

University of Canberra Library Client Survey

May 2015

Key Findings



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1. Executive summary

This year the University of Canberra Library recorded an overall performance score of 78.0%. This represents a decrease in performance of 1.0% since the previous survey, and places the Library in the fourth quartile (or bottom 25%) of libraries that have surveyed with us over the last two years.

The areas of highest importance to Library clients include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and fair and non-discriminatory. Other themes include access to wireless, online resources meeting the learning and research needs of clients, off campus access to resources and services, ease of use of the Library website, adequacy of printing, scanning and photocopying facilities, and availability in the Library of a quiet place to study.

Five factors in the top 10 performance list relate to Library staff – more specifically their fairness, approachability and helpfulness, their provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face to face enquiry service. The remaining factors relate to wireless access being available in the Library when needed, self service facilities meeting the needs of clients, adequacy of opening hours and printing, scanning and photocopying facilities, and off campus access to resources and services.

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

- *Library staff treat me fairly and without discrimination*
- *Library staff are approachable and helpful*
- *I can get wireless access in the Library when I need to*
- *Library staff provide accurate answers to my enquiries*
- *Library staff are readily available to assist me*
- *Printing, scanning and photocopying facilities in the Library meet my needs*
- *When I am away from campus I can access the Library resources and services I need*

This is a positive result for the Library. Not only are these factors among the most important to clients of the Library, they are also being performed better than the less important factors.

The Library performed highest on the category of *Library staff*, with a score of 88.0%. The lowest score was identified for *Facilities and equipment* at 73.1% - an impressive 3.4% improvement since the 2011 survey.

The three categories ranked highest in importance for the clients of the Library are *Library staff*, *Information resources* and *Facilities and equipment*.

Facilities & equipment has recorded an improvement of 0.8% since the previous survey. *Communication*, *Service delivery*, *Library staff* and *Information resources* have all attracted lower performance scores than 2013. *Communication*, *Library staff* and *Information resources* have recorded bottom quartile (lowest 25%) benchmark performances. *Service delivery* is on the cusp of the bottom and third quartiles, and *Facilities & equipment* is a median benchmark performer.

The following table identifies the performance of the Library across the best practice categories in the benchmarking context:

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2015	73.7%	77.8%	73.9%	87.0%	76.5%	78.0%
April 2013	75.5%	79.4%	73.1%	88.0%	78.0%	79.0%
October 2011 *	75.8%	78.6%	69.7%	87.0%	77.2%	77.9%
Highest performer in database	81.5%	83.5%	81.7%	92.7%	84.0%	84.8%
Median	76.1%	79.3%	73.8%	88.6%	80.1%	79.5%
Lowest performer in database	71.2%	72.2%	67.7%	85.0%	74.7%	74.4%

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

- *A computer is available when I need one*
- *Laptop facilities (e.g. desks, power) in the Library meet my needs*
- *The Library website is easy to use*
- *I can find a quiet place in the Library to study when I need to*
- *The Library catalogue is easy to use*
- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*

Although none of these factors recorded a gap score in the critical range, it may be prudent to keep an eye on them all to ensure that they do not become problematic.

Respondents were asked to indicate how often they came into the Library, how often they accessed the Library online, and how often they were required to be on campus. The most common frequency response was *2-4 days a week* across all three questions.

In conclusion, the University of Canberra Library achieved less positive results for the Library Client Survey in 2015 compared to the previous survey in 2013. Looking ahead, there is scope for improvement both internally and in the benchmarking context.

2. Introduction

Background

Insync Surveys ensures that libraries can measure performance against each other, which in turn enables libraries to develop the highest possible standards of service for library users. Consistent with this principle, Insync Surveys was retained by the University of 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 survey are compared with the most recent results of other CAUL and CONZUL libraries in the Insync database.

Survey objectives

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

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

Survey process

The survey required all clients to provide some demographic information. It then displayed 28 statements considered critical to the 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 impressions of the Library's performance on each statement. Clients were then asked three questions relating to their information seeking behaviour.

Clients of the Library were invited to participate in the survey in May 2015 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the clients are identified. The survey could only be completed online.

This is the sixth survey of its kind to be undertaken by the Library.

Scaling

The adoption of a seven-point scale provides very valid discrimination of stakeholder attitudes across the questions that are asked in the survey instrument. We have also found through our research that a seven-point scale is sufficiently interval in nature to apply standard statistical tests of the means that are produced from such scales. Accordingly, the results we produce involve analysis of the mean responses to each of the questions asked, across all demographic categories.

Note that the middle option “4” in the seven-point scale allows for respondents to “neither agree nor disagree”.

Response statistics

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

This year the survey generated 1574 responses. This number provides a good degree of confidence in the results obtained at the overall level. The number of responses received is substantially higher than the 2013 survey, in which 891 responses were generated.

University of Canberra Library Client Survey, May 2015		
Response statistics		
Total	1574	
What is your major area of study, research or teaching?	n	%
Applied Science	122	7.8%
Arts and Design	312	19.8%
Business and Government	315	20.0%
Education	222	14.1%
Health	392	24.9%
Information Sciences and Engineering	107	6.8%
Law	83	5.3%
Unspecified	21	1.3%
What single category best describes you?		
Undergraduate	980	62.3%
Postgraduate (coursework)	300	19.1%
Postgraduate (higher degree by research)	110	7.0%
Academic/Research staff	71	4.5%
General staff	65	4.1%
UC College/UC English Language Institute	30	1.9%
Other	17	1.1%
Unspecified	1	0.1%
Which category best describes you?		
International student/staff	270	17.2%
Domestic student/staff	1290	82.0%
Unspecified	14	0.9%

University of Canberra Library Client Survey, May 2015		
Response statistics		
Total	1574	
How often do you come into the Library?	n	%
Daily	174	11.1%
2-4 days a week	537	34.1%
Weekly	295	18.7%
Fortnightly	143	9.1%
Monthly	126	8.0%
Rarely (i.e. a few times a year)	229	14.5%
Never	60	3.8%
Unspecified	10	0.6%
How often do you access the Library online?		
Daily	218	13.9%
2-4 days a week	467	29.7%
Weekly	362	23.0%
Fortnightly	156	9.9%
Monthly	146	9.3%
Rarely (i.e. a few times a year)	163	10.4%
Never	48	3.0%
Unspecified	14	0.9%
How often are you required to be on campus?		
Daily	304	19.3%
2-4 days a week	948	60.2%
Weekly	186	11.8%
Fortnightly	30	1.9%
Monthly	13	0.8%
Rarely (i.e. a few times a year)	41	2.6%
Never	47	3.0%
Unspecified	5	0.3%

Rating importance but not performance

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate how important each service attribute is to them. These importance rankings are tabled below.

Variable	Total			1574
	Importance			
	Mean	Rank	#	%
Library staff provide accurate answers to my enquiries	6.28	1	74	4.70%
Library staff treat me fairly and without discrimination	6.25	2	65	4.13%
When I am away from campus I can access the Library resources and services I need	6.03	3	71	4.51%
Library staff are approachable and helpful	5.98	4	62	3.94%
Library staff are readily available to assist me	5.91	5	68	4.32%
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	6	94	5.97%
Course specific resources (including short loans) meet my learning needs	5.75	7	96	6.10%
I can get wireless access in the Library when I need to	5.72	8	68	4.32%
Face to face enquiry services meet my needs	5.58	9	91	5.78%
Books and articles I have requested from other libraries are delivered promptly	5.47	10	205	13.02%
Printing, scanning and photocopying facilities in the Library meet my needs	5.46	11	84	5.34%
The Library catalogue is easy to use	5.44	12	57	3.62%
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.43	13	58	3.68%
The Library website is easy to use	5.41	14	39	2.48%
The items I'm looking for on the Library shelves are usually there	5.36	15	76	4.83%
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.26	16	104	6.61%
Opening hours meet my needs	5.23	17	61	3.88%
The Library website provides useful information	5.22	18	45	2.86%
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.13	19	85	5.40%
Online enquiry services (e.g. Chat, Ask a Librarian) meet my needs	5.11	20	158	10.04%
Library signage is clear	4.99	21	72	4.57%
I can find a quiet place in the Library to study when I need to	4.96	22	56	3.56%
The Library anticipates my learning and research needs	4.95	23	95	6.04%
The Library is a good place to study	4.85	24	61	3.88%
A computer is available when I need one	4.78	25	68	4.32%
Library training sessions / appointments with a librarian help me with my learning and research needs	4.70	26	188	11.94%
I am informed about Library services	4.70	27	50	3.18%
I can find a place in the Library to work in a group when I need to	4.69	28	77	4.89%

3. Detailed results interpretation

What clients believe is important for the Library

The 10 highest ranked importance factors for Library clients are listed in descending priority order in the table below. The previous survey results are also reported to enable a comparison.

May 2015 Top 10 importance	Mean (1 = low, 7 = high)	April 2013 Top 10 importance	Mean (1 = low, 7 = high)
I can get wireless access in the Library when I need to	6.58	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.55
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.51	I can get wireless access in the Library when I need to	6.53
Library staff provide accurate answers to my enquiries	6.44	Library staff provide accurate answers to my enquiries	6.48
Library staff are approachable and helpful	6.44	Library staff are approachable and helpful	6.45
Library staff treat me fairly and without discrimination	6.41	When I am away from campus I can access the Library resources and services I need	6.44
When I am away from campus I can access the Library resources and services I need	6.38	Library staff treat me fairly and without discrimination	6.40
Library staff are readily available to assist me	6.36	The Library website is easy to use	6.37
The Library website is easy to use	6.34	Library staff are readily available to assist me	6.37
Printing, scanning and photocopying facilities in the Library meet my needs	6.31	Printing, scanning and photocopying facilities in the Library meet my needs	6.34
I can find a quiet place in the Library to study when I need to	6.30	Course specific resources (including short loans) meet my learning needs	6.34

■ Common to 2015 and 2013

Of the 28 statements in the survey, 21 were identified as having importance means of 6.00 or higher. These statements are all of relatively high importance to clients.

The themes in the top 10 importance list include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and fair and non-discriminatory. Other themes include access to wireless, online resources meeting the learning and research needs of clients, off campus access to resources and services, ease of use of the Library website, adequacy of printing, scanning and photocopying facilities, and availability in the Library of a quiet place to study.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by clients in 2015 as compared with those ranked highest in 2013.

May 2015 Top 10 performance	Mean (1 = low, 7 = high)	April 2013 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination* 5	6.35	Library staff treat me fairly and without discrimination	6.40
Library staff are approachable and helpful* 4	6.14	Library staff are approachable and helpful	6.19
I can get wireless access in the Library when I need to* 1	6.07	Library staff provide accurate answers to my enquiries	6.05
Library staff provide accurate answers to my enquiries* 3	6.01	I can get wireless access in the Library when I need to	6.03
Library staff are readily available to assist me* 7	5.87	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	6.03
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.83	Library staff are readily available to assist me	6.00
Face to face enquiry services meet my needs	5.67	Face to face enquiry services meet my needs	5.82
Opening hours meet my needs	5.64	When I am away from campus I can access the Library resources and services I need	5.79
Printing, scanning and photocopying facilities in the Library meet my needs* 9	5.63	Opening hours meet my needs	5.67
When I am away from campus I can access the Library resources and services I need* 6	5.61	Printing, scanning and photocopying facilities in the Library meet my needs	5.66

(Factors marked * were also identified in the top 10 importance list)

■ Common to 2015 and 2013

The survey identified 25 out of 28 variables with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Five factors in the top 10 performance list relate to Library staff – more specifically their fairness, approachability and helpfulness, their provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face to face enquiry service. The remaining factors relate to wireless access being available in the Library when needed, self service facilities meeting the needs of clients, adequacy of opening hours and printing, scanning and photocopying facilities, and off campus access to resources and services.

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

- *Library staff treat me fairly and without discrimination*
- *Library staff are approachable and helpful*
- *I can get wireless access in the Library when I need to*
- *Library staff provide accurate answers to my enquiries*
- *Library staff are readily available to assist me*
- *Printing, scanning and photocopying facilities in the Library meet my needs*
- *When I am away from campus I can access the Library resources and services I need*

This is a positive result for the Library. Not only are these factors among the most important to clients of the Library, they are also being performed better than the less important factors.

At the other end of the scale are the lowest performing factors. This table shows the ten factors given the lowest rankings by the Library clients in 2015 as compared with those ranked lowest in 2013. Please note that the lowest performing variable appears first on the list.

May 2015 Lowest 10 performance	Mean (1 = low, 7 = high)	April 2013 Lowest 10 performance	Mean (1 = low, 7 = high)
A computer is available when I need one	4.09	A computer is available when I need one	3.84
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.92	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.81
I am informed about Library services	4.96	The Library anticipates my learning and research needs	5.04
The Library anticipates my learning and research needs	5.00	I can find a quiet place in the Library to study when I need to	5.06
The Library website is easy to use*8	5.08	I can find a place in the Library to work in a group when I need to	5.07
I can find a quiet place in the Library to study when I need to*10	5.10	I am informed about Library services	5.15
I can find a place in the Library to work in a group when I need to	5.11	The items I'm looking for on the Library shelves are usually there	5.24
The Library catalogue is easy to use	5.17	Library signage is clear	5.24
Library signage is clear	5.22	The Library website is easy to use	5.29
Library training sessions / appointments with a librarian help me with my learning and research needs	5.24	The Library catalogue is easy to use	5.32

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

■ Common to 2015 and 2013

Where clients believe the Library can improve

In identifying factors for improvement, Insync Surveys analyses the perceived difference – or “gap” – between the importance and performance scores for each variable. Based on our experience, gaps between 1.00 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.00 are serious and should be acted upon.

This table reports the 10 variables with the highest gaps for the 2015 and 2013 surveys.

May 2015 Top 10 gaps	Mean (1 = low, 7 = high)	April 2013 Top 10 gaps	Mean (1 = low, 7 = high)
A computer is available when I need one	1.88	A computer is available when I need one	2.20
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.43
The Library website is easy to use* 8	1.25	I can find a quiet place in the Library to study when I need to	1.25
I can find a quiet place in the Library to study when I need to* 10	1.20	The Library website is easy to use	1.09
The Library catalogue is easy to use	1.13	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.05
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs* 2	1.03	The items I'm looking for on the Library shelves are usually there	1.04
I can find a place in the Library to work in a group when I need to	0.94	The Library catalogue is easy to use	1.02
Course specific resources (including short loans) meet my learning needs	0.90	I can find a place in the Library to work in a group when I need to	1.00
The items I'm looking for on the Library shelves are usually there	0.90	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.91
The Library is a good place to study	0.89	Course specific resources (including short loans) meet my learning needs	0.88

(Factors marked * were also identified in the top 10 importance list)

■ Common to 2015 and 2013

Of all the 28 variables, none recorded a gap score in the critical range (gap score of 2.00 and above).

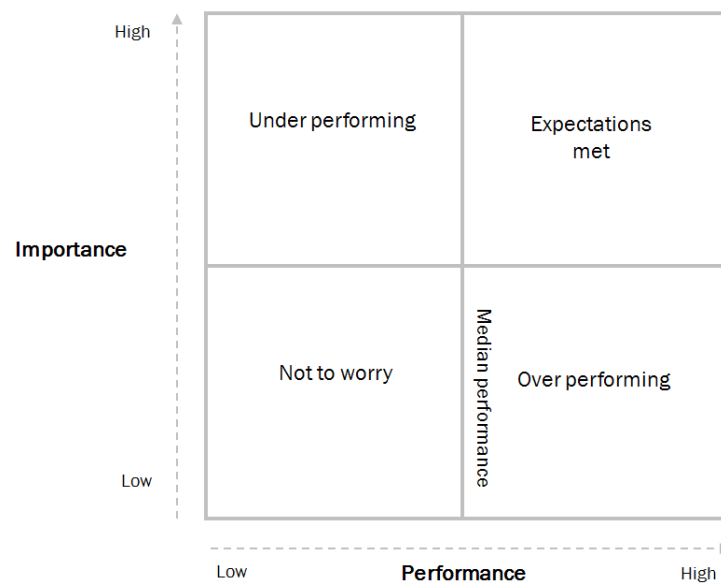
The top 10 gap list contains three factors from the top 10 importance list, which suggests that these are areas to prioritise for improvement:

- *The Library website is easy to use*
(a bottom 25% benchmark performer)
- *I can find a quiet place in the Library to study when I need to*
(performing just above the benchmark median)
- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*
(a bottom 25% benchmark performer)

The gap grid analysis

Analysis of the gap scores enable the Library to prioritise strategies for improvement in terms of those factors considered most pressing by clients. This information is reported in the gap grid (see detailed data report, page 22). The gap grid is a two dimensional visual tool that allows you to see the position of each factor in relation to both its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score (colour coded). In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid into four quadrants, as displayed in the figure below.



Prioritising potential improvement opportunities

A review of the library-wide gap grid has identified the following improvement opportunities for the Library (gap scores of 1.0 and above):

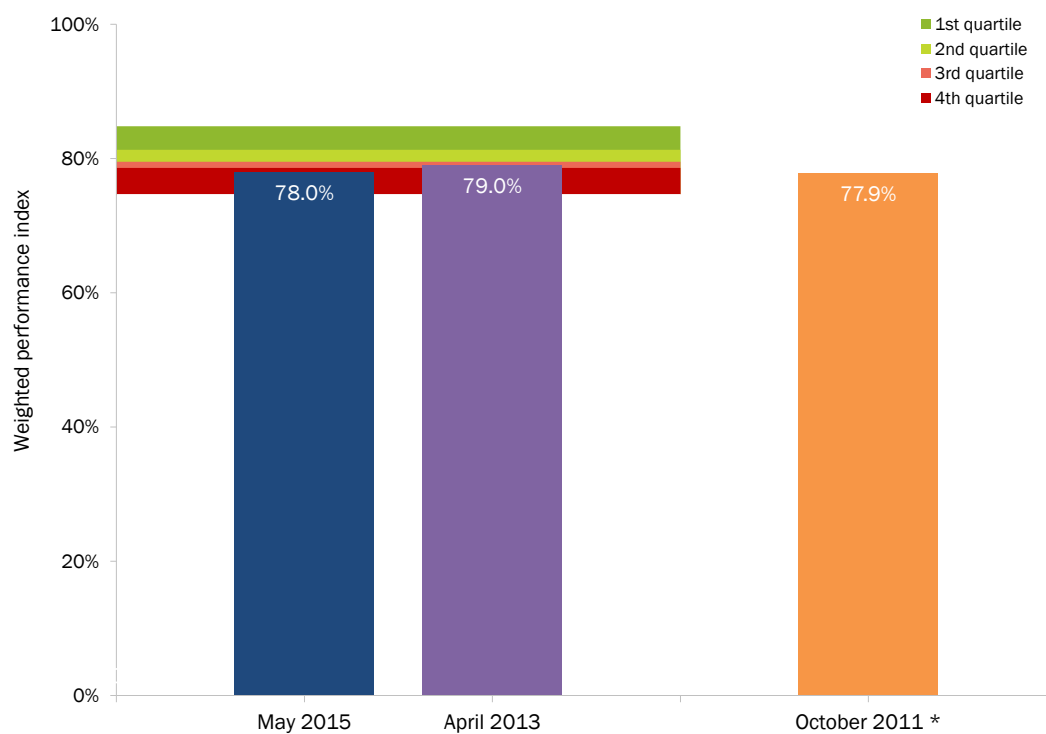
- *A computer is available when I need one (1.88)*
- *Laptop facilities (e.g. desks, power) in the Library meet my needs (1.33)*
- *The Library website is easy to use (1.25)*
- *I can find a quiet place in the Library to study when I need to (1.20)*
- *The Library catalogue is easy to use (1.13)*
- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs (1.03)*

Although none of these factors recorded a gap score in the critical range, it may be prudent to keep an eye on them all to ensure that they do not become problematic.

Comparison with other libraries

Weighted performance index

The Library recorded an overall performance score of 78.0%. This represents a decrease in performance of 1.0% since the previous survey, and places the University of Canberra Library in the fourth quartile (or bottom 25%) of libraries that have surveyed with us over the last two years.



Note: * Benchmark data relates to latest survey

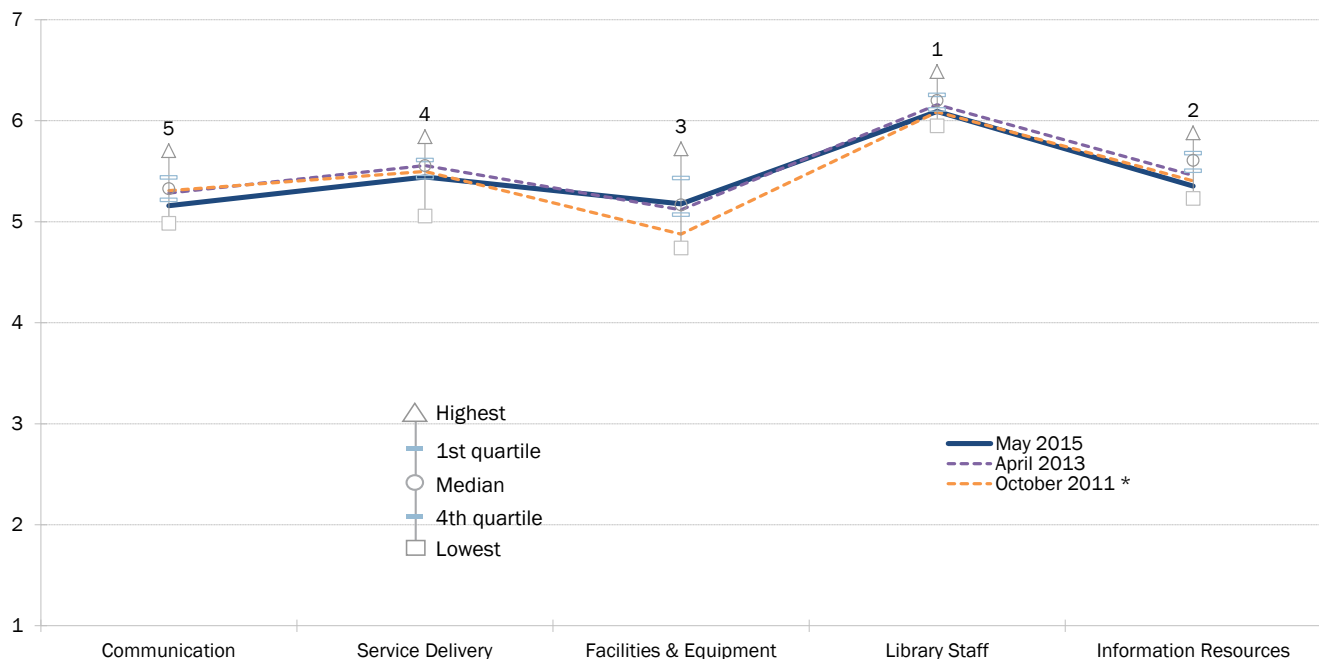
Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the five best practice categories. At the time the University of Canberra Library Client Survey was administered, 38 other libraries had completed benchmark surveys. It is this group that makes up the comparison group.

The three categories ranked highest in importance for the clients of the University of Canberra Library are *Library staff*, *Information resources* and *Facilities and equipment* (as indicated by the bold numbers in the following graph).

Facilities & equipment has recorded an improvement of 0.8% since the previous survey. *Communication*, *Service delivery*, *Library staff* and *Information resources* have all attracted lower performance scores than 2013. *Communication*, *Library staff* and *Information resources* have recorded bottom quartile (lowest 25%) benchmark performances. *Service delivery* is on the cusp of the bottom and third quartiles, and *Facilities & equipment* is a median benchmark performer.

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



Note: * Benchmark data relates to latest survey

Scorecard

The following scorecard presents similar information to the previous graph however the emphasis here is on the numerical scores of the Library in each category.

The Library performed highest on the category of *Library staff*, with a score of 87.0%. The lowest score was identified for *Communication* at 73.7%.

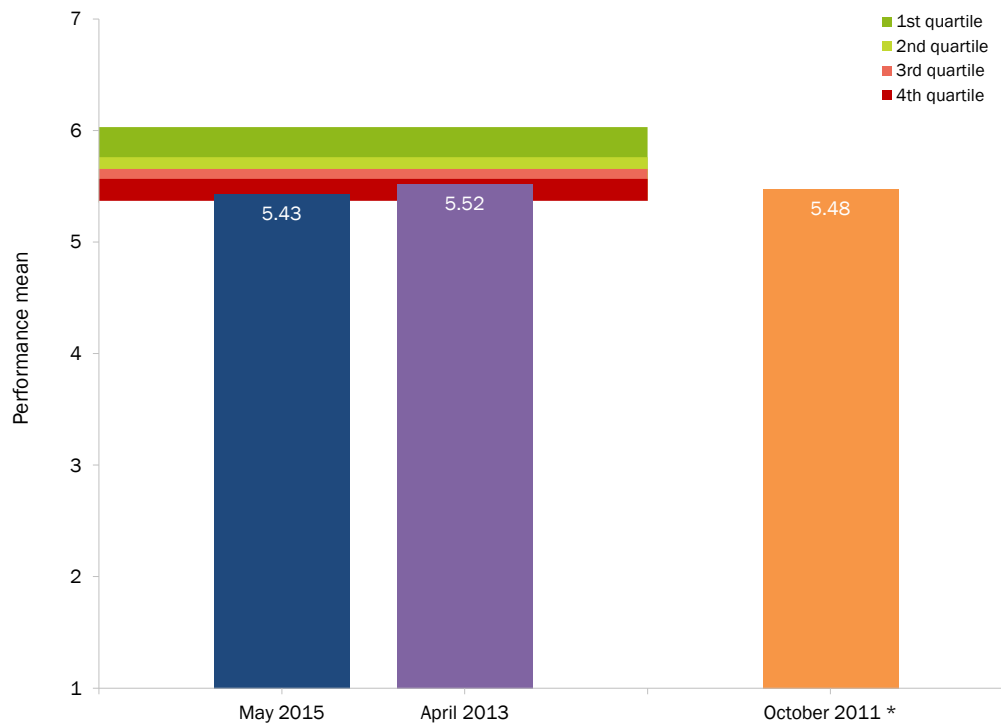
The information in the table also enables a comparison of the Library results with the current highest, lowest and median performers in the Insync database.

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2015	73.7%	77.8%	73.9%	87.0%	76.5%	78.0%
April 2013	75.5%	79.4%	73.1%	88.0%	78.0%	79.0%
October 2011 *	75.8%	78.6%	69.7%	87.0%	77.2%	77.9%
Highest performer in database	81.5%	83.5%	81.7%	92.7%	84.0%	84.8%
Median	76.1%	79.3%	73.8%	88.6%	80.1%	79.5%
Lowest performer in database	71.2%	72.2%	67.7%	85.0%	74.7%	74.4%

Note: * Benchmark data relates to latest survey

Overall satisfaction

Respondents were asked to provide a general assessment of their satisfaction with the Library (see graph below). In this case, the overall average of 5.43 places the Library in the fourth quartile when compared with other libraries that have surveyed over the last two years. There has been a decrease in satisfaction on the results from 2013, when the Library scored 5.52.

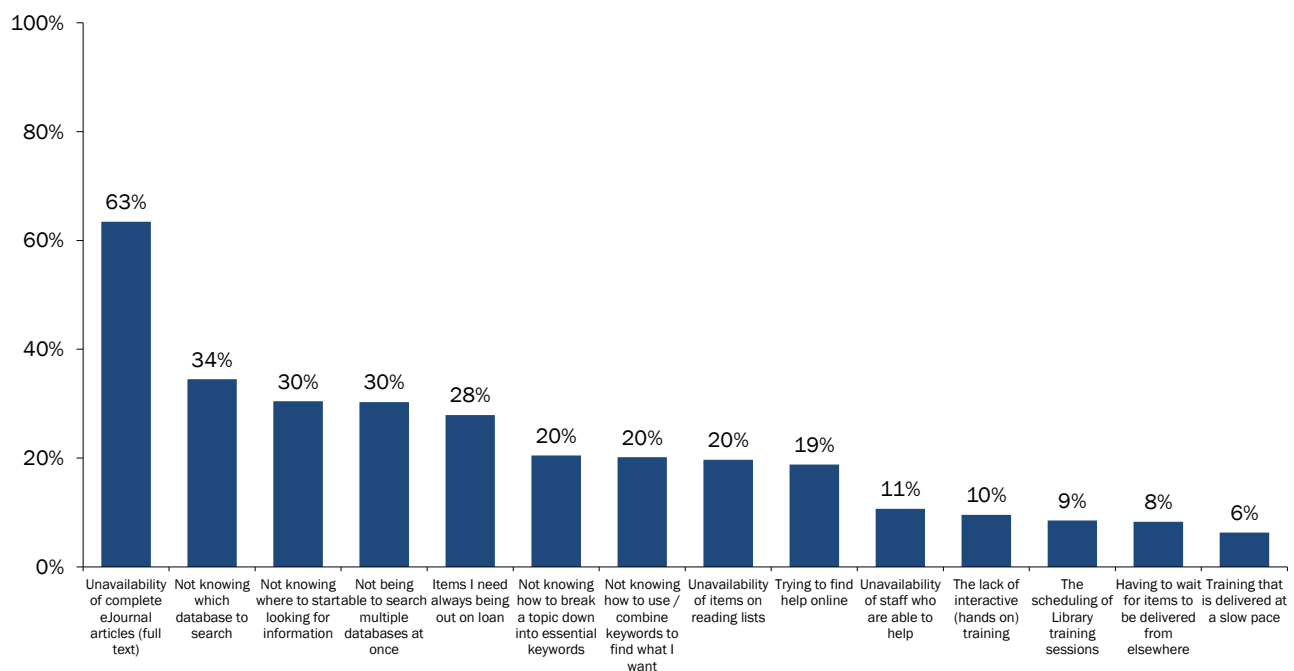


Note: * Benchmark data relates to latest survey

Looking for information

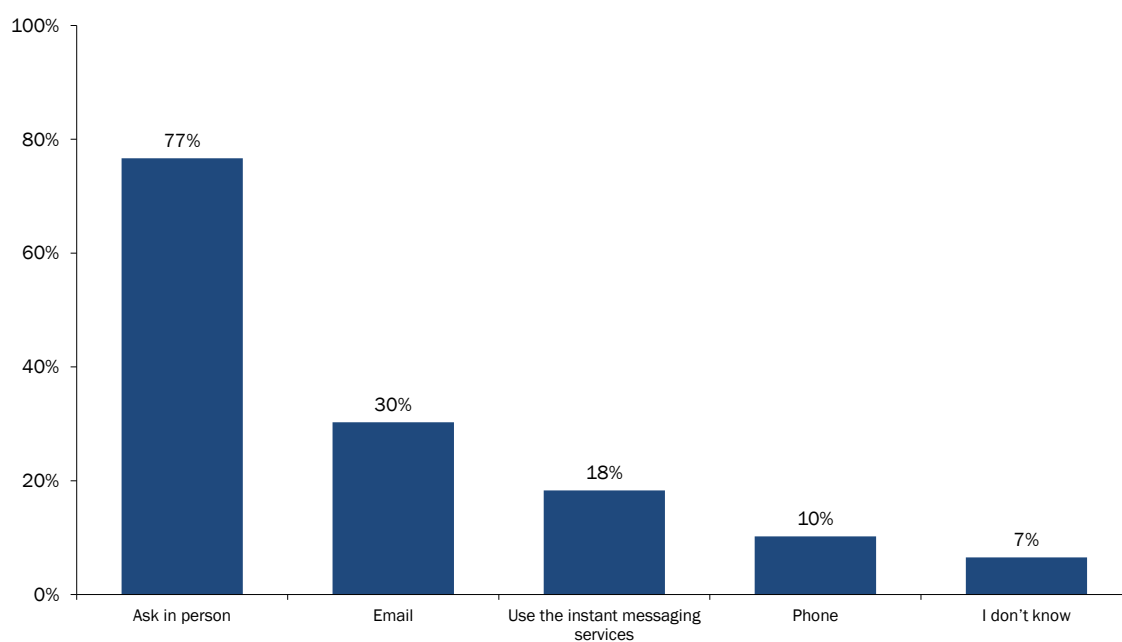
Respondents were asked three questions about their information seeking behaviours, and were presented with a number of options. The following bar charts display in percentage terms the preferences of respondents for these options.

I am frustrated by:



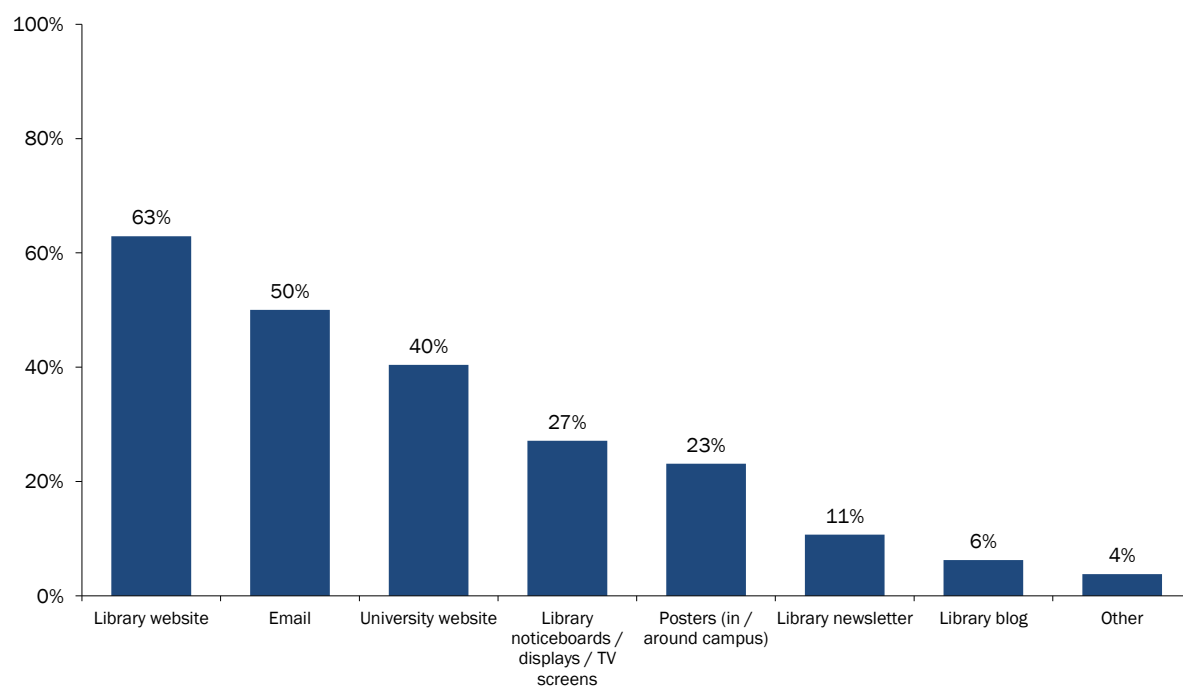
N=1264

If I need to ask Library staff for help, I prefer to:



N=1486

I prefer to learn about Library services through:



N=1475

4. Summary of results by demographics

The following tables show the top five improvement opportunities (gaps) across each of the major demographic breakdowns within the University of Canberra.

When considering the following tables, there are a few things to keep in mind. Caution should be exercised when interpreting the data for groups with fewer than 25 responses, as a small response number can lead to unstable mean scores.

Secondly, if a factor is highlighted, it means that it is unique, that is, not shared by any other group in that demographic breakdown.

Based on our experience, gaps between 1.00 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.00 are serious and should be acted upon.

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

University of Canberra Library Client Survey, May 2015 Top 5 gap scores by demographic What is your major area of study, research or teaching?		Unique factor
Applied Science (122 responses)	Gap score	
A computer is available when I need one	1.79	
I can find a quiet place in the Library to study when I need to	1.42	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.28	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.27	
The Library website is easy to use	1.19	
Arts and Design (312 responses)	Gap score	
A computer is available when I need one	1.81	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.51	
The Library website is easy to use	1.43	
The Library catalogue is easy to use	1.30	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.22	
Business and Government (315 responses)	Gap score	
A computer is available when I need one	1.94	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.30	
I can find a quiet place in the Library to study when I need to	1.29	
I can find a place in the Library to work in a group when I need to	1.11	
The Library catalogue is easy to use	1.04	
Education (222 responses)	Gap score	
A computer is available when I need one	1.93	
The Library website is easy to use	1.25	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.23	
The Library catalogue is easy to use	1.15	
The items I'm looking for on the Library shelves are usually there	1.08	
Health (392 responses)	Gap score	
A computer is available when I need one	1.96	
The Library website is easy to use	1.29	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.21	
I can find a quiet place in the Library to study when I need to	1.16	
The Library catalogue is easy to use	1.12	
Information Sciences and Engineering (107 responses)	Gap score	
A computer is available when I need one	1.63	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.50	
I can find a quiet place in the Library to study when I need to	1.25	
The Library website is easy to use	1.07	
The Library is a good place to study	0.99	
Law (83 responses)	Gap score	
A computer is available when I need one	2.00	
I can find a quiet place in the Library to study when I need to	1.62	
The Library website is easy to use	1.60	
Course specific resources (including short loans) meet my learning needs	1.58	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.57	

What single category best describes you?

University of Canberra Library Client Survey, May 2015 Top 5 gap scores by demographic What single category best describes you?		Unique factor
Undergraduate (980 responses)	Gap score	
A computer is available when I need one	2.04	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.49	
I can find a quiet place in the Library to study when I need to	1.28	
The Library website is easy to use	1.24	
The Library catalogue is easy to use	1.13	
Postgraduate (coursework) (300 responses)	Gap score	
A computer is available when I need one	1.80	
The Library website is easy to use	1.41	
The Library catalogue is easy to use	1.24	
I can find a quiet place in the Library to study when I need to	1.21	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.14	
Postgraduate (higher degree by research) (110 responses)	Gap score	
A computer is available when I need one	1.22	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.04	
I can find a quiet place in the Library to study when I need to	1.03	
The Library catalogue is easy to use	0.97	
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.95	
Academic/Research staff (71 responses)	Gap score	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.59	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.53	
The Library website is easy to use	1.44	
The Library website provides useful information	1.11	
The Library catalogue is easy to use	1.02	
General staff (65 responses)	Gap score	
The Library website is easy to use	1.12	
A computer is available when I need one	0.98	
Library training sessions / appointments with a librarian help me with my learning and research needs	0.94	
The Library catalogue is easy to use	0.89	
The Library website provides useful information	0.86	
UC College/UC English Language Institute (30 responses)	Gap score	
A computer is available when I need one	1.50	
Library signage is clear	0.94	
The Library catalogue is easy to use	0.90	
The Library website provides useful information	0.84	
I am informed about Library services	0.84	
Other (17 responses)	Gap score	
The Library website is easy to use	2.07	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.64	
The Library catalogue is easy to use	1.38	
A computer is available when I need one	1.33	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.09	

Which category best describes you?

University of Canberra Library Client Survey, May 2015	
Top 5 gap scores by demographic	
Which category best describes you?	Unique factor
International student/staff (270 responses)	Gap score
A computer is available when I need one	1.50
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.12
I can find a quiet place in the Library to study when I need to	1.07
The items I'm looking for on the Library shelves are usually there	0.96
The Library website is easy to use	0.91
Domestic student/staff (1290 responses)	Gap score
A computer is available when I need one	1.97
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.38
The Library website is easy to use	1.33
I can find a quiet place in the Library to study when I need to	1.23
The Library catalogue is easy to use	1.17

How often do you come into the Library?

University of Canberra Library Client Survey, May 2015 Top 5 gap scores by demographic How often do you come into the Library?		Unique factor
Daily (174 responses)	Gap score	
A computer is available when I need one	1.75	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.31	
I can find a quiet place in the Library to study when I need to	1.06	
Opening hours meet my needs	0.90	
The Library website is easy to use	0.88	
2-4 days a week (537 responses)	Gap score	
A computer is available when I need one	2.02	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.45	
I can find a quiet place in the Library to study when I need to	1.29	
The Library website is easy to use	1.22	
The Library catalogue is easy to use	1.05	
Weekly (295 responses)	Gap score	
A computer is available when I need one	2.04	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.46	
I can find a quiet place in the Library to study when I need to	1.33	
The Library website is easy to use	1.31	
I can find a place in the Library to work in a group when I need to	1.27	
Fortnightly (143 responses)	Gap score	
A computer is available when I need one	1.70	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.46	
The Library website is easy to use	1.36	
The Library catalogue is easy to use	1.26	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.22	
Monthly (126 responses)	Gap score	
A computer is available when I need one	1.94	
The Library website is easy to use	1.34	
The Library catalogue is easy to use	1.27	
I can find a quiet place in the Library to study when I need to	1.17	
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.07	
Rarely (i.e. a few times a year) (229 responses)	Gap score	
The Library website is easy to use	1.42	
A computer is available when I need one	1.41	
The Library catalogue is easy to use	1.34	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.22	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.97	
Never (60 responses)	Gap score	
The Library catalogue is easy to use	1.45	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.43	
The Library website is easy to use	1.32	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.30	
Books and articles I have requested from other libraries are delivered promptly	1.10	

How often do you access the Library online?

University of Canberra Library Client Survey, May 2015 Top 5 gap scores by demographic How often do you access the Library online?	
	Unique factor
Daily (218 responses)	Gap score
A computer is available when I need one	1.69
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.18
I can find a quiet place in the Library to study when I need to	1.17
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.04
The Library website is easy to use	1.02
2-4 days a week (467 responses)	Gap score
A computer is available when I need one	1.76
The Library website is easy to use	1.23
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.23
I can find a quiet place in the Library to study when I need to	1.21
The Library catalogue is easy to use	1.06
Weekly (362 responses)	Gap score
A computer is available when I need one	1.99
I can find a quiet place in the Library to study when I need to	1.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.32
The Library website is easy to use	1.29
The Library catalogue is easy to use	1.20
Fortnightly (156 responses)	Gap score
A computer is available when I need one	1.73
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.37
I can find a place in the Library to work in a group when I need to	1.28
The Library website is easy to use	1.20
The Library catalogue is easy to use	1.17
Monthly (146 responses)	Gap score
A computer is available when I need one	2.23
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.72
The Library website is easy to use	1.56
The Library catalogue is easy to use	1.32
I can find a quiet place in the Library to study when I need to	1.27
Rarely (i.e. a few times a year) (163 responses)	Gap score
A computer is available when I need one	1.97
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.42
The Library website is easy to use	1.22
The Library catalogue is easy to use	1.10
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.08
Never (48 responses)	Gap score
A computer is available when I need one	2.52
The Library catalogue is easy to use	2.25
Laptop facilities (e.g. desks, power) in the Library meet my needs	2.13
The Library website is easy to use	1.95
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.74

How often are you required to be on campus?

University of Canberra Library Client Survey, May 2015	
Top 5 gap scores by demographic	
How often are you required to be on campus?	
	Unique factor
Daily (304 responses)	Gap score
A computer is available when I need one	1.83
The Library website is easy to use	1.09
I can find a quiet place in the Library to study when I need to	1.08
The Library catalogue is easy to use	1.07
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.03
2-4 days a week (948 responses)	Gap score
A computer is available when I need one	1.93
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.46
The Library website is easy to use	1.29
I can find a quiet place in the Library to study when I need to	1.22
The Library catalogue is easy to use	1.11
Weekly (186 responses)	Gap score
A computer is available when I need one	1.76
The Library website is easy to use	1.41
The Library catalogue is easy to use	1.36
I can find a quiet place in the Library to study when I need to	1.33
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.24
Fortnightly (30 responses)	Gap score
A computer is available when I need one	2.04
The Library website is easy to use	1.66
I can find a quiet place in the Library to study when I need to	1.50
The Library is a good place to study	1.39
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.36
Monthly (13 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.25
The Library anticipates my learning and research needs	1.11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	1.10
The Library is a good place to study	1.00
A computer is available when I need one	0.88
Rarely (i.e. a few times a year) (41 responses)	Gap score
A computer is available when I need one	1.24
The Library catalogue is easy to use	0.66
The Library website is easy to use	0.57
The Library website provides useful information	0.56
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.48
Never (47 responses)	Gap score
A computer is available when I need one	2.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.67
I can find a quiet place in the Library to study when I need to	1.54
The Library website is easy to use	1.44
The Library catalogue is easy to use	1.38

5. Next steps

Planning for the way forward is not limited to the recommendations in this report. A number of other areas may also require consideration. For instance, there may be areas that clients have identified as low in importance but are high priority for the Library. These should be reviewed. It is also important to consider issues unique to different demographic groups and look beyond the overall results. When prioritising issues for action, it is recommended that a combination of the quantitative analyses and comments, with the option of future focus groups, be used to gain a more in-depth understanding of student concerns.

