

Victoria University Library Client Survey

Key Findings

August 2013



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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 clients. Consistent with this principle, Insync Surveys was retained by Victoria 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 survey are compared with the most recent results of other CAUL and CONZUL libraries in the Insync Surveys database.

Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key client concerns. 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, and
- benchmark results with other libraries so that performance can be measured in a best practice context

Survey process

The survey required all respondents to provide some demographic information. It then displayed 33 statements considered critical to the success of the Library. Clients 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. Clients were then asked their overall satisfaction with the Library. Finally, clients were invited to give suggestions for improvement or any other comments about the Library and Learning Commons services in an open ended question.

Clients of the Library were given the opportunity to participate in the survey in August 2013 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.

This is the tenth survey of its kind to be undertaken by Victoria University.

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 Library recorded an overall performance score of 80.7%. This places Victoria University Library in the second quartile (top 50%) of libraries that have surveyed with us over the last two years and reflects a score increase of 0.7% since the previous survey in 2011.

The areas of highest importance to Library clients include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and being fair and non-discriminatory. Other themes include online resources meeting client's learning and research needs, access to wireless when needed in the Library, the Library being a good place to study, clients' ability to find a quiet place in the Library to study, adequacy of printing, scanning and photocopying facilities, and off campus access to Library resources and services.

Five factors in the top 10 performance list relate to Library staff – more specifically their fairness, approachability and helpfulness, their provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face to face enquiry service. The remaining factors relate to self-service facilities and opening hours meeting the needs of clients, off campus access to Library resources and services, printing, scanning and photocopying facilities meeting clients' needs, and access to wireless when needed in the Library.

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

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

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

The Library performed highest on the category of *library staff*, with a score of 87.4%. The lowest score was identified for *facilities and equipment* at 77.3%.

The three categories ranked highest in importance for the clients of Victoria University Library are *library staff*, *information resources* and *facilities and equipment*.

Service delivery and *facilities and equipment* are first quartile, or top 25% benchmark performers. *Communication* and *information resources* are performing in the second quartile, while *library staff* is a third quartile, or bottom 50% benchmark performer. Performance scores for all categories have improved since the previous survey, with the greatest improvement recorded against *facilities and equipment*.

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

- *I can find a quiet place in the Library to study when I need to*
- *A computer is available when I need one*

Although neither of these factors recorded a gap score in the critical range, it may be prudent to keep an eye on them to ensure that they do not become problematic.

Respondents were asked to indicate how often they come into the Library, how often they access the Library online, and how often they are required to be on campus. The most common frequency response for all three questions was *2-4 days a week*, with response rates of 50.8%, 38.0% and 73.0% respectively.

Respondents were asked about their information seeking behaviours, in particular, what services they use when visiting the Library/Learning Commons, and how they wish to learn about services. The greatest response recorded against each question was *Library Service Desk* (82.0%) and *Library website* (83.0%) respectively.

In conclusion, Victoria University Library achieved positive results for the Library Client Survey in 2013 and improved performance in comparison to the previous survey in 2011.

Response statistics

The following table details the number of usable survey forms received from clients of the Library. Where clients do not indicate their demographic information, forms are classified as 'Unspecified'. This year the survey generated 2943 responses. This number provides an excellent degree of confidence in the results obtained at the overall level. The number of responses received is substantially lower than the 2011 survey, in which 4644 responses were generated.

Victoria University Library Client Survey August 2013		
Response statistics		
Total	2943	
Where do you mostly access Library services from?	n	%
City - Flinders St	337	11.5%
City - King St	3	0.1%
City - Queen St	178	6.0%
Footscray Park	1283	43.6%
Footscray Nicholson	176	6.0%
Melton	1	0.0%
St Albans	697	23.7%
Sunshine	58	2.0%
VU Sydney	20	0.7%
Werribee	52	1.8%
The Library Web Site	119	4.0%
None - Don't Use	8	0.3%
Other	7	0.2%
Unspecified	4	0.1%
What single category best describes you?		
Higher Education Undergraduate Student	2047	69.6%
Higher Education Postgraduate Student	488	16.6%
TAFE Student	227	7.7%
Higher Education Staff	80	2.7%
TAFE Staff	38	1.3%
General Staff	42	1.4%
Other	12	0.4%
Unspecified	9	0.3%
Which category describes you?		
Domestic	2505	85.1%
International onshore	374	12.7%
International offshore	46	1.6%
Unspecified	18	0.6%

Victoria University Library Client Survey August 2013		
Response statistics		
Total	2943	
What is your College?	n	%
College of Arts	530	18.0%
College of Business	565	19.2%
College of Education	476	16.2%
College of Engineering & Science	192	6.5%
College of Health & Biomedicine	492	16.7%
College of Law & Justice	203	6.9%
College of Sport & Exercise Science	313	10.6%
Trades College	30	1.0%
VU College	66	2.2%
Not Applicable	72	2.4%
Unspecified	4	0.1%
How often do you come into the Library?		
Daily	319	10.8%
2-4 days a week	1494	50.8%
Weekly	608	20.7%
Fortnightly	183	6.2%
Monthly	138	4.7%
Rarely (i.e. a few times a year)	176	6.0%
Never	23	0.8%
Unspecified	2	0.1%
How often do you access the Library online?		
Daily	489	16.6%
2-4 days a week	1117	38.0%
Weekly	708	24.1%
Fortnightly	225	7.6%
Monthly	165	5.6%
Rarely (i.e. a few times a year)	207	7.0%
Never	24	0.8%
Unspecified	8	0.3%
How often are you required to be on campus?		
Daily	453	15.4%
2-4 days a week	2149	73.0%
Weekly	253	8.6%
Fortnightly	16	0.5%
Monthly	10	0.3%
Rarely (i.e. a few times a year)	37	1.3%
Never	17	0.6%
Unspecified	8	0.3%

Victoria University Library Client Survey August 2013		
Response statistics		
Do you own a Laptop?	n	%
Yes	2571	87.4%
No	346	11.8%
Unspecified	26	0.9%
Do you bring your Laptop on campus?		
Yes	1521	51.7%
No	1399	47.5%
Unspecified	23	0.8%

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 how important each service attribute is to them. These importance rankings are tabled below. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.


Variable	Total	Importance			2943
	Mean	Rank	#	%	
	Library staff treat me fairly and without discrimination	5.65	1	75	2.55%
Library staff provide accurate answers to my enquiries	5.63	2	63	2.14%	
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.60	3	138	4.69%	
Library staff are approachable and helpful	5.60	4	65	2.21%	
Library staff are readily available to assist me	5.55	5	65	2.21%	
Face-to-face enquiry services meet my needs	5.55	6	98	3.33%	
The Library website is easy to use	5.49	7	63	2.14%	
Course specific resources meet my learning needs	5.47	8	94	3.19%	
The Library website provides useful information	5.44	9	77	2.62%	
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	5.42	10	66	2.24%	
The items I'm looking for on the Library shelves are usually there	5.39	11	112	3.81%	
Books and articles I have requested from external libraries via Bonus or Document Request system are delivered promptly	5.37	12	267	9.07%	
The quality of computers and software is adequate	5.34	13	79	2.68%	
I can get wireless access in the Library when I need to	5.33	14	103	3.50%	
Opening hours meet my needs	5.33	15	92	3.13%	
Individual seating is adequate	5.31	16	65	2.21%	
The redevelopment of the Library website has improved my ability to find resources	5.28	17	160	5.44%	
Ejournals are easy to use	5.24	18	78	2.65%	
A computer is available when I need one	5.23	19	98	3.33%	
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.23	20	162	5.50%	
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.22	21	120	4.08%	
The Library is a good place to study	5.21	22	86	2.92%	
The Library catalogue is easy to use	5.20	23	98	3.33%	
When I am away from campus I can access the Library resources and services I need	5.20	24	81	2.75%	
Ebooks are easy to use	5.19	25	111	3.77%	
Library signage is clear	5.19	26	86	2.92%	
Printing, scanning and photocopying facilities in the Library meet my needs	5.17	27	89	3.02%	
I can find a place in the Library to work in a group when I need to	5.14	28	113	3.84%	
I can find a quiet place in the Library to study when I need to	5.13	29	71	2.41%	
The Library anticipates my learning and research needs	5.07	30	143	4.86%	
Online enquiry services (e.g. Ask a Librarian) meet my needs	4.96	31	255	8.66%	
I am informed about Library services	4.92	32	85	2.89%	
Library workshops, classes and tutorials help me with my learning and research needs	4.62	33	234	7.95%	

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 2013 Top 10 importance	Mean (1 = low, 7 = high)	August 2011 Top 10 importance	Mean (1 = low, 7 = high)
Library staff provide accurate answers to my enquiries	6.48	Library staff provide accurate answers to my enquiries	6.51
I can get wireless access in the Library when I need to	6.47	Library staff are approachable and helpful	6.50
Library staff are approachable and helpful	6.47	Library staff are readily available to assist me	6.48
Library staff treat me fairly and without discrimination	6.46	Library staff treat me fairly and without discrimination	6.48
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	6.46
Printing, scanning and photocopying facilities in the Library meet my needs	6.42	I can get wireless access in the Library when I need to	6.40
Library staff are readily available to assist me	6.41	The Library is a good place to study	6.39
The Library is a good place to study	6.40	Ebooks and ejournals are easy to use	6.38
I can find a quiet place in the Library to study when I need to	6.38	I can find a quiet place in the Library to study when I need to	6.38
When I am away from campus I can access the Library resources and services I need	6.36	The Library website is easy to use	6.37

 Common to 2013 and 2011

Of the 33 statements in the survey, 28 were identified as having importance means of 6.00 or higher. These statements are all of relatively high importance to clients.


The themes in the top 10 importance list include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and being fair and non-discriminatory. Other themes include online resources meeting client's learning and research needs, access to wireless when needed in the Library, the Library being a good place to study, clients' ability to find a quiet place in the Library to study, adequacy of printing, scanning and photocopying facilities, and off campus access to Library resources and services.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by clients in 2013 as compared with those ranked highest in 2011.

August 2013 Top 10 performance	Mean (1 = low, 7 = high)	August 2011 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination* 4	6.35	Library staff treat me fairly and without discrimination	6.32
Library staff are approachable and helpful* 3	6.12	Library staff are approachable and helpful	6.10
Library staff provide accurate answers to my enquiries* 1	6.04	Library staff provide accurate answers to my enquiries	5.99
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.97	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.97
Library staff are readily available to assist me* 7	5.96	Library staff are readily available to assist me	5.94
Printing, scanning and photocopying facilities in the Library meet my needs* 6	5.90	Opening hours meet my needs	5.86
Face-to-face enquiry services meet my needs	5.90	Face to face enquiry services meet my needs	5.84
When I am away from campus I can access the Library resources and services I need* 10	5.84	When I am away from campus I can access the Library resources and services I need	5.78
Opening hours meet my needs	5.82	Books and articles I have requested from other libraries and campuses are delivered promptly	5.76
I can get wireless access in the Library when I need to* 2	5.80	Printing, scanning and photocopying facilities in the Library meet my needs	5.74

(Factors marked * were also identified in the top 10 importance list)

 Common to 2013 and 2011

The survey identified 33 out of 33 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 provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face to face enquiry service. The remaining factors relate to self-service facilities and opening hours meeting the needs of clients, off campus access to Library resources and services, printing, scanning and photocopying facilities meeting clients' needs, and access to wireless when needed in the Library.

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

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


This is a positive result for the Library. Not only are these factors among the most important to Library clients, 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 2013 as compared with those ranked lowest in 2011.

Please note that the lowest performing variable appears first on the list.

August 2013 Lowest 10 performance	Mean (1 = low, 7 = high)	August 2011 Lowest 10 performance	Mean (1 = low, 7 = high)
I can find a quiet place in the Library to study when I need to* 9	5.05	A computer is available when I need one	4.70
A computer is available when I need one	5.07	I can find a quiet place in the Library to study when I need to	5.03
Individual seating is adequate	5.17	I can find a place in the Library to work in a group when I need to	5.16
I can find a place in the Library to work in a group when I need to	5.21	Individual seating is adequate	5.19
I am informed about Library services	5.25	Library workshops, classes and tutorials help me with my learning and research needs	5.22
The Library anticipates my learning and research needs	5.25	Ebooks and ejournals are easy to use	5.25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.26	The items I'm looking for on the Library shelves are usually there	5.26
Ebooks are easy to use	5.35	The quality of computers and software is adequate	5.27
The items I'm looking for on the Library shelves are usually there	5.35	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.27
The Library catalogue is easy to use	5.38	I am informed about Library services	5.28

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

 Common to 2013 and 2011


Where clients believe the Library can improve

In identifying factors for improvement, Insync Surveys analyses the perceived difference – or “gap” – between the importance and performance scores for each variable. Based on our experience, gaps between 1.00 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.00 are serious and should be acted upon.

This table reports the 10 variables with the highest gaps for the 2013 and 2011 surveys.

August 2013 Top 10 gaps	Mean (1 = low, 7 = high)	August 2011 Top 10 gaps	Mean (1 = low, 7 = high)
I can find a quiet place in the Library to study when I need to* 9	1.33	A computer is available when I need one	1.60
A computer is available when I need one	1.15	I can find a quiet place in the Library to study when I need to	1.36
Individual seating is adequate	0.99	Ebooks and ejournals are easy to use	1.14
I can find a place in the Library to work in a group when I need to	0.94	I can find a place in the Library to work in a group when I need to	1.03
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.91	The quality of computers and software is adequate	1.01
The items I'm looking for on the Library shelves are usually there	0.87	The items I'm looking for on the Library shelves are usually there	0.98
The Library is a good place to study* 8	0.85	Individual seating is adequate	0.94
The Library catalogue is easy to use	0.85	The Library catalogue (search) is easy to use	0.93
Ebooks are easy to use	0.82	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.90
Ejournals are easy to use	0.80	The Library website is easy to use	0.89

(Factors marked * were also identified in the top 10 importance list)

 Common to 2013 and 2011

Of all the 33 variables, none recorded a gap score in the critical range.

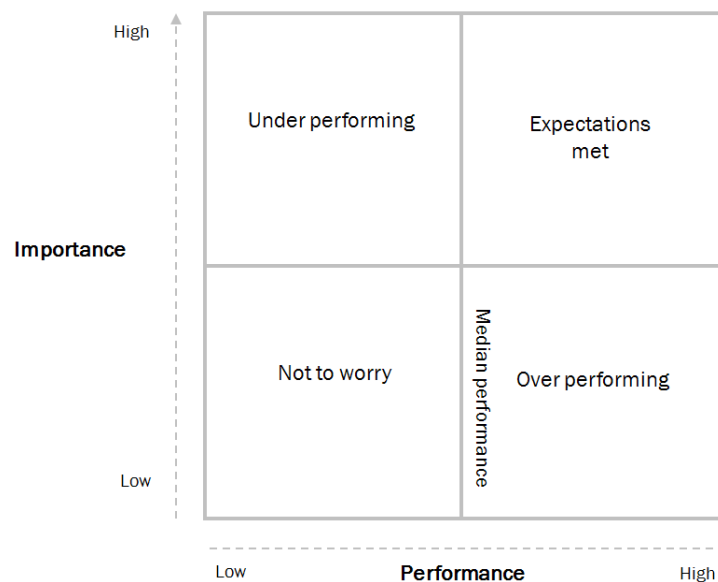
The top 10 gap list contains two factors from the top 10 importance list:

- *I can find a quiet place in the Library to study when I need to*
(a median benchmark performer)
- *The Library is a good place to study*
(a second quartile, or top 50% benchmark performer)

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, page 26). 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:

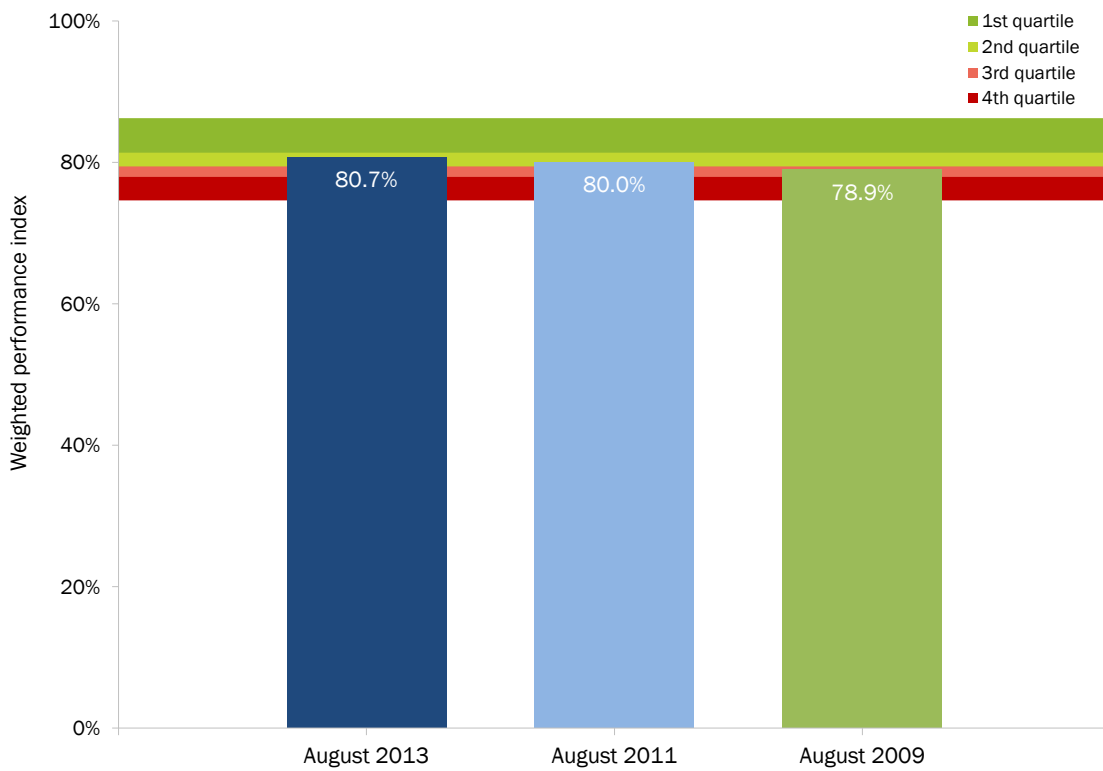
- *I can find a quiet place in the Library to study when I need to*
- *A computer is available when I need one*

Although neither of these factors recorded a gap score in the critical range, it may be prudent to keep an eye on them to ensure that they do not become problematic.

Comparison with other libraries

Weighted performance index

This year, the Library recorded an overall performance score of 80.7%. This places Victoria University Library in the second quartile (top 50%) of libraries that have surveyed with us over the last two years and reflects a score increase of 0.7% since the previous survey in 2011.



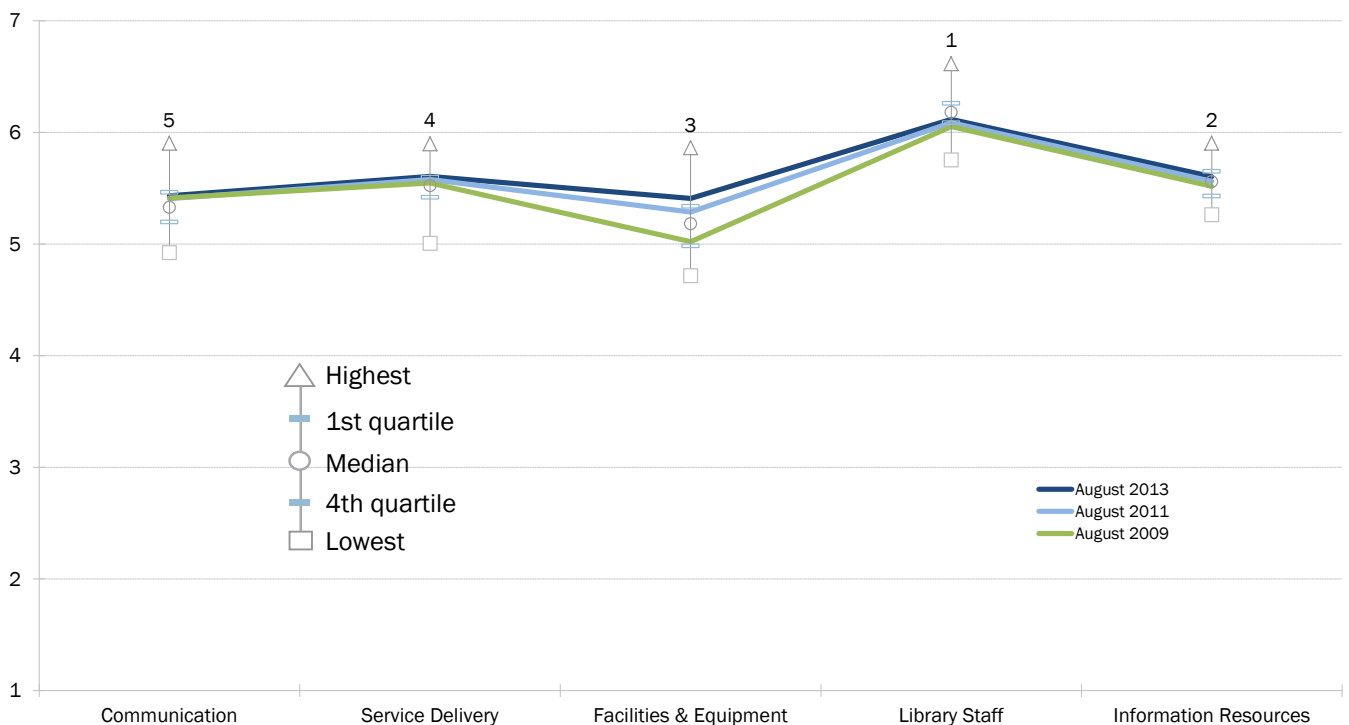
Best practice categories

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 Victoria University Library Client Survey was administered, 38 other libraries had completed benchmark surveys. It is this group that makes up the comparison group.

The three categories ranked highest in importance for the clients of Victoria University Library are *library staff*, *information resources* and *facilities and equipment* (as indicated by the bold numbers in the following graph).

Service delivery and *facilities and equipment* are first quartile, or top 25% benchmark performers. *Communication* and *information resources* are performing in the second quartile, while *library staff* is a third quartile, or bottom 50% benchmark performer. Performance scores for all categories have improved since the previous survey, with the greatest improvement recorded against *facilities and equipment*.

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



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.

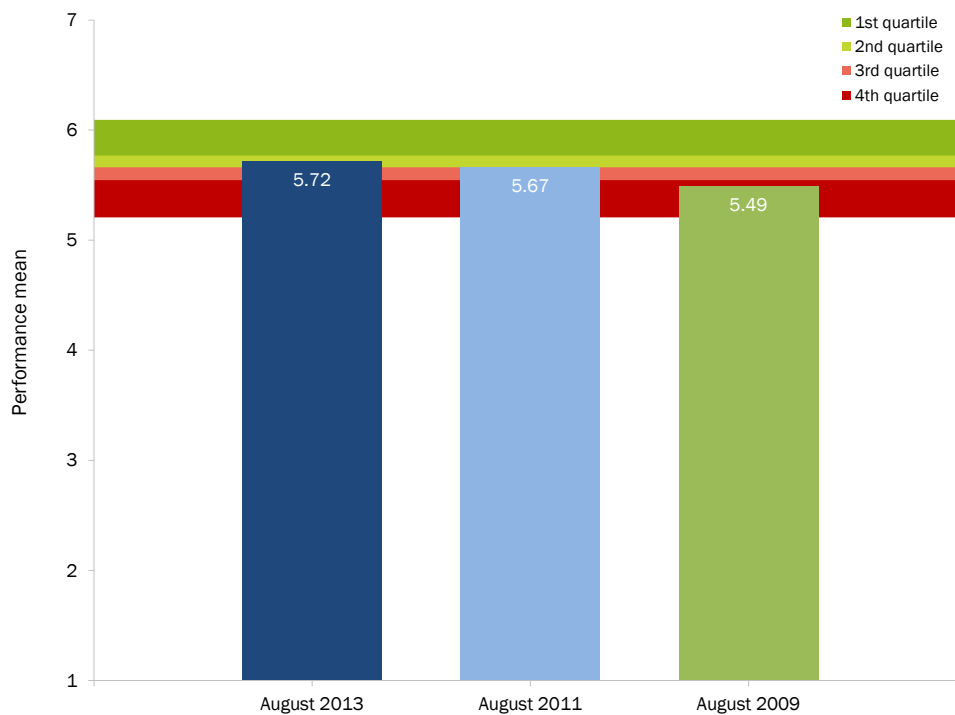
The Library performed highest on the category of *library staff*, with a score of 87.4%. The lowest score was identified for *facilities and equipment* at 77.3%.

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.

	Communication	Service Delivery	Facilities & Equipment	Library Staff	Information Resources	Weighted Total
Weighting	15%	22%	18%	20%	25%	100%
August 2013	77.6%	80.1%	77.3%	87.4%	80.0%	80.7%
August 2011	77.2%	79.7%	75.5%	87.0%	79.4%	80.0%
August 2009	77.3%	79.2%	71.7%	86.5%	78.8%	78.9%
Highest performer in database	84.3%	84.3%	83.7%	94.5%	84.3%	86.2%
Median	76.1%	78.9%	74.0%	88.3%	79.4%	79.4%
Lowest performer in database	70.3%	71.5%	67.4%	82.2%	75.2%	74.4%

Overall satisfaction

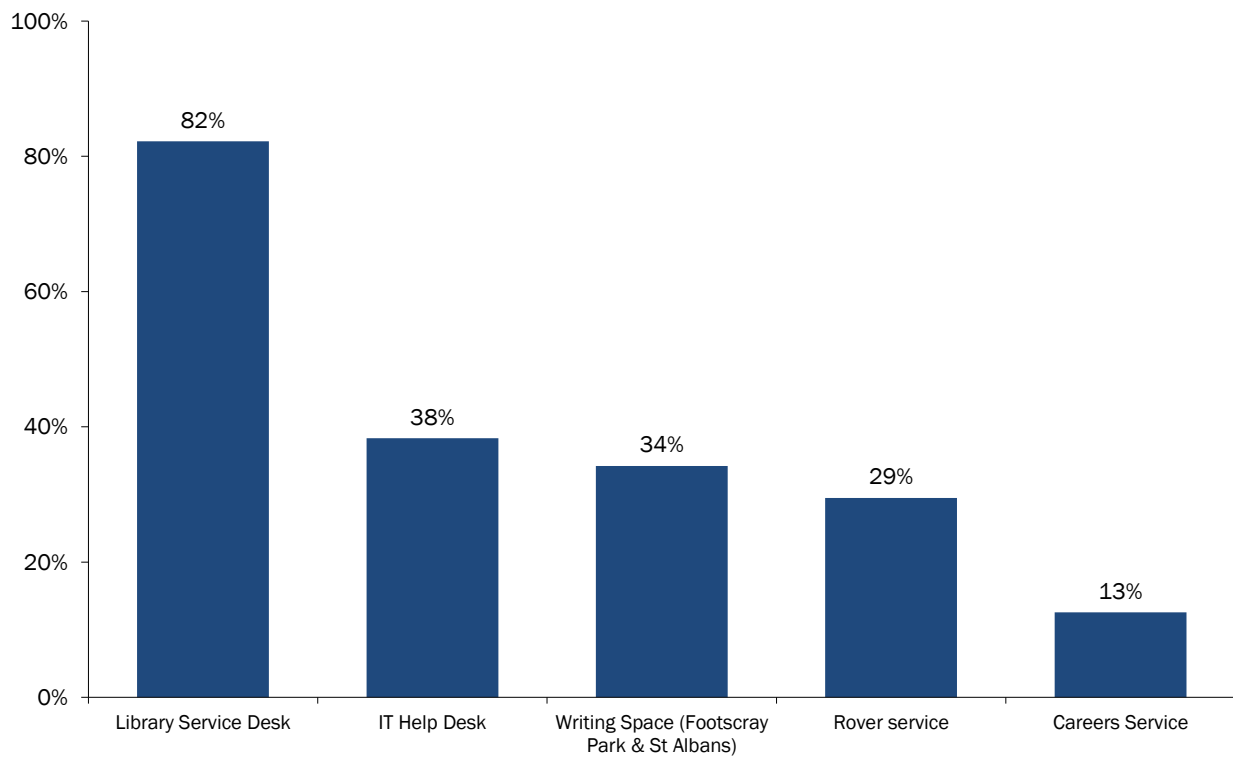
Respondents were asked to provide a general assessment of their satisfaction with the Library (see graph below). In this case, the score of 5.72 places the Library in the second quartile (or top 50%) when compared with other libraries that have surveyed over the last two years. This is an improvement on the results from 2011, when the Library scored 5.67.



Looking for information

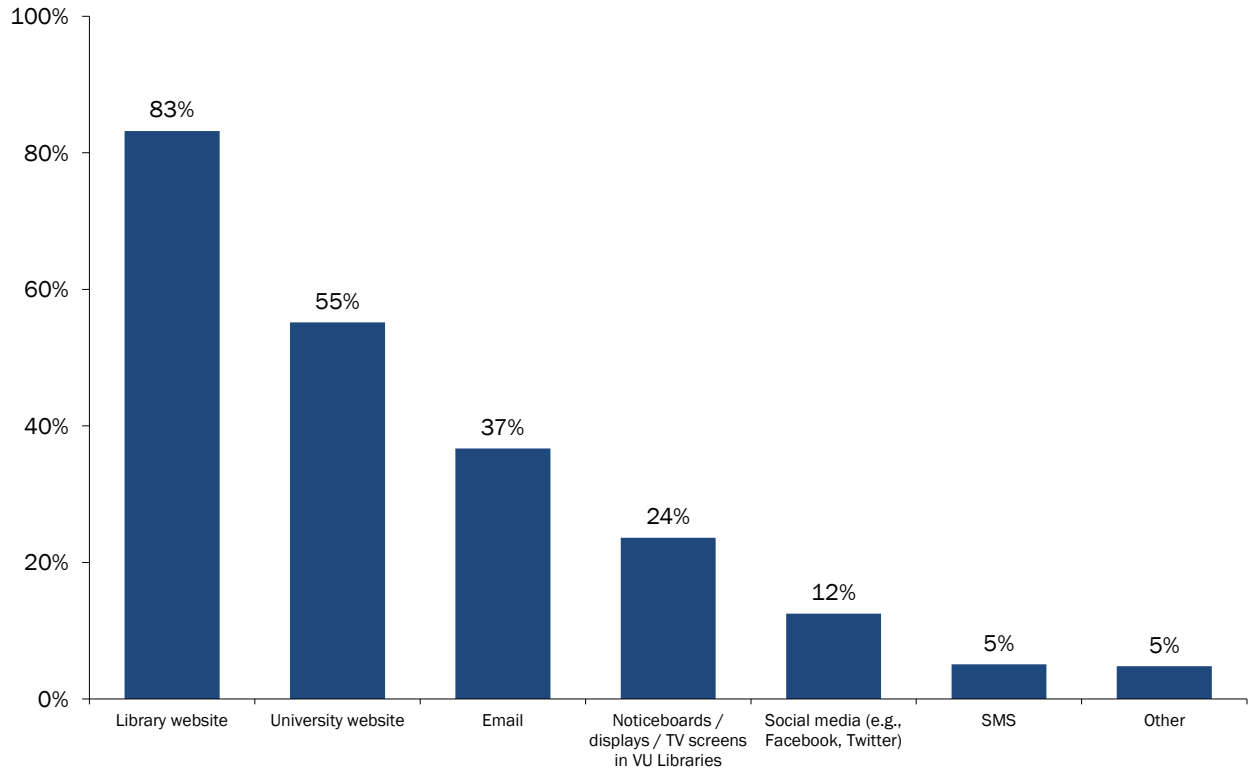
Respondents were asked about their information seeking behaviour, and were presented with multiple choice statements. The following bar charts display in percentage terms the preferences of respondents for these options.

When I visit the Library / Learning Commons, I use the...



Total respondents = 2642

When I want to learn about your services, I use...



Total respondents = 2907

Summary of results by demographics

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

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 1.00 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.00 are serious and should be acted upon.

Which category describes you?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
Which category describes you?	
	Unique factor
Domestic (2505 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.35
A computer is available when I need one	1.19
Individual seating is adequate	1.02
I can find a place in the Library to work in a group when I need to	0.97
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.96
International onshore (374 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.24
The items I'm looking for on the Library shelves are usually there	1.00
A computer is available when I need one	0.86
Ebooks are easy to use	0.85
Individual seating is adequate	0.84
International offshore (46 responses)	Gap score
A computer is available when I need one	1.65
The items I'm looking for on the Library shelves are usually there	1.30
Individual seating is adequate	1.17
I can find a quiet place in the Library to study when I need to	1.17
Opening hours meet my needs	1.10

Where do you mostly access Library services from?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
Where do you mostly access Library services from?	Unique factor
City – Flinders St (337 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.54
I can find a place in the Library to work in a group when I need to	1.33
A computer is available when I need one	1.15
Individual seating is adequate	1.14
The items I'm looking for on the Library shelves are usually there	0.93
City – Queen St (178 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.65
A computer is available when I need one	1.53
The items I'm looking for on the Library shelves are usually there	1.39
The Library is a good place to study	1.36
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.34
Footscray Park (1283 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.62
A computer is available when I need one	1.50
I can find a place in the Library to work in a group when I need to	1.16
Individual seating is adequate	1.13
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.06
Footscray Nicholson (176 responses)	Gap score
The Library catalogue is easy to use	0.90
Ebooks are easy to use	0.89
The Library website is easy to use	0.82
The items I'm looking for on the Library shelves are usually there	0.77
Ejournals are easy to use	0.75
St Albans (697 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.95
The Library catalogue is easy to use	0.89
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.89
Ebooks are easy to use	0.86
Ejournals are easy to use	0.86
Sunshine (58 responses)	Gap score
The redevelopment of the Library website has improved my ability to find resources	0.56
Ejournals are easy to use	0.55
The Library catalogue is easy to use	0.54
Course specific resources meet my learning needs	0.54
The quality of computers and software is adequate	0.52
VU Sydney (20 responses)	Gap score
The items I'm looking for on the Library shelves are usually there	1.20
The Library is a good place to study	1.17
I can get wireless access in the Library when I need to	0.98
Library staff provide accurate answers to my enquiries	0.92
Online enquiry services (e.g. Ask a Librarian) meet my needs	0.89

Victoria University Library Client Survey August 2013

Top 5 gap scores by demographic

Where do you mostly access Library services from?

Unique factor

Werribee (52 responses)	Gap score
Ebooks are easy to use	0.86
The Library catalogue is easy to use	0.79
Library workshops, classes and tutorials help me with my learning and research needs	0.63
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.59
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.58
The Library Web Site (119 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.24
Ebooks are easy to use	1.09
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.06
Individual seating is adequate	1.06
The Library catalogue is easy to use	1.05

Which single category best describes you?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
What single category best describes you?	Unique factor
Higher Education Undergraduate Student (2047 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.43
A computer is available when I need one	1.30
Individual seating is adequate	1.07
I can find a place in the Library to work in a group when I need to	1.04
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
Higher Education Postgraduate Student (488 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.45
A computer is available when I need one	1.07
Individual seating is adequate	1.02
I can find a place in the Library to work in a group when I need to	1.00
The items I'm looking for on the Library shelves are usually there	0.97
TAFE Student (227 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.64
Course specific resources meet my learning needs	0.60
Ebooks are easy to use	0.59
Ejournals are easy to use	0.57
Individual seating is adequate	0.53
Higher Education Staff (80 responses)	Gap score
The redevelopment of the Library website has improved my ability to find resources	1.52
Ebooks are easy to use	1.31
The Library catalogue is easy to use	1.16
The Library website is easy to use	1.14
The items I'm looking for on the Library shelves are usually there	1.03
TAFE Staff (38 responses)	Gap score
Ejournals are easy to use	0.89
Ebooks are easy to use	0.86
The Library catalogue is easy to use	0.78
The Library website is easy to use	0.66
The items I'm looking for on the Library shelves are usually there	0.62
General Staff (42 responses)	Gap score
Ebooks are easy to use	1.23
Ejournals are easy to use	1.19
The Library website is easy to use	1.06
The redevelopment of the Library website has improved my ability to find resources	1.03
The Library catalogue is easy to use	0.94
Other (12 responses)	Gap score
The redevelopment of the Library website has improved my ability to find resources	1.67
The Library catalogue is easy to use	1.50
I can get wireless access in the Library when I need to	1.29
Ebooks are easy to use	1.25
The Library website is easy to use	1.22

What is your College?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
What is your College?	
	Unique factor
College of Arts (530 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.57
A computer is available when I need one	1.34
Individual seating is adequate	1.12
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.01
The Library catalogue is easy to use	0.99
College of Business (565 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.47
A computer is available when I need one	1.16
I can find a place in the Library to work in a group when I need to	1.13
Individual seating is adequate	1.06
The items I'm looking for on the Library shelves are usually there	1.02
College of Education (476 responses)	Gap score
A computer is available when I need one	1.20
I can find a quiet place in the Library to study when I need to	1.12
Individual seating is adequate	0.98
Ebooks are easy to use	0.95
The Library catalogue is easy to use	0.92
College of Engineering & Science (192 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.30
I can find a place in the Library to work in a group when I need to	1.14
The quality of computers and software is adequate	1.12
A computer is available when I need one	1.02
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.01
College of Health & Biomedicine (492 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.24
The Library is a good place to study	0.93
Individual seating is adequate	0.93
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.87
A computer is available when I need one	0.85
College of Law & Justice (203 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.54
A computer is available when I need one	1.51
The Library is a good place to study	1.32
Individual seating is adequate	1.32
The items I'm looking for on the Library shelves are usually there	1.30
College of Sport & Exercise Science (313 responses)	Gap score
A computer is available when I need one	1.50
I can find a quiet place in the Library to study when I need to	1.37
I can find a place in the Library to work in a group when I need to	0.93
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.88
Individual seating is adequate	0.81

Victoria University Library Client Survey August 2013

Top 5 gap scores by demographic

What is your College?

Unique factor

Trades College (30 responses)	Gap score
The quality of computers and software is adequate	0.62
The Library catalogue is easy to use	0.59
Individual seating is adequate	0.52
Ebooks are easy to use	0.50
The Library website is easy to use	0.49
VU College (66 responses)	Gap score
The items I'm looking for on the Library shelves are usually there	0.84
The Library catalogue is easy to use	0.75
Ebooks are easy to use	0.74
Ejournals are easy to use	0.73
The Library website is easy to use	0.70
Not Applicable (72 responses)	Gap score
Ejournals are easy to use	1.16
Ebooks are easy to use	1.06
The items I'm looking for on the Library shelves are usually there	0.98
The quality of computers and software is adequate	0.95
I can get wireless access in the Library when I need to	0.89

How often do you come into the Library?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
How often do you come into the Library?	
	Unique factor
Daily (319 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.06
A computer is available when I need one	0.91
Opening hours meet my needs	0.76
Individual seating is adequate	0.74
The Library is a good place to study	0.73
2-4 days a week (1494 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.39
A computer is available when I need one	1.23
Individual seating is adequate	1.06
I can find a place in the Library to work in a group when I need to	1.03
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
Weekly (608 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.42
A computer is available when I need one	1.17
Individual seating is adequate	0.99
The Library catalogue is easy to use	0.92
Ebooks are easy to use	0.89
Fortnightly (183 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.36
A computer is available when I need one	1.22
I can find a place in the Library to work in a group when I need to	1.09
Ejournals are easy to use	1.02
The Library catalogue is easy to use	1.00
Monthly (138 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.16
A computer is available when I need one	1.10
The Library catalogue is easy to use	1.09
The Library website is easy to use	1.04
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	0.96
Rarely (i.e. a few times a year) (176 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.02
The quality of computers and software is adequate	0.98
The items I'm looking for on the Library shelves are usually there	0.95
The Library catalogue is easy to use	0.93
Ebooks are easy to use	0.92
Never (23 responses)	Gap score
Individual seating is adequate	2.11
I can find a place in the Library to work in a group when I need to	1.79
I can find a quiet place in the Library to study when I need to	1.68
Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs	1.40
The Library is a good place to study	1.38

How often do you access the Library online?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
How often do you access the Library online?	Unique factor
Daily (489 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.32
Individual seating is adequate	1.00
A computer is available when I need one	0.99
Ebooks are easy to use	0.89
The Library is a good place to study	0.88
2-4 days a week (1117 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.33
A computer is available when I need one	1.19
Individual seating is adequate	0.98
I can find a place in the Library to work in a group when I need to	0.94
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.93
Weekly (708 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.41
A computer is available when I need one	1.26
Individual seating is adequate	1.06
I can find a place in the Library to work in a group when I need to	0.98
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.90
Fortnightly (225 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.40
A computer is available when I need one	1.15
Ejournals are easy to use	1.14
I can find a place in the Library to work in a group when I need to	1.10
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.09
Monthly (165 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.22
A computer is available when I need one	1.20
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.17
Individual seating is adequate	1.14
I can find a place in the Library to work in a group when I need to	1.07
Rarely (i.e. a few times a year) (207 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.13
A computer is available when I need one	1.05
Ejournals are easy to use	1.02
The items I'm looking for on the Library shelves are usually there	0.87
The Library catalogue is easy to use	0.87
Never (24 responses)	Gap score
I can get wireless access in the Library when I need to	1.18
The Library is a good place to study	1.03
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.90
Online enquiry services (e.g. Ask a Librarian) meet my needs	0.71
I can find a quiet place in the Library to study when I need to	0.66

How often are you required to be on campus?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
How often are you required to be on campus?	
	Unique factor
Daily (453 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.16
A computer is available when I need one	0.91
I can find a place in the Library to work in a group when I need to	0.87
Ebooks are easy to use	0.86
The Library is a good place to study	0.85
2-4 days a week (2149 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.36
A computer is available when I need one	1.19
Individual seating is adequate	1.04
I can find a place in the Library to work in a group when I need to	0.95
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.94
Weekly (253 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.37
A computer is available when I need one	1.14
The Library catalogue is easy to use	0.99
I can find a place in the Library to work in a group when I need to	0.97
Individual seating is adequate	0.96
Fortnightly (16 responses)	Gap score
A computer is available when I need one	1.86
I am informed about Library services	1.31
Ebooks are easy to use	1.27
The Library website is easy to use	1.14
The quality of computers and software is adequate	1.12
Monthly (10 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.50
I can find a quiet place in the Library to study when I need to	1.00
A computer is available when I need one	0.96
Individual seating is adequate	0.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83
Rarely (i.e. a few times a year) (37 responses)	Gap score
I can find a place in the Library to work in a group when I need to	1.68
Course specific resources meet my learning needs	1.62
Ebooks are easy to use	1.62
I can find a quiet place in the Library to study when I need to	1.44
The redevelopment of the Library website has improved my ability to find resources	1.42
Never (17 responses)	Gap score
I can find a place in the Library to work in a group when I need to	2.35
I can find a quiet place in the Library to study when I need to	2.17
A computer is available when I need one	1.80
Printing, scanning and photocopying facilities in the Library meet my needs	1.50
The Library is a good place to study	1.33

Do you own a Laptop?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
Do you own a Laptop? Unique factor	
Yes (2571 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.37
A computer is available when I need one	1.17
Individual seating is adequate	1.05
I can find a place in the Library to work in a group when I need to	0.98
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.96
No (346 responses)	Gap score
A computer is available when I need one	1.07
I can find a quiet place in the Library to study when I need to	1.06
Ejournals are easy to use	0.83
Course specific resources meet my learning needs	0.82
The Library catalogue is easy to use	0.82

Do you bring your Laptop on campus?

Victoria University Library Client Survey August 2013	
Top 5 gap scores by demographic	
Do you bring your Laptop on campus? Unique factor	
Yes (1521 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.43
Individual seating is adequate	1.18
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.14
A computer is available when I need one	1.11
I can find a place in the Library to work in a group when I need to	1.04
No (1399 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.22
A computer is available when I need one	1.20
The items I'm looking for on the Library shelves are usually there	0.87
I can find a place in the Library to work in a group when I need to	0.84
Ejournals are easy to use	0.83

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.

