

Library survey 2008 - user priorities, performance rankings and problems areas by user group

Top five priorities (in order of importance)		
Undergraduates	Postgraduates	Academic staff
Making electronic resources accessible from home or office	Making electronic resources accessible from my home or office	Comprehensive collection of full text articles
Print and/or electronic journal collections I require for my work	Print and/or electronic journal collections I require for my work	Print and/or electronic journal collections I require for my work
A haven for study, learning or research	Making information accessible for individual use	Timely document delivery/interlibrary loan
Library staff who are consistently courteous	The electronic information resources I need	A library web site enabling me to locate information on my own
Making information accessible for individual use	Comprehensive collection of full text articles	The electronic information resources I need

Users believed the library performed best in		
Undergraduates	Postgraduates	Academic staff
Library staff who are consistently courteous	Library staff who are consistently courteous	Library staff who are consistently courteous
Willingness to help users	Willingness to help users	Readiness to respond to uses' enquiries
Library staff who have the knowledge to answer users' questions	Readiness to respond to uses' enquiries	Willingness to help users
Readiness to respond to users' enquiries	Providing help when and where I need it	Providing help when and where I need it
Providing help when and where I need it	Library staff who deal with users in a caring fashion	A library web site enabling me to locate information on my own

Users believed the library fell below desired levels of service in		
Undergraduates	Postgraduates	Academic staff
Quiet space for individual work	Comprehensive collection of full text articles	Comprehensive collection of full text articles
Comprehensive collection of full text articles	Quiet space for individual work	Print and/or electronic journal collections I require for my work
Space for group learning and study	Print and/or electronic journal collections I require for my work	The printed library materials I need for my work
Print and/or electronic journal collections I require for my work	Library space that inspires study and learning	Making electronic resources accessible from my home or office
Availability of online help when using library's electronic resources	The electronic information resources I need	Space for group learning and group study