2015 LIBRARY CLIENT SURVEY RESULTS

The Library Client Survey was conducted during October 2015. Thank you to all our clients who completed the survey. This feedback gave us the ability to determine what is important to our clients, how we are performing and also where we can improve.

WHO RESPONDED TO THE SURVEY?

510 respondents

WHAT WAS IMPORTANT TO OUR CLIENTS?

Highest ranked importance factors for Library users:

1. Online resources (eg journals, databases, ebooks) meet my learning and research needs
2. I can get wireless access in the Library when I need to
3. When I am away from campus I can access the Library resources and services I need
4. Printing, scanning and photocopying facilities in the Library meet my needs
5. The library catalogue is easy to use

WHERE DID WE EXCEL?

Highest performance areas ranked by Library users:

1. Library staff treat me fairly
2. I can get wireless access in the Library when I need to
3. Library staff are approachable and helpful
4. Printing, scanning and photocopying facilities in the Library meet my needs
5. When I am away from campus I can access the Library resources and services I need
WHERE CAN WE IMPROVE?

Lowest performance areas ranked by Library users:

#1 A computer is available when I need one
#2 The Library anticipates my learning and research needs
#3 I am informed about Library services
#4 Library workshops, classes and tutorials help me with my learning and research needs
#5 I can find a quiet place in the Library to study when I need to

All the factors are out of a possible score of 7

PRIZES

By completing the survey, participants were eligible to enter the draw to win one of three gift vouchers. Congratulations to the three prize winners.

1st prize $300 voucher
Zaher Azar (Bachelor of Human Movement)

2nd prize $200 voucher
Hayley Vulpiani (Bachelor of Nursing)

3rd prize $100 voucher
Ji Ma (Master of Professional Accounting)