2. Executive summary

This year the Library recorded an recorded an overall score of 78.6%. This places the Library in the third quartile, or bottom 50% of libraries that have surveyed with Insync over recent years, and reflects an overall score decrease of 0.4% since the previous survey in 2015.

The themes in the top 10 importance list include access to wireless, online resources being useful and meeting the clients' learning and research needs, Library Search enabling users to quickly find relevant resources, off-campus access to resources and services, the Library providing a quiet place to study, library staff providing accurate answers to enquiries, and being available to help when needed, adequacy of printing, scanning and photocopying facilities, and laptop and other mobile device facilities, and access to Library information resources helping clients to be successful at university.

Three factors in the top 10 performance list relate to library staff – more specifically, their availability to help when needed, their provision of accurate answers to enquiries, and face-to-face enquiry services meeting clients' needs. The remaining factors relate to access to wireless, online resources being useful and meeting the clients' learning and research needs, adequacy of self service facilities and printing, scanning and photocopying facilities, off campus access to Library resources and services, promptness of delivery of items requested from other libraries and campuses, and access to Library information resources helping clients to be successful at university.

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

- *Library staff provide accurate answers to my enquiries*

- *I can get wireless access in the Library when I need to*

- *I can get help from library staff when I need it*

- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs*

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

- *Access to Library information resources has helped me to be successful at university*

- *Printing, scanning and photocopying facilities in the Library meet my needs*

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

Net Promoter Score (NPS) is an advocacy measure and represents a respondent's likelihood to recommend the Library service to other students. The Library service achieved an NPS of 31, a positive result, and demonstrates that student advocacy for the Library service is relatively high.

In the context of the four best practice categories, the Library performed highest on the category of *information resources*, with a score of 81.6%. The lowest score was identified for *facilities and equipment* at 74.1%. The following scorecard presents the numerical scores of the Library in each category:

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	**18%**	**28%**	**24%**	**30%**	**100%**
October 2017	75.2%	81.4%	74.1%	81.6%	78.6%
November 2015	74.8%	81.1%	74.8%	82.9%	79.0%
Highest	80.4%	83.6%	83.2%	85.8%	82.9%
Median	77.5%	80.6%	77.1%	82.1%	79.6%
Lowest	70.7%	77.1%	66.5%	78.1%	74.2%

Note: Benchmark data relates to latest survey

At the time the survey was administered, 28 other university libraries had completed benchmark surveys. It is this group that makes up the comparison group.

Three of the four categories – *communication, facilities* and *equipment* and *information resources* – are performing under the benchmark median. *Service delivery* is an above average benchmark performer. *Facilities and equipment* and *information resources* have recorded lower scores compared to the 2015 survey, while *communication* and *service delivery* have achieved modest gains.

A review of the library survey results has identified the following four improvement opportunities:

- *Facilities (eg desks, power) to use my laptop or other mobile device in the Library meet my needs*

- *A computer is available when I need one*

- *I can find a place to work in a group when I need to*

- *I can find a quiet place in the Library to study when I need to*

All of these factors recorded gap scores of greater than 1.00, and attention should be given to addressing them all, and in particular the ones that were identified on the top ten importance list, namely, items one and four above.

In conclusion, this year the Library achieved mixed results, both internally and in the benchmark context, and there is scope for improvement in both. On a more positive note, student advocacy for the Library service is relatively high.