

# Part 3

A. Please give your personal assessment of the overall quality of the Library you use most Extremely Poor        Excellent

B. Please give your general assessment of how satisfied you are with the Library Extremely Dissatisfied        Extremely Satisfied

C. Comments (including positive and negative)

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D. What is the one area we could improve to assist you?

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E. How often do you physically visit the Library?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)

F. How often do you access the online library services (i.e. not on Library premises)?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)

G. How often are you required to be on campus?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)

Thank you for your participation. Please place your completed survey in collection box provided



## 2006 Library Client Survey

### Confidential

This survey is designed to give you an opportunity to state your opinions on how well you think the Library performs in relation to what you think is important.

Your opinions are valuable and will help us understand how we can work together to make the La Trobe University Library work for all concerned.

This is a confidential document and your honest input will make it very worthwhile.

The results of the survey will be made available.

Thank you for your assistance.

Earle Gow  
University Librarian

Please place your completed survey in collection box provided.

### Part 1 - General Information

This part asks some general information about your position at La Trobe University.

Please shade one box only for each question. This will assist us in looking at differences of opinion across campuses, categories and faculties.

Shade circles like this ●  
Not like this ☒

#### Which Campus Library do you use most?

- Albury-Wodonga
- Bendigo
- Bundoora
- Mildura
- Mt Buller
- Shepparton
- In another Australian state
- Outside Australia
- Other

#### What single category best describes you?

- Undergraduate
- Postgraduate
- Academic/Research Staff
- General Staff
- From another University
- TAFE
- Other

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

- Arts/Humanities/Social Sciences
- Education
- Engineering
- Health Sciences (including Social Work)
- Law
- Management/Business/Hospitality/Tourism
- Science (including Behavioural Sciences)
- Technology
- Other

Now please turn over

# Part 2

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

Please indicate your answer to each part of the question by shading only one number on each scale of 1 to 7.

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

Shade circles like this ● Not like this ☒

| Answer this column first<br>How <b>important</b> is each factor to you personally? | Then answer this column<br>How well are we <b>performing</b> in relation to each factor? |
|--|--|
| <b>IMPORTANCE</b><br>← Low Medium High →   | <b>PERFORMANCE</b><br>← Low Medium High →  |

|  |   |                     |                 |
|--|---|---------------------|-----------------|
| <b>Example Statement: Adequate signage exists within the Library</b>         |   | ○ ● ○ ○ ○ ○ ○ ○ ○ ○ | ○ ○ ○ ○ ○ ○ ● ○ |
| <b>NOW BEGIN. If you cannot answer please move on to the next statement.</b> |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Communication</b>   | 1 Library staff describe clearly the services on offer                            | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 2 Library staff provide clear and accurate answers / responses to my queries      | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 3 Library staff keep me informed about new services, resources and collections    | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 4 Library catalogue provides clear and useful information                         | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 5 Library information guides are clear and useful                                 | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 6 Library web pages provide clear and useful information                          | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 7 Adequate signage exists within the library                                      | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Service Quality</b>   | 8 Library staff provide quality service   | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 9 Books and journals are reshelved quickly  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 10 Library staff act on my suggestions and ideas                                  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 11 Prompt corrective action is taken regarding missing books and journals         | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 12 Services for clients with disabilities are adequate                            | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 13 Library staff are proactive in their dealings with me                          | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Service Delivery</b>  | 14 Opening hours meet my needs  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 15 Service staff respond in a timely manner                                       | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 16 Inter-library loans and document requests are filled promptly                  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 17 Requests for inter-campus loans and documents are filled promptly              | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 18 The library collection including electronic resources is adequate for my needs | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 19 Library staff are readily available to assist me                               | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
| 20 Materials are processed rapidly for inclusion in the collection           | ○ ○ ○ ○ ○ ○ ○ ○   | ○ ○ ○ ○ ○ ○ ○ ○     |                 |
|  |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Facilities &amp; Equipment</b>  | 21 Photocopying & printing facilities in the Library are adequate                 | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 22 Individual seating in the Library is adequate                                  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 23 Group study facilities in the Library are adequate                             | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 24 Access to computers to support study / research in the Library is adequate     | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 25 Quiet study facilities in the Library are adequate                             | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 26 Facilities for using personal laptops in the Library are adequate              | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 27 Wireless facilities in the Library are adequate                                | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Library Staff</b>   | 28 Library staff treat me fairly and without discrimination                       | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 29 Library staff display professionalism  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 30 Library staff are friendly and helpful   | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  |   | 1 2 3 4 5 6 7       | 1 2 3 4 5 6 7   |
| <b>Virtual Library</b>   | 31 The library web site is easy to use  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 32 The library catalogue is easy to use   | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 33 Course-specific resources are easy to find and access                          | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 34 Access to electronic resources is easily available                             | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 35 Off-campus access to electronic information resources & services is adequate   | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |
|  | 36 Online help services are adequate  | ○ ○ ○ ○ ○ ○ ○ ○     | ○ ○ ○ ○ ○ ○ ○ ○ |

Now please turn over 