access to electronic resources is readily available	6.13	8	5.09	26
Opening hours meet my needs	6.13	9	5.44	9
Number of computer workstations is adequate	6.11	10	3.93	40
Library's web site is easy to use	6.07	11	5.21	21
Course-specific resources are easy to find and access	6.07	12	5.07	28
Library staff provide quality service	6.05	13	5.62	6
Library catalogue provides clear and useful information	6.02	14	5.27	15
Quiet study facilities are adeqaute	6.01	15	5.01	30
Comptuer facilities electronic equipment are adeqaute	6.01	16	4.28	39
Library web pages provide clear and useful information	6.00	17	5.45	8
Sufficient copies of high-demand resources are available when I need them	5.99	18	4.50	38
The Library collection is adequate for my needs	5.98	19	4.95	32
Service desk staff respond in a timely manner	5.97	20	5.77	4
Library staff provide clear and accurate feedback to my queries	5.97	21	5.51	7
Seating for individual study purposes is adequate	5.96	22	5.08	27
Books and journals are reshelved quickly	5.93	23	5.22	18
Remote access to electronic information resources and services is adequate	5.91	24	5.12	24
Library staff are proactive in their dealings with me	5.87	25	5.34	11
Library information guides are clear and useful	5.85	26	5.28	13
Wireless facilities are adequate	5.83	27	5.12	25
Library staff respond clearly and accurately to my online queries	5.82	28	5.21	20
Facilities for using personal laptops are adequate	5.79	29	4.97	31
On-line help in accesssing and using Library's resources is adequate to my needs	5.79	30	5.02	29
Group study facilties are adequate	5.78	31	4.80	36
Prompt corrective action is taken regarding missing books and journals	5.69	32	4.80	37
Library staff describe clearly the services on offer	5.60	33	5.27	14
Inter Library loans and document delivery are filled promptly	5.58	34	5.42	10
Adeqaute signange exists within the Library	5.55	35	5.16	22
Training sessions that incorporate computers & hands-on techniques meet my needs	5.50	36	5.21	19
Training sessions in their current lecture format meet my needs	5.42	37	5.14	23
Services for clients with disabilities are adequate	5.41	38	5.25	16
Library staff keep me informed about new services, resources and collections	5.35	39	4.89	34
Library staff act on my suggestions and ideas	5.30	40	4.88	35

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - Daily

185 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.09	1	6.33	1
Library staff display professionalism	5.90	2	6.26	3
Library staff are friendly and helpful	5.90	2	6.33	2
Service desk staff respond in a timely manner	5.77	4	5.97	20
Library staff are readily available to assist me	5.75	5	6.19	5
Library staff provide quality service	5.62	6	6.05	13
Library staff provide clear and accurate feedback to my queries	5.51	7	5.97	21
Library web pages provide clear and useful information	5.45	8	6.00	17
Opening hours meet my needs	5.44	9	6.13	9
Inter Library loans and document delivery are filled promptly	5.42	10	5.58	34
Library staff are proactive in their dealings with me	5.34	11	5.87	25
Photocopying & printing facilities are adequate for my needs	5.34	11	6.22	4
Library information guides are clear and useful	5.28	13	5.85	26
Library staff describe clearly the services on offer	5.27	14	5.60	33
Library catalogue provides clear and useful information	5.27	15	6.02	14
Services for clients with disabilities are adequate	5.25	16	5.41	38
Information resources (books, electronic, etc) are easily accessed	5.23	17	6.14	7
Books and journals are reshelved quickly	5.22	18	5.93	23
Training sessions that incorporate computers & hands-on techniques meet my needs	5.21	19	5.50	36
Library staff respond clearly and accurately to my online queries	5.21	20	5.82	28
Library's web site is easy to use	5.21	21	6.07	11
Adeqaute signange exists within the Library	5.16	22	5.55	35
Training sessions in their current lecture format meet my needs	5.14	23	5.42	37
Remote access to electronic information resources and services is adequate	5.12	24	5.91	24
Wireless facilities are adequate	5.12	25	5.83	27
Access to electronic resources is readily available	5.09	26	6.13	8
Seating for individual study purposes is adequate	5.08	27	5.96	22
Course-specific resources are easy to find and access	5.07	28	6.07	12
On-line help in accesssing and using Library's resources is adequate to my needs	5.02	29	5.79	30
Quiet study facilities are adeqaute	5.01	30	6.01	15
Facilities for using personal laptops are adequate	4.97	31	5.79	29
The Library collection is adequate for my needs	4.95	32	5.98	19
Databases and electronic resources are adequate for my needs	4.92	33	6.19	6
Library staff keep me informed about new services, resources and collections	4.89	34	5.35	39
Library staff act on my suggestions and ideas	4.88	35	5.30	40
Group study facilties are adequate	4.80	36	5.78	31
Prompt corrective action is taken regarding missing books and journals	4.80	37	5.69	32
Sufficient copies of high-demand resources are available when I need them	4.50	38	5.99	18
Comptuer facilities electronic equipment are adeqaute	4.28	39	6.01	16
Number of computer workstations is adequate	3.93	40	6.11	10

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - Daily

185 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.18	1	6.11	10
Comptuer facilities electronic equipment are adeqaute	1.72	2	6.01	16
Sufficient copies of high-demand resources are available when I need them	1.49	3	5.99	18
Databases and electronic resources are adequate for my needs	1.27	4	6.19	6
Access to electronic resources is readily available	1.04	5	6.13	8
The Library collection is adequate for my needs	1.03	6	5.98	19
Course-specific resources are easy to find and access	1.00	7	6.07	12
Quiet study facilities are adeqaute	0.99	8	6.01	15
Group study facilties are adequate	0.98	9	5.78	31
Information resources (books, electronic, etc) are easily accessed	0.91	10	6.14	7
Prompt corrective action is taken regarding missing books and journals	0.89	11	5.69	32
Photocopying & printing facilities are adequate for my needs	0.88	12	6.22	4
Seating for individual study purposes is adequate	0.88	13	5.96	22
Library's web site is easy to use	0.86	14	6.07	11
Facilities for using personal laptops are adequate	0.83	15	5.79	29
Remote access to electronic information resources and services is adequate	0.79	16	5.91	24
On-line help in accesssing and using Library's resources is adequate to my needs	0.77	17	5.79	30
Library catalogue provides clear and useful information	0.76	18	6.02	14
Wireless facilities are adequate	0.71	19	5.83	27
Books and journals are reshelved quickly	0.71	20	5.93	23
Opening hours meet my needs	0.69	21	6.13	9
Library staff respond clearly and accurately to my online queries	0.60	22	5.82	28
Library information guides are clear and useful	0.57	23	5.85	26
Library web pages provide clear and useful information	0.55	24	6.00	17
Library staff are proactive in their dealings with me	0.53	25	5.87	25
Library staff keep me informed about new services, resources and collections	0.46	26	5.35	39
Library staff provide clear and accurate feedback to my queries	0.45	27	5.97	21
Library staff are readily available to assist me	0.45	28	6.19	5
Library staff are friendly and helpful	0.43	29	6.33	2
Library staff provide quality service	0.43	30	6.05	13
Library staff act on my suggestions and ideas	0.41	31	5.30	40
Adeqaute signange exists within the Library	0.39	32	5.55	35
Library staff display professionalism	0.36	33	6.26	3
Library staff describe clearly the services on offer	0.34	34	5.60	33
Training sessions that incorporate computers & hands-on techniques meet my needs	0.29	35	5.50	36
Training sessions in their current lecture format meet my needs	0.28	36	5.42	37
Library staff treat me fairly and without discrimination	0.24	37	6.33	1
Service desk staff respond in a timely manner	0.20	38	5.97	20
Inter Library loans and document delivery are filled promptly	0.16	39	5.58	34
Services for clients with disabilities are adequate	0.16	40	5.41	38

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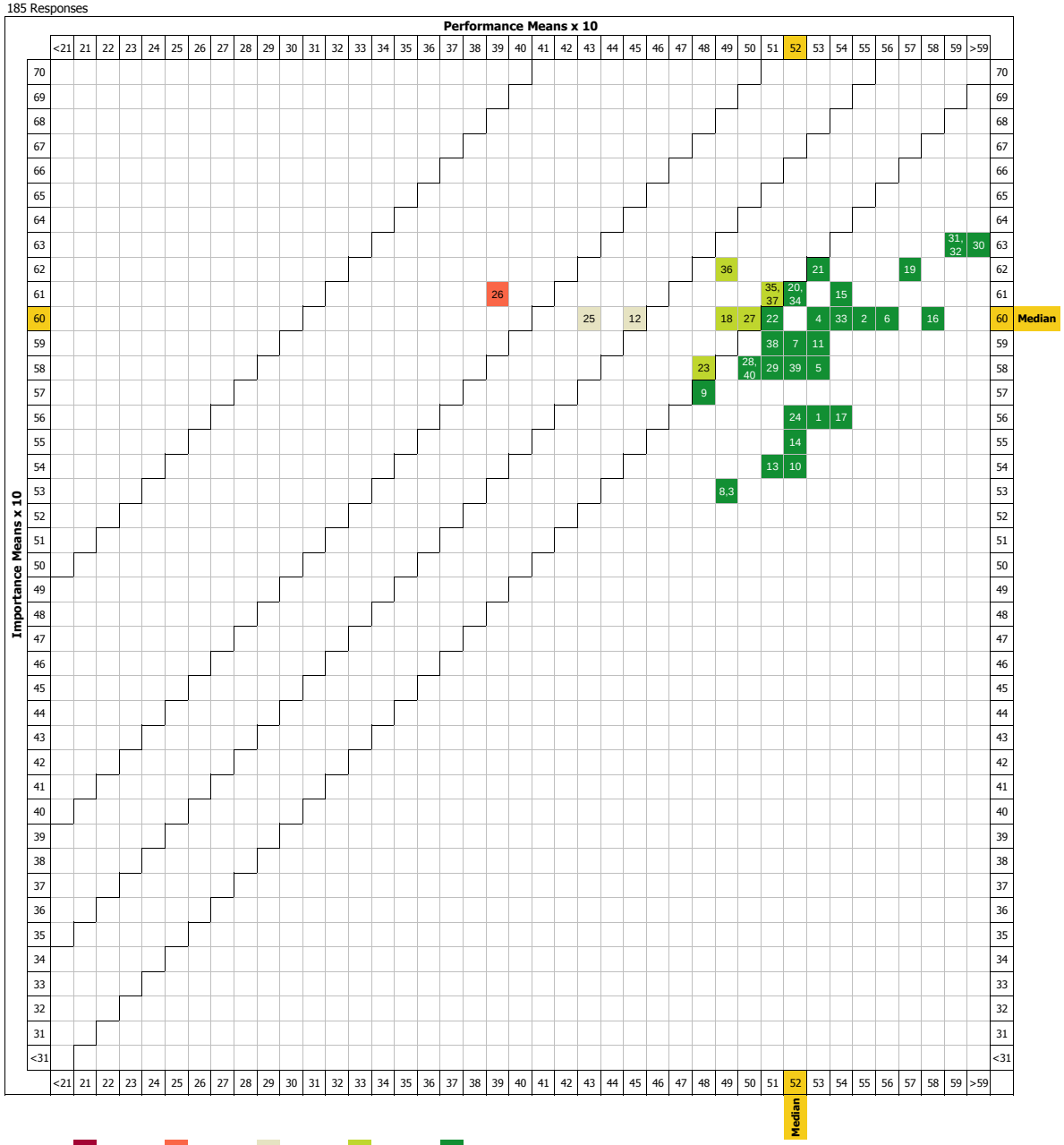
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you physically visit the Library? - Daily

185 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - 2–4 days a week
365 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Comptuer facilities electronic equipment are adeqaute	6.41	Library staff treat me fairly and without discrimination	6.17	Number of computer workstations is adequate	3.78	Number of computer workstations is adequate	2.57
Library staff are friendly and helpful	6.38	Library staff display professionalism	6.08	Comptuer facilities electronic equipment are adeqaute	4.31	Comptuer facilities electronic equipment are adeqaute	2.10
Information resources (books, electronic, etc) are easily accessed	6.38	Library staff are friendly and helpful	6.07	Sufficient copies of high-demand resources are available when I need them	4.43	Sufficient copies of high-demand resources are available when I need them	1.85
Number of computer workstations is adequate	6.35	Service desk staff respond in a timely manner	5.60	Library staff keep me informed about new services, resources and collections	4.61	The Library collection is adequate for my needs	1.51
Opening hours meet my needs	6.35	Library staff are readily available to assist me	5.57	Library staff act on my suggestions and ideas	4.67	Databases and electronic resources are adequate for my needs	1.33
Library staff treat me fairly and without discrimination	6.34	Library staff provide quality service	5.52	The Library collection is adequate for my needs	4.76	Seating for individual study purposes is adequate	1.17
Course-specific resources are easy to find and access	6.33	Library web pages provide clear and useful information	5.44	Prompt corrective action is taken regarding missing books and journals	4.78	Course-specific resources are easy to find and access	1.16
Databases and electronic resources are adequate for my needs	6.32	Library's web site is easy to use	5.42	Group study facilties are adequate	4.89	Access to electronic resources is readily available	1.13
Access to electronic resources is readily available	6.31	Library staff provide clear and accurate feedback to my queries	5.42	Facilities for using personal laptops are adequate	4.95	Information resources (books, electronic, etc) are easily accessed	1.13
Library's web site is easy to use	6.30	Adeqaute signange exists within the Library	5.38	Training sessions that incorporate computers & hands-on techniques meet my needs	4.95	Opening hours meet my needs	1.13

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - 2–4 days a week
365 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Comptuer facilities electronic equipment are adeqaute	6.41	1	4.31	39
Library staff are friendly and helpful	6.38	2	6.07	3
Information resources (books, electronic, etc) are easily accessed	6.38	3	5.25	14
Number of computer workstations is adequate	6.35	4	3.78	40
Opening hours meet my needs	6.35	4	5.23	16
Library staff treat me fairly and without discrimination	6.34	6	6.17	1
Course-specific resources are easy to find and access	6.33	7	5.17	21
Databases and electronic resources are adequate for my needs	6.32	8	4.99	30
Access to electronic resources is readily available	6.31	9	5.18	20
Library's web site is easy to use	6.30	10	5.42	8
Library catalogue provides clear and useful information	6.28	11	5.17	22
The Library collection is adequate for my needs	6.28	12	4.76	35
Sufficient copies of high-demand resources are available when I need them	6.28	13	4.43	38
Library staff display professionalism	6.26	14	6.08	2
Seating for individual study purposes is adequate	6.26	15	5.09	26
Library web pages provide clear and useful information	6.26	16	5.44	7
Photocopying & printing facilities are adequate for my needs	6.17	17	5.29	12
Quiet study facilities are adeqaute	6.17	18	5.21	18
Remote access to electronic information resources and services is adequate	6.14	19	5.14	24
Library staff provide clear and accurate feedback to my queries	6.12	20	5.42	9
Library staff are readily available to assist me	6.08	21	5.57	5
Library staff provide quality service	6.07	22	5.52	6
Service desk staff respond in a timely manner	5.98	23	5.60	4
Library information guides are clear and useful	5.97	24	5.20	19
Group study facilties are adequate	5.95	25	4.89	33
Books and journals are reshelved quickly	5.93	26	5.27	13
Library staff are proactive in their dealings with me	5.81	27	5.23	15
Facilities for using personal laptops are adequate	5.78	28	4.95	32
Wireless facilities are adequate	5.74	29	5.04	29
Library staff describe clearly the services on offer	5.68	30	5.21	17
On-line help in accesssing and using Library's resources is adequate to my needs	5.68	31	5.07	27
Library staff respond clearly and accurately to my online queries	5.64	32	5.11	25
Adeqaute signange exists within the Library	5.58	33	5.38	10
Prompt corrective action is taken regarding missing books and journals	5.58	34	4.78	34
Services for clients with disabilities are adequate	5.54	35	5.30	11
Training sessions that incorporate computers & hands-on techniques meet my needs	5.50	36	4.95	31
Training sessions in their current lecture format meet my needs	5.47	37	5.06	28
Inter Library loans and document delivery are filled promptly	5.39	38	5.16	23
Library staff keep me informed about new services, resources and collections	5.31	39	4.61	37
Library staff act on my suggestions and ideas	5.04	40	4.67	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - 2–4 days a week
365 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.17	1	6.34	6
Library staff display professionalism	6.08	2	6.26	14
Library staff are friendly and helpful	6.07	3	6.38	2
Service desk staff respond in a timely manner	5.60	4	5.98	23
Library staff are readily available to assist me	5.57	5	6.08	21
Library staff provide quality service	5.52	6	6.07	22
Library web pages provide clear and useful information	5.44	7	6.26	16
Library's web site is easy to use	5.42	8	6.30	10
Library staff provide clear and accurate feedback to my queries	5.42	9	6.12	20
Adeqaute signange exists within the Library	5.38	10	5.58	33
Services for clients with disabilities are adequate	5.30	11	5.54	35
Photocopying & printing facilities are adequate for my needs	5.29	12	6.17	17
Books and journals are reshelved quickly	5.27	13	5.93	26
Information resources (books, electronic, etc) are easily accessed	5.25	14	6.38	3
Library staff are proactive in their dealings with me	5.23	15	5.81	27
Opening hours meet my needs	5.23	16	6.35	4
Library staff describe clearly the services on offer	5.21	17	5.68	30
Quiet study facilities are adeqaute	5.21	18	6.17	18
Library information guides are clear and useful	5.20	19	5.97	24
Access to electronic resources is readily available	5.18	20	6.31	9
Course-specific resources are easy to find and access	5.17	21	6.33	7
Library catalogue provides clear and useful information	5.17	22	6.28	11
Inter Library loans and document delivery are filled promptly	5.16	23	5.39	38
Remote access to electronic information resources and services is adequate	5.14	24	6.14	19
Library staff respond clearly and accurately to my online queries	5.11	25	5.64	32
Seating for individual study purposes is adequate	5.09	26	6.26	15
On-line help in accesssing and using Library's resources is adequate to my needs	5.07	27	5.68	31
Training sessions in their current lecture format meet my needs	5.06	28	5.47	37
Wireless facilities are adequate	5.04	29	5.74	29
Databases and electronic resources are adequate for my needs	4.99	30	6.32	8
Training sessions that incorporate computers & hands-on techniques meet my needs	4.95	31	5.50	36
Facilities for using personal laptops are adequate	4.95	32	5.78	28
Group study facilties are adequate	4.89	33	5.95	25
Prompt corrective action is taken regarding missing books and journals	4.78	34	5.58	34
The Library collection is adequate for my needs	4.76	35	6.28	12
Library staff act on my suggestions and ideas	4.67	36	5.04	40
Library staff keep me informed about new services, resources and collections	4.61	37	5.31	39
Sufficient copies of high-demand resources are available when I need them	4.43	38	6.28	13
Comptuer facilities electronic equipment are adeqaute	4.31	39	6.41	1
Number of computer workstations is adequate	3.78	40	6.35	4

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - 2–4 days a week

365 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.57	1	6.35	4
Comptuer facilities electronic equipment are adeqaute	2.10	2	6.41	1
Sufficient copies of high-demand resources are available when I need them	1.85	3	6.28	13
The Library collection is adequate for my needs	1.51	4	6.28	12
Databases and electronic resources are adequate for my needs	1.33	5	6.32	8
Seating for individual study purposes is adequate	1.17	6	6.26	15
Course-specific resources are easy to find and access	1.16	7	6.33	7
Access to electronic resources is readily available	1.13	8	6.31	9
Information resources (books, electronic, etc) are easily accessed	1.13	9	6.38	3
Opening hours meet my needs	1.13	10	6.35	4
Library catalogue provides clear and useful information	1.12	11	6.28	11
Group study facilties are adequate	1.07	12	5.95	25
Remote access to electronic information resources and services is adequate	1.00	13	6.14	19
Quiet study facilities are adeqaute	0.96	14	6.17	18
Library's web site is easy to use	0.88	15	6.30	10
Photocopying & printing facilities are adequate for my needs	0.88	16	6.17	17
Facilities for using personal laptops are adequate	0.83	17	5.78	28
Library web pages provide clear and useful information	0.82	18	6.26	16
Prompt corrective action is taken regarding missing books and journals	0.80	19	5.58	34
Library information guides are clear and useful	0.77	20	5.97	24
Library staff keep me informed about new services, resources and collections	0.70	21	5.31	39
Wireless facilities are adequate	0.70	22	5.74	29
Library staff provide clear and accurate feedback to my queries	0.70	23	6.12	20
Books and journals are reshelved quickly	0.66	24	5.93	26
On-line help in accesssing and using Library's resources is adequate to my needs	0.61	25	5.68	31
Library staff are proactive in their dealings with me	0.58	26	5.81	27
Library staff provide quality service	0.56	27	6.07	22
Training sessions that incorporate computers & hands-on techniques meet my needs	0.54	28	5.50	36
Library staff respond clearly and accurately to my online queries	0.53	29	5.64	32
Library staff are readily available to assist me	0.51	30	6.08	21
Library staff describe clearly the services on offer	0.47	31	5.68	30
Training sessions in their current lecture format meet my needs	0.42	32	5.47	37
Service desk staff respond in a timely manner	0.38	33	5.98	23
Library staff act on my suggestions and ideas	0.37	34	5.04	40
Library staff are friendly and helpful	0.31	35	6.38	2
Services for clients with disabilities are adequate	0.24	36	5.54	35
Inter Library loans and document delivery are filled promptly	0.24	37	5.39	38
Adeqaute signange exists within the Library	0.21	38	5.58	33
Library staff display professionalism	0.18	39	6.26	14
Library staff treat me fairly and without discrimination	0.17	40	6.34	6

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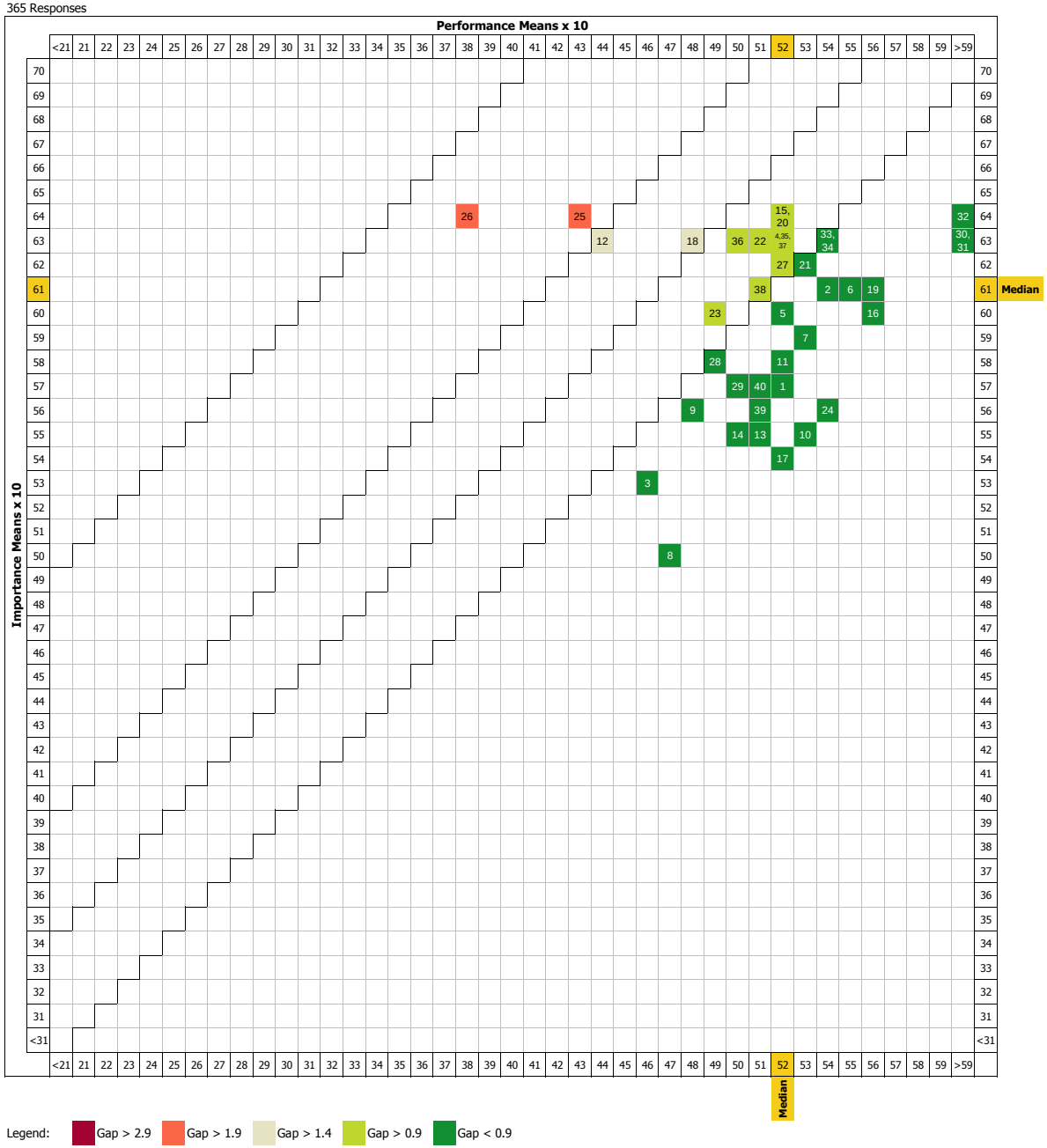
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you physically visit the Library? - 2–4 days a week

365 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - Weekly
162 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.37	Library staff treat me fairly and without discrimination	6.06	Number of computer workstations is adequate	3.75	Number of computer workstations is adequate	2.37
The Library collection is adequate for my needs	6.36	Library staff display professionalism	5.92	Comptuer facilities electronic equipment are adeqaute	4.18	Sufficient copies of high-demand resources are available when I need them	1.99
Information resources (books, electronic, etc) are easily accessed	6.36	Library staff are friendly and helpful	5.88	Sufficient copies of high-demand resources are available when I need them	4.34	Comptuer facilities electronic equipment are adeqaute	1.93
Sufficient copies of high-demand resources are available when I need them	6.33	Service desk staff respond in a timely manner	5.55	Library staff keep me informed about new services, resources and collections	4.53	The Library collection is adequate for my needs	1.82
Library catalogue provides clear and useful information	6.32	Opening hours meet my needs	5.53	The Library collection is adequate for my needs	4.54	Databases and electronic resources are adequate for my needs	1.62
Access to electronic resources is readily available	6.30	Library staff provide quality service	5.49	Prompt corrective action is taken regarding missing books and journals	4.64	Access to electronic resources is readily available	1.41
Library staff are friendly and helpful	6.28	Library staff are readily available to assist me	5.42	Group study facilties are adequate	4.64	Library catalogue provides clear and useful information	1.39
Remote access to electronic information resources and services is adequate	6.24	Library staff provide clear and accurate feedback to my queries	5.41	Library staff act on my suggestions and ideas	4.70	Remote access to electronic information resources and services is adequate	1.34
Library staff treat me fairly and without discrimination	6.22	Photocopying & printing facilities are adequate for my needs	5.21	Databases and electronic resources are adequate for my needs	4.75	Course-specific resources are easy to find and access	1.31
Library's web site is easy to use	6.21	Library staff describe clearly the services on offer	5.20	Facilities for using personal laptops are adequate	4.82	Information resources (books, electronic, etc) are easily accessed	1.31

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - Weekly

162 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.37	1	4.75	32
The Library collection is adequate for my needs	6.36	2	4.54	36
Information resources (books, electronic, etc) are easily accessed	6.36	3	5.05	18
Sufficient copies of high-demand resources are available when I need them	6.33	4	4.34	38
Library catalogue provides clear and useful information	6.32	5	4.92	25
Access to electronic resources is readily available	6.30	6	4.90	28
Library staff are friendly and helpful	6.28	7	5.88	3
Remote access to electronic information resources and services is adequate	6.24	8	4.90	27
Library staff treat me fairly and without discrimination	6.22	9	6.06	1
Library's web site is easy to use	6.21	10	5.10	16
Course-specific resources are easy to find and access	6.21	11	4.90	26
Library staff display professionalism	6.21	12	5.92	2
Opening hours meet my needs	6.18	13	5.53	5
Library web pages provide clear and useful information	6.17	14	5.18	12
Library staff provide clear and accurate feedback to my queries	6.13	15	5.41	8
Number of computer workstations is adequate	6.12	16	3.75	40
Comptuer facilities electronic equipment are adeqaute	6.11	17	4.18	39
Service desk staff respond in a timely manner	6.08	18	5.55	4
Library staff are readily available to assist me	6.07	19	5.42	7
Library staff provide quality service	6.04	20	5.49	6
Quiet study facilities are adeqaute	5.96	21	4.98	23
Photocopying & printing facilities are adequate for my needs	5.91	22	5.21	9
Library information guides are clear and useful	5.84	23	5.04	19
Seating for individual study purposes is adequate	5.84	24	4.98	22
On-line help in accesssing and using Library's resources is adequate to my needs	5.77	25	4.83	30
Facilities for using personal laptops are adequate	5.77	26	4.82	31
Books and journals are reshelved quickly	5.75	27	5.03	20
Wireless facilities are adequate	5.74	28	4.87	29
Library staff respond clearly and accurately to my online queries	5.72	29	5.15	13
Library staff are proactive in their dealings with me	5.71	30	5.15	14
Prompt corrective action is taken regarding missing books and journals	5.68	31	4.64	34
Library staff describe clearly the services on offer	5.63	32	5.20	10
Adeqaute signange exists within the Library	5.56	33	5.06	17
Group study facilties are adequate	5.53	34	4.64	34
Library staff keep me informed about new services, resources and collections	5.36	35	4.53	37
Inter Library loans and document delivery are filled promptly	5.32	36	5.14	15
Services for clients with disabilities are adequate	5.27	37	5.20	11
Training sessions that incorporate computers & hands-on techniques meet my needs	5.25	38	4.99	21
Training sessions in their current lecture format meet my needs	5.10	39	4.97	24
Library staff act on my suggestions and ideas	5.01	40	4.70	33

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - Weekly

162 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.06	1	6.22	9
Library staff display professionalism	5.92	2	6.21	12
Library staff are friendly and helpful	5.88	3	6.28	7
Service desk staff respond in a timely manner	5.55	4	6.08	18
Opening hours meet my needs	5.53	5	6.18	13
Library staff provide quality service	5.49	6	6.04	20
Library staff are readily available to assist me	5.42	7	6.07	19
Library staff provide clear and accurate feedback to my queries	5.41	8	6.13	15
Photocopying & printing facilities are adequate for my needs	5.21	9	5.91	22
Library staff describe clearly the services on offer	5.20	10	5.63	32
Services for clients with disabilities are adequate	5.20	11	5.27	37
Library web pages provide clear and useful information	5.18	12	6.17	14
Library staff respond clearly and accurately to my online queries	5.15	13	5.72	29
Library staff are proactive in their dealings with me	5.15	14	5.71	30
Inter Library loans and document delivery are filled promptly	5.14	15	5.32	36
Library's web site is easy to use	5.10	16	6.21	10
Adeqaute signange exists within the Library	5.06	17	5.56	33
Information resources (books, electronic, etc) are easily accessed	5.05	18	6.36	3
Library information guides are clear and useful	5.04	19	5.84	23
Books and journals are reshelved quickly	5.03	20	5.75	27
Training sessions that incorporate computers & hands-on techniques meet my needs	4.99	21	5.25	38
Seating for individual study purposes is adequate	4.98	22	5.84	24
Quiet study facilities are adeqaute	4.98	23	5.96	21
Training sessions in their current lecture format meet my needs	4.97	24	5.10	39
Library catalogue provides clear and useful information	4.92	25	6.32	5
Course-specific resources are easy to find and access	4.90	26	6.21	11
Remote access to electronic information resources and services is adequate	4.90	27	6.24	8
Access to electronic resources is readily available	4.90	28	6.30	6
Wireless facilities are adequate	4.87	29	5.74	28
On-line help in accesssing and using Library's resources is adequate to my needs	4.83	30	5.77	25
Facilities for using personal laptops are adequate	4.82	31	5.77	26
Databases and electronic resources are adequate for my needs	4.75	32	6.37	1
Library staff act on my suggestions and ideas	4.70	33	5.01	40
Group study facilties are adequate	4.64	34	5.53	34
Prompt corrective action is taken regarding missing books and journals	4.64	34	5.68	31
The Library collection is adequate for my needs	4.54	36	6.36	2
Library staff keep me informed about new services, resources and collections	4.53	37	5.36	35
Sufficient copies of high-demand resources are available when I need them	4.34	38	6.33	4
Comptuer facilities electronic equipment are adeqaute	4.18	39	6.11	17
Number of computer workstations is adequate	3.75	40	6.12	16

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - Weekly

162 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.37	1	6.12	16
Sufficient copies of high-demand resources are available when I need them	1.99	2	6.33	4
Comptuer facilities electronic equipment are adeqaute	1.93	3	6.11	17
The Library collection is adequate for my needs	1.82	4	6.36	2
Databases and electronic resources are adequate for my needs	1.62	5	6.37	1
Access to electronic resources is readily available	1.41	6	6.30	6
Library catalogue provides clear and useful information	1.39	7	6.32	5
Remote access to electronic information resources and services is adequate	1.34	8	6.24	8
Course-specific resources are easy to find and access	1.31	9	6.21	11
Information resources (books, electronic, etc) are easily accessed	1.31	10	6.36	3
Library's web site is easy to use	1.12	11	6.21	10
Prompt corrective action is taken regarding missing books and journals	1.04	12	5.68	31
Library web pages provide clear and useful information	0.99	13	6.17	14
Quiet study facilities are adeqaute	0.98	14	5.96	21
Facilities for using personal laptops are adequate	0.94	15	5.77	26
On-line help in accesssing and using Library's resources is adequate to my needs	0.94	16	5.77	25
Group study facilties are adequate	0.89	17	5.53	34
Wireless facilities are adequate	0.88	18	5.74	28
Seating for individual study purposes is adequate	0.85	19	5.84	24
Library staff keep me informed about new services, resources and collections	0.82	20	5.36	35
Library information guides are clear and useful	0.80	21	5.84	23
Library staff provide clear and accurate feedback to my queries	0.72	22	6.13	15
Books and journals are reshelved quickly	0.72	23	5.75	27
Photocopying & printing facilities are adequate for my needs	0.70	24	5.91	22
Library staff are readily available to assist me	0.65	25	6.07	19
Opening hours meet my needs	0.65	26	6.18	13
Library staff respond clearly and accurately to my online queries	0.57	27	5.72	29
Library staff are proactive in their dealings with me	0.57	28	5.71	30
Library staff provide quality service	0.54	29	6.04	20
Service desk staff respond in a timely manner	0.52	30	6.08	18
Adeqaute signange exists within the Library	0.50	31	5.56	33
Library staff describe clearly the services on offer	0.42	32	5.63	32
Library staff are friendly and helpful	0.40	33	6.28	7
Library staff act on my suggestions and ideas	0.31	34	5.01	40
Library staff display professionalism	0.28	35	6.21	12
Training sessions that incorporate computers & hands-on techniques meet my needs	0.26	36	5.25	38
Inter Library loans and document delivery are filled promptly	0.18	37	5.32	36
Library staff treat me fairly and without discrimination	0.16	38	6.22	9
Training sessions in their current lecture format meet my needs	0.13	39	5.10	39
Services for clients with disabilities are adequate	0.07	40	5.27	37

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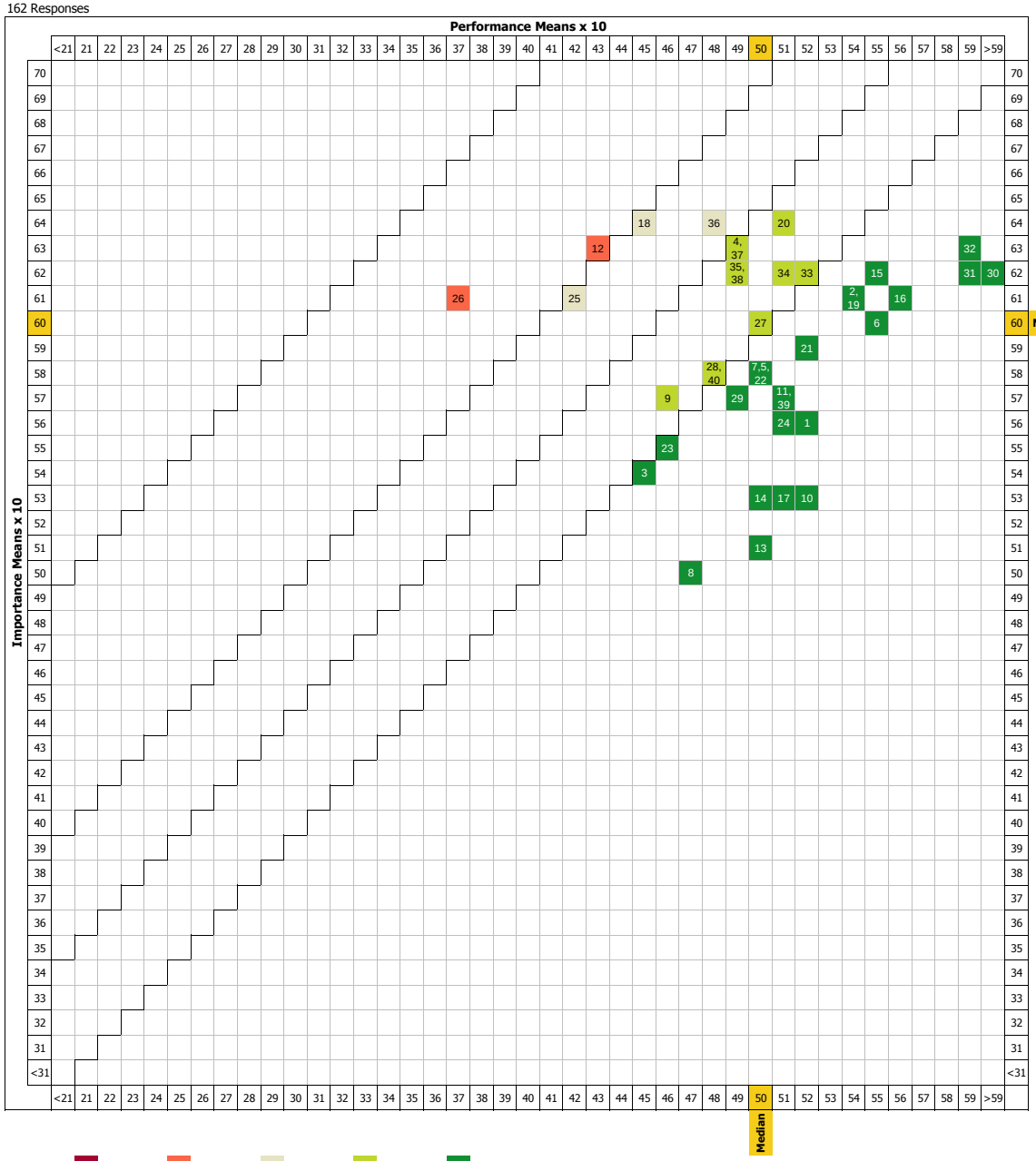
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you physically visit the Library? - Weekly

162 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - Fortnightly
71 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.37	Library staff treat me fairly and without discrimination	6.25	Number of computer workstations is adequate	4.15	The Library collection is adequate for my needs	1.85
Access to electronic resources is readily available	6.37	Library staff display professionalism	6.21	The Library collection is adequate for my needs	4.49	Number of computer workstations is adequate	1.82
The Library collection is adequate for my needs	6.34	Library staff are friendly and helpful	6.17	Sufficient copies of high-demand resources are available when I need them	4.57	Sufficient copies of high-demand resources are available when I need them	1.58
Library staff are friendly and helpful	6.34	Service desk staff respond in a timely manner	5.55	Library staff keep me informed about new services, resources and collections	4.61	Databases and electronic resources are adequate for my needs	1.35
Information resources (books, electronic, etc) are easily accessed	6.25	Library staff provide quality service	5.54	Prompt corrective action is taken regarding missing books and journals	4.69	Access to electronic resources is readily available	1.21
Library staff treat me fairly and without discrimination	6.23	Opening hours meet my needs	5.51	Library staff act on my suggestions and ideas	4.71	Library catalogue provides clear and useful information	1.13
Remote access to electronic information resources and services is adequate	6.22	Library web pages provide clear and useful information	5.51	Comptuer facilities electronic equipment are adeqaute	4.83	Comptuer facilities electronic equipment are adeqaute	1.11
Library's web site is easy to use	6.21	Seating for individual study purposes is adequate	5.50	Training sessions in their current lecture format meet my needs	4.87	Course-specific resources are easy to find and access	1.06
Library staff display professionalism	6.20	Library's web site is easy to use	5.45	Wireless facilities are adequate	4.98	Information resources (books, electronic, etc) are easily accessed	1.06
Course-specific resources are easy to find and access	6.17	Library staff provide clear and accurate feedback to my queries	5.36	Training sessions that incorporate computers & hands-on techniques meet my needs	4.99	Remote access to electronic information resources and services is adequate	0.96

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - Fortnightly

71 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.37	1	5.01	30
Access to electronic resources is readily available	6.37	1	5.15	23
The Library collection is adequate for my needs	6.34	3	4.49	39
Library staff are friendly and helpful	6.34	3	6.17	3
Information resources (books, electronic, etc) are easily accessed	6.25	5	5.20	21
Library staff treat me fairly and without discrimination	6.23	6	6.25	1
Remote access to electronic information resources and services is adequate	6.22	7	5.26	17
Library's web site is easy to use	6.21	8	5.45	9
Library staff display professionalism	6.20	9	6.21	2
Course-specific resources are easy to find and access	6.17	10	5.11	25
Library catalogue provides clear and useful information	6.17	11	5.04	29
Sufficient copies of high-demand resources are available when I need them	6.15	12	4.57	38
Library web pages provide clear and useful information	6.14	13	5.51	6
Library staff are readily available to assist me	6.10	14	5.34	12
Library staff provide quality service	6.07	15	5.54	5
Number of computer workstations is adequate	5.97	16	4.15	40
Service desk staff respond in a timely manner	5.94	17	5.55	4
Comptuer facilities electronic equipment are adeqaute	5.94	18	4.83	34
Library staff provide clear and accurate feedback to my queries	5.93	19	5.36	10
Opening hours meet my needs	5.87	20	5.51	6
Photocopying & printing facilities are adequate for my needs	5.84	21	5.34	11
Seating for individual study purposes is adequate	5.82	22	5.50	8
Books and journals are reshelved quickly	5.81	23	5.32	13
Library staff are proactive in their dealings with me	5.76	24	5.24	18
Library information guides are clear and useful	5.72	25	5.29	15
Quiet study facilities are adeqaute	5.71	26	5.17	22
Prompt corrective action is taken regarding missing books and journals	5.64	27	4.69	36
On-line help in accesssing and using Library's resources is adequate to my needs	5.58	28	5.15	24
Group study facilties are adequate	5.57	29	5.30	14
Adeqaute signange exists within the Library	5.50	30	5.26	16
Library staff describe clearly the services on offer	5.45	31	5.20	19
Inter Library loans and document delivery are filled promptly	5.39	32	5.11	26
Library staff respond clearly and accurately to my online queries	5.32	33	5.20	20
Wireless facilities are adequate	5.25	34	4.98	32
Training sessions that incorporate computers & hands-on techniques meet my needs	5.03	35	4.99	31
Facilities for using personal laptops are adequate	4.93	36	5.08	27
Services for clients with disabilities are adequate	4.91	37	5.06	28
Training sessions in their current lecture format meet my needs	4.90	38	4.87	33
Library staff keep me informed about new services, resources and collections	4.80	39	4.61	37
Library staff act on my suggestions and ideas	4.79	40	4.71	35

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - Fortnightly

71 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.25	1	6.23	6
Library staff display professionalism	6.21	2	6.20	9
Library staff are friendly and helpful	6.17	3	6.34	3
Service desk staff respond in a timely manner	5.55	4	5.94	17
Library staff provide quality service	5.54	5	6.07	15
Opening hours meet my needs	5.51	6	5.87	20
Library web pages provide clear and useful information	5.51	6	6.14	13
Seating for individual study purposes is adequate	5.50	8	5.82	22
Library's web site is easy to use	5.45	9	6.21	8
Library staff provide clear and accurate feedback to my queries	5.36	10	5.93	19
Photocopying & printing facilities are adequate for my needs	5.34	11	5.84	21
Library staff are readily available to assist me	5.34	12	6.10	14
Books and journals are reshelved quickly	5.32	13	5.81	23
Group study facilties are adequate	5.30	14	5.57	29
Library information guides are clear and useful	5.29	15	5.72	25
Adeqaute signange exists within the Library	5.26	16	5.50	30
Remote access to electronic information resources and services is adequate	5.26	17	6.22	7
Library staff are proactive in their dealings with me	5.24	18	5.76	24
Library staff describe clearly the services on offer	5.20	19	5.45	31
Library staff respond clearly and accurately to my online queries	5.20	20	5.32	33
Information resources (books, electronic, etc) are easily accessed	5.20	21	6.25	5
Quiet study facilities are adeqaute	5.17	22	5.71	26
Access to electronic resources is readily available	5.15	23	6.37	1
On-line help in accesssing and using Library's resources is adequate to my needs	5.15	24	5.58	28
Course-specific resources are easy to find and access	5.11	25	6.17	10
Inter Library loans and document delivery are filled promptly	5.11	26	5.39	32
Facilities for using personal laptops are adequate	5.08	27	4.93	36
Services for clients with disabilities are adequate	5.06	28	4.91	37
Library catalogue provides clear and useful information	5.04	29	6.17	11
Databases and electronic resources are adequate for my needs	5.01	30	6.37	1
Training sessions that incorporate computers & hands-on techniques meet my needs	4.99	31	5.03	35
Wireless facilities are adequate	4.98	32	5.25	34
Training sessions in their current lecture format meet my needs	4.87	33	4.90	38
Comptuer facilities electronic equipment are adeqaute	4.83	34	5.94	18
Library staff act on my suggestions and ideas	4.71	35	4.79	40
Prompt corrective action is taken regarding missing books and journals	4.69	36	5.64	27
Library staff keep me informed about new services, resources and collections	4.61	37	4.80	39
Sufficient copies of high-demand resources are available when I need them	4.57	38	6.15	12
The Library collection is adequate for my needs	4.49	39	6.34	3
Number of computer workstations is adequate	4.15	40	5.97	16

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - Fortnightly

71 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
The Library collection is adequate for my needs	1.85	1	6.34	3
Number of computer workstations is adequate	1.82	2	5.97	16
Sufficient copies of high-demand resources are available when I need them	1.58	3	6.15	12
Databases and electronic resources are adequate for my needs	1.35	4	6.37	1
Access to electronic resources is readily available	1.21	5	6.37	1
Library catalogue provides clear and useful information	1.13	6	6.17	11
Comptuer facilities electronic equipment are adeqaute	1.11	7	5.94	18
Course-specific resources are easy to find and access	1.06	8	6.17	10
Information resources (books, electronic, etc) are easily accessed	1.06	9	6.25	5
Remote access to electronic information resources and services is adequate	0.96	10	6.22	7
Prompt corrective action is taken regarding missing books and journals	0.95	11	5.64	27
Library's web site is easy to use	0.76	12	6.21	8
Library staff are readily available to assist me	0.76	13	6.10	14
Library web pages provide clear and useful information	0.63	14	6.14	13
Library staff provide clear and accurate feedback to my queries	0.57	15	5.93	19
Quiet study facilities are adeqaute	0.54	16	5.71	26
Library staff provide quality service	0.53	17	6.07	15
Library staff are proactive in their dealings with me	0.52	18	5.76	24
Photocopying & printing facilities are adequate for my needs	0.50	19	5.84	21
Books and journals are reshelved quickly	0.49	20	5.81	23
Library information guides are clear and useful	0.43	21	5.72	25
On-line help in accesssing and using Library's resources is adequate to my needs	0.43	22	5.58	28
Service desk staff respond in a timely manner	0.39	23	5.94	17
Opening hours meet my needs	0.37	24	5.87	20
Seating for individual study purposes is adequate	0.32	25	5.82	22
Inter Library loans and document delivery are filled promptly	0.28	26	5.39	32
Group study facilties are adequate	0.27	27	5.57	29
Wireless facilities are adequate	0.27	28	5.25	34
Library staff describe clearly the services on offer	0.25	29	5.45	31
Adeqaute signange exists within the Library	0.24	30	5.50	30
Library staff keep me informed about new services, resources and collections	0.19	31	4.80	39
Library staff are friendly and helpful	0.17	32	6.34	3
Library staff respond clearly and accurately to my online queries	0.12	33	5.32	33
Library staff act on my suggestions and ideas	0.07	34	4.79	40
Training sessions that incorporate computers & hands-on techniques meet my needs	0.04	35	5.03	35
Training sessions in their current lecture format meet my needs	0.03	36	4.90	38
Library staff display professionalism	-0.01	37	6.20	9
Library staff treat me fairly and without discrimination	-0.03	38	6.23	6
Services for clients with disabilities are adequate	-0.15	39	4.91	37
Facilities for using personal laptops are adequate	-0.15	40	4.93	36

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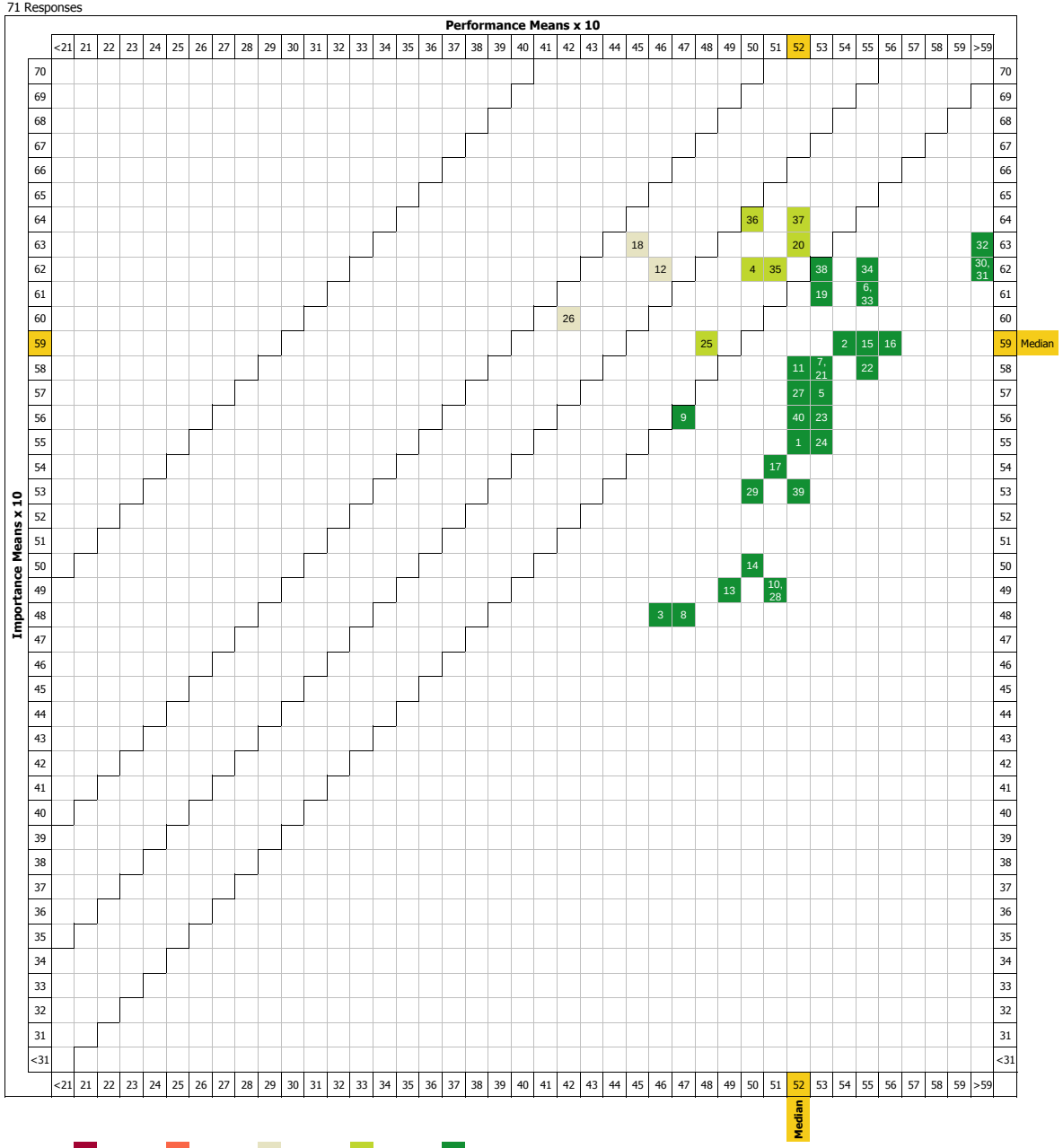
Best Practice Categories Gap Grid — How often do you physically visit the Library? - Fortnightly

71 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - Monthly
59 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.23	Library staff display professionalism	6.36	The Library collection is adequate for my needs	4.40	The Library collection is adequate for my needs	1.72
Library's web site is easy to use	6.14	Library staff treat me fairly and without discrimination	6.29	Number of computer workstations is adequate	4.42	Databases and electronic resources are adequate for my needs	1.48
The Library collection is adequate for my needs	6.12	Library staff are friendly and helpful	6.04	Databases and electronic resources are adequate for my needs	4.64	Library catalogue provides clear and useful information	1.08
Databases and electronic resources are adequate for my needs	6.12	Library staff provide quality service	5.75	Comptuer facilities electronic equipment are adeqaute	4.67	Number of computer workstations is adequate	1.06
Access to electronic resources is readily available	6.11	Library staff provide clear and accurate feedback to my queries	5.62	Sufficient copies of high-demand resources are available when I need them	4.69	Course-specific resources are easy to find and access	1.04
Library staff treat me fairly and without discrimination	6.04	Library staff are readily available to assist me	5.55	Library staff keep me informed about new services, resources and collections	4.71	Library web pages provide clear and useful information	0.98
Information resources (books, electronic, etc) are easily accessed	6.00	On-line help in accesssing and using Library's resources is adequate to my needs	5.44	Course-specific resources are easy to find and access	4.72	Library's web site is easy to use	0.98
Library web pages provide clear and useful information	5.98	Library staff are proactive in their dealings with me	5.40	Training sessions that incorporate computers & hands-on techniques meet my needs	4.78	Access to electronic resources is readily available	0.94
Library staff display professionalism	5.98	Library staff describe clearly the services on offer	5.34	Training sessions in their current lecture format meet my needs	4.84	Sufficient copies of high-demand resources are available when I need them	0.91
Library staff provide quality service	5.96	Information resources (books, electronic, etc) are easily accessed	5.33	Library catalogue provides clear and useful information	4.85	Comptuer facilities electronic equipment are adeqaute	0.86

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - Monthly

59 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.23	1	6.04	3
Library's web site is easy to use	6.14	2	5.16	20
The Library collection is adequate for my needs	6.12	3	4.40	40
Databases and electronic resources are adequate for my needs	6.12	3	4.64	38
Access to electronic resources is readily available	6.11	5	5.17	19
Library staff treat me fairly and without discrimination	6.04	6	6.29	2
Information resources (books, electronic, etc) are easily accessed	6.00	7	5.33	10
Library web pages provide clear and useful information	5.98	8	5.00	26
Library staff display professionalism	5.98	9	6.36	1
Library staff provide quality service	5.96	10	5.75	4
Remote access to electronic information resources and services is adequate	5.95	11	5.12	22
Library catalogue provides clear and useful information	5.93	12	4.85	31
Library staff provide clear and accurate feedback to my queries	5.89	13	5.62	5
Course-specific resources are easy to find and access	5.75	14	4.72	34
Opening hours meet my needs	5.72	15	5.26	15
Library staff are proactive in their dealings with me	5.70	16	5.40	8
Service desk staff respond in a timely manner	5.68	17	5.30	12
Library staff are readily available to assist me	5.64	18	5.55	6
Prompt corrective action is taken regarding missing books and journals	5.63	19	5.06	24
Sufficient copies of high-demand resources are available when I need them	5.60	20	4.69	36
Library staff describe clearly the services on offer	5.58	21	5.34	9
Comptuer facilities electronic equipment are adeqaute	5.54	22	4.67	37
Adeqaute signange exists within the Library	5.52	23	5.06	25
Library staff respond clearly and accurately to my online queries	5.48	24	5.32	11
Number of computer workstations is adequate	5.47	25	4.42	39
Library information guides are clear and useful	5.47	26	5.19	17
Books and journals are reshelved quickly	5.45	27	5.22	16
On-line help in accesssing and using Library's resources is adequate to my needs	5.36	28	5.44	7
Inter Library loans and document delivery are filled promptly	5.23	29	5.28	13
Quiet study facilities are adeqaute	5.21	30	5.26	14
Services for clients with disabilities are adequate	5.18	31	5.13	21
Seating for individual study purposes is adequate	5.09	32	5.17	18
Library staff act on my suggestions and ideas	5.05	33	4.88	29
Group study facilties are adequate	5.02	34	5.10	23
Library staff keep me informed about new services, resources and collections	5.00	35	4.71	35
Photocopying & printing facilities are adequate for my needs	4.95	36	4.87	30
Training sessions that incorporate computers & hands-on techniques meet my needs	4.76	37	4.78	33
Training sessions in their current lecture format meet my needs	4.74	38	4.84	32
Wireless facilities are adequate	4.74	38	5.00	26
Facilities for using personal laptops are adequate	4.74	40	5.00	26

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - Monthly

59 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff display professionalism	6.36	1	5.98	9
Library staff treat me fairly and without discrimination	6.29	2	6.04	6
Library staff are friendly and helpful	6.04	3	6.23	1
Library staff provide quality service	5.75	4	5.96	10
Library staff provide clear and accurate feedback to my queries	5.62	5	5.89	13
Library staff are readily available to assist me	5.55	6	5.64	18
On-line help in accesssing and using Library's resources is adequate to my needs	5.44	7	5.36	28
Library staff are proactive in their dealings with me	5.40	8	5.70	16
Library staff describe clearly the services on offer	5.34	9	5.58	21
Information resources (books, electronic, etc) are easily accessed	5.33	10	6.00	7
Library staff respond clearly and accurately to my online queries	5.32	11	5.48	24
Service desk staff respond in a timely manner	5.30	12	5.68	17
Inter Library loans and document delivery are filled promptly	5.28	13	5.23	29
Quiet study facilities are adeqaute	5.26	14	5.21	30
Opening hours meet my needs	5.26	15	5.72	15
Books and journals are reshelved quickly	5.22	16	5.45	27
Library information guides are clear and useful	5.19	17	5.47	26
Seating for individual study purposes is adequate	5.17	18	5.09	32
Access to electronic resources is readily available	5.17	19	6.11	5
Library's web site is easy to use	5.16	20	6.14	2
Services for clients with disabilities are adequate	5.13	21	5.18	31
Remote access to electronic information resources and services is adequate	5.12	22	5.95	11
Group study facilties are adequate	5.10	23	5.02	34
Prompt corrective action is taken regarding missing books and journals	5.06	24	5.63	19
Adeqaute signange exists within the Library	5.06	25	5.52	23
Facilities for using personal laptops are adequate	5.00	26	4.74	40
Wireless facilities are adequate	5.00	26	4.74	38
Library web pages provide clear and useful information	5.00	26	5.98	8
Library staff act on my suggestions and ideas	4.88	29	5.05	33
Photocopying & printing facilities are adequate for my needs	4.87	30	4.95	36
Library catalogue provides clear and useful information	4.85	31	5.93	12
Training sessions in their current lecture format meet my needs	4.84	32	4.74	38
Training sessions that incorporate computers & hands-on techniques meet my needs	4.78	33	4.76	37
Course-specific resources are easy to find and access	4.72	34	5.75	14
Library staff keep me informed about new services, resources and collections	4.71	35	5.00	35
Sufficient copies of high-demand resources are available when I need them	4.69	36	5.60	20
Comptuer facilities electronic equipment are adeqaute	4.67	37	5.54	22
Databases and electronic resources are adequate for my needs	4.64	38	6.12	3
Number of computer workstations is adequate	4.42	39	5.47	25
The Library collection is adequate for my needs	4.40	40	6.12	3

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - Monthly

59 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
The Library collection is adequate for my needs	1.72	1	6.12	3
Databases and electronic resources are adequate for my needs	1.48	2	6.12	3
Library catalogue provides clear and useful information	1.08	3	5.93	12
Number of computer workstations is adequate	1.06	4	5.47	25
Course-specific resources are easy to find and access	1.04	5	5.75	14
Library web pages provide clear and useful information	0.98	6	5.98	8
Library's web site is easy to use	0.98	7	6.14	2
Access to electronic resources is readily available	0.94	8	6.11	5
Sufficient copies of high-demand resources are available when I need them	0.91	9	5.60	20
Comptuer facilities electronic equipment are adeqaute	0.86	10	5.54	22
Remote access to electronic information resources and services is adequate	0.83	11	5.95	11
Information resources (books, electronic, etc) are easily accessed	0.67	12	6.00	7
Prompt corrective action is taken regarding missing books and journals	0.57	13	5.63	19
Adeqaute signange exists within the Library	0.46	14	5.52	23
Opening hours meet my needs	0.46	15	5.72	15
Service desk staff respond in a timely manner	0.39	16	5.68	17
Library staff keep me informed about new services, resources and collections	0.29	17	5.00	35
Library staff are proactive in their dealings with me	0.29	18	5.70	16
Library information guides are clear and useful	0.28	19	5.47	26
Library staff provide clear and accurate feedback to my queries	0.27	20	5.89	13
Library staff describe clearly the services on offer	0.24	21	5.58	21
Books and journals are reshelved quickly	0.24	22	5.45	27
Library staff provide quality service	0.21	23	5.96	10
Library staff are friendly and helpful	0.19	24	6.23	1
Library staff act on my suggestions and ideas	0.18	25	5.05	33
Library staff respond clearly and accurately to my online queries	0.16	26	5.48	24
Library staff are readily available to assist me	0.09	27	5.64	18
Photocopying & printing facilities are adequate for my needs	0.08	28	4.95	36
Services for clients with disabilities are adequate	0.05	29	5.18	31
Training sessions that incorporate computers & hands-on techniques meet my needs	-0.02	30	4.76	37
Quiet study facilities are adeqaute	-0.05	31	5.21	30
Inter Library loans and document delivery are filled promptly	-0.05	32	5.23	29
On-line help in accesssing and using Library's resources is adequate to my needs	-0.08	33	5.36	28
Group study facilties are adequate	-0.08	34	5.02	34
Seating for individual study purposes is adequate	-0.09	35	5.09	32
Training sessions in their current lecture format meet my needs	-0.10	36	4.74	38
Library staff treat me fairly and without discrimination	-0.26	37	6.04	6
Wireless facilities are adequate	-0.26	38	4.74	38
Facilities for using personal laptops are adequate	-0.26	39	4.74	40
Library staff display professionalism	-0.38	40	5.98	9

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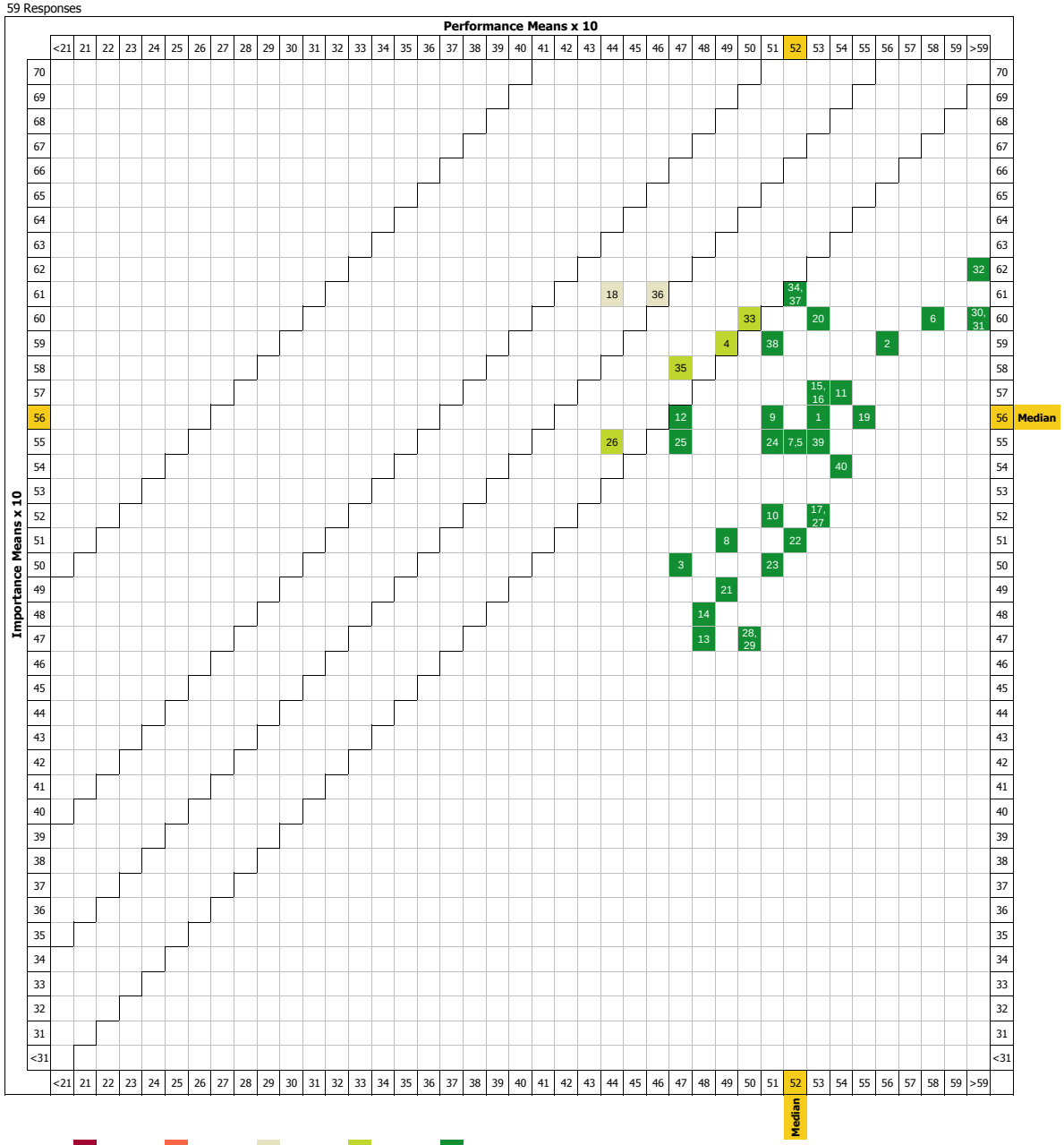
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you physically visit the Library? - Monthly

59 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you physically visit the Library? - Rarely (i.e. a few times a year)
32 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.52	Library staff treat me fairly and without discrimination	5.77	Prompt corrective action is taken regarding missing books and journals	4.30	Databases and electronic resources are adequate for my needs	1.59
Course-specific resources are easy to find and access	6.41	Library staff are friendly and helpful	5.73	Number of computer workstations is adequate	4.32	The Library collection is adequate for my needs	1.45
Access to electronic resources is readily available	6.37	Library staff display professionalism	5.57	On-line help in accesssing and using Library's resources is adequate to my needs	4.42	Library catalogue provides clear and useful information	1.44
Remote access to electronic information resources and services is adequate	6.31	Library staff provide clear and accurate feedback to my queries	5.45	Sufficient copies of high-demand resources are available when I need them	4.45	Course-specific resources are easy to find and access	1.31
Library web pages provide clear and useful information	6.29	Library staff respond clearly and accurately to my online queries	5.42	The Library collection is adequate for my needs	4.48	Sufficient copies of high-demand resources are available when I need them	1.26
Library's web site is easy to use	6.26	Library staff provide quality service	5.39	Library staff keep me informed about new services, resources and collections	4.53	Remote access to electronic information resources and services is adequate	1.17
Library staff are friendly and helpful	6.26	Library staff describe clearly the services on offer	5.38	Library catalogue provides clear and useful information	4.59	Access to electronic resources is readily available	1.13
Library staff display professionalism	6.13	Library's web site is easy to use	5.36	Training sessions in their current lecture format meet my needs	4.61	Information resources (books, electronic, etc) are easily accessed	1.10
Information resources (books, electronic, etc) are easily accessed	6.06	Library web pages provide clear and useful information	5.32	Comptuer facilities electronic equipment are adeqaute	4.62	Library web pages provide clear and useful information	0.97
Library staff treat me fairly and without discrimination	6.03	Quiet study facilities are adeqaute	5.29	Wireless facilities are adequate	4.64	Prompt corrective action is taken regarding missing books and journals	0.94

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you physically visit the Library? - Rarely (i.e. a few times a year)
32 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.52	1	4.93	20
Course-specific resources are easy to find and access	6.41	2	5.11	15
Access to electronic resources is readily available	6.37	3	5.23	13
Remote access to electronic information resources and services is adequate	6.31	4	5.14	14
Library web pages provide clear and useful information	6.29	5	5.32	9
Library's web site is easy to use	6.26	6	5.36	8
Library staff are friendly and helpful	6.26	6	5.73	2
Library staff display professionalism	6.13	8	5.57	3
Information resources (books, electronic, etc) are easily accessed	6.06	9	4.97	18
Library staff treat me fairly and without discrimination	6.03	10	5.77	1
Library catalogue provides clear and useful information	6.03	11	4.59	34
Library staff provide clear and accurate feedback to my queries	5.97	12	5.45	4
The Library collection is adequate for my needs	5.94	13	4.48	36
Library information guides are clear and useful	5.74	14	4.81	25
Sufficient copies of high-demand resources are available when I need them	5.71	15	4.45	37
Library staff are readily available to assist me	5.66	16	5.03	16
Library staff describe clearly the services on offer	5.61	17	5.38	7
Library staff provide quality service	5.56	18	5.39	6
Service desk staff respond in a timely manner	5.52	19	5.27	11
Adeqaute signange exists within the Library	5.45	20	4.76	27
Opening hours meet my needs	5.28	21	4.87	22
Prompt corrective action is taken regarding missing books and journals	5.23	22	4.30	40
Library staff keep me informed about new services, resources and collections	5.23	23	4.53	35
Wireless facilities are adequate	5.20	24	4.64	31
On-line help in accesssing and using Library's resources is adequate to my needs	5.18	25	4.42	38
Comptuer facilities electronic equipment are adeqaute	5.17	26	4.62	32
Books and journals are reshelved quickly	5.17	26	4.93	19
Library staff respond clearly and accurately to my online queries	5.15	28	5.42	5
Library staff are proactive in their dealings with me	5.14	29	4.65	29
Services for clients with disabilities are adequate	5.07	30	4.65	30
Number of computer workstations is adequate	4.90	31	4.32	39
Facilities for using personal laptops are adequate	4.90	31	4.88	21
Training sessions in their current lecture format meet my needs	4.90	33	4.61	33
Inter Library loans and document delivery are filled promptly	4.79	34	4.76	26
Photocopying & printing facilities are adequate for my needs	4.77	35	5.00	17
Training sessions that incorporate computers & hands-on techniques meet my needs	4.65	36	4.81	23
Quiet study facilities are adeqaute	4.59	37	5.29	10
Seating for individual study purposes is adequate	4.53	38	4.81	23
Library staff act on my suggestions and ideas	4.48	39	4.72	28
Group study facilties are adequate	4.28	40	5.24	12

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you physically visit the Library? - Rarely (i.e. a few times a year)
32 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	5.77	1	6.03	10
Library staff are friendly and helpful	5.73	2	6.26	6
Library staff display professionalism	5.57	3	6.13	8
Library staff provide clear and accurate feedback to my queries	5.45	4	5.97	12
Library staff respond clearly and accurately to my online queries	5.42	5	5.15	28
Library staff provide quality service	5.39	6	5.56	18
Library staff describe clearly the services on offer	5.38	7	5.61	17
Library's web site is easy to use	5.36	8	6.26	6
Library web pages provide clear and useful information	5.32	9	6.29	5
Quiet study facilities are adeqaute	5.29	10	4.59	37
Service desk staff respond in a timely manner	5.27	11	5.52	19
Group study facilties are adequate	5.24	12	4.28	40
Access to electronic resources is readily available	5.23	13	6.37	3
Remote access to electronic information resources and services is adequate	5.14	14	6.31	4
Course-specific resources are easy to find and access	5.11	15	6.41	2
Library staff are readily available to assist me	5.03	16	5.66	16
Photocopying & printing facilities are adequate for my needs	5.00	17	4.77	35
Information resources (books, electronic, etc) are easily accessed	4.97	18	6.06	9
Books and journals are reshelved quickly	4.93	19	5.17	26
Databases and electronic resources are adequate for my needs	4.93	20	6.52	1
Facilities for using personal laptops are adequate	4.88	21	4.90	31
Opening hours meet my needs	4.87	22	5.28	21
Seating for individual study purposes is adequate	4.81	23	4.53	38
Training sessions that incorporate computers & hands-on techniques meet my needs	4.81	23	4.65	36
Library information guides are clear and useful	4.81	25	5.74	14
Inter Library loans and document delivery are filled promptly	4.76	26	4.79	34
Adeqaute signange exists within the Library	4.76	27	5.45	20
Library staff act on my suggestions and ideas	4.72	28	4.48	39
Library staff are proactive in their dealings with me	4.65	29	5.14	29
Services for clients with disabilities are adequate	4.65	30	5.07	30
Wireless facilities are adequate	4.64	31	5.20	24
Comptuer facilities electronic equipment are adeqaute	4.62	32	5.17	26
Training sessions in their current lecture format meet my needs	4.61	33	4.90	33
Library catalogue provides clear and useful information	4.59	34	6.03	11
Library staff keep me informed about new services, resources and collections	4.53	35	5.23	23
The Library collection is adequate for my needs	4.48	36	5.94	13
Sufficient copies of high-demand resources are available when I need them	4.45	37	5.71	15
On-line help in accesssing and using Library's resources is adequate to my needs	4.42	38	5.18	25
Number of computer workstations is adequate	4.32	39	4.90	31
Prompt corrective action is taken regarding missing books and journals	4.30	40	5.23	22

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you physically visit the Library? - Rarely (i.e. a few times a year)
32 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	1.59	1	6.52	1
The Library collection is adequate for my needs	1.45	2	5.94	13
Library catalogue provides clear and useful information	1.44	3	6.03	11
Course-specific resources are easy to find and access	1.31	4	6.41	2
Sufficient copies of high-demand resources are available when I need them	1.26	5	5.71	15
Remote access to electronic information resources and services is adequate	1.17	6	6.31	4
Access to electronic resources is readily available	1.13	7	6.37	3
Information resources (books, electronic, etc) are easily accessed	1.10	8	6.06	9
Library web pages provide clear and useful information	0.97	9	6.29	5
Prompt corrective action is taken regarding missing books and journals	0.94	10	5.23	22
Library information guides are clear and useful	0.93	11	5.74	14
Library's web site is easy to use	0.90	12	6.26	6
On-line help in accesssing and using Library's resources is adequate to my needs	0.76	13	5.18	25
Library staff keep me informed about new services, resources and collections	0.69	14	5.23	23
Adeqaute signange exists within the Library	0.69	15	5.45	20
Library staff are readily available to assist me	0.62	16	5.66	16
Number of computer workstations is adequate	0.58	17	4.90	31
Wireless facilities are adequate	0.56	18	5.20	24
Library staff display professionalism	0.56	19	6.13	8
Comptuer facilities electronic equipment are adeqaute	0.55	20	5.17	26
Library staff are friendly and helpful	0.52	21	6.26	6
Library staff provide clear and accurate feedback to my queries	0.52	22	5.97	12
Library staff are proactive in their dealings with me	0.48	23	5.14	29
Services for clients with disabilities are adequate	0.42	24	5.07	30
Opening hours meet my needs	0.41	25	5.28	21
Training sessions in their current lecture format meet my needs	0.29	26	4.90	33
Library staff treat me fairly and without discrimination	0.27	27	6.03	10
Service desk staff respond in a timely manner	0.25	28	5.52	19
Books and journals are reshelved quickly	0.24	29	5.17	26
Library staff describe clearly the services on offer	0.23	30	5.61	17
Library staff provide quality service	0.18	31	5.56	18
Inter Library loans and document delivery are filled promptly	0.03	32	4.79	34
Facilities for using personal laptops are adequate	0.02	33	4.90	31
Training sessions that incorporate computers & hands-on techniques meet my needs	-0.17	34	4.65	36
Photocopying & printing facilities are adequate for my needs	-0.23	35	4.77	35
Library staff act on my suggestions and ideas	-0.24	36	4.48	39
Library staff respond clearly and accurately to my online queries	-0.27	37	5.15	28
Seating for individual study purposes is adequate	-0.28	38	4.53	38
Quiet study facilities are adeqaute	-0.71	39	4.59	37
Group study facilties are adequate	-0.96	40	4.28	40

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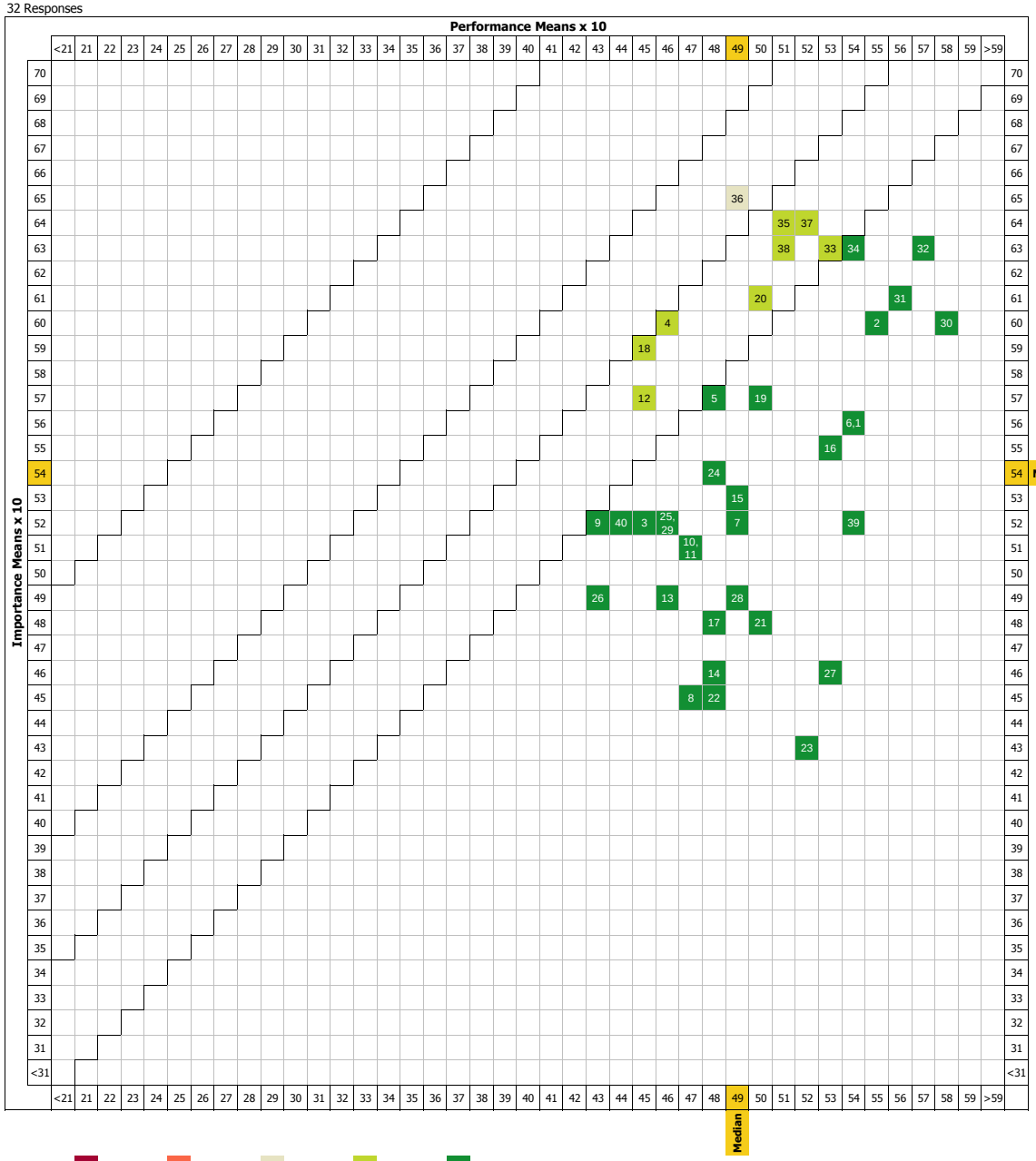
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you physically visit the Library? - Rarely (i.e. a few times a year)

32 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008
Top 5 Importance Scores by Demographic
How often do you access the online library services (i.e. not on Library premises)?

Daily (196 Responses)		2–4 days a week (346 Responses)		Weekly (176 Responses)	
Databases and electronic resources are adequate for my needs	6.39	Databases and electronic resources are adequate for my needs	6.33	Information resources (books, electronic, etc) are easily accessed	6.38
Library staff are friendly and helpful	6.39	Library staff are friendly and helpful	6.31	Databases and electronic resources are adequate for my needs	6.30
Access to electronic resources is readily available	6.38	Information resources (books, electronic, etc) are easily accessed	6.30	Library staff are friendly and helpful	6.29
Library staff treat me fairly and without discrimination	6.33	Access to electronic resources is readily available	6.30	Access to electronic resources is readily available	6.28
Information resources (books, electronic, etc) are easily accessed	6.32	Library's web site is easy to use	6.28	Library's web site is easy to use	6.26
Fortnightly (85 Responses)		**Monthly (49 Responses)**		**Rarely (i.e. a few times a year) (31 Responses)**	
Comptuer facilities electronic equipment are adeqaute	6.30	Library staff are friendly and helpful	6.38	Library staff treat me fairly and without discrimination	6.53
Library catalogue provides clear and useful information	6.30	Library staff treat me fairly and without discrimination	6.33	Library staff are friendly and helpful	6.42
Library staff are friendly and helpful	6.26	Information resources (books, electronic, etc) are easily accessed	6.19	Library staff display professionalism	6.26
Databases and electronic resources are adequate for my needs	6.25	Library catalogue provides clear and useful information	6.19	Library web pages provide clear and useful information	6.10
Access to electronic resources is readily available	6.20	Library staff display professionalism	6.17	Comptuer facilities electronic equipment are adeqaute	6.03

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Performance Scores by Demographic
How often do you access the online library services (i.e. not on Library premises)?

Daily (196 Responses)		2–4 days a week (346 Responses)		Weekly (176 Responses)	
Library staff treat me fairly and without discrimination	6.12	Library staff treat me fairly and without discrimination	6.10	Library staff treat me fairly and without discrimination	6.16
Library staff are friendly and helpful	6.04	Library staff display professionalism	6.02	Library staff are friendly and helpful	5.96
Library staff display professionalism	6.02	Library staff are friendly and helpful	5.97	Library staff display professionalism	5.94
Service desk staff respond in a timely manner	5.72	Library staff provide quality service	5.56	Service desk staff respond in a timely manner	5.60
Library staff are readily available to assist me	5.61	Library staff are readily available to assist me	5.55	Library staff are readily available to assist me	5.56
Fortnightly (85 Responses)		**Monthly (49 Responses)**		**Rarely (i.e. a few times a year) (31 Responses)**	
Library staff display professionalism	6.15	Library staff treat me fairly and without discrimination	6.27	Library staff treat me fairly and without discrimination	6.23
Library staff treat me fairly and without discrimination	6.04	Library staff are friendly and helpful	6.11	Library staff are friendly and helpful	6.03
Library staff are friendly and helpful	5.96	Library staff display professionalism	6.09	Library staff display professionalism	5.83
Library staff provide quality service	5.65	Service desk staff respond in a timely manner	5.73	Opening hours meet my needs	5.82
Library staff provide clear and accurate feedback to my queries	5.49	Library staff provide quality service	5.69	Quiet study facilities are adeqaute	5.70

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often do you access the online library services (i.e. not on Library premises)?

Daily (196 Responses)		2–4 days a week (346 Responses)		Weekly (176 Responses)	
Number of computer workstations is adequate	2.04	Number of computer workstations is adequate	2.40	Number of computer workstations is adequate	2.22
Comptuer facilities electronic equipment are adeqaute	1.79	Comptuer facilities electronic equipment are adeqaute	1.89	Comptuer facilities electronic equipment are adeqaute	1.62
Sufficient copies of high-demand resources are available when I need them	1.77	Sufficient copies of high-demand resources are available when I need them	1.87	Sufficient copies of high-demand resources are available when I need them	1.50
The Library collection is adequate for my needs	1.50	The Library collection is adequate for my needs	1.62	The Library collection is adequate for my needs	1.48
Databases and electronic resources are adequate for my needs	1.46	Databases and electronic resources are adequate for my needs	1.48	Databases and electronic resources are adequate for my needs	1.33
Fortnightly (85 Responses)		**Monthly (49 Responses)**		**Rarely (i.e. a few times a year) (31 Responses)**	
Number of computer workstations is adequate	2.33	Number of computer workstations is adequate	1.67	Number of computer workstations is adequate	1.68
Comptuer facilities electronic equipment are adeqaute	2.10	Comptuer facilities electronic equipment are adeqaute	1.50	Sufficient copies of high-demand resources are available when I need them	1.20
Sufficient copies of high-demand resources are available when I need them	1.52	Information resources (books, electronic, etc) are easily accessed	1.36	The Library collection is adequate for my needs	1.19
The Library collection is adequate for my needs	1.29	Sufficient copies of high-demand resources are available when I need them	1.33	Remote access to electronic information resources and services is adequate	1.17
Databases and electronic resources are adequate for my needs	1.27	The Library collection is adequate for my needs	1.30	Library web pages provide clear and useful information	1.13

Unique Factors

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - Daily
196 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.39	Library staff treat me fairly and without discrimination	6.12	Number of computer workstations is adequate	3.99	Number of computer workstations is adequate	2.04
Library staff are friendly and helpful	6.39	Library staff are friendly and helpful	6.04	Sufficient copies of high-demand resources are available when I need them	4.30	Comptuer facilities electronic equipment are adeqaute	1.79
Access to electronic resources is readily available	6.38	Library staff display professionalism	6.02	Comptuer facilities electronic equipment are adeqaute	4.31	Sufficient copies of high-demand resources are available when I need them	1.77
Library staff treat me fairly and without discrimination	6.33	Service desk staff respond in a timely manner	5.72	Library staff act on my suggestions and ideas	4.69	The Library collection is adequate for my needs	1.50
Information resources (books, electronic, etc) are easily accessed	6.32	Library staff are readily available to assist me	5.61	Group study facilties are adequate	4.76	Databases and electronic resources are adequate for my needs	1.46
Library staff display professionalism	6.31	Library staff provide quality service	5.49	The Library collection is adequate for my needs	4.76	Access to electronic resources is readily available	1.26
Library's web site is easy to use	6.28	Library web pages provide clear and useful information	5.48	Prompt corrective action is taken regarding missing books and journals	4.78	Seating for individual study purposes is adequate	1.15
Course-specific resources are easy to find and access	6.27	Library staff provide clear and accurate feedback to my queries	5.40	Library staff keep me informed about new services, resources and collections	4.83	Quiet study facilities are adeqaute	1.14
The Library collection is adequate for my needs	6.27	Library's web site is easy to use	5.39	Quiet study facilities are adeqaute	4.86	Library catalogue provides clear and useful information	1.12
Library web pages provide clear and useful information	6.25	Inter Library loans and document delivery are filled promptly	5.35	Seating for individual study purposes is adequate	4.92	Group study facilties are adequate	1.08

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - Daily
196 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.39	1	4.94	30
Library staff are friendly and helpful	6.39	2	6.04	2
Access to electronic resources is readily available	6.38	3	5.11	25
Library staff treat me fairly and without discrimination	6.33	4	6.12	1
Information resources (books, electronic, etc) are easily accessed	6.32	5	5.25	16
Library staff display professionalism	6.31	6	6.02	3
Library's web site is easy to use	6.28	7	5.39	9
Course-specific resources are easy to find and access	6.27	8	5.23	17
The Library collection is adequate for my needs	6.27	9	4.76	35
Library web pages provide clear and useful information	6.25	10	5.48	7
Library staff are readily available to assist me	6.22	11	5.61	5
Remote access to electronic information resources and services is adequate	6.21	12	5.17	21
Opening hours meet my needs	6.20	13	5.35	11
Library catalogue provides clear and useful information	6.19	14	5.07	27
Library staff provide clear and accurate feedback to my queries	6.16	15	5.40	8
Library staff provide quality service	6.11	16	5.49	6
Comptuer facilities electronic equipment are adeqaute	6.09	17	4.31	38
Photocopying & printing facilities are adequate for my needs	6.07	18	5.21	18
Sufficient copies of high-demand resources are available when I need them	6.07	19	4.30	39
Seating for individual study purposes is adequate	6.06	20	4.92	31
Service desk staff respond in a timely manner	6.04	21	5.72	4
Number of computer workstations is adequate	6.03	22	3.99	40
On-line help in accesssing and using Library's resources is adequate to my needs	6.02	23	4.99	28
Quiet study facilities are adeqaute	6.01	24	4.86	32
Library information guides are clear and useful	5.99	25	5.27	14
Books and journals are reshelved quickly	5.96	26	5.12	23
Library staff respond clearly and accurately to my online queries	5.90	27	5.27	15
Library staff are proactive in their dealings with me	5.86	28	5.34	12
Group study facilties are adequate	5.84	29	4.76	36
Wireless facilities are adequate	5.83	30	5.12	24
Facilities for using personal laptops are adequate	5.79	31	4.96	29
Library staff describe clearly the services on offer	5.77	32	5.28	13
Prompt corrective action is taken regarding missing books and journals	5.69	33	4.78	34
Adeqaute signange exists within the Library	5.67	34	5.21	19
Training sessions that incorporate computers & hands-on techniques meet my needs	5.64	35	5.07	26
Inter Library loans and document delivery are filled promptly	5.62	36	5.35	10
Training sessions in their current lecture format meet my needs	5.59	37	5.19	20
Services for clients with disabilities are adequate	5.44	38	5.17	22
Library staff keep me informed about new services, resources and collections	5.43	39	4.83	33
Library staff act on my suggestions and ideas	5.30	40	4.69	37

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - Daily
196 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.12	1	6.33	4
Library staff are friendly and helpful	6.04	2	6.39	2
Library staff display professionalism	6.02	3	6.31	6
Service desk staff respond in a timely manner	5.72	4	6.04	21
Library staff are readily available to assist me	5.61	5	6.22	11
Library staff provide quality service	5.49	6	6.11	16
Library web pages provide clear and useful information	5.48	7	6.25	10
Library staff provide clear and accurate feedback to my queries	5.40	8	6.16	15
Library's web site is easy to use	5.39	9	6.28	7
Inter Library loans and document delivery are filled promptly	5.35	10	5.62	36
Opening hours meet my needs	5.35	11	6.20	13
Library staff are proactive in their dealings with me	5.34	12	5.86	28
Library staff describe clearly the services on offer	5.28	13	5.77	32
Library information guides are clear and useful	5.27	14	5.99	25
Library staff respond clearly and accurately to my online queries	5.27	15	5.90	27
Information resources (books, electronic, etc) are easily accessed	5.25	16	6.32	5
Course-specific resources are easy to find and access	5.23	17	6.27	8
Photocopying & printing facilities are adequate for my needs	5.21	18	6.07	18
Adeqaute signange exists within the Library	5.21	19	5.67	34
Training sessions in their current lecture format meet my needs	5.19	20	5.59	37
Remote access to electronic information resources and services is adequate	5.17	21	6.21	12
Services for clients with disabilities are adequate	5.17	22	5.44	38
Books and journals are reshelved quickly	5.12	23	5.96	26
Wireless facilities are adequate	5.12	24	5.83	30
Access to electronic resources is readily available	5.11	25	6.38	3
Training sessions that incorporate computers & hands-on techniques meet my needs	5.07	26	5.64	35
Library catalogue provides clear and useful information	5.07	27	6.19	14
On-line help in accesssing and using Library's resources is adequate to my needs	4.99	28	6.02	23
Facilities for using personal laptops are adequate	4.96	29	5.79	31
Databases and electronic resources are adequate for my needs	4.94	30	6.39	1
Seating for individual study purposes is adequate	4.92	31	6.06	20
Quiet study facilities are adeqaute	4.86	32	6.01	24
Library staff keep me informed about new services, resources and collections	4.83	33	5.43	39
Prompt corrective action is taken regarding missing books and journals	4.78	34	5.69	33
The Library collection is adequate for my needs	4.76	35	6.27	9
Group study facilties are adequate	4.76	36	5.84	29
Library staff act on my suggestions and ideas	4.69	37	5.30	40
Comptuer facilities electronic equipment are adeqaute	4.31	38	6.09	17
Sufficient copies of high-demand resources are available when I need them	4.30	39	6.07	19
Number of computer workstations is adequate	3.99	40	6.03	22

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - Daily
196 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.04	1	6.03	22
Comptuer facilities electronic equipment are adeqaute	1.79	2	6.09	17
Sufficient copies of high-demand resources are available when I need them	1.77	3	6.07	19
The Library collection is adequate for my needs	1.50	4	6.27	9
Databases and electronic resources are adequate for my needs	1.46	5	6.39	1
Access to electronic resources is readily available	1.26	6	6.38	3
Seating for individual study purposes is adequate	1.15	7	6.06	20
Quiet study facilities are adeqaute	1.14	8	6.01	24
Library catalogue provides clear and useful information	1.12	9	6.19	14
Group study facilties are adequate	1.08	10	5.84	29
Information resources (books, electronic, etc) are easily accessed	1.07	11	6.32	5
Course-specific resources are easy to find and access	1.04	12	6.27	8
Remote access to electronic information resources and services is adequate	1.03	13	6.21	12
On-line help in accesssing and using Library's resources is adequate to my needs	1.02	14	6.02	23
Prompt corrective action is taken regarding missing books and journals	0.91	15	5.69	33
Library's web site is easy to use	0.89	16	6.28	7
Photocopying & printing facilities are adequate for my needs	0.86	17	6.07	18
Opening hours meet my needs	0.85	18	6.20	13
Books and journals are reshelved quickly	0.84	19	5.96	26
Facilities for using personal laptops are adequate	0.84	20	5.79	31
Library web pages provide clear and useful information	0.77	21	6.25	10
Library staff provide clear and accurate feedback to my queries	0.76	22	6.16	15
Library information guides are clear and useful	0.72	23	5.99	25
Wireless facilities are adequate	0.71	24	5.83	30
Library staff respond clearly and accurately to my online queries	0.64	25	5.90	27
Library staff provide quality service	0.62	26	6.11	16
Library staff are readily available to assist me	0.61	27	6.22	11
Library staff act on my suggestions and ideas	0.61	28	5.30	40
Library staff keep me informed about new services, resources and collections	0.60	29	5.43	39
Training sessions that incorporate computers & hands-on techniques meet my needs	0.57	30	5.64	35
Library staff are proactive in their dealings with me	0.52	31	5.86	28
Library staff describe clearly the services on offer	0.49	32	5.77	32
Adeqaute signange exists within the Library	0.46	33	5.67	34
Training sessions in their current lecture format meet my needs	0.40	34	5.59	37
Library staff are friendly and helpful	0.35	35	6.39	2
Service desk staff respond in a timely manner	0.32	36	6.04	21
Library staff display professionalism	0.29	37	6.31	6
Services for clients with disabilities are adequate	0.27	38	5.44	38
Inter Library loans and document delivery are filled promptly	0.27	39	5.62	36
Library staff treat me fairly and without discrimination	0.21	40	6.33	4

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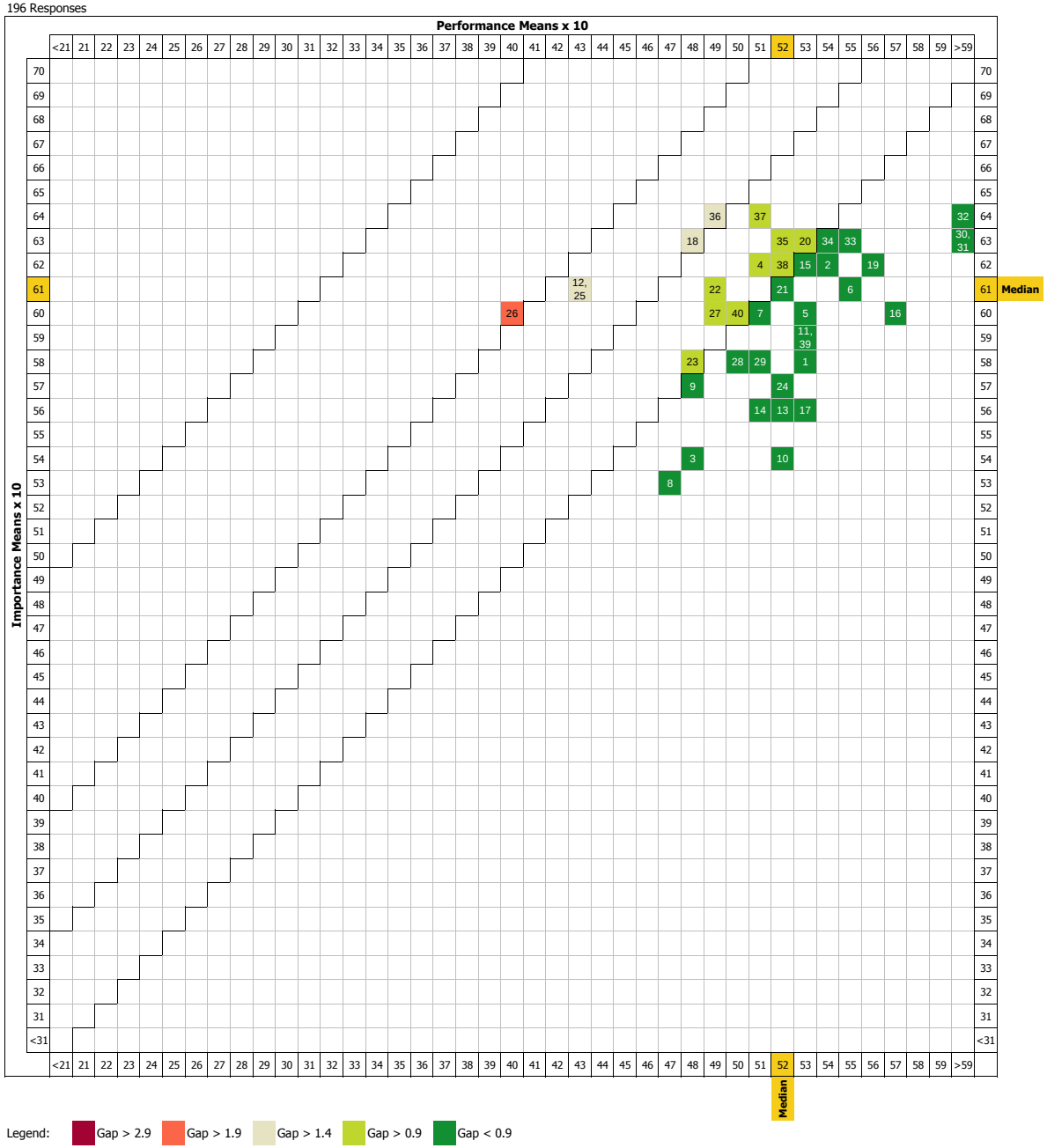
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - Daily

196 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - 2–4 days a week
346 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.33	Library staff treat me fairly and without discrimination	6.10	Number of computer workstations is adequate	3.78	Number of computer workstations is adequate	2.40
Library staff are friendly and helpful	6.31	Library staff display professionalism	6.02	Comptuer facilities electronic equipment are adeqaute	4.26	Comptuer facilities electronic equipment are adeqaute	1.89
Information resources (books, electronic, etc) are easily accessed	6.30	Library staff are friendly and helpful	5.97	Sufficient copies of high-demand resources are available when I need them	4.34	Sufficient copies of high-demand resources are available when I need them	1.87
Access to electronic resources is readily available	6.30	Library staff provide quality service	5.56	The Library collection is adequate for my needs	4.62	The Library collection is adequate for my needs	1.62
Library's web site is easy to use	6.28	Library staff are readily available to assist me	5.55	Library staff keep me informed about new services, resources and collections	4.68	Databases and electronic resources are adequate for my needs	1.48
Course-specific resources are easy to find and access	6.27	Service desk staff respond in a timely manner	5.55	Library staff act on my suggestions and ideas	4.78	Access to electronic resources is readily available	1.24
Library staff treat me fairly and without discrimination	6.25	Library staff provide clear and accurate feedback to my queries	5.45	Prompt corrective action is taken regarding missing books and journals	4.79	Course-specific resources are easy to find and access	1.19
The Library collection is adequate for my needs	6.23	Library web pages provide clear and useful information	5.35	Databases and electronic resources are adequate for my needs	4.85	Library catalogue provides clear and useful information	1.17
Library web pages provide clear and useful information	6.23	Library's web site is easy to use	5.29	Group study facilties are adequate	4.86	Information resources (books, electronic, etc) are easily accessed	1.08
Opening hours meet my needs	6.21	Photocopying & printing facilities are adequate for my needs	5.23	Facilities for using personal laptops are adequate	4.91	Remote access to electronic information resources and services is adequate	1.07

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - 2–4 days a week

346 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.33	1	4.85	33
Library staff are friendly and helpful	6.31	2	5.97	3
Information resources (books, electronic, etc) are easily accessed	6.30	3	5.22	12
Access to electronic resources is readily available	6.30	4	5.06	23
Library's web site is easy to use	6.28	5	5.29	9
Course-specific resources are easy to find and access	6.27	6	5.09	22
Library staff treat me fairly and without discrimination	6.25	7	6.10	1
The Library collection is adequate for my needs	6.23	8	4.62	37
Library web pages provide clear and useful information	6.23	9	5.35	8
Opening hours meet my needs	6.21	10	5.22	15
Sufficient copies of high-demand resources are available when I need them	6.21	11	4.34	38
Library staff display professionalism	6.21	11	6.02	2
Remote access to electronic information resources and services is adequate	6.19	13	5.11	21
Number of computer workstations is adequate	6.17	14	3.78	40
Library catalogue provides clear and useful information	6.17	15	5.00	28
Comptuer facilities electronic equipment are adeqaute	6.15	16	4.26	39
Library staff are readily available to assist me	6.07	17	5.55	5
Library staff provide quality service	6.05	18	5.56	4
Library staff provide clear and accurate feedback to my queries	6.04	19	5.45	7
Quiet study facilities are adeqaute	6.02	20	5.06	24
Photocopying & printing facilities are adequate for my needs	6.01	21	5.23	10
Service desk staff respond in a timely manner	5.99	22	5.55	6
Seating for individual study purposes is adequate	5.92	23	5.05	26
Library information guides are clear and useful	5.88	24	5.17	16
Books and journals are reshelved quickly	5.87	25	5.15	18
Library staff are proactive in their dealings with me	5.81	26	5.17	17
Wireless facilities are adequate	5.80	27	4.95	29
Facilities for using personal laptops are adequate	5.77	28	4.91	31
On-line help in accesssing and using Library's resources is adequate to my needs	5.70	29	5.06	25
Group study facilties are adequate	5.70	30	4.86	32
Prompt corrective action is taken regarding missing books and journals	5.70	31	4.79	34
Library staff respond clearly and accurately to my online queries	5.69	32	5.12	20
Library staff describe clearly the services on offer	5.60	33	5.22	14
Inter Library loans and document delivery are filled promptly	5.52	34	5.15	19
Adeqaute signange exists within the Library	5.49	35	5.22	13
Training sessions that incorporate computers & hands-on techniques meet my needs	5.41	36	4.94	30
Services for clients with disabilities are adequate	5.40	37	5.23	11
Library staff keep me informed about new services, resources and collections	5.35	38	4.68	36
Training sessions in their current lecture format meet my needs	5.30	39	5.02	27
Library staff act on my suggestions and ideas	5.14	40	4.78	35

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - 2–4 days a week
346 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.10	1	6.25	7
Library staff display professionalism	6.02	2	6.21	11
Library staff are friendly and helpful	5.97	3	6.31	2
Library staff provide quality service	5.56	4	6.05	18
Library staff are readily available to assist me	5.55	5	6.07	17
Service desk staff respond in a timely manner	5.55	6	5.99	22
Library staff provide clear and accurate feedback to my queries	5.45	7	6.04	19
Library web pages provide clear and useful information	5.35	8	6.23	9
Library's web site is easy to use	5.29	9	6.28	5
Photocopying & printing facilities are adequate for my needs	5.23	10	6.01	21
Services for clients with disabilities are adequate	5.23	11	5.40	37
Information resources (books, electronic, etc) are easily accessed	5.22	12	6.30	3
Adeqaute signange exists within the Library	5.22	13	5.49	35
Library staff describe clearly the services on offer	5.22	14	5.60	33
Opening hours meet my needs	5.22	15	6.21	10
Library information guides are clear and useful	5.17	16	5.88	24
Library staff are proactive in their dealings with me	5.17	17	5.81	26
Books and journals are reshelved quickly	5.15	18	5.87	25
Inter Library loans and document delivery are filled promptly	5.15	19	5.52	34
Library staff respond clearly and accurately to my online queries	5.12	20	5.69	32
Remote access to electronic information resources and services is adequate	5.11	21	6.19	13
Course-specific resources are easy to find and access	5.09	22	6.27	6
Access to electronic resources is readily available	5.06	23	6.30	4
Quiet study facilities are adeqaute	5.06	24	6.02	20
On-line help in accesssing and using Library's resources is adequate to my needs	5.06	25	5.70	29
Seating for individual study purposes is adequate	5.05	26	5.92	23
Training sessions in their current lecture format meet my needs	5.02	27	5.30	39
Library catalogue provides clear and useful information	5.00	28	6.17	15
Wireless facilities are adequate	4.95	29	5.80	27
Training sessions that incorporate computers & hands-on techniques meet my needs	4.94	30	5.41	36
Facilities for using personal laptops are adequate	4.91	31	5.77	28
Group study facilties are adequate	4.86	32	5.70	30
Databases and electronic resources are adequate for my needs	4.85	33	6.33	1
Prompt corrective action is taken regarding missing books and journals	4.79	34	5.70	31
Library staff act on my suggestions and ideas	4.78	35	5.14	40
Library staff keep me informed about new services, resources and collections	4.68	36	5.35	38
The Library collection is adequate for my needs	4.62	37	6.23	8
Sufficient copies of high-demand resources are available when I need them	4.34	38	6.21	11
Comptuer facilities electronic equipment are adeqaute	4.26	39	6.15	16
Number of computer workstations is adequate	3.78	40	6.17	14

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - 2–4 days a week
346 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.40	1	6.17	14
Comptuer facilities electronic equipment are adeqaute	1.89	2	6.15	16
Sufficient copies of high-demand resources are available when I need them	1.87	3	6.21	11
The Library collection is adequate for my needs	1.62	4	6.23	8
Databases and electronic resources are adequate for my needs	1.48	5	6.33	1
Access to electronic resources is readily available	1.24	6	6.30	4
Course-specific resources are easy to find and access	1.19	7	6.27	6
Library catalogue provides clear and useful information	1.17	8	6.17	15
Information resources (books, electronic, etc) are easily accessed	1.08	9	6.30	3
Remote access to electronic information resources and services is adequate	1.07	10	6.19	13
Opening hours meet my needs	0.99	11	6.21	10
Library's web site is easy to use	0.99	12	6.28	5
Quiet study facilities are adeqaute	0.96	13	6.02	20
Prompt corrective action is taken regarding missing books and journals	0.91	14	5.70	31
Library web pages provide clear and useful information	0.88	15	6.23	9
Seating for individual study purposes is adequate	0.87	16	5.92	23
Facilities for using personal laptops are adequate	0.87	17	5.77	28
Wireless facilities are adequate	0.85	18	5.80	27
Group study facilties are adequate	0.84	19	5.70	30
Photocopying & printing facilities are adequate for my needs	0.78	20	6.01	21
Books and journals are reshelved quickly	0.72	21	5.87	25
Library information guides are clear and useful	0.71	22	5.88	24
Library staff keep me informed about new services, resources and collections	0.67	23	5.35	38
On-line help in accesssing and using Library's resources is adequate to my needs	0.65	24	5.70	29
Library staff are proactive in their dealings with me	0.63	25	5.81	26
Library staff provide clear and accurate feedback to my queries	0.59	26	6.04	19
Library staff respond clearly and accurately to my online queries	0.57	27	5.69	32
Library staff are readily available to assist me	0.52	28	6.07	17
Library staff provide quality service	0.49	29	6.05	18
Training sessions that incorporate computers & hands-on techniques meet my needs	0.47	30	5.41	36
Service desk staff respond in a timely manner	0.44	31	5.99	22
Library staff describe clearly the services on offer	0.38	32	5.60	33
Inter Library loans and document delivery are filled promptly	0.38	33	5.52	34
Library staff act on my suggestions and ideas	0.36	34	5.14	40
Library staff are friendly and helpful	0.34	35	6.31	2
Training sessions in their current lecture format meet my needs	0.28	36	5.30	39
Adeqaute signange exists within the Library	0.27	37	5.49	35
Library staff display professionalism	0.18	38	6.21	11
Services for clients with disabilities are adequate	0.18	39	5.40	37
Library staff treat me fairly and without discrimination	0.14	40	6.25	7

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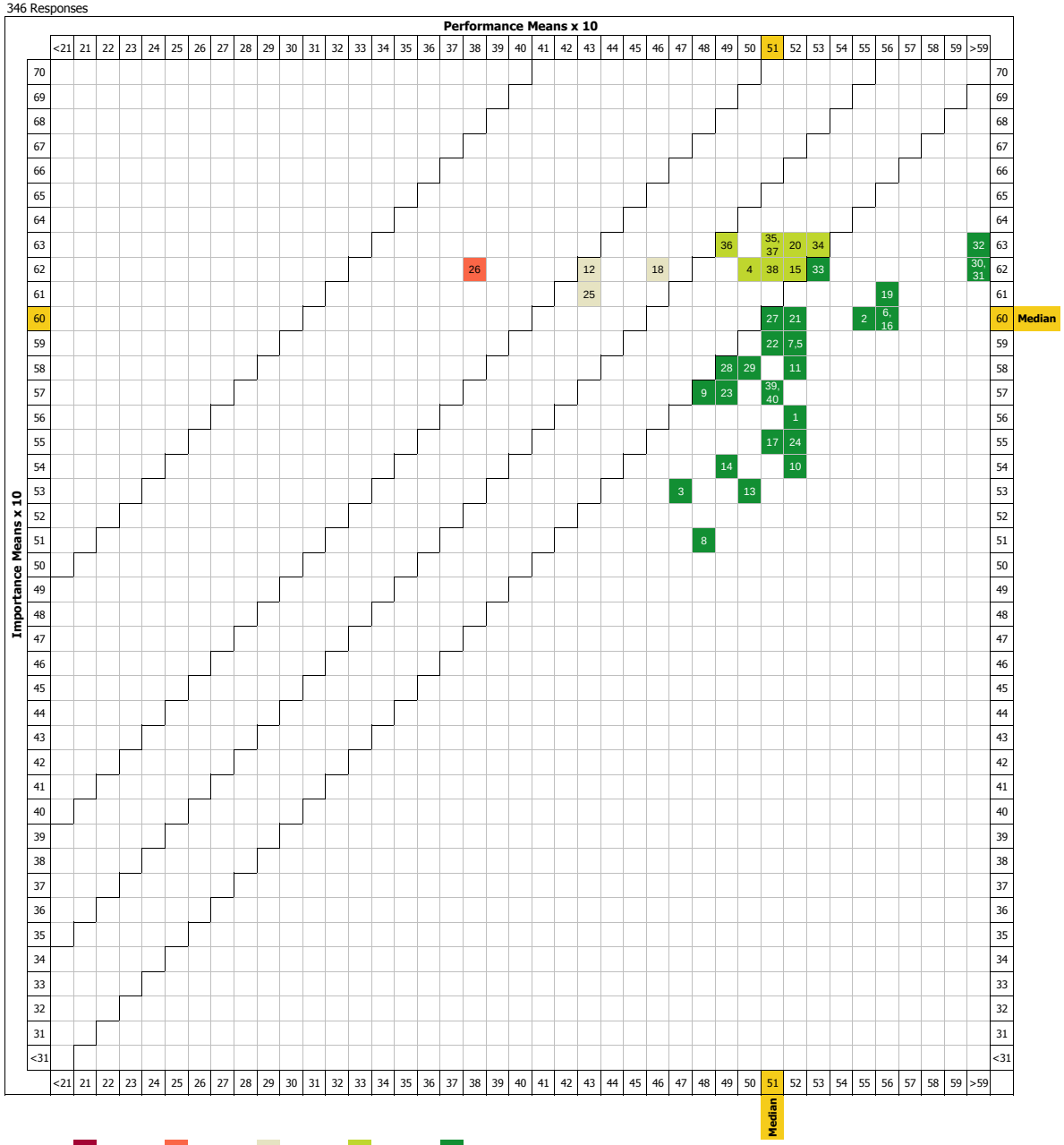
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - 2–4 days a week

346 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - Weekly
176 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Information resources (books, electronic, etc) are easily accessed	6.38	Library staff treat me fairly and without discrimination	6.16	Number of computer workstations is adequate	3.91	Number of computer workstations is adequate	2.22
Databases and electronic resources are adequate for my needs	6.30	Library staff are friendly and helpful	5.96	Comptuer facilities electronic equipment are adeqaute	4.52	Comptuer facilities electronic equipment are adeqaute	1.62
Library staff are friendly and helpful	6.29	Library staff display professionalism	5.94	Library staff keep me informed about new services, resources and collections	4.57	Sufficient copies of high-demand resources are available when I need them	1.50
Access to electronic resources is readily available	6.28	Service desk staff respond in a timely manner	5.60	Sufficient copies of high-demand resources are available when I need them	4.72	The Library collection is adequate for my needs	1.48
Library's web site is easy to use	6.26	Library staff are readily available to assist me	5.56	Prompt corrective action is taken regarding missing books and journals	4.75	Databases and electronic resources are adequate for my needs	1.33
The Library collection is adequate for my needs	6.26	Library staff provide quality service	5.53	Library staff act on my suggestions and ideas	4.78	Course-specific resources are easy to find and access	1.15
Library catalogue provides clear and useful information	6.25	Library staff provide clear and accurate feedback to my queries	5.48	The Library collection is adequate for my needs	4.78	Access to electronic resources is readily available	1.14
Library staff treat me fairly and without discrimination	6.24	Library web pages provide clear and useful information	5.41	Wireless facilities are adequate	4.86	Information resources (books, electronic, etc) are easily accessed	1.06
Sufficient copies of high-demand resources are available when I need them	6.22	Library's web site is easy to use	5.40	Facilities for using personal laptops are adequate	4.93	Remote access to electronic information resources and services is adequate	1.01
Library staff display professionalism	6.18	Opening hours meet my needs	5.38	Databases and electronic resources are adequate for my needs	4.97	Library catalogue provides clear and useful information	0.95

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - Weekly
176 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Information resources (books, electronic, etc) are easily accessed	6.38	1	5.32	13
Databases and electronic resources are adequate for my needs	6.30	2	4.97	31
Library staff are friendly and helpful	6.29	3	5.96	2
Access to electronic resources is readily available	6.28	4	5.15	24
Library's web site is easy to use	6.26	5	5.40	9
The Library collection is adequate for my needs	6.26	6	4.78	34
Library catalogue provides clear and useful information	6.25	7	5.30	15
Library staff treat me fairly and without discrimination	6.24	8	6.16	1
Sufficient copies of high-demand resources are available when I need them	6.22	9	4.72	37
Library staff display professionalism	6.18	10	5.94	3
Opening hours meet my needs	6.15	11	5.38	10
Course-specific resources are easy to find and access	6.14	12	4.98	30
Comptuer facilities electronic equipment are adeqaute	6.13	13	4.52	39
Number of computer workstations is adequate	6.13	14	3.91	40
Library web pages provide clear and useful information	6.09	15	5.41	8
Remote access to electronic information resources and services is adequate	6.08	16	5.07	26
Library staff are readily available to assist me	6.04	17	5.56	5
Library staff provide quality service	6.04	18	5.53	6
Library staff provide clear and accurate feedback to my queries	6.01	19	5.48	7
Service desk staff respond in a timely manner	5.98	20	5.60	4
Seating for individual study purposes is adequate	5.91	21	5.21	22
Photocopying & printing facilities are adequate for my needs	5.91	22	5.32	12
Quiet study facilities are adeqaute	5.78	23	5.32	14
Library staff are proactive in their dealings with me	5.77	24	5.21	21
Library information guides are clear and useful	5.76	25	5.27	17
Books and journals are reshelved quickly	5.69	26	5.37	11
Group study facilties are adequate	5.66	27	4.99	29
Library staff describe clearly the services on offer	5.65	28	5.24	19
Adeqaute signange exists within the Library	5.55	29	5.23	20
Prompt corrective action is taken regarding missing books and journals	5.54	30	4.75	36
On-line help in accesssing and using Library's resources is adequate to my needs	5.46	31	5.07	27
Library staff respond clearly and accurately to my online queries	5.46	32	5.15	23
Services for clients with disabilities are adequate	5.43	33	5.25	18
Wireless facilities are adequate	5.34	34	4.86	33
Facilities for using personal laptops are adequate	5.30	35	4.93	32
Training sessions that incorporate computers & hands-on techniques meet my needs	5.26	36	5.14	25
Library staff keep me informed about new services, resources and collections	5.23	37	4.57	38
Inter Library loans and document delivery are filled promptly	5.23	38	5.27	16
Training sessions in their current lecture format meet my needs	5.22	39	5.05	28
Library staff act on my suggestions and ideas	4.86	40	4.78	35

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - Weekly
176 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.16	1	6.24	8
Library staff are friendly and helpful	5.96	2	6.29	3
Library staff display professionalism	5.94	3	6.18	10
Service desk staff respond in a timely manner	5.60	4	5.98	20
Library staff are readily available to assist me	5.56	5	6.04	17
Library staff provide quality service	5.53	6	6.04	18
Library staff provide clear and accurate feedback to my queries	5.48	7	6.01	19
Library web pages provide clear and useful information	5.41	8	6.09	15
Library's web site is easy to use	5.40	9	6.26	5
Opening hours meet my needs	5.38	10	6.15	11
Books and journals are reshelved quickly	5.37	11	5.69	26
Photocopying & printing facilities are adequate for my needs	5.32	12	5.91	22
Information resources (books, electronic, etc) are easily accessed	5.32	13	6.38	1
Quiet study facilities are adeqaute	5.32	14	5.78	23
Library catalogue provides clear and useful information	5.30	15	6.25	7
Inter Library loans and document delivery are filled promptly	5.27	16	5.23	38
Library information guides are clear and useful	5.27	17	5.76	25
Services for clients with disabilities are adequate	5.25	18	5.43	33
Library staff describe clearly the services on offer	5.24	19	5.65	28
Adeqaute signange exists within the Library	5.23	20	5.55	29
Library staff are proactive in their dealings with me	5.21	21	5.77	24
Seating for individual study purposes is adequate	5.21	22	5.91	21
Library staff respond clearly and accurately to my online queries	5.15	23	5.46	32
Access to electronic resources is readily available	5.15	24	6.28	4
Training sessions that incorporate computers & hands-on techniques meet my needs	5.14	25	5.26	36
Remote access to electronic information resources and services is adequate	5.07	26	6.08	16
On-line help in accesssing and using Library's resources is adequate to my needs	5.07	27	5.46	31
Training sessions in their current lecture format meet my needs	5.05	28	5.22	39
Group study facilties are adequate	4.99	29	5.66	27
Course-specific resources are easy to find and access	4.98	30	6.14	12
Databases and electronic resources are adequate for my needs	4.97	31	6.30	2
Facilities for using personal laptops are adequate	4.93	32	5.30	35
Wireless facilities are adequate	4.86	33	5.34	34
The Library collection is adequate for my needs	4.78	34	6.26	6
Library staff act on my suggestions and ideas	4.78	35	4.86	40
Prompt corrective action is taken regarding missing books and journals	4.75	36	5.54	30
Sufficient copies of high-demand resources are available when I need them	4.72	37	6.22	9
Library staff keep me informed about new services, resources and collections	4.57	38	5.23	37
Comptuer facilities electronic equipment are adeqaute	4.52	39	6.13	13
Number of computer workstations is adequate	3.91	40	6.13	14

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - Weekly
176 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.22	1	6.13	14
Comptuer facilities electronic equipment are adeqaute	1.62	2	6.13	13
Sufficient copies of high-demand resources are available when I need them	1.50	3	6.22	9
The Library collection is adequate for my needs	1.48	4	6.26	6
Databases and electronic resources are adequate for my needs	1.33	5	6.30	2
Course-specific resources are easy to find and access	1.15	6	6.14	12
Access to electronic resources is readily available	1.14	7	6.28	4
Information resources (books, electronic, etc) are easily accessed	1.06	8	6.38	1
Remote access to electronic information resources and services is adequate	1.01	9	6.08	16
Library catalogue provides clear and useful information	0.95	10	6.25	7
Library's web site is easy to use	0.87	11	6.26	5
Prompt corrective action is taken regarding missing books and journals	0.79	12	5.54	30
Opening hours meet my needs	0.77	13	6.15	11
Seating for individual study purposes is adequate	0.70	14	5.91	21
Library web pages provide clear and useful information	0.68	15	6.09	15
Group study facilties are adequate	0.67	16	5.66	27
Library staff keep me informed about new services, resources and collections	0.66	17	5.23	37
Photocopying & printing facilities are adequate for my needs	0.58	18	5.91	22
Library staff are proactive in their dealings with me	0.56	19	5.77	24
Library staff provide clear and accurate feedback to my queries	0.53	20	6.01	19
Library staff provide quality service	0.51	21	6.04	18
Library information guides are clear and useful	0.49	22	5.76	25
Wireless facilities are adequate	0.49	23	5.34	34
Library staff are readily available to assist me	0.48	24	6.04	17
Quiet study facilities are adeqaute	0.46	25	5.78	23
Library staff describe clearly the services on offer	0.41	26	5.65	28
On-line help in accesssing and using Library's resources is adequate to my needs	0.39	27	5.46	31
Service desk staff respond in a timely manner	0.38	28	5.98	20
Facilities for using personal laptops are adequate	0.38	29	5.30	35
Library staff are friendly and helpful	0.33	30	6.29	3
Books and journals are reshelved quickly	0.33	31	5.69	26
Adeqaute signange exists within the Library	0.32	32	5.55	29
Library staff respond clearly and accurately to my online queries	0.31	33	5.46	32
Library staff display professionalism	0.24	34	6.18	10
Training sessions in their current lecture format meet my needs	0.17	35	5.22	39
Services for clients with disabilities are adequate	0.17	36	5.43	33
Training sessions that incorporate computers & hands-on techniques meet my needs	0.12	37	5.26	36
Library staff treat me fairly and without discrimination	0.09	38	6.24	8
Library staff act on my suggestions and ideas	0.08	39	4.86	40
Inter Library loans and document delivery are filled promptly	-0.04	40	5.23	38

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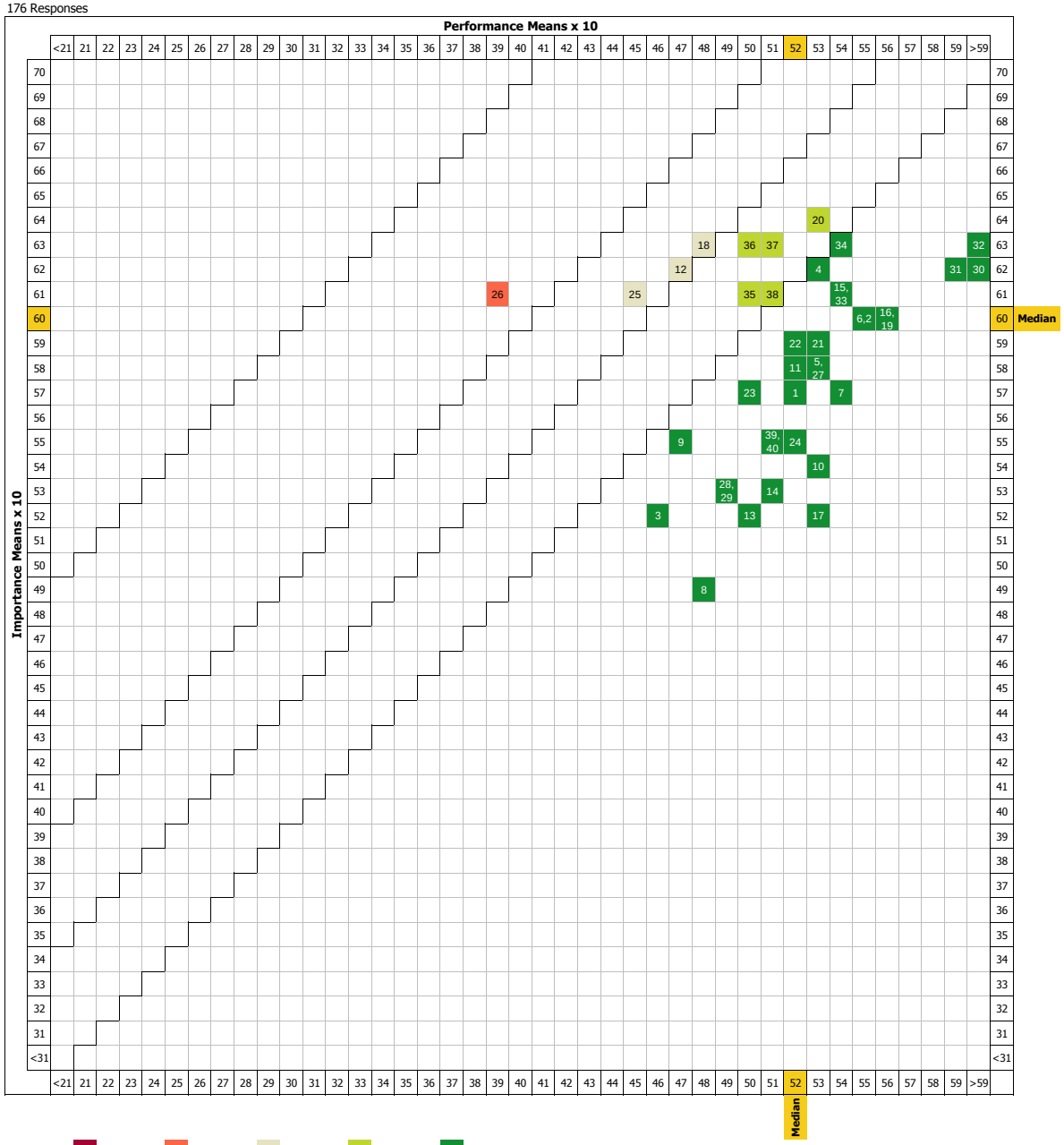
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - Weekly

176 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - Fortnightly
85 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Comptuer facilities electronic equipment are adeqaute	6.30	Library staff display professionalism	6.15	Number of computer workstations is adequate	3.79	Number of computer workstations is adequate	2.33
Library catalogue provides clear and useful information	6.30	Library staff treat me fairly and without discrimination	6.04	Comptuer facilities electronic equipment are adeqaute	4.20	Comptuer facilities electronic equipment are adeqaute	2.10
Library staff are friendly and helpful	6.26	Library staff are friendly and helpful	5.96	Library staff keep me informed about new services, resources and collections	4.49	Sufficient copies of high-demand resources are available when I need them	1.52
Databases and electronic resources are adequate for my needs	6.25	Library staff provide quality service	5.65	Prompt corrective action is taken regarding missing books and journals	4.55	The Library collection is adequate for my needs	1.29
Access to electronic resources is readily available	6.20	Library staff provide clear and accurate feedback to my queries	5.49	Library staff act on my suggestions and ideas	4.56	Databases and electronic resources are adequate for my needs	1.27
Library staff treat me fairly and without discrimination	6.14	Service desk staff respond in a timely manner	5.46	Sufficient copies of high-demand resources are available when I need them	4.57	Library catalogue provides clear and useful information	1.19
Library staff display professionalism	6.14	Opening hours meet my needs	5.41	Group study facilties are adequate	4.72	Course-specific resources are easy to find and access	1.14
Quiet study facilities are adeqaute	6.14	Library staff are readily available to assist me	5.38	The Library collection is adequate for my needs	4.80	Access to electronic resources is readily available	1.12
Number of computer workstations is adequate	6.12	Books and journals are reshelved quickly	5.33	On-line help in accesssing and using Library's resources is adequate to my needs	4.86	Quiet study facilities are adeqaute	1.02
Sufficient copies of high-demand resources are available when I need them	6.10	Library web pages provide clear and useful information	5.28	Training sessions in their current lecture format meet my needs	4.89	Remote access to electronic information resources and services is adequate	1.00

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - Fortnightly
85 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Comptuer facilities electronic equipment are adeqaute	6.30	1	4.20	39
Library catalogue provides clear and useful information	6.30	2	5.11	17
Library staff are friendly and helpful	6.26	3	5.96	3
Databases and electronic resources are adequate for my needs	6.25	4	4.97	28
Access to electronic resources is readily available	6.20	5	5.08	20
Library staff treat me fairly and without discrimination	6.14	6	6.04	2
Library staff display professionalism	6.14	7	6.15	1
Quiet study facilities are adeqaute	6.14	8	5.11	16
Number of computer workstations is adequate	6.12	9	3.79	40
Sufficient copies of high-demand resources are available when I need them	6.10	10	4.57	35
The Library collection is adequate for my needs	6.09	11	4.80	33
Library staff provide clear and accurate feedback to my queries	6.07	12	5.49	5
Library staff provide quality service	6.07	12	5.65	4
Opening hours meet my needs	6.06	14	5.41	7
Course-specific resources are easy to find and access	6.04	15	4.90	30
Remote access to electronic information resources and services is adequate	6.02	16	5.03	25
Library's web site is easy to use	6.02	17	5.05	23
Information resources (books, electronic, etc) are easily accessed	6.02	18	5.07	21
Photocopying & printing facilities are adequate for my needs	5.89	19	5.20	12
Seating for individual study purposes is adequate	5.88	20	5.10	18
Library staff are readily available to assist me	5.86	21	5.38	8
Library information guides are clear and useful	5.80	22	4.98	27
Books and journals are reshelved quickly	5.80	22	5.33	9
Library web pages provide clear and useful information	5.77	24	5.28	10
Service desk staff respond in a timely manner	5.71	25	5.46	6
Group study facilties are adequate	5.70	26	4.72	34
Wireless facilities are adequate	5.68	27	5.25	11
Library staff are proactive in their dealings with me	5.66	28	5.14	15
Facilities for using personal laptops are adequate	5.62	29	4.96	29
Adeqaute signange exists within the Library	5.54	30	5.09	19
On-line help in accesssing and using Library's resources is adequate to my needs	5.53	31	4.86	32
Library staff describe clearly the services on offer	5.45	32	5.04	24
Prompt corrective action is taken regarding missing books and journals	5.45	33	4.55	37
Library staff respond clearly and accurately to my online queries	5.42	34	5.19	13
Services for clients with disabilities are adequate	5.16	35	5.16	14
Inter Library loans and document delivery are filled promptly	5.08	36	5.06	22
Library staff keep me informed about new services, resources and collections	4.99	37	4.49	38
Training sessions in their current lecture format meet my needs	4.93	38	4.89	31
Training sessions that incorporate computers & hands-on techniques meet my needs	4.90	39	5.03	26
Library staff act on my suggestions and ideas	4.73	40	4.56	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - Fortnightly
85 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff display professionalism	6.15	1	6.14	7
Library staff treat me fairly and without discrimination	6.04	2	6.14	6
Library staff are friendly and helpful	5.96	3	6.26	3
Library staff provide quality service	5.65	4	6.07	12
Library staff provide clear and accurate feedback to my queries	5.49	5	6.07	12
Service desk staff respond in a timely manner	5.46	6	5.71	25
Opening hours meet my needs	5.41	7	6.06	14
Library staff are readily available to assist me	5.38	8	5.86	21
Books and journals are reshelved quickly	5.33	9	5.80	22
Library web pages provide clear and useful information	5.28	10	5.77	24
Wireless facilities are adequate	5.25	11	5.68	27
Photocopying & printing facilities are adequate for my needs	5.20	12	5.89	19
Library staff respond clearly and accurately to my online queries	5.19	13	5.42	34
Services for clients with disabilities are adequate	5.16	14	5.16	35
Library staff are proactive in their dealings with me	5.14	15	5.66	28
Quiet study facilities are adeqaute	5.11	16	6.14	8
Library catalogue provides clear and useful information	5.11	17	6.30	2
Seating for individual study purposes is adequate	5.10	18	5.88	20
Adeqaute signange exists within the Library	5.09	19	5.54	30
Access to electronic resources is readily available	5.08	20	6.20	5
Information resources (books, electronic, etc) are easily accessed	5.07	21	6.02	18
Inter Library loans and document delivery are filled promptly	5.06	22	5.08	36
Library's web site is easy to use	5.05	23	6.02	17
Library staff describe clearly the services on offer	5.04	24	5.45	32
Remote access to electronic information resources and services is adequate	5.03	25	6.02	16
Training sessions that incorporate computers & hands-on techniques meet my needs	5.03	26	4.90	39
Library information guides are clear and useful	4.98	27	5.80	22
Databases and electronic resources are adequate for my needs	4.97	28	6.25	4
Facilities for using personal laptops are adequate	4.96	29	5.62	29
Course-specific resources are easy to find and access	4.90	30	6.04	15
Training sessions in their current lecture format meet my needs	4.89	31	4.93	38
On-line help in accesssing and using Library's resources is adequate to my needs	4.86	32	5.53	31
The Library collection is adequate for my needs	4.80	33	6.09	11
Group study facilties are adequate	4.72	34	5.70	26
Sufficient copies of high-demand resources are available when I need them	4.57	35	6.10	10
Library staff act on my suggestions and ideas	4.56	36	4.73	40
Prompt corrective action is taken regarding missing books and journals	4.55	37	5.45	33
Library staff keep me informed about new services, resources and collections	4.49	38	4.99	37
Comptuer facilities electronic equipment are adeqaute	4.20	39	6.30	1
Number of computer workstations is adequate	3.79	40	6.12	9

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - Fortnightly
85 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.33	1	6.12	9
Comptuer facilities electronic equipment are adeqaute	2.10	2	6.30	1
Sufficient copies of high-demand resources are available when I need them	1.52	3	6.10	10
The Library collection is adequate for my needs	1.29	4	6.09	11
Databases and electronic resources are adequate for my needs	1.27	5	6.25	4
Library catalogue provides clear and useful information	1.19	6	6.30	2
Course-specific resources are easy to find and access	1.14	7	6.04	15
Access to electronic resources is readily available	1.12	8	6.20	5
Quiet study facilities are adeqaute	1.02	9	6.14	8
Remote access to electronic information resources and services is adequate	1.00	10	6.02	16
Group study facilties are adequate	0.98	11	5.70	26
Library's web site is easy to use	0.97	12	6.02	17
Information resources (books, electronic, etc) are easily accessed	0.95	13	6.02	18
Prompt corrective action is taken regarding missing books and journals	0.90	14	5.45	33
Library information guides are clear and useful	0.82	15	5.80	22
Seating for individual study purposes is adequate	0.78	16	5.88	20
Photocopying & printing facilities are adequate for my needs	0.69	17	5.89	19
On-line help in accesssing and using Library's resources is adequate to my needs	0.68	18	5.53	31
Facilities for using personal laptops are adequate	0.66	19	5.62	29
Opening hours meet my needs	0.64	20	6.06	14
Library staff provide clear and accurate feedback to my queries	0.58	21	6.07	12
Library staff are proactive in their dealings with me	0.53	22	5.66	28
Library staff keep me informed about new services, resources and collections	0.50	23	4.99	37
Library web pages provide clear and useful information	0.49	24	5.77	24
Library staff are readily available to assist me	0.48	25	5.86	21
Books and journals are reshelved quickly	0.47	26	5.80	22
Adeqaute signange exists within the Library	0.45	27	5.54	30
Wireless facilities are adequate	0.43	28	5.68	27
Library staff provide quality service	0.43	29	6.07	12
Library staff describe clearly the services on offer	0.42	30	5.45	32
Library staff are friendly and helpful	0.30	31	6.26	3
Service desk staff respond in a timely manner	0.24	32	5.71	25
Library staff respond clearly and accurately to my online queries	0.22	33	5.42	34
Library staff act on my suggestions and ideas	0.17	34	4.73	40
Library staff treat me fairly and without discrimination	0.11	35	6.14	6
Training sessions in their current lecture format meet my needs	0.04	36	4.93	38
Inter Library loans and document delivery are filled promptly	0.02	37	5.08	36
Services for clients with disabilities are adequate	0.00	38	5.16	35
Library staff display professionalism	-0.01	39	6.14	7
Training sessions that incorporate computers & hands-on techniques meet my needs	-0.12	40	4.90	39

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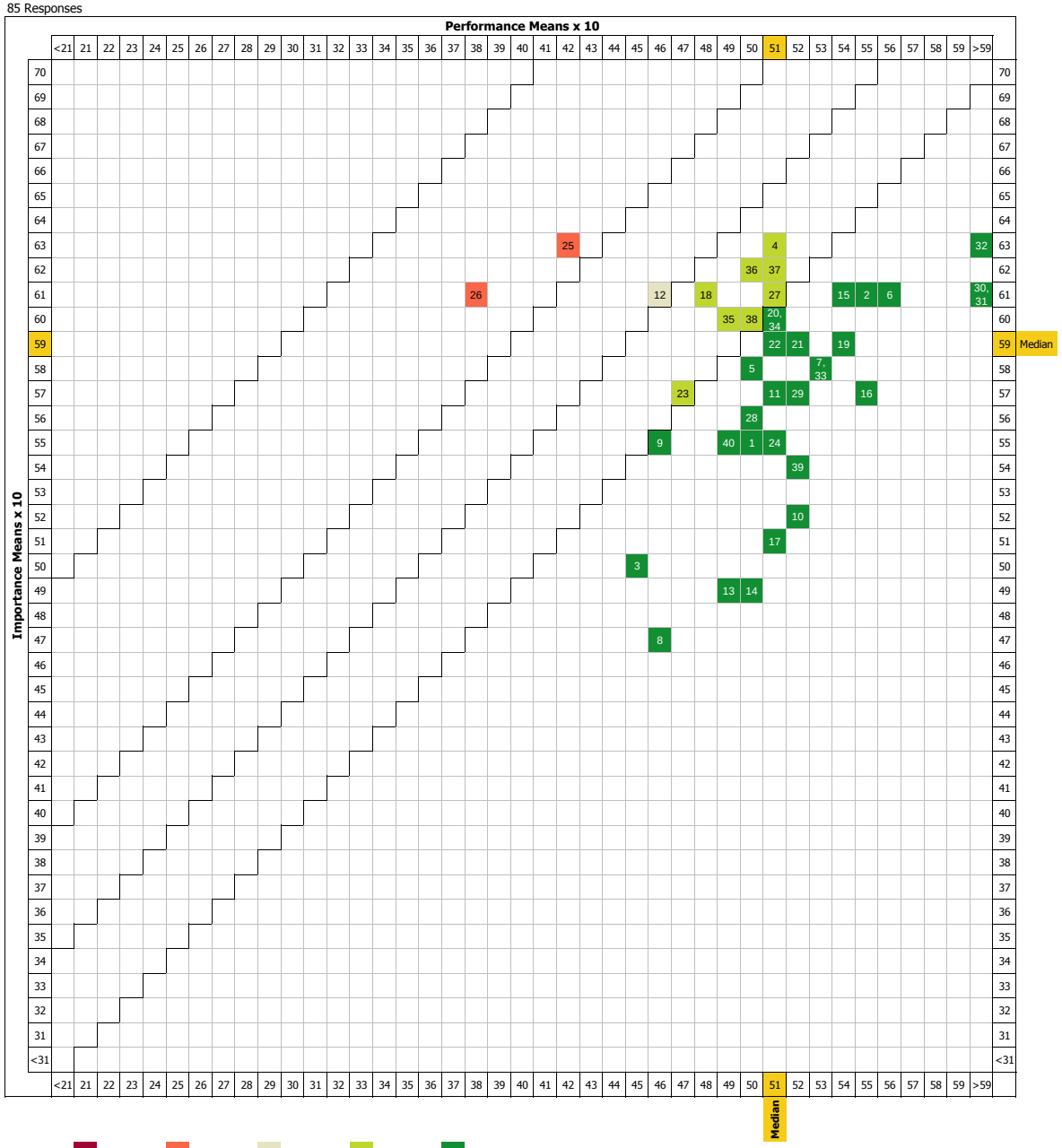
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - Fortnightly

85 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - Monthly
49 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.38	Library staff treat me fairly and without discrimination	6.27	Number of computer workstations is adequate	4.33	Number of computer workstations is adequate	1.67
Library staff treat me fairly and without discrimination	6.33	Library staff are friendly and helpful	6.11	Comptuer facilities electronic equipment are adeqaute	4.48	Comptuer facilities electronic equipment are adeqaute	1.50
Information resources (books, electronic, etc) are easily accessed	6.19	Library staff display professionalism	6.09	Library staff keep me informed about new services, resources and collections	4.48	Information resources (books, electronic, etc) are easily accessed	1.36
Library catalogue provides clear and useful information	6.19	Service desk staff respond in a timely manner	5.73	Training sessions in their current lecture format meet my needs	4.61	Sufficient copies of high-demand resources are available when I need them	1.33
Library staff display professionalism	6.17	Library staff provide quality service	5.69	Sufficient copies of high-demand resources are available when I need them	4.67	The Library collection is adequate for my needs	1.30
Opening hours meet my needs	6.04	Seating for individual study purposes is adequate	5.63	The Library collection is adequate for my needs	4.70	Databases and electronic resources are adequate for my needs	1.11
Number of computer workstations is adequate	6.00	Quiet study facilities are adeqaute	5.56	Wireless facilities are adequate	4.83	Course-specific resources are easy to find and access	1.07
Sufficient copies of high-demand resources are available when I need them	6.00	Library staff provide clear and accurate feedback to my queries	5.55	Information resources (books, electronic, etc) are easily accessed	4.83	Library catalogue provides clear and useful information	1.00
The Library collection is adequate for my needs	6.00	Opening hours meet my needs	5.52	Training sessions that incorporate computers & hands-on techniques meet my needs	4.87	Library information guides are clear and useful	0.74
Databases and electronic resources are adequate for my needs	6.00	Library staff are proactive in their dealings with me	5.47	Databases and electronic resources are adequate for my needs	4.89	Library web pages provide clear and useful information	0.71

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - Monthly
49 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.38	1	6.11	2
Library staff treat me fairly and without discrimination	6.33	2	6.27	1
Information resources (books, electronic, etc) are easily accessed	6.19	3	4.83	33
Library catalogue provides clear and useful information	6.19	3	5.19	19
Library staff display professionalism	6.17	5	6.09	3
Opening hours meet my needs	6.04	6	5.52	9
Number of computer workstations is adequate	6.00	7	4.33	40
Sufficient copies of high-demand resources are available when I need them	6.00	7	4.67	36
The Library collection is adequate for my needs	6.00	7	4.70	35
Databases and electronic resources are adequate for my needs	6.00	7	4.89	30
Comptuer facilities electronic equipment are adeqaute	5.98	11	4.48	39
Library staff provide clear and accurate feedback to my queries	5.96	12	5.55	8
Library staff are readily available to assist me	5.96	13	5.33	12
Course-specific resources are easy to find and access	5.95	14	4.89	30
Library web pages provide clear and useful information	5.93	15	5.23	17
Access to electronic resources is readily available	5.91	16	5.24	16
Library's web site is easy to use	5.91	16	5.27	15
Library information guides are clear and useful	5.89	18	5.16	21
Seating for individual study purposes is adequate	5.85	19	5.63	6
Adeqaute signange exists within the Library	5.74	20	5.29	14
Photocopying & printing facilities are adequate for my needs	5.73	21	5.23	17
Service desk staff respond in a timely manner	5.73	21	5.73	4
Library staff provide quality service	5.69	23	5.69	5
Books and journals are reshelved quickly	5.66	24	5.16	20
Library staff respond clearly and accurately to my online queries	5.62	25	5.00	26
Library staff describe clearly the services on offer	5.62	26	5.41	11
Quiet study facilities are adeqaute	5.58	27	5.56	7
Prompt corrective action is taken regarding missing books and journals	5.57	28	5.02	24
Library staff are proactive in their dealings with me	5.54	29	5.47	10
Remote access to electronic information resources and services is adequate	5.49	30	5.14	22
Group study facilties are adequate	5.33	31	5.02	25
Facilities for using personal laptops are adequate	5.17	32	4.98	27
On-line help in accesssing and using Library's resources is adequate to my needs	5.16	33	4.95	28
Services for clients with disabilities are adequate	5.13	34	5.31	13
Training sessions that incorporate computers & hands-on techniques meet my needs	5.13	35	4.87	32
Training sessions in their current lecture format meet my needs	5.09	36	4.61	37
Library staff act on my suggestions and ideas	4.90	37	4.91	29
Wireless facilities are adequate	4.89	38	4.83	34
Library staff keep me informed about new services, resources and collections	4.81	39	4.48	38
Inter Library loans and document delivery are filled promptly	4.81	40	5.05	23

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - Monthly
49 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.27	1	6.33	2
Library staff are friendly and helpful	6.11	2	6.38	1
Library staff display professionalism	6.09	3	6.17	5
Service desk staff respond in a timely manner	5.73	4	5.73	21
Library staff provide quality service	5.69	5	5.69	23
Seating for individual study purposes is adequate	5.63	6	5.85	19
Quiet study facilities are adeqaute	5.56	7	5.58	27
Library staff provide clear and accurate feedback to my queries	5.55	8	5.96	12
Opening hours meet my needs	5.52	9	6.04	6
Library staff are proactive in their dealings with me	5.47	10	5.54	29
Library staff describe clearly the services on offer	5.41	11	5.62	26
Library staff are readily available to assist me	5.33	12	5.96	13
Services for clients with disabilities are adequate	5.31	13	5.13	34
Adeqaute signange exists within the Library	5.29	14	5.74	20
Library's web site is easy to use	5.27	15	5.91	16
Access to electronic resources is readily available	5.24	16	5.91	16
Photocopying & printing facilities are adequate for my needs	5.23	17	5.73	21
Library web pages provide clear and useful information	5.23	17	5.93	15
Library catalogue provides clear and useful information	5.19	19	6.19	3
Books and journals are reshelved quickly	5.16	20	5.66	24
Library information guides are clear and useful	5.16	21	5.89	18
Remote access to electronic information resources and services is adequate	5.14	22	5.49	30
Inter Library loans and document delivery are filled promptly	5.05	23	4.81	40
Prompt corrective action is taken regarding missing books and journals	5.02	24	5.57	28
Group study facilties are adequate	5.02	25	5.33	31
Library staff respond clearly and accurately to my online queries	5.00	26	5.62	25
Facilities for using personal laptops are adequate	4.98	27	5.17	32
On-line help in accesssing and using Library's resources is adequate to my needs	4.95	28	5.16	33
Library staff act on my suggestions and ideas	4.91	29	4.90	37
Course-specific resources are easy to find and access	4.89	30	5.95	14
Databases and electronic resources are adequate for my needs	4.89	30	6.00	7
Training sessions that incorporate computers & hands-on techniques meet my needs	4.87	32	5.13	35
Information resources (books, electronic, etc) are easily accessed	4.83	33	6.19	3
Wireless facilities are adequate	4.83	34	4.89	38
The Library collection is adequate for my needs	4.70	35	6.00	7
Sufficient copies of high-demand resources are available when I need them	4.67	36	6.00	7
Training sessions in their current lecture format meet my needs	4.61	37	5.09	36
Library staff keep me informed about new services, resources and collections	4.48	38	4.81	39
Comptuer facilities electronic equipment are adeqaute	4.48	39	5.98	11
Number of computer workstations is adequate	4.33	40	6.00	7

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Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - Monthly
49 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	1.67	1	6.00	7
Comptuer facilities electronic equipment are adeqaute	1.50	2	5.98	11
Information resources (books, electronic, etc) are easily accessed	1.36	3	6.19	3
Sufficient copies of high-demand resources are available when I need them	1.33	4	6.00	7
The Library collection is adequate for my needs	1.30	5	6.00	7
Databases and electronic resources are adequate for my needs	1.11	6	6.00	7
Course-specific resources are easy to find and access	1.07	7	5.95	14
Library catalogue provides clear and useful information	1.00	8	6.19	3
Library information guides are clear and useful	0.74	9	5.89	18
Library web pages provide clear and useful information	0.71	10	5.93	15
Access to electronic resources is readily available	0.67	11	5.91	16
Library's web site is easy to use	0.65	12	5.91	16
Library staff are readily available to assist me	0.63	13	5.96	13
Library staff respond clearly and accurately to my online queries	0.62	14	5.62	25
Prompt corrective action is taken regarding missing books and journals	0.55	15	5.57	28
Opening hours meet my needs	0.52	16	6.04	6
Photocopying & printing facilities are adequate for my needs	0.50	17	5.73	21
Books and journals are reshelved quickly	0.50	18	5.66	24
Training sessions in their current lecture format meet my needs	0.47	19	5.09	36
Adeqaute signange exists within the Library	0.46	20	5.74	20
Library staff provide clear and accurate feedback to my queries	0.41	21	5.96	12
Remote access to electronic information resources and services is adequate	0.35	22	5.49	30
Library staff keep me informed about new services, resources and collections	0.33	23	4.81	39
Group study facilties are adequate	0.30	24	5.33	31
Library staff are friendly and helpful	0.27	25	6.38	1
Training sessions that incorporate computers & hands-on techniques meet my needs	0.26	26	5.13	35
Seating for individual study purposes is adequate	0.22	27	5.85	19
On-line help in accesssing and using Library's resources is adequate to my needs	0.20	28	5.16	33
Library staff describe clearly the services on offer	0.20	29	5.62	26
Facilities for using personal laptops are adequate	0.20	30	5.17	32
Library staff display professionalism	0.08	31	6.17	5
Library staff are proactive in their dealings with me	0.08	32	5.54	29
Wireless facilities are adequate	0.06	33	4.89	38
Library staff treat me fairly and without discrimination	0.06	34	6.33	2
Quiet study facilities are adeqaute	0.02	35	5.58	27
Library staff provide quality service	0.00	36	5.69	23
Service desk staff respond in a timely manner	0.00	37	5.73	21
Library staff act on my suggestions and ideas	-0.02	38	4.90	37
Services for clients with disabilities are adequate	-0.18	39	5.13	34
Inter Library loans and document delivery are filled promptly	-0.24	40	4.81	40

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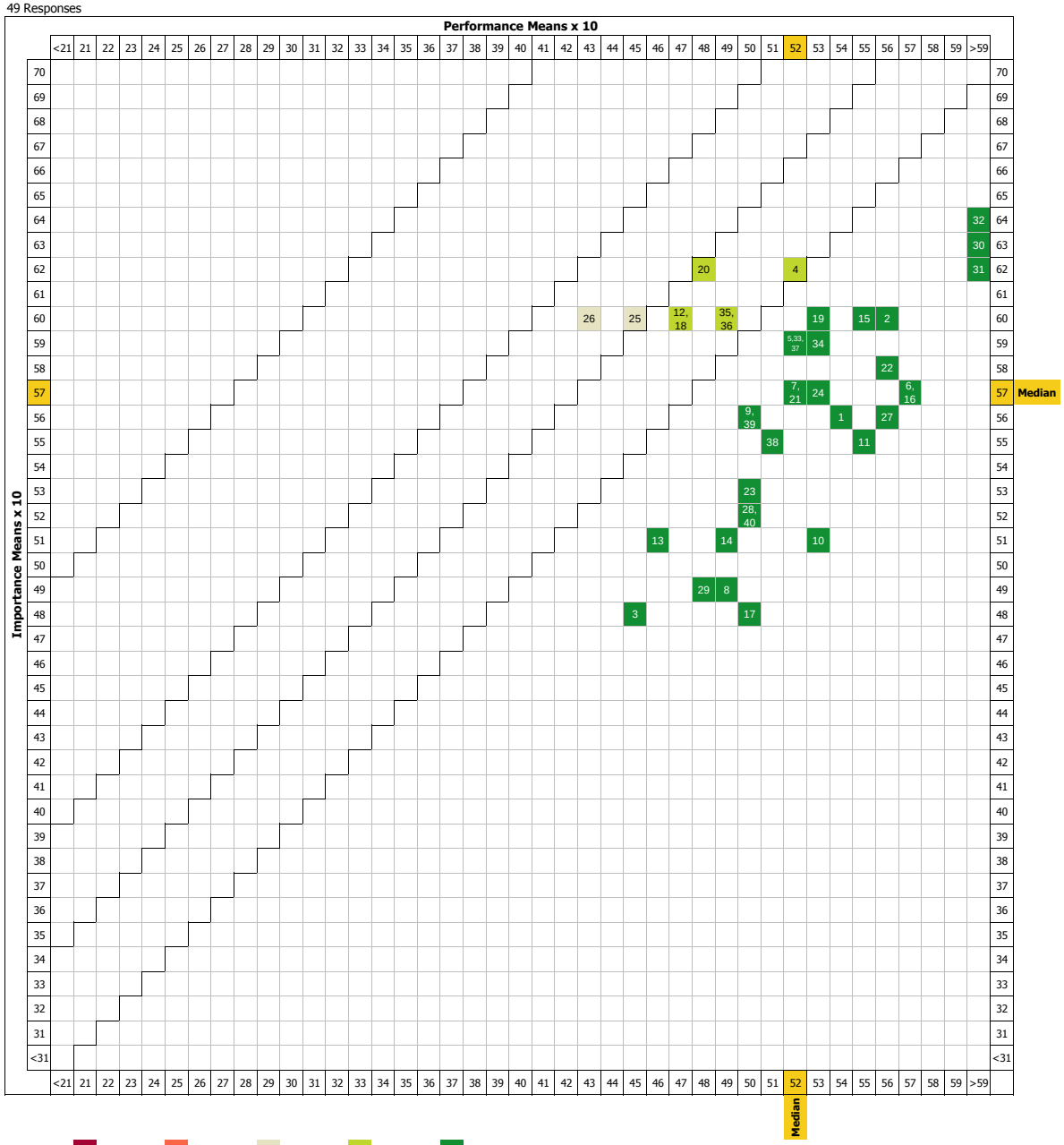
Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - Monthly

49 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often do you access the online library services (i.e. not on Library premises)? - Rarely (i.e. a few times a year)
31 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff treat me fairly and without discrimination	6.53	Library staff treat me fairly and without discrimination	6.23	Number of computer workstations is adequate	4.36	Number of computer workstations is adequate	1.68
Library staff are friendly and helpful	6.42	Library staff are friendly and helpful	6.03	Prompt corrective action is taken regarding missing books and journals	4.57	Sufficient copies of high-demand resources are available when I need them	1.20
Library staff display professionalism	6.26	Library staff display professionalism	5.83	Remote access to electronic information resources and services is adequate	4.59	The Library collection is adequate for my needs	1.19
Library web pages provide clear and useful information	6.10	Opening hours meet my needs	5.82	Library staff keep me informed about new services, resources and collections	4.68	Remote access to electronic information resources and services is adequate	1.17
Comptuer facilities electronic equipment are adeqaute	6.03	Quiet study facilities are adeqaute	5.70	Library information guides are clear and useful	4.73	Library web pages provide clear and useful information	1.13
Number of computer workstations is adequate	6.03	Library staff are readily available to assist me	5.58	Library staff act on my suggestions and ideas	4.76	Comptuer facilities electronic equipment are adeqaute	1.11
Library staff provide quality service	6.03	Photocopying & printing facilities are adequate for my needs	5.50	Sufficient copies of high-demand resources are available when I need them	4.80	Information resources (books, electronic, etc) are easily accessed	1.10
Sufficient copies of high-demand resources are available when I need them	6.00	Service desk staff respond in a timely manner	5.48	The Library collection is adequate for my needs	4.81	Databases and electronic resources are adequate for my needs	1.00
The Library collection is adequate for my needs	6.00	Library staff describe clearly the services on offer	5.45	Databases and electronic resources are adequate for my needs	4.86	Library catalogue provides clear and useful information	1.00
Library catalogue provides clear and useful information	6.00	Facilities for using personal laptops are adequate	5.41	Information resources (books, electronic, etc) are easily accessed	4.87	Library information guides are clear and useful	0.92

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often do you access the online library services (i.e. not on Library premises)? - Rarely (i.e. a few times a year)

31 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.53	1	6.23	1
Library staff are friendly and helpful	6.42	2	6.03	2
Library staff display professionalism	6.26	3	5.83	3
Library web pages provide clear and useful information	6.10	4	4.97	26
Comptuer facilities electronic equipment are adeqaute	6.03	5	4.93	28
Number of computer workstations is adequate	6.03	6	4.36	40
Library staff provide quality service	6.03	7	5.40	11
Sufficient copies of high-demand resources are available when I need them	6.00	8	4.80	34
The Library collection is adequate for my needs	6.00	8	4.81	33
Library catalogue provides clear and useful information	6.00	8	5.00	25
Information resources (books, electronic, etc) are easily accessed	5.97	11	4.87	31
Library staff provide clear and accurate feedback to my queries	5.97	11	5.37	12
Service desk staff respond in a timely manner	5.94	13	5.48	8
Seating for individual study purposes is adequate	5.87	14	5.31	16
Databases and electronic resources are adequate for my needs	5.86	15	4.86	32
Photocopying & printing facilities are adequate for my needs	5.84	16	5.50	7
Library staff are readily available to assist me	5.81	17	5.58	6
Access to electronic resources is readily available	5.80	18	5.14	21
Course-specific resources are easy to find and access	5.79	19	4.96	27
Quiet study facilities are adeqaute	5.79	19	5.70	5
Library's web site is easy to use	5.77	21	5.03	23
Remote access to electronic information resources and services is adequate	5.76	22	4.59	38
Books and journals are reshelved quickly	5.71	23	5.20	19
Library staff are proactive in their dealings with me	5.69	24	5.04	22
On-line help in accesssing and using Library's resources is adequate to my needs	5.68	25	5.29	17
Library staff describe clearly the services on offer	5.67	26	5.45	9
Library information guides are clear and useful	5.66	27	4.73	36
Opening hours meet my needs	5.57	28	5.82	4
Adeqaute signange exists within the Library	5.55	29	5.33	15
Services for clients with disabilities are adequate	5.47	30	5.34	14
Prompt corrective action is taken regarding missing books and journals	5.42	31	4.57	39
Facilities for using personal laptops are adequate	5.40	32	5.41	10
Inter Library loans and document delivery are filled promptly	5.34	33	5.03	23
Group study facilties are adequate	5.28	34	5.25	18
Library staff respond clearly and accurately to my online queries	5.28	34	5.36	13
Library staff keep me informed about new services, resources and collections	5.20	36	4.68	37
Wireless facilities are adequate	5.17	37	5.15	20
Library staff act on my suggestions and ideas	5.03	38	4.76	35
Training sessions in their current lecture format meet my needs	5.00	39	4.90	30
Training sessions that incorporate computers & hands-on techniques meet my needs	4.90	40	4.93	28

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Mean Performance Score — How often do you access the online library services (i.e. not on Library premises)? - Rarely (i.e. a few times a year)

31 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.23	1	6.53	1
Library staff are friendly and helpful	6.03	2	6.42	2
Library staff display professionalism	5.83	3	6.26	3
Opening hours meet my needs	5.82	4	5.57	28
Quiet study facilities are adeqaute	5.70	5	5.79	19
Library staff are readily available to assist me	5.58	6	5.81	17
Photocopying & printing facilities are adequate for my needs	5.50	7	5.84	16
Service desk staff respond in a timely manner	5.48	8	5.94	13
Library staff describe clearly the services on offer	5.45	9	5.67	26
Facilities for using personal laptops are adequate	5.41	10	5.40	32
Library staff provide quality service	5.40	11	6.03	7
Library staff provide clear and accurate feedback to my queries	5.37	12	5.97	11
Library staff respond clearly and accurately to my online queries	5.36	13	5.28	34
Services for clients with disabilities are adequate	5.34	14	5.47	30
Adeqaute signange exists within the Library	5.33	15	5.55	29
Seating for individual study purposes is adequate	5.31	16	5.87	14
On-line help in accesssing and using Library's resources is adequate to my needs	5.29	17	5.68	25
Group study facilties are adequate	5.25	18	5.28	34
Books and journals are reshelved quickly	5.20	19	5.71	23
Wireless facilities are adequate	5.15	20	5.17	37
Access to electronic resources is readily available	5.14	21	5.80	18
Library staff are proactive in their dealings with me	5.04	22	5.69	24
Inter Library loans and document delivery are filled promptly	5.03	23	5.34	33
Library's web site is easy to use	5.03	23	5.77	21
Library catalogue provides clear and useful information	5.00	25	6.00	8
Library web pages provide clear and useful information	4.97	26	6.10	4
Course-specific resources are easy to find and access	4.96	27	5.79	19
Training sessions that incorporate computers & hands-on techniques meet my needs	4.93	28	4.90	40
Comptuer facilities electronic equipment are adeqaute	4.93	28	6.03	5
Training sessions in their current lecture format meet my needs	4.90	30	5.00	39
Information resources (books, electronic, etc) are easily accessed	4.87	31	5.97	11
Databases and electronic resources are adequate for my needs	4.86	32	5.86	15
The Library collection is adequate for my needs	4.81	33	6.00	8
Sufficient copies of high-demand resources are available when I need them	4.80	34	6.00	8
Library staff act on my suggestions and ideas	4.76	35	5.03	38
Library information guides are clear and useful	4.73	36	5.66	27
Library staff keep me informed about new services, resources and collections	4.68	37	5.20	36
Remote access to electronic information resources and services is adequate	4.59	38	5.76	22
Prompt corrective action is taken regarding missing books and journals	4.57	39	5.42	31
Number of computer workstations is adequate	4.36	40	6.03	6

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often do you access the online library services (i.e. not on Library premises)? - Rarely (i.e. a few times a year)

31 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	1.68	1	6.03	6
Sufficient copies of high-demand resources are available when I need them	1.20	2	6.00	8
The Library collection is adequate for my needs	1.19	3	6.00	8
Remote access to electronic information resources and services is adequate	1.17	4	5.76	22
Library web pages provide clear and useful information	1.13	5	6.10	4
Comptuer facilities electronic equipment are adeqaute	1.11	6	6.03	5
Information resources (books, electronic, etc) are easily accessed	1.10	7	5.97	11
Databases and electronic resources are adequate for my needs	1.00	8	5.86	15
Library catalogue provides clear and useful information	1.00	8	6.00	8
Library information guides are clear and useful	0.92	10	5.66	27
Prompt corrective action is taken regarding missing books and journals	0.85	11	5.42	31
Course-specific resources are easy to find and access	0.83	12	5.79	19
Library's web site is easy to use	0.74	13	5.77	21
Access to electronic resources is readily available	0.66	14	5.80	18
Library staff are proactive in their dealings with me	0.65	15	5.69	24
Library staff provide quality service	0.63	16	6.03	7
Library staff provide clear and accurate feedback to my queries	0.60	17	5.97	11
Seating for individual study purposes is adequate	0.56	18	5.87	14
Library staff keep me informed about new services, resources and collections	0.52	19	5.20	36
Books and journals are reshelved quickly	0.51	20	5.71	23
Service desk staff respond in a timely manner	0.45	21	5.94	13
Library staff display professionalism	0.42	22	6.26	3
On-line help in accesssing and using Library's resources is adequate to my needs	0.39	23	5.68	25
Library staff are friendly and helpful	0.39	24	6.42	2
Photocopying & printing facilities are adequate for my needs	0.34	25	5.84	16
Inter Library loans and document delivery are filled promptly	0.31	26	5.34	33
Library staff treat me fairly and without discrimination	0.30	27	6.53	1
Library staff act on my suggestions and ideas	0.27	28	5.03	38
Library staff are readily available to assist me	0.23	29	5.81	17
Adeqaute signange exists within the Library	0.22	30	5.55	29
Library staff describe clearly the services on offer	0.22	30	5.67	26
Services for clients with disabilities are adequate	0.12	32	5.47	30
Training sessions in their current lecture format meet my needs	0.10	33	5.00	39
Quiet study facilities are adeqaute	0.09	34	5.79	19
Group study facilties are adequate	0.03	35	5.28	34
Wireless facilities are adequate	0.02	36	5.17	37
Facilities for using personal laptops are adequate	-0.01	37	5.40	32
Training sessions that incorporate computers & hands-on techniques meet my needs	-0.03	38	4.90	40
Library staff respond clearly and accurately to my online queries	-0.08	39	5.28	34
Opening hours meet my needs	-0.25	40	5.57	28

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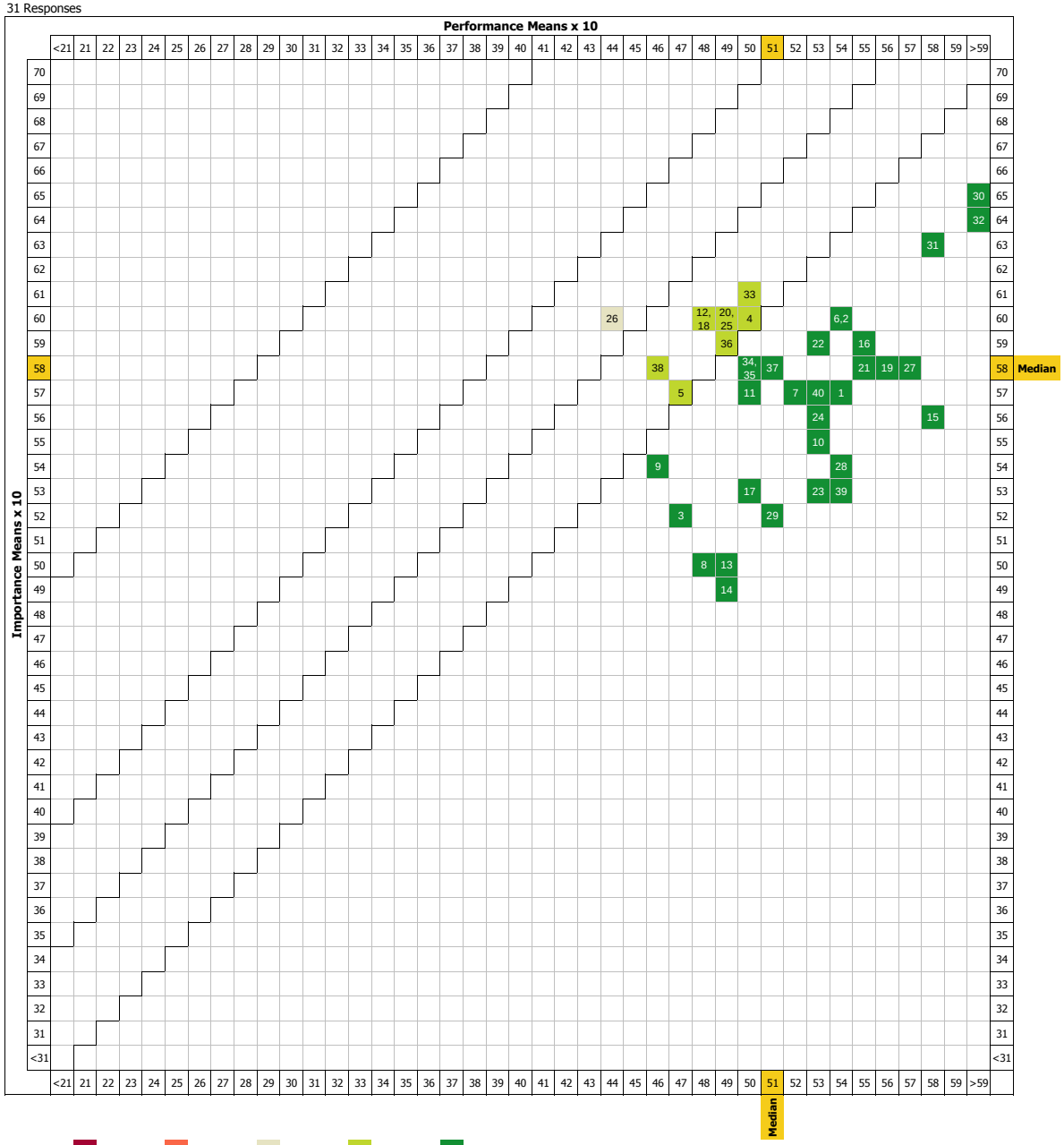
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often do you access the online library services (i.e. not on Library premises)? - Rarely (i.e. a few times a year)

31 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008
Top 5 Importance Scores by Demographic
How often are you required to be on campus?

Daily (274 Responses)		2–4 days a week (526 Responses)		Weekly (45 Responses)	
Library staff are friendly and helpful	6.35	Databases and electronic resources are adequate for my needs	6.40	The Library collection is adequate for my needs	6.56
Library staff treat me fairly and without discrimination	6.24	Information resources (books, electronic, etc) are easily accessed	6.40	Databases and electronic resources are adequate for my needs	6.51
Library staff display professionalism	6.19	Library staff are friendly and helpful	6.36	Information resources (books, electronic, etc) are easily accessed	6.41
Access to electronic resources is readily available	6.17	Access to electronic resources is readily available	6.35	Access to electronic resources is readily available	6.40
Databases and electronic resources are adequate for my needs	6.14	Number of computer workstations is adequate	6.34	Library staff display professionalism	6.38
Fortnightly (10 Responses)		**Rarely (i.e. a few times a year) (19 Responses)**			
Access to electronic resources is readily available	6.38	Library staff are friendly and helpful	5.80		
Library's web site is easy to use	6.33	Opening hours meet my needs	5.65		
Remote access to electronic information resources and services is adequate	6.22	Course-specific resources are easy to find and access	5.59		
Databases and electronic resources are adequate for my needs	6.11	Library's web site is easy to use	5.59		
Library staff display professionalism	6.11	Prompt corrective action is taken regarding missing books and journals	5.56		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Performance Scores by Demographic
How often are you required to be on campus?

Daily (274 Responses)		2–4 days a week (526 Responses)		Weekly (45 Responses)	
Library staff treat me fairly and without discrimination	6.10	Library staff treat me fairly and without discrimination	6.21	Library staff display professionalism	6.05
Library staff are friendly and helpful	5.97	Library staff display professionalism	6.10	Library staff treat me fairly and without discrimination	6.00
Library staff display professionalism	5.91	Library staff are friendly and helpful	6.07	Library staff are friendly and helpful	5.91
Library staff are readily available to assist me	5.70	Service desk staff respond in a timely manner	5.60	Library staff provide quality service	5.63
Service desk staff respond in a timely manner	5.66	Library staff provide quality service	5.55	Service desk staff respond in a timely manner	5.59
Fortnightly (10 Responses)		**Rarely (i.e. a few times a year) (19 Responses)**			
Library staff display professionalism	5.86	Library staff provide clear and accurate feedback to my queries	5.29		
Access to electronic resources is readily available	5.86	Library's web site is easy to use	5.27		
Library staff are friendly and helpful	5.50	Library staff display professionalism	5.12		
Remote access to electronic information resources and services is adequate	5.50	Library staff provide quality service	5.11		
Library web pages provide clear and useful information	5.40	Service desk staff respond in a timely manner	5.11		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008
Top 5 Gap Scores by Demographic
How often are you required to be on campus?

Daily (274 Responses)		2–4 days a week (526 Responses)		Weekly (45 Responses)	
Number of computer workstations is adequate	1.73	Number of computer workstations is adequate	2.61	Sufficient copies of high-demand resources are available when I need them	2.00
Comptuer facilities electronic equipment are adeqaute	1.52	Sufficient copies of high-demand resources are available when I need them	1.96	The Library collection is adequate for my needs	1.90
The Library collection is adequate for my needs	1.39	Comptuer facilities electronic equipment are adeqaute	1.96	Comptuer facilities electronic equipment are adeqaute	1.89
Databases and electronic resources are adequate for my needs	1.32	The Library collection is adequate for my needs	1.57	Number of computer workstations is adequate	1.80
Sufficient copies of high-demand resources are available when I need them	1.25	Databases and electronic resources are adequate for my needs	1.45	Access to electronic resources is readily available	1.67
Fortnightly (10 Responses)		**Rarely (i.e. a few times a year) (19 Responses)**			
Sufficient copies of high-demand resources are available when I need them	1.95	Photocopying & printing facilities are adequate for my needs	1.08		
Course-specific resources are easy to find and access	1.56	Opening hours meet my needs	1.06		
Library staff are readily available to assist me	1.33	Library information guides are clear and useful	0.92		
Adeqaute signange exists within the Library	1.31	Library catalogue provides clear and useful information	0.89		
Seating for individual study purposes is adequate	1.24	The Library collection is adequate for my needs	0.87		

Unique Factors

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often are you required to be on campus? - Daily
274 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	6.35	Library staff treat me fairly and without discrimination	6.10	Number of computer workstations is adequate	4.11	Number of computer workstations is adequate	1.73
Library staff treat me fairly and without discrimination	6.24	Library staff are friendly and helpful	5.97	Comptuer facilities electronic equipment are adeqaute	4.35	Comptuer facilities electronic equipment are adeqaute	1.52
Library staff display professionalism	6.19	Library staff display professionalism	5.91	Sufficient copies of high-demand resources are available when I need them	4.68	The Library collection is adequate for my needs	1.39
Access to electronic resources is readily available	6.17	Library staff are readily available to assist me	5.70	The Library collection is adequate for my needs	4.74	Databases and electronic resources are adequate for my needs	1.32
Databases and electronic resources are adequate for my needs	6.14	Service desk staff respond in a timely manner	5.66	Databases and electronic resources are adequate for my needs	4.82	Sufficient copies of high-demand resources are available when I need them	1.25
The Library collection is adequate for my needs	6.13	Library staff provide quality service	5.63	Group study facilties are adequate	4.83	Access to electronic resources is readily available	1.14
Information resources (books, electronic, etc) are easily accessed	6.12	Library staff provide clear and accurate feedback to my queries	5.39	Prompt corrective action is taken regarding missing books and journals	4.86	Course-specific resources are easy to find and access	1.05
Library's web site is easy to use	6.10	Opening hours meet my needs	5.38	Library staff keep me informed about new services, resources and collections	4.87	Library catalogue provides clear and useful information	0.93
Library catalogue provides clear and useful information	6.08	Inter Library loans and document delivery are filled promptly	5.35	Library staff act on my suggestions and ideas	4.90	Library's web site is easy to use	0.88
Course-specific resources are easy to find and access	6.03	Services for clients with disabilities are adequate	5.31	Facilities for using personal laptops are adequate	4.94	Remote access to electronic information resources and services is adequate	0.84

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often are you required to be on campus? - Daily

274 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	6.35	1	5.97	2
Library staff treat me fairly and without discrimination	6.24	2	6.10	1
Library staff display professionalism	6.19	3	5.91	3
Access to electronic resources is readily available	6.17	4	5.03	27
Databases and electronic resources are adequate for my needs	6.14	5	4.82	36
The Library collection is adequate for my needs	6.13	6	4.74	37
Information resources (books, electronic, etc) are easily accessed	6.12	7	5.29	14
Library's web site is easy to use	6.10	8	5.22	17
Library catalogue provides clear and useful information	6.08	9	5.15	21
Course-specific resources are easy to find and access	6.03	10	4.98	30
Library staff provide quality service	6.02	11	5.63	6
Library staff are readily available to assist me	6.00	12	5.70	4
Library web pages provide clear and useful information	5.99	13	5.31	11
Library staff provide clear and accurate feedback to my queries	5.95	14	5.39	7
Opening hours meet my needs	5.93	15	5.38	8
Remote access to electronic information resources and services is adequate	5.93	16	5.08	23
Service desk staff respond in a timely manner	5.93	17	5.66	5
Sufficient copies of high-demand resources are available when I need them	5.92	18	4.68	38
Comptuer facilities electronic equipment are adeqaute	5.87	19	4.35	39
Number of computer workstations is adequate	5.84	20	4.11	40
Photocopying & printing facilities are adequate for my needs	5.82	21	5.21	19
Library staff respond clearly and accurately to my online queries	5.75	22	5.31	12
Library staff are proactive in their dealings with me	5.74	23	5.22	18
On-line help in accesssing and using Library's resources is adequate to my needs	5.73	24	5.04	26
Seating for individual study purposes is adequate	5.70	25	5.00	28
Library information guides are clear and useful	5.68	26	5.24	16
Quiet study facilities are adeqaute	5.67	27	5.05	25
Books and journals are reshelved quickly	5.67	28	5.24	15
Prompt corrective action is taken regarding missing books and journals	5.60	29	4.86	34
Library staff describe clearly the services on offer	5.53	30	5.30	13
Wireless facilities are adequate	5.51	31	5.00	29
Facilities for using personal laptops are adequate	5.50	32	4.94	31
Group study facilties are adequate	5.49	33	4.83	35
Inter Library loans and document delivery are filled promptly	5.48	34	5.35	9
Services for clients with disabilities are adequate	5.45	35	5.31	10
Training sessions that incorporate computers & hands-on techniques meet my needs	5.41	36	5.15	20
Training sessions in their current lecture format meet my needs	5.35	37	5.14	22
Adeqaute signange exists within the Library	5.33	38	5.06	24
Library staff keep me informed about new services, resources and collections	5.28	39	4.87	33
Library staff act on my suggestions and ideas	5.22	40	4.90	32

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often are you required to be on campus? - Daily

274 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.10	1	6.24	2
Library staff are friendly and helpful	5.97	2	6.35	1
Library staff display professionalism	5.91	3	6.19	3
Library staff are readily available to assist me	5.70	4	6.00	12
Service desk staff respond in a timely manner	5.66	5	5.93	17
Library staff provide quality service	5.63	6	6.02	11
Library staff provide clear and accurate feedback to my queries	5.39	7	5.95	14
Opening hours meet my needs	5.38	8	5.93	15
Inter Library loans and document delivery are filled promptly	5.35	9	5.48	34
Services for clients with disabilities are adequate	5.31	10	5.45	35
Library web pages provide clear and useful information	5.31	11	5.99	13
Library staff respond clearly and accurately to my online queries	5.31	12	5.75	22
Library staff describe clearly the services on offer	5.30	13	5.53	30
Information resources (books, electronic, etc) are easily accessed	5.29	14	6.12	7
Books and journals are reshelved quickly	5.24	15	5.67	28
Library information guides are clear and useful	5.24	16	5.68	26
Library's web site is easy to use	5.22	17	6.10	8
Library staff are proactive in their dealings with me	5.22	18	5.74	23
Photocopying & printing facilities are adequate for my needs	5.21	19	5.82	21
Training sessions that incorporate computers & hands-on techniques meet my needs	5.15	20	5.41	36
Library catalogue provides clear and useful information	5.15	21	6.08	9
Training sessions in their current lecture format meet my needs	5.14	22	5.35	37
Remote access to electronic information resources and services is adequate	5.08	23	5.93	16
Adeqaute signange exists within the Library	5.06	24	5.33	38
Quiet study facilities are adeqaute	5.05	25	5.67	27
On-line help in accesssing and using Library's resources is adequate to my needs	5.04	26	5.73	24
Access to electronic resources is readily available	5.03	27	6.17	4
Seating for individual study purposes is adequate	5.00	28	5.70	25
Wireless facilities are adequate	5.00	29	5.51	31
Course-specific resources are easy to find and access	4.98	30	6.03	10
Facilities for using personal laptops are adequate	4.94	31	5.50	32
Library staff act on my suggestions and ideas	4.90	32	5.22	40
Library staff keep me informed about new services, resources and collections	4.87	33	5.28	39
Prompt corrective action is taken regarding missing books and journals	4.86	34	5.60	29
Group study facilties are adequate	4.83	35	5.49	33
Databases and electronic resources are adequate for my needs	4.82	36	6.14	5
The Library collection is adequate for my needs	4.74	37	6.13	6
Sufficient copies of high-demand resources are available when I need them	4.68	38	5.92	18
Comptuer facilities electronic equipment are adeqaute	4.35	39	5.87	19
Number of computer workstations is adequate	4.11	40	5.84	20

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often are you required to be on campus? - Daily

274 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	1.73	1	5.84	20
Comptuer facilities electronic equipment are adeqaute	1.52	2	5.87	19
The Library collection is adequate for my needs	1.39	3	6.13	6
Databases and electronic resources are adequate for my needs	1.32	4	6.14	5
Sufficient copies of high-demand resources are available when I need them	1.25	5	5.92	18
Access to electronic resources is readily available	1.14	6	6.17	4
Course-specific resources are easy to find and access	1.05	7	6.03	10
Library catalogue provides clear and useful information	0.93	8	6.08	9
Library's web site is easy to use	0.88	9	6.10	8
Remote access to electronic information resources and services is adequate	0.84	10	5.93	16
Information resources (books, electronic, etc) are easily accessed	0.83	11	6.12	7
Prompt corrective action is taken regarding missing books and journals	0.74	12	5.60	29
Seating for individual study purposes is adequate	0.70	13	5.70	25
On-line help in accesssing and using Library's resources is adequate to my needs	0.69	14	5.73	24
Library web pages provide clear and useful information	0.68	15	5.99	13
Group study facilties are adequate	0.66	16	5.49	33
Quiet study facilities are adeqaute	0.62	17	5.67	27
Photocopying & printing facilities are adequate for my needs	0.61	18	5.82	21
Library staff provide clear and accurate feedback to my queries	0.56	19	5.95	14
Opening hours meet my needs	0.55	20	5.93	15
Facilities for using personal laptops are adequate	0.55	21	5.50	32
Library staff are proactive in their dealings with me	0.52	22	5.74	23
Wireless facilities are adequate	0.51	23	5.51	31
Library staff respond clearly and accurately to my online queries	0.44	24	5.75	22
Library information guides are clear and useful	0.44	25	5.68	26
Books and journals are reshelved quickly	0.43	26	5.67	28
Library staff keep me informed about new services, resources and collections	0.41	27	5.28	39
Library staff provide quality service	0.39	28	6.02	11
Library staff are friendly and helpful	0.38	29	6.35	1
Library staff act on my suggestions and ideas	0.32	30	5.22	40
Library staff are readily available to assist me	0.29	31	6.00	12
Library staff display professionalism	0.28	32	6.19	3
Adeqaute signange exists within the Library	0.27	33	5.33	38
Service desk staff respond in a timely manner	0.27	34	5.93	17
Training sessions that incorporate computers & hands-on techniques meet my needs	0.26	35	5.41	36
Library staff describe clearly the services on offer	0.23	36	5.53	30
Training sessions in their current lecture format meet my needs	0.21	37	5.35	37
Services for clients with disabilities are adequate	0.14	38	5.45	35
Library staff treat me fairly and without discrimination	0.13	39	6.24	2
Inter Library loans and document delivery are filled promptly	0.12	40	5.48	34

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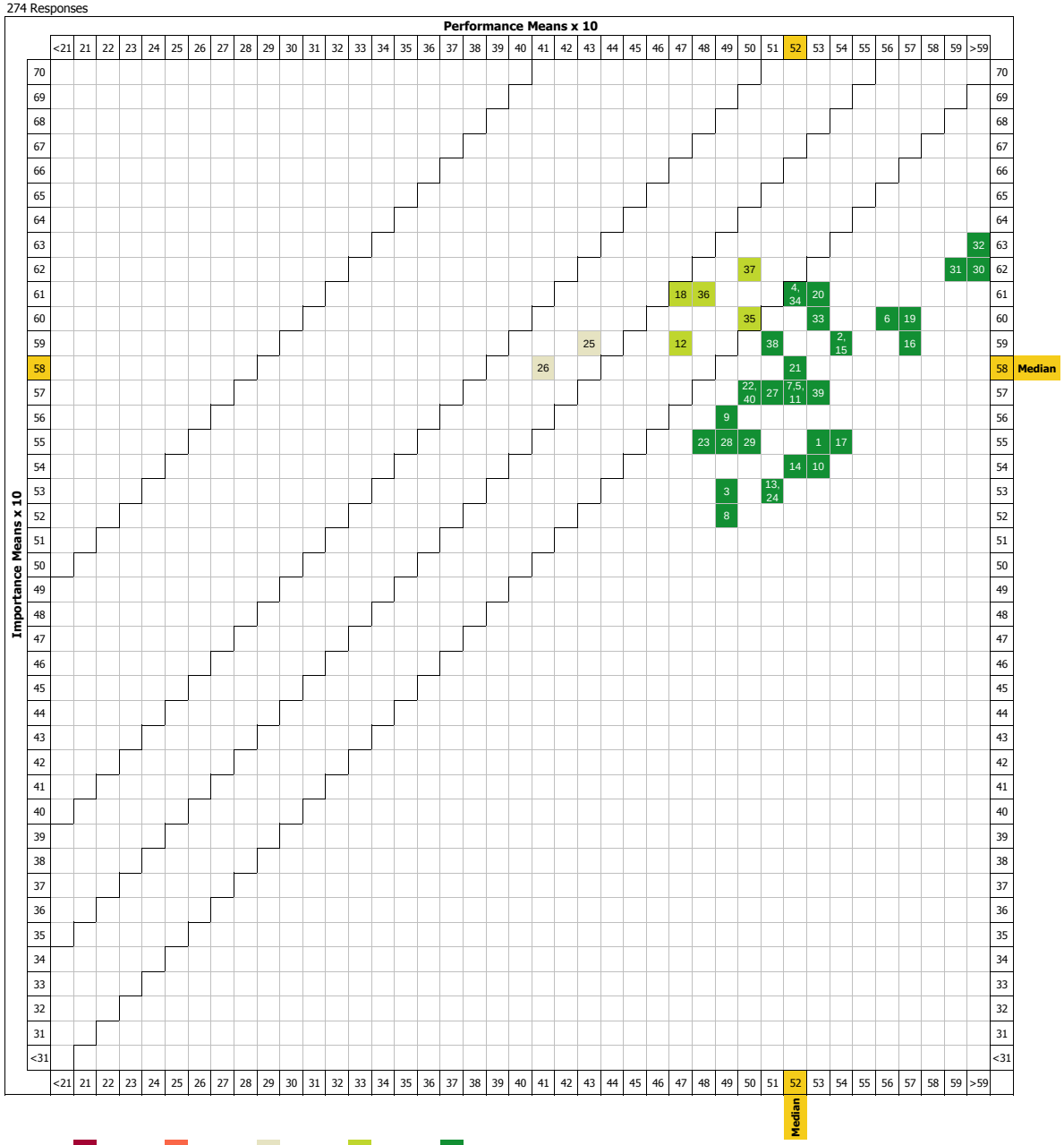
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often are you required to be on campus? - Daily

274 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often are you required to be on campus? - 2–4 days a week
526 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Databases and electronic resources are adequate for my needs	6.40	Library staff treat me fairly and without discrimination	6.21	Number of computer workstations is adequate	3.74	Number of computer workstations is adequate	2.61
Information resources (books, electronic, etc) are easily accessed	6.40	Library staff display professionalism	6.10	Comptuer facilities electronic equipment are adeqaute	4.36	Sufficient copies of high-demand resources are available when I need them	1.96
Library staff are friendly and helpful	6.36	Library staff are friendly and helpful	6.07	Sufficient copies of high-demand resources are available when I need them	4.37	Comptuer facilities electronic equipment are adeqaute	1.96
Access to electronic resources is readily available	6.35	Service desk staff respond in a timely manner	5.60	Library staff keep me informed about new services, resources and collections	4.61	The Library collection is adequate for my needs	1.57
Number of computer workstations is adequate	6.34	Library staff provide quality service	5.55	Library staff act on my suggestions and ideas	4.69	Databases and electronic resources are adequate for my needs	1.45
Library staff treat me fairly and without discrimination	6.34	Library staff are readily available to assist me	5.51	The Library collection is adequate for my needs	4.71	Information resources (books, electronic, etc) are easily accessed	1.23
Course-specific resources are easy to find and access	6.34	Library staff provide clear and accurate feedback to my queries	5.47	Prompt corrective action is taken regarding missing books and journals	4.74	Course-specific resources are easy to find and access	1.21
Sufficient copies of high-demand resources are available when I need them	6.32	Library web pages provide clear and useful information	5.44	Group study facilties are adequate	4.94	Library catalogue provides clear and useful information	1.19
Comptuer facilities electronic equipment are adeqaute	6.32	Library's web site is easy to use	5.39	Databases and electronic resources are adequate for my needs	4.95	Access to electronic resources is readily available	1.17
Library's web site is easy to use	6.31	Adeqaute signange exists within the Library	5.37	Training sessions that incorporate computers & hands-on techniques meet my needs	4.96	Remote access to electronic information resources and services is adequate	1.13

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often are you required to be on campus? - 2–4 days a week
526 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Databases and electronic resources are adequate for my needs	6.40	1	4.95	32
Information resources (books, electronic, etc) are easily accessed	6.40	2	5.17	21
Library staff are friendly and helpful	6.36	3	6.07	3
Access to electronic resources is readily available	6.35	4	5.18	19
Number of computer workstations is adequate	6.34	5	3.74	40
Library staff treat me fairly and without discrimination	6.34	5	6.21	1
Course-specific resources are easy to find and access	6.34	7	5.13	24
Sufficient copies of high-demand resources are available when I need them	6.32	8	4.37	38
Comptuer facilities electronic equipment are adeqaute	6.32	9	4.36	39
Library's web site is easy to use	6.31	10	5.39	9
Opening hours meet my needs	6.30	11	5.35	11
Library catalogue provides clear and useful information	6.30	12	5.11	25
The Library collection is adequate for my needs	6.28	13	4.71	35
Library web pages provide clear and useful information	6.27	14	5.44	8
Library staff display professionalism	6.27	15	6.10	2
Remote access to electronic information resources and services is adequate	6.23	16	5.10	26
Library staff provide clear and accurate feedback to my queries	6.15	17	5.47	7
Quiet study facilities are adeqaute	6.15	18	5.21	18
Library staff are readily available to assist me	6.12	19	5.51	6
Seating for individual study purposes is adequate	6.12	20	5.22	16
Photocopying & printing facilities are adequate for my needs	6.11	21	5.34	12
Library staff provide quality service	6.10	22	5.55	5
Service desk staff respond in a timely manner	6.02	23	5.60	4
Library information guides are clear and useful	5.99	24	5.15	22
Books and journals are reshelved quickly	5.97	25	5.23	15
Group study facilties are adequate	5.89	26	4.94	33
Library staff are proactive in their dealings with me	5.84	27	5.26	13
Wireless facilities are adequate	5.75	28	5.03	28
Facilities for using personal laptops are adequate	5.73	29	4.97	30
Adeqaute signange exists within the Library	5.69	30	5.37	10
Library staff describe clearly the services on offer	5.69	31	5.22	16
On-line help in accesssing and using Library's resources is adequate to my needs	5.69	32	5.05	27
Prompt corrective action is taken regarding missing books and journals	5.66	33	4.74	34
Library staff respond clearly and accurately to my online queries	5.63	34	5.14	23
Inter Library loans and document delivery are filled promptly	5.42	35	5.18	20
Services for clients with disabilities are adequate	5.37	36	5.24	14
Training sessions that incorporate computers & hands-on techniques meet my needs	5.34	37	4.96	31
Training sessions in their current lecture format meet my needs	5.29	38	5.00	29
Library staff keep me informed about new services, resources and collections	5.27	39	4.61	37
Library staff act on my suggestions and ideas	5.01	40	4.69	36

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often are you required to be on campus? - 2–4 days a week
526 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff treat me fairly and without discrimination	6.21	1	6.34	5
Library staff display professionalism	6.10	2	6.27	15
Library staff are friendly and helpful	6.07	3	6.36	3
Service desk staff respond in a timely manner	5.60	4	6.02	23
Library staff provide quality service	5.55	5	6.10	22
Library staff are readily available to assist me	5.51	6	6.12	19
Library staff provide clear and accurate feedback to my queries	5.47	7	6.15	17
Library web pages provide clear and useful information	5.44	8	6.27	14
Library's web site is easy to use	5.39	9	6.31	10
Adeqaute signange exists within the Library	5.37	10	5.69	30
Opening hours meet my needs	5.35	11	6.30	11
Photocopying & printing facilities are adequate for my needs	5.34	12	6.11	21
Library staff are proactive in their dealings with me	5.26	13	5.84	27
Services for clients with disabilities are adequate	5.24	14	5.37	36
Books and journals are reshelved quickly	5.23	15	5.97	25
Library staff describe clearly the services on offer	5.22	16	5.69	31
Seating for individual study purposes is adequate	5.22	16	6.12	20
Quiet study facilities are adeqaute	5.21	18	6.15	18
Access to electronic resources is readily available	5.18	19	6.35	4
Inter Library loans and document delivery are filled promptly	5.18	20	5.42	35
Information resources (books, electronic, etc) are easily accessed	5.17	21	6.40	2
Library information guides are clear and useful	5.15	22	5.99	24
Library staff respond clearly and accurately to my online queries	5.14	23	5.63	34
Course-specific resources are easy to find and access	5.13	24	6.34	7
Library catalogue provides clear and useful information	5.11	25	6.30	12
Remote access to electronic information resources and services is adequate	5.10	26	6.23	16
On-line help in accesssing and using Library's resources is adequate to my needs	5.05	27	5.69	32
Wireless facilities are adequate	5.03	28	5.75	28
Training sessions in their current lecture format meet my needs	5.00	29	5.29	38
Facilities for using personal laptops are adequate	4.97	30	5.73	29
Training sessions that incorporate computers & hands-on techniques meet my needs	4.96	31	5.34	37
Databases and electronic resources are adequate for my needs	4.95	32	6.40	1
Group study facilties are adequate	4.94	33	5.89	26
Prompt corrective action is taken regarding missing books and journals	4.74	34	5.66	33
The Library collection is adequate for my needs	4.71	35	6.28	13
Library staff act on my suggestions and ideas	4.69	36	5.01	40
Library staff keep me informed about new services, resources and collections	4.61	37	5.27	39
Sufficient copies of high-demand resources are available when I need them	4.37	38	6.32	8
Comptuer facilities electronic equipment are adeqaute	4.36	39	6.32	9
Number of computer workstations is adequate	3.74	40	6.34	5

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often are you required to be on campus? - 2–4 days a week

526 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Number of computer workstations is adequate	2.61	1	6.34	5
Sufficient copies of high-demand resources are available when I need them	1.96	2	6.32	8
Comptuer facilities electronic equipment are adeqaute	1.96	3	6.32	9
The Library collection is adequate for my needs	1.57	4	6.28	13
Databases and electronic resources are adequate for my needs	1.45	5	6.40	1
Information resources (books, electronic, etc) are easily accessed	1.23	6	6.40	2
Course-specific resources are easy to find and access	1.21	7	6.34	7
Library catalogue provides clear and useful information	1.19	8	6.30	12
Access to electronic resources is readily available	1.17	9	6.35	4
Remote access to electronic information resources and services is adequate	1.13	10	6.23	16
Opening hours meet my needs	0.95	11	6.30	11
Group study facilties are adequate	0.95	12	5.89	26
Quiet study facilities are adeqaute	0.94	13	6.15	18
Prompt corrective action is taken regarding missing books and journals	0.92	14	5.66	33
Library's web site is easy to use	0.92	15	6.31	10
Seating for individual study purposes is adequate	0.90	16	6.12	20
Library information guides are clear and useful	0.84	17	5.99	24
Library web pages provide clear and useful information	0.84	18	6.27	14
Photocopying & printing facilities are adequate for my needs	0.77	19	6.11	21
Facilities for using personal laptops are adequate	0.76	20	5.73	29
Books and journals are reshelved quickly	0.74	21	5.97	25
Wireless facilities are adequate	0.71	22	5.75	28
Library staff provide clear and accurate feedback to my queries	0.67	23	6.15	17
Library staff keep me informed about new services, resources and collections	0.66	24	5.27	39
On-line help in accesssing and using Library's resources is adequate to my needs	0.63	25	5.69	32
Library staff are readily available to assist me	0.61	26	6.12	19
Library staff are proactive in their dealings with me	0.58	27	5.84	27
Library staff provide quality service	0.56	28	6.10	22
Library staff respond clearly and accurately to my online queries	0.49	29	5.63	34
Library staff describe clearly the services on offer	0.47	30	5.69	31
Service desk staff respond in a timely manner	0.42	31	6.02	23
Training sessions that incorporate computers & hands-on techniques meet my needs	0.38	32	5.34	37
Adeqaute signange exists within the Library	0.33	33	5.69	30
Library staff act on my suggestions and ideas	0.32	34	5.01	40
Library staff are friendly and helpful	0.30	35	6.36	3
Training sessions in their current lecture format meet my needs	0.29	36	5.29	38
Inter Library loans and document delivery are filled promptly	0.24	37	5.42	35
Library staff display professionalism	0.17	38	6.27	15
Services for clients with disabilities are adequate	0.14	39	5.37	36
Library staff treat me fairly and without discrimination	0.13	40	6.34	5

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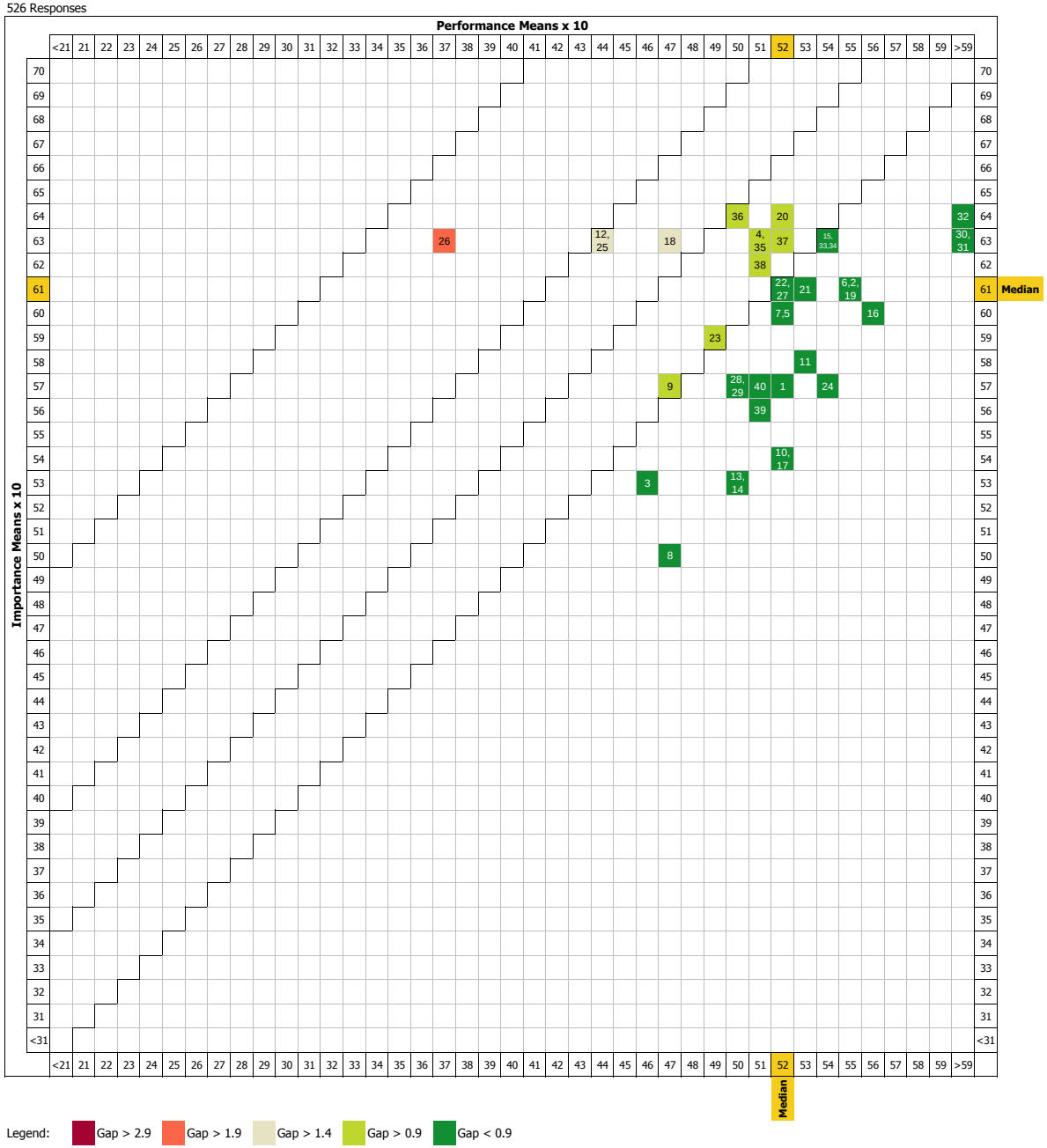
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often are you required to be on campus? - 2–4 days a week

526 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often are you required to be on campus? - Weekly
45 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
The Library collection is adequate for my needs	6.56	Library staff display professionalism	6.05	Number of computer workstations is adequate	4.27	Sufficient copies of high-demand resources are available when I need them	2.00
Databases and electronic resources are adequate for my needs	6.51	Library staff treat me fairly and without discrimination	6.00	Sufficient copies of high-demand resources are available when I need them	4.36	The Library collection is adequate for my needs	1.90
Information resources (books, electronic, etc) are easily accessed	6.41	Library staff are friendly and helpful	5.91	Comptuer facilities electronic equipment are adeqaute	4.38	Comptuer facilities electronic equipment are adeqaute	1.89
Access to electronic resources is readily available	6.40	Library staff provide quality service	5.63	Library staff keep me informed about new services, resources and collections	4.44	Number of computer workstations is adequate	1.80
Library staff display professionalism	6.38	Service desk staff respond in a timely manner	5.59	The Library collection is adequate for my needs	4.65	Access to electronic resources is readily available	1.67
Sufficient copies of high-demand resources are available when I need them	6.36	Library staff provide clear and accurate feedback to my queries	5.58	Prompt corrective action is taken regarding missing books and journals	4.72	Databases and electronic resources are adequate for my needs	1.58
Remote access to electronic information resources and services is adequate	6.33	Library staff are readily available to assist me	5.50	Access to electronic resources is readily available	4.73	Library's web site is easy to use	1.48
Library's web site is easy to use	6.31	Library information guides are clear and useful	5.40	Library's web site is easy to use	4.83	Library catalogue provides clear and useful information	1.43
Opening hours meet my needs	6.31	Opening hours meet my needs	5.40	Library staff act on my suggestions and ideas	4.84	Library staff keep me informed about new services, resources and collections	1.29
Library staff are readily available to assist me	6.31	Library staff are proactive in their dealings with me	5.38	Library catalogue provides clear and useful information	4.86	Library web pages provide clear and useful information	1.22

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often are you required to be on campus? - Weekly

45 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
The Library collection is adequate for my needs	6.56	1	4.65	36
Databases and electronic resources are adequate for my needs	6.51	2	4.93	25
Information resources (books, electronic, etc) are easily accessed	6.41	3	5.21	15
Access to electronic resources is readily available	6.40	4	4.73	34
Library staff display professionalism	6.38	5	6.05	1
Sufficient copies of high-demand resources are available when I need them	6.36	6	4.36	39
Remote access to electronic information resources and services is adequate	6.33	7	5.25	13
Library's web site is easy to use	6.31	8	4.83	33
Opening hours meet my needs	6.31	8	5.40	9
Library staff are readily available to assist me	6.31	8	5.50	7
Library staff are friendly and helpful	6.31	8	5.91	3
Library catalogue provides clear and useful information	6.29	12	4.86	30
Library web pages provide clear and useful information	6.29	12	5.07	19
Comptuer facilities electronic equipment are adeqaute	6.27	14	4.38	38
Service desk staff respond in a timely manner	6.26	15	5.59	5
Library staff treat me fairly and without discrimination	6.20	16	6.00	2
Library staff provide quality service	6.18	17	5.63	4
Course-specific resources are easy to find and access	6.14	18	4.95	24
Library staff provide clear and accurate feedback to my queries	6.11	19	5.58	6
Number of computer workstations is adequate	6.07	20	4.27	40
Books and journals are reshelved quickly	6.02	21	5.29	11
Quiet study facilities are adeqaute	5.93	22	4.92	27
Photocopying & printing facilities are adequate for my needs	5.89	23	5.19	16
Library staff describe clearly the services on offer	5.89	23	5.28	12
Seating for individual study purposes is adequate	5.87	25	4.90	28
On-line help in accesssing and using Library's resources is adequate to my needs	5.86	26	5.00	21
Library staff are proactive in their dealings with me	5.84	27	5.38	10
Library staff respond clearly and accurately to my online queries	5.83	28	5.24	14
Library information guides are clear and useful	5.80	29	5.40	8
Adeqaute signange exists within the Library	5.77	30	4.86	30
Library staff keep me informed about new services, resources and collections	5.73	31	4.44	37
Prompt corrective action is taken regarding missing books and journals	5.67	32	4.72	35
Wireless facilities are adequate	5.66	33	4.87	29
Facilities for using personal laptops are adequate	5.57	34	4.98	23
Group study facilties are adequate	5.47	35	4.92	26
Services for clients with disabilities are adequate	5.43	36	5.11	18
Training sessions in their current lecture format meet my needs	5.34	37	5.00	21
Training sessions that incorporate computers & hands-on techniques meet my needs	5.30	38	5.05	20
Inter Library loans and document delivery are filled promptly	5.23	39	5.19	17
Library staff act on my suggestions and ideas	5.00	40	4.84	32

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often are you required to be on campus? - Weekly
45 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff display professionalism	6.05	1	6.38	5
Library staff treat me fairly and without discrimination	6.00	2	6.20	16
Library staff are friendly and helpful	5.91	3	6.31	8
Library staff provide quality service	5.63	4	6.18	17
Service desk staff respond in a timely manner	5.59	5	6.26	15
Library staff provide clear and accurate feedback to my queries	5.58	6	6.11	19
Library staff are readily available to assist me	5.50	7	6.31	8
Library information guides are clear and useful	5.40	8	5.80	29
Opening hours meet my needs	5.40	9	6.31	8
Library staff are proactive in their dealings with me	5.38	10	5.84	27
Books and journals are reshelved quickly	5.29	11	6.02	21
Library staff describe clearly the services on offer	5.28	12	5.89	23
Remote access to electronic information resources and services is adequate	5.25	13	6.33	7
Library staff respond clearly and accurately to my online queries	5.24	14	5.83	28
Information resources (books, electronic, etc) are easily accessed	5.21	15	6.41	3
Photocopying & printing facilities are adequate for my needs	5.19	16	5.89	23
Inter Library loans and document delivery are filled promptly	5.19	17	5.23	39
Services for clients with disabilities are adequate	5.11	18	5.43	36
Library web pages provide clear and useful information	5.07	19	6.29	12
Training sessions that incorporate computers & hands-on techniques meet my needs	5.05	20	5.30	38
Training sessions in their current lecture format meet my needs	5.00	21	5.34	37
On-line help in accesssing and using Library's resources is adequate to my needs	5.00	21	5.86	26
Facilities for using personal laptops are adequate	4.98	23	5.57	34
Course-specific resources are easy to find and access	4.95	24	6.14	18
Databases and electronic resources are adequate for my needs	4.93	25	6.51	2
Group study facilties are adequate	4.92	26	5.47	35
Quiet study facilities are adeqaute	4.92	27	5.93	22
Seating for individual study purposes is adequate	4.90	28	5.87	25
Wireless facilities are adequate	4.87	29	5.66	33
Adeqaute signange exists within the Library	4.86	30	5.77	30
Library catalogue provides clear and useful information	4.86	30	6.29	12
Library staff act on my suggestions and ideas	4.84	32	5.00	40
Library's web site is easy to use	4.83	33	6.31	8
Access to electronic resources is readily available	4.73	34	6.40	4
Prompt corrective action is taken regarding missing books and journals	4.72	35	5.67	32
The Library collection is adequate for my needs	4.65	36	6.56	1
Library staff keep me informed about new services, resources and collections	4.44	37	5.73	31
Comptuer facilities electronic equipment are adeqaute	4.38	38	6.27	14
Sufficient copies of high-demand resources are available when I need them	4.36	39	6.36	6
Number of computer workstations is adequate	4.27	40	6.07	20

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often are you required to be on campus? - Weekly

45 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Sufficient copies of high-demand resources are available when I need them	2.00	1	6.36	6
The Library collection is adequate for my needs	1.90	2	6.56	1
Comptuer facilities electronic equipment are adeqaute	1.89	3	6.27	14
Number of computer workstations is adequate	1.80	4	6.07	20
Access to electronic resources is readily available	1.67	5	6.40	4
Databases and electronic resources are adequate for my needs	1.58	6	6.51	2
Library's web site is easy to use	1.48	7	6.31	8
Library catalogue provides clear and useful information	1.43	8	6.29	12
Library staff keep me informed about new services, resources and collections	1.29	9	5.73	31
Library web pages provide clear and useful information	1.22	10	6.29	12
Information resources (books, electronic, etc) are easily accessed	1.20	11	6.41	3
Course-specific resources are easy to find and access	1.19	12	6.14	18
Remote access to electronic information resources and services is adequate	1.08	13	6.33	7
Quiet study facilities are adeqaute	1.01	14	5.93	22
Seating for individual study purposes is adequate	0.96	15	5.87	25
Prompt corrective action is taken regarding missing books and journals	0.96	16	5.67	32
Opening hours meet my needs	0.92	17	6.31	8
Adeqaute signange exists within the Library	0.91	18	5.77	30
On-line help in accesssing and using Library's resources is adequate to my needs	0.86	19	5.86	26
Library staff are readily available to assist me	0.81	20	6.31	8
Wireless facilities are adequate	0.79	21	5.66	33
Books and journals are reshelved quickly	0.73	22	6.02	21
Photocopying & printing facilities are adequate for my needs	0.70	23	5.89	23
Service desk staff respond in a timely manner	0.67	24	6.26	15
Library staff describe clearly the services on offer	0.61	25	5.89	23
Library staff respond clearly and accurately to my online queries	0.60	26	5.83	28
Facilities for using personal laptops are adequate	0.59	27	5.57	34
Library staff provide quality service	0.55	28	6.18	17
Group study facilties are adequate	0.54	29	5.47	35
Library staff provide clear and accurate feedback to my queries	0.53	30	6.11	19
Library staff are proactive in their dealings with me	0.46	31	5.84	27
Library staff are friendly and helpful	0.40	32	6.31	8
Library information guides are clear and useful	0.39	33	5.80	29
Training sessions in their current lecture format meet my needs	0.34	34	5.34	37
Library staff display professionalism	0.33	35	6.38	5
Services for clients with disabilities are adequate	0.31	36	5.43	36
Training sessions that incorporate computers & hands-on techniques meet my needs	0.24	37	5.30	38
Library staff treat me fairly and without discrimination	0.20	38	6.20	16
Library staff act on my suggestions and ideas	0.16	39	5.00	40
Inter Library loans and document delivery are filled promptly	0.04	40	5.23	39

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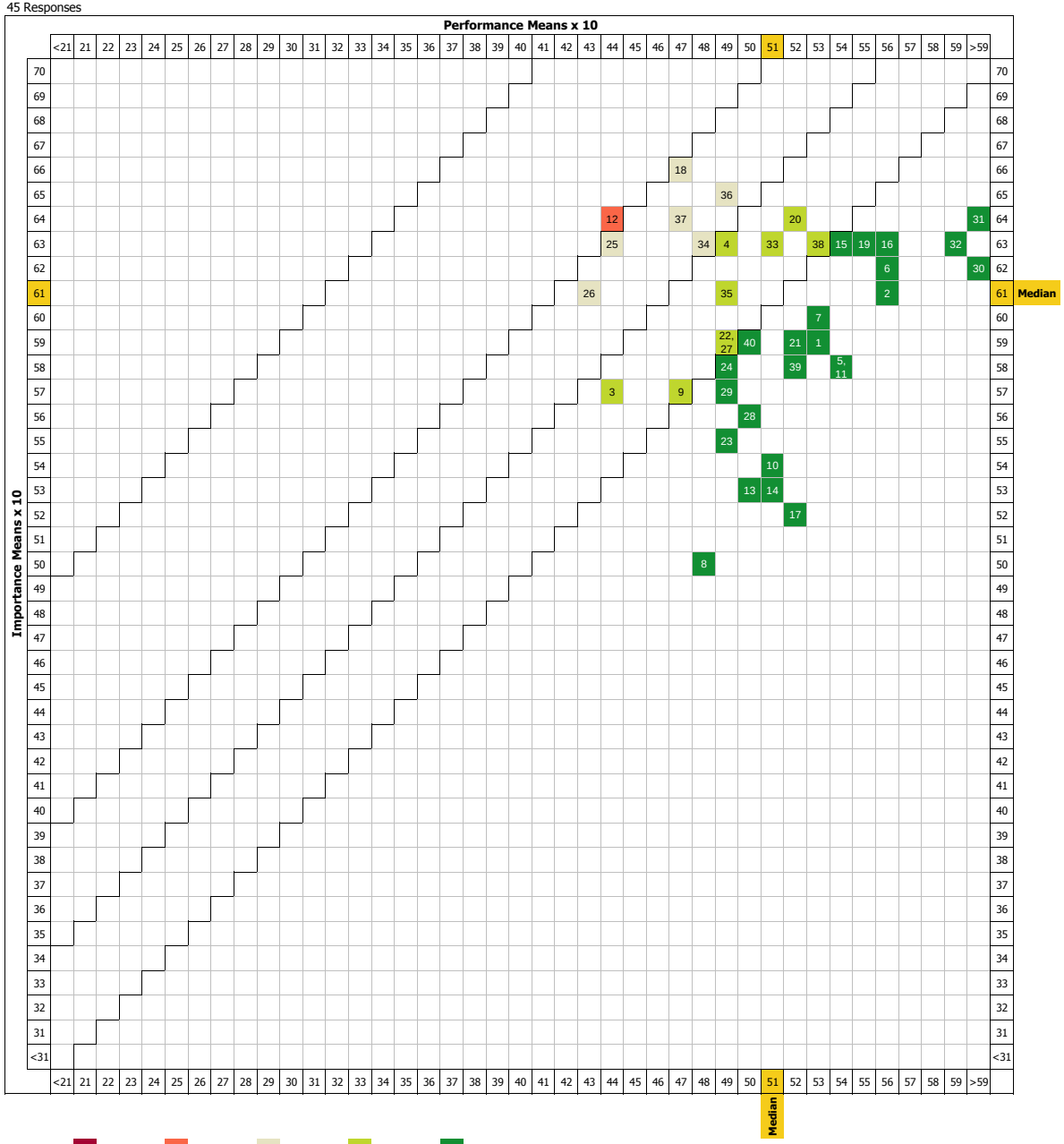
University of Canberra Library Client Survey Results, June 2008

Best Practice Categories Gap Grid — How often are you required to be on campus? - Weekly

45 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often are you required to be on campus? - Fortnightly
10 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Access to electronic resources is readily available	6.38	Library staff display professionalism	5.86	Sufficient copies of high-demand resources are available when I need them	3.25	Sufficient copies of high-demand resources are available when I need them	1.95
Library's web site is easy to use	6.33	Access to electronic resources is readily available	5.86	Prompt corrective action is taken regarding missing books and journals	3.33	Course-specific resources are easy to find and access	1.56
Remote access to electronic information resources and services is adequate	6.22	Library staff are friendly and helpful	5.50	Library staff act on my suggestions and ideas	3.50	Library staff are readily available to assist me	1.33
Databases and electronic resources are adequate for my needs	6.11	Remote access to electronic information resources and services is adequate	5.50	Library staff keep me informed about new services, resources and collections	3.70	Adeqaute signange exists within the Library	1.31
Library staff display professionalism	6.11	Library web pages provide clear and useful information	5.40	On-line help in accesssing and using Library's resources is adequate to my needs	3.71	Seating for individual study purposes is adequate	1.24
Library staff provide clear and accurate feedback to my queries	6.10	Library staff provide clear and accurate feedback to my queries	5.30	Library staff respond clearly and accurately to my online queries	3.75	Library's web site is easy to use	1.22
Course-specific resources are easy to find and access	6.00	Databases and electronic resources are adequate for my needs	5.22	Seating for individual study purposes is adequate	3.88	Prompt corrective action is taken regarding missing books and journals	1.17
Library web pages provide clear and useful information	5.89	Library's web site is easy to use	5.11	Library staff are readily available to assist me	4.00	The Library collection is adequate for my needs	1.15
Library staff are friendly and helpful	5.80	Wireless facilities are adequate	5.00	Group study facilties are adequate	4.00	Library staff keep me informed about new services, resources and collections	1.00
Library catalogue provides clear and useful information	5.70	Library information guides are clear and useful	5.00	Services for clients with disabilities are adequate	4.00	Library catalogue provides clear and useful information	0.92

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University of Canberra Library Client Survey Results, June 2008

Mean Importance Scores — How often are you required to be on campus? - Fortnightly

10 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Access to electronic resources is readily available	6.38	1	5.86	1
Library's web site is easy to use	6.33	2	5.11	8
Remote access to electronic information resources and services is adequate	6.22	3	5.50	3
Databases and electronic resources are adequate for my needs	6.11	4	5.22	7
Library staff display professionalism	6.11	4	5.86	1
Library staff provide clear and accurate feedback to my queries	6.10	6	5.30	6
Course-specific resources are easy to find and access	6.00	7	4.44	23
Library web pages provide clear and useful information	5.89	8	5.40	5
Library staff are friendly and helpful	5.80	9	5.50	3
Library catalogue provides clear and useful information	5.70	10	4.78	15
Adeqaute signange exists within the Library	5.56	11	4.25	27
Library staff treat me fairly and without discrimination	5.56	11	4.88	13
Information resources (books, electronic, etc) are easily accessed	5.56	11	5.00	9
Comptuer facilities electronic equipment are adeqaute	5.44	14	4.71	17
The Library collection is adequate for my needs	5.40	15	4.25	27
Library staff describe clearly the services on offer	5.40	15	4.60	19
Library staff are readily available to assist me	5.33	17	4.00	31
Training sessions that incorporate computers & hands-on techniques meet my needs	5.33	17	4.88	13
Sufficient copies of high-demand resources are available when I need them	5.20	19	3.25	40
Opening hours meet my needs	5.20	19	4.89	12
Seating for individual study purposes is adequate	5.11	21	3.88	34
Library information guides are clear and useful	5.10	22	5.00	9
Quiet study facilities are adeqaute	5.00	23	4.50	21
Service desk staff respond in a timely manner	5.00	23	4.78	15
Wireless facilities are adequate	5.00	23	5.00	9
Facilities for using personal laptops are adequate	4.90	26	4.38	24
Group study facilties are adequate	4.89	27	4.00	31
Library staff provide quality service	4.80	28	4.50	21
Library staff keep me informed about new services, resources and collections	4.70	29	3.70	37
Photocopying & printing facilities are adequate for my needs	4.70	29	4.63	18
Training sessions in their current lecture format meet my needs	4.67	31	4.25	27
Number of computer workstations is adequate	4.67	31	4.57	20
On-line help in accesssing and using Library's resources is adequate to my needs	4.63	33	3.71	36
Library staff respond clearly and accurately to my online queries	4.56	34	3.75	35
Library staff are proactive in their dealings with me	4.56	34	4.29	26
Books and journals are reshelved quickly	4.56	34	4.38	24
Prompt corrective action is taken regarding missing books and journals	4.50	37	3.33	39
Services for clients with disabilities are adequate	4.44	38	4.00	31
Inter Library loans and document delivery are filled promptly	4.25	39	4.14	30
Library staff act on my suggestions and ideas	4.00	40	3.50	38

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often are you required to be on campus? - Fortnightly

10 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff display professionalism	5.86	1	6.11	4
Access to electronic resources is readily available	5.86	1	6.38	1
Library staff are friendly and helpful	5.50	3	5.80	9
Remote access to electronic information resources and services is adequate	5.50	3	6.22	3
Library web pages provide clear and useful information	5.40	5	5.89	8
Library staff provide clear and accurate feedback to my queries	5.30	6	6.10	6
Databases and electronic resources are adequate for my needs	5.22	7	6.11	4
Library's web site is easy to use	5.11	8	6.33	2
Wireless facilities are adequate	5.00	9	5.00	23
Library information guides are clear and useful	5.00	9	5.10	22
Information resources (books, electronic, etc) are easily accessed	5.00	9	5.56	11
Opening hours meet my needs	4.89	12	5.20	19
Training sessions that incorporate computers & hands-on techniques meet my needs	4.88	13	5.33	17
Library staff treat me fairly and without discrimination	4.88	13	5.56	11
Service desk staff respond in a timely manner	4.78	15	5.00	23
Library catalogue provides clear and useful information	4.78	15	5.70	10
Comptuer facilities electronic equipment are adeqaute	4.71	17	5.44	14
Photocopying & printing facilities are adequate for my needs	4.63	18	4.70	29
Library staff describe clearly the services on offer	4.60	19	5.40	15
Number of computer workstations is adequate	4.57	20	4.67	31
Library staff provide quality service	4.50	21	4.80	28
Quiet study facilities are adeqaute	4.50	21	5.00	23
Course-specific resources are easy to find and access	4.44	23	6.00	7
Books and journals are reshelved quickly	4.38	24	4.56	34
Facilities for using personal laptops are adequate	4.38	24	4.90	26
Library staff are proactive in their dealings with me	4.29	26	4.56	34
Training sessions in their current lecture format meet my needs	4.25	27	4.67	31
The Library collection is adequate for my needs	4.25	27	5.40	15
Adeqaute signange exists within the Library	4.25	27	5.56	11
Inter Library loans and document delivery are filled promptly	4.14	30	4.25	39
Services for clients with disabilities are adequate	4.00	31	4.44	38
Group study facilties are adequate	4.00	31	4.89	27
Library staff are readily available to assist me	4.00	31	5.33	17
Seating for individual study purposes is adequate	3.88	34	5.11	21
Library staff respond clearly and accurately to my online queries	3.75	35	4.56	34
On-line help in accesssing and using Library's resources is adequate to my needs	3.71	36	4.63	33
Library staff keep me informed about new services, resources and collections	3.70	37	4.70	29
Library staff act on my suggestions and ideas	3.50	38	4.00	40
Prompt corrective action is taken regarding missing books and journals	3.33	39	4.50	37
Sufficient copies of high-demand resources are available when I need them	3.25	40	5.20	19

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often are you required to be on campus? - Fortnightly

10 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Sufficient copies of high-demand resources are available when I need them	1.95	1	5.20	19
Course-specific resources are easy to find and access	1.56	2	6.00	7
Library staff are readily available to assist me	1.33	3	5.33	17
Adeqaute signange exists within the Library	1.31	4	5.56	11
Seating for individual study purposes is adequate	1.24	5	5.11	21
Library's web site is easy to use	1.22	6	6.33	2
Prompt corrective action is taken regarding missing books and journals	1.17	7	4.50	37
The Library collection is adequate for my needs	1.15	8	5.40	15
Library staff keep me informed about new services, resources and collections	1.00	9	4.70	29
Library catalogue provides clear and useful information	0.92	10	5.70	10
On-line help in accesssing and using Library's resources is adequate to my needs	0.91	11	4.63	33
Group study facilties are adequate	0.89	12	4.89	27
Databases and electronic resources are adequate for my needs	0.89	13	6.11	4
Library staff respond clearly and accurately to my online queries	0.81	14	4.56	34
Library staff describe clearly the services on offer	0.80	15	5.40	15
Library staff provide clear and accurate feedback to my queries	0.80	16	6.10	6
Comptuer facilities electronic equipment are adeqaute	0.73	17	5.44	14
Remote access to electronic information resources and services is adequate	0.72	18	6.22	3
Library staff treat me fairly and without discrimination	0.68	19	5.56	11
Information resources (books, electronic, etc) are easily accessed	0.56	20	5.56	11
Facilities for using personal laptops are adequate	0.53	21	4.90	26
Access to electronic resources is readily available	0.52	22	6.38	1
Library staff act on my suggestions and ideas	0.50	23	4.00	40
Quiet study facilities are adeqaute	0.50	23	5.00	23
Library web pages provide clear and useful information	0.49	25	5.89	8
Training sessions that incorporate computers & hands-on techniques meet my needs	0.46	26	5.33	17
Services for clients with disabilities are adequate	0.44	27	4.44	38
Training sessions in their current lecture format meet my needs	0.42	28	4.67	31
Opening hours meet my needs	0.31	29	5.20	19
Library staff provide quality service	0.30	30	4.80	28
Library staff are friendly and helpful	0.30	30	5.80	9
Library staff are proactive in their dealings with me	0.27	32	4.56	34
Library staff display professionalism	0.25	33	6.11	4
Service desk staff respond in a timely manner	0.22	34	5.00	23
Books and journals are reshelved quickly	0.18	35	4.56	34
Inter Library loans and document delivery are filled promptly	0.11	36	4.25	39
Library information guides are clear and useful	0.10	37	5.10	22
Number of computer workstations is adequate	0.10	38	4.67	31
Photocopying & printing facilities are adequate for my needs	0.08	39	4.70	29
Wireless facilities are adequate	0.00	40	5.00	23

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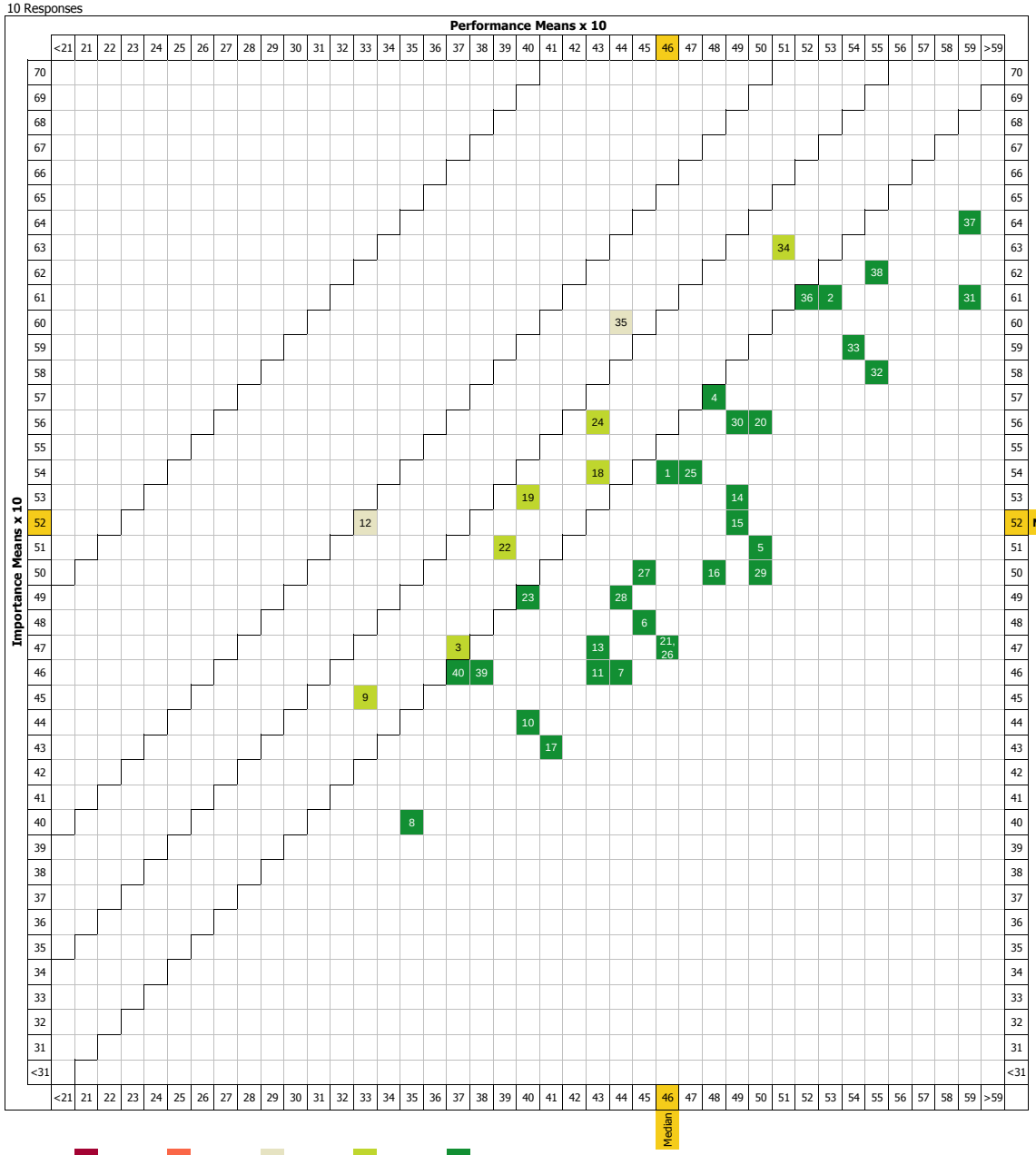
Best Practice Categories Gap Grid — How often are you required to be on campus? - Fortnightly

10 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

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University of Canberra Library Client Survey Results, June 2008

Top 10 Factors — How often are you required to be on campus? - Rarely (i.e. a few times a year)
19 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Library staff are friendly and helpful	5.80	Library staff provide clear and accurate feedback to my queries	5.29	Library staff keep me informed about new services, resources and collections	4.06	Photocopying & printing facilities are adequate for my needs	1.08
Opening hours meet my needs	5.65	Library's web site is easy to use	5.27	Comptuer facilities electronic equipment are adeqaute	4.07	Opening hours meet my needs	1.06
Course-specific resources are easy to find and access	5.59	Library staff display professionalism	5.12	Inter Library loans and document delivery are filled promptly	4.28	Library information guides are clear and useful	0.92
Library's web site is easy to use	5.59	Library staff provide quality service	5.11	Photocopying & printing facilities are adequate for my needs	4.33	Library catalogue provides clear and useful information	0.89
Prompt corrective action is taken regarding missing books and journals	5.56	Service desk staff respond in a timely manner	5.11	Number of computer workstations is adequate	4.35	The Library collection is adequate for my needs	0.87
Library information guides are clear and useful	5.53	Access to electronic resources is readily available	5.06	Library catalogue provides clear and useful information	4.39	Seating for individual study purposes is adequate	0.85
Databases and electronic resources are adequate for my needs	5.50	Course-specific resources are easy to find and access	5.06	Training sessions that incorporate computers & hands-on techniques meet my needs	4.41	Library staff are friendly and helpful	0.80
Photocopying & printing facilities are adequate for my needs	5.41	Quiet study facilities are adeqaute	5.00	Wireless facilities are adequate	4.41	Library staff respond clearly and accurately to my online queries	0.72
Library web pages provide clear and useful information	5.39	Books and journals are reshelved quickly	5.00	Group study facilties are adequate	4.41	Prompt corrective action is taken regarding missing books and journals	0.67
Library staff display professionalism	5.38	Facilities for using personal laptops are adequate	5.00	The Library collection is adequate for my needs	4.42	Databases and electronic resources are adequate for my needs	0.63

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Mean Importance Scores — How often are you required to be on campus? - Rarely (i.e. a few times a year)
19 Responses

	Importance		Performance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff are friendly and helpful	5.80	1	5.00	8
Opening hours meet my needs	5.65	2	4.59	28
Course-specific resources are easy to find and access	5.59	3	5.06	6
Library's web site is easy to use	5.59	3	5.27	2
Prompt corrective action is taken regarding missing books and journals	5.56	5	4.89	14
Library information guides are clear and useful	5.53	6	4.61	26
Databases and electronic resources are adequate for my needs	5.50	7	4.88	16
Photocopying & printing facilities are adequate for my needs	5.41	8	4.33	37
Library web pages provide clear and useful information	5.39	9	5.00	8
Library staff display professionalism	5.38	10	5.12	3
Access to electronic resources is readily available	5.35	11	5.06	6
Library staff treat me fairly and without discrimination	5.31	12	4.71	24
The Library collection is adequate for my needs	5.29	13	4.42	31
Seating for individual study purposes is adequate	5.29	13	4.44	30
Library catalogue provides clear and useful information	5.28	15	4.39	35
Library staff respond clearly and accurately to my online queries	5.25	16	4.53	29
Information resources (books, electronic, etc) are easily accessed	5.18	17	4.74	22
On-line help in accesssing and using Library's resources is adequate to my needs	5.13	18	4.67	25
Adeqaute signange exists within the Library	5.13	18	4.82	17
Library staff provide quality service	5.11	20	5.11	4
Remote access to electronic information resources and services is adequate	5.06	21	4.81	19
Library staff are readily available to assist me	5.06	22	4.89	14
Services for clients with disabilities are adequate	5.06	23	4.76	20
Library staff act on my suggestions and ideas	4.94	24	4.82	17
Sufficient copies of high-demand resources are available when I need them	4.89	25	4.61	26
Library staff are proactive in their dealings with me	4.89	25	4.76	20
Library staff describe clearly the services on offer	4.89	25	4.94	13
Facilities for using personal laptops are adequate	4.88	28	5.00	8
Training sessions that incorporate computers & hands-on techniques meet my needs	4.83	29	4.41	32
Library staff provide clear and accurate feedback to my queries	4.83	29	5.29	1
Service desk staff respond in a timely manner	4.82	31	5.11	5
Wireless facilities are adequate	4.75	32	4.41	32
Training sessions in their current lecture format meet my needs	4.72	33	4.72	23
Books and journals are reshelved quickly	4.72	33	5.00	8
Comptuer facilities electronic equipment are adeqaute	4.67	35	4.07	39
Quiet study facilities are adeqaute	4.59	36	5.00	8
Inter Library loans and document delivery are filled promptly	4.53	37	4.28	38
Library staff keep me informed about new services, resources and collections	4.44	38	4.06	40
Number of computer workstations is adequate	4.44	39	4.35	36
Group study facilties are adequate	4.24	40	4.41	32

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University of Canberra Library Client Survey Results, June 2008

Mean Performance Score — How often are you required to be on campus? - Rarely (i.e. a few times a year)
19 Responses

	Performance		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Library staff provide clear and accurate feedback to my queries	5.29	1	4.83	29
Library's web site is easy to use	5.27	2	5.59	3
Library staff display professionalism	5.12	3	5.38	10
Library staff provide quality service	5.11	4	5.11	20
Service desk staff respond in a timely manner	5.11	5	4.82	31
Access to electronic resources is readily available	5.06	6	5.35	11
Course-specific resources are easy to find and access	5.06	6	5.59	3
Quiet study facilities are adeqaute	5.00	8	4.59	36
Books and journals are reshelved quickly	5.00	8	4.72	33
Facilities for using personal laptops are adequate	5.00	8	4.88	28
Library web pages provide clear and useful information	5.00	8	5.39	9
Library staff are friendly and helpful	5.00	8	5.80	1
Library staff describe clearly the services on offer	4.94	13	4.89	25
Library staff are readily available to assist me	4.89	14	5.06	22
Prompt corrective action is taken regarding missing books and journals	4.89	14	5.56	5
Databases and electronic resources are adequate for my needs	4.88	16	5.50	7
Library staff act on my suggestions and ideas	4.82	17	4.94	24
Adeqaute signange exists within the Library	4.82	17	5.13	18
Remote access to electronic information resources and services is adequate	4.81	19	5.06	21
Library staff are proactive in their dealings with me	4.76	20	4.89	25
Services for clients with disabilities are adequate	4.76	20	5.06	23
Information resources (books, electronic, etc) are easily accessed	4.74	22	5.18	17
Training sessions in their current lecture format meet my needs	4.72	23	4.72	33
Library staff treat me fairly and without discrimination	4.71	24	5.31	12
On-line help in accesssing and using Library's resources is adequate to my needs	4.67	25	5.13	18
Sufficient copies of high-demand resources are available when I need them	4.61	26	4.89	25
Library information guides are clear and useful	4.61	26	5.53	6
Opening hours meet my needs	4.59	28	5.65	2
Library staff respond clearly and accurately to my online queries	4.53	29	5.25	16
Seating for individual study purposes is adequate	4.44	30	5.29	13
The Library collection is adequate for my needs	4.42	31	5.29	13
Group study facilties are adequate	4.41	32	4.24	40
Wireless facilities are adequate	4.41	32	4.75	32
Training sessions that incorporate computers & hands-on techniques meet my needs	4.41	32	4.83	29
Library catalogue provides clear and useful information	4.39	35	5.28	15
Number of computer workstations is adequate	4.35	36	4.44	39
Photocopying & printing facilities are adequate for my needs	4.33	37	5.41	8
Inter Library loans and document delivery are filled promptly	4.28	38	4.53	37
Comptuer facilities electronic equipment are adeqaute	4.07	39	4.67	35
Library staff keep me informed about new services, resources and collections	4.06	40	4.44	38

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University of Canberra Library Client Survey Results, June 2008

Mean Gap Scores — How often are you required to be on campus? - Rarely (i.e. a few times a year)
19 Responses

	Gap		Importance	
	Mean	**Rank**	**Mean**	**Rank**
Photocopying & printing facilities are adequate for my needs	1.08	1	5.41	8
Opening hours meet my needs	1.06	2	5.65	2
Library information guides are clear and useful	0.92	3	5.53	6
Library catalogue provides clear and useful information	0.89	4	5.28	15
The Library collection is adequate for my needs	0.87	5	5.29	13
Seating for individual study purposes is adequate	0.85	6	5.29	13
Library staff are friendly and helpful	0.80	7	5.80	1
Library staff respond clearly and accurately to my online queries	0.72	8	5.25	16
Prompt corrective action is taken regarding missing books and journals	0.67	9	5.56	5
Databases and electronic resources are adequate for my needs	0.63	10	5.50	7
Library staff treat me fairly and without discrimination	0.61	11	5.31	12
Comptuer facilities electronic equipment are adeqaute	0.60	12	4.67	35
Course-specific resources are easy to find and access	0.53	13	5.59	3
On-line help in accesssing and using Library's resources is adequate to my needs	0.46	14	5.13	18
Information resources (books, electronic, etc) are easily accessed	0.44	15	5.18	17
Training sessions that incorporate computers & hands-on techniques meet my needs	0.42	16	4.83	29
Library staff keep me informed about new services, resources and collections	0.39	17	4.44	38
Library web pages provide clear and useful information	0.39	17	5.39	9
Wireless facilities are adequate	0.34	19	4.75	32
Library's web site is easy to use	0.32	20	5.59	3
Adeqaute signange exists within the Library	0.30	21	5.13	18
Services for clients with disabilities are adequate	0.29	22	5.06	23
Access to electronic resources is readily available	0.29	23	5.35	11
Sufficient copies of high-demand resources are available when I need them	0.28	24	4.89	25
Library staff display professionalism	0.26	25	5.38	10
Inter Library loans and document delivery are filled promptly	0.25	26	4.53	37
Remote access to electronic information resources and services is adequate	0.25	27	5.06	21
Library staff are readily available to assist me	0.17	28	5.06	22
Library staff are proactive in their dealings with me	0.12	29	4.89	25
Library staff act on my suggestions and ideas	0.12	30	4.94	24
Number of computer workstations is adequate	0.08	31	4.44	39
Training sessions in their current lecture format meet my needs	0.00	32	4.72	33
Library staff provide quality service	0.00	32	5.11	20
Library staff describe clearly the services on offer	-0.05	34	4.89	25
Facilities for using personal laptops are adequate	-0.13	35	4.88	28
Group study facilties are adequate	-0.18	36	4.24	40
Books and journals are reshelved quickly	-0.28	37	4.72	33
Service desk staff respond in a timely manner	-0.28	38	4.82	31
Quiet study facilities are adeqaute	-0.41	39	4.59	36
Library staff provide clear and accurate feedback to my queries	-0.46	40	4.83	29

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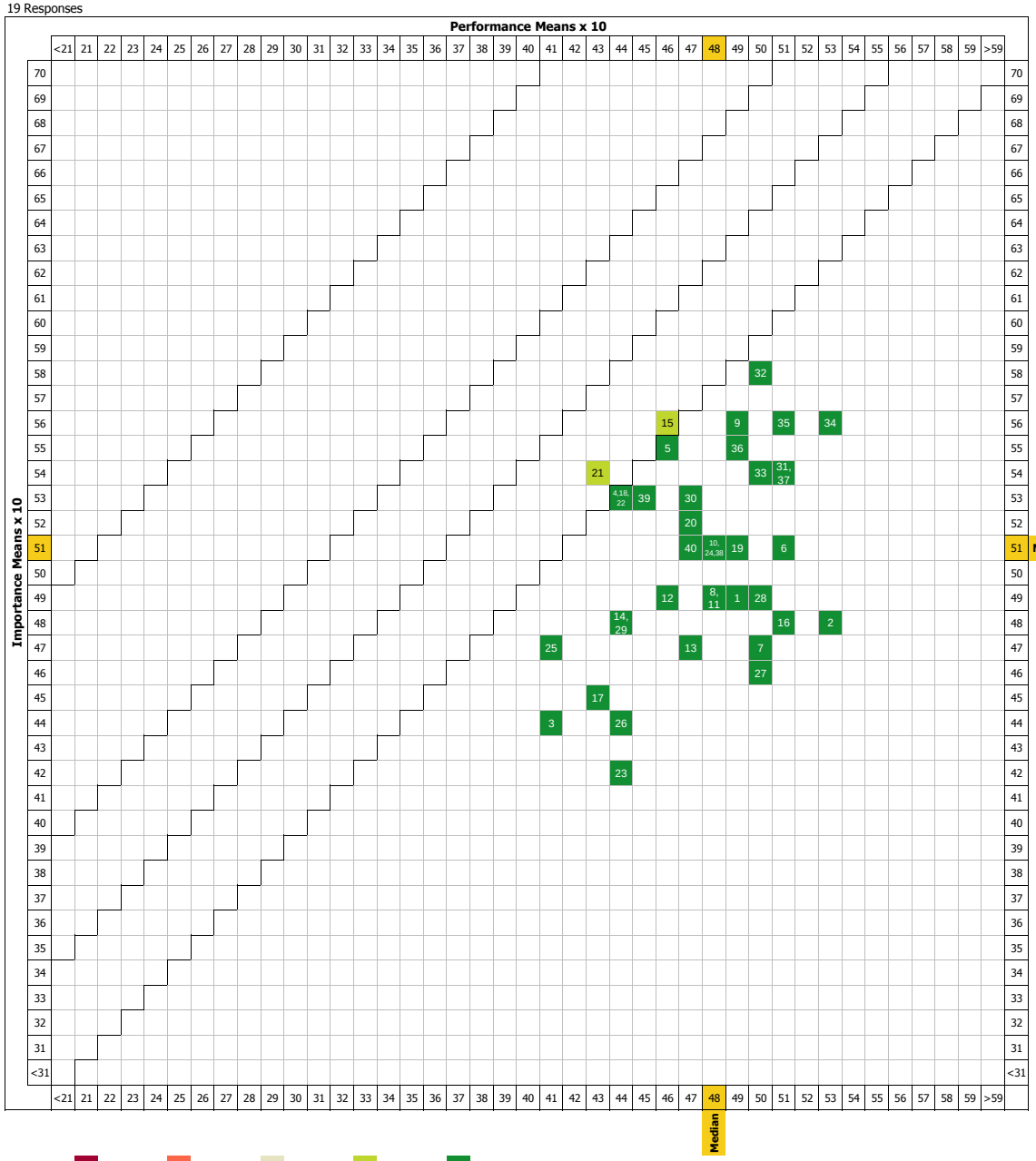
Best Practice Categories Gap Grid — How often are you required to be on campus? - Rarely (i.e. a few times a year)

19 Responses



Statements	
1	Library staff describe clearly the services on offer
2	Library staff provide clear and accurate feedback to my queries
3	Library staff keep me informed about new services, resources and collections
4	Library catalogue provides clear and useful information
5	Library information guides are clear and useful
6	Library staff provide quality service
7	Books and journals are reshelved quickly
8	Library staff act on my suggestions and ideas
9	Prompt corrective action is taken regarding missing books and journals
10	Services for clients with disabilities are adequate
11	Library staff are proactive in their dealings with me
12	Sufficient copies of high-demand resources are available when I need them
13	Training sessions in their current lecture format meet my needs
14	Training sessions that incorporate computers & hands-on techniques meet my needs
15	Opening hours meet my needs
16	Service desk staff respond in a timely manner
17	Inter Library loans and document delivery are filled promptly
18	The Library collection is adequate for my needs
19	Library staff are readily available to assist me
20	Information resources (books, electronic, etc) are easily accessed
21	Photocopying & printing facilities are adequate for my needs
22	Seating for individual study purposes is adequate
23	Group study facilties are adequate
24	Adeqaute signange exists within the Library
25	Comptuer facilities electronic equipment are adeqaute
26	Number of computer workstations is adequate
27	Quiet study facilities are adeqaute
28	Facilities for using personal laptops are adequate
29	Wireless facilities are adequate
30	Library staff treat me fairly and without discrimination
31	Library staff display professionalism
32	Library staff are friendly and helpful
33	Library web pages provide clear and useful information
34	Library's web site is easy to use
35	Course-specific resources are easy to find and access
36	Databases and electronic resources are adequate for my needs
37	Access to electronic resources is readily available
38	Remote access to electronic information resources and services is adequate

Statements	
39	Library staff respond clearly and accurately to my online queries
40	On-line help in accesssing and using Library's resources is adequate to my needs

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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