

# The University of New England

## Library Client Survey Report

November 2007

Formerly

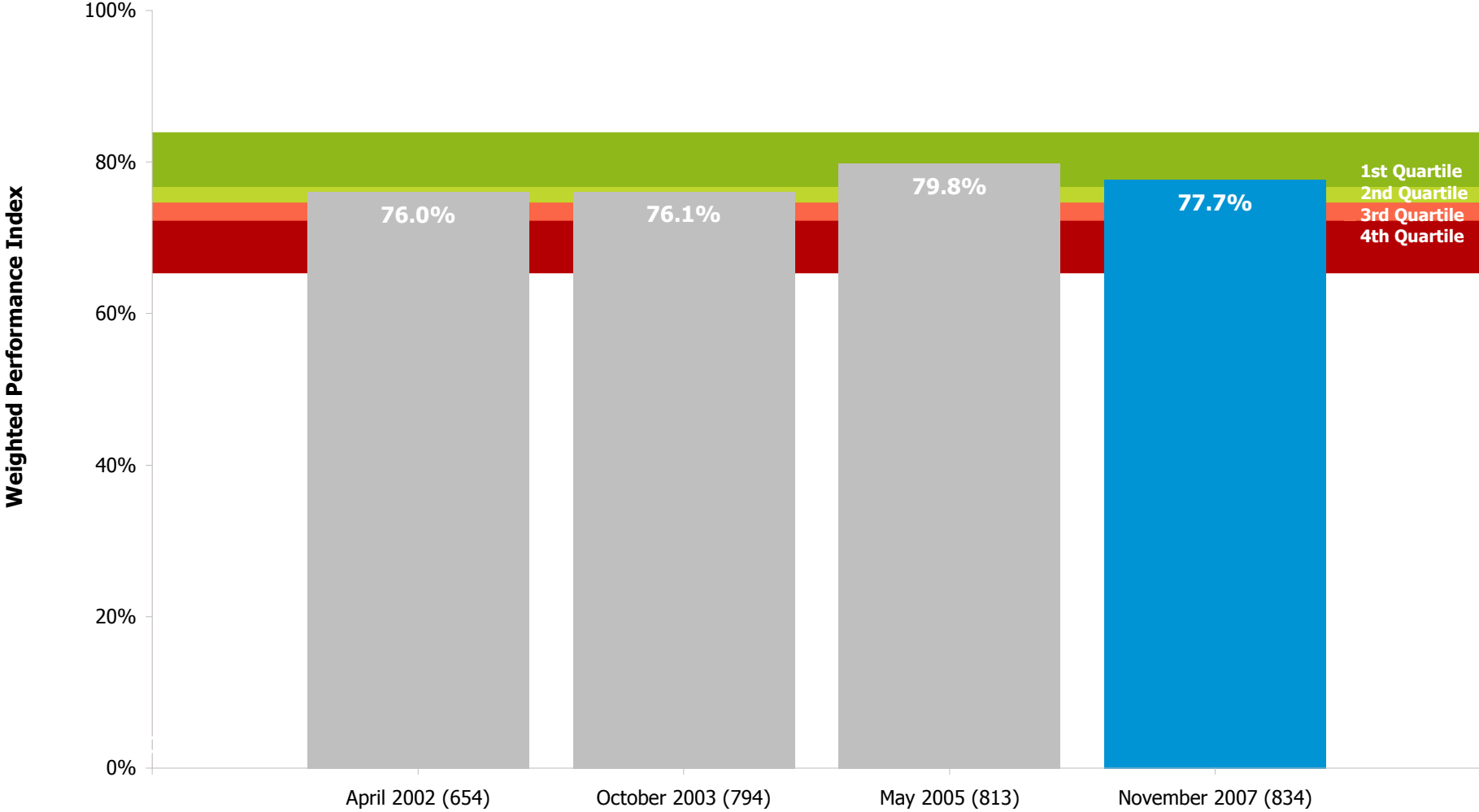
<b>University of New England Library Client Survey Results, November 2007 Response Statistics</b>	
<b>Total</b>	<b>834</b>
<b>Which library branch do you use the most?</b>	
Dixson Library	768
Law Library	39
Not Sure	26
<i>Unspecified</i>	<i>1</i>
<b>Which single category best describes you?</b>	
Undergraduate	545
Postgraduate	241
Academic/Research staff	31
General Staff	8
From another university	2
TAFE	2
Other	3
<i>Unspecified</i>	<i>2</i>
<b>What is your major area of study, research or teaching?</b>	
Arts, Literature, & Communications	147
Behavioural, Cognitive & Social Sciences	70
Environment & Rural Science	90
Humanities	103
Science & Technology	98
Business, Economics & Leadership	58
Law	43
Education	159
Health	61
<i>Unspecified</i>	<i>5</i>
<b>Are you enrolled predominately as an external student</b>	
No	388
Yes	439
<i>Unspecified</i>	<i>7</i>
<b>How often do you physically visit the Library?</b>	
Daily	57
2 - 4 days a week	240
Fortnightly	87
Monthly	65
Rarely (i.e. a few times a year)	372
<i>Unspecified</i>	<i>13</i>
<b>How often do you remotely access the online library services?</b>	
Daily	114
2 - 4 days a week	321
Fortnightly	188
Monthly	134
Rarely (i.e. a few times a year)	71
<i>Unspecified</i>	<i>6</i>
<b>How often are you required to be on campus?</b>	
Daily	205
2 - 4 days a week	196
Fortnightly	10
Monthly	16
Rarely (i.e. a few times a year)	395
<i>Unspecified</i>	<i>12</i>

## University of New England Library Client Survey Results, November 2007

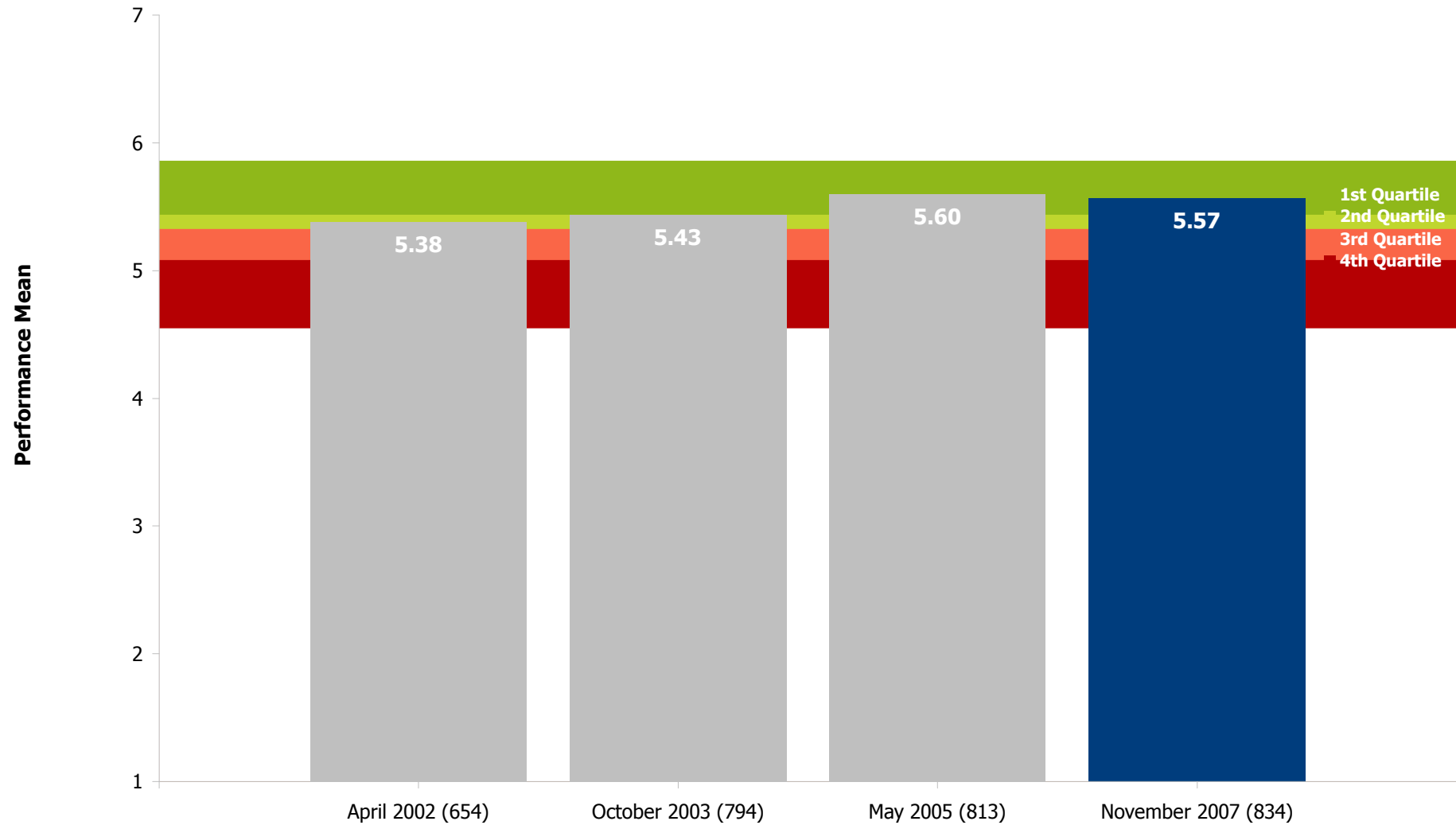
### Weighted Performance Index

	Communication	Service Quality	Service Delivery	Facilities And Equipment	Library Staff	Virtual Library	Weighted Total
<b>Weighting</b>	15%	18%	20%	15%	20%	12%	100%
November 2007 (834)	75.3%	74.0%	77.3%	74.0%	88.3%	73.8%	77.7%
May 2005 (813)	79.2%	74.6%	79.4%	78.0%	89.5%	75.0%	79.8%
October 2003 (794)	76.0%	70.6%	75.7%	75.1%	86.0%	69.6%	76.1%
April 2002 (654)	76.5%	71.6%	77.1%	71.4%	86.6%	68.1%	76.0%
Highest Performer in Database	83.5%	86.0%	82.9%	78.0%	93.7%	79.7%	83.9%
Median	73.6%	71.6%	74.8%	68.7%	84.0%	72.2%	74.7%
Lowest Performer in Database	65.8%	57.5%	64.6%	53.4%	73.8%	62.1%	65.3%

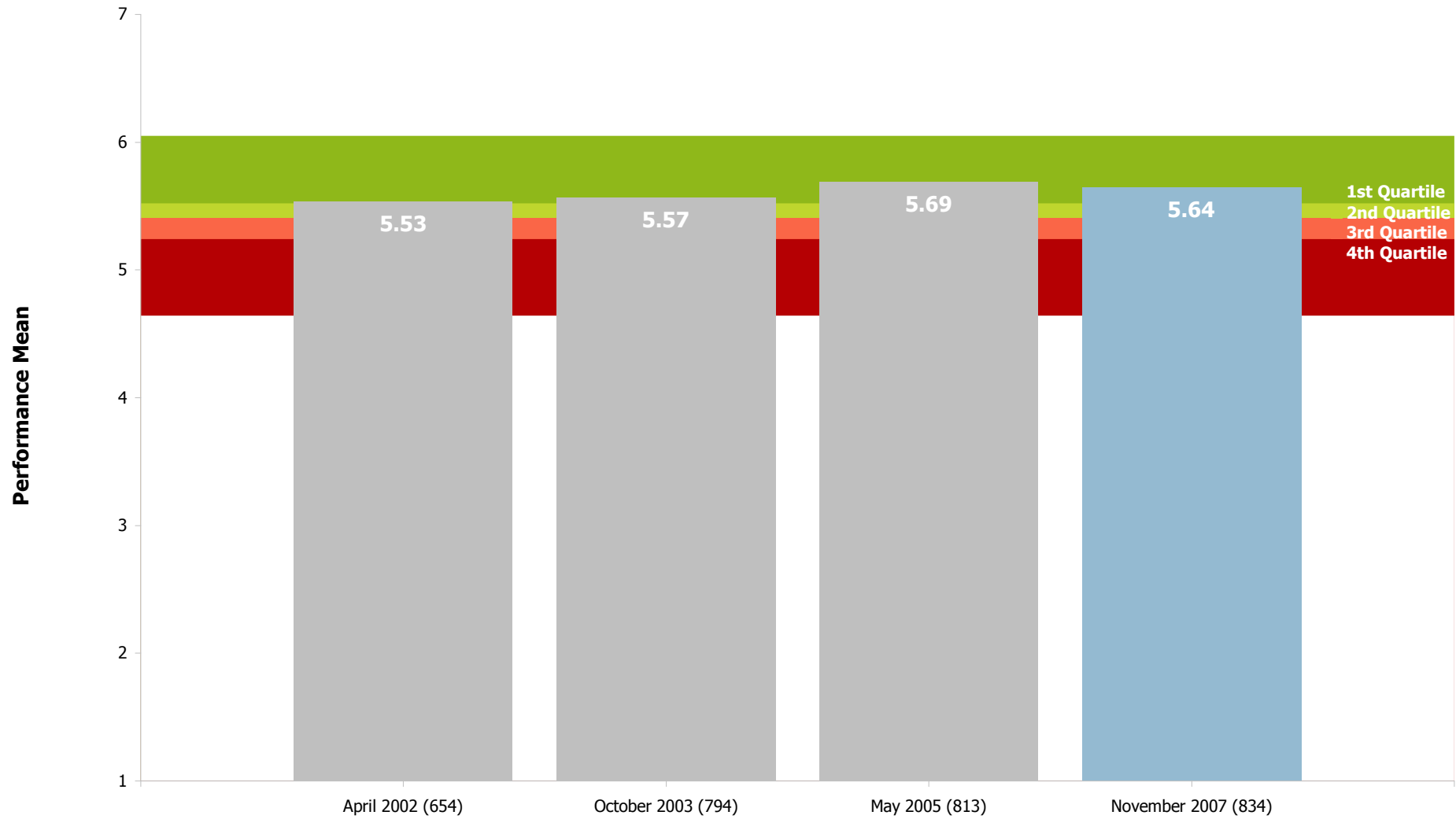
**University of New England Library Client Survey Results, November 2007**  
**Weighted Performance Index**



**University of New England Library Client Survey Results, November 2007**  
**Please give your general assessment of how satisfied you are with the Library**

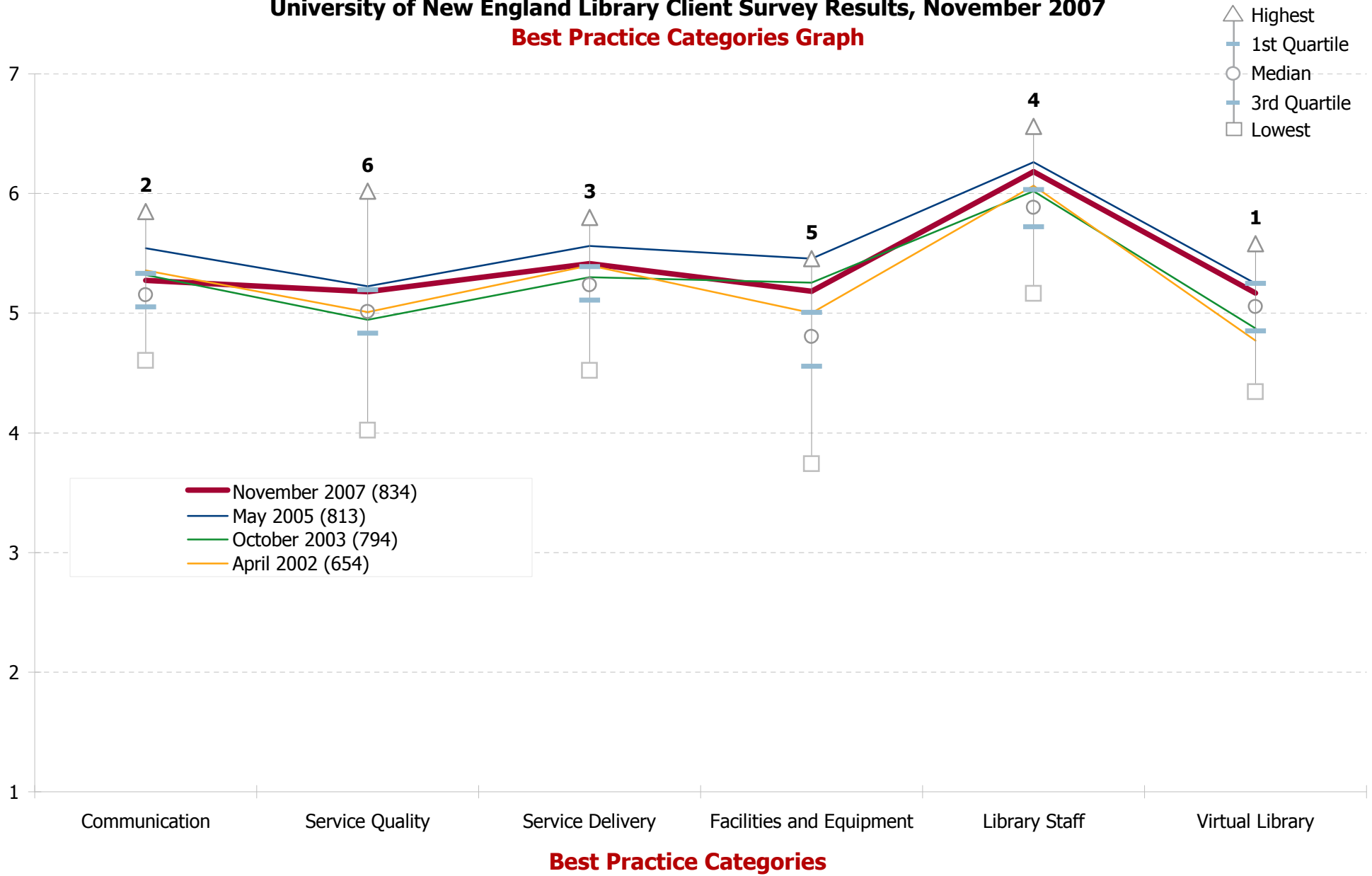


**University of New England Library Client Survey Results, November 2007**  
**Please give your personal assessment of the overall quality of the Library you use most**



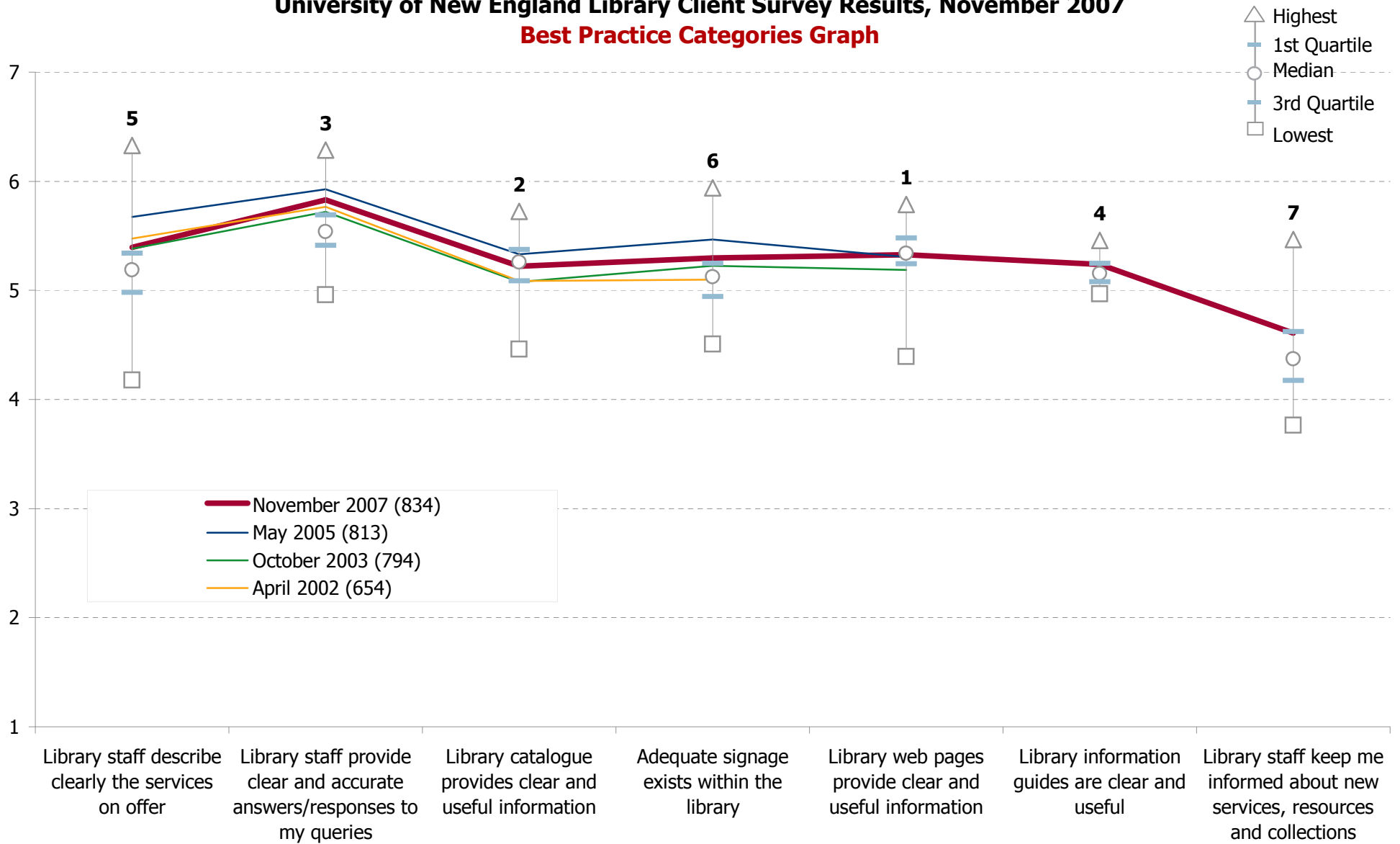
## University of New England Library Client Survey Results, November 2007

### Best Practice Categories Graph



## University of New England Library Client Survey Results, November 2007

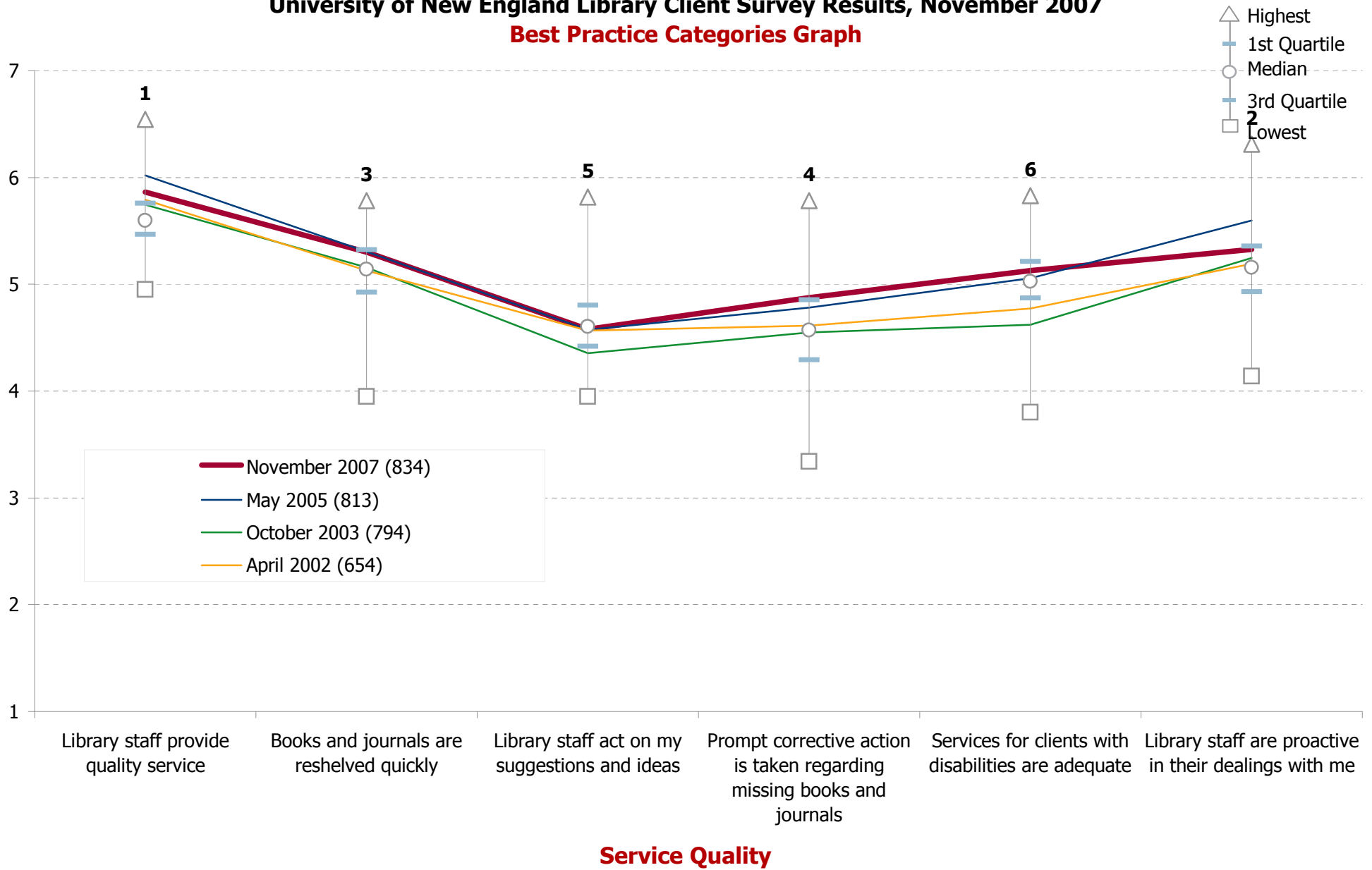
### Best Practice Categories Graph



### Communication

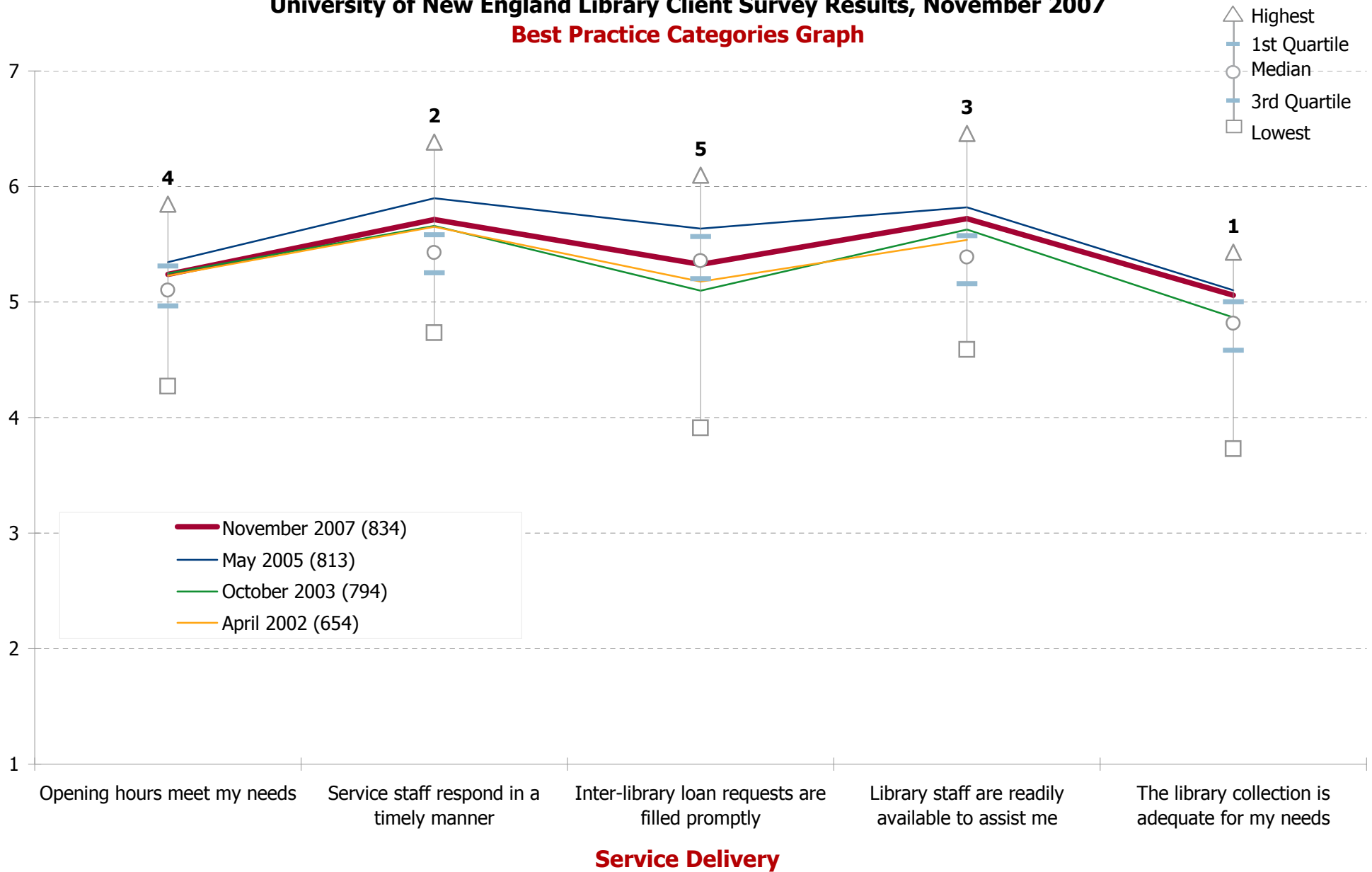
## University of New England Library Client Survey Results, November 2007

### Best Practice Categories Graph



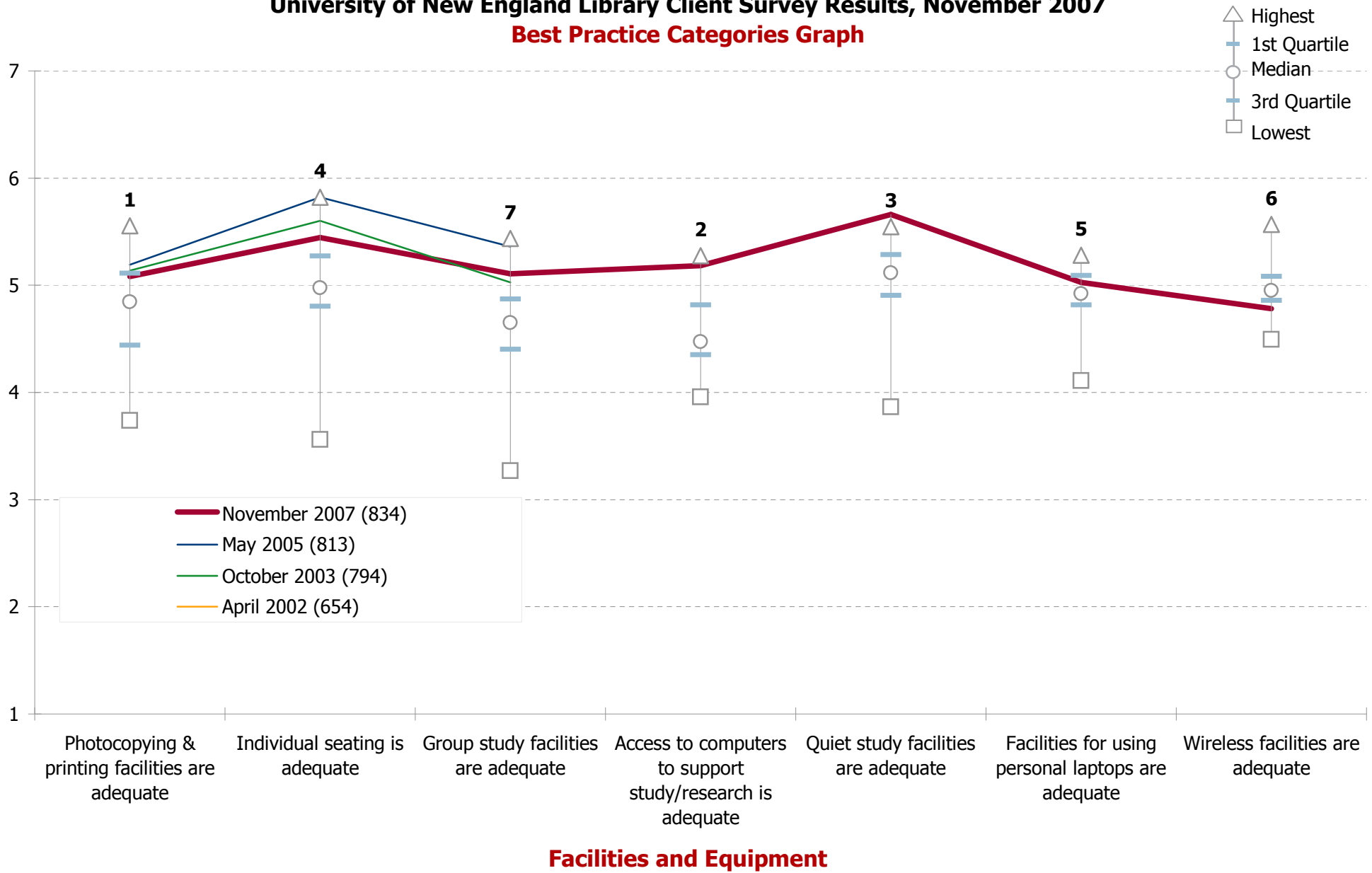
## University of New England Library Client Survey Results, November 2007

### Best Practice Categories Graph

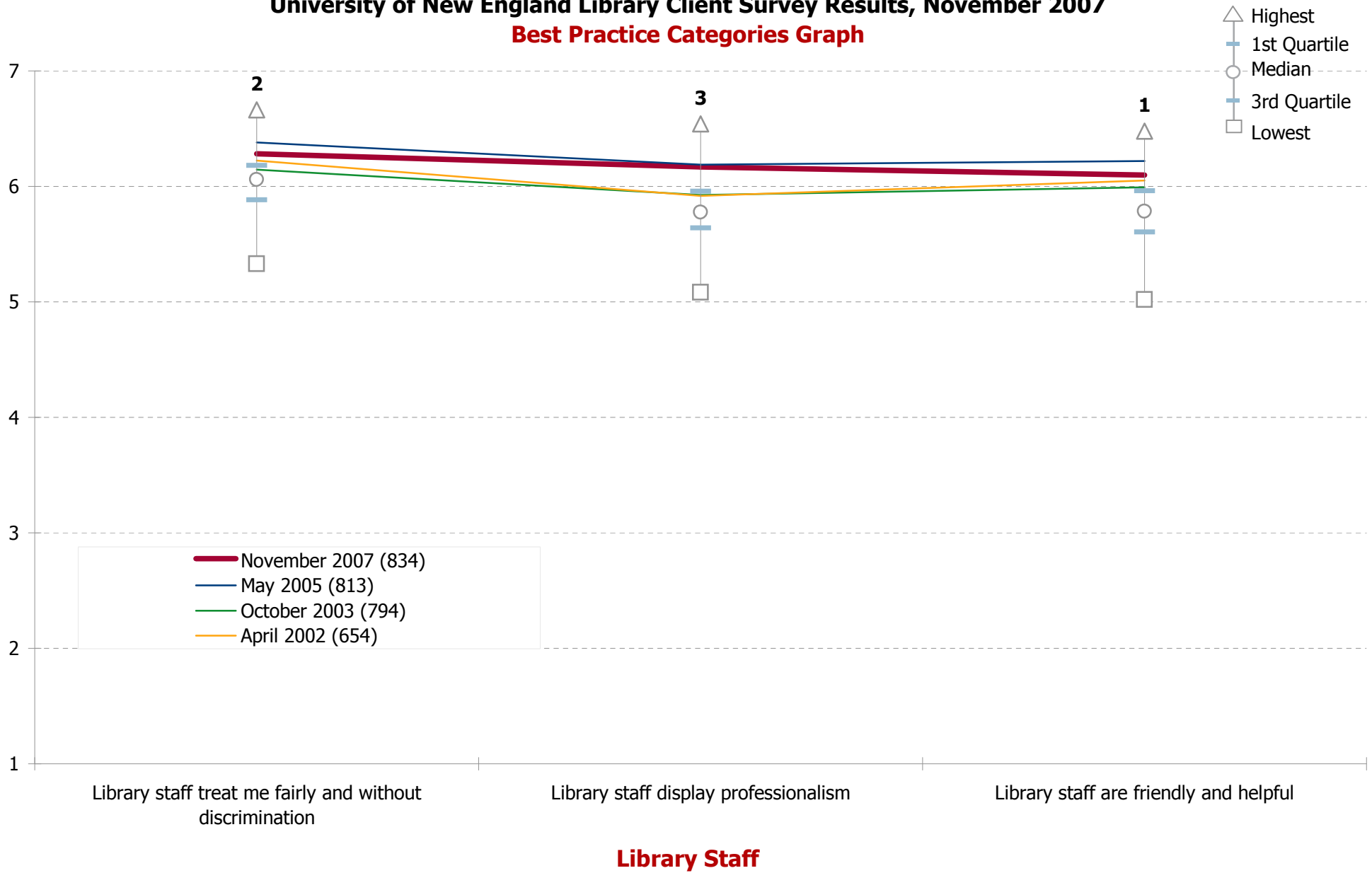


## University of New England Library Client Survey Results, November 2007

### Best Practice Categories Graph

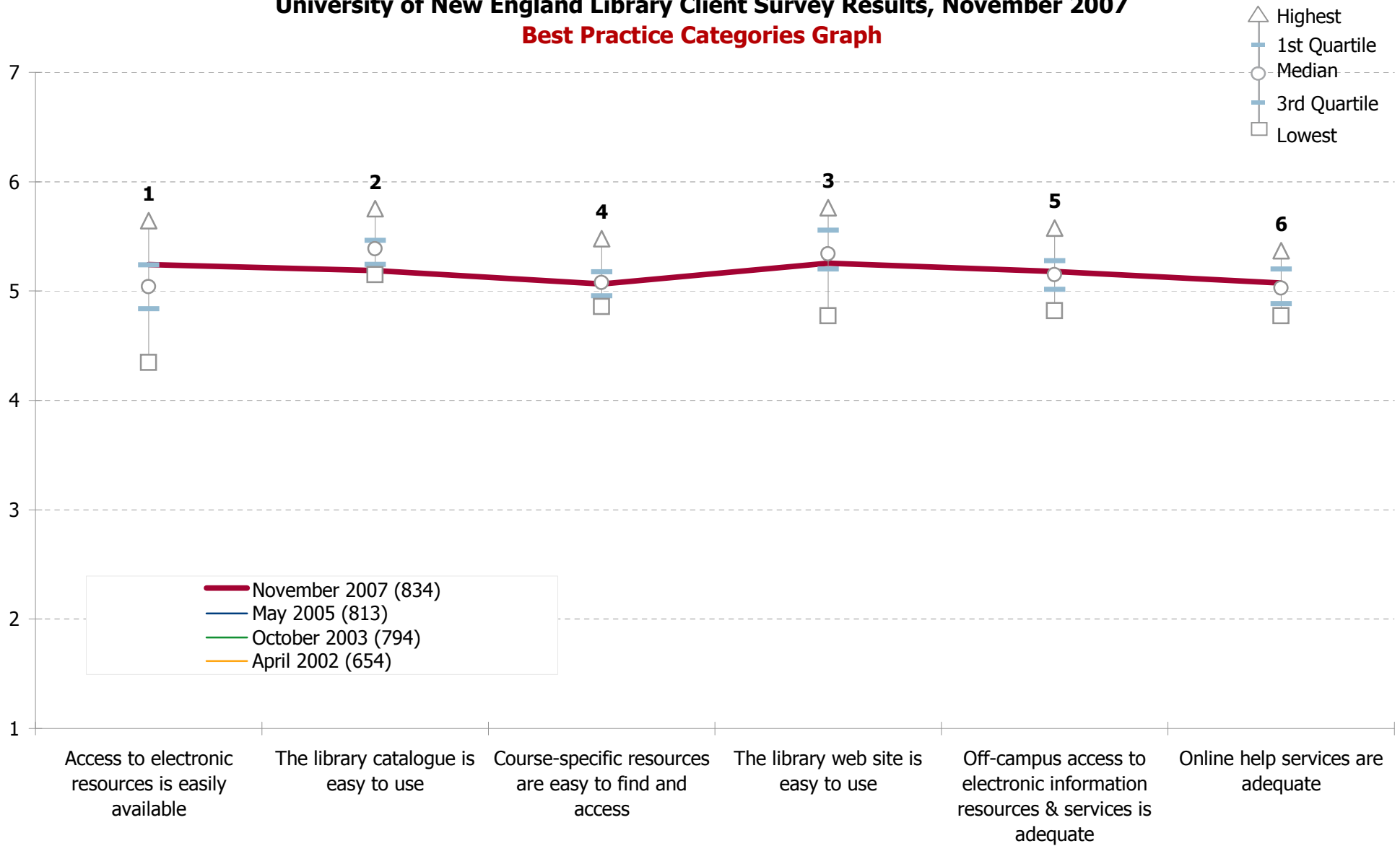


## University of New England Library Client Survey Results, November 2007 Best Practice Categories Graph



## University of New England Library Client Survey Results, November 2007

### Best Practice Categories Graph



### Virtual Library

# University of New England Library Client Survey Results, November 2007

Top 10 Factors — All Respondents  
834 Responses

Factors rated top 10 in importance

Most Important Factors	Mean	Highest Performing Factors	Mean	Lowest Performing Factors	Mean	Largest Gaps (I - P)	Mean
Access to electronic resources is easily available	6.46	Library staff treat me fairly and without discrimination	6.28	Library staff act on my suggestions and ideas	4.58	The library collection is adequate for my needs	1.26
The library catalogue is easy to use	6.36	Library staff display professionalism	6.17	Library staff keep me informed about new services, resources and collections	4.61	Access to electronic resources is easily available	1.22
The library web site is easy to use	6.35	Library staff are friendly and helpful	6.10	Wireless facilities are adequate	4.78	The library catalogue is easy to use	1.17
The library collection is adequate for my needs	6.32	Library staff provide quality service	5.86	Prompt corrective action is taken regarding missing books and journals	4.87	Course-specific resources are easy to find and access	1.14
Library web pages provide clear and useful information	6.29	Library staff provide clear and accurate answers/responses to my queries	5.83	Facilities for using personal laptops are adequate	5.03	The library web site is easy to use	1.10
Library catalogue provides clear and useful information	6.29	Library staff are readily available to assist me	5.72	The library collection is adequate for my needs	5.06	Library catalogue provides clear and useful information	1.07
Library staff provide clear and accurate answers/responses to my queries	6.28	Service staff respond in a timely manner	5.71	Course-specific resources are easy to find and access	5.06	Off-campus access to electronic information resources & services is adequate	1.00
Library staff are friendly and helpful	6.27	Quiet study facilities are adequate	5.66	Online help services are adequate	5.07	Library web pages provide clear and useful information	0.97
Course-specific resources are easy to find and access	6.20	Individual seating is adequate	5.44	Photocopying & printing facilities are adequate	5.08	Online help services are adequate	0.68
Off-campus access to electronic information resources & services is adequate	6.18	Library staff describe clearly the services on offer	5.40	Group study facilities are adequate	5.11	Opening hours meet my needs	0.62

# University of New England Library Client Survey Results, November 2007

Mean Importance Scores — All Respondents

834 Responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Access to electronic resources is easily available	6.46	1	5.24	17
The library catalogue is easy to use	6.36	2	5.19	21
The library web site is easy to use	6.35	3	5.26	16
The library collection is adequate for my needs	6.32	4	5.06	29
Library web pages provide clear and useful information	6.29	5	5.33	12
Library catalogue provides clear and useful information	6.29	6	5.22	20
Library staff provide clear and accurate answers/responses to my queries	6.28	7	5.83	5
Library staff are friendly and helpful	6.27	8	6.10	3
Course-specific resources are easy to find and access	6.20	9	5.06	28
Off-campus access to electronic information resources & services is adequate	6.18	10	5.18	23
Library staff provide quality service	6.17	11	5.86	4
Library staff treat me fairly and without discrimination	6.07	12	6.28	1
Service staff respond in a timely manner	6.04	13	5.71	7
Library staff display professionalism	6.04	14	6.17	2
Library staff are readily available to assist me	6.01	15	5.72	6
Opening hours meet my needs	5.86	16	5.24	18
Online help services are adequate	5.75	17	5.07	27
Library information guides are clear and useful	5.72	18	5.24	19
Library staff describe clearly the services on offer	5.60	19	5.40	10
Photocopying & printing facilities are adequate	5.59	20	5.08	26
Access to computers to support study/research is adequate	5.59	21	5.18	22
Library staff are proactive in their dealings with me	5.52	22	5.33	11
Books and journals are reshelfed quickly	5.43	23	5.30	14
Quiet study facilities are adequate	5.38	24	5.66	8
Individual seating is adequate	5.38	25	5.44	9
Adequate signage exists within the library	5.35	26	5.30	15
Prompt corrective action is taken regarding missing books and journals	5.33	27	4.87	31
Inter-library loan requests are filled promptly	5.08	28	5.33	13
Library staff keep me informed about new services, resources and collections	4.99	29	4.61	33
Facilities for using personal laptops are adequate	4.54	30	5.03	30
Library staff act on my suggestions and ideas	4.32	31	4.58	34
Wireless facilities are adequate	4.29	32	4.78	32
Group study facilities are adequate	4.26	33	5.11	25
Services for clients with disabilities are adequate	4.17	34	5.13	24

# University of New England Library Client Survey Results, November 2007

Mean Performance Score — All Respondents

834 Responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	6.28	1	6.07	12
Library staff display professionalism	6.17	2	6.04	14
Library staff are friendly and helpful	6.10	3	6.27	8
Library staff provide quality service	5.86	4	6.17	11
Library staff provide clear and accurate answers/responses to my queries	5.83	5	6.28	7
Library staff are readily available to assist me	5.72	6	6.01	15
Service staff respond in a timely manner	5.71	7	6.04	13
Quiet study facilities are adequate	5.66	8	5.38	24
Individual seating is adequate	5.44	9	5.38	25
Library staff describe clearly the services on offer	5.40	10	5.60	19
Library staff are proactive in their dealings with me	5.33	11	5.52	22
Library web pages provide clear and useful information	5.33	12	6.29	5
Inter-library loan requests are filled promptly	5.33	13	5.08	28
Books and journals are reshelfed quickly	5.30	14	5.43	23
Adequate signage exists within the library	5.30	15	5.35	26
The library web site is easy to use	5.26	16	6.35	3
Access to electronic resources is easily available	5.24	17	6.46	1
Opening hours meet my needs	5.24	18	5.86	16
Library information guides are clear and useful	5.24	19	5.72	18
Library catalogue provides clear and useful information	5.22	20	6.29	6
The library catalogue is easy to use	5.19	21	6.36	2
Access to computers to support study/research is adequate	5.18	22	5.59	21
Off-campus access to electronic information resources & services is adequate	5.18	23	6.18	10
Services for clients with disabilities are adequate	5.13	24	4.17	34
Group study facilities are adequate	5.11	25	4.26	33
Photocopying & printing facilities are adequate	5.08	26	5.59	20
Online help services are adequate	5.07	27	5.75	17
Course-specific resources are easy to find and access	5.06	28	6.20	9
The library collection is adequate for my needs	5.06	29	6.32	4
Facilities for using personal laptops are adequate	5.03	30	4.54	30
Prompt corrective action is taken regarding missing books and journals	4.87	31	5.33	27
Wireless facilities are adequate	4.78	32	4.29	32
Library staff keep me informed about new services, resources and collections	4.61	33	4.99	29
Library staff act on my suggestions and ideas	4.58	34	4.32	31

# University of New England Library Client Survey Results, November 2007

Mean Gap Scores — All Respondents

834 Responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The library collection is adequate for my needs	1.26	1	6.32	4
Access to electronic resources is easily available	1.22	2	6.46	1
The library catalogue is easy to use	1.17	3	6.36	2
Course-specific resources are easy to find and access	1.14	4	6.20	9
The library web site is easy to use	1.10	5	6.35	3
Library catalogue provides clear and useful information	1.07	6	6.29	6
Off-campus access to electronic information resources & services is adequate	1.00	7	6.18	10
Library web pages provide clear and useful information	0.97	8	6.29	5
Online help services are adequate	0.68	9	5.75	17
Opening hours meet my needs	0.62	10	5.86	16
Photocopying & printing facilities are adequate	0.51	11	5.59	20
Library information guides are clear and useful	0.48	12	5.72	18
Prompt corrective action is taken regarding missing books and journals	0.46	13	5.33	27
Library staff provide clear and accurate answers/responses to my queries	0.45	14	6.28	7
Access to computers to support study/research is adequate	0.41	15	5.59	21
Library staff keep me informed about new services, resources and collections	0.38	16	4.99	29
Service staff respond in a timely manner	0.33	17	6.04	13
Library staff provide quality service	0.30	18	6.17	11
Library staff are readily available to assist me	0.28	19	6.01	15
Library staff describe clearly the services on offer	0.21	20	5.60	19
Library staff are proactive in their dealings with me	0.19	21	5.52	22
Library staff are friendly and helpful	0.18	22	6.27	8
Books and journals are reshelved quickly	0.13	23	5.43	23
Adequate signage exists within the library	0.06	24	5.35	26
Individual seating is adequate	-0.06	25	5.38	25
Library staff display professionalism	-0.13	26	6.04	14
Library staff treat me fairly and without discrimination	-0.21	27	6.07	12
Inter-library loan requests are filled promptly	-0.25	28	5.08	28
Library staff act on my suggestions and ideas	-0.26	29	4.32	31
Quiet study facilities are adequate	-0.28	30	5.38	24
Facilities for using personal laptops are adequate	-0.48	31	4.54	30
Wireless facilities are adequate	-0.49	32	4.29	32
Group study facilities are adequate	-0.85	33	4.26	33
Services for clients with disabilities are adequate	-0.95	34	4.17	34

