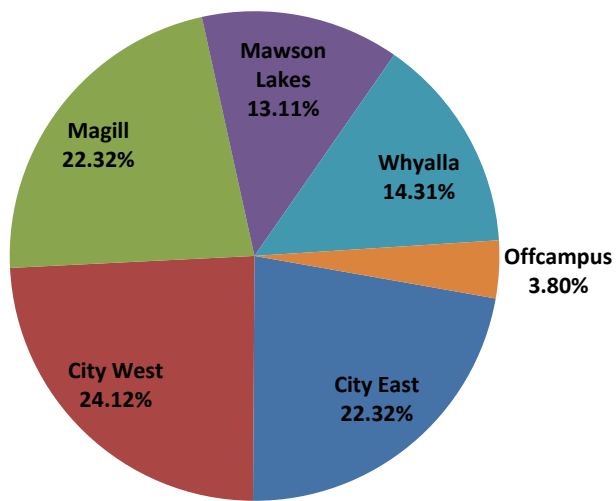


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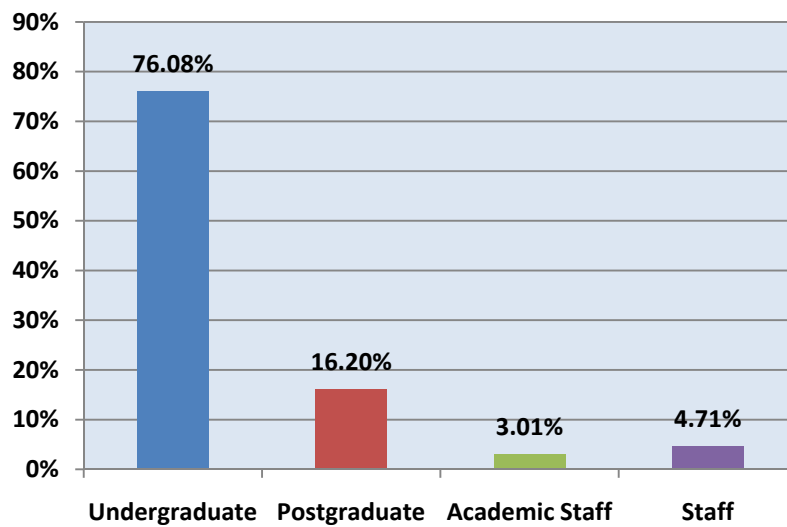
Library user survey 2008 (LibQual +): Results in brief

The survey was conducted over the period 16 – 30 May 2008 to discover user perceptions on the quality of library services. There were 989 valid responses.

Respondents by campus



Respondents by demographics



Overall satisfaction with library services: 7.09 out of 9 (79%)

Overall quality of library services: 6.8 out of 9 (76.4%) increased from 2005 (75.6%)

Best performing areas

2005	Score	2008	Score
IC-5 Modern equipment that lets me easily access needed information	7.16	IC-5 Modern equipment that lets me easily access needed information	7.30
AS-3 Library staff who are consistently courteous	7.11	IC-1 Making electronic resources accessible from my home or office	7.26
AS- 8 Willingness to help users	7.10	IC-2 A library web site enabling me to locate information on my own	7.17
AS-5 Library staff who have the knowledge to answer user questions	7.08	AS-5 Library staff who have the knowledge to answer user questions	7.16
IC-2 A library web site enabling me to locate information on my own	7.08	AS- 7 Library staff who understand the needs of their users	7.11

AS: Affect of Service IC: Information Control LP: Library as Place

What users rated as important

2005	Score	2008	Score
IC-1 Making electronic resources accessible from my home or office	8.30	IC-1 Making electronic resources accessible from my home or office	8.23
IC-8 Print and/or electronic journal collections I require for my work	8.22	IC-5 Modern equipment that lets me easily access needed information	8.13
IC-2 A library web site enabling me to locate information on my own	8.16	IC-2 A library web site enabling me to locate information on my own	8.06
IC-5 Modern equipment that lets me easily access needed information	8.12	IC-8 Print and/or electronic journal collections I require for my work	8.05
IC-4 The electronic information resources I need	8.11	IC-6 Easy-to-use access tools that allow me to find things on my own	8.00
IC-7 Making information easily accessible for independent use	8.08	IC-7 Making information easily accessible for independent use	7.98
IC-6 Easy-to-use access tools that allow me to find things on my own	8.05	LP-2 Quiet space for individual work	7.94
AS-5 Library staff who have the knowledge to answer user enquiries	7.89	LP-4 A haven for study, learning, or research	7.88
AS- 8 Willingness to help users	7.87	LP-1 Library space that inspires study and learning	7.86
AS- 7 Library staff who understand the needs of their users	7.86	LP-3 A comfortable and inviting location	7.80

 New in 2008 AS: Affect of Service IC: Information Control LP: Library as Place

Issues relating to the Library's physical facilities and amenities (LP) ranked high in importance in 2008. Access to information resources (IC) continues to be most important factor in library services overall.

Areas with worst result: Library as Place (*physical facilities, buildings*)

Key issue: responses were unfavourable to questions relating to the Library’s physical amenities, in particular the lack of adequate “*Quiet space for individual work*”. These scores are supported by your comments about the need for more study spaces and computers.

Poorest performing areas

2005	Score	2008	Score
LP- 1 Library space that inspires study and learning	6.06	AS-2 Giving users individual attention	6.12
AS-2 Giving users individual attention	6.17	LP- 1 Library space that inspires study and learning*	6.37
AS-1 Library staff who instill confidence in users	6.17	AS-1 Library staff who instil confidence in users	6.41
LP-2 Quiet space for individual work	6.42	LP-2 Quiet space for individual work*	6.47
IC-3 The printed library materials I need for my work	6.53	LP-4 A haven for study, learning, or research*	6.65

*Rated as important AS: Affect of Service IC: Information Control LP: Library as Place

Most improved: The Library’s performance in information resources increased from 76.79% in 2005 to 78.25% in 2008. Questions relating to access and quality of information resources dominated the top scores in both *Perceived* performance and *Desired* rankings indicating improvements in this service area.