2012 Library Customer Survey

In August 2012 the Library completed its regular client survey. This externally administered, nationally benchmarked user satisfaction survey is undertaken by most academic libraries in Australia. The survey results enable the library to:

- measure performance over time
- benchmark performance against other university libraries
- receive feedback on performance in five best practice categories
- set priorities and manage major issues identified by clients in the survey and verbatim comments issues

The Library improved its position in the top quartile of Australian university libraries in all five best practice categories. The highest weighted performance index was for library staff with a score of 89.5%.

Response Statistics

There were 2914 responses, substantially greater than in 2010 when 1629 responses were received.

Weighted Performance Index
The Library recorded an overall score of 81.4%. This places the Library in the top 25% of libraries surveyed over the last 2 years; with an overall performance score increase of 1.6% since the last survey.

**Highest Performing Factors**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library staff treat me fairly and without discrimination*8</td>
<td>6.49</td>
</tr>
<tr>
<td>Library staff are approachable and helpful*5</td>
<td>6.24</td>
</tr>
<tr>
<td>Library staff provide accurate answers to my enquiries*4</td>
<td>6.21</td>
</tr>
<tr>
<td>I can get wireless access in the Library when I need to*3</td>
<td>6.13</td>
</tr>
<tr>
<td>Library staff are readily available to assist me*6</td>
<td>6.12</td>
</tr>
</tbody>
</table>
Factors marked * were identified in the top 10 importance list for library users.

**Lowest Performing Factors at Flinders University Library and Action Taken**

1. **A computer is available when I need one**

   Action taken:
   
   - A new computer lab has been opened in the Sturt Library. This increases the number of computers available by 50%.
   - Adaptive Technology Rooms have been created in the Medical and Sturt libraries.
   - An additional 14 computers have been added to the Medical Library.

2. **I can find a quiet place to study in the library when I need to**

   Action taken:
   
   - New noise zone signs have been installed in each library.
   - A new silent study room has been created in the Medical Library. This increase the number of silent study spaces in the Medical Library to 33.
   - More quiet study spaces haven been created in the Medical Library.

3. **The items I am looking for on the library shelves are usually there**

   Action taken:
   
   - Increase in funding for new book purchases.
   - Major eBooks collections have been purchased; including 50,000 scientific, technical and medical titles via Springer Book Archives.

4. **The Library catalogue is easy to use**

   Action taken:
   
   - The library implemented a new ‘discovery ‘search product to replace the catalogue. FindIt@Flinders is a search engine that provides relevance ranked results from the Library's online and print collections in a single search. It includes everything previously found in the Library's catalogue (books, eBooks and DVDs) plus a lot of the content available through the Library's databases (journal articles and research content from the Flinders Academic Commons)

5. **Laptop Facilities (e.g. PowerPoints, desks) meet my needs**

   Action taken:
   
   - A new laptop room with plenty of powerpoints has been opened in the Sturt Library.
   - A new silent laptop room with powerpoints has been created on Level 0 of the Central Library.
• Ottomans with inbuilt powerpoints and USB points have been added to each library. This has created more casual seating for groups or individuals to use laptops with power available.

• More individual study tables have been added to the Medical Library.