

2011 Library Client Survey results

In total, 2783 responses were received from students, staff and other users to the Library Client survey in September 2011.

The responses have now been analysed and the results compared with previous survey results for Adelaide as well as with those of more than 45 other participating university libraries in Australia and New Zealand.

While the Library showed an improvement from the 2008 survey across all categories – *Communication, Service Delivery, Facilities & Equipment, Library Staff, and Information Resources* – sector-wide improvements have taken place across all categories, particularly *Information Resources, Service Delivery* and *Facilities & Equipment*.

The survey results allow us to identify areas for potential improvement. By looking at where a statement was rated high in importance but the Library's performance was perceived as low, we can see where users think we most need to improve.

How you rated us

Overall performance – 76.4% out of 100 (compared with 72.7% (adjusted) in 2008)

Overall satisfaction – 5.55 out of 7. This placed us at the median for respondents' general assessment of overall satisfaction when compared with other libraries that have been surveyed over the past 2 years.

What you particularly liked

- Library staff
- Self service (eg self check loans, requests, renewals, holds)
- Remote access to resources
- Online resources (eg ejournals, databases, ebooks)
- Wireless access
- Face to face enquiry services

Where you think we can do better

- Computer availability when you need one
- Laptop facilities (eg desks, power)
- The Library search tool (Summon)
- Printing, scanning and photocopying facilities meet your needs
- The items you look for on the Library shelves are usually there

Where are the most important areas the Library can potentially improve?

The top three areas where clients believe that the library overall can potentially improve are:

1. Access to computers to support study/research
2. Adequacy of the Library collection
3. Easy access to electronic resources

If we view the results by campus or branch library, there are some significant areas for potential improvement:

1. Law Library – adequacy of access to computers to support study/research
2. Elder Music Library – adequacy of access to computers to support study/research; opening hours that meet their needs

What action is planned to improve service?

<p>1. A computer is available when I need one</p> <p><i>“Ban facebook on library computers”</i></p> <p><i>“I can rarely get access to a computer”</i></p> <p><i>“Perhaps more computers to be available at different levels within the library”</i></p>	<ul style="list-style-type: none">• Hub Central, immediately adjacent to the Barr Smith Library has more than 200 new PCs and Macs available for student use, as well as collaborative study spaces and other flexible study spaces that provide power outlets and enhanced wireless capacity for the use of laptops and other mobile devices.• We will not block social networking sites but will promote considerate use of computers. Give the range of disciplines studies at the University of Adelaide, it would be quite difficult to restrict the use of specific web and social networking sites. Many recreational sites, such as Facebook, are used as learning tools by a number of disciplines. And sites that appear to be recreational in nature, can be used in research by students – for example, Digital Games is an elective in the Bachelor of Media degree program.• The Elder Music Library is installing 8 new student PCs and a wireless booster for better access to the wifi network• The Law Library recently replaced all 16 out of warranty computers and promotes considerate use of these PCs through a notice regarding restraint in the use of Facebook sites for recreation in peak times. A second student printer will be installed in time for 1st semester, 2012.
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<p>2. Laptop facilities (eg desks, power) in the Library meet my needs</p> <p><i>“Just more powerpoints for laptops please!!”</i></p> <p><i>“Please provide more powerpoints in the Reading Room.”</i></p> <p><i>“Some of power points at Barr Smith are broken.”</i></p>	<ul style="list-style-type: none">• The Barr Smith Library will review and improve wireless “black spots” in the building. Users are urged to report these “black spots” by using the Report a Problem feedback form or sending an email to library@adelaide.edu.au• Access to powerpoints will be improved in the BSL by the installation of additional outlets, the conversion of single outlets to doubles, testing of all powerpoints to determine those that don’t work, as well as better signage.• Powered laptop lockers are available in the Barr Smith Library and in Hub Central for those who want to leave their laptop to charge in a secured environment
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<p>3. The Library search tool (Summon) is easy to use</p> <p><i>“Earlier search tool was much better than summon”</i></p> <p><i>“Summon is AWFUL!!! it is impossible to find anything and I hate how it opens up multiple windows.”</i></p> <p><i>“Summons is really hard to work and I get very confused trying to finding books and articles.”</i></p>	<ul style="list-style-type: none"> • Summon is a relatively new product and the software vendor is continually improving the interface and the way it searches to make it easier to use. With Summon, you can quickly search, discover and access reliable and credible Library content - print and electronic books, single articles to entire e-journals, newspapers, theses, multimedia and more. Once found it's only one step to the full text of articles and e-books, or finding books on the shelf. If you see a large number of results, Summon allows you to limit to the type of resource you're interested in. • It is recommended that you use Firefox for Windows as Internet Explorer opens multiple windows when searching Summon. • We will add a link to additional help for using Summon within Unified. • An introduction to Summon is often covered in more depth in Library research tutorials and workshops. The Barr Smith Library will resume a series of general information sessions for students and staff, one of which will be effective use of Summon in searching for information.
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<p>4. Printing, scanning and photocopying facilities in the Library meet my needs.</p> <p><i>“Frequent printer issues are the primary concern.”</i></p> <p><i>“Get printing system like the new hub.”</i></p>	<ul style="list-style-type: none"> • While most student PCs in the Library utilise the student printing system (Equitrack), photocopying does not. The Library plans for replacing Library copying with Equitrack, however funding issues are yet to be resolved.
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<p>5. The items I am looking for on the Library shelves are usually there.</p> <p><i>“Books aren't always on the shelves”</i></p> <p><i>“Books need to be audited so that when searching you don't result in "it's been lost or not returned". And if so they should be replaced”</i></p>	<ul style="list-style-type: none"> • The missing items procedures are constantly reviewed and have been tightened to remove delays in replacing items that have been reported as 'missing' from the collection. • Accuracy of reshelfed items is measured and continually monitored. • The Library recognises that lighting amongst some shelves needs improving. • All items with confusing 2-digit call numbers have been reclassified to the normal 3-digit call number.
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Overall satisfaction

The University of Adelaide Library, with an overall average of 5.55 (5.38 in 2008) is placed at the median for respondents' general assessment of overall satisfaction when compared with other libraries that have been surveyed over the past 2 years.

Summary

The Client Satisfaction Survey for 2011 has produced pleasing results. Overall satisfaction and quality scores have improved since the last survey in 2008 and there are few critical issues, although the challenge of continuous improvement remains, particularly in the provision of adequate facilities and equipment.

For enquiries or feedback on the survey report, please contact [Ellen Randva](#), Research & Reference Services Librarian.