

Summary of Results of 2005 Offshore Client Library Survey

Survey Information

The Library conducted a survey of offshore students in November and December 2005. These are students who live in countries other than Australia and study either through distance education or at one of Macquarie University's overseas campuses. The majority were from the Division of Linguistics and Psychology and the Macquarie Graduate School of Management. A very low proportion of offshore students took part in the survey.

Benchmark Scores

Macquarie University Library was benchmarked against three other libraries that ran offshore client surveys between November 2005 and January 2006.

The Library's scores were:

- above the mean for staff behaviour.
- below the mean for access to and ease of use of E-books and course-specific resources.
- on the mean for access to and ease of use of databases/electronic journals and catalogue.

The overall quality of the Library was rated 5.08 out of 7 (the mean score of all libraries was 5.09).

The students' overall satisfaction with the Library was rated 4.94 out of 7 (the mean score of all libraries was 4.96).

Importance, Performance and Gap Scores

The 5 most important aspects of the Library were:

- Databases and electronic journals are easy to find and access
- Databases and electronic journals are easy to use
- Course-specific resources are easy to find and access
- Course-specific resources are easy to use
- Staff respond clearly and accurately to enquiries

The 5 areas where it was thought that the Library performed well were:

- Staff respond clearly and accurately to enquiries
- Staff respond to my queries in a timely manner
- Databases and electronic journals are easy to find and access
- The online catalogue is easy to find and access
- The online catalogue is easy to use

The 5 largest gaps between importance and performance (i.e. areas in which the students thought we could improve) were:

- Course-specific resources are easy to use
- Course-specific resources are easy to find and access
- Course-specific resources are adequate for my needs
- E-books are adequate for my needs
- E-books are easy to use

Comments from Respondents

The Library received positive comments about the range of online resources that we offer, and the service and behaviour of Library staff. The areas that received negative comments were problems with passwords, the lack of face-to-face Library-related training available to offshore students and the fact that online journals does not extend back far enough.

The areas that the students suggested that we needed to improve were informing students of new journal and database subscriptions, providing better training and making the searching of online journals and databases more user-friendly

What the Library is doing to improve our performance

The Library is investigating ways of making access to the content of databases and electronic journals that we subscribe to more user-friendly. We are also looking at ways of improving the training that we offer, both face-to-face and online