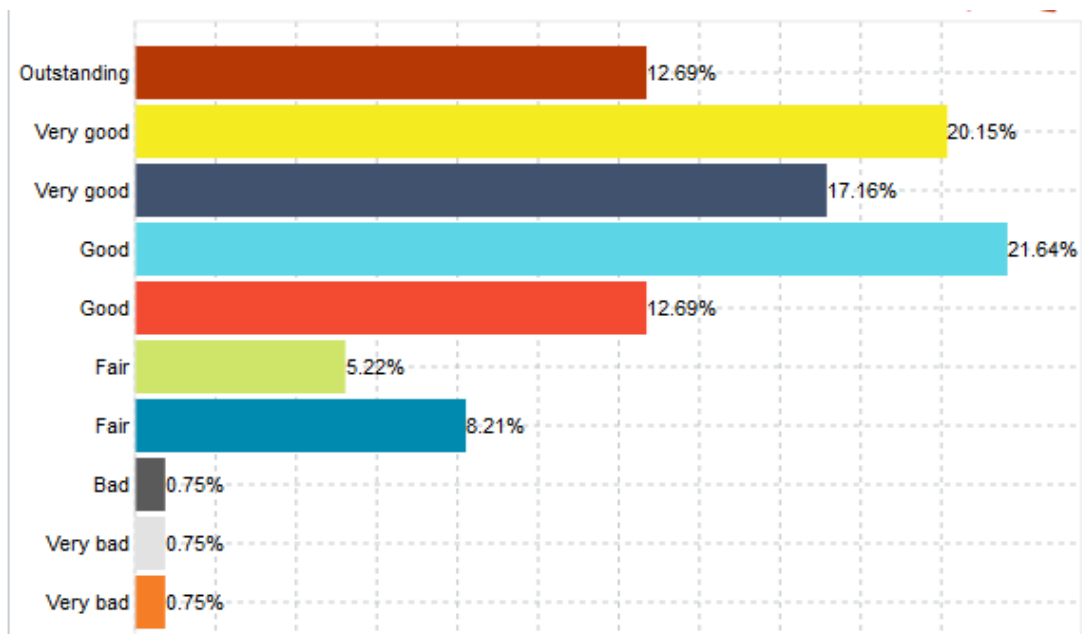


# Library Website Survey 2015 – Results Summary

The Library website survey ran from September to November in 2015 with 134 people responding compared to 125 respondents in 2014.

## Satisfaction rate increased

Out of 134 responses 113 rated their experience good (6) or better. The satisfaction rating average was 7.4 out of 10 – with 10 being excellent (compared with 6.9 in 2014)

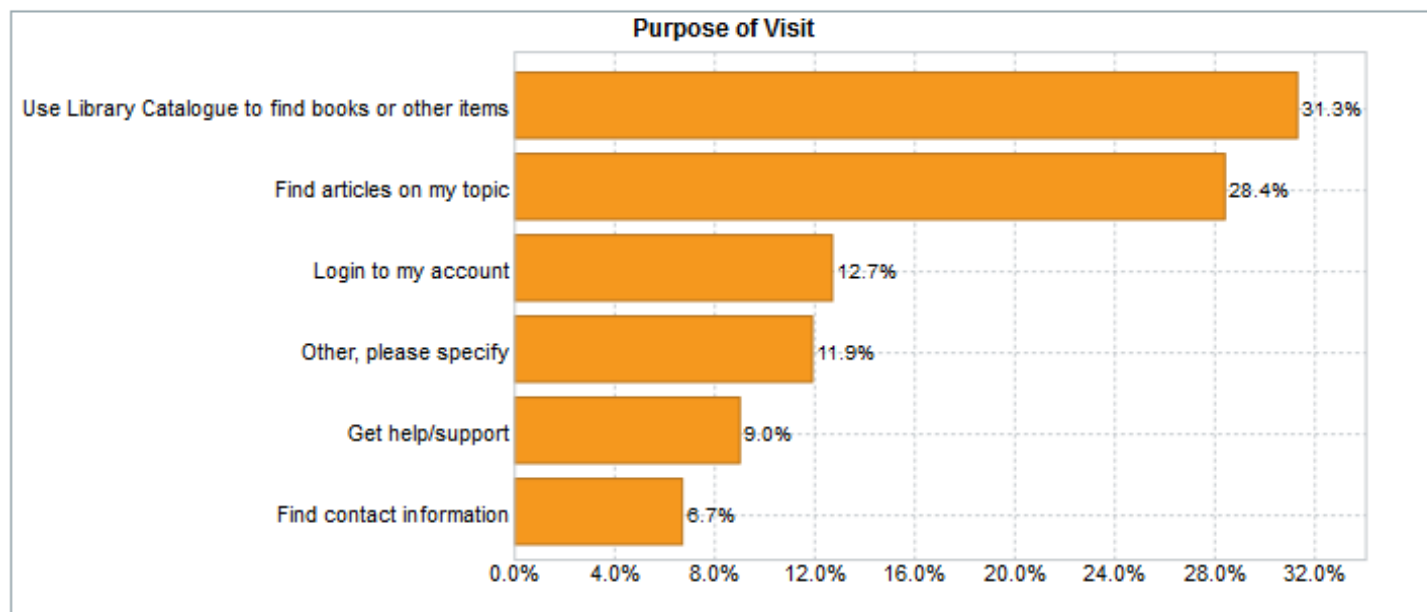


## 10% increase in task completion

88% of respondents completed the purpose for visiting the site compared to 78% in 2014.

## Primary purpose for visiting site

The top 3 reasons given for using the website were to use the library catalogue, find articles or login.



Those that said 'other' stated that this included: Access to past exam papers (3), Booking a study room (3), Library hours (1), Subject guides (1) and general browsing of site.

## What is most valued?

The website's ease of use and access was most valued, followed closed by online resources (such as ebooks, databases and articles), and study guides especially the APA referencing guide and our online tutorials in video format.

Feature	Number of people who made positive comment
Ease of use/ access	37
Online resources - ebooks, databases and journal articles	33
online tutorials, study toolbox and guides especially APA referencing guide	14
Librarysearch features eg advanced search and my account	12
Help from Library Staff eg live help	9
Website information generally especially library hours page	9
Library facilities and spaces especially booking study rooms	7

## Quotes from respondents:

*Unitec library website provides all the service it helps with my assignments and it's very simple to book a study room from the website*

*I like being able to find all the resources I need. I also like using the study spaces :-)*

*Easy and has all info on helping study eg toolbox APA referencing guide (I love that guide) room bookings advanced database searches subjects guide page is also awesome.*

*it is a one stop shop for all my learning and academic needs.*

*[I value] the ability to access so much content from home*

*At the moment it is very cold and wet outside what i love is that the library is always warm clean and quiet enough to get study done. Staff are always willing to help.*

## Reasons given for non-completion of task:

- Article too recent to be online
- 'There is limitations with the Databases and not all articles are made available.'
- Library did not have the text
- Unable to find books or reference about particular person
- Prefers to browse print books
- Not sure how to request a book
- Trouble submitting a booking
- Not enough time and/or experience
- Delay in getting an answer via Live Help chat service