Our overall results

- Our overall performance 81.5% placed us in the top 50% of benchmark participants
- Our highest satisfaction rating in 7 years
- Greatly improved results in comparison to the previous surveys

Top 5 importance factors

1. I can get wi-fi access in the Library when I need to
2. Online resources (e.g., journals, databases, ebooks) meet my learning and research needs
3. I can find a quiet place in the Library to study when I need to
4. Desks and tables provide the power I need for my personal devices
5. I can get help from library staff when I need it

Top 5 performance factors

1. I can get wi-fi access in the Library when I need to
2. Library staff provide accurate answers to my enquiries
3. I can get help from library staff when I need it
4. A computer is available when I need one
5. When I am away from campus, I can access the Library resources and services I need

Who responded

- Undergraduate 61.70%
- Postgraduate (Higher Degree) 16.10%
- Postgraduate (Coursework) 12.70%
- Academic/Research Staff 3.60%
- Professional Staff 2.80%

Library most visited

- Morris Miller 38%
- Other 15%
- Newnham 10%
- Inveresk 9%
- Flexible 9%
- Law 6%
- Clinical 4%
- Rozelle 3%
- Cradle Coast 3%
- Carington Smith 3%

How you use the Library

- Find a quiet study space 67%
- Complete or write an assignment or paper 55%
- Find/borrow books and journals 41%
- Collaborate with colleagues/study as a group 36%
- Use the Library’s online information resources 27%
- Get wi-fi access 27%

Where we can improve

- Finding relevant information on the website
- Search facilities
- Online resources meet my needs
- Finding a quiet place to study

The category of Communication was identified as a key improvement area