

Library Client Survey 2023 Key findings

Academic Division/Library and Cultural Collections

September 2023



Completed every 2 years

Benchmarked against 16 Australian and New Zealand academic libraries, down from 32

Key issues identified

Introduction

Open and honest feedback provided

Importance and performance rated

1352 respondents in 2023, slight increase from 2021 with 1237 results and a significant decrease from 2018 - 4,239

First time ever to move to the top quartile with improvements across all themes

Source: 2023 Insync survey data

# Performance and satisfaction improved

	2023	2021	2018	2016
Performance	81.5	78.7	78.3	79.5
Satisfaction	5.82	5.49	5.54	5.69

Performance	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
August 23	76.6%	82.2%	84.2%	81.6%	81.5%
August 21	74.6%	79.2%	81.6%	78.5%	78.7%
May 2018	76.9%	80.2%	74.4%	80.4%	78.3%
July 2016	77.1%	81.4%	77.2%	80.9%	79.5%
Highest	80.4%	84.3%	84.8%	85.8%	82.9%
Median	78.2%	81.4%	78.3%	81.6%	80.6%
Lowest	73.2%	78.5%	69.0%	78.5%	76.2%

# Responses from all cohorts

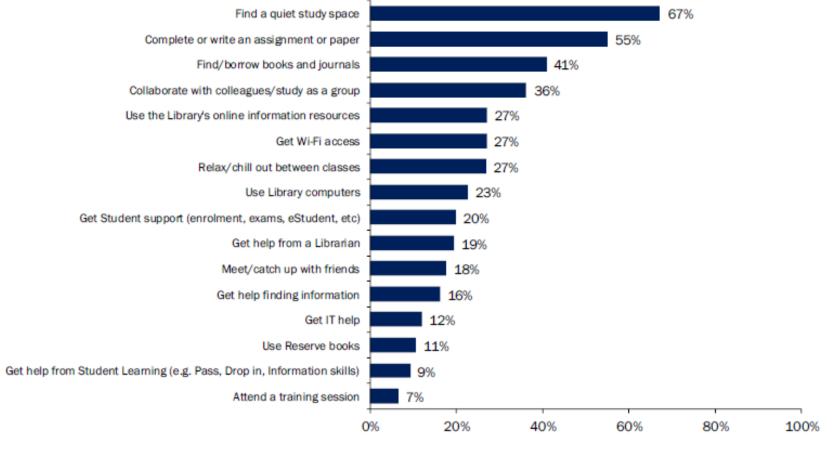
### University of Tasmania Library Client Survey, August 2023

#### Response statistics

Total	13	52
What single category best describes you?	n	%
Undergraduate	836	61.8%
Postgraduate – Higher Degree	218	16.1%
Postgraduate -Coursework	172	12.7%
Academic/Research Staff	49	3.6%
Professional Staff	38	2.8%
From another University	3	0.2%
College/TasTAFE	10	0.7%
Other	21	1.6%
Unspecified	5	0.4%
What is your primary study mode?		
On-campus	795	58.8%
Online	537	39.7%
Unspecified	20	1.5%
Which category describes you?		
First year of course	504	37.3%
Later-year Student	715	52.9%
Not Applicable	128	9.5%
Unspecified	5	0.4%

University of Tasmania Library Client Survey, August 2023 Response statistics			
Total		1352	
Which Library do you use most?	n	%	
Carington Smith	46	3.4%	
Clinical (Albert G Baikie)	53	3.9%	
Cradle Coast Campus	45	3.3%	
Inveresk	125	9.2%	
Newnham	131	9.7%	
Law	80	5.9%	
Morris Miller	513	37.9%	
Rozelle, Sydney	39	2.9%	
Flexible	116	8.6%	
Other	198	14.6%	
Unspecified	6	0.4%	
What is your major area of study, research or teaching?			
AMC (Australian Maritime College)	20	1.5%	
Arts	169	12.5%	
Business, Economics	76	5.6%	
Education	108	8.0%	
Health	418	30.9%	
IMAS (Institute for Marine & Antarctic Studies)	37	2.7%	
Law	80	5.9%	
Menzies Institute for Medical Research	47	3.5%	
Sciences, Engineering, Technology	265	19.6%	
University College	14	1.0%	
Other/None	101	7.5%	
Unspecified	17	1.3%	
Are you an International or Domestic Student?			
International Student	263	19.5%	
Domestic Student	1004	74.3%	
Not Applicable	83	6.1%	
Unspecified	2	0.1%	

Why do you usually come into the Library? (multiple choice)



Total responses: 1182 respondents

### Use of the Library

I can get Wi-Fi access in the Library when I need to.

Online resources meet my learning and research needs.

I can find a quiet space in the Library to study

What is ranked important in priority order

Desks and tables provide the power I need for personal devices

I can get help from library staff when I need it

Library staff provide accurate answers to my enquiries

The library supports my learning and research needs.

When I am away from campus, I can access the library resources and services I need.

August 2023 Top 10 performance	<b>Mean</b> (1 = low, 7 = high)	August 2021 Top 10 performance	<b>Mean</b> (1 = low, 7 = high)
I can get wifi access in the Library when I need to*1	6.44	I can get wireless access in the Library when I need to	6.25
Library staff provide accurate answers to my enquiries*6	6.10	Library staff provide accurate answers to my enquiries	5.91
I can get help from library staff when I need it*5	6.00	I can get help from library staff when I need it	5.87
A computer is available when I need one	5.94	Face-to-face enquiry services meet my needs	5.84
When I am away from campus I can access the Library resources and services I need*8	5.87	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	5.87	Access to Library information resources has helped me to be successful at university	5.72
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.86	Printing, scanning and photocopying facilities in the Library meet my needs	5.69
Face-to-face enquiry services meet my needs	5.84	When I am away from campus I can access the Library resources and services I need	5.67
Printing, scanning and photocopying facilities in the Library meet my needs	5.80	A computer is available when I need one	5.66
I can find a quiet place in the Library to study when I need to*3	5.80	I can find a quiet place in the Library to study when I need to	5.64

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

Common to 2023 and 2021

Where we are performing well I am informed about library services

I can easily locate information I need on the library website

Library workshops help me with my learning and research needs

What is the lowest performing areas I know how to find relevant information in the library

I can usually find items (books) that are available in my library location

The library website provides useful information

Library signage is clear

I find it easy to use mobile devices to access online resources.

August 2023 Top 10 gaps	<b>Mean</b> (1 = low, 7 = high)	August 2021 Top 10 gaps	<b>Mean</b> (1 = low, 7 = high)
I can easily locate information I need on the library website	0.87	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.94
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*2	0.67	Opening hours meet my needs	0.92
The Library search facilities enables me find relevant library resources quickly*10	0.66	The Library search facilities enables me find relevant library resources quickly	0.86
I can find a quiet place in the Library to study when I need to*3	0.62	Reading list resources (Reserve books and online reading) meet my learning needs	0.75
The Library web site provides useful information	0.61	The Library supports my learning and research needs	0.75
I know how to find relevant information in the Library	0.61	The Library web site provides useful information	0.73
Desks and tables provide the power I need for my personal devices (eg.Laptops)*4	0.58	I can find a quiet place in the Library to study when I need to	0.69
I can usually find items (e.g. Books) that are 'available' in my Library location	0.57	The Library's spaces are comfortable and in good repair (e.g. furniture, lighting, heating)	0.68
The Library's spaces are comfortable and in good repair (e.g. furniture, lighting, heating)	0.53	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.66
Reading list resources (Reserve books and online reading) meet my learning needs*9	0.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.63

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

Common to 2023 and 2021

Where we can improve

The library staff have been the most helpful during my first year as a HDR candidate. Nothing has been too much trouble... and everyone has such a positive attitude. I cannot speak highly enough about the library.

I love the library - it's the heart of the campus. I love to study there and I know I can always call on staff for help. You're doing an amazing job.

The Library is a great place for students to study and has an extremely knowledgeable team.

Some of the feedback provided

Love studying at the library. Staff are excellent. Like the artwork and views of nature. Very clean.

The library feels outdated and old, in some ways it doesn't entirely feel conducive to a positive learning environment.

It would be good if the library gave us 24/7 access...there are many universities out there that give their students 24/7 access to their libraries.

I found the library and the service by learning and research librarians extremely helpful. It's an amazing service with an amazing atmosphere.

More online copies of textbooks. I often can't afford to buy all the textbooks so rely on the library ebooks.



Analyse results by cohorts, libraries and themes

Communicate results to students and key committees

Recommend areas for improvements

Recommendations and actions implemented and communicated



Implementing a new discovery layer in 2024 to improve discovery of and access to library collections

Working with Marketing to improve the library website now

Learning and Research Librarians reviewing library guides and study tool kits