

Library Client Survey 2023

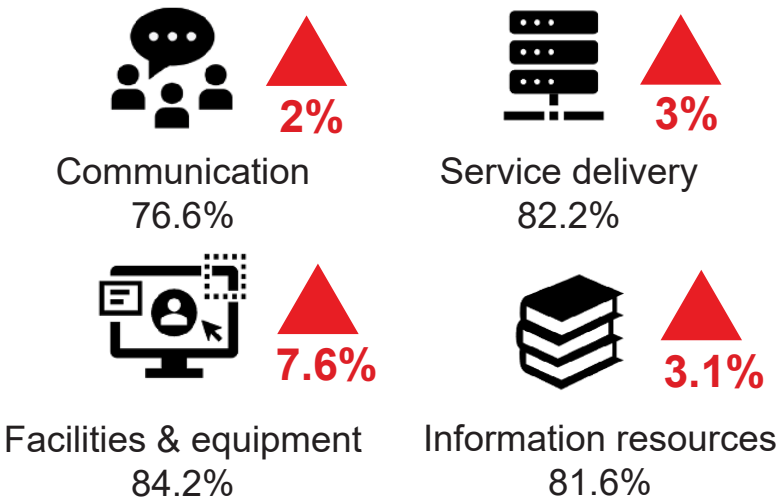


"The services that are being provided are amazing and I am truly grateful to the amazing library staff."
(Undergraduate student)






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






Performance increased across all four categories



Top 5 importance factors

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


Top 5 performance factors

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

Who responded




Library most visited

- | | | | |
|---------------|-----|-----------------|----|
| Morris Miller | 38% | Law | 6% |
| Other | 15% | Clinical | 4% |
| Newnham | 10% | Rozelle | 3% |
| Inveresk | 9% | Cradle Coast | 3% |
| Flexible | 9% | Carington Smith | 3% |
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"I thoroughly enjoy spending time at the Inveresk Library. The space is fantastic and I can access the texts I need. It is always peaceful, clean, tidy, comfortable and I feel safe there." (Postgraduate student)

How you use the Library





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- 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



The category of **Communication** was identified as a key improvement area

Other areas identified include:

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