



Library
Client
Survey 2010



Dear Library User,

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

Ainslie Dewe
University Librarian

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Part 1 — General Information

This part asks for some general information about your role in the University. This will assist us in looking at differences across the Library.

Which Campus Library do you use most?

- Albury-Wodonga
- Bendigo
- Melbourne (Bundoora)
- Mildura
- Shepparton
- In another Australian state
- Outside Australia
- Other - please specify

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

- Education
- Health Sciences
- Humanities and Social Sciences
- Law
- Management, economics, accounting and tourism
- Science, Technology and Engineering
- Other - please specify

What single category best describes you?

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

Which category describes you?

- Australian resident
- Non-resident studying in Australia
- Off-shore student
- Other - please specify

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Service Delivery

	N/A	Importance							Performance						
		Low				High			Low				High		
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
4 Library face-to-face teaching/tutorials help me with my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Library online teaching/tutorials help me with my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 The Library anticipates my learning and research needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 Opening hours meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8 Books and articles I have requested from other libraries and campuses are delivered promptly	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9 Self Service (e.g. self check loans, requests, renewals, holds) meets my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 Online enquiry services (e.g. Chat, Ask a Librarian) meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 Face-to-face enquiry services meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12 The items I'm looking for on the Library shelves are usually there	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13 The Library has sufficient multiple copies to meet my needs	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	N/A	Importance							Performance						
		Low			High				Low			High			
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
31 LibGuides – subject guides are clear and useful	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		« Save and Go Back							Save and Continue »						

32. My success in finding information on a study or research topic is largely dependent on (please tick those applicable):

- Faculty librarians
- Friends, peers
- Google, Yahoo, etc
- Google Scholar
- Lecturers, tutors
- Resources via Library web page
- Other – please specify

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Part 3 — Your Comments

Your comments will be made available to the Library. To ensure that your comments remain confidential, be careful not to provide any information that could identify you.

Overall Satisfaction

Performance						
Low			High			
1	2	3	4	5	6	7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33 Overall how satisfied are you with the Library?

Please give us your suggestions for improvement or any other comments about the Library.

How often do you come into the library?

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

How often do you access the Library online?

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

How often are you required to be on campus?

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

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Part 4 — Prize Draw

Thank you for completing this questionnaire.

To go into the draw for one of **1 x 16GB iPad Wi-Fi plus 3G model, 8 Co-op Bookshop vouchers (\$50 each), 2 iTune gift cards (\$50 each), 3 LTU insulated mugs with lids, and mud cakes** please fill in the details below:

Entry Form

STUDENT/STAFF NUMBER

CAMPUS

*This survey is confidential. Identifying details are for competition purposes only and will not be associated with survey responses. **Only one entry per person will be accepted. Entry is open to La Trobe University students and staff who complete the 2010 Library Client Satisfaction Survey. Library staff other than student casuals are not eligible for prizes.***

Winners will be drawn on Monday, 13 September 2010, and will be contacted by the Library. Results will be announced on the Library website.

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Thank you for your participation.

Your answers have been submitted to Insync Surveys.