

Tell us what you really think: Using Library client feedback to monitor quality and improve service delivery

Marion Slawson

Library Services, Federation University

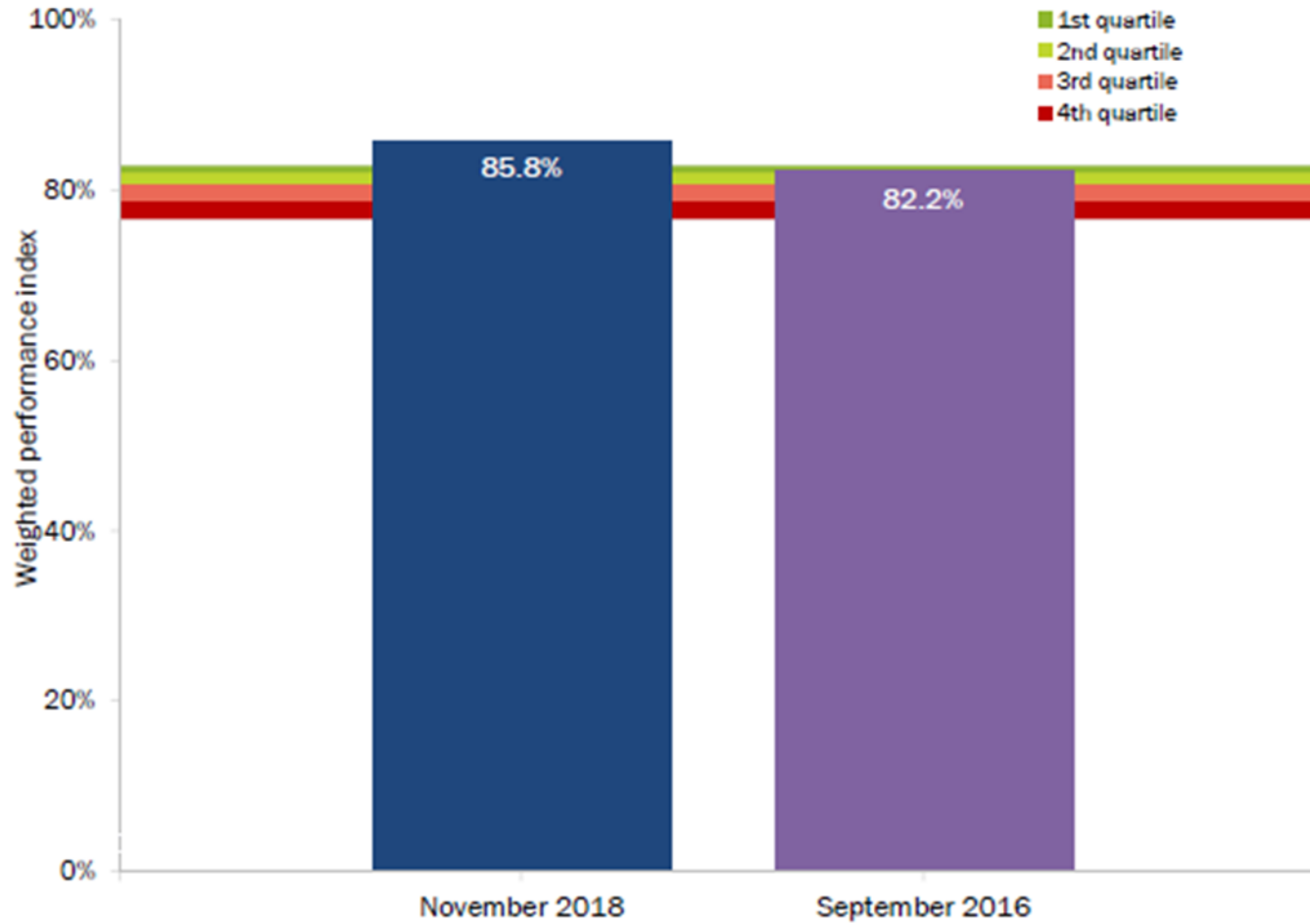
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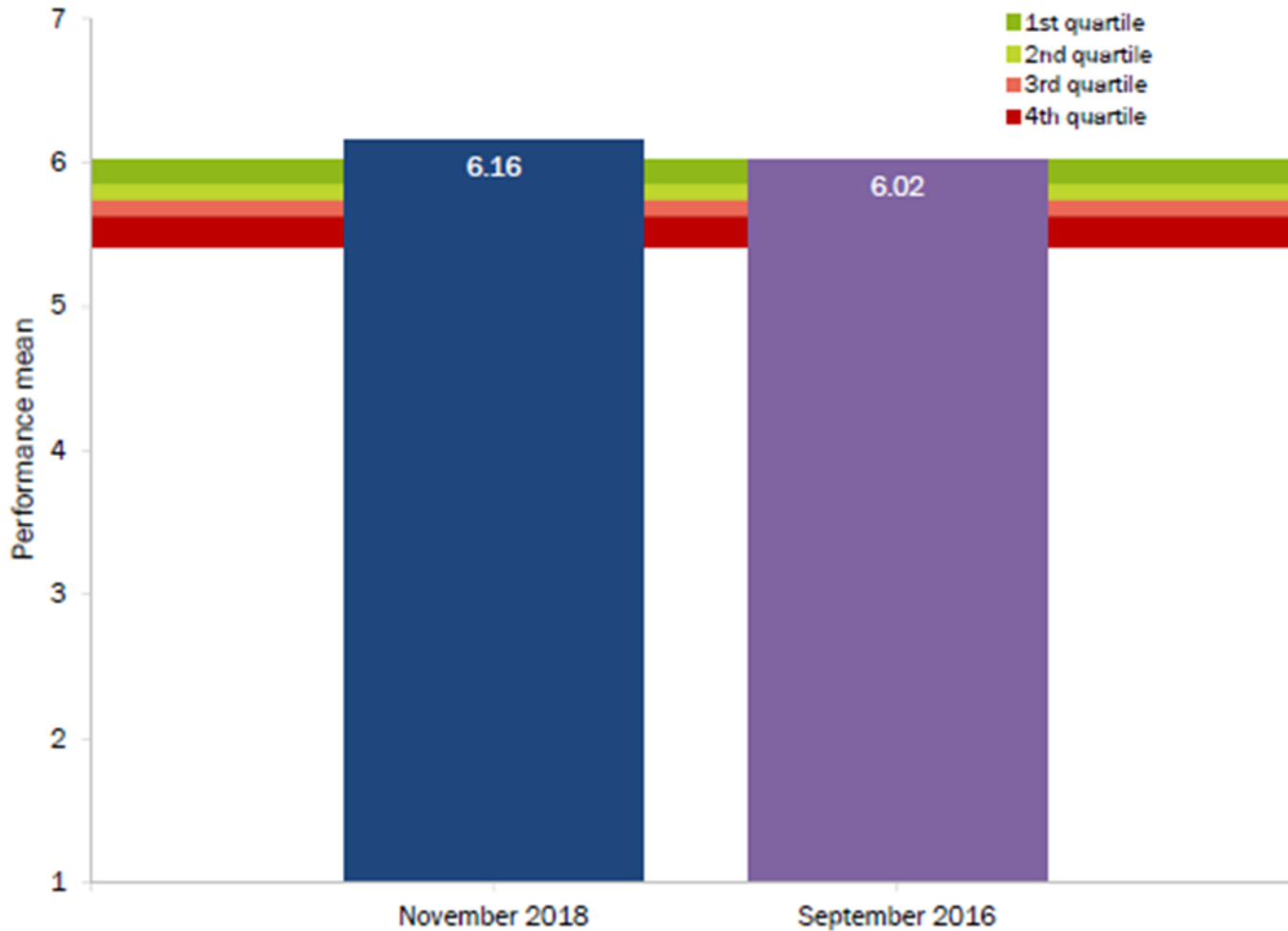
InSync Library Client Survey

- Objective**
- Enables clients to communicate openly and honestly with the Library
 - Libraries can identify, prioritize and manage the key issues affecting clients
 - Performance is measured against industry best practice standards

Federation University Library Client Survey, November 2018
Weighted performance index



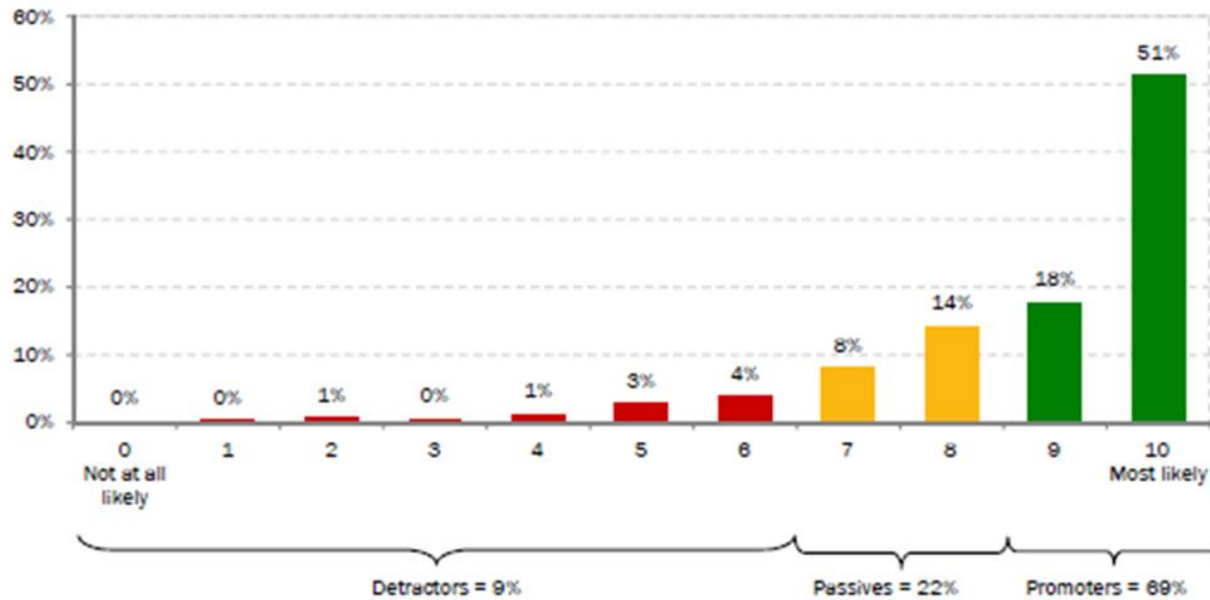
Federation University Library Client Survey, November 2018
Overall how satisfied are you with the Library?



Advocacy

How likely are you to recommend the library service to other students?

Total responses: 791 respondents



Likelihood of recommending

= 69% Promoters - 9% Detractors

= **60**

Federation University Library Client Survey, November 2018

Top 10 factors – All respondents

900 responses

						Factors rated top 10 in importance	
Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library staff when I need it	6.58	I can get help from library staff when I need it	6.45	The Library anticipates my learning and research needs	5.64	The items I'm looking for on the library shelves are usually there	0.48
I can get wireless access in the Library when I need to	6.58	I can get wireless access in the Library when I need to	6.33	Library workshops, classes and tutorials help me with my learning and research needs	5.70	Opening hours meet my needs	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.47	Library staff provide accurate answers to my enquiries	6.31	I am informed about Library services	5.74	I can find a quiet place in the Library to study when I need to	0.44
Library staff provide accurate answers to my enquiries	6.46	A computer is available when I need one	6.30	The items I'm looking for on the library shelves are usually there	5.75	The Library search facility enables me to find relevant library resources quickly	0.43
I can find a quiet place in the Library to study when I need to	6.46	Face-to-face enquiry services meet my needs	6.29	Opening hours meet my needs	5.82	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37
Access to Library information resources has helped me to be successful at university	6.39	Access to Library information resources has helped me to be successful at university	6.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.86	Printing, scanning and photocopying facilities in the Library meet my needs	0.35
The Library search facility enables me to find relevant library resources quickly	6.38	When I am away from campus I can access the Library resources and services I need	6.11	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.94	I can find a place in the Library to work in a group when I need to	0.34
Face-to-face enquiry services meet my needs	6.37	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.94	Course specific resources (online and in the reserve collection) meet my learning needs	0.32
When I am away from campus I can access the Library resources and services I need	6.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06	I can find a place in the Library to work in a group when I need to	5.94	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.30
Printing, scanning and photocopying facilities in the Library meet my needs	6.34	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	Course specific resources (online and in the reserve collection) meet my learning needs	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.29

Federation University Library Client Survey, November 2018

Top 10 factors – Which category describes where you study with us? - International Student - Partner Institute On shore

25 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library staff when I need it	6.36	I can get help from library staff when I need it	6.17	A computer is available when I need one	4.64	I can find a quiet place in the Library to study when I need to	1.65
I can find a quiet place in the Library to study when I need to	6.33	Library staff provide accurate answers to my enquiries	6.13	I can find a quiet place in the Library to study when I need to	4.68	I can find a place in the Library to work in a group when I need to	1.34
I can get wireless access in the Library when I need to	6.33	Face-to-face enquiry services meet my needs	6.04	I can find a place in the Library to work in a group when I need to	4.81	A computer is available when I need one	1.32
Library staff provide accurate answers to my enquiries	6.26	I can get wireless access in the Library when I need to	5.82	The items I'm looking for on the library shelves are usually there	4.81	Printing, scanning and photocopying facilities in the Library meet my needs	1.01
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	When I am away from campus I can access the Library resources and services I need	5.67	Access to Library information resources has helped me to be successful at university	4.91	Access to Library information resources has helped me to be successful at university	0.94
Opening hours meet my needs	6.18	The Library web site provides useful information	5.60	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.95	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.91
I can find a place in the Library to work in a group when I need to	6.15	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.05	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.85
Face-to-face enquiry services meet my needs	6.14	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.55	The Library anticipates my learning and research needs	5.08	Library signage is clear	0.74
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.52	Library signage is clear	5.17	The items I'm looking for on the library shelves are usually there	0.69
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.05	Opening hours meet my needs	5.52	Printing, scanning and photocopying facilities in the Library meet my needs	5.23	Opening hours meet my needs	0.66


Federation University Library Client Survey, November 2018

Top 10 factors – Which Partner Institute are you studying with? - Other

49 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.71	I can get wireless access in the Library when I need to	6.56	The Library anticipates my learning and research needs	5.76	The items I'm looking for on the library shelves are usually there	0.50
I can get help from library staff when I need it	6.58	A computer is available when I need one	6.44	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	The Library web site provides useful information	0.32
A computer is available when I need one	6.45	I can get help from library staff when I need it	6.38	The items I'm looking for on the library shelves are usually there	5.79	Opening hours meet my needs	0.25
Access to Library information resources has helped me to be successful at university	6.44	Access to Library information resources has helped me to be successful at university	6.38	Books and articles I have requested from other libraries and campuses are delivered promptly	5.83	Library staff provide accurate answers to my enquiries	0.23
The Library web site provides useful information	6.43	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.33	Opening hours meet my needs	5.91	The Library search facility enables me to find relevant library resources quickly	0.21
Library staff provide accurate answers to my enquiries	6.42	I can find a quiet place in the Library to study when I need to	6.33	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.93	I can get help from library staff when I need it	0.19
The Library search facility enables me to find relevant library resources quickly	6.42	Printing, scanning and photocopying facilities in the Library meet my needs	6.31	Library workshops, classes and tutorials help me with my learning and research needs	5.93	I can get wireless access in the Library when I need to	0.16
I can find a quiet place in the Library to study when I need to	6.36	When I am away from campus I can access the Library resources and services I need	6.30	I am informed about Library services	5.96	The Library anticipates my learning and research needs	0.10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.29	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.02	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.08
The items I'm looking for on the library shelves are usually there	6.29	I can find a place in the Library to work in a group when I need to	6.27	Library signage is clear	6.07	Access to Library information resources has helped me to be successful at university	0.06

Verbatim comments

Mixed All good. But there should be more staff for help.

Positive I think it helped a lot. I was struggling with my assignments and then I was helped by the library services.

Constructive There are no required amount of books in the college. Also the library does not have a place to study during breaks.

Using the results

MIT

- Affirmed that existing plans were good ideas and helped adjust funding priorities e.g. the for developing new MIT Library website.
- New seating at MIT Melbourne. At the time of the survey, the Sydney campus library had just been refurbished and plans were in place for Melbourne. The InSync Survey helped to bump the Melbourne Library slightly higher in the queue of redevelopment.
- The InSync Survey has been a very helpful tool amongst many other tools that assist in the decision making process.

Using the results

IIBIT Sydney

- Implemented an improved method for students to recharge their printing card. Previously, students were required to enter \$1 or \$2 coins into a coin machine. The new PaperCut software system enables students to recharge their printing card online using their debit or credit card.
- This change has resulted in positive feedback from our students.
- This change may assist the Library to improve the factor: "Printing, scanning and photocopying facilities in the Library meet my needs."

Using the results

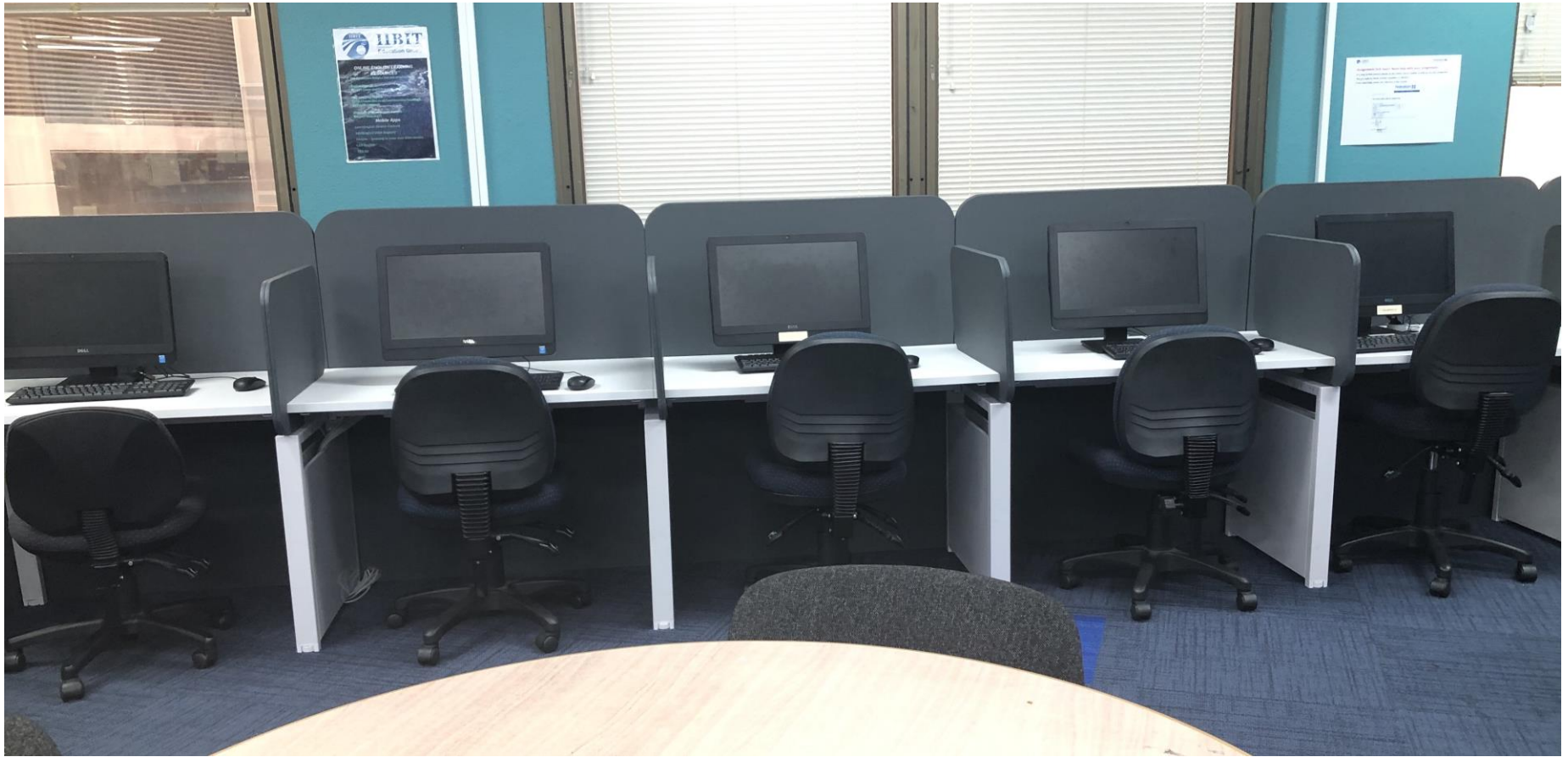
IIBIT Sydney

- After completing a brief course on the Reference Interview provided by Clare Duffy (Federation Library), library staff are more confident and can provide better service to students when helping them with their research.
- In further applying the Reference Interview principle of doing a successful follow-up, staff are now also more focused on ensuring that the library users are satisfied with the responses to their inquiries.
- This change in focus can help IIBIT to improve on the factor: "Library staff provide accurate answers to my enquiries."

Using the results

IIBIT Sydney

- IIBIT Sydney has opened up an extra common PC lab next to the library which makes more PCs available for students to use during the Library opening hours.
- In the Library, the furniture in the PC area has been upgraded to provide separate cubicles for students' privacy.
- As students now have an alternative space for using PCs away from the main Library room, the main room will not become crowded and therefore can better cater to students who wish to use the Library as a quiet place for study.



Using the results

IIBIT Sydney

- IIBIT Sydney management has planned for laptops to be made available for overnight loan beginning from the first semester of 2020.
- There is also a plan for a new reserve collection (prescribed textbooks) to be made available for overnight loan beginning from the first semester of 2020.

Obtaining useful results

- Quantum**
- Need a **minimum of 20 respondents** per site to achieve an individual site report
 - All Federation students and staff are able to respond and are eligible for prizes
 - Promote survey and encourage responses from students and staff

