

Charles Sturt University Library Client Survey

May 2017

Key Findings Report



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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 Charles Sturt University Library to conduct a survey of its clients so that their views, ideas, and suggestions may be considered as part of its commitment to improvement. The results of the Library's survey are compared with other libraries' recent results in the Insync database.

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, prioritise 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 in a best practice context

Survey process

The survey required all clients to provide some demographic information. It then displayed 27 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 impressions of the Library's performance on each statement.

Clients of the Library were given the opportunity to participate in the survey in May 2017 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.

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 4468 responses. This number provides an excellent degree of confidence in the results obtained at the overall level. This year, the number of responses received is slightly higher than the 2014 survey, in which 4431 responses were generated.

Charles Sturt University Library Client Survey, May 2017		
Response statistics		
Total	4468	
What Faculty are you studying, researching or teaching in?	n	%
Arts & Education	1342	30.0%
Business, Justice & Behavioural Science	1246	27.9%
Science	1462	32.7%
Not applicable	388	8.7%
Unspecified	30	0.7%
What single category best describes you?		
Undergraduate Student	2603	58.3%
Postgraduate Student	1524	34.1%
Higher Degree Research Student	101	2.3%
Academic/Research Staff	88	2.0%
General/Professional Staff	56	1.3%
From another University	14	0.3%
Alumini/Community/High School/TAFE	12	0.3%
Other	50	1.1%
Unspecified	20	0.4%
Do you consider yourself to be On Campus or Online?		
Completely or mostly online	2267	50.7%
Completely or mostly On-campus	2173	48.6%
Unspecified	28	0.6%

**Charles Sturt University
Library Client Survey, May 2017**

Response statistics

Total		4468
Which Campus Library do you use most?		
	n	%
Virtual Campus	1333	29.8%
Albury-Wodonga	273	6.1%
Bathurst	565	12.6%
Canberra/St Marks	80	1.8%
CSU Study Centre - Melbourne	392	8.8%
CSU Study Centre - Sydney	335	7.5%
CSU Study Centre - Brisbane	26	0.6%
Dubbo	78	1.7%
Goulburn	67	1.5%
Manly	7	0.2%
Orange	126	2.8%
Port Macquaire	277	6.2%
TAFE	17	0.4%
United Theological College	19	0.4%
Wagga Wagga	745	16.7%
Other	92	2.1%
Unspecified	36	0.8%
Which category describes you?		
First year of course	1930	43.2%
Second or Later-year Student	2383	53.3%
N/A - not a student	133	3.0%
Unspecified	22	0.5%
How often do you come into the library?		
Daily	568	12.7%
Weekly	1204	26.9%
Fortnightly	241	5.4%
Monthly	269	6.0%
Rarely	515	11.5%
Never	1193	26.7%
Unspecified	478	10.7%
How often do you access the Library online?		
Daily	1124	25.2%
Weekly	1904	42.6%
Fortnightly	440	9.8%
Monthly	257	5.8%
Rarely	242	5.4%
Never	61	1.4%
Unspecified	440	9.8%

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 4468			
	Importance			
	Mean	Rank	#	%
Library staff provide accurate answers to my enquiries	5.64	1	307	6.87%
Access to Library information resources has helped me to be successful at university	5.62	2	185	4.14%
I can get help from library staff when I need it	5.62	3	297	6.65%
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	5.49	4	189	4.23%
The Library search facility , Primo Search, enables me to find relevant library resources quickly	5.44	5	173	3.87%
When I am away from campus I can access the Library resources and services I need	5.43	6	212	4.74%
I can get wireless access in the Library when I need to	5.40	7	307	6.87%
The Library web site provides useful information	5.38	8	253	5.66%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.32	9	457	10.23%
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	5.29	10	212	4.74%
Online reading list resources are accessible when I need them	5.26	11	230	5.15%
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	5.25	12	332	7.43%
Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs	5.19	13	319	7.14%
Online enquiry services (e.g. Chat, webform, phone) meet my needs	5.19	14	366	8.19%
Printing, scanning and photocopying facilities in the Library meet my needs	5.13	15	331	7.41%
Self Service facilities meets my needs e.g. self-check loans & returns, self service requests, and renewals	5.08	16	345	7.72%
The items I'm looking for on the library shelves are usually there	5.03	17	352	7.88%
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	4.97	18	266	5.95%
Face-to-face enquiry services meet my needs	4.97	19	396	8.86%
Opening hours (including Chat & Phone virtual services) meet my needs	4.90	20	315	7.05%
The Library anticipates my learning and research needs	4.90	21	314	7.03%
I can find a quiet place in the Library to study when I need to	4.86	22	333	7.45%
A computer is available when I need one	4.82	23	334	7.48%
I am informed about Library services (e.g. reply paid postage for CSU Online students)	4.78	24	326	7.30%
Library signage is clear and easy to follow	4.77	25	385	8.62%
Library workshops, classes and tutorials help me with my learning and research needs	4.73	26	404	9.04%
I can find a place in the Library to work in a group when I need to	4.70	27	336	7.52%

2. Executive summary

This year the Charles Sturt University Library recorded an overall score of 81.9%. This places the Library in the top 25% of libraries that have surveyed with Insync over the last two years, and reflects an overall score increase of 1.4% since the previous survey in 2014, a very pleasing result.

The themes in the top 10 importance list include access to wireless, online resources meeting the clients' learning, teaching and research needs, Primo Search enabling users to find relevant resources quickly, off-campus access to resources and services, access to information resources being helpful in clients' success at university, Library staff providing accurate answers to enquiries and being available when needed, bring your own device facilities in the Library meeting the needs of clients, the Library providing a quiet place to study, and access to online reading list resources.

Three factors in the top 10 performance list relate to library staff – more specifically, their availability to assist, their provision of accurate answers to enquiries, and the face-to-face enquiries services meeting clients' needs. The remaining factors relate to off campus access to Library resources and services, access to wireless, online resources meeting the clients' learning, teaching and research needs, access to information resources being helpful in clients' success at university, adequacy of self service facilities, Primo Search enabling users to find relevant resources quickly, and bring your own device facilities in the Library meeting the needs of clients.

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

- *Library staff provide accurate answers to my enquiries*
- *I can get help from library staff when I need it*
- *When I am away from campus I can access the Library resources and services I need*
- *Access to Library information resources has helped me to be successful at university*
- *I can get wireless access in the Library when I need to*
- *Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs*
- *Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs*
- *The Library search facility, Primo Search, enables me to find relevant library resources quickly*

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

In the context of the four best practice categories, the Library performed highest on the category of *information resources*, with a score of 83.2%. The lowest score was identified for *communication* at 79.6%.

The following scorecard presents the numerical scores of the Library in each category:

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
May 2017	79.6%	82.3%	81.6%	83.2%	81.9%
October 2014	76.2%	80.7%	79.8%	83.3%	80.5%
Highest	80.4%	83.6%	83.2%	85.8%	82.9%
Median	77.5%	80.6%	77.1%	82.7%	79.7%
Lowest	70.7%	77.1%	66.5%	78.1%	74.2%

Note: Benchmark data relates to latest survey

All categories are performing above the benchmark median, and have recorded scores close to the benchmark tops. In addition, *communication*, *service delivery* and *facilities and equipment* have improved performance substantially since the previous survey.

A review of the library-wide gap grid has identified the following two factors to keep a watch on:

- *I can find a quiet place in the Library to study when I need to*
- *The Library search facility, Primo Search, enables me to find relevant library resources quickly*

Neither of these factors recorded a gap score greater than 1.00, however both were identified on the clients' top ten importance listing. It may therefore be prudent to keep an eye on them in case they become problematic in future.

In conclusion, the Library achieved excellent results for the survey this year, both internally and in the benchmark context, and recorded performance improvements across most areas.

3. Detailed results interpretation

What clients believe is important for the Library

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

May 2017 Top 10 importance	Mean (1 = low, 7 = high)	October 2014 Top 10 importance	Mean (1 = low, 7 = high)
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	6.52	Online resources (e.g. ejournals, databases, ebooks) meet my learning, teaching and research needs	6.55
The Library search facility , Primo Search, enables me to find relevant library resources quickly	6.49	When I am off campus I can access the Library resources and services I need	6.48
I can get wireless access in the Library when I need to	6.45	The Library Catalogue (Primo Search) is easy to use	6.46
When I am away from campus I can access the Library resources and services I need	6.43	Library staff provide accurate answers to my enquiries	6.45
Access to Library information resources has helped me to be successful at university	6.37	I can get wireless access in the Library when I need to	6.45
I can get help from library staff when I need it	6.34	Library staff are approachable and helpful	6.44
Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs	6.33	Library staff treat me fairly and without discrimination	6.43
Library staff provide accurate answers to my enquiries	6.32	The Library website is easy to use	6.43
Online reading list resources are accessible when I need them	6.30	Library staff are readily available to assist me	6.40
I can find a quiet place in the Library to study when I need to	6.29	Course specific resources (e.g. eReserve and Library Guides) meet my learning, teaching and research needs	6.37

Common to 2017 and 2014

Of the 27 statements in the survey, 20 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 access to wireless, online resources meeting the clients' learning, teaching and research needs, Primo Search enabling users to find relevant resources quickly, off-campus access to resources and services, access to information resources being helpful in clients' success at university, Library staff providing accurate answers to enquiries and being available when needed, bring your own device facilities in the Library meeting the needs of clients, the Library providing a quiet place to study, and access to online reading list resources.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by clients in 2017 as compared with those ranked highest in 2014.

May 2017 Top 10 performance	Mean (1 = low, 7 = high)	October 2014 Top 10 performance	Mean (1 = low, 7 = high)
Library staff provide accurate answers to my enquiries* 8	6.08	Library staff treat me fairly and without discrimination	6.39
I can get help from library staff when I need it* 6	6.04	Library staff are approachable and helpful	6.24
When I am away from campus I can access the Library resources and services I need* 4	6.03	Library staff provide accurate answers to my enquiries	6.18
Access to Library information resources has helped me to be successful at university* 5	6.00	Library staff are readily available to assist me	6.07
Self Service facilities meets my needs e.g. self-check loans & returns, self service requests, and renewals	5.98	I can get wireless access in the Library when I need to	6.02
I can get wireless access in the Library when I need to* 3	5.95	When I am off campus I can access the Library resources and services I need	5.94
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs* 1	5.95	Online resources (e.g. ejournals, databases, ebooks) meet my learning, teaching and research needs	5.89
Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs* 7	5.94	Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	5.87
Face-to-face enquiry services meet my needs	5.89	Books and articles I have requested from other libraries and campuses are delivered promptly	5.81
The Library search facility , Primo Search, enables me to find relevant library resources quickly* 2	5.85	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning, teaching and research needs	5.77

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

 Common to 2017 and 2014

The survey identified 27 out of 27 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.

Three factors in the top 10 performance list relate to library staff – more specifically, their availability to assist, their provision of accurate answers to enquiries, and the face-to-face enquiries services meeting clients' needs. The remaining factors relate to off campus access to Library resources and services, access to wireless, online resources meeting the clients' learning, teaching and research needs, access to information resources being helpful in clients' success at university, adequacy of self service facilities, Primo Search enabling users to find relevant resources quickly, and bring your own device facilities in the Library meeting the needs of clients.

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

- *Library staff provide accurate answers to my enquiries*
- *I can get help from library staff when I need it*
- *When I am away from campus I can access the Library resources and services I need*
- *Access to Library information resources has helped me to be successful at university*
- *I can get wireless access in the Library when I need to*
- *Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs*
- *Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs*
- *The Library search facility, Primo Search, enables me to find relevant library resources quickly*

This is a positive result for the Library. Not only are these services 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. This table shows the ten factors given the lowest rankings by the Library clients in 2017 as compared with those ranked lowest in 2014. Please note that the lowest performing variable appears first on the list.

May 2017 Lowest 10 performance	Mean (1 = low, 7 = high)	October 2014 Lowest 10 performance	Mean (1 = low, 7 = high)
The Library anticipates my learning and research needs	5.28	I am informed about Library services (e.g. reply paid postage for distance education students)	4.99
I am informed about Library services (e.g. reply paid postage for CSU Online students)	5.30	The Library anticipates my learning and research needs	5.15
The items I'm looking for on the library shelves are usually there	5.41	Library workshops, classes and tutorials help me with my learning and research needs	5.33
I can find a place in the Library to work in a group when I need to	5.47	The items I'm looking for on the Library shelves are usually there	5.34
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	5.48	I can find a place in the Library to work in a group when I need to	5.40
Library workshops, classes and tutorials help me with my learning and research needs	5.49	I can find a quiet place to study when I need to	5.46
I can find a quiet place in the Library to study when I need to* ¹⁰	5.57	The Library website provides useful information (e.g. About Your Library, News, FAQs)	5.49
Library signage is clear and easy to follow	5.65	The Library Catalogue (Primo Search) is easy to use	5.51
Printing, scanning and photocopying facilities in the Library meet my needs	5.68	The Library website is easy to use	5.51
A computer is available when I need one	5.68	A computer is available when I need one	5.51

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

 Common to 2017 and 2014

Where clients believe the Library can improve

In identifying factors for improvement, Insync 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 prioritised and acted upon. This table reports the 10 variables with the highest gaps, 2017 & 2014.

May 2017 Top 10 gaps	Mean (1 = low, 7 = high)	October 2014 Top 10 gaps	Mean (1 = low, 7 = high)
I can find a quiet place in the Library to study when I need to* 10	0.72	The Library Catalogue (Primo Search) is easy to use	0.95
The Library search facility , Primo Search, enables me to find relevant library resources quickly* 2	0.64	The Library website is easy to use	0.92
The items I’m looking for on the library shelves are usually there	0.63	The items I’m looking for on the Library shelves are usually there	0.80
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.59	I can find a quiet place to study when I need to	0.77
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs* 1	0.57	Online resources (e.g. ejournals, databases, ebooks) meet my learning, teaching and research needs	0.66
I can find a place in the Library to work in a group when I need to	0.55	Course specific resources (e.g. eReserve and Library Guides) meet my learning, teaching and research needs	0.63
Online reading list resources are accessible when I need them* 9	0.52	Laptop facilities (e.g. power, desks) in the Library meet my needs	0.59
Printing, scanning and photocopying facilities in the Library meet my needs	0.51	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning, teaching and research needs	0.57
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.51	When I am off campus I can access the Library resources and services I need	0.54
I can get wireless access in the Library when I need to* 3	0.50	I can find a place in the Library to work in a group when I need to	0.54

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

 Common to 2017 and 2013

Of all the 27 variables, none recorded a gap score in the critical range.

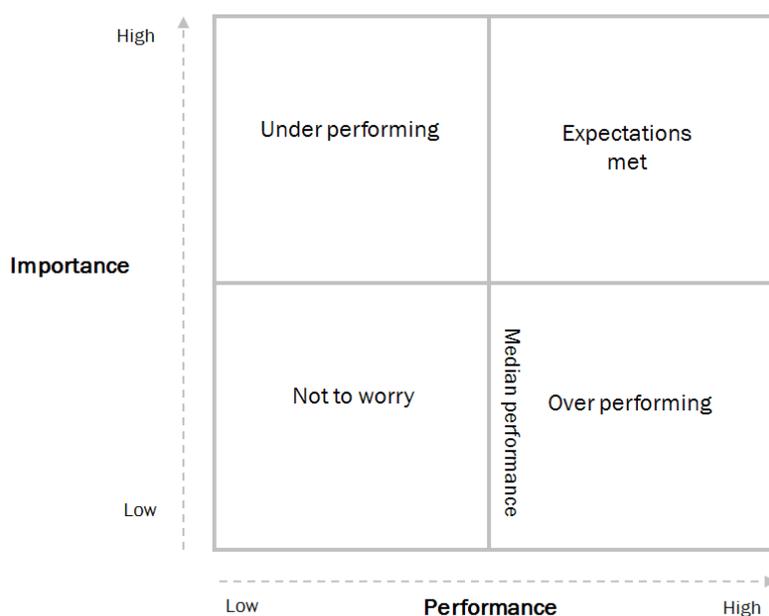
The top 10 gap list contains five factors from the top 10 importance list:

- *I can find a quiet place in the Library to study when I need to*
- *The Library search facility , Primo Search, enables me to find relevant library resources quickly*
- *Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs*
- *Online reading list resources are accessible when I need them*
- *I can get wireless access in the Library when I need to*

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 (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 two factors to keep a watch on:

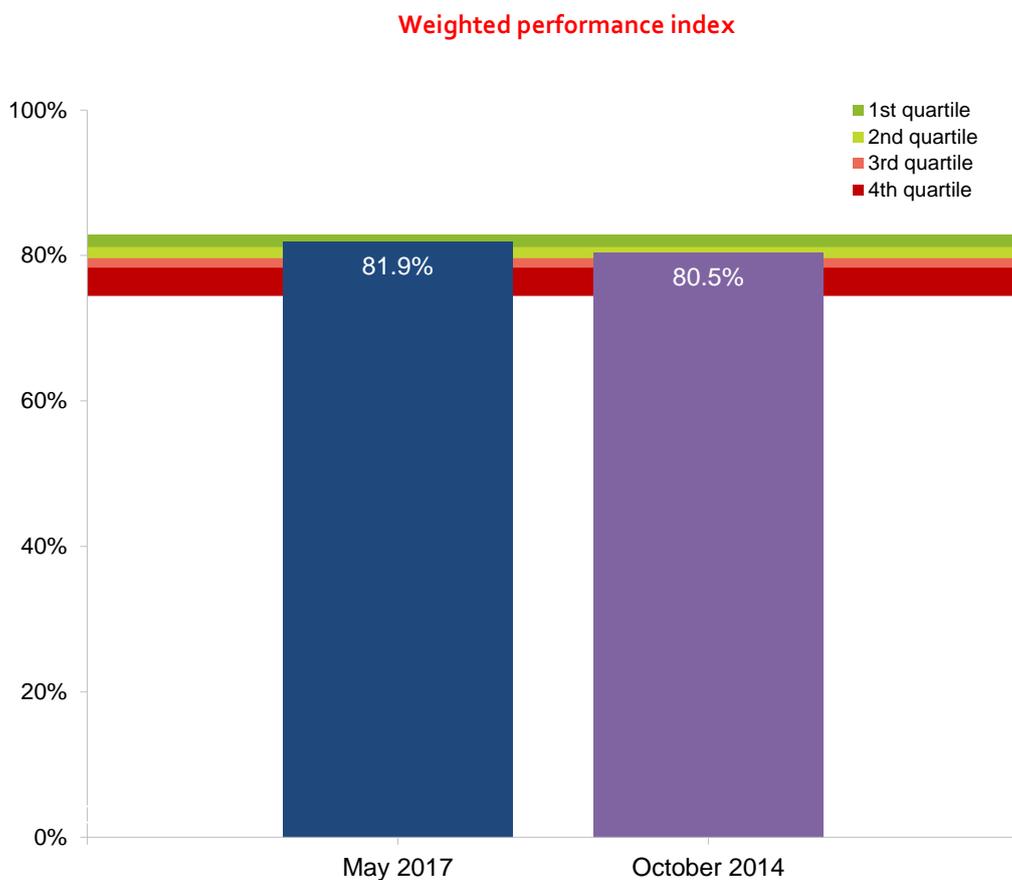
- *I can find a quiet place in the Library to study when I need to*
- *The Library search facility, Primo Search, enables me to find relevant library resources quickly*

Neither of these factors recorded a gap score greater than 1.00, however both were identified on the clients' top ten importance listing. It may therefore be prudent to keep an eye on them in case they become problematic in future.

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 81.9%. This places the Library in the top 25% of libraries that have surveyed with Insync over the last two years, and reflects a score increase of 1.4% since the previous survey in 2014, a very pleasing result.



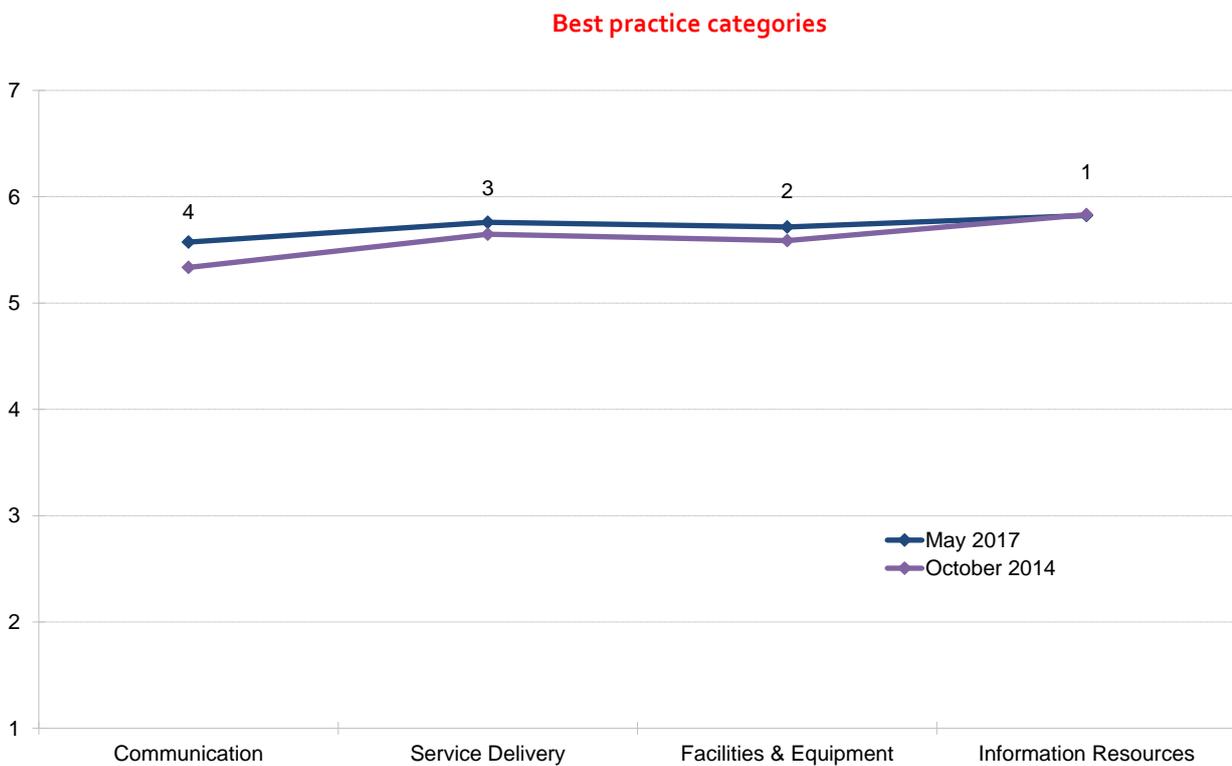
Note: Benchmark data relates to latest survey

Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the four best practice categories. At the time the survey was administered, 26 other university libraries had completed benchmark surveys. It is this group that makes up the comparison group.

All categories are performing above the benchmark median, and have recorded scores close to the benchmark tops. In addition, *communication*, *service delivery* and *facilities and equipment* have improved performance substantially since the previous survey.

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



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 *information resources*, with a score of 83.2%. The lowest score was identified for *communication* at 79.6%.

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.

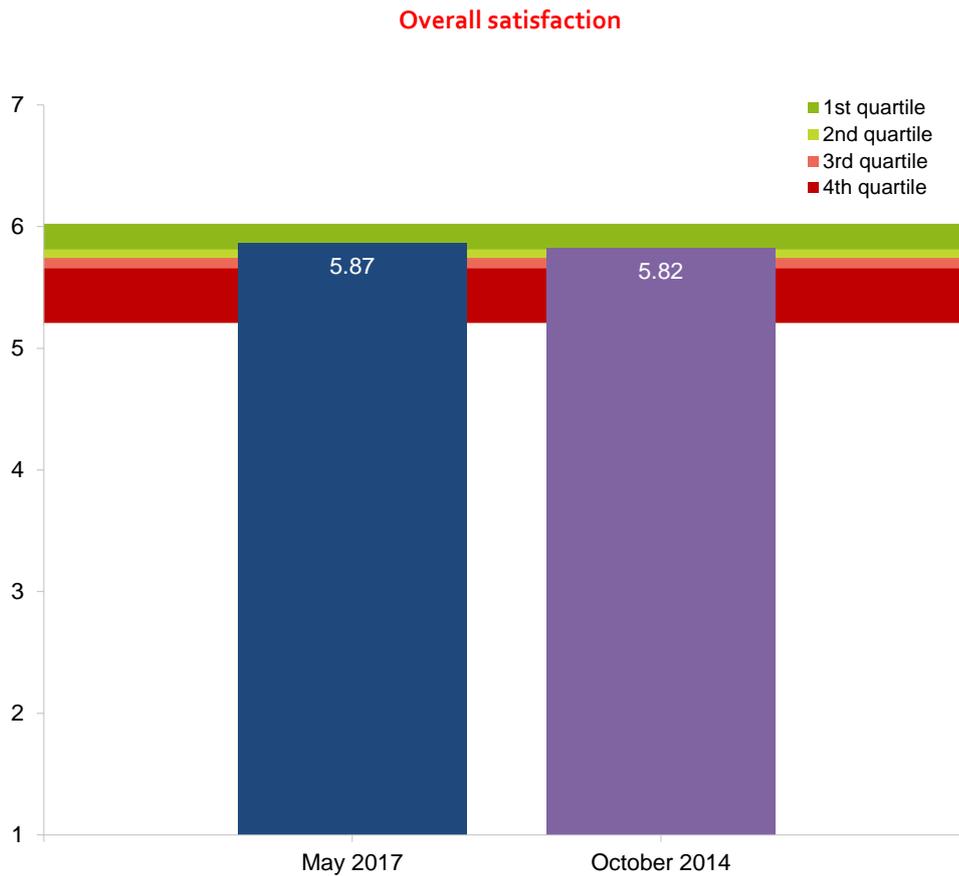
Scorecard

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
May 2017	79.6%	82.3%	81.6%	83.2%	81.9%
October 2014	76.2%	80.7%	79.8%	83.3%	80.5%
Highest	80.4%	83.6%	83.2%	85.8%	82.9%
Median	77.5%	80.6%	77.1%	82.7%	79.7%
Lowest	70.7%	77.1%	66.5%	78.1%	74.2%

Note: Benchmark data relates to latest survey

Overall satisfaction

Respondents were asked to provide a general assessment of their overall satisfaction with the Library. In this case, the overall average of 5.87 places the Library in the top 25% when compared with other libraries that have surveyed over the last two years.

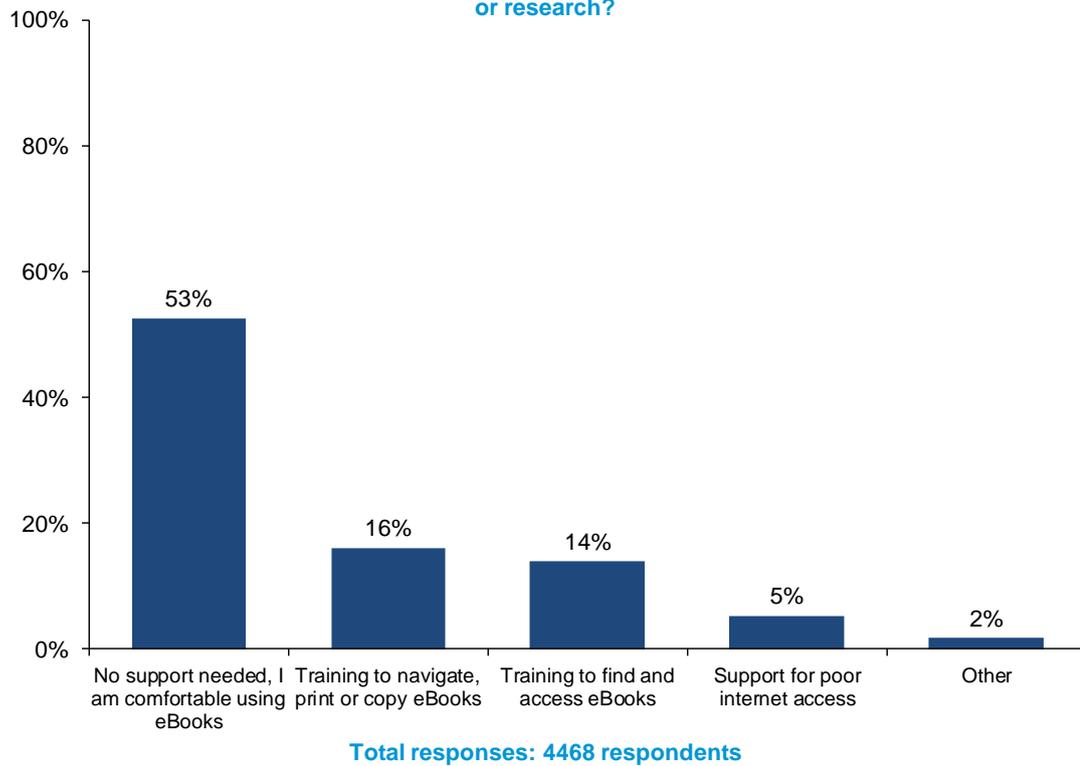


Note: Benchmark data relates to latest survey

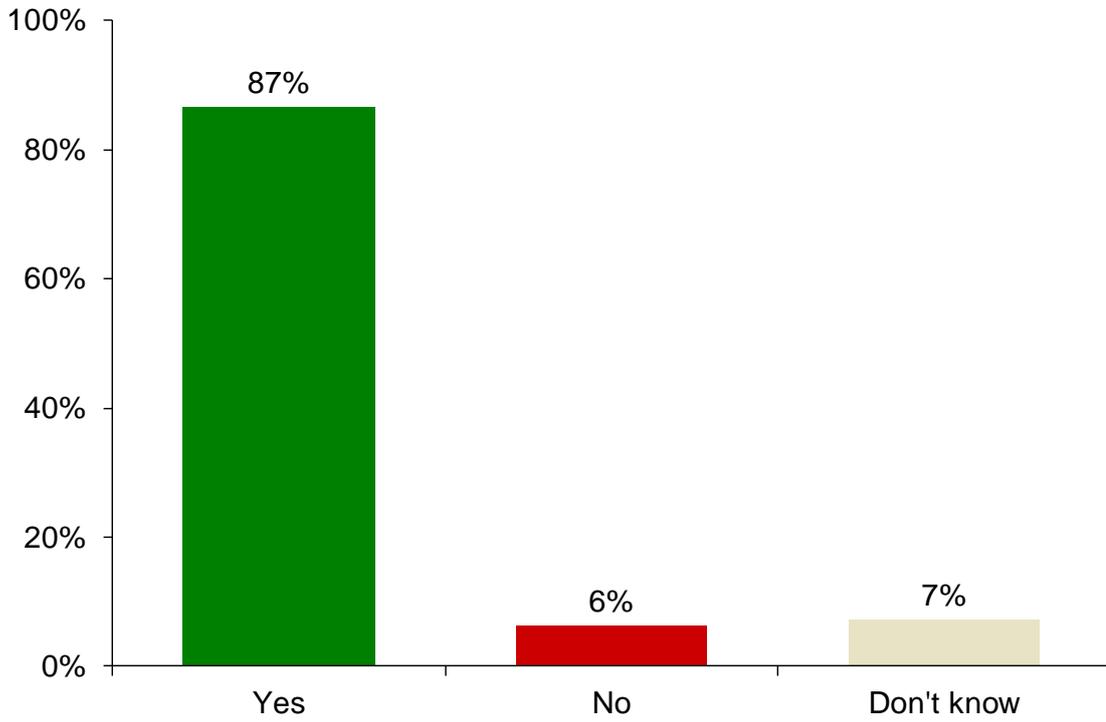
Looking for information

The survey sought responses from library users' on their use of resources and their views on how they approach them. The following tables display the responses of users to these questions.

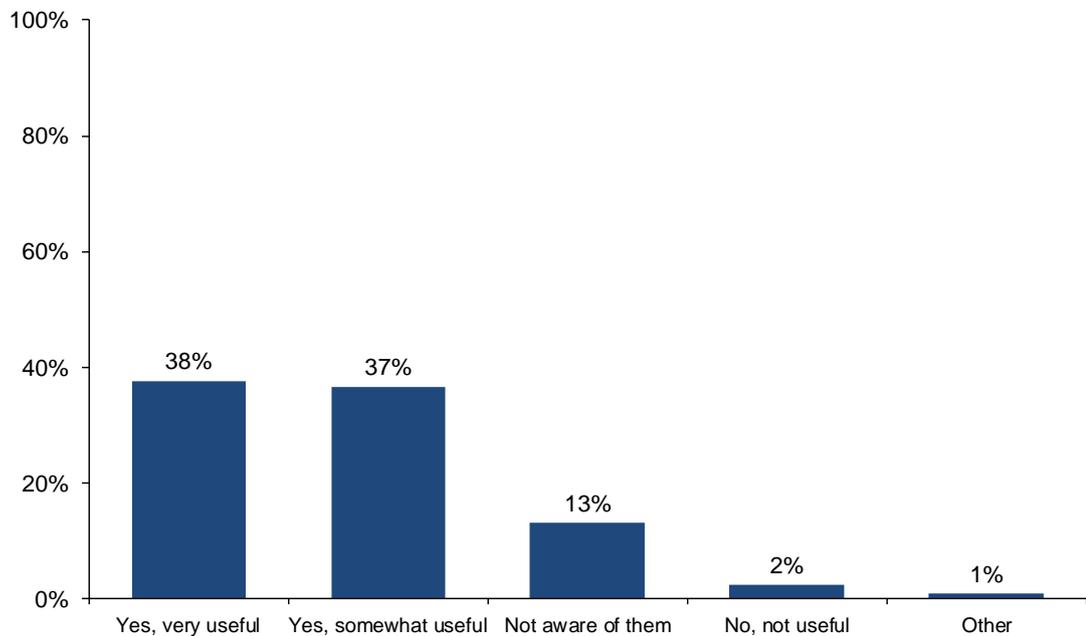
To support online learning and make our resources accessible anywhere at any time, we purchase eBooks instead of print whenever possible. Is there any support you would like to help you use eBooks for your study or research?



Do you find it easy to locate Primo Search from the Library website?



Do you find the Library Resource guides useful for your study or information seeking needs?



Total responses: 4468 respondents

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?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	Unique factor
Which Campus Library do you use most?	
Virtual Campus (1333 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.72
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.60
Online reading list resources are accessible when I need them	0.60
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.58
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.51
Albury-Wodonga (273 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.03
Printing, scanning and photocopying facilities in the Library meet my needs	0.89
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.79
I can find a place in the Library to work in a group when I need to	0.78
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.72
Bathurst (565 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.66
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.64
The items I'm looking for on the library shelves are usually there	0.63
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.58
Online reading list resources are accessible when I need them	0.58
Canberra/St Marks (80 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.50
Online reading list resources are accessible when I need them	0.40
When I am away from campus I can access the Library resources and services I need	0.37
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.32
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.31
CSU Study Centre - Melbourne (392 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.70
A computer is available when I need one	0.61
Printing, scanning and photocopying facilities in the Library meet my needs	0.53
The items I'm looking for on the library shelves are usually there	0.52
I can find a place in the Library to work in a group when I need to	0.45
CSU Study Centre - Sydney (335 responses)	Gap score
The items I'm looking for on the library shelves are usually there	1.06
A computer is available when I need one	0.79
I can find a quiet place in the Library to study when I need to	0.73
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	0.71
I can find a place in the Library to work in a group when I need to	0.65
CSU Study Centre - Brisbane (26 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.95
Online enquiry services (e.g. Chat, webform, phone) meet my needs	0.71
When I am away from campus I can access the Library resources and services I need	0.69
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.65
Books and articles I have requested from other libraries and campuses are delivered promptly	0.61

Charles Sturt University Library Client Survey, May 2017

Top 5 gap scores by demographic

Which Campus Library do you use most?

Unique factor

	Gap score
Dubbo (78 responses)	Gap score
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	0.83
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.78
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.71
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.68
Goulburn (67 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	0.74
I can find a quiet place in the Library to study when I need to	0.48
A computer is available when I need one	0.36
I can find a place in the Library to work in a group when I need to	0.32
Books and articles I have requested from other libraries and campuses are delivered promptly	0.18
Orange (126 responses)	Gap score
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.70
The items I'm looking for on the library shelves are usually there	0.70
Printing, scanning and photocopying facilities in the Library meet my needs	0.69
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	0.62
I can find a quiet place in the Library to study when I need to	0.62
Port Macquaire (277 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.87
I can find a place in the Library to work in a group when I need to	1.48
The items I'm looking for on the library shelves are usually there	0.95
Bring your own device (BYOD) facilities (e.g. desks, power) in the Library meet my needs	0.88
A computer is available when I need one	0.80
TAFE (17 responses)	Gap score
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	2.20
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	1.95
When I am away from campus I can access the Library resources and services I need	1.81
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	1.59
Library workshops, classes and tutorials help me with my learning and research needs	1.51
United Theological College (19 responses)	Gap score
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.81
Opening hours (including Chat & Phone virtual services) meet my needs	0.76
The items I'm looking for on the library shelves are usually there	0.73
The Library web site provides useful information	0.67
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	0.67
Wagga Wagga (745 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.71
I can get wireless access in the Library when I need to	0.67
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.64
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.64
The items I'm looking for on the library shelves are usually there	0.60

Charles Sturt University Library Client Survey, May 2017

Top 5 gap scores by demographic

Which Campus Library do you use most?

Unique factor

Other (92 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.48
I can get wireless access in the Library when I need to	1.07
The items I'm looking for on the library shelves are usually there	0.95
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.94
I can find a place in the Library to work in a group when I need to	0.91

What single category best describes you?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
What single category best describes you?	Unique factor
Undergraduate Student (2603 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.83
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.68
I can find a place in the Library to work in a group when I need to	0.67
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.66
The items I'm looking for on the library shelves are usually there	0.64
Postgraduate Student (1524 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.64
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.57
I can find a quiet place in the Library to study when I need to	0.57
Online resources (e.g. online articles, databases, eBooks) meet my learning, teaching and research needs	0.53
Online reading list resources are accessible when I need them	0.51
Higher Degree Research Student (101 responses)	Gap score
Online resources (e.g. online articles, databases, eBooks) meet my learning, teaching and research needs	0.75
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.59
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.52
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.52
The Library web site provides useful information	0.51
Academic/Research Staff (88 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	1.22
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	1.04
The items I'm looking for on the library shelves are usually there	0.84
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.81
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.74
General/Professional Staff (56 responses)	Gap score
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	1.07
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.79
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.77
I can find a quiet place in the Library to study when I need to	0.74
Online resources (e.g. online articles, databases, eBooks) meet my learning, teaching and research needs	0.72
From another University (14 responses)	Gap score
I am informed about Library services (e.g. reply paid postage for CSU Online students)	1.32
The Library search facility , Primo Search, enables me to find relevant library resources quickly	1.27
Online resources (e.g. online articles, databases, eBooks) meet my learning, teaching and research needs	1.06
Books and articles I have requested from other libraries and campuses are delivered promptly	0.82
When I am away from campus I can access the Library resources and services I need	0.74
Alumini/Community/High School/TAFE (12 responses)	Gap score
Books and articles I have requested from other libraries and campuses are delivered promptly	1.57
Self Service facilities meets my needs e.g. self-check loans & returns, self service requests, and renew als	1.25
Library staff provide accurate answers to my enquiries	1.22
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	1.20
Library workshops, classes and tutorials help me with my learning and research needs	1.11

Charles Sturt University Library Client Survey, May 2017

Top 5 gap scores by demographic

What single category best describes you?

Unique factor

Other (50 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.35
I can find a quiet place in the Library to study when I need to	1.31
I can find a place in the Library to work in a group when I need to	0.97
Books and articles I have requested from other libraries and campuses are delivered promptly	0.73
Face-to-face enquiry services meet my needs	0.70

What Faculty are you studying, researching or teaching in?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
What Faculty are you studying, researching or teaching in?	Unique factor
Arts & Education (1342 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.69
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.61
The items I'm looking for on the library shelves are usually there	0.60
Online reading list resources are accessible when I need them	0.59
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.57
Business, Justice & Behavioural Science (1246 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.85
The items I'm looking for on the library shelves are usually there	0.72
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.61
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.56
I can find a place in the Library to work in a group when I need to	0.55
Science (1462 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.83
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.69
I can find a place in the Library to work in a group when I need to	0.67
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.64
The items I'm looking for on the library shelves are usually there	0.63
Not applicable (388 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	0.50
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.50
The items I'm looking for on the library shelves are usually there	0.50
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	0.49
Online reading list resources are accessible when I need them	0.48

Do you consider yourself to be On Campus or Online?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
Do you consider yourself to be On Campus or Online?	Unique factor
Completely or mostly online (2267 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.68
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.61
Online reading list resources are accessible when I need them	0.59
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.57
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.52
Completely or mostly On-campus (2173 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.87
I can find a place in the Library to work in a group when I need to	0.75
The items I'm looking for on the library shelves are usually there	0.73
Printing, scanning and photocopying facilities in the Library meet my needs	0.62
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.60

Which category describes you?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
Which category describes you?	Unique factor
First year of course (1930 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.64
The items I'm looking for on the library shelves are usually there	0.53
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.51
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.47
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.46
Second or Later-year Student (2383 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.81
The items I'm looking for on the library shelves are usually there	0.72
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.71
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.69
I can find a place in the Library to work in a group when I need to	0.67
N/A - not a student (133 responses)	Gap score
Physical resources (e.g. books, journals, DVDs) meet my learning, teaching and research needs	1.08
The Library search facility , Primo Search, enables me to find relevant library resources quickly	1.00
The items I'm looking for on the library shelves are usually there	0.74
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.71
The Library web site provides useful information	0.62

How often do you come into the library?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
How often do you come into the library?	Unique factor
Daily (568 responses)	Gap score
I can find a quiet place in the Library to study when I need to	1.10
I can find a place in the Library to work in a group when I need to	0.94
The items I'm looking for on the library shelves are usually there	0.74
I can get wireless access in the Library when I need to	0.67
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.63
Weekly (1204 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.83
The items I'm looking for on the library shelves are usually there	0.68
I can find a place in the Library to work in a group when I need to	0.64
Printing, scanning and photocopying facilities in the Library meet my needs	0.58
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.54
Fortnightly (241 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.65
Printing, scanning and photocopying facilities in the Library meet my needs	0.62
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.61
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.57
I can find a quiet place in the Library to study when I need to	0.56
Monthly (269 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.81
I can get wireless access in the Library when I need to	0.67
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.66
The items I'm looking for on the library shelves are usually there	0.63
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.62
Rarely (515 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.65
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.57
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.54
Subject specific resources (e.g. eReserve and Library Research Skill Guides) meet my learning, teaching and research needs	0.53
Online reading list resources are accessible when I need them	0.51
Never (1193 responses)	Gap score
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.75
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.65
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.64
Online reading list resources are accessible when I need them	0.61
The Library web site provides useful information	0.56

How often do you access the Library online?

Charles Sturt University Library Client Survey, May 2017	
Top 5 gap scores by demographic	
How often do you access the Library online?	Unique factor
Daily (1124 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.85
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.71
The items I'm looking for on the library shelves are usually there	0.70
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.62
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.61
Weekly (1904 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.65
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.62
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.56
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.54
The items I'm looking for on the library shelves are usually there	0.54
Fortnightly (440 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.75
I can find a quiet place in the Library to study when I need to	0.69
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.64
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.63
Online reading list resources are accessible when I need them	0.55
Monthly (257 responses)	Gap score
The items I'm looking for on the library shelves are usually there	0.69
The Library web site provides useful information	0.61
Online resources (e.g. online articles, databases, ebooks) meet my learning, teaching and research needs	0.60
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.59
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.58
Rarely (242 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.72
Printing, scanning and photocopying facilities in the Library meet my needs	0.70
The Library search facility , Primo Search, enables me to find relevant library resources quickly	0.62
The items I'm looking for on the library shelves are usually there	0.62
The Library anticipates my learning and research needs	0.61
Never (61 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	1.25
I can find a quiet place in the Library to study when I need to	1.04
When I am away from campus I can access the Library resources and services I need	0.89
I can find a place in the Library to work in a group when I need to	0.87
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources such as online articles, databases, and eBooks	0.87