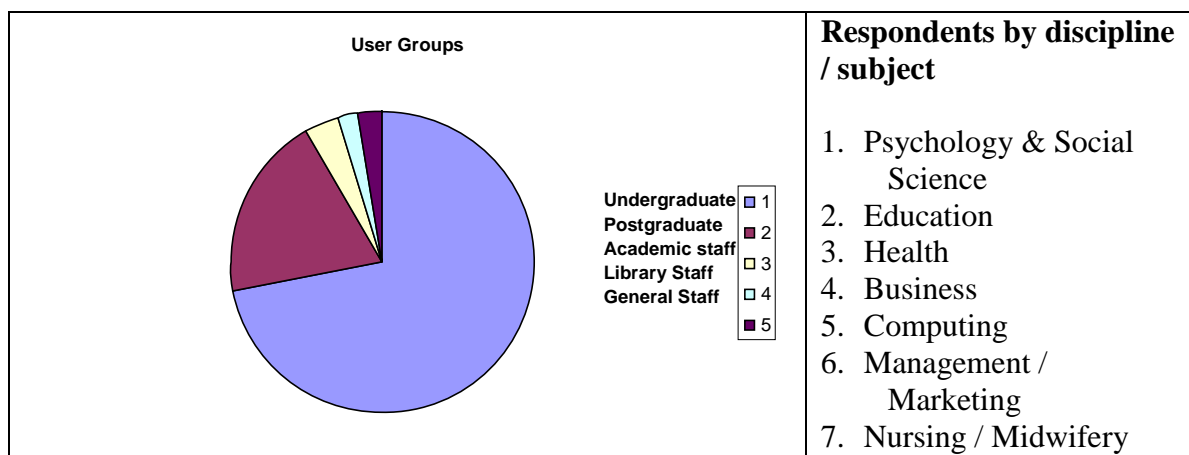


# University of South Australia

## Library user survey 2005 (LibQual+): results in brief



### Overall satisfaction

Library users were asked to rate their perceptions of overall satisfaction on a 1 to 9 scale. Overall the responses reveal that users are reasonably satisfied with library services

Results for the areas are:

Affect of service (Library staff / Customer service)	6.86
Information control (Availability & access to resources)	6.91
Library as place	6.51
<b>Overall satisfaction:</b>	<b>6.81</b>

### Most important areas for Library users

Response to the following five statements reflect the areas users indicated they wanted the highest level of performance

1. Electronic resources available from home and office
2. Print and electronic journals required for their study or work
3. Library web site that enables locating information on their own
4. Modern equipment to easily access information
5. Library staff who are consistently courteous

## Best performing areas

Areas in which the Library's performance came closest to what users desired (the gap between desired performance and perceived performance is closest to zero)

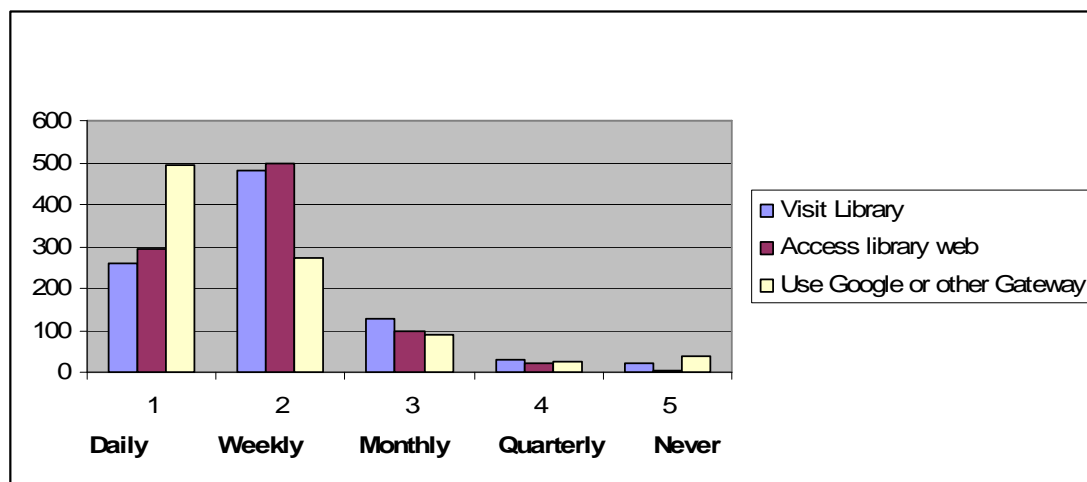
1. Space for group learning and group study
2. Library staff who deal with users in a caring fashion
3. Willingness to help users
4. Library staff who understand the needs of their users
5. Library staff who are consistently courteous

## Lowest performing areas

Areas with the greatest gap between the service level users desire and the Library's perceived performance

1. Library spaces that inspire study and learning
2. Quiet space for individual work
3. The electronic resources needed
4. Electronic resources accessible from home and work
5. The printed library materials needed

## Library use summary



## EXECUTIVE SUMMARY

971 respondents completed the LibQual+ online survey conducted 3<sup>rd</sup> – 31<sup>st</sup> October 2005. Of these 72% were undergraduates and 20% postgraduate. The typical respondent was female and undertaking full-time study. The number of respondents was reasonably even across the four metropolitan campuses which meant that there was an under representation of students from the Division of Business. There were few responses from those studying offcampus. This report concentrates on overall responses and those of undergraduates and postgraduates.