



# Unitec Library Client Survey Report

May 2010

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# 1. Introduction

## Background

Insync Surveys ensures that libraries can measure performance against each other, which in turn enables libraries to develop the highest possible standards of service for library users. Consistent with this principle, Insync Surveys was retained by the Unitec Library to conduct a survey of its clients so that their views, ideas, and suggestions can be considered as part of its commitment to improvement. The results of the Library's client survey are compared with other libraries in the Insync Surveys database, which has been built over 10 years.

## Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key client concerns. More specifically, the survey aims to:

- identify, prioritize and manage the key issues affecting clients
- allow the Library's performance to be measured and monitored over time
- provide clients with the opportunity to communicate openly and honestly with the management team of the Library
- compare results with other libraries so that performance can be measured against industry best practice standards

## Survey process

The survey required all clients to provide some demographic information. It then displayed 30 statements considered critical to the success of the Library. Clients were asked to rate each statement twice – first to measure the importance of each of the statements to them and second to measure their impression of the Library's performance on each statement.

Clients of the Library were given the opportunity to participate in the survey in May 2010 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the clients are identified. The survey could only be completed online.

This is the first survey of its kind to be undertaken by the Library.

## Scaling

The adoption of a seven-point scale provides very valid discrimination of stakeholder attitudes across the questions that are asked in the survey instrument. We have also found through our research that a seven-point scale is sufficiently interval in nature to apply standard statistical tests of the means that are produced from such scales. Accordingly, the results we produce involve analysis of the mean responses to each of the questions asked, across all demographic categories.

Note that the middle option (4) in the seven point scale allows for respondents to “neither agree nor disagree”.

## Response statistics

The following tables detail the number of usable survey forms received from clients of the Library. Where clients do not indicate their demographic information, forms are classified as 'unspecified'.

This year the survey generated 821 responses. This number provides a fair degree of confidence in the results obtained at the overall level. The confidence level based on the library patron population is 95% +/- 3.33%.

Unitec Library Client Survey May 2010 Response Statistics		
Total	821	
Which facility do you use most?	n	%
Mt Albert, Main Library	450	54.8%
Mt Albert, Student Computer Centre	73	8.9%
Mt Albert, Building One Library	120	14.6%
North Shore Information Commons	16	1.9%
Waitakere Library, level 3	149	18.1%
Waitakere, Te Puna Ora	13	1.6%
Unspecified	0	0.0%
What single category best describes you?		
Certificate	141	17.2%
Diploma	135	16.4%
Bachelors	398	48.5%
Postgraduate	71	8.6%
Academic/Research staff	31	3.8%
Allied staff	24	2.9%
Other	18	2.2%
Unspecified	3	0.4%
Which ethnic/cultural group do you most identify with?		
New Zealander European	383	46.7%
Maori	50	6.1%
Chinese	68	8.3%
Other Asian	49	6.0%
Indian	58	7.1%
Pasifika	90	11.0%
Other	118	14.4%
Unspecified	5	0.6%

Unitec Library Client Survey May 2010 Response Statistics		
Total	821	
What is your major area of study, teaching or research?	n	%
Applied Technology and Trades	34	4.1%
Architecture and Landscape	59	7.2%
Business Studies	100	12.2%
Communication Studies	34	4.1%
Community and Social Practice	36	4.4%
Computing and Information Technology	46	5.6%
Construction and Civil Engineering	65	7.9%
Design and Visual Arts	61	7.4%
Education	36	4.4%
Foundation Studies	53	6.5%
Health	115	14.0%
Language Studies	26	3.2%
Maori Education	1	0.1%
Natural Sciences	75	9.1%
Performing and Screen Arts	20	2.4%
Sport	26	3.2%
Travel and Tourism	8	1.0%
Other	25	3.0%
Unspecified	1	0.1%
In what year did you first start Unitec?		
Before 2006	82	10.0%
2006	43	5.2%
2007	57	6.9%
2008	115	14.0%
2009	214	26.1%
2010	310	37.8%
Unspecified	0	0.0%

Unitec Library Client Survey May 2010 Response Statistics		
Total	821	
How often do you come into the Library/Centre?	n	%
Daily	157	19.1%
2-4 days a week	309	37.6%
Weekly	148	18.0%
Fortnightly	62	7.6%
Monthly	39	4.8%
Rarely (ie. A few times a year)	30	3.7%
Never	3	0.4%
Unspecified	73	8.9%
How often do you access the Library/Centre online?		
Daily	104	12.7%
2-4 days a week	267	32.5%
Weekly	195	23.8%
Fortnightly	60	7.3%
Monthly	51	6.2%
Rarely (i.e. a few times a year)	48	5.8%
Never	16	1.9%
Unspecified	80	9.7%
How often are you required to be on campus?		
Daily	285	34.7%
2-4 days a week	373	45.4%
Weekly	51	6.2%
Fortnightly	6	0.7%
Monthly	12	1.5%
Rarely (i.e. a few times a year)	20	2.4%
Never	1	0.1%
Unspecified	73	8.9%

## Rating importance but not performance

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate importance. These importance rankings are tabled below. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.

Unitec Library Client Survey May 2010				
Response Statistics: Importance (Performance N/A)				
Variable	Total 821			
	Importance			
	Mean	Rank	#	%
The library catalogue is easy to use	6.08	1	25	3.05%
The library web site is easy to use	6.00	2	21	2.56%
When I am away from campus I can access the Library resources and services	5.85	3	33	4.02%
Online resources (eg ejournals, databases, ebooks) meet my learning and	5.76	4	37	4.51%
Information resources located in the Library (e.g. books, journals, DVDs) meet	5.76	5	41	4.99%
Library staff are approachable and helpful	5.74	6	27	3.29%
The Library web site provides useful information	5.67	7	30	3.65%
Library staff provide accurate answers to my enquiries	5.63	8	30	3.65%
Course specific resources (e.g. Course Reserve, Exam Papers) meet my	5.63	9	64	7.80%
Books and articles I have requested from other Unitec libraries and Unitec	5.56	10	84	10.23%
Library staff treat me fairly and without discrimination	5.52	11	27	3.29%
Library staff are readily available to assist me	5.52	12	29	3.53%
Self Service (e.g. self check loans, renewals, holds) meets my needs	5.45	13	42	5.12%
Opening hours meet my needs	5.44	14	32	3.90%
The Library is a good place to study	5.34	15	32	3.90%
Printing, scanning and photocopying facilities in the Library meet my needs	5.29	16	34	4.14%
Library signage is clear	5.27	17	37	4.51%
Face-to-face enquiry services meet my needs	5.26	18	34	4.14%
The items I'm looking for on the library shelves are usually there	5.24	19	29	3.53%
The Library anticipates my learning and research needs	5.15	20	39	4.75%
Library online tools (e.g. subject guides, podcasts etc) are clear and useful	5.15	20	52	6.33%
I am kept informed about Library services	5.05	22	39	4.75%
Online assistance and training for finding information is adequate	5.05	23	62	7.55%
I can find a place in the Library to work in a group when I need to	5.00	24	50	6.09%
I can get wireless access in the Library when I need to	5.00	24	61	7.43%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.96	26	46	5.60%
Library workshops and classes help me with my learning and research needs	4.93	27	75	9.14%
I can find a quiet place in the Library to study when I need to	4.88	28	24	2.92%
Online enquiry services (e.g. Chat Live, IM, Text a Librarian) meet my needs	4.58	29	99	12.06%
A computer is available when I need one	4.48	30	29	3.53%

Please note: # refers to the number of responses to each statement.



## 2. Detailed results interpretation

### What clients believe is important for the library

The importance scores, along with the performance rankings, of every variable are listed in descending priority order in the table below.

Unitec New Zealand Library Survey Results, May 2010				
Mean Importance Scores — All Respondents				
821 Responses				
	Importance		Performance	
	Mean	Rank	Mean	Rank
Library staff are approachable and helpful	6.50	1	6.17	2
Library staff provide accurate answers to my enquiries	6.48	2	6.07	3
Library staff treat me fairly and without discrimination	6.46	3	6.30	1
Library staff are readily available to assist me	6.45	4	6.01	4
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.40	5	5.47	14
I can get wireless access in the Library when I need to	6.38	6	6.01	5
Printing, scanning and photocopying facilities in the Library meet my needs	6.37	7	5.53	12
The library catalogue is easy to use	6.35	8	5.54	11
The library web site is easy to use	6.33	9	5.67	8
When I am away from campus I can access the Library resources and services I need	6.31	10	5.71	7
Face-to-face enquiry services meet my needs	6.29	11	5.87	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.29	12	5.41	15
I can find a quiet place in the Library to study when I need to	6.28	13	4.90	29
The Library is a good place to study	6.22	14	5.29	21
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	6.20	15	5.31	19
Opening hours meet my needs	6.20	16	5.25	22
The items I'm looking for on the library shelves are usually there	6.18	17	5.09	26
The Library web site provides useful information	6.17	18	5.65	9
A computer is available when I need one	6.12	19	4.38	30
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08	20	5.40	16
Books and articles I have requested from other Unitec libraries and Unitec campuses are delivered promptly	6.05	21	5.51	13
I can find a place in the Library to work in a group when I need to	6.02	22	5.11	25
Library online tools (e.g. subject guides, podcasts etc) are clear and useful	5.93	23	5.39	17
Self Service (e.g. self check loans, renewals, holds) meets my needs	5.83	24	5.60	10
Online assistance and training for finding information is adequate	5.80	25	5.21	24
The Library anticipates my learning and research needs	5.71	26	5.05	28
Library signage is clear	5.69	27	5.36	18
Library workshops and classes help me with my learning and research needs	5.42	28	5.25	23
Online enquiry services (e.g. Chat Live, IM, Text a Librarian) meet my needs	5.25	29	5.31	20
I am kept informed about Library services	5.23	30	5.07	27

Of the 30 statements in the survey, 22 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to clients.

The themes in the top 10 importance list include library staff providing accurate answers to enquiries, being approachable and helpful, fair and non discriminatory, and readily available to assist. Other themes include ease of using the library web site and catalogue, the adequacy of online resources, printing, scanning and photocopying facilities, and wireless access, and remote access to Library resources and services.

## How clients believe the library is performing

The table below reports, in descending order, the performance ratings of every factor by clients in 2010. The importance scores are also provided for comparison.

Unitec New Zealand Library Survey Results, May 2010				
Mean Performance Score — All Respondents				
821 Responses				
	Performance		Importance	
	Mean	Rank	Mean	Rank
Library staff treat me fairly and without discrimination	6.30	1	6.46	3
Library staff are approachable and helpful	6.17	2	6.50	1
Library staff provide accurate answers to my enquiries	6.07	3	6.48	2
Library staff are readily available to assist me	6.01	4	6.45	4
I can get wireless access in the Library when I need to	6.01	5	6.38	6
Face-to-face enquiry services meet my needs	5.87	6	6.29	11
When I am away from campus I can access the Library resources and services I need	5.71	7	6.31	10
The library web site is easy to use	5.67	8	6.33	9
The Library web site provides useful information	5.65	9	6.17	18
Self Service (e.g. self check loans, renewals, holds) meets my needs	5.60	10	5.83	24
The library catalogue is easy to use	5.54	11	6.35	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.53	12	6.37	7
Books and articles I have requested from other Unitec libraries and Unitec campuses are delivered promptly	5.51	13	6.05	21
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	5.47	14	6.40	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.41	15	6.29	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.40	16	6.08	20
Library online tools (e.g. subject guides, podcasts etc) are clear and useful	5.39	17	5.93	23
Library signage is clear	5.36	18	5.69	27
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	5.31	19	6.20	15
Online enquiry services (e.g. Chat Live, IM, Text a Librarian) meet my needs	5.31	20	5.25	29
The Library is a good place to study	5.29	21	6.22	14
Opening hours meet my needs	5.25	22	6.20	16
Library workshops and classes help me with my learning and research needs	5.25	23	5.42	28
Online assistance and training for finding information is adequate	5.21	24	5.80	25
I can find a place in the Library to work in a group when I need to	5.11	25	6.02	22
The items I'm looking for on the library shelves are usually there	5.09	26	6.18	17
I am kept informed about Library services	5.07	27	5.23	30
The Library anticipates my learning and research needs	5.05	28	5.71	26
I can find a quiet place in the Library to study when I need to	4.90	29	6.28	13
A computer is available when I need one	4.38	30	6.12	19

The survey identified 28 out of 30 variables with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Five factors in the top 10 performance list relate to library staff – more specifically: their fairness, approachability and helpfulness, their availability to assist, their provision of accurate answers to enquiries, and the adequacy of the face-to-face enquiry service. The remaining factors relate to the ease of use and usefulness of the web site, adequacy of self-service facilities, wireless access, and remote access to Library resources and services.

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

- Library staff treat me fairly and without discrimination
- Library staff are approachable and helpful
- Library staff provide accurate answers to my enquiries
- Library staff are readily available to assist me
- I can get wireless access in the Library when I need to
- When I am away from campus I can access the Library resources and services I need
- The library web site is easy to use

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

At the other end of the scale are the lowest performing factors. The lowest 10 performance list has no factor in common with the top 10 importance list, which is encouraging. The 10 lowest performers were:

- A computer is available when I need one
- I can find a quiet place in the Library to study when I need to
- The Library anticipates my learning and research needs
- I am kept informed about Library services
- The items I'm looking for on the library shelves are usually there
- I can find a place in the Library to work in a group when I need to
- Online assistance and training for finding information is adequate
- Library workshops and classes help me with my learning and research needs
- Opening hours meet my needs
- The Library is a good place to study

## Where clients believe the library can improve

In identifying factors for improvement, Insync Surveys analyzes the perceived difference – or ‘gap’ – between the importance and performance scores for each variable. Based on our experience, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be acted upon.

This table reports the gap scores with reference to the importance ratings for the 2010 survey.

Unitec New Zealand Library Survey Results, May 2010				
Mean Gap Scores — All Respondents				
821 Responses				
	Gap		Importance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	1.74	1	6.12	19
I can find a quiet place in the Library to study when I need to	1.38	2	6.28	13
The items I'm looking for on the library shelves are usually there	1.08	3	6.18	17
Opening hours meet my needs	0.95	4	6.20	16
The Library is a good place to study	0.93	5	6.22	14
Online resources (eg e-journals, databases, ebooks) meet my learning and research needs	0.93	6	6.40	5
I can find a place in the Library to work in a group when I need to	0.91	7	6.02	22
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.89	8	6.20	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.88	9	6.29	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.84	10	6.37	7
The library catalogue is easy to use	0.80	11	6.35	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.68	12	6.08	20
The library web site is easy to use	0.66	13	6.33	9
The Library anticipates my learning and research needs	0.65	14	5.71	26
When I am away from campus I can access the Library resources and services I need	0.60	15	6.31	10
Online assistance and training for finding information is adequate	0.59	16	5.80	25
Library online tools (e.g. subject guides, podcasts etc) are clear and useful	0.55	17	5.93	23
Books and articles I have requested from other Unitec libraries and Unitec campuses are delivered promptly	0.54	18	6.05	21
The Library web site provides useful information	0.51	19	6.17	18
Library staff are readily available to assist me	0.44	20	6.45	4
Face-to-face enquiry services meet my needs	0.42	21	6.29	11
Library staff provide accurate answers to my enquiries	0.42	22	6.48	2
I can get wireless access in the Library when I need to	0.37	23	6.38	6
Library signage is clear	0.33	24	5.69	27
Library staff are approachable and helpful	0.32	25	6.50	1
Self Service (e.g. self check loans, renewals, holds) meets my needs	0.24	26	5.83	24
Library workshops and classes help me with my learning and research needs	0.17	27	5.42	28
Library staff treat me fairly and without discrimination	0.16	28	6.46	3
I am kept informed about Library services	0.16	29	5.23	30
Online enquiry services (e.g. Chat Live, IM, Text a Librarian) meet my needs	-0.06	30	5.25	29

Of all the 30 variables, none recorded a gap score in the substantial range, which is a positive result for the Library.

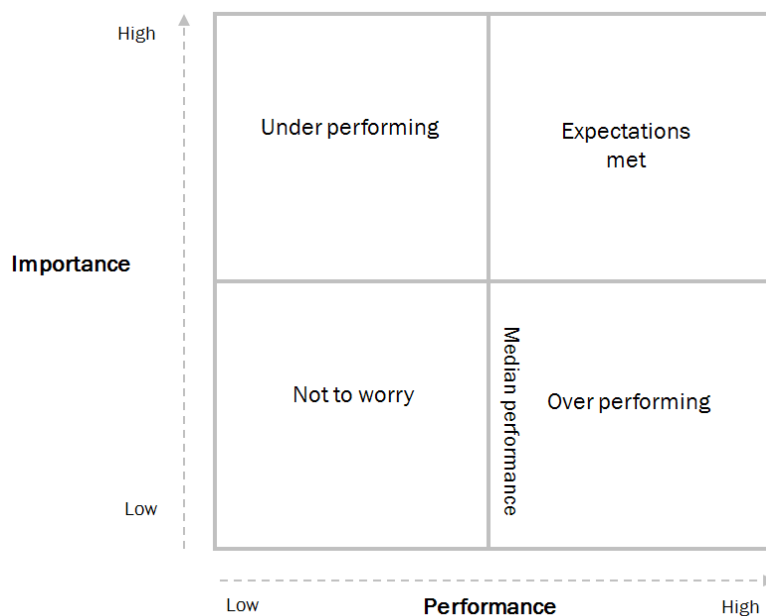
The top 10 gap list contains two factors from the top 10 importance list:

- Online resources (eg e-journals, databases, e-books) meet my learning and research needs (a top 25% benchmark performer)
- Printing, scanning and photocopying facilities in the Library meet my needs (a top 25% benchmark performer)

## The gap grid analysis

Analysis of the gap scores enable the Library to prioritise strategies for improvement in terms of those factors considered most pressing by clients. This information is reported in the gap grid (see detailed data report). The gap grid is a two dimensional visual tool that allows you to see the position of each factor in relation to both its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score (color coded). In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid into four quadrants, as displayed in the figure below.



## Prioritising potential improvement opportunities

A review of the library-wide gap grid has identified no serious improvement opportunities for the Library. However, a watch should be kept on:

- A computer is available when I need one  
(a bottom 50% benchmark performer)
- I can find a quiet place in the Library to study when I need to  
(a bottom 50% benchmark performer)
- The items I'm looking for on the library shelves are usually there  
(a bottom 50% benchmark performer)

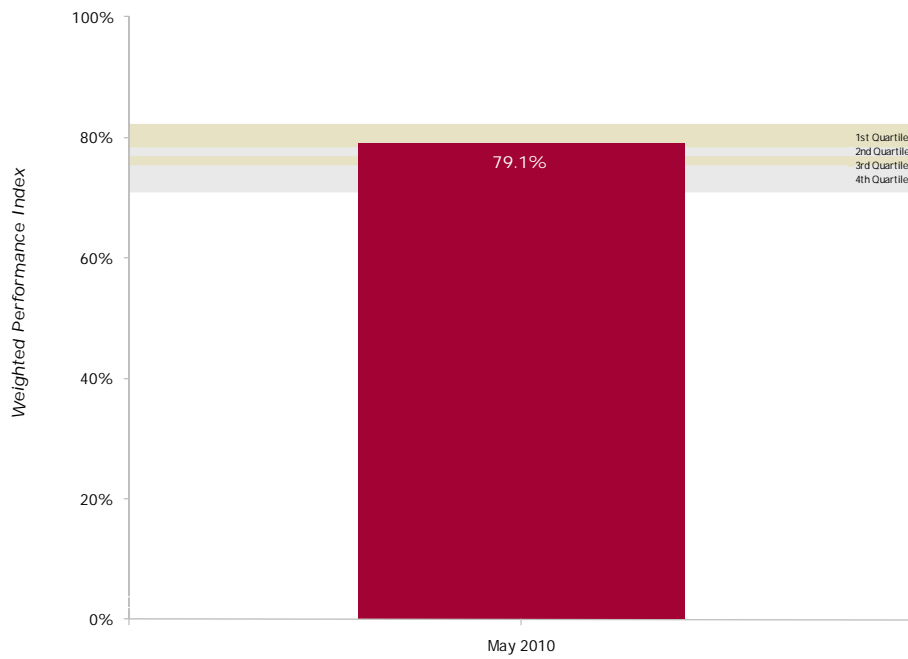
Although these factors did not record gap scores greater than 2.00, it may be prudent to explore how these areas could be addressed before they become problematic.

## Comparison with other libraries

### Weighted performance index

The Library recorded an overall score of 79.1%. This places the Unitec Library in the top 25% of libraries that have surveyed with us over the last 2 years.

### Weighted performance index



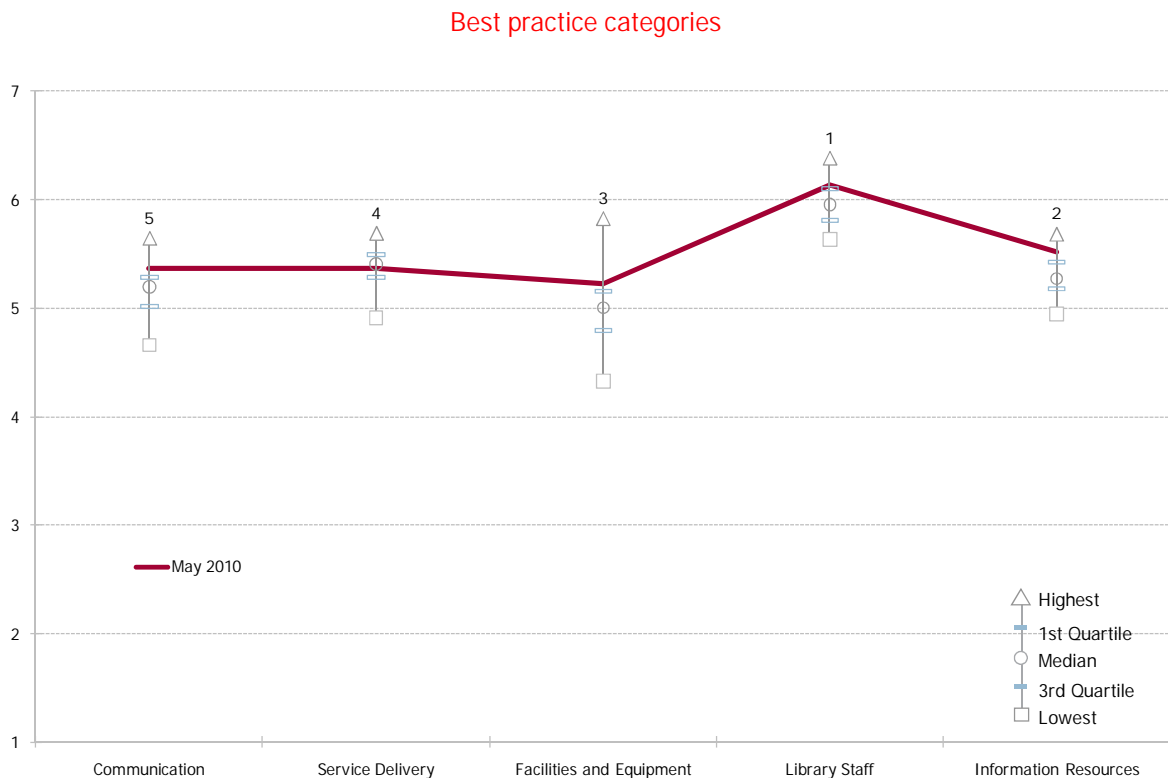
### Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the five best practice categories. At the time the Unitec Library Client Survey was administered, 37 other libraries had completed benchmark surveys. It is this group that makes up the comparison group.

The three highest priority categories for the clients of the Unitec Library are Library Staff, Information Resources and Facilities and Equipment (as indicated by the bold numbers in the following graph).

Four categories are performing in the first quartile (top 25%) when benchmarked externally – Communication, Facilities and Equipment, Library Staff and Information Resources. Service Delivery is performing just under the median.

A more specific view of results on each variable within the categories can be found in the detailed data analysis.





## Scorecard

The following scorecard presents similar information to the previous graph however the emphasis here is on the numerical scores of the Library in each category.

The Library performed highest on the category of Library Staff, with a score of 87.7%. The lowest score was identified for Facilities & Equipment at 74.7%.

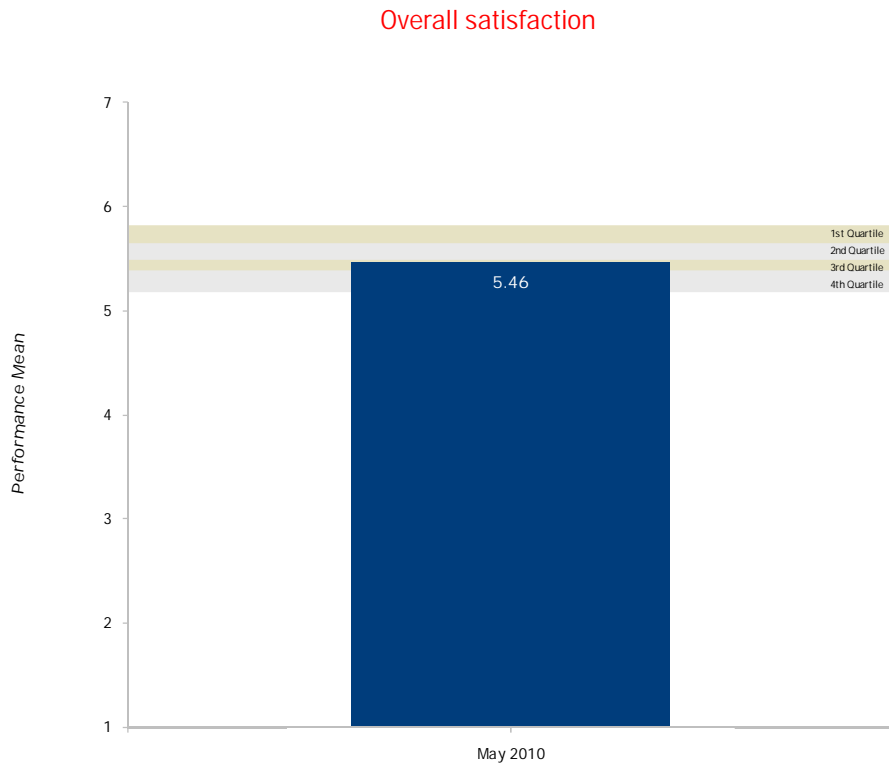
The information in the table also enables a comparison of the Library results with the highest, lowest and median performers in the Insync Surveys database.

### Scorecard

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
April 2010	76.6%	76.6%	74.7%	87.7%	78.8%	79.1%
Highest Performer in Database	80.6%	81.2%	83.2%	91.1%	81.1%	82.2%
Median	74.3%	77.3%	71.6%	85.1%	75.3%	76.9%
Lowest Performer in Database	66.6%	70.2%	61.9%	80.5%	70.7%	71.0%

Overall satisfaction

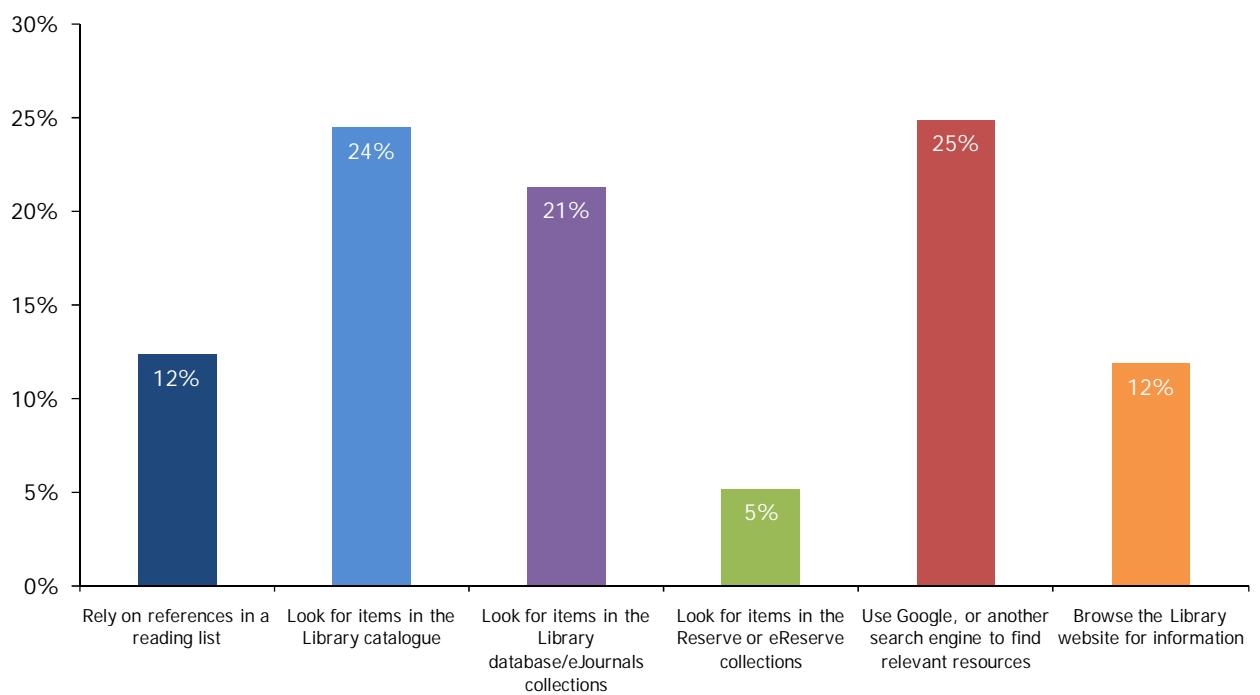
Respondents were asked to provide a general assessment of their satisfaction with the Library (see graph below). In this case, the overall average of 5.46 (78.0%) places the Library in the third quartile (or bottom 50%) when compared with other libraries that have surveyed over the last two years.



## Looking for Information

Respondents were asked about their information seeking experiences, and were presented with three multiple choice statements. The following bar charts display in percentage terms the preferences of respondents for each of the three variables.

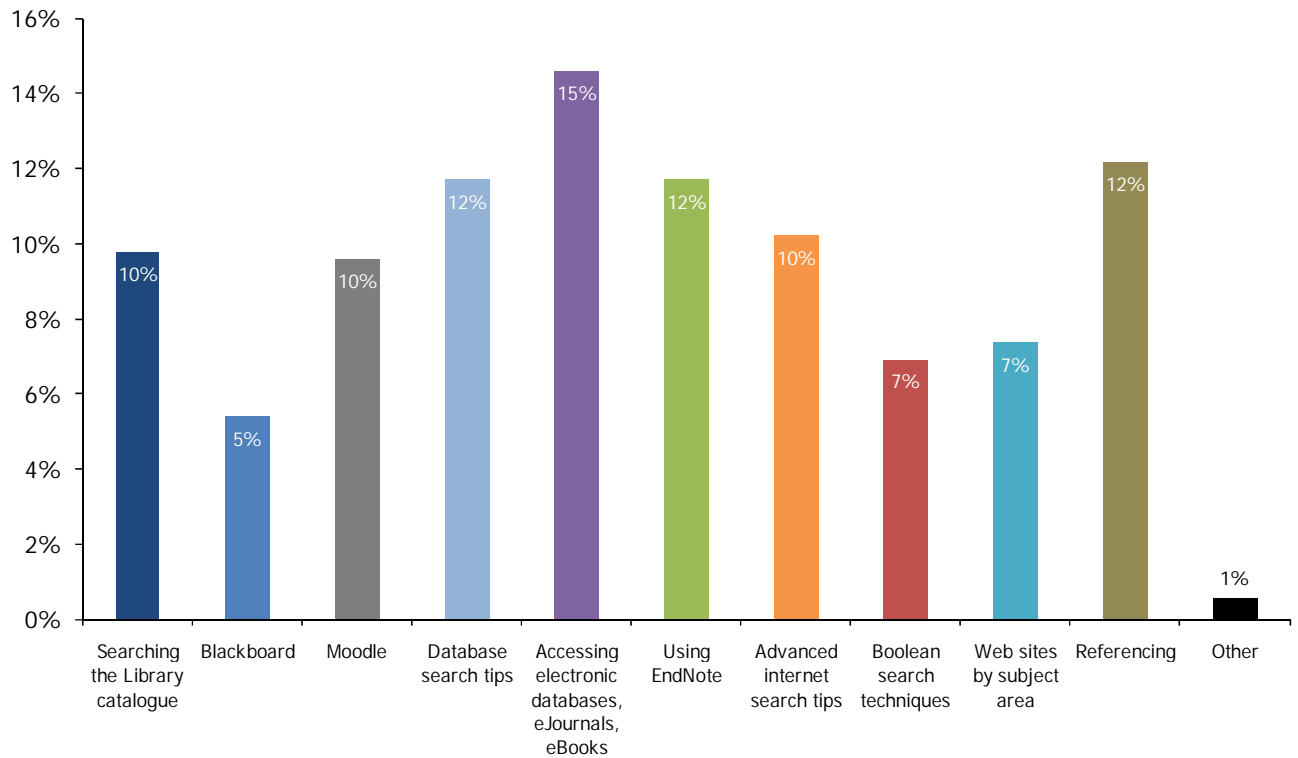
When I research a topic I...



N=2118

Please note that multiple responses were permitted for this question, therefore inflating the sample size (N).

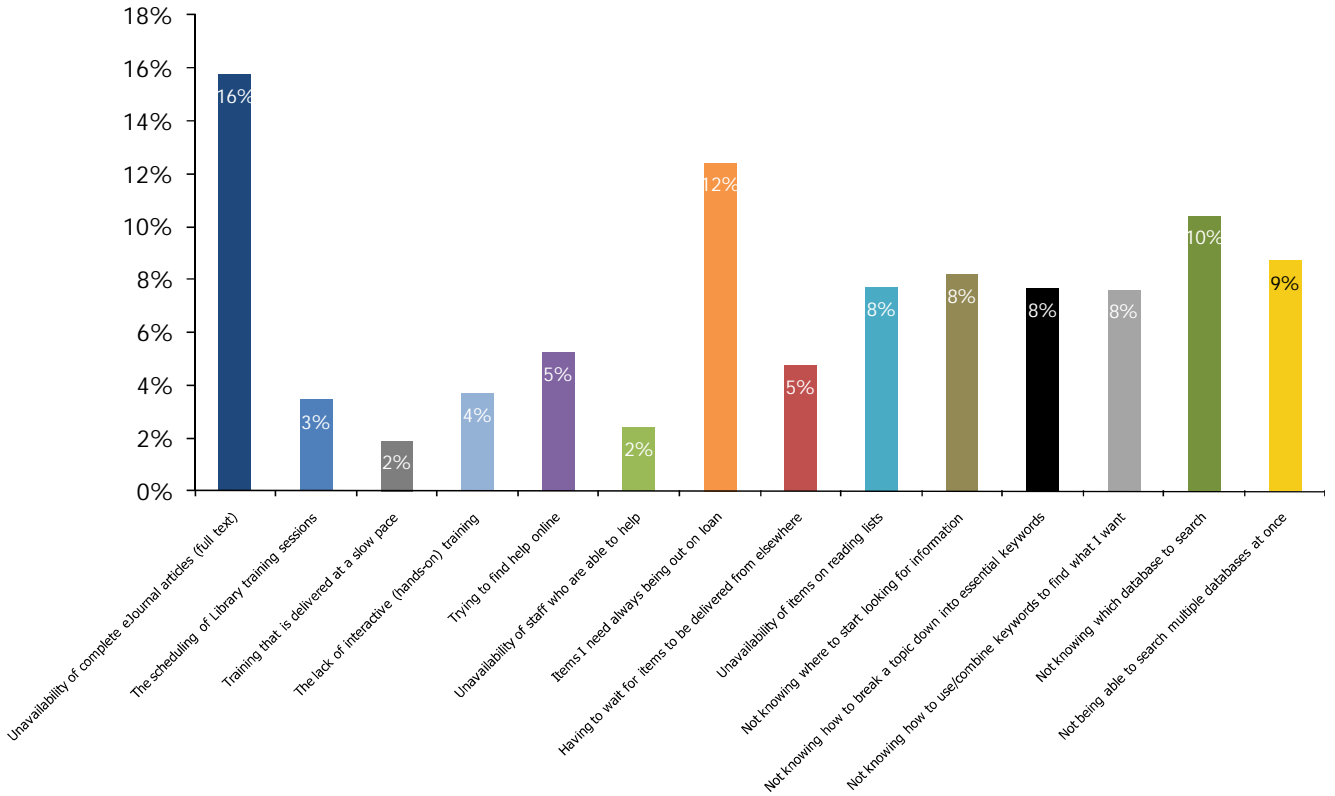
I want to learn more about...



N=2282

Please note that multiple responses were permitted for this question, therefore inflating the sample size (N).

I am frustrated by...



N=2035

Please note that multiple responses were permitted for this question, therefore inflating the sample size (N).

### 3. Summary of results: grouped by demographics

The following tables show the top 5 improvement opportunities (gaps) across each of the major demographic breakdowns within Unitec.

When considering the following tables, there are a few things to keep in mind. Caution should be exercised when interpreting the data for groups with fewer than 25 responses, as a small response number can lead to unstable mean scores.

Secondly, if a factor is highlighted, it means that it is unique – that is, not shared by any other group in that demographic breakdown.

Based on our experience, gaps between 1.0 and 1.99 are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be acted upon.

## How often do you come into the Library/Centre?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	
How often do you come into the Library/Centre?	
Unique Factors	
Daily (157 Responses)	Gap Score
A computer is available when I need one	1.76
I can find a quiet place in the Library to study when I need to	1.51
Opening hours meet my needs	1.23
The items I'm looking for on the library shelves are usually there	1.03
The Library is a good place to study	1.00
2-4 days a week (309 Responses)	Gap Score
A computer is available when I need one	1.91
I can find a quiet place in the Library to study when I need to	1.54
The items I'm looking for on the library shelves are usually there	1.22
Opening hours meet my needs	1.12
The Library is a good place to study	1.09
Weekly (148 Responses)	Gap Score
A computer is available when I need one	1.82
I can find a quiet place in the Library to study when I need to	1.29
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.12
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.10
The items I'm looking for on the library shelves are usually there	1.07
Fortnightly (62 Responses)	Gap Score
A computer is available when I need one	1.30
I can find a quiet place in the Library to study when I need to	1.24
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.92
The items I'm looking for on the library shelves are usually there	0.86
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.84
Monthly (39 Responses)	Gap Score
The library web site is easy to use	0.98
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.95
The Library web site provides useful information	0.90
A computer is available when I need one	0.87
The items I'm looking for on the library shelves are usually there	0.83
Rarely (ie. A few times a year) (30 Responses)	Gap Score
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.08
A computer is available when I need one	0.90
The library catalogue is easy to use	0.80
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.75
The library web site is easy to use	0.62

## How often do you access the Library/Centre online?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	Unique Factors
How often do you access the Library/Centre online?	
Daily (104 Responses)	Gap Score
A computer is available when I need one	1.72
I can find a quiet place in the Library to study when I need to	1.21
Opening hours meet my needs	1.02
The items I'm looking for on the library shelves are usually there	0.88
Online resources (eg eJournals, databases, ebooks) meet my learning and research needs	0.83
2-4 days a week (267 Responses)	Gap Score
A computer is available when I need one	1.82
I can find a quiet place in the Library to study when I need to	1.48
The items I'm looking for on the library shelves are usually there	1.32
I can find a place in the Library to work in a group when I need to	1.08
The Library is a good place to study	1.04
Weekly (195 Responses)	Gap Score
A computer is available when I need one	1.82
I can find a quiet place in the Library to study when I need to	1.49
Opening hours meet my needs	1.09
The items I'm looking for on the library shelves are usually there	1.05
The Library is a good place to study	1.02
Fortnightly (60 Responses)	Gap Score
A computer is available when I need one	1.68
I can find a quiet place in the Library to study when I need to	1.59
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.40
I can find a place in the Library to work in a group when I need to	1.35
The Library is a good place to study	1.20
Monthly (51 Responses)	Gap Score
A computer is available when I need one	1.44
I can find a quiet place in the Library to study when I need to	1.22
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.11
The library catalogue is easy to use	1.02
The items I'm looking for on the library shelves are usually there	0.94
Rarely (i.e. a few times a year) (48 Responses)	Gap Score
A computer is available when I need one	1.55
Opening hours meet my needs	1.07
The library catalogue is easy to use	0.80
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.79
I can find a quiet place in the Library to study when I need to	0.77



Unitec Library Client Survey May 2010

Top 5 Gap Scores by Demographic

Unique Factors

How often do you access the Library/Centre online?

Never (16 Responses)	Gap Score
A computer is available when I need one	2.12
Printing, scanning and photocopying facilities in the Library meet my needs	1.02
Online assistance and training for finding information is adequate	1.00
Library staff are approachable and helpful	0.97
The Library is a good place to study	0.92

How often are you required to be on campus?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	
How often are you required to be on campus?	
Unique Factors	
Daily (285 Responses)	Gap Score
A computer is available when I need one	1.82
I can find a quiet place in the Library to study when I need to	1.44
The items I'm looking for on the library shelves are usually there	1.11
The Library is a good place to study	1.08
Opening hours meet my needs	1.07
2-4 days a week (373 Responses)	Gap Score
A computer is available when I need one	1.82
I can find a quiet place in the Library to study when I need to	1.41
The items I'm looking for on the library shelves are usually there	1.09
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.00
Opening hours meet my needs	0.98
Weekly (51 Responses)	Gap Score
A computer is available when I need one	1.20
I can find a quiet place in the Library to study when I need to	0.98
Printing, scanning and photocopying facilities in the Library meet my needs	0.90
The items I'm looking for on the library shelves are usually there	0.88
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.80
Monthly (12 Responses)	Gap Score
Opening hours meet my needs	1.65
The items I'm looking for on the library shelves are usually there	1.35
A computer is available when I need one	1.30
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.96
I can find a place in the Library to work in a group when I need to	0.86
Rarely (i.e. a few times a year) (20 Responses)	Gap Score
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.56
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	1.50
I can find a quiet place in the Library to study when I need to	1.36
A computer is available when I need one	1.31
The library catalogue is easy to use	1.22

## Which facility do you use most?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	Unique Factors
Which facility do you use most?	
<b>Mt Albert, Main Library (450 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.58
I can find a quiet place in the Library to study when I need to	1.11
The items I'm looking for on the library shelves are usually there	0.90
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.79
Opening hours meet my needs	0.79
<b>Mt Albert, Student Computer Centre (73 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.59
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.93
I can find a quiet place in the Library to study when I need to	0.91
The items I'm looking for on the library shelves are usually there	0.86
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.80
<b>Mt Albert, Building One Library (120 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	2.88
Printing, scanning and photocopying facilities in the Library meet my needs	2.16
I can find a quiet place in the Library to study when I need to	2.00
The Library is a good place to study	1.56
The items I'm looking for on the library shelves are usually there	1.52
<b>North Shore Information Commons (16 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.58
I can find a quiet place in the Library to study when I need to	1.32
Books and articles I have requested from other Unitec libraries and Unitec campuses are delivered	1.00
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.99
I can find a place in the Library to work in a group when I need to	0.91
<b>Waitakere Library, level 3 (149 Responses)</b>	<b>Gap Score</b>
I can find a quiet place in the Library to study when I need to	1.78
I can find a place in the Library to work in a group when I need to	1.43
The items I'm looking for on the library shelves are usually there	1.38
The Library is a good place to study	1.36
A computer is available when I need one	1.36
<b>Waitakere, Te Puna Ora (13 Responses)</b>	<b>Gap Score</b>
I can find a quiet place in the Library to study when I need to	1.91
Opening hours meet my needs	1.89
I can find a place in the Library to work in a group when I need to	1.55
The Library is a good place to study	1.33
A computer is available when I need one	1.30

## What single category best describes you?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	Unique Factors
What single category best describes you?	
<b>Certificate (141 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	0.99
I can find a quiet place in the Library to study when I need to	0.62
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.60
The items I'm looking for on the library shelves are usually there	0.50
<b>Online assistance and training for finding information is adequate</b>	<b>0.44</b>
<b>Diploma (135 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.61
I can find a quiet place in the Library to study when I need to	1.05
Opening hours meet my needs	0.92
The items I'm looking for on the library shelves are usually there	0.91
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.83
<b>Bachelors (398 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.99
I can find a quiet place in the Library to study when I need to	1.70
The items I'm looking for on the library shelves are usually there	1.28
<b>The Library is a good place to study</b>	<b>1.23</b>
Opening hours meet my needs	1.22
<b>Postgraduate (71 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	2.08
The items I'm looking for on the library shelves are usually there	1.52
I can find a quiet place in the Library to study when I need to	1.52
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.39
Opening hours meet my needs	1.14
<b>Academic/Research staff (31 Responses)</b>	<b>Gap Score</b>
<b>The library web site is easy to use</b>	<b>1.59</b>
<b>The library catalogue is easy to use</b>	<b>1.50</b>
I can find a place in the Library to work in a group when I need to	1.45
I can find a quiet place in the Library to study when I need to	1.44
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.41
<b>Allied staff (24 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.63
I can find a place in the Library to work in a group when I need to	1.55
<b>Printing, scanning and photocopying facilities in the Library meet my needs</b>	<b>1.42</b>
<b>Laptop facilities (e.g. desks, power) in the Library meet my needs</b>	<b>1.36</b>
<b>Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and</b>	<b>1.33</b>

## Unitec Library Client Survey May 2010

Top 5 Gap Scores by Demographic

Unique Factors

What single category best describes you?

Other (18 Responses)	Gap Score
The items I'm looking for on the library shelves are usually there	1.46
A computer is available when I need one	1.30
I can find a quiet place in the Library to study when I need to	0.81
Library online tools (e.g. subject guides, podcasts etc) are clear and useful	0.72
The Library anticipates my learning and research needs	0.71

What is your major area of study, teaching or research?

Unitec Library Client Survey May 2010 Top 5 Gap Scores by Demographic What is your major area of study, teaching or research?	
Unique Factors	
<b>Applied Technology and Trades (34 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.11
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.96
The items I'm looking for on the library shelves are usually there	0.78
Opening hours meet my needs	0.68
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.56
<b>Architecture and Landscape (59 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	3.13
I can find a quiet place in the Library to study when I need to	2.26
Printing, scanning and photocopying facilities in the Library meet my needs	2.26
The Library is a good place to study	1.69
Opening hours meet my needs	1.42
<b>Business Studies (100 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.59
I can find a quiet place in the Library to study when I need to	1.28
I can find a place in the Library to work in a group when I need to	0.91
The items I'm looking for on the library shelves are usually there	0.90
Opening hours meet my needs	0.85
<b>Communication Studies (34 Responses)</b>	<b>Gap Score</b>
I can find a quiet place in the Library to study when I need to	1.45
A computer is available when I need one	1.43
I can find a place in the Library to work in a group when I need to	1.16
The library catalogue is easy to use	1.15
The Library is a good place to study	0.98
<b>Community and Social Practice (36 Responses)</b>	<b>Gap Score</b>
I can find a place in the Library to work in a group when I need to	1.23
I can find a quiet place in the Library to study when I need to	1.00
Opening hours meet my needs	0.98
A computer is available when I need one	0.94
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.84
<b>Computing and Information Technology (46 Responses)</b>	<b>Gap Score</b>
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.35
Opening hours meet my needs	1.20
<b>When I am away from campus I can access the Library resources and services I need</b>	<b>0.89</b>
The items I'm looking for on the library shelves are usually there	0.85
I can find a quiet place in the Library to study when I need to	0.84

## Unitec Library Client Survey May 2010

### Top 5 Gap Scores by Demographic

Unique Factors

What is your major area of study, teaching or research?

Construction and Civil Engineering (65 Responses)	Gap Score
A computer is available when I need one	2.00
I can find a quiet place in the Library to study when I need to	1.96
Opening hours meet my needs	1.38
The Library is a good place to study	1.30
The items I'm looking for on the library shelves are usually there	1.22
Design and Visual Arts (61 Responses)	Gap Score
Printing, scanning and photocopying facilities in the Library meet my needs	2.18
A computer is available when I need one	2.14
I can find a quiet place in the Library to study when I need to	1.73
The items I'm looking for on the library shelves are usually there	1.48
The Library is a good place to study	1.33
Education (36 Responses)	Gap Score
A computer is available when I need one	1.00
The items I'm looking for on the library shelves are usually there	0.96
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.93
The library catalogue is easy to use	0.71
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.62
Foundation Studies (53 Responses)	Gap Score
The items I'm looking for on the library shelves are usually there	1.02
A computer is available when I need one	0.98
I can find a quiet place in the Library to study when I need to	0.56
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.53
Opening hours meet my needs	0.51
Health (115 Responses)	Gap Score
I can find a quiet place in the Library to study when I need to	2.10
The Library is a good place to study	1.68
A computer is available when I need one	1.60
I can find a place in the Library to work in a group when I need to	1.55
The items I'm looking for on the library shelves are usually there	1.55
Language Studies (26 Responses)	Gap Score
A computer is available when I need one	1.29
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.90
The library catalogue is easy to use	0.88
The library web site is easy to use	0.73
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.70

Unitec Library Client Survey May 2010 Top 5 Gap Scores by Demographic What is your major area of study, teaching or research? <span style="float: right; background-color: #f4a460; padding: 2px 5px;">Unique Factors</span>	
Natural Sciences (75 Responses)	Gap Score
A computer is available when I need one	2.28
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.23
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.09
<b>Laptop facilities (e.g. desks, power) in the Library meet my needs</b>	<b>1.09</b>
I can find a quiet place in the Library to study when I need to	0.98
Performing and Screen Arts (20 Responses)	Gap Score
A computer is available when I need one	2.35
Opening hours meet my needs	1.88
The items I'm looking for on the library shelves are usually there	1.24
I can find a quiet place in the Library to study when I need to	1.18
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.00
Sport (26 Responses)	Gap Score
A computer is available when I need one	2.46
The library catalogue is easy to use	1.49
I can find a quiet place in the Library to study when I need to	1.24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	1.21
The library web site is easy to use	1.21
Other (25 Responses)	Gap Score
A computer is available when I need one	2.17
I can find a place in the Library to work in a group when I need to	1.52
I can find a quiet place in the Library to study when I need to	1.47
<b>Online assistance and training for finding information is adequate</b>	<b>1.30</b>
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.20



Which ethnic/cultural group do you most identify with?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	Unique Factors
Which ethnic/cultural group do you most identify with?	
<b>New Zealander European (383 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.90
I can find a quiet place in the Library to study when I need to	1.65
The items I'm looking for on the library shelves are usually there	1.21
Online resources (eg e journals, databases, ebooks) meet my learning and research needs	1.18
The Library is a good place to study	1.11
<b>Maori (50 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.90
Opening hours meet my needs	1.15
Printing, scanning and photocopying facilities in the Library meet my needs	1.01
The items I'm looking for on the library shelves are usually there	0.97
I can find a quiet place in the Library to study when I need to	0.91
<b>Chinese (68 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.61
I can find a quiet place in the Library to study when I need to	1.21
The items I'm looking for on the library shelves are usually there	1.05
Opening hours meet my needs	0.83
The Library is a good place to study	0.70
<b>Other Asian (49 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.57
The items I'm looking for on the library shelves are usually there	1.20
I can find a place in the Library to work in a group when I need to	1.08
Opening hours meet my needs	1.05
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	1.00
<b>Indian (58 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.30
I can find a quiet place in the Library to study when I need to	1.07
Online resources (eg e journals, databases, ebooks) meet my learning and research needs	0.96
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.93
The Library anticipates my learning and research needs	0.91
<b>Pasifika (90 Responses)</b>	<b>Gap Score</b>
A computer is available when I need one	1.53
I can find a quiet place in the Library to study when I need to	1.18
I can find a place in the Library to work in a group when I need to	1.01
The items I'm looking for on the library shelves are usually there	0.89
Opening hours meet my needs	0.88

Unitec Library Client Survey May 2010

Top 5 Gap Scores by Demographic

Unique Factors

Which ethnic/cultural group do you most identify with?

Other (118 Responses)	Gap Score
A computer is available when I need one	1.78
I can find a quiet place in the Library to study when I need to	1.36
Opening hours meet my needs	1.07
The items I'm looking for on the library shelves are usually there	0.96
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.92

In what year did you first start Unitec?

Unitec Library Client Survey May 2010	
Top 5 Gap Scores by Demographic	
In what year did you first start Unitec?	
Unique Factors	
Before 2006 (82 Responses)	Gap Score
I can find a quiet place in the Library to study when I need to	1.69
A computer is available when I need one	1.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.24
The library catalogue is easy to use	1.23
Printing, scanning and photocopying facilities in the Library meet my needs	1.19
2006 (43 Responses)	Gap Score
A computer is available when I need one	2.00
I can find a place in the Library to work in a group when I need to	1.18
Printing, scanning and photocopying facilities in the Library meet my needs	1.17
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.15
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	1.05
2007 (57 Responses)	Gap Score
I can find a quiet place in the Library to study when I need to	2.04
A computer is available when I need one	1.96
The Library is a good place to study	1.39
The items I'm looking for on the library shelves are usually there	1.39
Opening hours meet my needs	1.33
2008 (115 Responses)	Gap Score
A computer is available when I need one	2.22
I can find a quiet place in the Library to study when I need to	1.38
The items I'm looking for on the library shelves are usually there	1.12
Opening hours meet my needs	1.06
I can find a place in the Library to work in a group when I need to	0.90
2009 (214 Responses)	Gap Score
A computer is available when I need one	1.98
I can find a quiet place in the Library to study when I need to	1.62
Opening hours meet my needs	1.29
The items I'm looking for on the library shelves are usually there	1.26
The Library is a good place to study	1.21
2010 (310 Responses)	Gap Score
A computer is available when I need one	1.36
I can find a quiet place in the Library to study when I need to	1.08
The items I'm looking for on the library shelves are usually there	0.91
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and	0.83
Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	0.80

## 4. Executive Summary

This year the Unitec Library recorded an overall score of 79.1%. This places the Unitec Library in the top 25% of libraries that have surveyed with us over the last 2 years.

The areas of highest importance to Library clients include library staff providing accurate answers to enquiries, being approachable and helpful, fair and non discriminatory, and readily available to assist. Other themes include ease of using the library web site and catalogue, the adequacy of online resources, printing, scanning and photocopying facilities, and wireless access, and remote access to Library resources and services.

Five factors in the top 10 performance list relate to library staff – more specifically: their fairness, approachability and helpfulness, their availability to assist, their provision of accurate answers to enquiries, and the adequacy of the face-to-face enquiry service. The remaining factors relate to the ease of use and usefulness of the web site, adequacy of self-service facilities, wireless access, and remote access to Library resources and services.

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

- Library staff treat me fairly and without discrimination
- Library staff are approachable and helpful
- Library staff provide accurate answers to my enquiries
- Library staff are readily available to assist me
- I can get wireless access in the Library when I need to
- When I am away from campus I can access the Library resources and services I need
- The library web site is easy to use

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

The Library performed highest on the category of Library Staff, with a score of 87.7%. The lowest score was identified for Facilities & Equipment at 74.7%.

The three highest priority categories for the clients of the Unitec Library are Library Staff, Information Resources and Facilities and Equipment.

Four categories are performing in the first quartile (top 25%) when benchmarked externally – Communication, Facilities and Equipment, Library Staff and Information Resources. Service Delivery is performing just under the median.

The survey identified no critical improvement opportunities for the Library. However, a watch should be kept on:

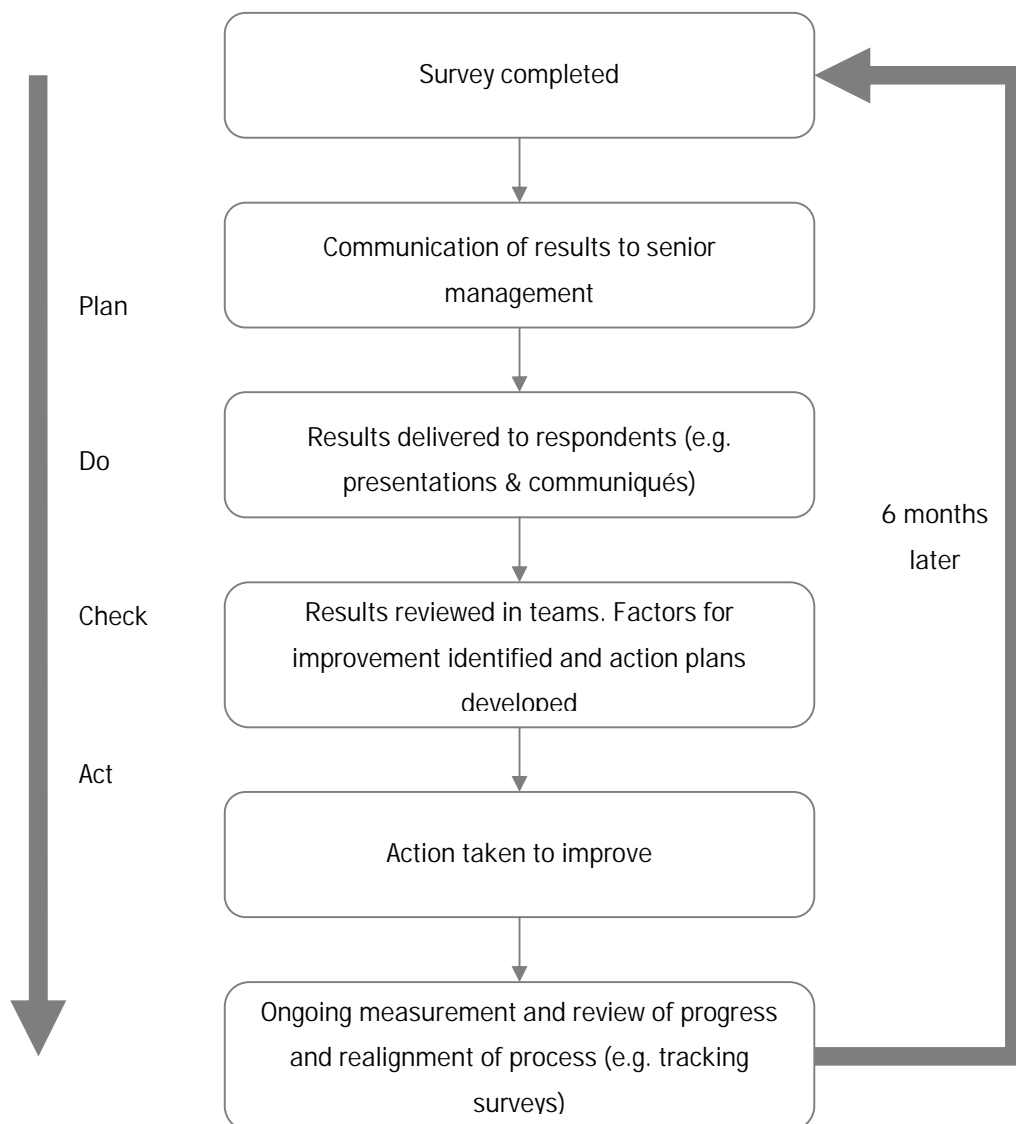
- A computer is available when I need one
- I can find a quiet place in the Library to study when I need to
- The items I'm looking for on the library shelves are usually there

Although these factors did not record gap scores greater than 2.00, it may be prudent to explore how these areas could be addressed before they become problematic.

Respondents were asked to indicate how often they come into the Library/Centre, how often they access the Library online, and how often they are required to be on campus. The most common frequency response for each was 2-4 days a week with response rates of 37.6%, 32.5% and 45.4% respectively. Between 0.4% and 1.9% of respondents indicated their visits (both physical and online) to the Library at Never. The survey respondents are therefore likely to be regular users of library services and as such are more likely to have a comprehensive view of the services provided.

## 5. Next Steps

Planning for the way forward is not limited to the recommendations in this report. A number of other areas may also require consideration. For instance, there may be areas that clients have identified as low in importance but are high priority for the Library. These should be reviewed. It is also important to consider issues unique to different demographic groups and look beyond the overall results. When prioritizing issues for action, it is recommended that a combination of the quantitative analyzes and comments, with the option of future focus groups, be used to gain a more in-depth understanding of student concerns.



## 6. Appendix

Included below is a copy of the Library Client Survey that respondents were asked to fill out. The survey could only be completed online.



Library Client Survey  
2010

powered by  
insyncsurveys

**Draft mode.** Please don't attempt to complete the survey.

### Dear Library User,

This survey is designed to give you an opportunity to state your opinions on how well you think the Library performs in relation to what you think is important. Your opinions are valuable and will help us understand how we can work together to improve the resources and services provided by Unitec Library. This is a confidential document and your honest input will make it very worthwhile. The results of the survey will be made available.  
Thank you for your assistance.

#### Peter Hughes

Director, Unitec Library

Unitec Registration no 1063

This study has been approved by the UNITEC Research Ethics Committee from May 2010 to May 2011. If you have any complaints or reservations about the ethical conduct of this research, you may contact the Committee through the UREC Secretary (ph: 09 815-4321 ext 7248). Any issues you raise will be treated in confidence and investigated fully, and you will be informed of the outcome.

[Start Survey >](#)

### Part 1 — General Information

This part asks for some general information about your position at Unitec. Please select one option only for each question. This will assist us in looking at the differences of opinion across campuses, categories, and discipline areas.

#### Which facility do you use most?

- Mt Albert, Main Library
- Mt Albert, Student Computer Centre
- Mt Albert, Building One Library
- North Shore Information Commons
- Waitakere Library, level 3
- Waitakere, Te Puna Ora

#### What single category best describes you?

- Certificate
- Diploma
- Bachelors
- Postgraduate
- Academic/Research staff
- Allied staff
- Other

What is your major area of study, teaching or research?

- Applied Technology and Trades
- Architecture and Landscape
- Business Studies
- Communication Studies
- Community and Social Practice
- Computing and Information Technology
- Construction and Civil Engineering
- Design and Visual Arts
- Education
- Foundation Studies
- Health
- Language Studies
- Maori Education
- Natural Sciences
- Performing and Screen Arts
- Sport
- Travel and Tourism
- Other

Which ethnic/cultural group do you most identify with?

- New Zealander European
- Maori
- Chinese
- Other Asian
- Indian
- Pasifika
- Other

In what year did you first start Unitec?

- Before 2006
- 2006
- 2007
- 2008
- 2009
- 2010

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## Part 2 — Survey Questions

There are a number of statements listed below which cover a variety of areas relating to library services. Keeping in mind the context of each statement, please rate each one by first asking yourself how **important** it is, and then asking yourself how well the Library is **performing**.

**'Library' here means library (eg .Building One), Computer Centre (eg. The Hub), or Information Commons (eg. North Shore) and is written Library/Centre.**

For example: You may think that Unitec Library having appropriate signage is not important, therefore ranking it relatively low in importance, although you may think the Library is performing well on this issue, thus ranking it relatively high in performance.

If you have not used a service, and are therefore not able to rate its performance, you may nevertheless rate importance. Simply select the N/A option.

### Communication

#### Importance

How **important** to you is this factor?

#### Performance

How well are we **performing** in this area?

	N/A	Importance						Performance										
		Low	1	2	3	4	5	High	Low	1	2	3	4	5	6	7	High	
1 I am kept informed about Library services	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 The Library web site provides useful information	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 Library signage is clear	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Service Delivery

	N/A	Importance						Performance										
		Low	1	2	3	4	5	High	Low	1	2	3	4	5	6	7	High	
4 Library workshops and classes help me with my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 The Library anticipates my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Opening hours meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 Books and articles I have requested from other Unitec libraries and Unitec campuses are delivered promptly	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8 Self Service (e.g. self check loans, renewals, holds) meets my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9 Online enquiry services (e.g. Chat Live, IM, Text a Librarian) meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 Face-to-face enquiry services meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 The items I'm looking for on the library shelves are usually there	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12 Library online tools (e.g. subject guides, podcasts etc) are clear and useful	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13 Online assistance and training for finding information is adequate	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### Facilities and Equipment

**Importance**

How **important** to you is this factor?

**Performance**

How well are we **performing** in this area?

	N/A	Importance						Performance							
		Low	High	Low	High	Low	High	Low	High						
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
14 The Library is a good place to study	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 I can find a quiet place in the Library to study when I need to	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16 I can find a place in the Library to work in a group when I need to	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17 A computer is available when I need one	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 Laptop facilities (e.g. desks, power) in the Library meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19 I can get wireless access in the Library when I need to	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 Printing, scanning and photocopying facilities in the Library meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Library Staff

	N/A	Importance						Performance							
		Low	High	Low	High	Low	High	Low	High						
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
21 Library staff treat me fairly and without discrimination	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22 Library staff are approachable and helpful	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23 Library staff provide accurate answers to my enquiries	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24 Library staff are readily available to assist me	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Information Resources

	N/A	Importance						Performance							
		Low	High	Low	High	Low	High	Low	High						
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
25 Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26 Online resources (eg eJournals, databases, ebooks) meet my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27 Course specific resources (e.g. Course Reserve, Exam Papers) meet my learning needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28 When I am away from campus I can access the Library resources and services I need	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29 The library web site is easy to use	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30 The library catalogue is easy to use	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### Part 3 — Looking for Information

#### When I research a topic I

- Rely on references in a reading list
- Look for items in the Library catalogue
- Look for items in the Library database/eJournals collections
- Look for items in the Reserve or eReserve collections
- Use Google, or another search engine to find relevant resources
- Browse the Library website for information

#### I want to learn more about:

- Searching the Library catalogue
  - Blackboard
  - Moodle
  - Database search tips
  - Accessing electronic databases, eJournals, eBooks
  - Using EndNote
  - Advanced internet search tips
  - Boolean search techniques (using operators like "AND", "OR", "NOT")
  - Web sites by subject area
  - Referencing
  - Other - please specify
- 

#### I am frustrated by:

- Unavailability of complete eJournal articles (full text)
- The scheduling of Library training sessions
- Training that is delivered at a slow pace
- The lack of interactive (hands-on) training
- Trying to find help online
- Unavailability of staff who are able to help
- Items I need always being out on loan
- Having to wait for items to be delivered from elsewhere
- Unavailability of items on reading lists
- Not knowing where to start looking for information
- Not knowing how to break a topic down into essential keywords
- Not knowing how to use/combine keywords to find what I want
- Not knowing which database to search
- Not being able to search multiple databases at once

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## Part 4 — Your Comments

Your comments will be made available to the Library. If you wish your comments to remain confidential, please do not provide information that could identify you.

### Overall Satisfaction

	Extremely Dissatisfied				Extremely Satisfied		
	1	2	3	4	5	6	7
31 Please give your general assessment of how satisfied you are with the Library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give us your suggestions for improvement or any other comments about the Library or the Student Computer Centre or Information Commons.

How often do you come into the Library/Centre?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. A few times a year)
- Never

How often do you access the Library/Centre online?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)
- Never

How often are you required to be on campus?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)
- Never

## Part 5 — Prize Draw

Go into the draw to win one of two vouchers from Westfield, each to the value of \$300.

*This survey is confidential. Identifying details are for competition purposes only and will not be associated with survey responses.*

**Note: One entry per person. Library staff are not eligible for prizes. Each prize is not transferable or redeemable for cash.**

STUDENT ID NUMBER:

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[Save and Finish »](#)

### Thank you for your participation.

Your answers have been submitted to Insync Surveys.

If you have experienced any technical difficulties with this survey, or have any comments on the user interface, please contact [surveys@insyncsurveys.com.au](mailto:surveys@insyncsurveys.com.au).