**LIBRARY CLIENT SURVEY 2016**

**OVERVIEW**

The Library conducts a biennial Client Survey. This Insync survey tells us what is important to Library clients and how well they think the Library is performing. It helps us identify areas where we need to improve our performance. We can also compare our results against those of previous years and against other university libraries that use the same survey.

**WHO RESPONDED**

<table>
<thead>
<tr>
<th>Category</th>
<th>Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>1474</td>
<td>55.9%</td>
</tr>
<tr>
<td>Postgraduate</td>
<td>707</td>
<td>26.8%</td>
</tr>
<tr>
<td>Academic/Research Staff</td>
<td>220</td>
<td>8.3%</td>
</tr>
<tr>
<td>Professional Staff</td>
<td>114</td>
<td>4.3%</td>
</tr>
<tr>
<td>Other/Unspecified</td>
<td>83</td>
<td>3.2%</td>
</tr>
<tr>
<td>Other University/College/TasTAFE Students</td>
<td>38</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

The top 5 highest ranked performance by the Library as rated by users are:

- Library staff treat me fairly and without discrimination
- Library staff are approachable and helpful
- Library staff provide accurate answers to my questions
- I can get wireless access in the Library
- Library staff are readily available to assist me

The top 5 highest ranked importance factors for Library users are:

- I can get wireless access in the Library when I need to
- Online resources meet my learning and research needs
- Library staff provide accurate answers to my questions
- Library staff are approachable and helpful
- Library staff treat me fairly and without discrimination

The bottom five lowest performing areas as rated by users are:

- A computer is available when I need one
- The Library anticipates my learning and research needs
- The library keeps me informed about its services
- Information and research skills workshops help me with my learning and research needs
- I can find a place in the Library to work in a group when I need to

Where clients believe the Library can improve:

- A computer is available when I need one
- I can find a quiet place in the Library to study when I need to
- The Library MegaSearch is easy to use
- The Library website is easy to navigate
- Online resources meet my learning and research needs