



2017 Library Client Survey



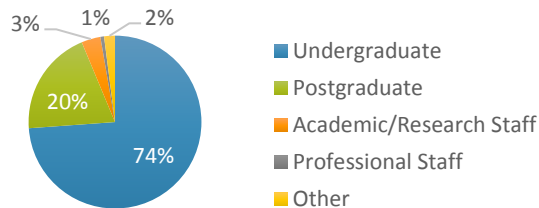
University of South Australia

The Library Client Survey was conducted during October 2017. Thank you to all our clients who completed the survey. This feedback has given us the ability to determine what's important to you, what we are doing well and how we can improve.

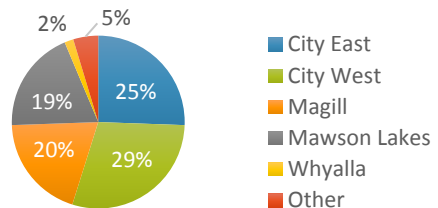
Who responded to the survey

2211 respondents

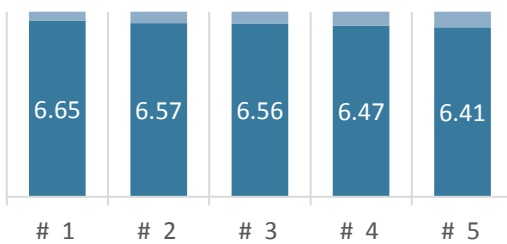
Responses by demographic



Responses by campus



What is important to our clients



All the factors are out of a possible score of 7

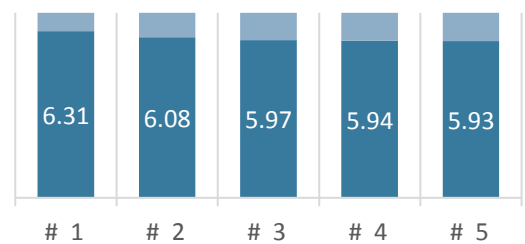
Highest ranked importance factors for library users

- #1 I can get wireless access in the Library when I need to
- #2 Printing, scanning and photocopying facilities in the Library meet my needs
- #3 Online resources (eg journals, databases, ebooks) meet my learning and research needs
- #4 I can find a quiet place in the Library to study when I need to
- #5 The Library website is easy to use

What we do well

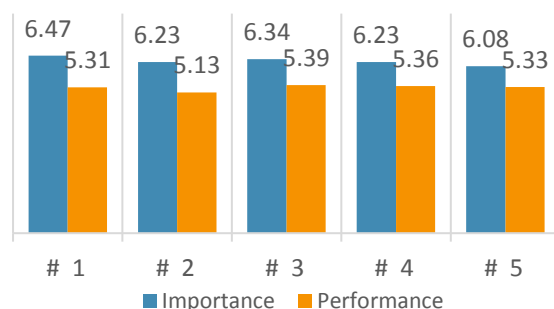
Highest performance areas ranked by library users

- #1 I can get wireless access in the Library when I need to
- #2 Printing, scanning and photocopying facilities in the Library meet my needs
- #3 Opening hours meet me needs
- #4 Online resources (eg journals, databases, ebooks) meet my learning and research needs
- #5 Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs



All the factors are out of a possible score of 7

Where we can improve



Areas with largest gaps between importance and performance

- #1 I can find a quiet place in the Library to study when I need to
- #2 A computer is available when I need one
- #3 I can find a place in the Library to work in a group when I need to
- #4 Laptop facilities (e.g. desks, power, self-check laptop loans) in the Library meet my needs
- #5 I can easily access Library resources and services on my mobile device(s)

Competition results

Students who completed the survey were eligible to enter the draw to win one of four \$250 prepaid Visa cards. Congratulations to the following prize winners:

- Brayden, 4th year Construction Management and Economics student at City East
- Faria, 2nd year Communication Design student at City West
- Imogen, 1st year Marketing and Communication student at City West
- Rebecca, 2nd year Nursing student at City East