

Library Client Survey 2021 Key findings

September 2021

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Introduction

Usually completed every 2 years, rescheduled to 2021

Benchmarked against 27 Australian and NZ academic libraries

Key issues identified

Open and honest feedback provided

Importance and performance rated

1237 respondents in 2021, significant decrease from 2018 - 4,239

Continue to remain in the bottom 25% of benchmark participants

Source: 2021 Insync survey data

Performance and satisfaction

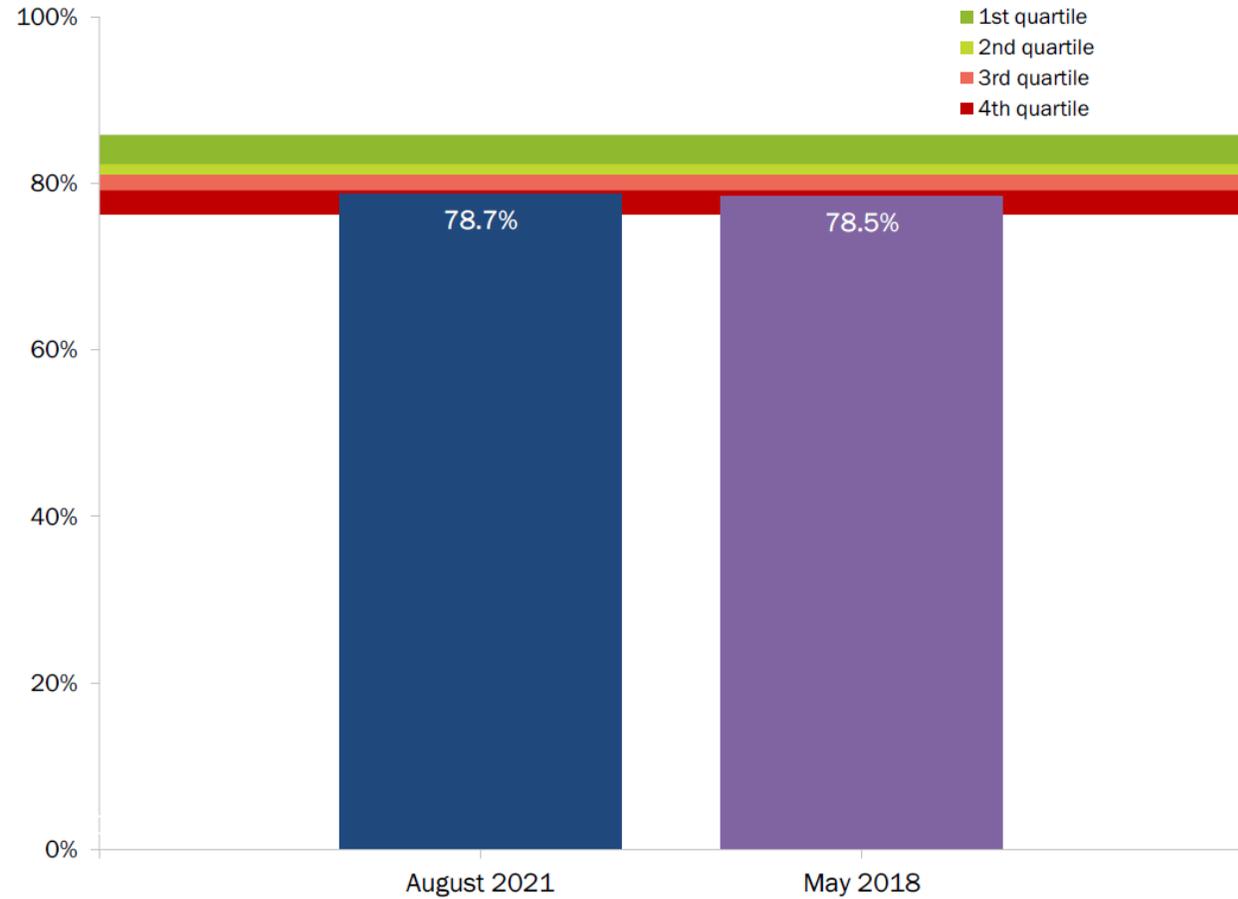
	2021	2018	2016
Performance	78.7	78.3	79.5
Satisfaction	5.49	5.54	5.69

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
August 2021	74.6%	79.2%	81.6%	78.5%	78.7%
May 2018	76.9%	81.0%	74.4%	80.4%	78.5%
Highest	84.2%	86.2%	87.2%	85.8%	85.8%
Median	78.9%	82.2%	79.8%	82.4%	81.1%
Lowest	73.2%	78.5%	67.8%	78.5%	75.9%

Note: Benchmark data relates to latest survey

Performance benchmarked against Australian and New Zealand academic libraries

Weighted performance index



Note: Benchmark data relates to latest survey

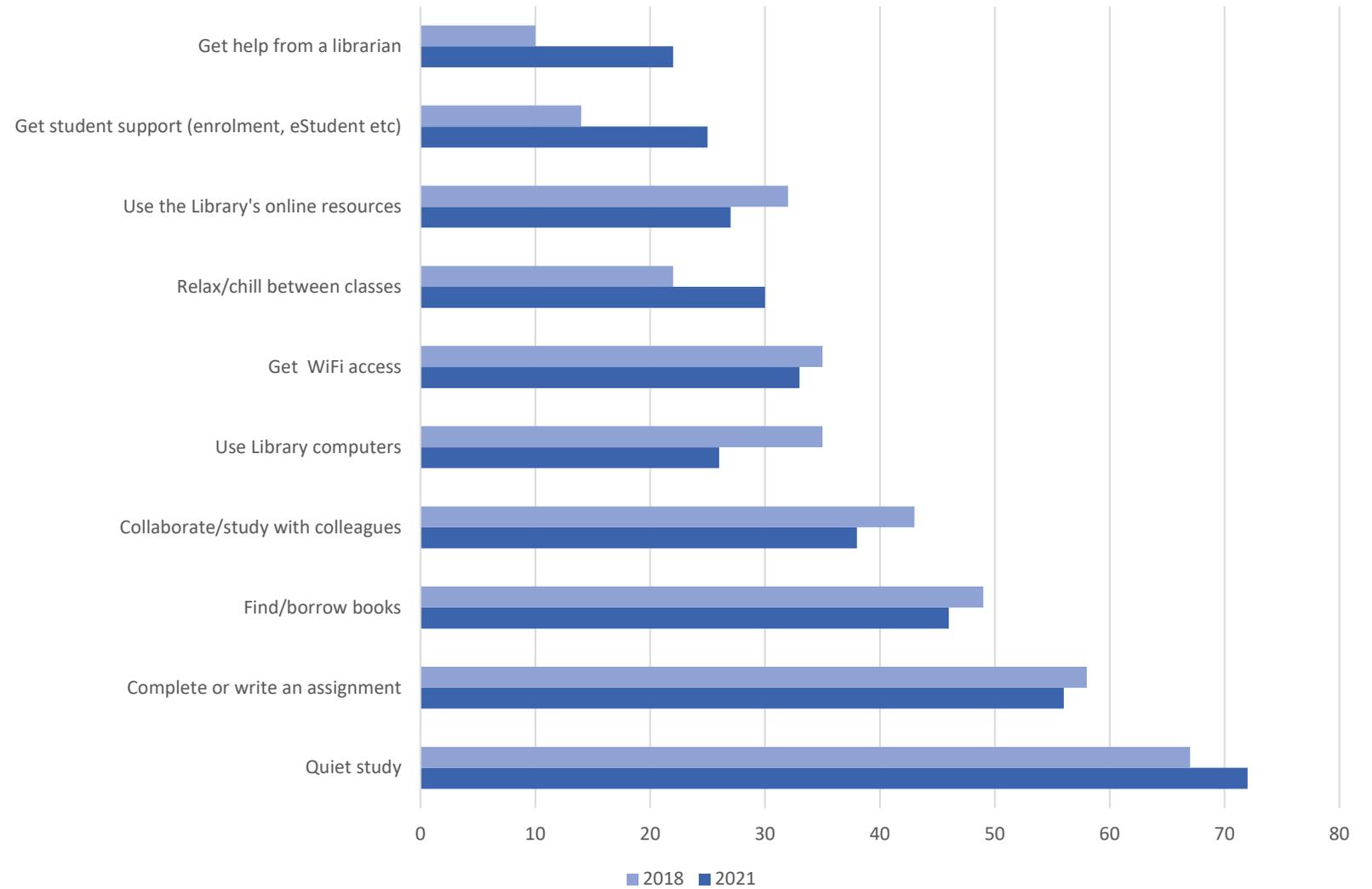
Responses

Total	1237	
Which Library do you use most?	n	%
Carington Smith	51	4.1%
Clinical (Albert G Baikie)	50	4.0%
Cradle Coast Campus	23	1.9%
Launceston Campus	259	20.9%
Law	51	4.1%
Morris Miller	558	45.1%
Sydney	28	2.3%
Flexible	69	5.6%
Other	146	11.8%
Unspecified	2	0.2%
What is your major area of study, research or teaching?		
AMC (Australian Maritime College)	37	3.0%
Arts	196	15.8%
Business, Economics	95	7.7%
Education	93	7.5%
Health	344	27.8%
Law	60	4.9%
Sciences, Engineering, Technology	304	24.6%
Other/None	89	7.2%
Unspecified	19	1.5%

Which category describes you?	n	%
First year of course	444	35.9%
Later-year Student	723	58.4%
Not Applicable	66	5.3%
Unspecified	4	0.3%
What single category best describes you?		
Undergraduate	733	59.3%
Postgraduate - Higher Degree	335	27.1%
Postgraduate - Research	87	7.0%
Academic/Research Staff	13	1.1%
Professional Staff	14	1.1%
From another University	5	0.4%
College/TasTAFE	18	1.5%
Other	29	2.3%
Unspecified	3	0.2%
How often do you come into the library?		
Daily	92	7.4%
2-4 days a week	347	28.1%
Weekly	237	19.2%
Fortnightly	78	6.3%
Monthly	102	8.2%
Rarely (i.e. a few times a year)	200	16.2%
Never	178	14.4%
Unspecified	3	0.2%

Use of the Library

Percentage of students come to the Library to:



What is
important
ranked in
priority
order

I can get wireless access in the Library when I need to

Online resources meet my learning and research needs

I can find a quiet place to study

Library search facilities enables me to find relevant resources quickly

When I am away from campus, I can access the Library resources and services when needed.

Where we
performed
well

August 2021 Top 10 performance	Mean (1 = low, 7 = high)	May 2018 Top 10 performance	Mean (1 = low, 7 = high)
I can get wireless access in the Library when I need to* 1	6.25	I can get wireless access in the Library when I need to	6.09
Library staff provide accurate answers to my enquiries	5.91	Library staff provide accurate answers to my enquiries	5.93
I can get help from library staff when I need it	5.87	When I am away from campus I can access the Library resources and services I need	5.87
Face-to-face enquiry services meet my needs	5.84	Opening hours meet my needs	5.85
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.74	Access to Library information resources has helped me to be successful at university	5.82
Access to Library information resources has helped me to be successful at university* 9	5.72	I can get help from library staff when I need it	5.82
Printing, scanning and photocopying facilities in the Library meet my needs* 10	5.69	Face-to-face enquiry services meet my needs	5.78
When I am away from campus I can access the Library resources and services I need* 5	5.67	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.78
A computer is available when I need one	5.66	The Reading List service helps me in my study	5.71
I can find a quiet place in the Library to study when I need to* 3	5.64	Books and articles I have requested from other libraries and campuses are delivered promptly	5.71

(Factors marked * were also identified in the top ten importance list)

Common to 2021 and 2018

Positive comments

"I think the library is more than helpful. I never expected I would use a facility known as a library before coming to university, but you offer far more than just books already, and hence have exceeded my expectations." Launceston, CoSE later year undergraduate student

"I love that the library is separate from Menzies. It means the library is always quiet because people who actually want to study are there." Clinical Library, CoHM first year undergraduate student.

"Given the current world events and the restrictions we now all face, my online studies have been made possible with the assistance from the flexible library service and the library staff. My answer to this question is there is nothing that you aren't doing very well congratulations." Flexible CALE undergraduate student

"Individual classes in first year normally have a good few workshops on how to use library resources." Law Library, Law later year undergraduate student.

"Always happy with the help I receive. It's a nice, fairly quiet environment to study in. Easy to access, with facilities such as printers always available." Morris Miller Library, CALE later year undergraduate student

Where we
performed
poorly

August 2021 Lowest 10 performance	Mean (1 = low, 7 = high)	May 2018 Lowest 10 performance	Mean (1 = low, 7 = high)
I am informed about Library services	5.01	A computer is available when I need one	4.59
Opening hours meet my needs	5.12	I can find a place in the Library to work in a group when I need to	4.97
Information and research skills workshops help me with my learning and research needs	5.19	I can find a quiet place in the Library to study when I need to	5.05
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.27	The Library anticipates my learning and research needs	5.09
I can usually find items that are 'available' in my Library location	5.31	I am informed about Library services	5.15
The Library web site provides useful information	5.31	Information and research skills workshops help me with my learning and research needs	5.17
Online Library guides help me develop information skills for my learning and research	5.33	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.23
Library signage is clear	5.34	Printing, scanning and photocopying facilities in the Library meet my needs	5.32
I can find a place in the Library to work in a group when I need to	5.41	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.39
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.42	Library signage is clear	5.40

(Factors marked * were also identified in the top ten importance list)

Common to 2021 and 2018

Where we can improve

August 2021 Top 10 gaps	Mean (1 = low, 7 = high)	May 2018 Top 10 gaps	Mean (1 = low, 7 = high)
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*2	0.94	A computer is available when I need one	1.34
Opening hours meet my needs	0.92	I can find a quiet place in the Library to study when I need to	1.29
The Library search facilities enables me find relevant library resources quickly*4	0.86	I can find a place in the Library to work in a group when I need to	1.02
Reading list resources (Reserve books and online reading) meet my learning needs*8	0.75	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.96
The Library supports my learning and research needs*7	0.75	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.85
The Library web site provides useful information	0.73	Printing, scanning and photocopying facilities in the Library meet my needs	0.84
I can find a quiet place in the Library to study when I need to*3	0.69	The Library search facility enables me find relevant library resources quickly	0.75
The Library's spaces are comfortable and in good repair (e.g. furniture, lighting, heating)	0.68	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.70
Laptop facilities (e.g. desks, power) in the Library meet my needs*6	0.66	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.67
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63	The Library's learning spaces are comfortable and in good repair (e.g. furniture, lighting, heating)	0.65

(Factors marked * were also identified in the top ten importance list)

Common to 2021 and 2018

Library specific themes based on comments

Morris Miller	315
Overall satisfaction (favourable feedback)	76
Operating hours (unfavourable feedback)	74
Facilities and amenities (unfavourable feedback)	63
Digital resources (e-journals, e-books, full-text) (unfavourable feedback)	57
Study environment (noise levels, ambience) (unfavourable feedback)	45
Launceston Campus	195
Operating hours (unfavourable feedback)	56
Overall satisfaction (favourable feedback)	43
Digital resources (e-journals, e-books, full-text) (unfavourable feedback)	34
Desks and seating (unfavourable feedback)	24
Staff, customer service (favourable feedback)	19
Course and subject specific resources (unfavourable feedback)	19
Other	80
Digital resources (e-journals, e-books, full-text) (unfavourable feedback)	36
Search tools (catalogue, metasearch) (unfavourable feedback)	14
Online and phone support (unfavourable feedback)	11
Course and subject specific resources (unfavourable feedback)	10
Communication and consultation (unfavourable feedback)	9
Carington Smith	44
Operating hours (unfavourable feedback)	13
Staff, customer service (favourable feedback)	11
Printing, scanning and photocopying (unfavourable feedback)	9
Research skills (tutorials, tours) (unfavourable feedback)	6
Signage (unfavourable feedback)	5
Law	40
Operating hours (unfavourable feedback)	13
Overall satisfaction (favourable feedback)	8
Digital resources (e-journals, e-books, full-text) (unfavourable feedback)	7
Staff, customer service (favourable feedback)	6
Laptop facilities (power, loans) (unfavourable feedback)	6

Negative comments

“Website is terrible” **Launceston, CALE later year undergraduate student**

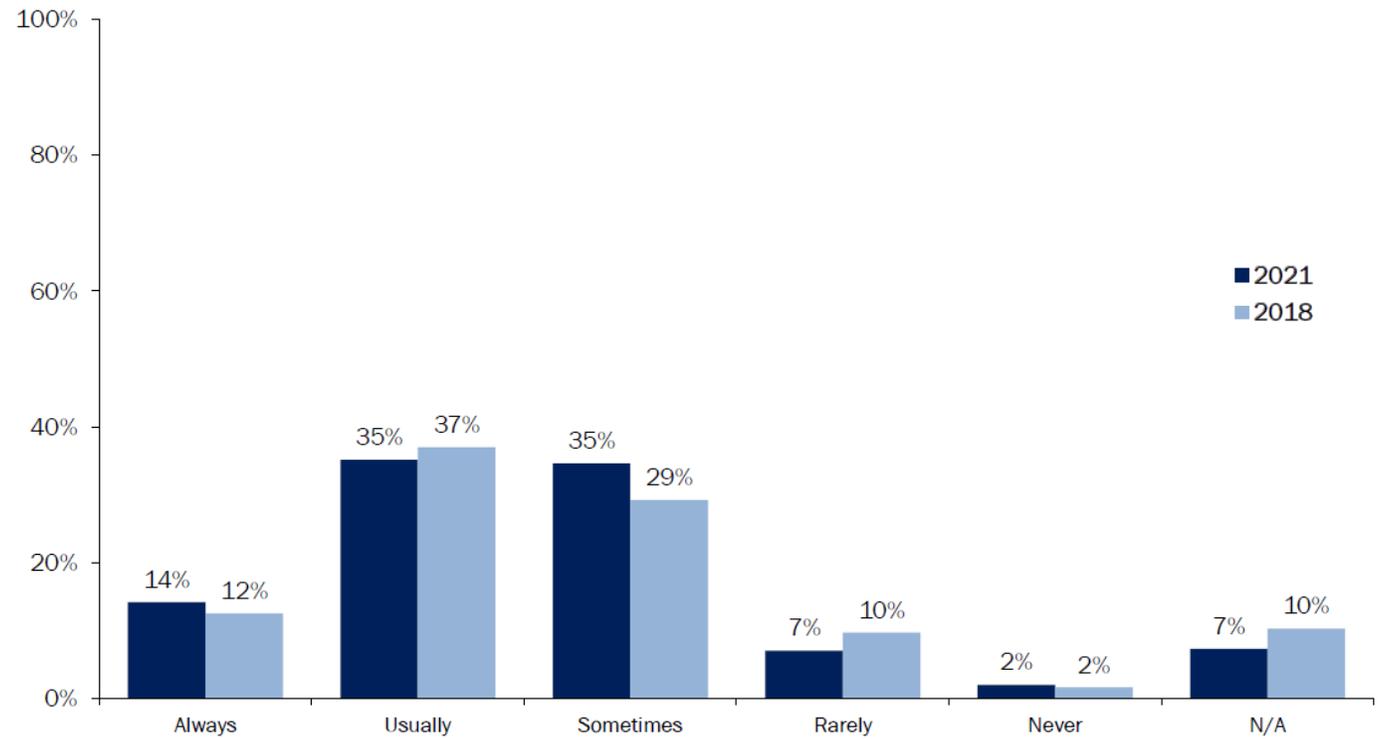
“The most impactful thing that UTAS' Library service can do is offer after-hours access to the Clinical Library in the Hobart Clinical School. Taking into consideration that students (and clinicians!) are often busy until after the library closes, it makes it challenging to study without access to the resources and study spaces the library can offer. **Clinical Library, CoHM first year undergraduate student.**

“Further education for new students about how to look up books in the library collection” **Law later year undergraduate student.**

24h study is important for research and study. **Morris Miller Library, CoSE Postgraduate higher degree international student**

Longer weekend hours or after hours access would help me a lot as I work during the week which makes it hard to get to the library when it is open. **Carington Smith Library, CALE Postgraduate higher degree student.**

I can always
access an
ebook when
needed



Total responses: 1145 (2021) respondents

What next?

Analyse results based on cohorts, libraries, and themes

Communicate results to students and key committees

Recommendations for improvements and actions

Actions implemented and communicated

Actions
already
identified

Improve Library search functionality

Communicate reading lists for specific cohort (CoSE)

Build skills in the use of online resources and etexts

Purchase more etexts and discipline specific resources for undergraduates
