insyncsurveys

Monash University

Library Client Survey

May 2011

Australia

MONASH University
Library

Contents

1. Introduction

Background

Insync Surveys 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 Surveys was retained by the Monash University Library to conduct a survey of its clients so that their views, ideas, and suggestions can be considered as part of its commitment to improvement. The results of the Library's client survey are compared with the results of other libraries in the Insync Surveys database, which has been built over 11 years.

Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key user concerns. More specifically, the survey aims to:

- identify, prioritize and manage the key issues affecting users

- allow the Library's performance to be measured and monitored over time

- provide users with the opportunity to communicate openly and honestly with the management team of the Library

- compare results with other libraries so that performance can be measured against industry best practice standards

Survey process

The survey required all users to provide some demographic information. It then displayed 32 statements considered critical to the success of the Library. Users were asked to rate each statement twice – first to measure the importance of each of the statements to them, and second to measure their impressions of the Library's performance on each statement.

Users of the Library were given the opportunity to participate in the survey in May 2011 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the users are identified. The survey could be completed online only.

This is the sixth survey of its kind to be undertaken by the Library.

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".

2. Executive summary

This year the Monash University Library recorded an overall score of 76.6%. This places Monash University Library in the bottom quartile (or bottom 25%) of libraries that have surveyed with us over the last 2 years.

The areas of highest importance to Library clients include online resources meeting the needs of users, ease of use of Search, availability of off-campus access to resources and services, Library staff providing clear and accurate answers to enquiries, being approachable and friendly, fair and non-discriminatory, and readily available to assist. Other themes include ease of use of the library web site and catalogue and the availability of required items on the shelves.

Five factors in the top 10 performance list relate to library staff – more specifically: their fairness, approachability and helpfulness, their availability to assist, their provision of clear and accurate answers to enquiries, and the adequacy of face-to-face enquiry services. The remaining factors relate to off campus access to Library resources and services, adequacy of wireless access in the library, the adequacy of self service facilities, and hard copy and online resources.

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

- *Library staff treat me fairly and without discrimination*

- *Library staff are approachable and friendly*

- *Library staff provide clear and accurate answers to my enquiries*

- *Library staff are readily available to assist me*

- *When I am away from campus I can access the Library resources and services I need*

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

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

The Library performed highest on the category of *Library Staff*, with a score of 86.0%, an improvement of 1.3% since the previous survey. The lowest score was identified on *Facilities and equipment* at 68.2%.

The three highest priority categories for the users of the Monash University Library are *Library staff, Information resources* and *Facilities and equipment*.

The *Information resources* category is performing on the benchmark median. *Library staff* and *Communication* are performing in the third quartile (bottom 50%) when benchmarked externally. *Service delivery* and *Facilities and equipment* rank in the bottom 25% of libraries that have surveyed with us during the last two years. The performance score for *Facilities and equipment* has dropped in comparison to the previous survey. The following table identifies performance of the Library across the best practice categories in the benchmarking context:

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2011	74.2%	75.2%	68.2%	86.0%	78.0%	76.6%
May 2009	73.9%	74.1%	69.1%	84.7%	77.2%	76.1%
May 2007	70.4%	72.1%	66.4%	81.6%	75.6%	73.6%
Highest Performer in Database	80.6%	86.2%	83.2%	92.0%	82.6%	83.8%
Median	75.6%	77.3%	72.1%	87.3%	78.0%	78.5%
Lowest Performer in Database	69.1%	55.6%	64.3%	81.4%	69.7%	73.2%

A review of the library-wide gap grid has identified the following improvement opportunities for the Library:

- *A computer is available when I need one*
  (gap score = 2.19)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.63)

- *Search is easy to use*
  (gap score = 1.44)

- *The library catalogue is easy to use*
  (gap score = 1.28)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.26)

- *The library is a good place to study*
  (gap score = 1.16)

- *Laptop facilities (e.g. desks, power) in the library meet my needs*
  (gap score = 1.11)

- *I can find a place in the library to work in a group when I need to*
  (gap score = 1.11)

In the context of sector-wide performance, seven of the eight factors listed above are bottom 25% benchmark performers. *The items I'm looking for on the library shelves are usually there* is a bottom 50% benchmark performer.

Respondents were asked to indicate how often they come into the Library, how often they access the Library online, and how often they come onto campus. The most common frequency response for all was *2-4 days a week*.

In conclusion, there was an overall improvement in performance by the Library since the previous survey in 2009.

3. 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 3181 responses. This number provides an excellent degree of confidence in the results obtained at the overall level. The number of responses received is substantially less than the 2009 survey, in which 5342 responses were generated.

Monash University Library Client Survey, May 2011 Response statistics		
Total	3181	
Which campus library do you use most?	n	%
Berwick Library	119	3.7%
Caulfield Library	715	22.5%
CL Butchers Pharmacy Library	97	3.0%
Hargrave-Andrew Library	725	22.8%
Gippsland Library	164	5.2%
Law Library	144	4.5%
Peninsula Library	236	7.4%
Sir Louis Matheson Library	758	23.8%
Remote access (e.g. via web or services for off-campus students)	166	5.2%
Other (e.g. hospital library)	50	1.6%
Unspecified	7	0.2%
What is your major area of study, research or teaching?		
Art and Design	103	3.2%
Arts	628	19.7%
Business and Economics	721	22.7%
Education	192	6.0%
Engineering	239	7.5%
Information Technology	110	3.5%
Law	141	4.4%
Medicine, Nursing and Health Sciences	591	18.6%
Pharmacy and Pharmaceutical Services	98	3.1%
Science	299	9.4%
Other	42	1.3%
Unspecified	17	0.5%
What single category best describes you?		
Undergraduate	2338	73.5%
Postgraduate - Research	255	8.0%
Postgraduate - Coursework	387	12.2%
Academic/Research Staff	114	3.6%
General Staff	45	1.4%
From another University	6	0.2%
Monash College Student	28	0.9%
Unspecified	8	0.3%

Monash University Library Client Survey, May 2011 Response statistics		
Total	**3181**	
How often do you come into the library?	**n**	**%**
Daily	582	18.3%
2-4 days a week	1528	48.0%
Fortnightly	318	10.0%
Monthly	134	4.2%
Rarely (i.e. a few times a year)	126	4.0%
Never	71	2.2%
Unspecified	422	13.3%
How often do you access the Library online?		
Daily	747	23.5%
2-4 days a week	1422	44.7%
Fortnightly	391	12.3%
Monthly	105	3.3%
Rarely (i.e. a few times a year)	81	2.5%
Never	8	0.3%
Unspecified	427	13.4%
How often are you required to be on campus?		
Daily	948	29.8%
2-4 days a week	1517	47.7%
Fortnightly	70	2.2%
Monthly	34	1.1%
Rarely (i.e. a few times a year)	106	3.3%
Never	87	2.7%
Unspecified	419	13.2%

4. Detailed results interpretation

What clients believe is important for the Library

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

May 2011 Top 10 importance	Mean (1 = low, 7 = high)	May 2009 Top 10 importance	Mean (1 = low, 7 = high)
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	6.56	Online resources (e.g. ejournals, databases, ebooks) meet my learning/ research needs	6.31
Search is easy to use	6.47	Library staff provide clear and accurate answers to my enquiries	6.28
When I am away from campus I can access the Library resources and services I need	6.42	Library staff are approachable and friendly	6.25
Library staff provide clear and accurate answers to my enquiries	6.42	Library staff are readily available to assist me	6.24
The library catalogue is easy to use	6.39	The Library web site is easy to use	6.22
The library web site is easy to use	6.38	The Library catalogue is easy to use	6.22
Library staff are approachable and friendly	6.37	When I am away from campus I can access the Library resources and services I need	6.21
Library staff are readily available to assist me	6.36	Library staff treat me fairly and without discrimination	6.19
Library staff treat me fairly and without discrimination	6.33	Information resources located in the library (e.g. books, journals, DVDs) meet my learning /research needs	6.07
The items I'm looking for on the library shelves are usually there	6.31	The items I'm looking for on the library shelves are usually there	6.05

■ Common to 2011 and 2009

Of the 32 statements in the survey, 19 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to users.

The themes in the top 10 importance list include online resources meeting the needs of users, ease of use of Search, availability of off-campus access to resources and services, Library staff providing clear and accurate answers to enquiries, being approachable and friendly, fair and non discriminatory, and readily available to assist. Other themes include ease of use of the library web site and catalogue and the availability of required items on the shelves.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by users in 2011 as compared with those ranked highest in 2009.

May 2011 Top 10 performance	Mean (1 = low, 7 = high)	May 2009 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination *9	6.24	Library staff treat me fairly and without discrimination	6.11
Library staff are approachable and friendly *7	6.01	Library staff are approachable and friendly	5.93
Library staff provide clear and accurate answers to my enquiries *4	5.95	Library staff provide clear and accurate answers to my enquiries	5.88
Library staff are readily available to assist me *8	5.87	Library staff are readily available to assist me	5.80
Self Service (e.g. self loans, requests, renewals, holds) meets my needs	5.75	When I am away from campus I can access the Library resources and services I need	5.62
When I am away from campus I can access the Library resources and services I need *3	5.71	Self Service (e.g. self loans, requests, renewals, holds) meet my needs	5.58
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs *1	5.61	Face-to-face enquiry services meet my needs	5.57
Face-to-face enquiry services meet my needs	5.57	Online resources (e.g. ejournals, databases, ebooks) meet my learning/ research needs	5.51
Information resources located in the library (e.g. books, journals, DVDs) meet my learning / research needs	5.52	The Library web site is easy to use	5.45
I can get wireless access in the library when I need to	5.49	Information resources located in the library (e.g. books, journals, DVDs) meet my learning /research needs	5.40

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

■ Common to 2011 and 2009

The survey identified 26 out of 32 variables with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Five factors in the top 10 performance list relate to library staff – more specifically: their fairness, approachability and helpfulness, their availability to assist, their provision of clear and accurate answers to enquiries, and the adequacy of face-to-face enquiry services. The remaining factors relate to off campus access to Library resources and services, adequacy of wireless access in the library, the adequacy of self service facilities, and hard copy and online resources.

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

- *Library staff treat me fairly and without discrimination*

- *Library staff are approachable and friendly*

- *Library staff provide clear and accurate answers to my enquiries*

- *Library staff are readily available to assist me*

- *When I am away from campus I can access the Library resources and services I need*

- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

This is a very positive result for the Library. Not only are these factors among the most important to users 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 2011 as compared with those ranked lowest in 2009. Please note that the lowest performing variable appears first on the list.

May 2011 Lowest 10 performance	Mean (1 = low, 7 = high)	May 2009 Lowest 10 performance	Mean (1 = low, 7 = high)
A computer is available when I need one	3.71	A computer is available when I need one	3.84
I can find a quiet place in the library to study when I need to	4.60	Laptop facilities (e.g. desks, power) in the library meet my needs	4.80
I can find a place in the library to work in a group when I need to	4.62	I can find a place in the library to work in a group when I need to	4.84
Laptop facilities (e.g. desks, power) in the library meet my needs	4.79	I can find a quiet place in the library to study when I need to	4.89
The Library anticipates my learning / research needs	4.95	Learning skills programs meet my needs	4.92
I am informed about Library services	4.96	The items I'm looking for on the library shelves are usually there	4.92
The library is a good place to study	5.02	The Library anticipates my learning/research needs	4.95
Search is easy to use *2	5.03	Information research skills programs meet my needs	4.97
Library workshops / classes / tutorials help me with my learning / research needs	5.03	Library workshops/ classes/ tutorials help me with my learning/ research needs	4.98
Learning skills programs meet my needs	5.03	I am informed about Library services	4.98

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

■ Common to 2011 and 2009

Where clients believe the Library can improve

In identifying factors for improvement, Insync Surveys analyzes 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 acted upon.

This table reports the 10 variables with the highest gaps for the 2011 and 2009 surveys.

May 2011 Top 10 gaps	Mean (1 = low, 7 = high)	May 2009 Top 10 gaps	Mean (1 = low, 7 = high)
A computer is available when I need one	2.19	A computer is available when I need one	1.93
I can find a quiet place in the library to study when I need to	1.63	The items I'm looking for on the library shelves are usually there	1.13
Search is easy to use *2	1.44	The Library catalogue is easy to use	1.06
The library catalogue is easy to use *5	1.28	I can find a quiet place in the library to study when I need to	1.03
The items I'm looking for on the library shelves are usually there *10	1.26	Opening hours meet my needs	0.84
The library is a good place to study	1.16	Online resources (e.g. ejournals, databases, ebooks) meet my learning/ research needs	0.81
Laptop facilities (e.g. desks, power) in the library meet my needs	1.11	Printing/ scanning/ photocopying facilities in the library meet my needs	0.78
I can find a place in the library to work in a group when I need to	1.11	The Library web site is easy to use	0.77
Opening hours meet my needs	1.01	The library is a good place to study	0.71
The library web site is easy to use *6	0.99	Information resources located in the library (e.g. books, journals, DVDs) meet my learning /research needs	0.67

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

■ Common to 2011 and 2009

Of all the 32 variables, one recorded a gap score in the serious range, namely:

- *A computer is available when I need one*
  (a bottom 25% benchmark performer)

The top 10 gap list contains four factors from the top 10 importance list:

- *Search is easy to use*
  (no benchmark data available)

- *The library catalogue is easy to use*
  (a bottom 20% benchmark performer)

- *The items I'm looking for on the library shelves are usually there*
  (a bottom 50% benchmark performer)

- *The library web site is easy to use*
  (a bottom 50% benchmark performer)

The gap grid analysis

Analysis of the gap sores enable the Library to prioritise strategies for improvement in terms of those factors considered most pressing by users. 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.
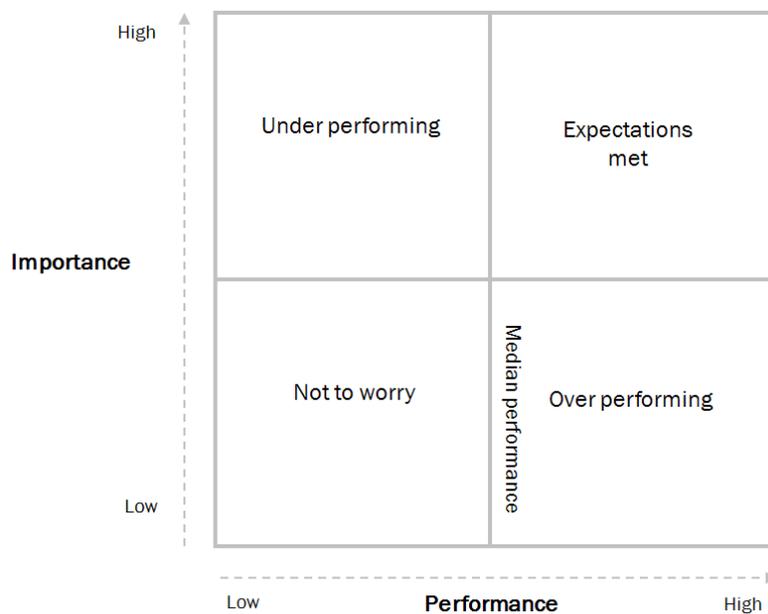
Prioritising potential improvement opportunities

A review of the library-wide gap grid has identified the following improvement opportunities for the Library:

- *A computer is available when I need one*
  (gap score = 2.19)

- *I can find a quiet place to study in the Library when I need to*
  (gap score = 1.63)

- *Search is easy to use*
  (gap score = 1.44)

- *The library catalogue is easy to use*
  (gap score = 1.28)

- *The items I'm looking for on the library shelves are usually there*
  (gap score = 1.26)

- *The library is a good place to study*
  (gap score = 1.16)

- *Laptop facilities (e.g. desks, power) in the library meet my needs*
  (gap score = 1.11)

- *I can find a place in the library to work in a group when I need to*
  (gap score = 1.11)

In the context of sector-wide performance, seven of the eight factors listed above are bottom 25% benchmark performers. *The items I'm looking for on the library shelves are usually there* is a bottom 50% benchmark performer.

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 76.6%. This places Monash University Library in the bottom quartile (or bottom 25%) of libraries that have surveyed with us over the last 2 years.

Weighted performance index
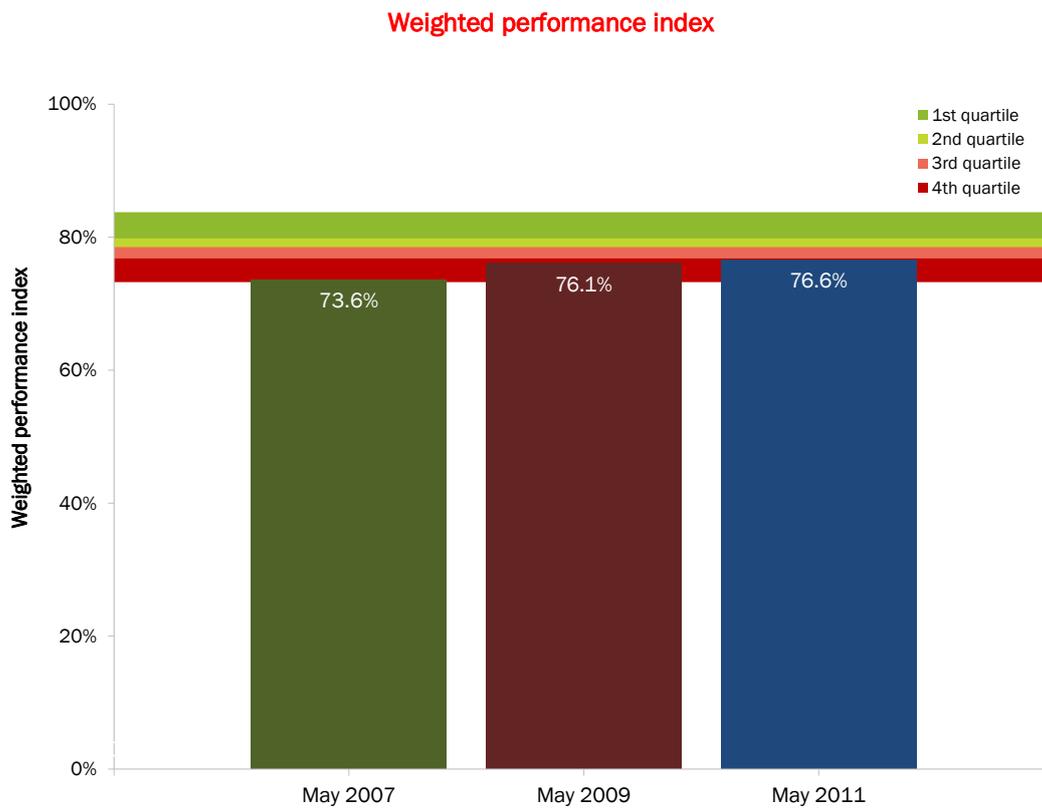
Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the five best practice categories. At the time the Monash University Library User Survey was administered, 40 other libraries had completed benchmark surveys. It is this group that makes up the comparison group.

The three highest priority categories for the users of the Monash University Library are *Library staff*, *Information resources* and *Facilities and equipment* (as indicated by the bold numbers in the following graph).

The *Information resources* category is performing on the benchmark median. *Library staff* and *Communication* are performing in the third quartile (bottom 50%) when benchmarked externally. *Service delivery* and *Facilities and equipment* ranks in the bottom 25% of libraries that have surveyed with us during the last two years. The performance score for *Facilities and equipment* has dropped in comparison to the previous survey. A more specific view of results on each variable within the categories can be found in the detailed data analysis.

Best practice categories
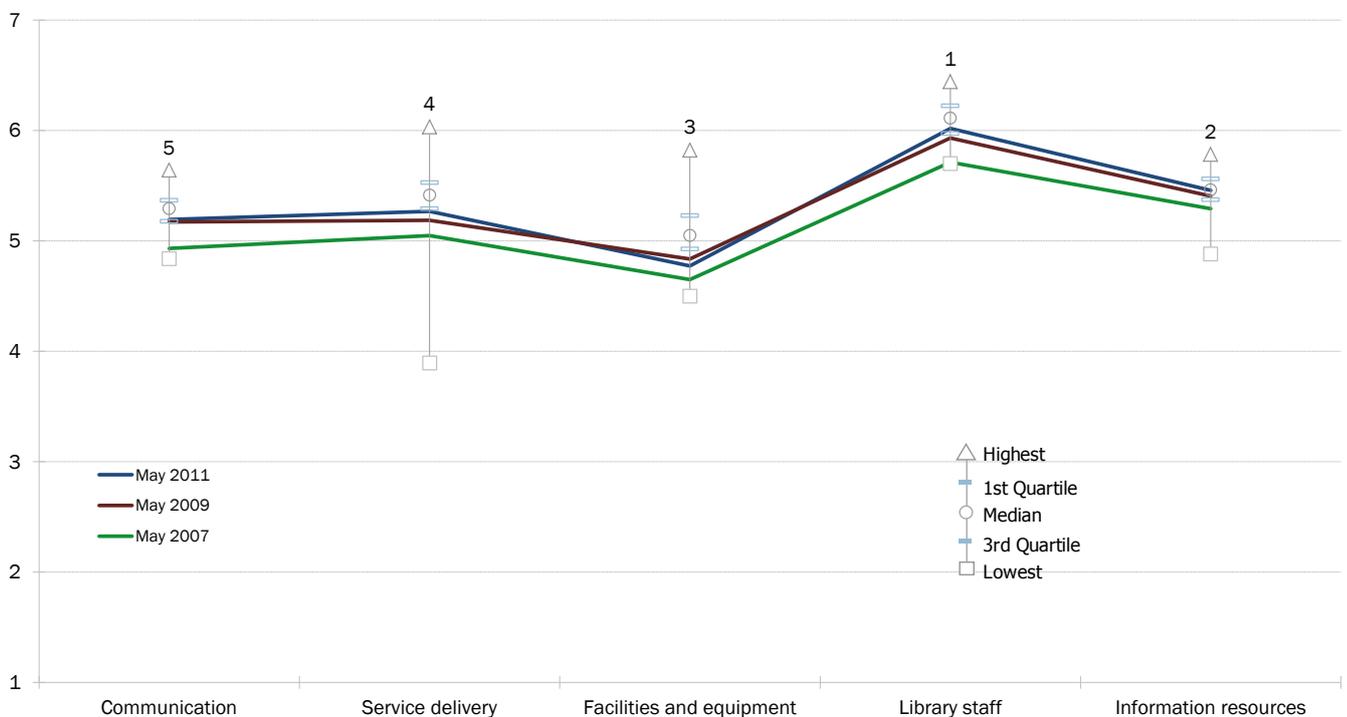
Scorecard

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 *Library Staff*, with a score of 86.0%, an improvement of 1.3% since the previous survey. The lowest score was identified on *Facilities and equipment* at 68.2%.

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

Scorecard

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
May 2011	74.2%	75.2%	68.2%	86.0%	78.0%	76.6%
May 2009	73.9%	74.1%	69.1%	84.7%	77.2%	76.1%
May 2007	70.4%	72.1%	66.4%	81.6%	75.6%	73.6%
Highest Performer in Database	80.6%	86.2%	83.2%	92.0%	82.6%	83.8%
Median	75.6%	77.3%	72.1%	87.3%	78.0%	78.5%
Lowest Performer in Database	69.1%	55.6%	64.3%	81.4%	69.7%	73.2%

Overall satisfaction

Library users were asked to provide a general assessment of their satisfaction with the Library (see graph below). In this case, the overall average of 5.37 places the Library in the fourth quartile (or bottom 25%) when compared with other libraries that have surveyed over the last two years.

Overall satisfaction
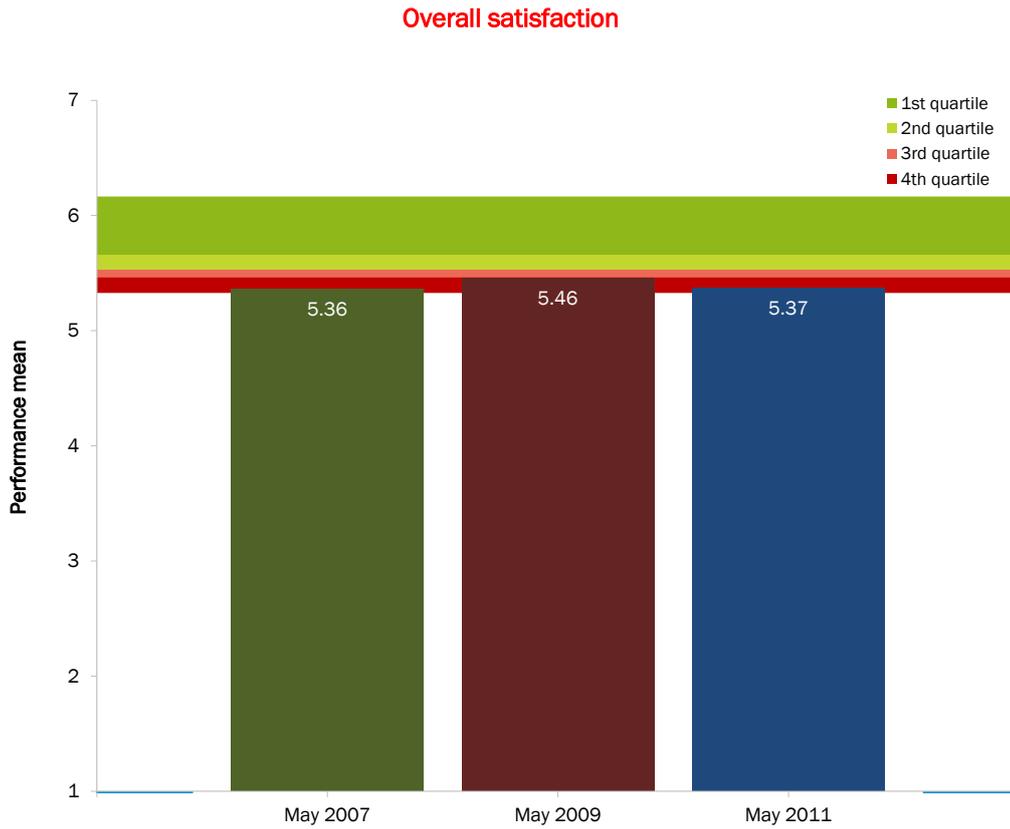
5. Summary of results: grouped by demographics

The following tables show the top 5 improvement opportunities (gaps) across each of the major demographic breakdowns within the Monash University.

When considering the following tables, there are a few things to keep in mind. Caution should be exercised when interpreting the data for groups with fewer than 25 responses, as a small response number can lead to unstable mean scores.

Secondly, if a factor is highlighted, it means that it is unique – that is, not shared by any other group in that demographic breakdown.

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 acted upon.

How often do you come into the Library?

Monash University Library Client Survey, May 2011	
Top 5 gap scores by demographic	
How often do you come into the library?	Unique factor
Daily (582 responses)	**Gap score**
A computer is available when I need one	2.68
I can find a quiet place in the library to study when I need to	2.05
I can find a place in the library to work in a group when I need to	1.75
Opening hours meet my needs	1.65
Laptop facilities (e.g. desks, power) in the library meet my needs	1.61
2-4 days a week (1528 responses)	**Gap score**
A computer is available when I need one	2.47
I can find a quiet place in the library to study when I need to	1.78
Search is easy to use	1.38
The items I'm looking for on the library shelves are usually there	1.35
The library is a good place to study	1.33
Fortnightly (318 responses)	**Gap score**
Search is easy to use	1.70
A computer is available when I need one	1.59
I can find a quiet place in the library to study when I need to	1.52
The library catalogue is easy to use	1.48
The library web site is easy to use	1.16
Monthly (134 responses)	**Gap score**
Search is easy to use	1.38
The library catalogue is easy to use	1.32
The items I'm looking for on the library shelves are usually there	1.22
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.05
The library web site is easy to use	1.04
Rarely (i.e. a few times a year) (126 responses)	**Gap score**
Search is easy to use	1.92
The library catalogue is easy to use	1.62
The library web site is easy to use	1.26
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	0.89
The Library web site provides useful information	0.75
Never (71 responses)	**Gap score**
Search is easy to use	1.66
The library catalogue is easy to use	1.55
The library web site is easy to use	1.54
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.30
Course specific resources meet my learning needs	1.24

How often do you access the Library online?

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic How often do you access the Library online?	Unique factor
Daily (747 responses)	**Gap score**
A computer is available when I need one	2.30
I can find a quiet place in the library to study when I need to	1.82
Search is easy to use	1.49
The items I'm looking for on the library shelves are usually there	1.38
The library catalogue is easy to use	1.33
2-4 days a week (1422 responses)	**Gap score**
A computer is available when I need one	2.11
I can find a quiet place in the library to study when I need to	1.57
Search is easy to use	1.48
The library catalogue is easy to use	1.30
The items I'm looking for on the library shelves are usually there	1.29
Fortnightly (391 responses)	**Gap score**
A computer is available when I need one	2.28
I can find a quiet place in the library to study when I need to	1.55
Search is easy to use	1.32
I can find a place in the library to work in a group when I need to	1.23
The library is a good place to study	1.13
Monthly (105 responses)	**Gap score**
A computer is available when I need one	1.94
The library catalogue is easy to use	1.47
I can find a quiet place in the library to study when I need to	1.42
Search is easy to use	1.34
The library is a good place to study	1.24
Rarely (i.e. a few times a year) (81 responses)	**Gap score**
A computer is available when I need one	2.22
I can find a place in the library to work in a group when I need to	1.86
I can find a quiet place in the library to study when I need to	1.61
The library is a good place to study	1.33
The items I'm looking for on the library shelves are usually there	1.25

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic How often are you required to be on campus?	Unique factor
Daily (948 responses)	**Gap score**
A computer is available when I need one	2.28
I can find a quiet place in the library to study when I need to	1.76
I can find a place in the library to work in a group when I need to	1.40
Search is easy to use	1.36
The items I'm looking for on the library shelves are usually there	1.33
2-4 days a week (1517 responses)	**Gap score**
A computer is available when I need one	2.41
I can find a quiet place in the library to study when I need to	1.73
Search is easy to use	1.43
The items I'm looking for on the library shelves are usually there	1.31
Laptop facilities (e.g. desks, power) in the library meet my needs	1.29
Fortnightly (70 responses)	**Gap score**
Search is easy to use	1.80
The library catalogue is easy to use	1.43
I can find a quiet place in the library to study when I need to	1.36
The library web site is easy to use	1.17
The items I'm looking for on the library shelves are usually there	1.02
Monthly (34 responses)	**Gap score**
I can find a quiet place in the library to study when I need to	2.16
The items I'm looking for on the library shelves are usually there	1.94
Search is easy to use	1.69
The library catalogue is easy to use	1.56
A computer is available when I need one	1.47
Rarely (i.e. a few times a year) (106 responses)	**Gap score**
Search is easy to use	1.66
The library catalogue is easy to use	1.52
The library web site is easy to use	1.31
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.16
When I am away from campus I can access the Library resources and services I need	1.06
Never (87 responses)	**Gap score**
Search is easy to use	1.89
The library catalogue is easy to use	1.65
The library web site is easy to use	1.47
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.13
Course specific resources meet my learning needs	1.03

What single category best describes you?

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic What single category best describes you?	Unique factor
Undergraduate (2338 responses)	**Gap score**
A computer is available when I need one	2.55
I can find a quiet place in the library to study when I need to	1.80
I can find a place in the library to work in a group when I need to	1.45
The library is a good place to study	1.35
Search is easy to use	1.33
Postgraduate - Research (255 responses)	**Gap score**
Search is easy to use	1.90
The library catalogue is easy to use	1.62
The library web site is easy to use	1.28
I can find a quiet place in the library to study when I need to	1.19
The items I'm looking for on the library shelves are usually there	1.17
Postgraduate - Coursework (387 responses)	**Gap score**
A computer is available when I need one	1.72
Search is easy to use	1.56
I can find a quiet place in the library to study when I need to	1.54
The library catalogue is easy to use	1.33
The items I'm looking for on the library shelves are usually there	1.19
Academic/Research Staff (114 responses)	**Gap score**
Search is easy to use	2.26
The library catalogue is easy to use	1.94
The library web site is easy to use	1.28
The items I'm looking for on the library shelves are usually there	0.95
The Library web site provides useful information	0.84
General Staff (45 responses)	**Gap score**
Search is easy to use	1.58
The library catalogue is easy to use	1.48
The library web site is easy to use	0.72
Library signage is clear	0.69
The items I'm looking for on the library shelves are usually there	0.67
Monash College Student (28 responses)	**Gap score**
A computer is available when I need one	2.00
Opening hours meet my needs	1.59
The items I'm looking for on the library shelves are usually there	1.38
I can find a quiet place in the library to study when I need to	1.38
Search is easy to use	1.35

What is your major area of study, teaching or research?

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic What is your major area of study, research or teaching?	Unique factor
Art and Design (103 responses)	**Gap score**
A computer is available when I need one	2.39
The items I'm looking for on the library shelves are usually there	1.84
I can find a quiet place in the library to study when I need to	1.69
Printing / scanning / photocopying facilities in the library meet my needs	1.60
Search is easy to use	1.56
Arts (628 responses)	**Gap score**
A computer is available when I need one	2.54
I can find a quiet place in the library to study when I need to	1.73
Search is easy to use	1.71
The library catalogue is easy to use	1.47
The items I'm looking for on the library shelves are usually there	1.29
Business and Economics (721 responses)	**Gap score**
A computer is available when I need one	2.57
I can find a quiet place in the library to study when I need to	1.91
I can find a place in the library to work in a group when I need to	1.67
Laptop facilities (e.g. desks, power) in the library meet my needs	1.57
The library is a good place to study	1.40
Education (192 responses)	**Gap score**
Search is easy to use	1.61
The library catalogue is easy to use	1.41
A computer is available when I need one	1.13
The library web site is easy to use	1.11
The items I'm looking for on the library shelves are usually there	1.07
Engineering (239 responses)	**Gap score**
A computer is available when I need one	2.40
I can find a quiet place in the library to study when I need to	2.11
I can find a place in the library to work in a group when I need to	2.04
The library is a good place to study	1.58
The items I'm looking for on the library shelves are usually there	1.29
Information Technology (110 responses)	**Gap score**
A computer is available when I need one	1.85
Search is easy to use	1.71
I can find a quiet place in the library to study when I need to	1.60
The library catalogue is easy to use	1.40
Laptop facilities (e.g. desks, power) in the library meet my needs	1.37

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic What is your major area of study, research or teaching?	Unique factor
Law (141 responses)	**Gap score**
Opening hours meet my needs	1.76
Laptop facilities (e.g. desks, power) in the library meet my needs	1.62
Search is easy to use	1.58
The library catalogue is easy to use	1.35
I can find a quiet place in the library to study when I need to	1.35
Medicine, Nursing and Health Sciences (591 responses)	**Gap score**
A computer is available when I need one	1.92
I can find a quiet place in the library to study when I need to	1.39
Search is easy to use	1.38
The library catalogue is easy to use	1.23
The items I'm looking for on the library shelves are usually there	1.14
Pharmacy and Pharmaceutical Services (98 responses)	**Gap score**
Opening hours meet my needs	2.13
A computer is available when I need one	1.94
The items I'm looking for on the library shelves are usually there	1.78
I can find a quiet place in the library to study when I need to	1.73
The library is a good place to study	1.53
Science (299 responses)	**Gap score**
A computer is available when I need one	2.50
I can find a quiet place in the library to study when I need to	1.88
The library is a good place to study	1.39
Search is easy to use	1.28
The library catalogue is easy to use	1.17
Other (42 responses)	**Gap score**
Search is easy to use	1.40
The library catalogue is easy to use	1.10
The items I'm looking for on the library shelves are usually there	0.89
The library web site is easy to use	0.80
The Library web site provides useful information	0.71

Which campus library do you use most?

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic **Which campus library do you use most?**	Unique factor
Berwick Library (119 responses)	**Gap score**
A computer is available when I need one	2.08
I can find a quiet place in the library to study when I need to	1.62
Opening hours meet my needs	1.30
The library is a good place to study	1.27
Laptop facilities (e.g. desks, power) in the library meet my needs	1.25
Caulfield Library (715 responses)	**Gap score**
A computer is available when I need one	2.71
I can find a quiet place in the library to study when I need to	2.32
Laptop facilities (e.g. desks, power) in the library meet my needs	1.71
I can find a place in the library to work in a group when I need to	1.63
The library is a good place to study	1.55
CL Butchers Pharmacy Library (97 responses)	**Gap score**
Opening hours meet my needs	2.25
I can find a quiet place in the library to study when I need to	1.92
A computer is available when I need one	1.89
The items I'm looking for on the library shelves are usually there	1.70
The library is a good place to study	1.69
Hargrave-Andrew Library (725 responses)	**Gap score**
A computer is available when I need one	2.58
I can find a quiet place in the library to study when I need to	2.02
I can find a place in the library to work in a group when I need to	1.60
The library is a good place to study	1.45
The items I'm looking for on the library shelves are usually there	1.20
Gippsland Library (164 responses)	**Gap score**
Search is easy to use	1.64
The library catalogue is easy to use	1.48
A computer is available when I need one	1.31
The items I'm looking for on the library shelves are usually there	0.93
The library web site is easy to use	0.90
Law Library (144 responses)	**Gap score**
Opening hours meet my needs	1.69
Laptop facilities (e.g. desks, power) in the library meet my needs	1.45
Search is easy to use	1.36
A computer is available when I need one	1.34
The library catalogue is easy to use	1.22

Monash University Library Client Survey, May 2011 Top 5 gap scores by demographic Which campus library do you use most?	Unique factor
Peninsula Library (236 responses)	**Gap score**
A computer is available when I need one	1.50
Search is easy to use	1.38
The library catalogue is easy to use	1.28
The items I'm looking for on the library shelves are usually there	1.19
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.09
Sir Louis Matheson Library (758 responses)	**Gap score**
A computer is available when I need one	2.47
Search is easy to use	1.63
I can find a quiet place in the library to study when I need to	1.60
The library catalogue is easy to use	1.38
The items I'm looking for on the library shelves are usually there	1.28
Remote access (e.g. via web or services for off-campus students) (166 responses)	**Gap score**
Search is easy to use	1.83
The library catalogue is easy to use	1.65
The library web site is easy to use	1.49
Online resources (e.g. ejournals, databases, ebooks) meet my learning / research needs	1.07
The Library web site provides useful information	0.95
Other (e.g. hospital library) (50 responses)	**Gap score**
Opening hours meet my needs	1.69
The items I'm looking for on the library shelves are usually there	1.36
I can find a quiet place in the library to study when I need to	1.30
Search is easy to use	1.10
I can find a place in the library to work in a group when I need to	1.02

6. Next Steps

Planning for the way forward is not limited to the findings in this report. A number of other areas may also require consideration. For instance, there may be areas that users 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 prioritizing issues for action, it is recommended that a combination of the quantitative analysis and comments, with the option of future focus groups, be used to gain a more in-depth understanding of Library user concerns.

Plan

Do

Check

Act

Survey completed

Communication of results to senior management

Results delivered to respondents (e.g. presentations & communiqués)

Results reviewed in teams. Factors for improvement identified and action plans developed

Action taken to improve

Ongoing measurement and review of progress and realignment of process (e.g. tracking surveys)

6 months later