



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

Library Customer Satisfaction Survey August 2016

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1. Introduction

Background

Insync 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 was retained by the University of Newcastle Library to conduct a survey of its customers so that their views, ideas, and suggestions may be considered as part of its commitment to improvement. The results of the survey are compared with the recent results of other libraries in the Insync database.

Survey objectives

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

- identify, prioritise and manage the key issues affecting customers
- allow the Library's performance to be measured and monitored over time
- provide customers with the opportunity to communicate openly and honestly with the management team of the Library
- compare results with other university libraries so that performance can be measured in a benchmark context

Survey process

The survey required all customers to provide some demographic information. It then displayed 28 statements considered critical to the success of the Library. Customers were asked to rate each statement twice – first to measure the importance of each of the statements to them, and second to measure their impressions of the Library's performance on each statement.

Customers of the Library were given the opportunity to participate in the survey in August 2016 by completing the questionnaire anonymously. This confidentiality helps ensure that the true concerns of the customers are identified. The survey could be completed online only.

This is the ninth 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 customers of the Library. Where customers do not indicate their demographic information, forms are classified as 'Unspecified'. This year the survey generated 3124 responses. This number provides an excellent degree of confidence in the results obtained at the overall level. The number of responses received is lower than the 2014 survey, in which 5641 responses were generated.

University of Newcastle Library Customer Satisfaction Survey, August 2016		
Response statistics		
Total	3124	
Which Campus Library do you use most?	n	%
Auchmuty	1507	48.2%
City Precinct	97	3.1%
Huxley	759	24.3%
Ourimbah	597	19.1%
Port Macquarie	40	1.3%
Singapore	8	0.3%
Sydney	68	2.2%
Online only	44	1.4%
Unspecified	4	0.1%
What is your major area of study, research or teaching?		
Business and Law	484	15.5%
Education and Arts	669	21.4%
Engineering and Built Environment	338	10.8%
Health and Medicine	763	24.4%
Science and Information Technology	540	17.3%
Foundation Studies	181	5.8%
Other	140	4.5%
Unspecified	9	0.3%
What single category best describes you?		
Undergraduate	2372	75.9%
Postgraduate	355	11.4%
Academic/Research Staff	75	2.4%
Professional Staff	83	2.7%
Foundation Studies	185	5.9%
TAFE	17	0.5%
Other	30	1.0%
Unspecified	7	0.2%

**University of Newcastle
Library Customer Satisfaction Survey, August 2016**

Response statistics

Total	3124	
Which category describes you?	n	%
International Student	477	15.3%
Domestic Student	2533	81.1%
Unspecified	114	3.6%
How often do you come into the Library?		
Daily	589	18.9%
2-4 days a week	1928	61.7%
Fortnightly	272	8.7%
Monthly	83	2.7%
Rarely (ie. A few times a year)	62	2.0%
Never	18	0.6%
Unspecified	172	5.5%
How often do you access the Library online?		
Daily	525	16.8%
2-4 days a week	1404	44.9%
Fortnightly	479	15.3%
Monthly	245	7.8%
Rarely (i.e. a few times a year)	251	8.0%
Never	56	1.8%
Unspecified	164	5.2%
How often are you required to be on campus?		
Daily	757	24.2%
2-4 days a week	2030	65.0%
Fortnightly	66	2.1%
Monthly	16	0.5%
Rarely (i.e. a few times a year)	57	1.8%
Never	34	1.1%
Unspecified	164	5.2%

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.

Variable	Total 3124			
	Importance			
	Mean	Rank	#	%
The Library is a good place to study	6.10	1	84	2.69%
Library staff provide accurate answers to my enquiries	6.06	2	108	3.46%
Library staff treat me fairly and without discrimination	6.06	3	88	2.82%
Library staff are readily available to assist me	5.90	4	82	2.62%
Course specific resources (including Course Readings/Short Loans) meet my learning	5.85	5	152	4.87%
Library staff are approachable and helpful	5.82	6	76	2.43%
I can get wireless access in the Library when I need to	5.77	7	79	2.53%
Information resources located in the Library (eg books, journals, DVDs) meet my	5.70	8	172	5.51%
I can find a quiet place in the Library to study when I need to	5.60	9	85	2.72%
Opening hours meet my needs	5.56	10	90	2.88%
Printing, scanning and photocopying facilities in the Library meet my needs	5.53	11	101	3.23%
Online resources (eg ejournals, databases, ebooks) meet my learning and research	5.42	12	96	3.07%
Face-to-face enquiry services meet my needs	5.39	13	141	4.51%
When I am away from campus I can access the Library resources and services I need	5.39	14	121	3.87%
The items I'm looking for on the Library shelves are usually there	5.34	15	143	4.58%
Books and articles I have requested from other libraries and campuses are delivered	5.31	16	307	9.83%
I can find a place in the Library to work in a group when I need to	5.27	17	101	3.23%
A computer is available when I need one	5.24	18	79	2.53%
The Library web site provides useful information	5.23	19	94	3.01%
The Library web site is easy to use	5.22	20	73	2.34%
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.18	21	113	3.62%
Online enquiry services (e.g. ASAP, Ask a Question) meet my needs	5.13	22	255	8.16%
The Library catalogue is easy to use	5.09	23	111	3.55%
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.07	24	156	4.99%
Library signage is clear	4.80	25	97	3.10%
The Library anticipates my learning and research needs	4.80	26	144	4.61%
I am informed about Library services	4.77	27	91	2.91%
Library workshops, classes and tutorials help me with my learning and research needs	4.40	28	323	10.34%

2. Executive Summary

This year, the Library recorded an overall score of 83.7%. This places the Library in the first quartile (top 25%) of libraries that have surveyed with us over the last two years and reflects a score increase of 1.0% since the previous survey in 2014.

The areas of highest importance to Library customers include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and fair and non-discriminatory. Other themes include access to wireless, online resources and printing, scanning and photocopying facilities meeting the needs of customers, the Library providing a good and quiet place to study, and opening hours meeting customers' needs.

Five factors in the top 10 performance list relate to library staff – more specifically, their fairness, approachability and helpfulness, their provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face-to-face enquiry service. The remaining factors relate to the adequacy of opening hours, access to wireless, the Library providing a good place to study, online resources meeting the learning and research needs of customers, and off campus access to Library resources and services.

The top 10 performance list contains eight 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*
- *The Library is a good place to study*
- *Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*
- *Opening hours meet my needs*

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

The Library performed highest on the category of *Library Staff*, with a score of 91.4%, an improvement of 0.6% since the previous survey. The lowest score was identified on *Communication* at 78.8%.

The three highest priority categories for the users of the Library are *Library staff, Facilities and Equipment* and *Information resources*.

All categories are performing in the first quartile (top 25%) when benchmarked externally, a very positive result for the Library. Performance scores for all categories have increased in comparison to the previous survey, particularly in the *Facilities and equipment* and *Information Resources* categories. The following table identifies performance of the Library across the best practice categories in the current benchmarking context:

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
August 2016	78.8%	81.8%	82.3%	91.4%	83.2%	83.7%
August 2014	78.0%	81.4%	81.2%	90.8%	81.3%	82.7%
*Highest performer	81.5%	83.5%	83.7%	92.5%	84.0%	84.8%
*Median	76.5%	79.3%	76.2%	88.7%	80.8%	80.7%
*Lowest performer	70.7%	72.2%	67.4%	85.0%	74.7%	74.4%

*Scores recorded just prior to this survey

A review of the library-wide gap grid has identified the following improvement opportunities for the Library: *A computer is available when I need one.*

Respondents were asked to indicate how often they come into the Library, how often they access the Library online, and how often they come onto campus. The most common frequency response for all was *2-4 days a week.*

In conclusion, once again this year there was substantial improvement in performance by the Library both in the benchmark and internal context since the previous survey in 2014. A very positive result all round.

3. Detailed results interpretation

What customers believe is important for the Library

The 10 highest ranked importance factors for Library customers are listed in descending priority order in the table below. The previous survey results are also reported to enable a comparison.

August 2016 Top 10 importance	Mean (1 = low, 7 = high)	August 2014 Top 10 importance	Mean (1 = low, 7 = high)
I can get wireless access in the Library when I need to	6.62	I can get wireless access in the Library when I need to	6.54
Library staff provide accurate answers to my enquiries	6.54	Library staff provide accurate answers to my enquiries	6.50
The Library is a good place to study	6.53	Library staff are approachable and helpful	6.49
Library staff are approachable and helpful	6.53	The Library is a good place to study	6.47
I can find a quiet place in the Library to study when I need to	6.51	Library staff treat me fairly and without discrimination	6.46
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.49	I can find a quiet place in the Library to study when I need to	6.46
Library staff treat me fairly and without discrimination	6.48	Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	6.45
Library staff are readily available to assist me	6.48	Library staff are readily available to assist me	6.42
Printing, scanning and photocopying facilities in the Library meet my needs	6.46	Printing, scanning and photocopying facilities in the Library meet my needs	6.42
Opening hours meet my needs	6.41	Opening hours meet my needs	6.38

■ Common to 2016 and 2014

Of the 28 statements in the survey, 23 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to customers.

The themes in the top 10 importance list include Library staff providing accurate answers to enquiries, being approachable and helpful, readily available to assist, and fair and non discriminatory. Other themes include access to wireless, online resources and printing, scanning and photocopying facilities meeting the needs of customers, the Library providing a good and quiet place to study, and opening hours meeting customers' needs.

How customers believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by customers in 2016 as compared with those ranked highest in 2014.

August 2016 Top 10 performance	Mean (1 = low, 7 = high)	August 2014 Top 10 performance	Mean (1 = low, 7 = high)
Library staff treat me fairly and without discrimination*7	6.55	Library staff treat me fairly and without discrimination	6.52
Library staff are approachable and helpful*4	6.42	Library staff are approachable and helpful	6.38
Library staff provide accurate answers to my enquiries*2	6.34	Library staff provide accurate answers to my enquiries	6.30
Library staff are readily available to assist me*8	6.28	Library staff are readily available to assist me	6.22
I can get wireless access in the Library when I need to*1	6.28	Opening hours meet my needs	6.07
Face-to-face enquiry services meet my needs	6.11	Face-to-face enquiry services meet my needs	6.07
The Library is a good place to study*3	6.05	I can get wireless access in the Library when I need to	6.04
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*6	5.96	The Library is a good place to study	6.03
When I am away from campus I can access the Library resources and services I need	5.96	Printing, scanning and photocopying facilities in the Library meet my needs	5.90
Opening hours meet my needs*10	5.95	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.89

(Factors marked * were also identified in the top ten importance list)

- Common to 2016 and 2014

The survey identified 28 out of 28 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 provision of accurate answers to enquiries, their availability to assist, and the adequacy of the face-to-face enquiry service. The remaining factors relate to the adequacy of opening hours, access to wireless, the Library providing a good place to study, online resources meeting the learning and research needs of customers, and off campus access to Library resources and services.

The top 10 performance list contains eight 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*
- *The Library is a good place to study*
- *Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*
- *Opening hours meet my needs*

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

At the other end of the scale are the lowest performing factors. This table shows the ten factors given the lowest rankings by the Library customers in 2016 as compared with those ranked lowest in 2014. Please note that the lowest performing variable appears first on the list.

August 2016 Lowest 10 performance	Mean (1 = low, 7 = high)	August 2014 Lowest 10 performance	Mean (1 = low, 7 = high)
I am informed about Library services	5.29	A computer is available when I need one	5.18
A computer is available when I need one	5.36	I am informed about Library services	5.25
Library workshops, classes and tutorials help me with my learning and research needs	5.39	The Library catalogue is easy to use	5.32
The Library anticipates my learning and research needs	5.39	Library workshops, classes and tutorials help me with my learning and research needs	5.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.49	The Library anticipates my learning and research needs	5.38
I can find a place in the Library to work in a group when I need to	5.49	I can find a place in the Library to work in a group when I need to	5.40
The Library catalogue is easy to use	5.54	The Library web site is easy to use	5.45
Library signage is clear	5.54	The items I'm looking for on the Library shelves are usually there	5.52
The items I'm looking for on the Library shelves are usually there	5.61	Online enquiry services (e.g. ASAP, Ask a Question) meet my needs	5.53
Online enquiry services (e.g. ASAP, Ask a Question) meet my needs	5.68	The Library web site provides useful information	5.54

(Factors marked * were also identified in the top ten importance list)

- Common to 2016 and 2014

Where customers believe the Library can improve

In identifying factors for improvement, Insync Surveys analyses 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 10 variables with the highest gaps for the 2014 and 2012 surveys.

August 2016 Top 10 gaps	Mean (1 = low, 7 = high)	August 2014 Top 10 gaps	Mean (1 = low, 7 = high)
A computer is available when I need one	1.01	A computer is available when I need one	1.13
The Library catalogue is easy to use	0.80	The Library catalogue is easy to use	0.97
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.79	I can find a place in the Library to work in a group when I need to	0.83
I can find a place in the Library to work in a group when I need to	0.79	The Library web site is easy to use	0.83
I can find a quiet place in the Library to study when I need to* ⁵	0.79	I can find a quiet place in the Library to study when I need to	0.76
The items I’m looking for on the Library shelves are usually there	0.67	The items I’m looking for on the Library shelves are usually there	0.72
The Library web site is easy to use	0.62	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.60
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs* ⁶	0.53	Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.57
Printing, scanning and photocopying facilities in the Library meet my needs* ⁹	0.52	Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Course specific resources (including Course Readings/Short Loans) meet my learning needs	0.51	Course specific resources (including Course Reserves/Short Loans) meet my learning needs	0.51

(Factors marked * were also identified in the top ten importance list)

- Common to 2016 and 2014

Of all the 28 variables, none recorded a gap score in the critical range.

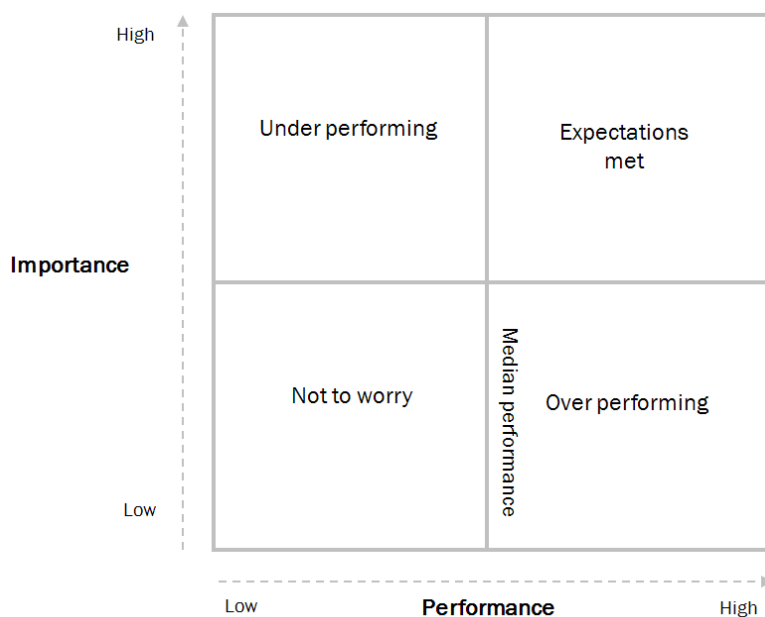
The top 10 gap list contains three factors from the top 10 importance list:

- *I can find a quiet place in the Library to study when I need to*
(a top 25% benchmark performer)
- *Online resources (eg ejournals, databases, ebooks) meet my learning and research needs*
(also 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 customers. 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 (colour 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 the following improvement opportunity for the Library:

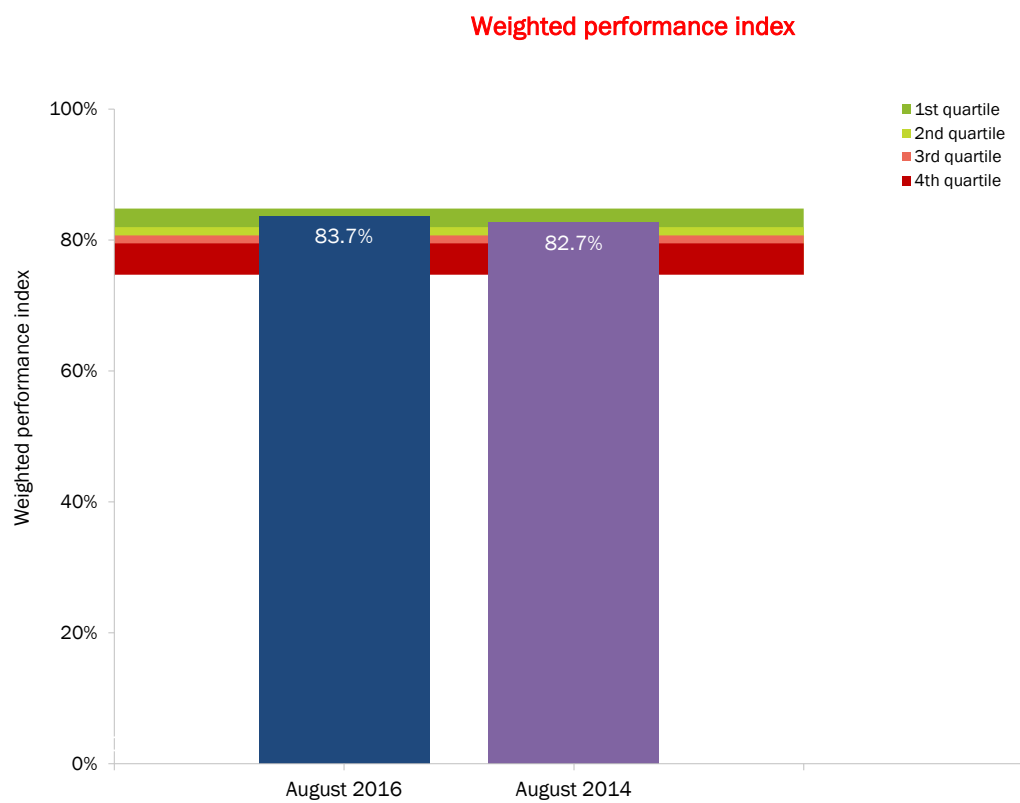
- *A computer is available when I need one*

Although this factor recorded a gap score of 1.01, it is still a top 25% benchmark performer and the gap has decreased from 1.13 since 2014.

Comparison with other libraries

Weighted performance index

This year, the Library recorded an overall score of 83.7%. This places the Library in the first quartile (top 25%) of libraries that have surveyed with us over the last two years and reflects a score increase of 1.0% since the previous survey in 2014.



Note: * Benchmark data relates to latest survey

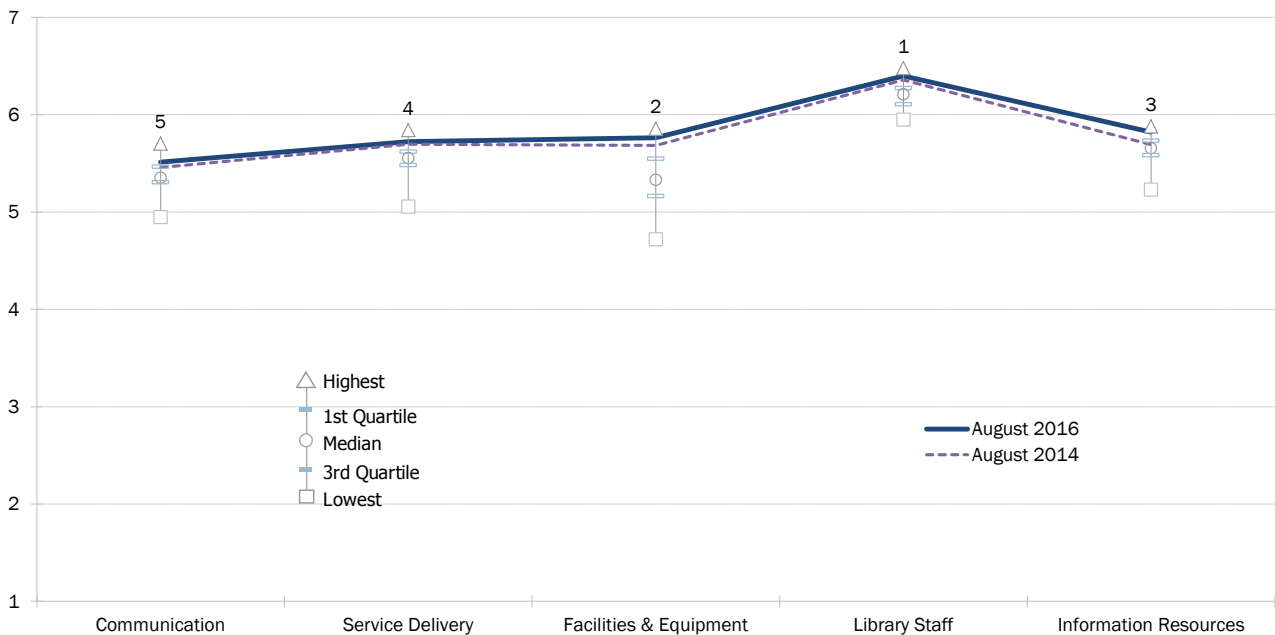
Best practice categories

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 University of Newcastle Library Customer Survey was administered, 30 other libraries had completed benchmark surveys.

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

All categories are performing in the first quartile (top 25%) when benchmarked externally, a very positive result for the Library. Performance scores for all categories have increased in comparison to the previous survey, particularly in the *Facilities and equipment* and *Information Resources* categories. A more specific view of results on each variable within the categories can be found in the detailed data analysis report.

Best practice categories



Note: * Benchmark data relates to latest survey

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 91.4%. The lowest score was identified on *Communication* at 78.8%.

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

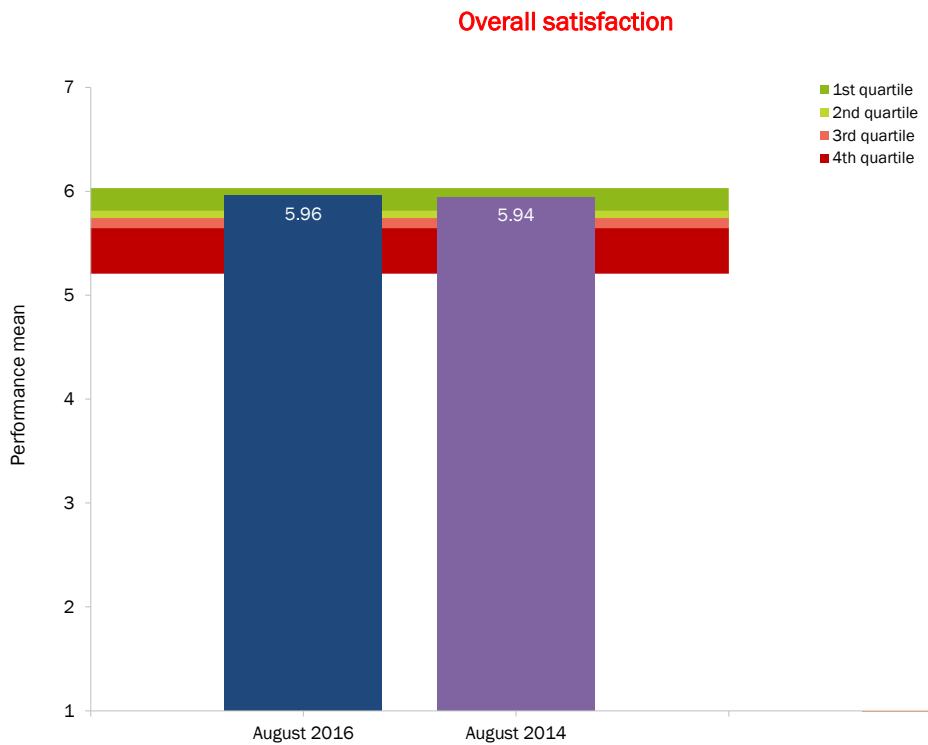
Scorecard

	Communication	Service delivery	Facilities & equipment	Library staff	Information resources	Weighted total
Weighting	15%	22%	18%	20%	25%	100%
August 2016	78.8%	81.8%	82.3%	91.4%	83.2%	83.7%
August 2014	78.0%	81.4%	81.2%	90.8%	81.3%	82.7%
*Highest performer	81.5%	83.5%	83.7%	92.5%	84.0%	84.8%
*Median	76.5%	79.3%	76.2%	88.7%	80.8%	80.7%
*Lowest performer	70.7%	72.2%	67.4%	85.0%	74.7%	74.4%

*Scores recorded just prior to the this survey

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 5.96 again places the Library in the first quartile (or top 25%) when compared with other libraries that have surveyed over the last two years. This is a slight improvement on the result from 2014.

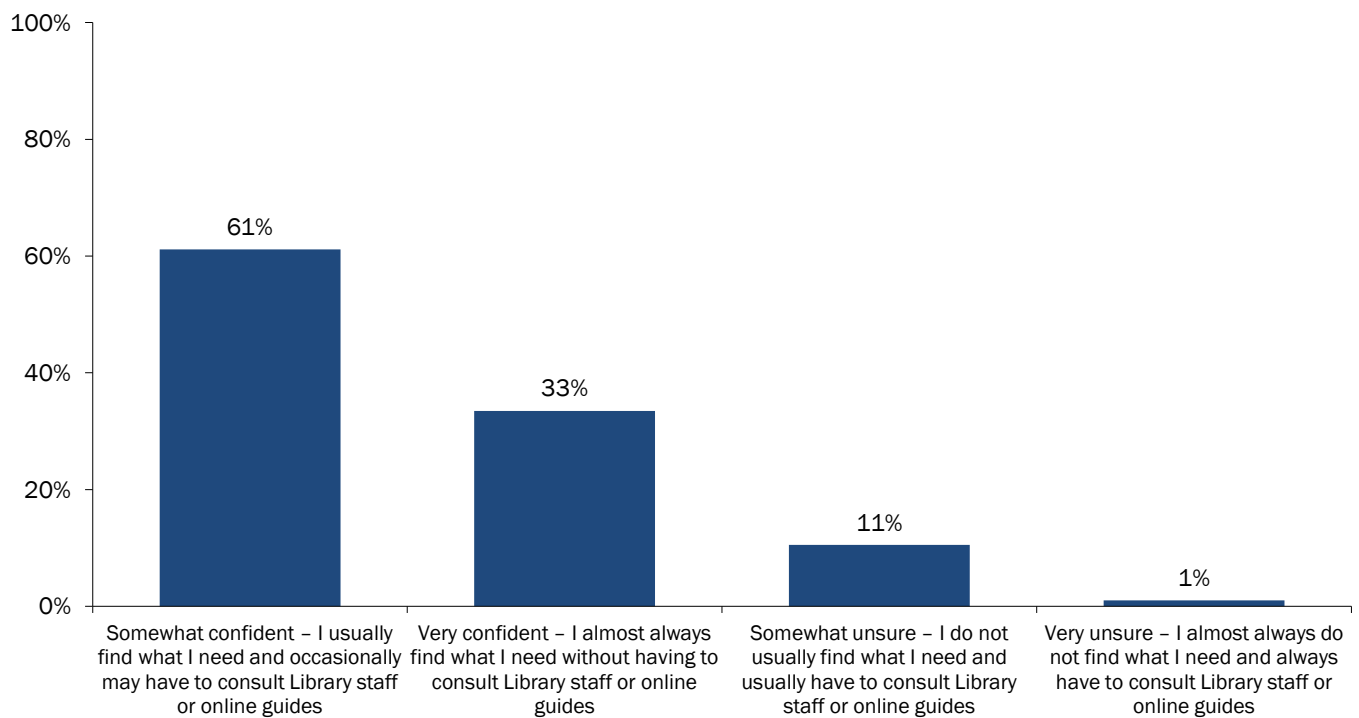


Note: * Benchmark data relates to latest survey

Looking for Information

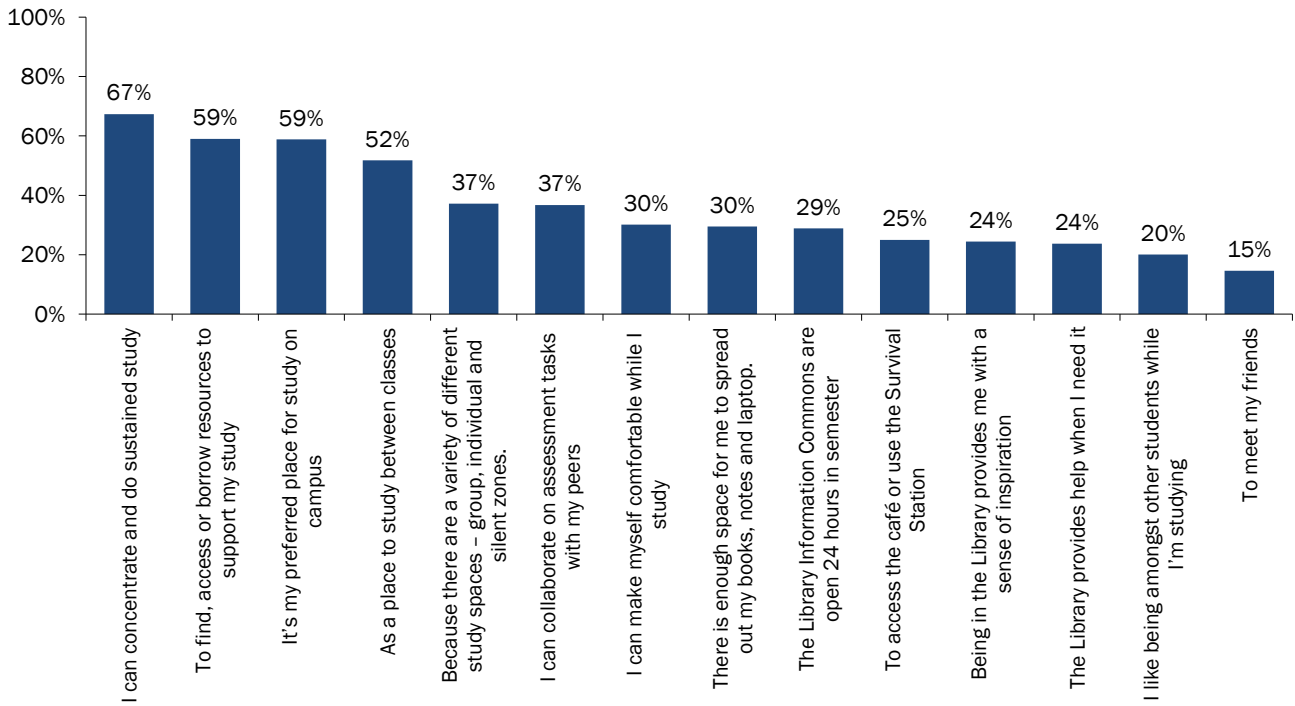
Respondents were asked about their information seeking experiences, and were presented with multiple choice statements. The following bar charts display in percentage terms the preferences of respondents for these statements.

When using the Library resources, I mostly feel:



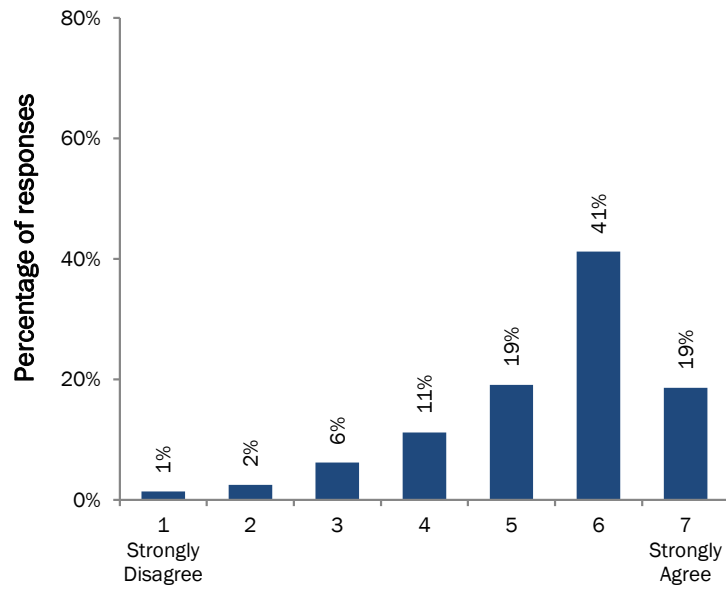
N=2959

What are the top five reasons you use the Library on campus?



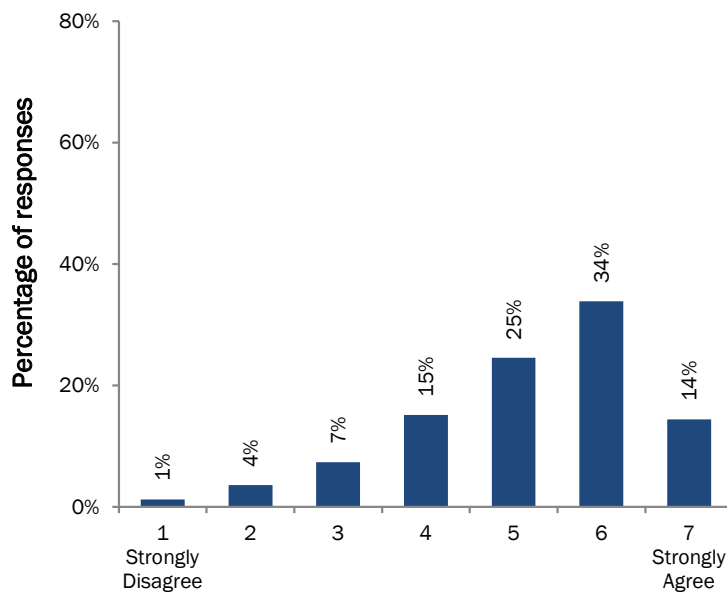
N=2942

The Library Catalogue NEWCAT+ is easy to use



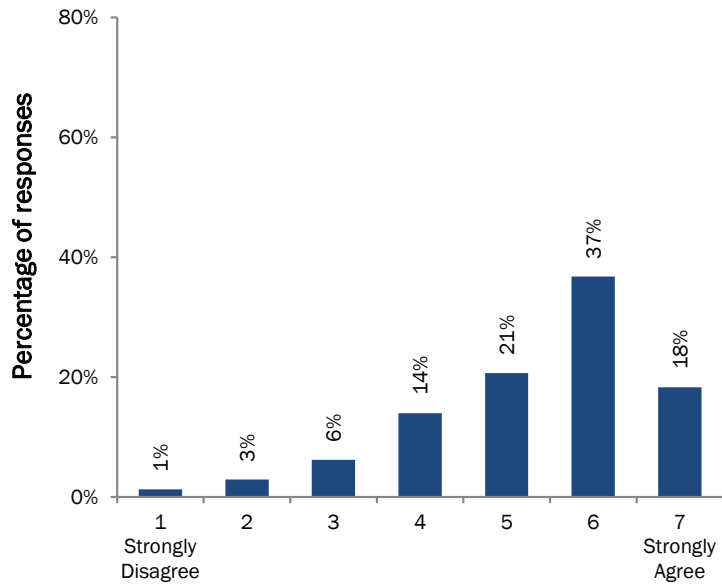
Mean score = 5.42 (out of 7)

The resources I need are usually near the top of the Library Catalogue NEWCAT+ search results



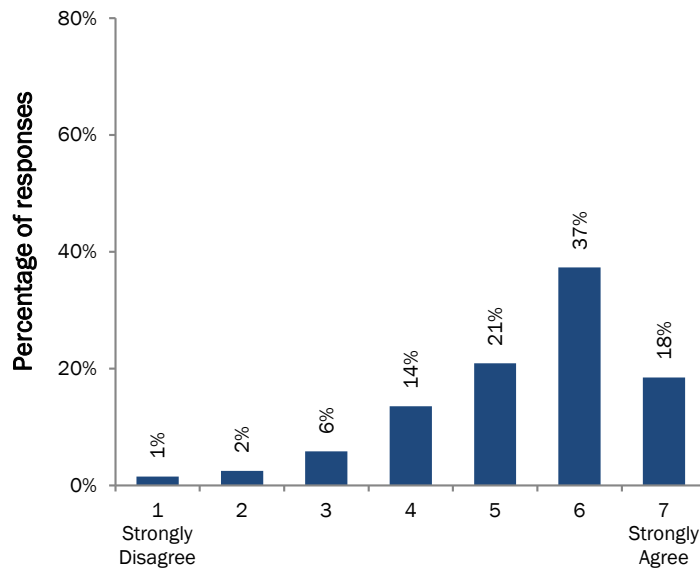
Mean score = 5.17 (out of 7)

The Library Catalogue NEWCAT+ makes it easy to narrow down a large set of search results to find what I want



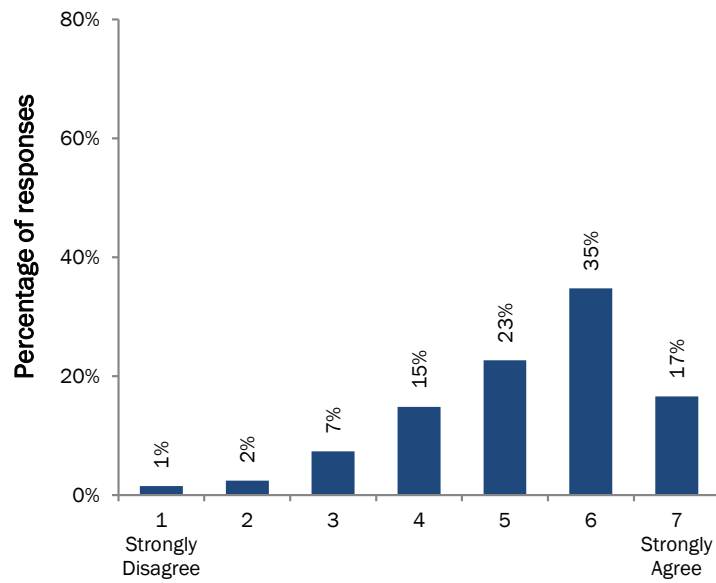
Mean score = 5.34 (out of 7)

It is easy to find a specific title using the Library Catalogue NEWCAT+



Mean score = 5.36 (out of 7)

It is easy to get to the full-text of an article in the Library Catalogue NEWCAT+



Mean score = 5.25 (out of 7)

4. Summary of results: grouped by demographics

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

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.

Which Campus Library do you use most?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
Which Campus Library do you use most?	Unique factor
Auchmuty (1507 responses)	Gap score
A computer is available when I need one	1.30
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.87
The Library catalogue is easy to use	0.86
I can find a quiet place in the Library to study when I need to	0.83
I can find a place in the Library to work in a group when I need to	0.82
City Precinct (97 responses)	Gap score
The items I'm looking for on the Library shelves are usually there	0.80
Opening hours meet my needs	0.72
A computer is available when I need one	0.72
I can find a place in the Library to work in a group when I need to	0.58
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.56
Huxley (759 responses)	Gap score
A computer is available when I need one	1.13
I can find a place in the Library to work in a group when I need to	1.02
I can find a quiet place in the Library to study when I need to	0.87
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83
Opening hours meet my needs	0.77
Ourimbah (597 responses)	Gap score
The Library catalogue is easy to use	0.73
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.67
I can find a quiet place in the Library to study when I need to	0.55
The Library web site is easy to use	0.51
Course specific resources (including Course Readings/Short Loans) meet my learning needs	0.50
Port Macquarie (40 responses)	Gap score
Opening hours meet my needs	1.34
I can find a quiet place in the Library to study when I need to	1.32
Library workshops, classes and tutorials help me with my learning and research needs	1.11
The Library catalogue is easy to use	0.97
The Library anticipates my learning and research needs	0.88
Sydney (68 responses)	Gap score
Opening hours meet my needs	1.02
I can find a quiet place in the Library to study when I need to	0.96
The Library is a good place to study	0.91
The Library catalogue is easy to use	0.80
The items I'm looking for on the Library shelves are usually there	0.78
Online only (44 responses)	Gap score
A computer is available when I need one	1.43
Books and articles I have requested from other libraries and campuses are delivered promptly	1.23
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.18
I can find a quiet place in the Library to study when I need to	1.15
The items I'm looking for on the Library shelves are usually there	1.12

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

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
What is your major area of study, research or teaching?	Unique factor
Business and Law (484 responses)	Gap score
The items I'm looking for on the Library shelves are usually there	0.86
The Library catalogue is easy to use	0.84
I can find a quiet place in the Library to study when I need to	0.84
A computer is available when I need one	0.81
I can find a place in the Library to work in a group when I need to	0.77
Education and Arts (669 responses)	Gap score
A computer is available when I need one	1.03
The Library catalogue is easy to use	0.94
I can find a quiet place in the Library to study when I need to	0.88
I can find a place in the Library to work in a group when I need to	0.86
The items I'm looking for on the Library shelves are usually there	0.80
Engineering and Built Environment (338 responses)	Gap score
A computer is available when I need one	1.36
I can find a place in the Library to work in a group when I need to	0.84
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.80
I can find a quiet place in the Library to study when I need to	0.67
The Library catalogue is easy to use	0.66
Health and Medicine (763 responses)	Gap score
A computer is available when I need one	0.98
I can find a place in the Library to work in a group when I need to	0.94
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.87
I can find a quiet place in the Library to study when I need to	0.77
Opening hours meet my needs	0.70
Science and Information Technology (540 responses)	Gap score
A computer is available when I need one	1.16
I can find a quiet place in the Library to study when I need to	0.85
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.85
The Library catalogue is easy to use	0.84
I can find a place in the Library to work in a group when I need to	0.70
Foundation Studies (181 responses)	Gap score
The Library catalogue is easy to use	0.54
A computer is available when I need one	0.53
I can find a quiet place in the Library to study when I need to	0.49
The Library web site is easy to use	0.45
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.42
Other (140 responses)	Gap score
The Library catalogue is easy to use	1.04
The Library web site is easy to use	0.95
A computer is available when I need one	0.90
Library signage is clear	0.73
I can find a quiet place in the Library to study when I need to	0.68

What single category best describes you?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
What single category best describes you?	Unique factor
Undergraduate (2372 responses)	Gap score
A computer is available when I need one	1.13
I can find a place in the Library to work in a group when I need to	0.89
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.87
I can find a quiet place in the Library to study when I need to	0.85
The Library catalogue is easy to use	0.79
Postgraduate (355 responses)	Gap score
The Library catalogue is easy to use	0.88
The items I'm looking for on the Library shelves are usually there	0.76
I can find a quiet place in the Library to study when I need to	0.72
The Library web site is easy to use	0.69
Printing, scanning and photocopying facilities in the Library meet my needs	0.66
Academic/Research Staff (75 responses)	Gap score
The Library catalogue is easy to use	1.38
The Library web site is easy to use	1.09
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.81
Information resources located in the Library (eg books, journals, DVDs) meet my learning and research needs	0.75
A computer is available when I need one	0.72
Professional Staff (83 responses)	Gap score
The Library web site is easy to use	0.95
The Library catalogue is easy to use	0.91
Library signage is clear	0.82
The Library web site provides useful information	0.72
The items I'm looking for on the Library shelves are usually there	0.60
Foundation Studies (185 responses)	Gap score
The Library catalogue is easy to use	0.53
A computer is available when I need one	0.48
The Library web site is easy to use	0.44
I can find a quiet place in the Library to study when I need to	0.40
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.40
TAFE (17 responses)	Gap score
The Library web site is easy to use	1.22
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.12
A computer is available when I need one	1.04
The Library catalogue is easy to use	0.95
I can find a place in the Library to work in a group when I need to	0.91
Other (30 responses)	Gap score
Opening hours meet my needs	1.12
Books and articles I have requested from other libraries and campuses are delivered promptly	0.89
I can find a quiet place in the Library to study when I need to	0.89
A computer is available when I need one	0.87
Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	0.74

Which category describes you?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
Which category describes you?	
	Unique factor
International Student (477 responses)	Gap score
Opening hours meet my needs	0.71
A computer is available when I need one	0.70
The items I'm looking for on the Library shelves are usually there	0.70
The Library catalogue is easy to use	0.62
I can find a quiet place in the Library to study when I need to	0.62
Domestic Student (2533 responses)	Gap score
A computer is available when I need one	1.08
I can find a place in the Library to work in a group when I need to	0.86
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.85
I can find a quiet place in the Library to study when I need to	0.82
The Library catalogue is easy to use	0.82

How often do you come into the Library?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	Unique factor
How often do you come into the Library?	
Daily (589 responses)	Gap score
A computer is available when I need one	1.26
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.89
I can find a place in the Library to work in a group when I need to	0.88
I can find a quiet place in the Library to study when I need to	0.88
The Library catalogue is easy to use	0.83
2-4 days a week (1928 responses)	Gap score
A computer is available when I need one	0.96
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.79
I can find a place in the Library to work in a group when I need to	0.79
The Library catalogue is easy to use	0.77
I can find a quiet place in the Library to study when I need to	0.76
Fortnightly (272 responses)	Gap score
The Library catalogue is easy to use	0.88
A computer is available when I need one	0.88
I can find a quiet place in the Library to study when I need to	0.84
The Library web site is easy to use	0.81
I can find a place in the Library to work in a group when I need to	0.73
Monthly (83 responses)	Gap score
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.91
The Library catalogue is easy to use	0.90
A computer is available when I need one	0.87
I can find a place in the Library to work in a group when I need to	0.80
I can find a quiet place in the Library to study when I need to	0.73
Rarely (ie. A few times a year) (62 responses)	Gap score
The Library catalogue is easy to use	0.95
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.72
Books and articles I have requested from other libraries and campuses are delivered promptly	0.65
A computer is available when I need one	0.64
Printing, scanning and photocopying facilities in the Library meet my needs	0.54
Never (18 responses)	Gap score
A computer is available when I need one	2.50
Laptop facilities (e.g. desks, power) in the Library meet my needs	2.50
I can find a place in the Library to work in a group when I need to	2.50
Printing, scanning and photocopying facilities in the Library meet my needs	2.00
The Library catalogue is easy to use	1.63

How often do you access the Library online?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
How often do you access the Library online?	Unique factor
Daily (525 responses)	Gap score
A computer is available when I need one	1.10
I can find a quiet place in the Library to study when I need to	0.92
The Library catalogue is easy to use	0.92
The Library web site is easy to use	0.83
I can find a place in the Library to work in a group when I need to	0.81
2-4 days a week (1404 responses)	Gap score
A computer is available when I need one	0.99
The Library catalogue is easy to use	0.84
I can find a quiet place in the Library to study when I need to	0.81
I can find a place in the Library to work in a group when I need to	0.80
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.78
Fortnightly (479 responses)	Gap score
A computer is available when I need one	1.15
Laptop facilities (e.g. desks, power) in the Library meet my needs	1.00
I can find a place in the Library to work in a group when I need to	0.85
The Library catalogue is easy to use	0.81
I can find a quiet place in the Library to study when I need to	0.79
Monthly (245 responses)	Gap score
I can find a place in the Library to work in a group when I need to	0.83
A computer is available when I need one	0.76
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.71
The items I'm looking for on the Library shelves are usually there	0.58
The Library catalogue is easy to use	0.51
Rarely (i.e. a few times a year) (251 responses)	Gap score
A computer is available when I need one	0.84
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.74
I can find a quiet place in the Library to study when I need to	0.73
I can find a place in the Library to work in a group when I need to	0.62
The Library catalogue is easy to use	0.53
Never (56 responses)	Gap score
The Library catalogue is easy to use	1.41
A computer is available when I need one	1.23
Online resources (eg eJournals, databases, ebooks) meet my learning and research needs	1.08
The Library web site is easy to use	1.03
The Library anticipates my learning and research needs	0.94

How often are you required to be on campus?

University of Newcastle Library Customer Satisfaction Survey, August 2016	
Top 5 gap scores by demographic	
How often are you required to be on campus?	Unique factor
Daily (757 responses)	Gap score
A computer is available when I need one	1.07
I can find a place in the Library to work in a group when I need to	0.87
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.83
The Library catalogue is easy to use	0.76
I can find a quiet place in the Library to study when I need to	0.74
2-4 days a week (2030 responses)	Gap score
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	0.80
The Library catalogue is easy to use	0.80
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.79
I can find a place in the Library to work in a group when I need to	0.79
Fortnightly (66 responses)	Gap score
A computer is available when I need one	1.24
The Library catalogue is easy to use	1.10
The Library web site is easy to use	0.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.76
Printing, scanning and photocopying facilities in the Library meet my needs	0.75
Monthly (16 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.19
A computer is available when I need one	0.94
Opening hours meet my needs	0.94
The Library catalogue is easy to use	0.88
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.81
Rarely (i.e. a few times a year) (57 responses)	Gap score
The Library catalogue is easy to use	1.03
Printing, scanning and photocopying facilities in the Library meet my needs	0.96
Online resources (eg ejournals, databases, ebooks) meet my learning and research needs	0.89
The Library web site is easy to use	0.88
A computer is available when I need one	0.80
Never (34 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.10
A computer is available when I need one	1.09
The Library catalogue is easy to use	1.08
Books and articles I have requested from other libraries and campuses are delivered promptly	0.86
The items I'm looking for on the Library shelves are usually there	0.84