

## **Library Survey 2006**

The University Library conducted a Library Client Survey in September 2006. This survey is one of a regular series of surveys conducted by Insync Surveys (formerly Rodski Survey Research) for a number of Australian and New Zealand University Libraries. The UTAS Library has run these surveys in 2001, 2004 and now in 2006.

The survey provides useful information about what is important to Library clients and how well the Library is performing. It allows the Library to compare the results against our performance in previous years, and against other libraries that use the Insync Survey tool.

### **What is important for Library clients?**

The survey statements that were rated top three in importance were:

1. The Library collection is adequate for my needs
2. Library staff are friendly and helpful
3. The Library catalogue is easy to use.

Two of these, the Library collection and the catalogue, were also rated in the top three in importance in the 2004 survey.

### **How is the Library performing?**

The survey statements that were rated top three for performance were:

1. Library staff treat me fairly and without discrimination
2. Library staff are friendly and helpful
3. Library staff display professionalism.

These were also the top three ranking items in the 2004 survey. Seven of the top ten performance statements in the 2006 survey relate to Library staff.

Our highest performing category is Library Staff. Performance scores for fairness, friendliness & helpfulness, and professionalism have significantly improved.

Areas of lowest performance were:

1. Access to computers to support study/research is adequate (lowest score)
2. Library staff keep me informed about new services, resources and collections.
3. Prompt corrective action is taken regarding missing books and journals.

Our lowest performing category is Facilities & Equipment. This is attributable to the low score relating to access to computers.

## **Where are the most important areas the Library can potentially improve?**

The survey provides information on gaps between importance and performance scores. Gap scores of 2.0 or higher are considered significant. None of the overall UTAS Library scores were higher than 1.74.

The top three 'gaps' where clients believe that the library can potentially improve are:

1. The library collection is adequate for my needs (gap score 1.74)  
This is significant, because it was also identified by clients as #1 on the importance scale. Our scores have improved slightly in this category since the last two surveys.
2. Access to computers to support study-research is adequate (gap score 1.73)
3. Opening hours meet my needs (gap score 1.32)  
This was ranked #9 in importance, and scores have improved since the last two surveys.

However if we view the results by Campus/Library, then there are some significant gaps of 2.0 or above, which represent areas more concrete areas for potential improvement:

1. 'The Library collection is adequate for my needs' was identified as a significant gap for the Music Library (3.06) and the Cradle Coast Campus (2.76).
2. 'Access to computers to support study/research is adequate' was identified as a significant gap in the Clinical Library (2.62), the Music Library (2.43) and the Law Library (2.34).
3. 'The Library catalogue provides clear and useful information' was identified as a significant gap for the Music Library (2.22).

## **What action is planned to improve service?**

### 1. The Library collection is adequate for my needs

In 2004 the Library was advised that it would be provided with additional acquisitions funding of \$350,000 cumulating over three years to give a total of \$1,050,000. The Library received an additional \$350,000 in 2005 and this was embedded in the Library budget for 2006. In 2007 and 2008 a further \$350,000 has been allocated from strategic funds to the base funding each year, but this has not been cumulated into the future Library budget. While additional funding cannot address past inadequacies, provision of additional funds is required to enable the collection to be built on.

Collection building for the visual and performing arts has many challenges not the least of which is the need to collect non-traditional formats such as audio, music scores, art gallery catalogues etc. Our strategy in other discipline areas is to favour electronic sources so that access is universal. Availability of electronic sources for non-traditional materials is somewhat lagging behind the more traditional text-based literature. The Library will continue to investigate strategic access to online sources that we believe will

deliver a better collection in the Music Library and to the Visual and Performing Arts disciplines in general.

At Cradle Coast Campus, the new building will provide space for some additional collections, but it is not intended to provide a full Library collection there. We will continue to liaise with staff and students to enhance services there.

## 2. Access to computers to support study-research is adequate

An increased number of computers has been provided in the Morris Miller Library in 2007 and an increase is planned for the Law Library. A survey has been undertaken to review the number of computers available in each branch, to identify if any redistribution is warranted, or additional computers required.

The Conservatorium of Music recently developed a computer laboratory within the School's building. With the development of the new computer lab several School-funded computers were withdrawn from the library. While access to computers in the Library has decreased, facilities in the building have actually increased over this time.

The Learning Hub computers are due for renewal in 2008. These were initially funded as part of the Commonwealth project funding. It is important that the University continue to fund these computers on a recurrent basis. Increased wireless access, and the provision of printing from the wireless network may resolve some issues for students.

## 3. Opening hours meet my needs

A review of opening hours is being undertaken with a view to providing services leading to a more active campus on weekends. This will require additional funding, not only for the Library but for other student services. An initial report is being prepared for the Student Advisory Committee. The Sir Raymond Ferrall Centre is now open 24 hours on the Launceston campus, providing access to computers and study facilities there. The Morris Miller Library is presently being refurbished in stages, and it is proposed that the next stage will incorporate 24 hour access to the Learning Hub.

## 4. The Library catalogue provides clear and useful information

Access to Music formats through the catalogue continues to be problematic. Some collections remain uncatalogued collections (scores, lp's etc.). This has meant that our catalogue does not provide adequate search mechanisms to retrieve existing items. Access to proprietary databases for audio and music scores will help alleviate some of the problems.

### **How does the UTAS Library compare with other libraries and with previous surveys?**

- UTAS Library was in the top 25% of all libraries in the categories of Service Delivery, Library Staff, and the Virtual Library.

- All categories for UTAS Library sit above the median when benchmarked against other university libraries
- The UTAS Library score for ease of using the library web site was the highest score nationally (5.64 out of 7)
- Results for Service Quality, Service Delivery, Library Staff and Virtual Library have increased since the two previous surveys
- Scores for Facilities and Equipment have dropped since the 2004 survey but are still significantly higher than the 2001 survey results
- The average satisfaction score for UTAS Library was 5.39 out of 7, and the national average was 5.45.
- The average quality score for UTAS Library was 5.47 out of 7, and the national average was 5.49.

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23 May 2007