

LIBRARY SATISFACTION SURVEY 2019 RESULTS

ABOUT THE SURVEY

We asked staff and students what they thought about the quality of our Library services and spaces. We listened to this feedback and have used it to guide us in planning for the future shape of the Library.

For two weeks every second or third year, the Library conducts the survey. It was last completed in September 2015, and most recently in May 2019.

The Flinders University Library ranks in the first quartile of 27 benchmarked university libraries.

This brochure outlines the key findings and the actions planned by the Library in response to the feedback and as part of the Library's strategy of continuous improvement.

READY TO DIVE IN?

WE ASKED STUDENTS & STAFF FOR THEIR OPINION ABOUT THE LIBRARY

2,503 SURVEY RESPONSES



Undergraduate
(1,719) **68.7%**



Postgraduate
(663) **26.5%**



International
(441) **17%**



Staff
(105) **4.2%**

How respondents described themselves.
Categories are not exclusive.

MAJOR AREA OF STUDY, RESEARCH OR TEACHING

- | | | | |
|---|--------------|-------------------------------|--------------|
| • Business, Government and Law | 10.7% | • Medicine and Public Health | 12.6% |
| • Education, Psychology and Social Work | 22.9% | • Nursing and Health Sciences | 29.2% |
| • Humanities, Arts and Social Sciences | 9.9% | • Science and Engineering | 12.6% |

WHERE WE ARE PERFORMING WELL



- I can get wireless access in the Library when I need to
- I can get help from Library staff when I need it
- Library opening hours meets my needs
- When I am away from campus, I can access the resources and services I need
- Access to Library information resources has helped me to be successful at University
- Online resources are useful for my studies and meet my needs

HOW THE LIBRARY IS USED

72.4%
access
online

56.7%
visit in
person

either daily or
2-4 days a week

47.1%
visit
Central

24.5%
use
online

Visit these the most

WHERE WE CAN IMPROVE



- More silent/quiet spaces
- Greater numbers of group spaces
- Easier navigation of library spaces, the website, Findit and group room bookings
- Better wayfinding and signage
- More power-points and charging facilities
- Cleaner facilities (windows, desks, chairs) and more cleaning wipes
- Greater access to topic specific resources

THIS IS WHAT WE HAVE PLANNED

Increase group study spaces at 24/7 Central entry zone (end 2019)

Replace worn task chairs at all libraries (CIP funds allocated 2018)

Extend 24/7 areas at Sturt and Medical Libraries (CIP bid 2019)

Upgrade equipment in group study spaces at all libraries (CIP bid 2019)

Needs more planning
Interactive media technology, media labs, additional power-points