

The University of Tasmania Library Client Survey

August 2021

Key Findings Report



UNIVERSITY *of*
TASMANIA

Contents

1. Introduction	2
Background.....	2
Survey objectives.....	2
Survey process.....	2
Scaling.....	3
Response statistics	4
2. Executive summary.....	7
3. Detailed results interpretation.....	9
What clients believe is important for the Library	9
How clients believe the Library is performing	11
Prioritising potential improvement opportunities	17
Comparison with other libraries.....	18
Overall satisfaction	21
Net Promoter Score (Advocacy)	22
Looking for information	23
List of benchmark participants (= 20).....	29
4. Next steps.....	30

1. Introduction

Background

Insync ensures that libraries can measure performance against each other, which in turn enables libraries to develop the highest possible standards of service for library users. Consistent with this principle, Insync was retained by the University of Tasmania Library to conduct a survey of its clients so that their views, ideas, and suggestions may be considered as part of its commitment to improvement. The results of the Library's survey are compared with other libraries' recent results in the Insync database.

Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key client concerns, and act on them. More specifically, the survey aims to:

- identify, prioritise and manage the key issues affecting clients
- allow the Library's performance to be measured and monitored over time
- provide clients with the opportunity to communicate openly and honestly with the management team of the Library
- compare results with other academic libraries so that performance can be measured in a best practice context

Survey process

The survey required all clients to provide some demographic information. It then displayed 31 statements considered essential to the success of the Library. Clients were asked to rate each statement twice – first to indicate the importance of each of the statements to them, and second to indicate their impressions of the Library's performance on each statement.

Clients of the Library were given the opportunity to participate in the survey in August 2021 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the clients are identified. The survey could only be completed online.

Scaling

The adoption of a seven-point scale provides very valid discrimination of stakeholder attitudes across the questions that are asked in the survey instrument. We have also found through our research that a seven-point scale is sufficiently interval in nature to apply standard statistical tests of the means that are produced from such scales. Accordingly, the results we produce involve analysis of the mean responses to each of the questions asked, across all demographic categories.

Note that the middle option (4) in the seven point scale allows for respondents to “neither agree nor disagree”.

Response statistics

The following tables detail the number of usable survey forms received from users of the Library. Where users do not indicate their demographic information, forms are classified as 'unspecified'. This year the survey generated 1237 responses. This number provides good degree of confidence in the results obtained at the overall level. This year, the number of responses received is substantially lower than the 2018 survey, in which 4239 responses were generated.

University of Tasmania Library Client Survey, August 2021 Response statistics		
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%
Are you an International or Domestic Student?		
International Student	277	22.4%
Domestic Student	932	75.3%
Not Applicable	28	2.3%
Unspecified	0	0.0%

University of Tasmania
Library Client Survey, August 2021
Response statistics

Total		1237	
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%	
How often do you access the Library online?			
Daily	175	14.1%	
2 – 4 days a week	399	32.3%	
Weekly	273	22.1%	
Fortnightly	104	8.4%	
Monthly	105	8.5%	
Rarely (i.e. a few times a year)	135	10.9%	
Never	42	3.4%	
Unspecified	4	0.3%	

Rating importance but not performance

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate importance. These importance rankings are tabled below.

Variable	Total 1237			
	Importance			
	Mean	Rank	#	%
I can get help from library staff when I need it	5.32	1	161	13.02%
Library staff provide accurate answers to my enquiries	5.24	2	213	17.22%
Access to Library information resources has helped me to be successful at university	4.98	3	108	8.73%
The Library supports my learning and research needs	4.98	4	88	7.11%
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	4.97	5	75	6.06%
I can usually find items that are 'available' in my Library location	4.94	6	215	17.38%
I can get wireless access in the Library when I need to	4.94	7	162	13.10%
Librarians provide assistance with maximising my research impact	4.90	8	301	24.33%
Online enquiry services (e.g. AskUs, Contact us) meet my needs	4.89	9	182	14.71%
Books and articles I have requested from other libraries and campuses are delivered promptly	4.86	10	360	29.10%
Printing, scanning and photocopying facilities in the Library meet my needs	4.86	11	212	17.14%
Opening hours meet my needs	4.84	12	141	11.40%
The Library search facilities enables me find relevant library resources quickly	4.84	13	100	8.08%
The Library's spaces are comfortable and in good repair (e.g. furniture, lighting, heating)	4.83	14	139	11.24%
The Document delivery/Inter Library Loan service meets my needs	4.83	15	356	28.78%
I can find a quiet place in the Library to study when I need to	4.83	16	153	12.37%
Library signage is clear	4.77	17	122	9.86%
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	4.73	18	230	18.59%
Face-to-face enquiry services meet my needs	4.73	19	212	17.14%
The Library web site provides useful information	4.72	20	60	4.85%
Online Library guides help me develop information skills for my learning and research	4.66	21	151	12.21%
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.65	22	158	12.77%
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	4.63	23	248	20.05%
When I am away from campus I can access the Library resources and services I need	4.63	24	100	8.08%
Reading list resources (Reserve books and online reading) meet my learning needs	4.62	25	149	12.05%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.52	26	190	15.36%
A computer is available when I need one	4.51	27	228	18.43%
Information and research skills workshops help me with my learning and research needs	4.50	28	226	18.27%
I can find a place in the Library to work in a group when I need to	4.48	29	200	16.17%
I am informed about Library services	4.37	30	62	5.01%
The Reading List service helps me in my study	3.99	31	196	15.84%

2. Executive summary

This year the Library recorded an overall score of 78.7% which places the Library in the bottom 25% of benchmark participants. There has been a very slight performance score increase since the previous survey.

The themes in the top 10 importance list include access to wireless, online resources meeting clients' learning and research needs, the Library providing a quiet place to study, , the Library search facility enabling relevant library resources to be located quickly, off-campus access to resources and services, adequacy of laptop facilities, the Library supporting the learning and research needs of clients, reading list resources meeting clients' needs, access to Library information resources enabling clients to be successful at university, and printing, scanning and photocopying facilities meeting the needs of clients.

Three factors in the top 10 performance list relate to library staff – more specifically, their provision of accurate answers to enquiries, availability to help when needed, and the face-to-face enquiry services meeting clients' needs. The remaining factors relate to access to wireless, self service facilities meeting clients' needs, access of Library information resources enabling students to be successful at university, printing, scanning and photocopying facilities meeting the needs of clients, off campus access to Library resources and services, a computer being available when needed, and the Library providing a quiet place to study.

The top 10 performance list contains five factors from the top 10 importance list:

- *I can get wireless access in the Library when I need to*
- *Access to Library information resources has helped me to be successful at university*
- *Printing, scanning and photocopying facilities in the Library meet my needs*
- *When I am away from campus I can access the Library resources and services I need*
- *I can find a quiet place in the Library to study when I need to*

This is a positive result for the Library. Not only are these services among the most important to clients of the Library, they are also being performed well.

This year, the Library performed highest on the category of *facilities and equipment*, with a score of 81.6%. The lowest score was identified for *communication* at 74.6%.

The following scorecard presents the numerical scores of the Library in each category and in the benchmark context:

	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

At the time the survey was administered, 19 other university libraries had completed recent benchmark surveys (see list of benchmark participants at the end of this report). It is this group that makes up the comparison group.

Three of the four categories have recorded lower performance scores compared to the previous survey and all three are performing under the benchmark median. *Facilities and equipment* has registered a remarkable improvement of 7.2% since 2018 and is now performing above the benchmark median.

While there are no outstanding issues requiring immediate attention, a review of the Library survey results has identified the following three factors that need remedial action before they become problematic.

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*
- *Opening hours meet my needs*
- *The Library search facility enables me find relevant library resources quickly*

Opening hours meet my needs appears on the top 10 gap score table for the first time. The remaining two items also appear on the 2018 list and the gap scores have increased since then.

In conclusion, this year – except for factors grouped under the *facilities and equipment* category – the Library achieved less than satisfactory results both internally and in the benchmark context, leaving plenty of scope for improvement.

3. Detailed results interpretation

What clients believe is important for the Library

The 10 highest ranked importance factors for Library clients are listed in descending priority order in the table below. The previous survey results are also reported to enable a comparison.

August 2021 Top 10 importance	Mean (1 = low, 7 = high)	May 2018 Top 10 importance	Mean (1 = low, 7 = high)
I can get wireless access in the Library when I need to	6.45	I can get wireless access in the Library when I need to	6.50
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.45	Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	6.49
I can find a quiet place in the Library to study when I need to	6.34	When I am away from campus I can access the Library resources and services I need	6.40
The Library search facilities enables me find relevant library resources quickly	6.29	The Library search facility enables me find relevant library resources quickly	6.35
When I am away from campus I can access the Library resources and services I need	6.26	I can find a quiet place in the Library to study when I need to	6.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.25	I can get help from library staff when I need it	6.26
The Library supports my learning and research needs	6.24	Reading list resources (Reserve books and online reading) meet my learning needs	6.23
Reading list resources (Reserve books and online reading) meet my learning needs	6.19	The Library web site provides useful information	6.22
Access to Library information resources has helped me to be successful at university	6.18	Library staff provide accurate answers to my enquiries	6.22
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	Access to Library information resources has helped me to be successful at university	6.21

Common to 2021 and 2018

Of the 31 statements in the survey, 17 were identified with importance means of 6.00 or higher. These statements are of relatively high importance to clients.

The themes in the top 10 importance list include access to wireless, online resources meeting clients' learning and research needs, the Library providing a quiet place to study, , the Library search facility enabling relevant library resources to be located quickly, off-campus access to resources and services, adequacy of laptop facilities, the Library supporting the learning and research needs of clients, reading list resources meeting clients' needs, access to Library information resources enabling clients to be successful at university, and printing, scanning and photocopying facilities meeting the needs of clients.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by clients in 2021 as compared with those ranked highest in 2018.

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

The survey identified 31 out of 31 variables with scores greater than 5.00. All these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Three factors in the top 10 performance list relate to library staff – more specifically, their provision of accurate answers to enquiries, availability to help when needed, and the face-to-face enquiry services meeting clients' needs. The remaining factors relate to access to wireless, self service facilities meeting clients' needs, access of Library information resources enabling students to be successful at university, printing, scanning and photocopying facilities meeting the needs of clients, off campus access to Library resources and services, a computer being available when needed, and the Library providing a quiet place to study.

The top 10 performance list contains five factors from the top 10 importance list:

- *I can get wireless access in the Library when I need to*
- *Access to Library information resources has helped me to be successful at university*
- *Printing, scanning and photocopying facilities in the Library meet my needs*
- *When I am away from campus I can access the Library resources and services I need*
- *I can find a quiet place in the Library to study when I need to*

This is a positive result for the Library. Not only are these services among the most important to clients of the Library, they are also being performed well.

At the other end of the scale are the lowest performing factors. This table shows the ten factors given the lowest rankings by the Library clients in 2021 as compared with those ranked lowest in 2018.

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 clients believe the Library can improve

In identifying factors for improvement, Insync analyses the perceived difference – or ‘gap’ – between the importance and performance scores for each variable. Based on our experience, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be prioritised and acted upon. This table reports the 10 variables with the highest gaps for 2021 and 2018.

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

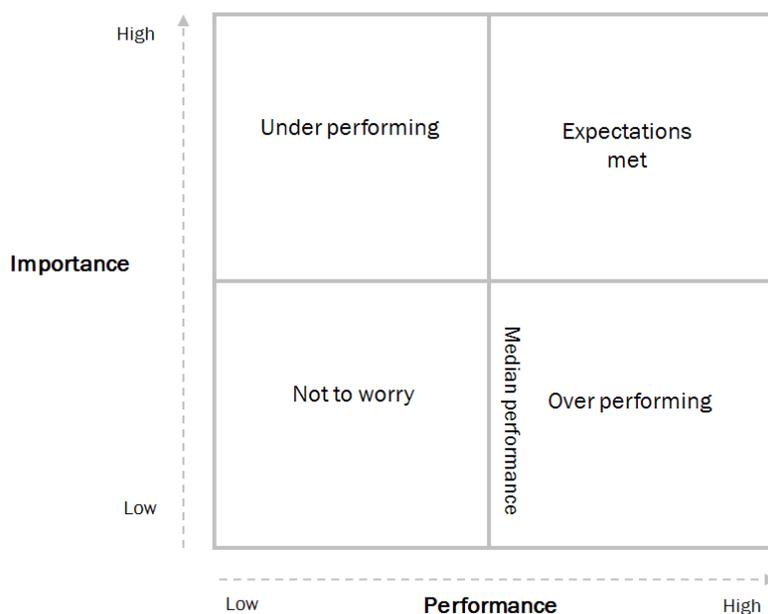
Of all the 31 variables, none recorded a gap score in the critical range. The top 10 gap list contains six factors from the top 10 importance list:

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*
- *The Library search facility enables me find relevant library resources quickly*
- *Reading list resources (Reserve books and online reading) meet my learning needs*
- *The Library supports my learning and research needs*
- *can find a quiet place in the Library to study when I need to*
- *Laptop facilities (e.g. desks, power) in the Library meet my needs*

The gap grid analysis

Analysis of the gap scores enable the Library to prioritise strategies for improvement in terms of those factors considered most pressing by clients. This information is reported in the *gap grid* (see *detailed data report*). The gap grid is a two-dimensional visual tool that allows you to see the position of each factor in relation to both its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score (colour coded). In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid into four quadrants, as displayed in the figure below.



Prioritising potential improvement opportunities

While there are no outstanding issues requiring immediate attention, a review of the Library survey results has identified the following three factors that need remedial action before they become problematic.

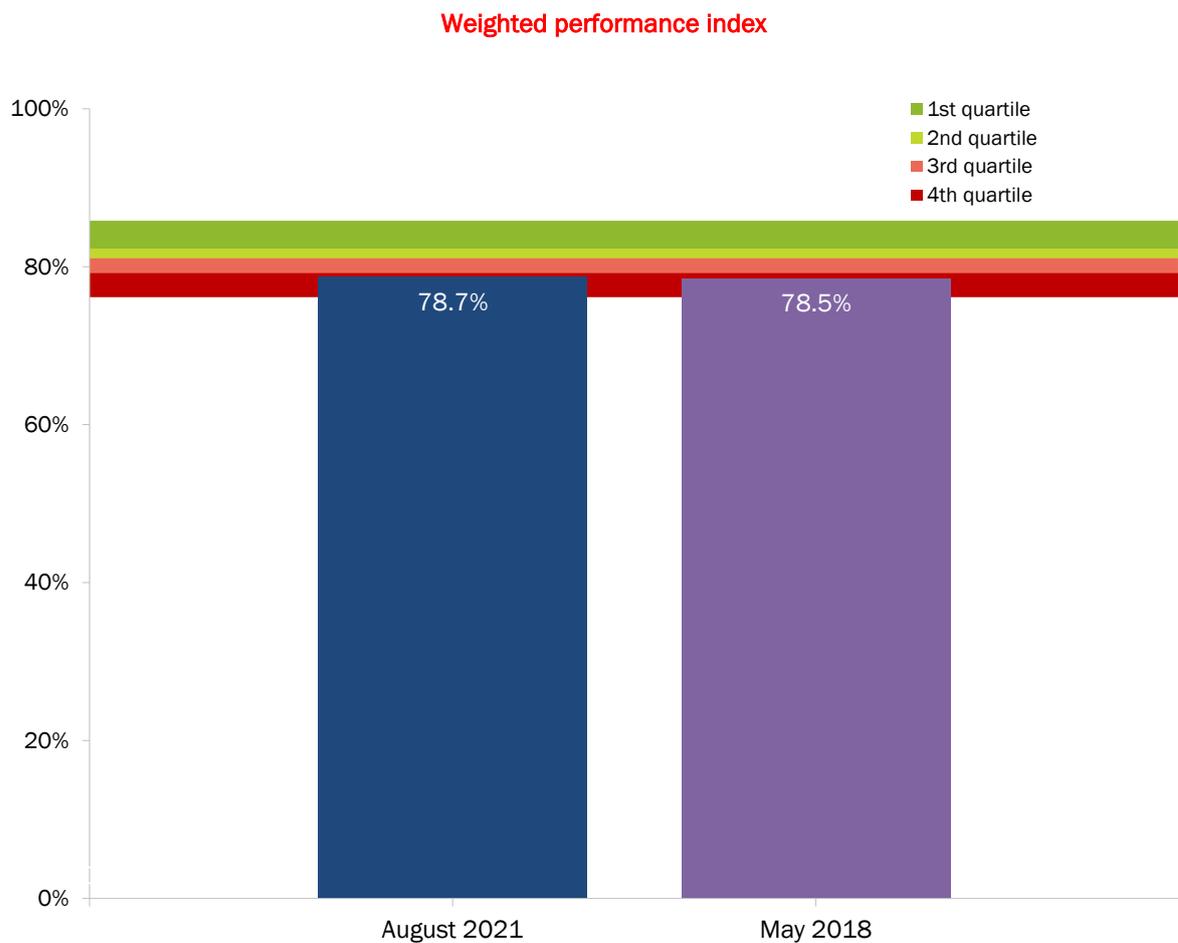
- *Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs*
- *Opening hours meet my needs*
- *The Library search facility enables me find relevant library resources quickly*

Opening hours meet my needs appears on the top 10 gap score table for the first time. The remaining two items also appear on the 2018 list and the gap scores have increased since then.

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 78.7% which places the Library in the bottom 25% of benchmark participants. There has been a very slight performance score increase since the previous survey.



Note: Benchmark data relates to latest survey

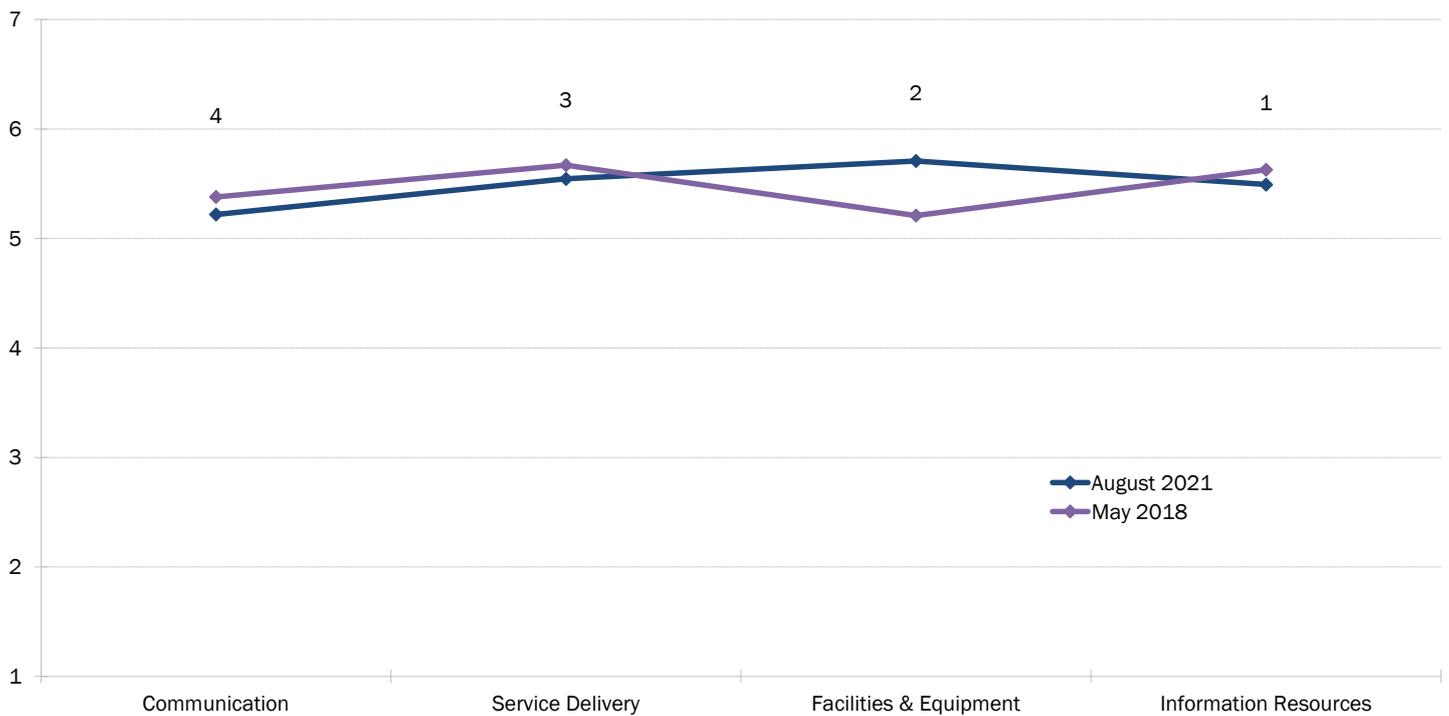
Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the four best practice categories. At the time the survey was administered, 19 other university libraries had completed benchmark surveys. It is this group that makes up the comparison group.

Three of the four categories have recorded lower performance scores compared to the previous survey and all three are performing under the benchmark median. *Facilities and equipment* has registered a remarkable improvement of 7.2% since 2018 and is now performing above the benchmark median.

A more specific view of results on each variable within the categories can be found in the detailed data report.

Best practice categories



Scorecard

The following scorecard presents similar information to the previous graph however the emphasis here is on the numerical scores of the Library in each category.

The Library performed highest on the category of *facilities and equipment*, with a score of 81.6%. The lowest score was identified for *communication* at 74.6%.

The information in the table also enables a comparison of the Library results with the current highest, lowest and median performers in the Insync database.

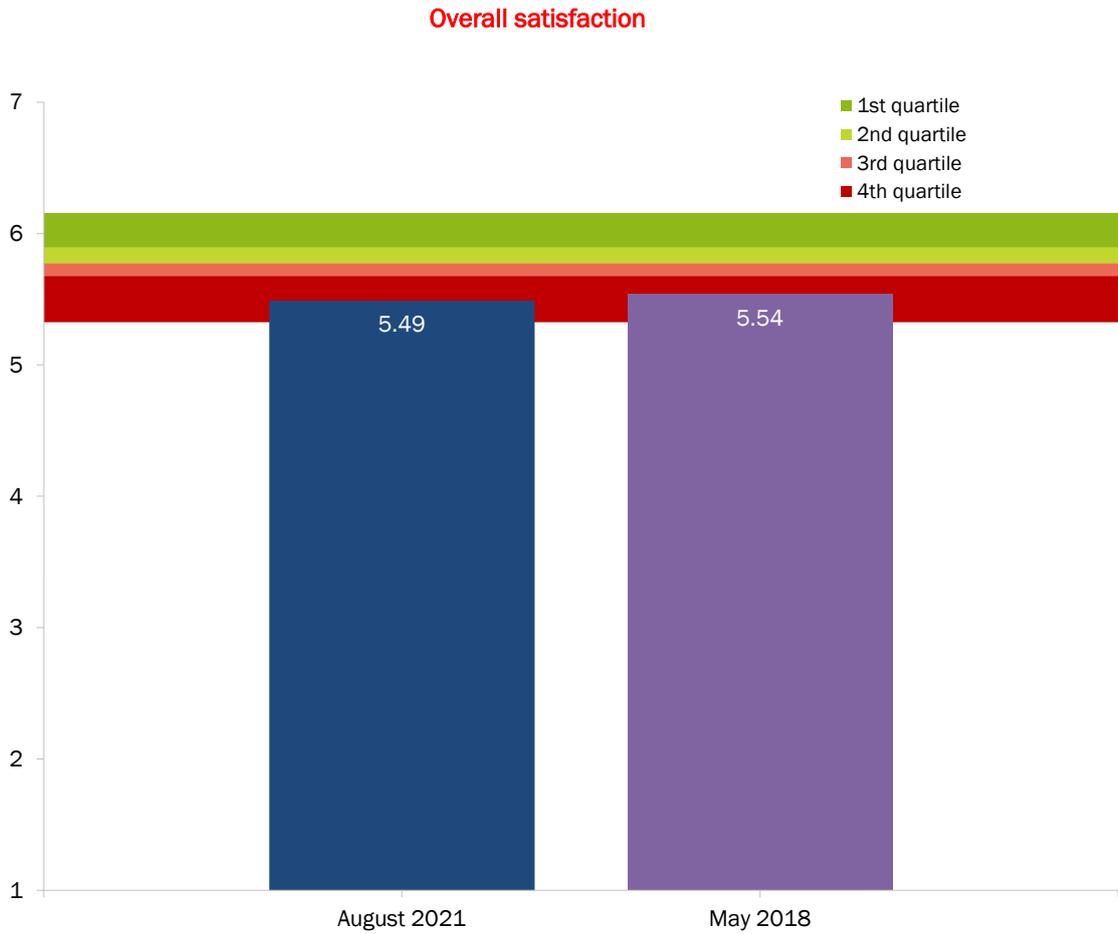
Scorecard

	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

Overall satisfaction

Respondents were asked to provide a general assessment of their overall satisfaction with the Library. In this case, the overall average score of 5.49 places the Library in the bottom 25% when compared with other libraries that have surveyed recently.



Note: Benchmark data relates to latest survey

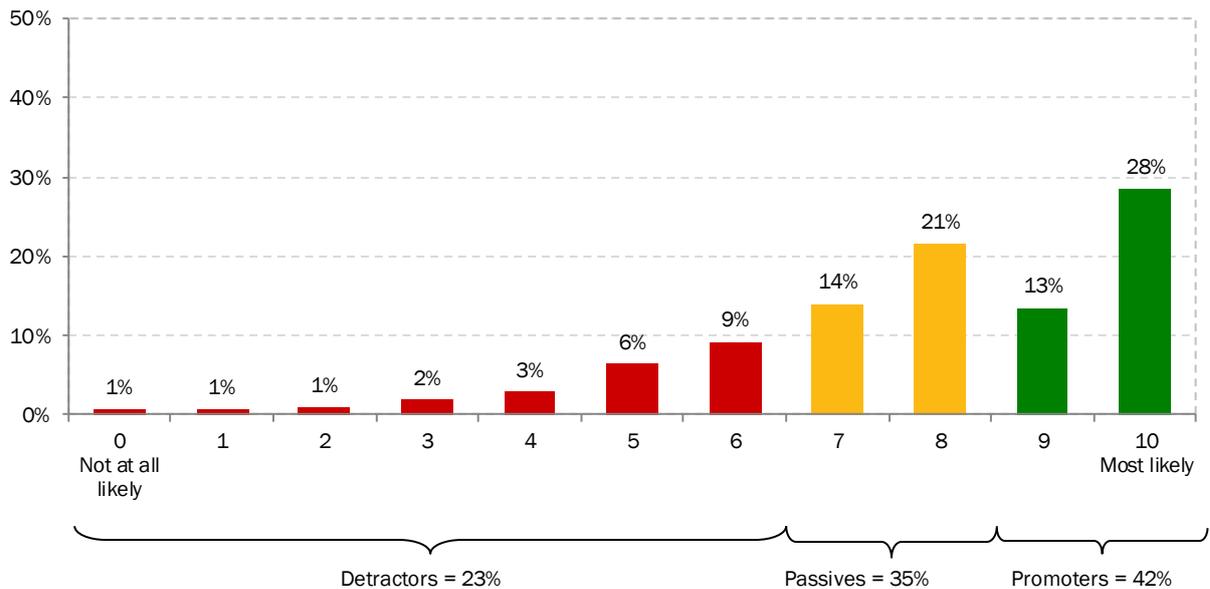
Net Promoter Score (Advocacy)

Net Promoter Score (NPS)* represents a respondent's likelihood to recommend the Library service to other students. The NPS is simply the percentage of "promoters" minus the percentage of "detractors". This question is asked on a 10 point scale, where 0 = not at all likely and 10 = extremely likely. Respondents who score a 9 or a 10 are likely to promote your Library. A score of 7 or 8 means the respondent is likely to be passive on the topic, and anything below a 7 means the respondent is likely to speak negatively about your Library – a "detractor".

The Library service achieved a Net Promoter Score of 19, a fair result, and demonstrates that student advocacy for the Library service is reasonable.

How likely are you to recommend the library service to other students?

Total responses: 1131 respondents



Likelihood of recommending

= 42% Promoters - 23% Detractors

= **19**

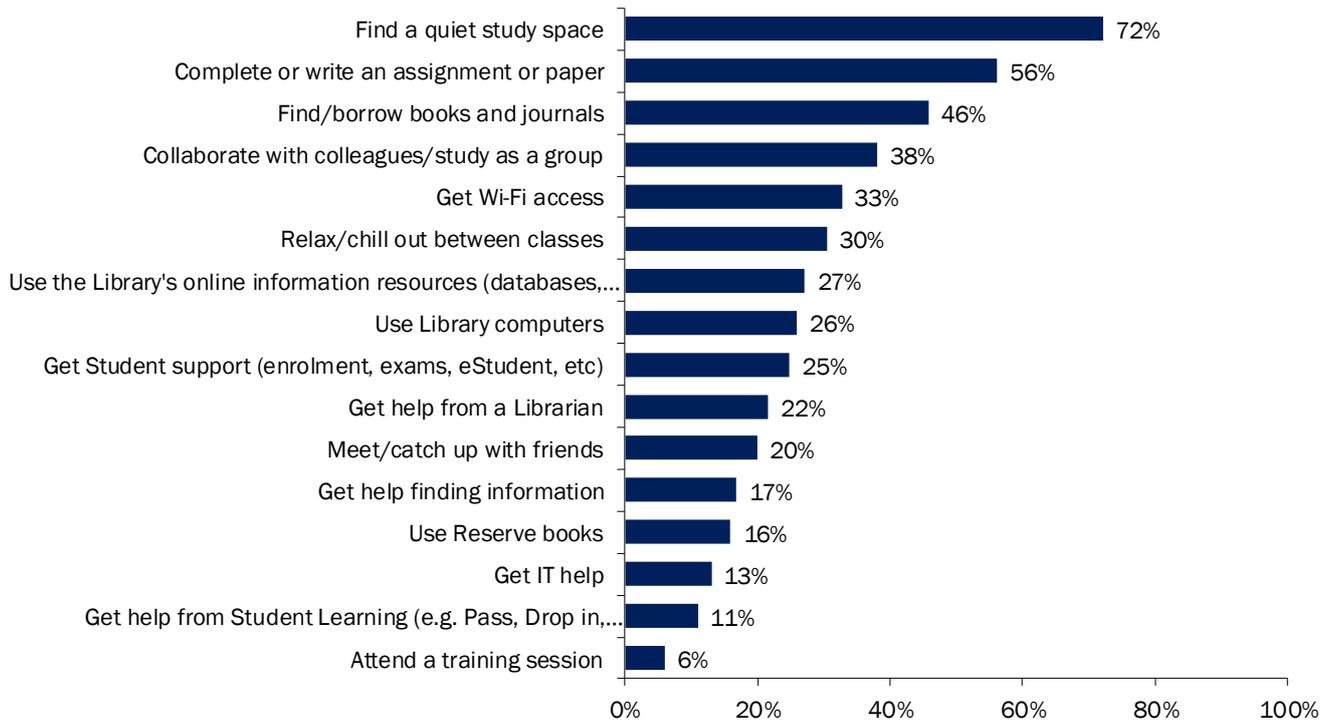
- Key:**
- >10 There are at least 11% more Promoters than Detractors.
 - 10 - 10 There are a similar number of Promoters and Detractors.
 - < -10 There are at least 11% less Promoters than Detractors.

*Net Promoter is a registered trademark of Satmetrix Systems, inc., Bain & Company and Fred Reichheld

Looking for information

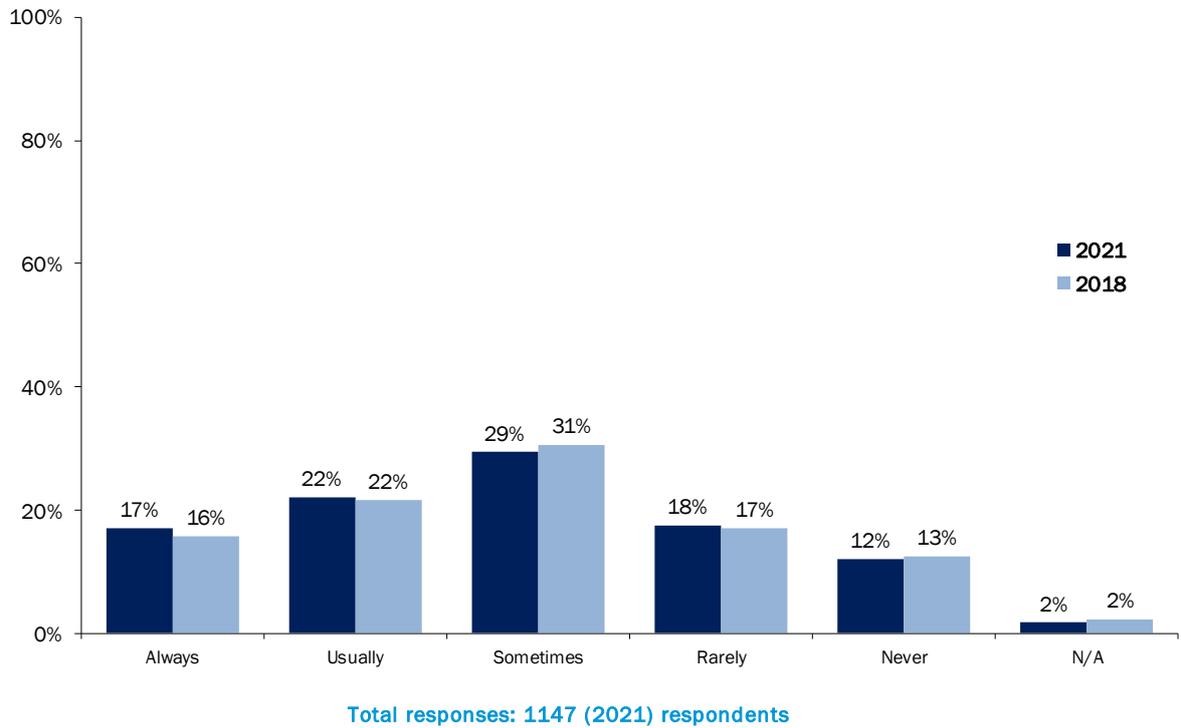
Following are responses to statements about user information seeking and research behaviours.

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

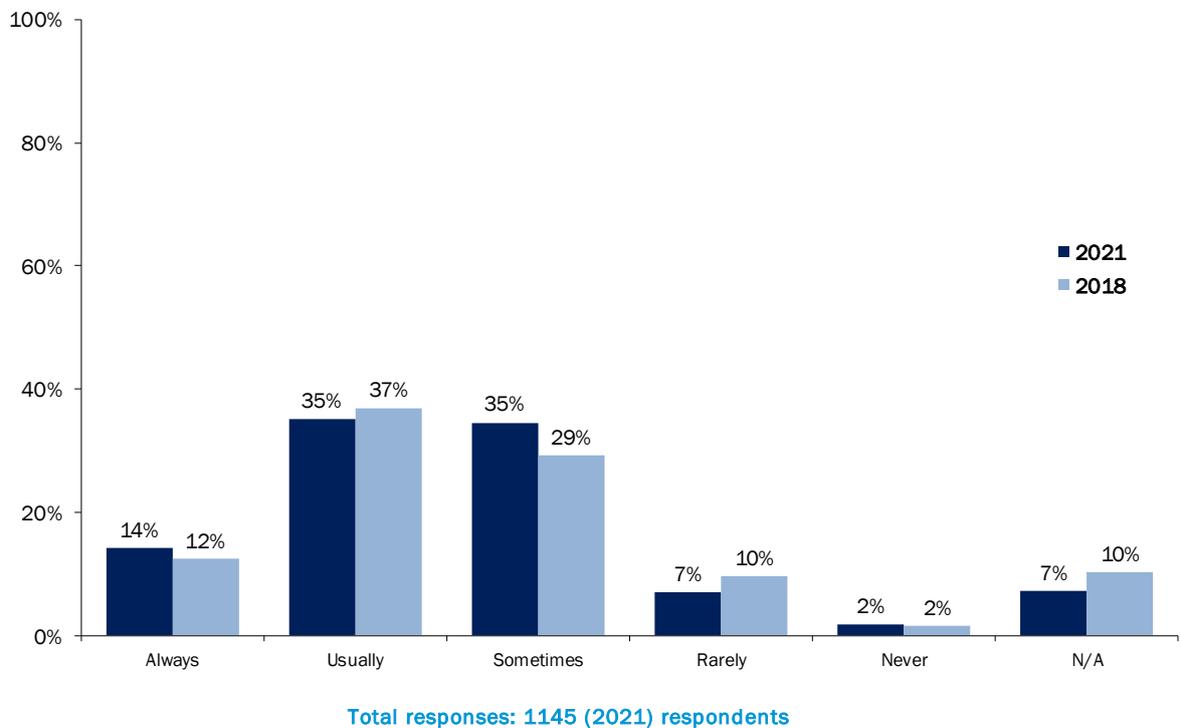


Total responses: 1077 respondents

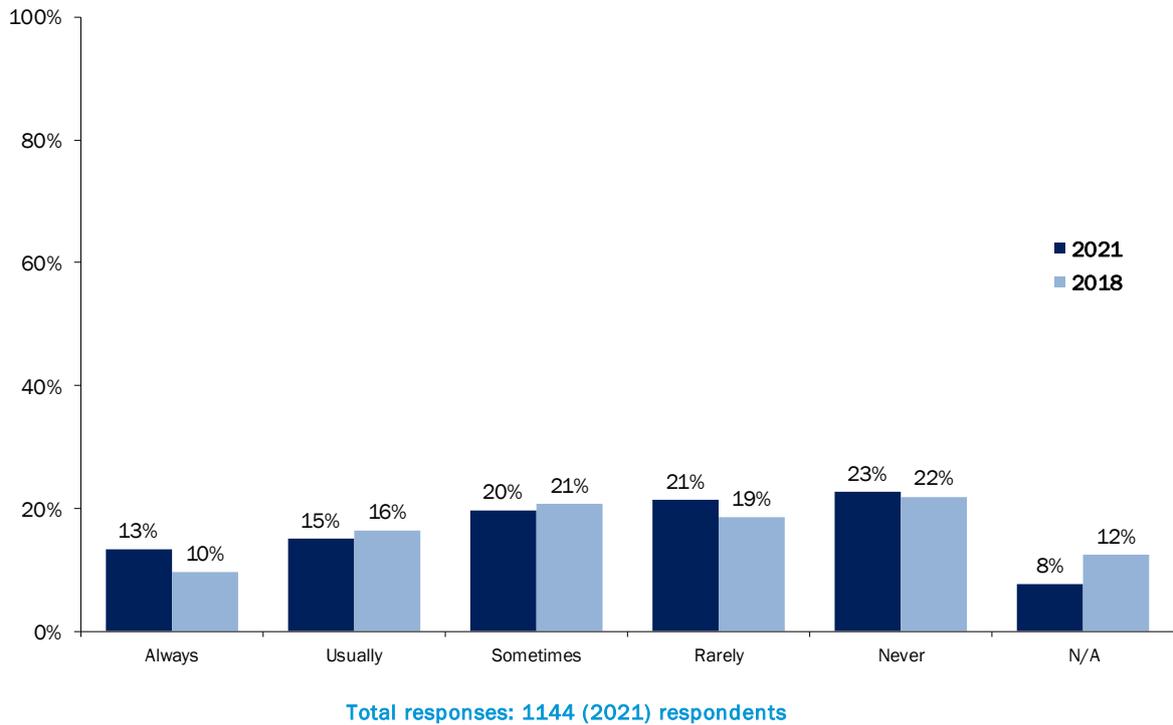
Ebooks vs. Print books
I prefer ebooks over print books for my study



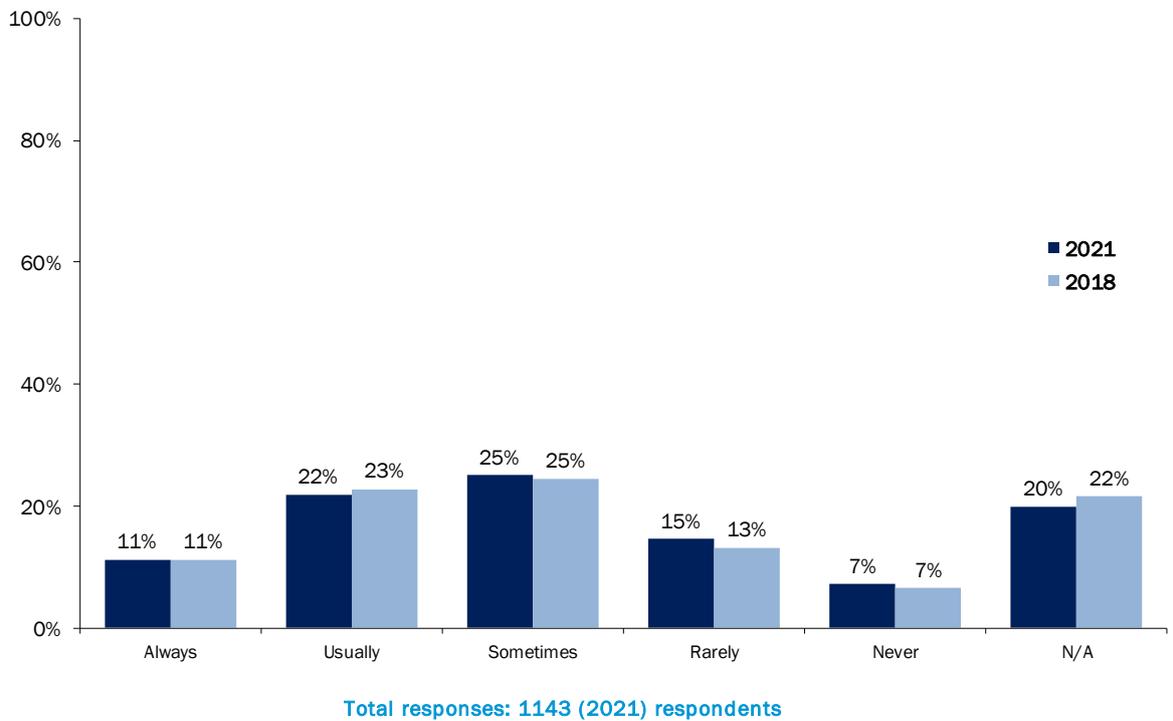
Ebooks vs. Print books
I can always access an ebook when needed



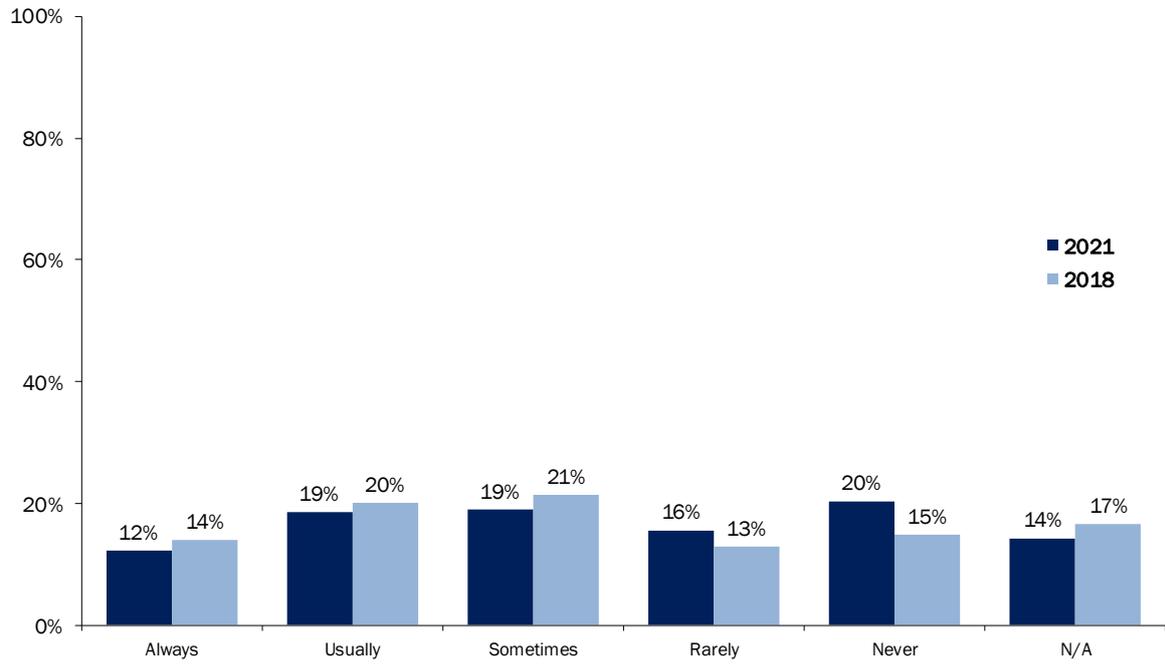
Ebooks vs. Print books
I use the ebook features - eg. highlighting, notes?



Ebooks vs. Print books
I can print what I need from an ebook

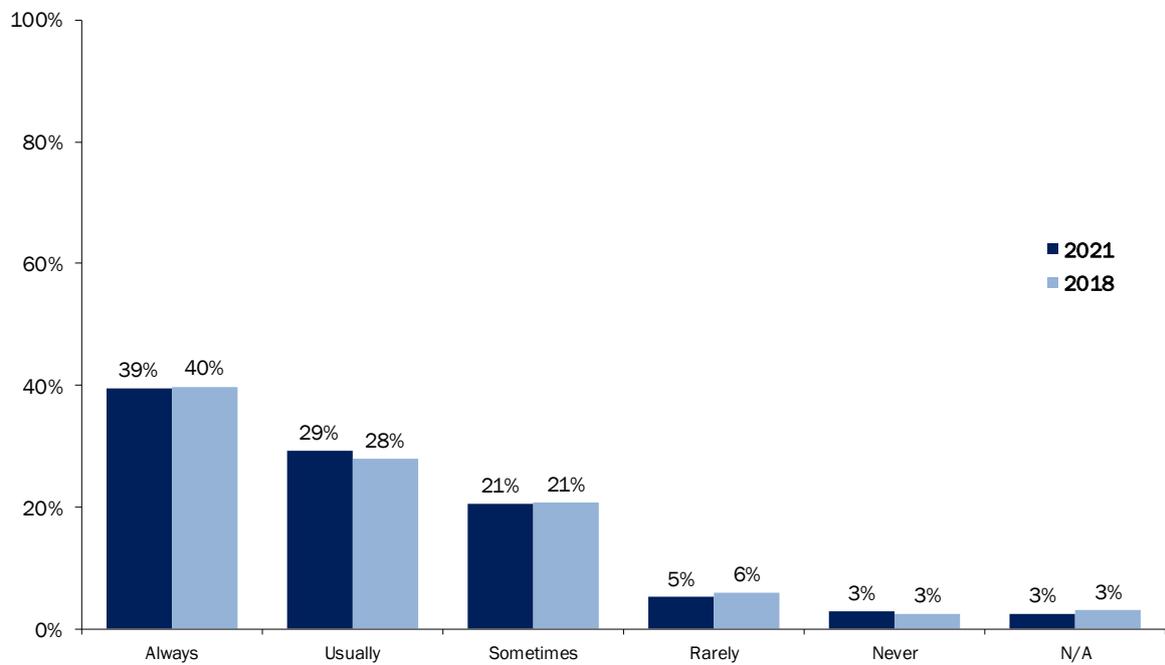


Ebooks vs. Print books
I print from an ebook in order to highlight or make notes



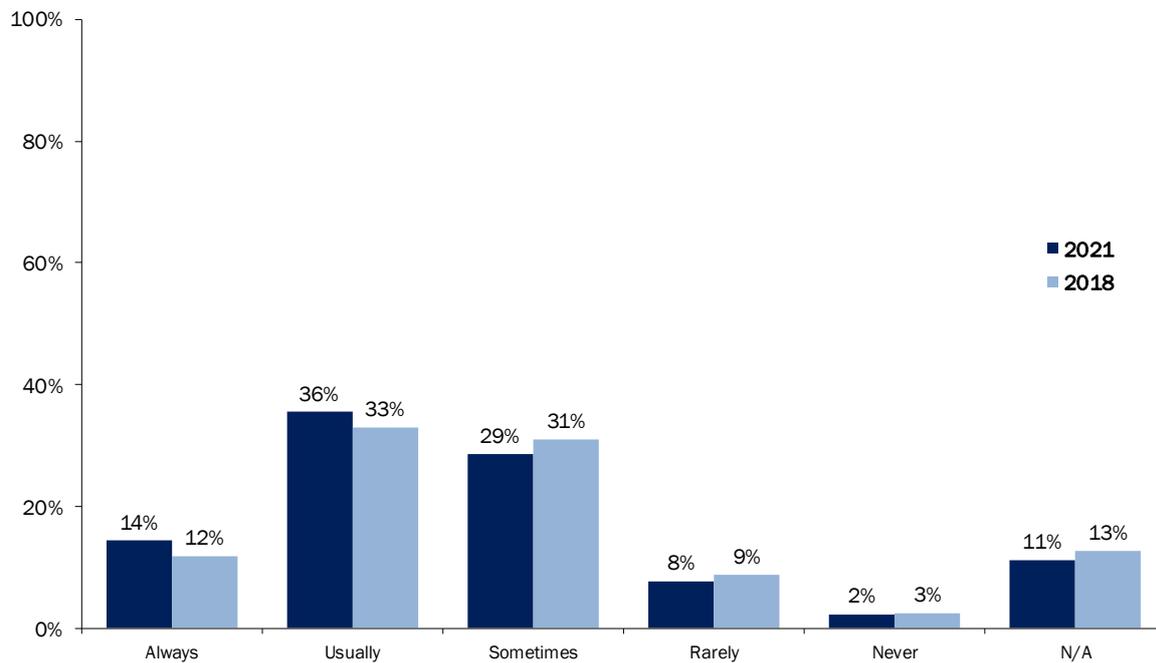
Total responses: 1141 (2021) respondents

Ebooks vs. Print books
I can focus on material better when I read it in print



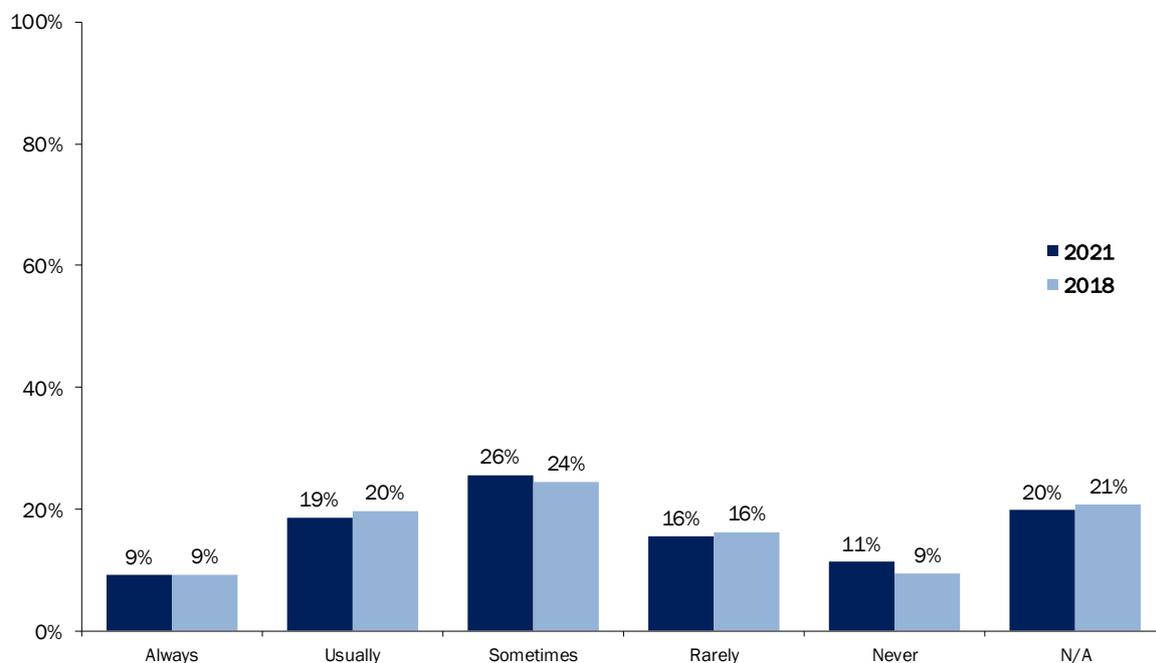
Total responses: 1142 (2021) respondents

Ebooks vs. Print books
It is easy to find ebooks in the library catalogue

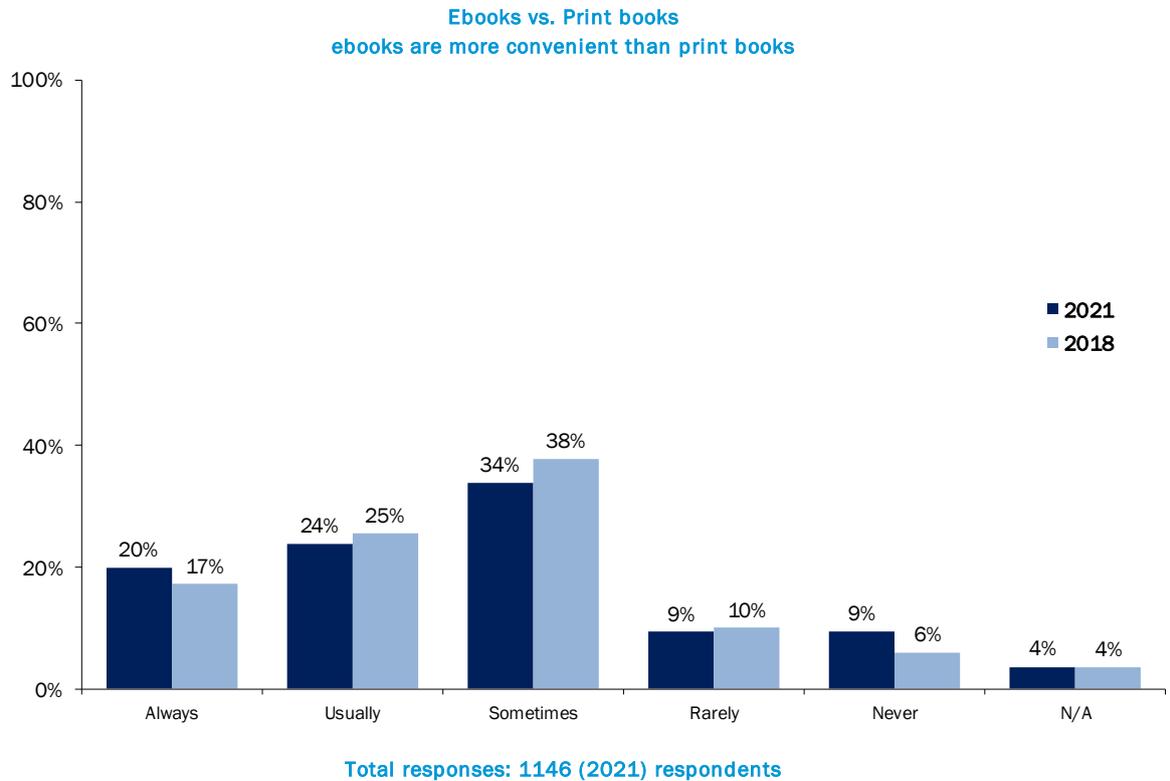
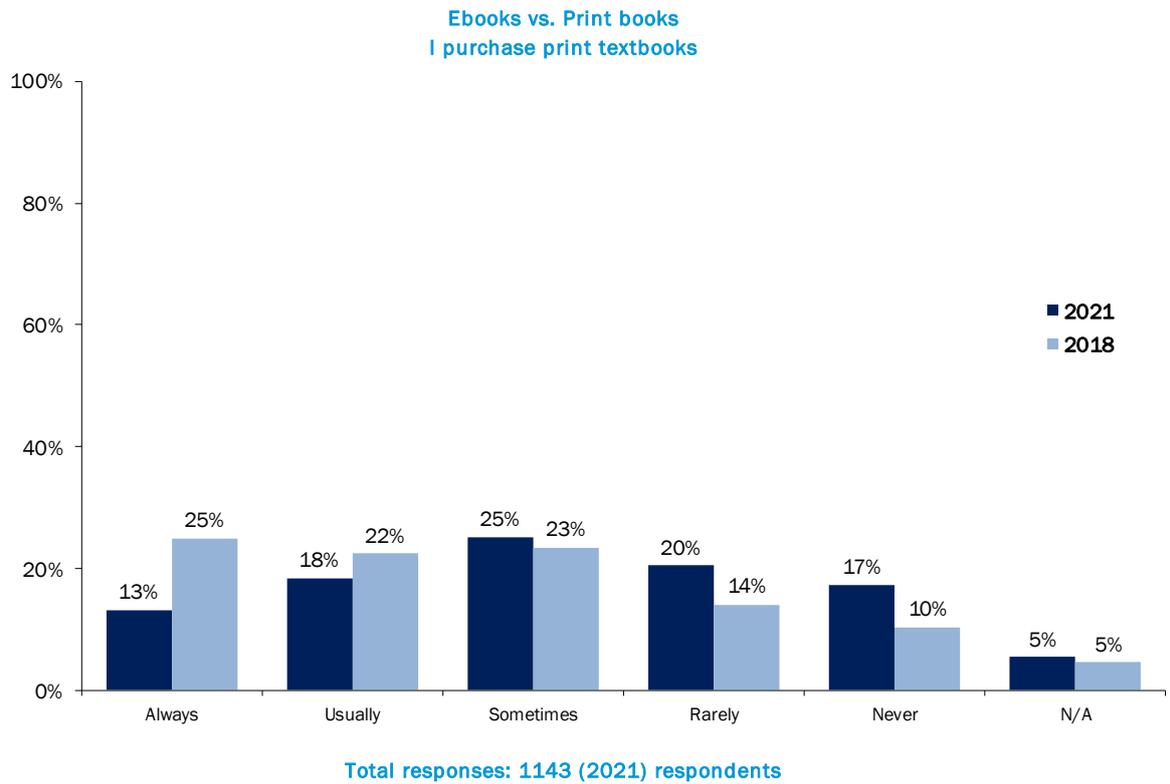


Total responses: 1143 (2021) respondents

Ebooks vs. Print books
ebooks are easy to read on my mobile device



Total responses: 1140 (2021) respondents



List of benchmark participants (= 20)

Australian Catholic University
Charles Darwin University
Charles Sturt University
Federation University
Flinders University
James Cook University
La Trobe University
Massey University
Murdoch University
Queensland University of Technology
The Australian National University
The University of Melbourne
The University of New South Wales
The University of Western Australia
University of Newcastle
University of Southern Queensland
University of Tasmania
University of Technology, Sydney
Victoria University
Western Sydney University

4. Next steps

Planning for the way forward is not limited to the recommendations in this report. A number of other areas may also require consideration. For instance, there may be areas that clients have identified as low in importance but are high priority for the Library. These should be reviewed. It is also important to consider issues unique to different demographic groups and look beyond the overall results. When prioritising issues for action, it is recommended that a combination of the quantitative analyses and comments, with the option of future focus groups, be used to gain a more in-depth understanding of student concerns.

