

Sample University Library Client Survey

Analysis of verbatim comments 2011

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How to use this sample report

This is an example of Insync Surveys' analysis of verbatim comments report. The information and graphics presented in this report are intended to help you better understand our supplementary offering from the standard Library Staff Survey. It does not represent factual data and should not be taken as advice. If you have any questions about the sample report, please contact Michael Samarchi, Director, Higher Education and TAFE on +61 3 9909 9228 or email: msamarchi@insyncsurveys.com.au.

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1. Introduction

Insync Surveys was retained by the Sample University Library to conduct a survey of its clients in 2011. Quantitative reports of findings have already been presented to the Library.

Qualitative data was also gathered in the library survey. Patrons were invited to: *Please give us your suggestions for improvements or any comments about the Library.*

Of the 4,281 survey respondents, 1,973 (46.1%) provided comments.

The comments were analysed and responses were quantified into themes and best practice categories.

The following diagram illustrates the stages in the analytical process:



Note: A comment may contain multiple responses

The analysis in this instance generated 71 themes, incorporating 3164 responses (including 7 responses classed as *uncategorised*).

Themes are further clustered into best practice categories. Five categories are identified – *communication, service delivery, facilities and equipment, library staff and information resources* – in line with those used for benchmarking in the Library Client Survey. Responses are also classed into *positive* and *negative* feedback.

To date, the following university libraries elected to take up the offer of thematic analysis of verbatim comments:

2008 (20 participants)

- Australian Catholic University
- Australian National University
- Charles Darwin University
- Charles Sturt University
- Edith Cowan University
- Griffith University
- James Cook University
- Macquarie University
- Murdoch University
- Southern Cross University
- Swinburne University of Technology
- University of Adelaide
- University of Canberra
- University of Melbourne
- University of Newcastle
- University of Southern Queensland
- University of Sydney
- University of Tasmania
- University of Wollongong
- Victoria University

2009 (7 participants)

- Curtin University
- Sample University
- University of Ballarat
- Victoria University
- RMIT University
- University of New South Wales
- University of Western Sydney

2010 (15 participants)

- Australian Catholic University
- Charles Sturt University
- Deakin University
- Flinders University
- La Trobe University
- Murdoch University
- Queensland University of Technology
- Southern Cross University
- University of Canberra
- University of Melbourne
- University of Newcastle
- University of Southern Queensland
- University of Sydney
- University of Tasmania
- University of Wollongong

For these participants, a total of 62,759 comments generated 80 themes, incorporating 152,438 responses.

In this report, comparisons are made between the feedback provided by the patrons of Sample University Library in 2011 and the aggregate feedback generated to date.

2. Response statistics: Comments

The following table details the number of comments received from clients of the Library. In total 1,524 comments were received.

Analysis of Verbatim Comments		
Total Comments = 1524		
Category	n	%
Undergraduate	1123	73.7%
Postgraduate - Coursework	207	13.6%
Postgraduate - Research	124	8.1%
Academic/Research Staff	43	2.8%
General Staff	12	0.8%
Monash College Student	8	0.5%
From another University	4	0.3%
<i>Unspecified</i>	3	0.2%
Library		
Caulfield Library	372	24.4%
Sir Louis Matheson Library	369	24.2%
Hargrave-Andrew Library	359	23.6%
Peninsula Library	102	6.7%
Gippsland Library	74	4.9%
Law Library	74	4.9%
Remote access (e.g. via web or services for off-campus students)	60	3.9%
CL Butchers Pharmacy Library	47	3.1%
Berwick Library	46	3.0%
Other (e.g. hospital library)	18	1.2%
<i>Unspecified</i>	3	0.2%
Area of study/teaching/research		
Business and Economics	339	22.2%
Arts	321	21.1%
Medicine, Nursing and Health Sciences	283	18.6%
Science	142	9.3%
Engineering	116	7.6%
Education	79	5.2%
Law	71	4.7%
Art and Design	49	3.2%
Information Technology	47	3.1%
Pharmacy and Pharmaceutical Services	45	3.0%
Other	25	1.6%
<i>Unspecified</i>	7	0.5%

3. Response statistics: Responses

The table below details the number of responses extracted from the verbatim comments. In total, the analysis generated 3,164 responses.

Analysis of Verbatim Comments		
Total Responses = 3164		
Category	n	%
Undergraduate	2398	75.8%
Postgraduate - Coursework	407	12.9%
Postgraduate - Research	250	7.9%
Academic/Research Staff	64	2.0%
Monash College Student	16	0.5%
General Staff	15	0.5%
From another University	5	0.2%
<i>Unspecified</i>	9	0.3%
Library		
Caulfield Library	836	26.4%
Sir Louis Matheson Library	793	25.1%
Hargrave-Andrew Library	738	23.3%
Peninsula Library	192	6.1%
Law Library	166	5.2%
Gippsland Library	115	3.6%
Remote access (e.g. via web or services for off-campus students)	112	3.5%
Berwick Library	97	3.1%
CL Butchers Pharmacy Library	82	2.6%
Other (e.g. hospital library)	27	0.9%
<i>Unspecified</i>	6	0.2%
Area of study/teaching/research		
Business and Economics	728	23.0%
Arts	691	21.8%
Medicine, Nursing and Health Sciences	570	18.0%
Science	315	10.0%
Engineering	231	7.3%
Law	175	5.5%
Education	137	4.3%
Art and Design	94	3.0%
Information Technology	88	2.8%
Pharmacy and Pharmaceutical Services	80	2.5%
Other	41	1.3%
<i>Unspecified</i>	14	0.4%

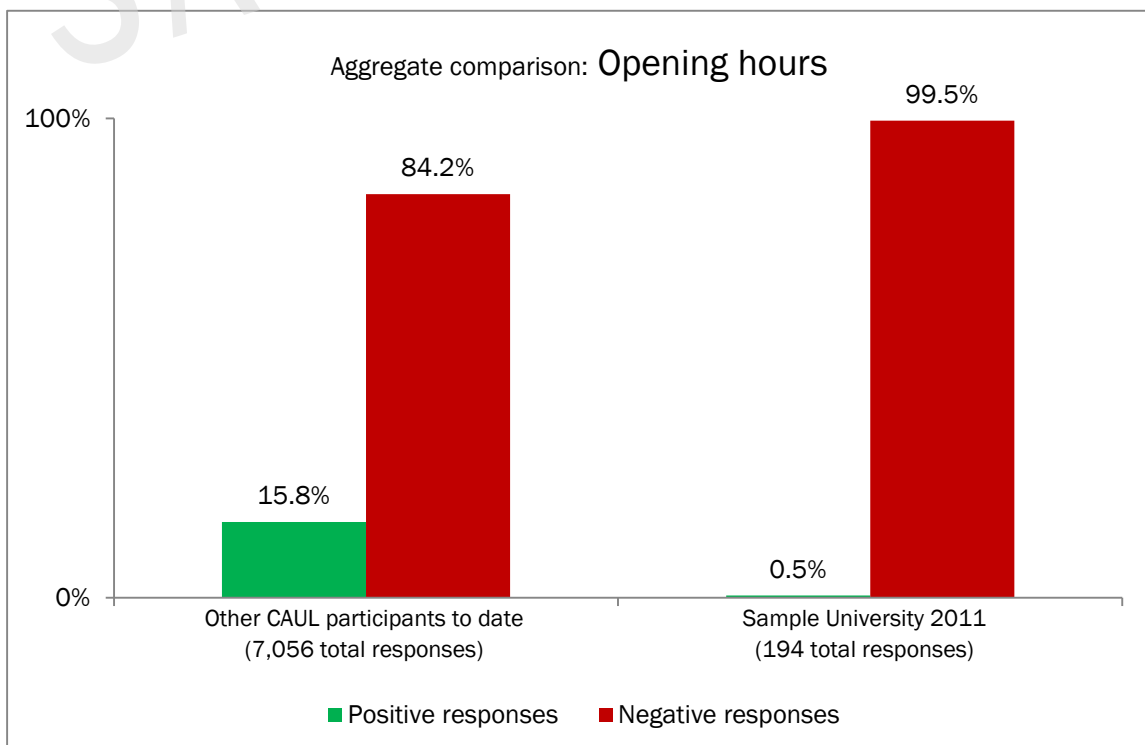
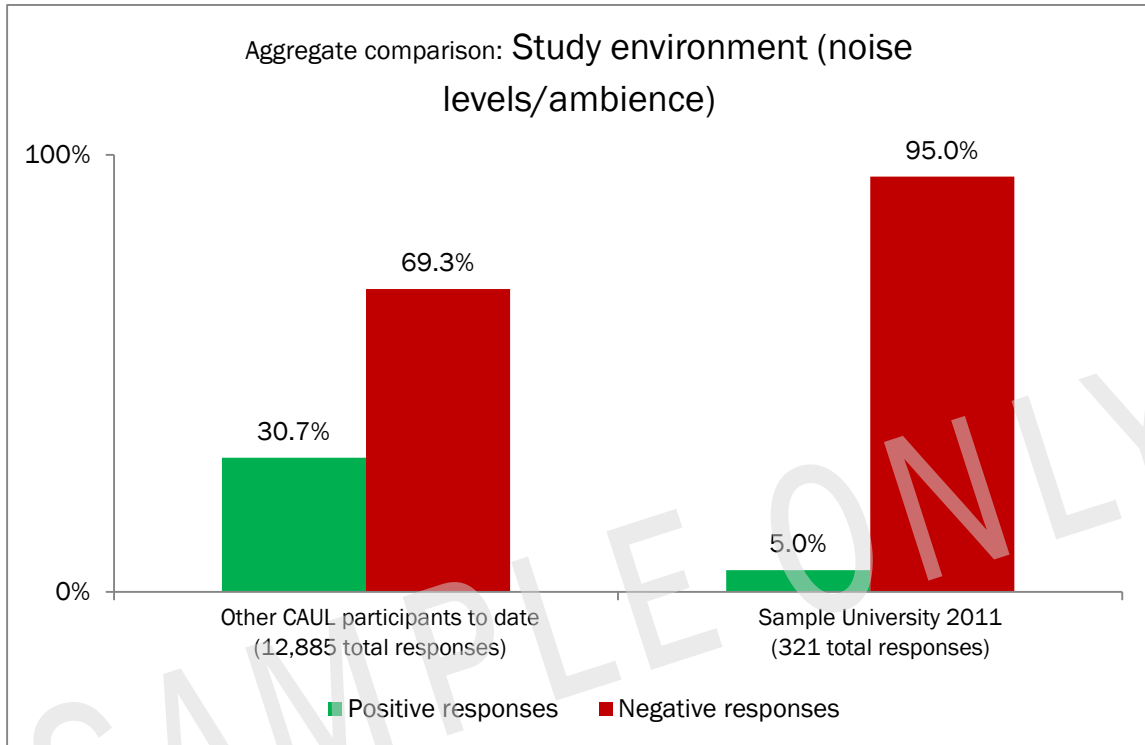
4. Themes

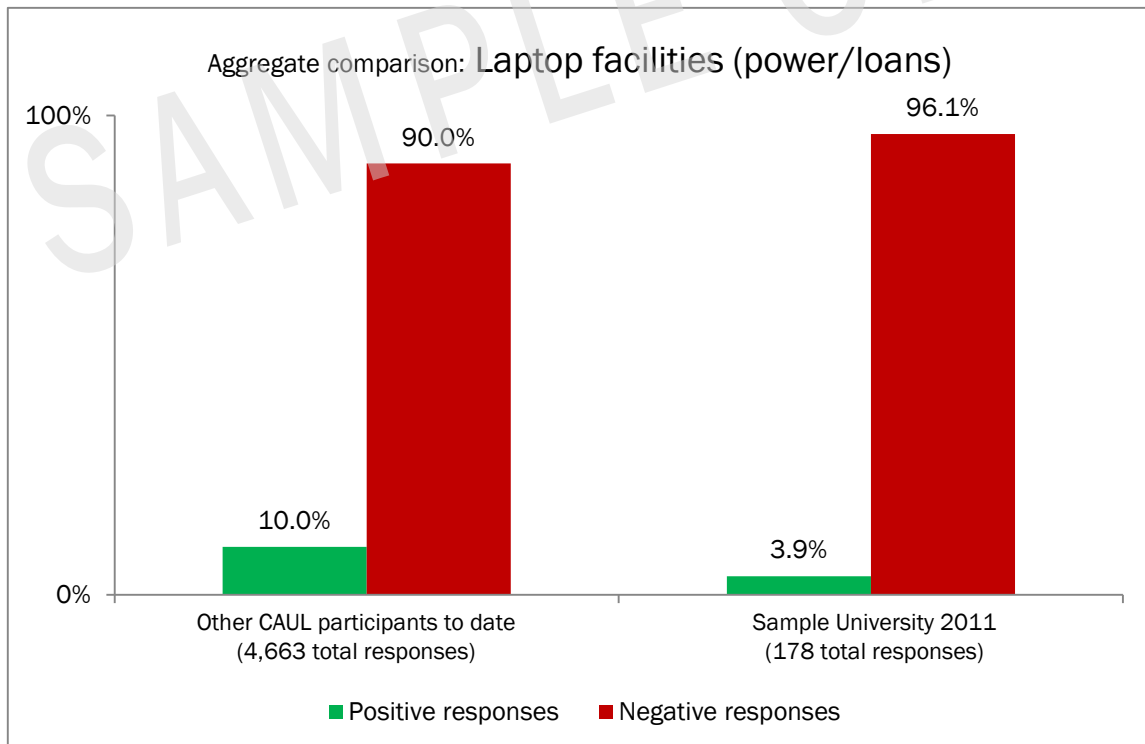
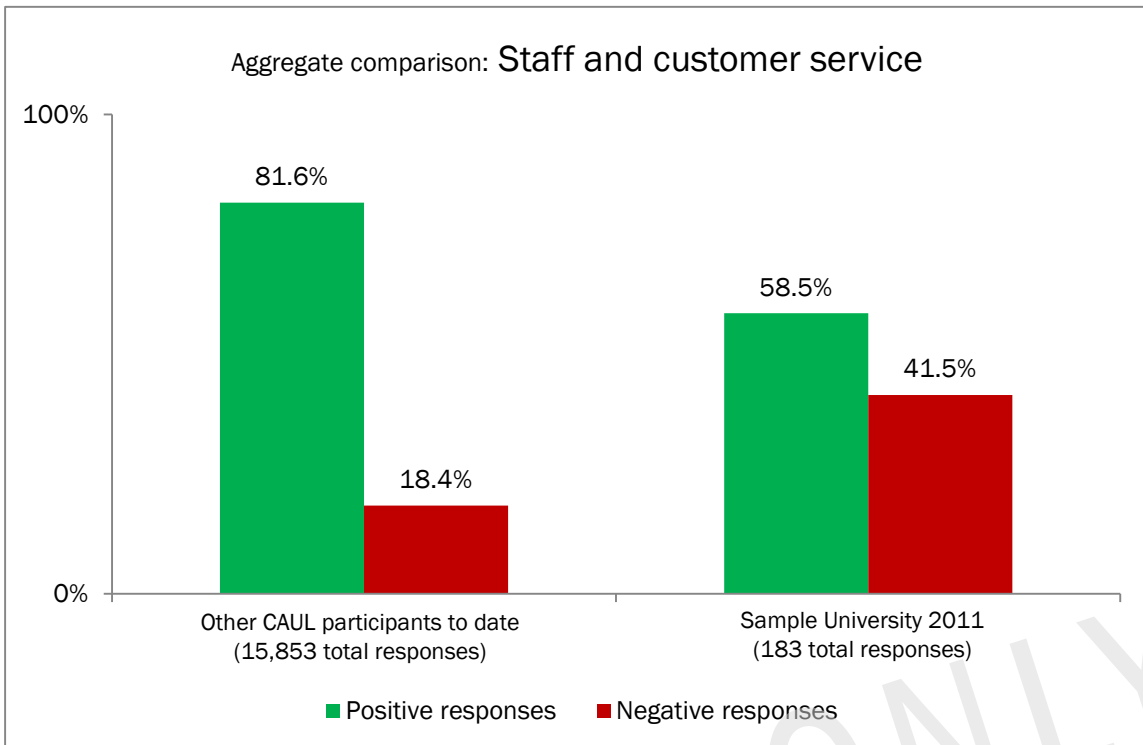
The following table shows the 71 themes and the number of responses – both *positive* and *negative* – attributed to each. The theme with the highest number of total responses is listed first:

Analysis of Verbatim Comments				
Themes	Total responses = 3164			
	Positive responses	Negative responses	n	%
Computers (numbers/accessibility)	2	324	326	10.3%
Study environment (noise levels/ambience)	16	305	321	10.1%
Opening hours	1	193	194	6.1%
Staff and customer service	107	76	183	5.8%
Laptop facilities (power/loans)	7	171	178	5.6%
Search tools (catalogue/metasearch)	13	161	174	5.5%
Desks and seating (accessibility/ergonomics)	5	162	167	5.3%
Printing/scanning/photocopying	3	125	128	4.0%
Space (crowding)	0	116	116	3.7%
Course/subject specific resources (textbooks/reserve collection/short loans/exams)	4	104	108	3.4%
Group study facilities	2	99	101	3.2%
E-resources (e-journals/databases/e-books)	19	72	91	2.9%
Overall satisfaction	77	3	80	2.5%
Wireless	4	75	79	2.5%
Library skills/orientation (tutorials/tours)	9	61	70	2.2%
Library layout (design/functionality/refurbishments/renovations)	5	52	57	1.8%
Behaviours (eating/drinking/sleeping/desk usage)	2	50	52	1.6%
Items on shelves (arrangement/missing/re-shelving)	2	44	46	1.5%
Communication/consultation	1	37	38	1.2%
Computer usage (recreational)	1	37	38	1.2%
Holds/requests/renewals	4	34	38	1.2%
Print collection (books/journals/newspapers/magazines)	5	33	38	1.2%
Resources (overall collection)	25	12	37	1.2%
Signage	0	34	34	1.1%
Toilets (accessibility/cleanliness)	0	32	32	1.0%
Website	2	28	30	0.9%
Online access (login/passwords)	3	26	29	0.9%
Individual study facilities	1	23	24	0.8%
Service to external/distance students	10	14	24	0.8%
Air temperature/ventilation	0	23	23	0.7%
Full-text access (e-journals/e-books)	1	21	22	0.7%
Off campus access	2	19	21	0.7%
Loan periods	0	17	17	0.5%
Staff numbers/availability	1	16	17	0.5%

Analysis of Verbatim Comments					
Themes	Total responses = 3164				
	Positive responses	Negative responses	n	%	
Borrowing	4	12	16	0.5%	
Queuing	0	15	15	0.5%	
Survey	0	15	15	0.5%	
Inter library/campus loans	7	7	14	0.4%	
Reminders/notifications	3	11	14	0.4%	
Access to internet	0	13	13	0.4%	
Study rooms (availability/booking)	0	12	12	0.4%	
Facilities (overall)	6	5	11	0.3%	
Self serve facilities (check out/recharge)	2	9	11	0.3%	
Cleanliness	2	8	10	0.3%	
Service to postgraduates and staff	1	8	9	0.3%	
Amenities (clocks/bins/carry bags/lockers)	0	8	8	0.3%	
Software/virus protection	0	8	8	0.3%	
Audio-visual	0	7	7	0.2%	
Collection maintenance (weeding/binding)	0	7	7	0.2%	
Library usage (open access)	0	7	7	0.2%	
Navigating the library (lifts/stairs/maps)	0	7	7	0.2%	
Lighting	0	5	5	0.2%	
Location of resources (campus)	0	4	4	0.1%	
Fines/penalties	0	3	3	0.1%	
Maintenance (facilities)	0	3	3	0.1%	
Returns (check-in/chutes)	0	3	3	0.1%	
Supply of stationery and accessories (stapler/guillotine/pens)	0	3	3	0.1%	
Disability support	0	2	2	0.1%	
Equipment (hire/availability)	0	2	2	0.1%	
IT support	1	1	2	0.1%	
Purchasing (acquisitions)	0	2	2	0.1%	
Remote help and support (phone/online)	0	2	2	0.1%	
Security/safety	0	2	2	0.1%	
Library location on campus (entry/exit/access)	0	1	1	0.0%	
Loan limits	1	0	1	0.0%	
Recreational resources (fiction)	0	1	1	0.0%	
Service to alumni/visitors	0	1	1	0.0%	
Service to international students	0	1	1	0.0%	
Special collections (theses/microfilm/fiche/reference)	1	0	1	0.0%	
Vandalism (resources/furniture)	0	1	1	0.0%	
<i>Uncategorised</i>			7	0.2%	
Total responses:		362	2795	3164	100.0%

5. Major themes (top 5): Aggregate comparisons (CAUL participants to date)





6. Themes: Top 10 by campus library

"A" Library	534
Computers (numbers/accessibility) (negative)	114
Study environment (noise levels/ambience) (negative)	69
Desks and seating (accessibility/ergonomics) (negative)	68
Space (crowding) (negative)	63
Laptop facilities (power/loans) (negative)	41
Printing/scanning/photocopying (negative)	40
Search tools (catalogue/metasearch) (negative)	35
Opening hours (negative)	31
Staff and customer service (negative)	29
Group study facilities (negative)	22
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	22

"B" Library	480
Study environment (noise levels/ambience) (negative)	102
Computers (numbers/accessibility) (negative)	86
Desks and seating (accessibility/ergonomics) (negative)	49
Laptop facilities (power/loans) (negative)	47
Opening hours (negative)	44
Group study facilities (negative)	43
Wireless (negative)	32
Search tools (catalogue/metasearch) (negative)	30
Space (crowding) (negative)	24
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	23

"C" Library	438
Computers (numbers/accessibility) (negative)	80
Study environment (noise levels/ambience) (negative)	67
Opening hours (negative)	61
Laptop facilities (power/loans) (negative)	49
Search tools (catalogue/metasearch) (negative)	48
Printing/scanning/photocopying (negative)	36
Staff and customer service (positive)	27
Wireless (negative)	25
Desks and seating (accessibility/ergonomics) (negative)	23
Overall satisfaction (positive)	22

"D" Library	116
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	14
Computers (numbers/accessibility) (negative)	13
Study environment (noise levels/ambience) (negative)	12
Search tools (catalogue/metasearch) (negative)	12
Laptop facilities (power/loans) (negative)	11
Opening hours (negative)	11
Staff and customer service (positive)	9
Staff and customer service (negative)	9
Overall satisfaction (positive)	9
Printing/scanning/photocopying (negative)	8
Library skills/orientation (tutorials/tours) (negative)	8

"E" Library	100
Study environment (noise levels/ambience) (negative)	18
Opening hours (negative)	18
Laptop facilities (power/loans) (negative)	15
Staff and customer service (positive)	9
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	8
Behaviours (eating/drinking/sleeping/desk usage) (negative)	7
Staff and customer service (negative)	7
Computers (numbers/accessibility) (negative)	6
Wireless (negative)	6
Printing/scanning/photocopying (negative)	6

"F" Library	86
Search tools (catalogue/metasearch) (negative)	14
Printing/scanning/photocopying (negative)	8
Computers (numbers/accessibility) (negative)	8
Study environment (noise levels/ambience) (negative)	7
Staff and customer service (positive)	7
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	7
E-resources (e-journals/databases/e-books) (negative)	5
Opening hours (negative)	5
Library skills/orientation (tutorials/tours) (negative)	4
Behaviours (eating/drinking/sleeping/desk usage) (negative)	3
Survey (negative)	3
Communication/consultation (negative)	3
Study environment (noise levels/ambience) (positive)	3
Holds/requests/renewals (negative)	3
Print collection (books/journals/newspapers/magazines) (negative)	3
Staff and customer service (negative)	3

Remote access (e.g. via web or services for off-campus students)	76
Search tools (catalogue/metasearch) (negative)	13
Service to external/distance students (positive)	9
Service to external/distance students (negative)	8
E-resources (e-journals/databases/e-books) (negative)	8
Website (negative)	7
Library skills/orientation (tutorials/tours) (negative)	6
Staff and customer service (positive)	6
Online access (login/passwords) (negative)	6
E-resources (e-journals/databases/e-books) (positive)	5
Communication/consultation (negative)	4
Resources (overall collection) (positive)	4

"G" Library	68
Computers (numbers/accessibility) (negative)	11
Study environment (noise levels/ambience) (negative)	10
Staff and customer service (positive)	8
Desks and seating (accessibility/ergonomics) (negative)	8
Space (crowding) (negative)	7
Overall satisfaction (positive)	6
Laptop facilities (power/loans) (negative)	5
Group study facilities (negative)	5
Staff and customer service (negative)	4
Opening hours (negative)	4

"H" Library	64
Study environment (noise levels/ambience) (negative)	15
Opening hours (negative)	15
Space (crowding) (negative)	6
Group study facilities (negative)	4
Computers (numbers/accessibility) (negative)	4
Staff and customer service (negative)	3
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	3
Library layout (design/functionality/refurbishments/renovations) (negative)	3
Print collection (books/journals/newspapers/magazines) (negative)	3
Website (negative)	2
Communication/consultation (negative)	2
Desks and seating (accessibility/ergonomics) (negative)	2
Staff and customer service (positive)	2

Other (e.g. hospital library)	27
Search tools (catalogue/metasearch) (negative)	3
Opening hours (negative)	3
Staff and customer service (negative)	2
Overall satisfaction (positive)	2
Survey (negative)	1
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	1
Communication/consultation (negative)	1
Group study facilities (negative)	1
Staff numbers/availability (negative)	1
Laptop facilities (power/loans) (negative)	1
Full-text access (e-journals/e-books) (negative)	1
Library layout (design/functionality/refurbishments/renovations) (positive)	1
Service to external/distance students (negative)	1
Loan periods (negative)	1
Staff and customer service (positive)	1
Off campus access (negative)	1
Study environment (noise levels/ambience) (negative)	1
Borrowing (negative)	1
Website (negative)	1
Computers (numbers/accessibility) (negative)	1
Printing/scanning/photocopying (negative)	1

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7. Themes: Top 10 by category

Undergraduate	2146
Computers (numbers/accessibility) (negative)	479
Study environment (noise levels/ambience) (negative)	378
Desks and seating (accessibility/ergonomics) (negative)	225
Opening hours (negative)	205
Laptop facilities (power/loans) (negative)	190
Printing/scanning/photocopying (negative)	173
Space (crowding) (negative)	167
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	127
Group study facilities (negative)	113
Search tools (catalogue/metasearch) (negative)	89

Postgraduate - Coursework	231
Study environment (noise levels/ambience) (negative)	42
Computers (numbers/accessibility) (negative)	33
Search tools (catalogue/metasearch) (negative)	31
Opening hours (negative)	28
Staff and customer service (positive)	18
Desks and seating (accessibility/ergonomics) (negative)	17
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	17
Staff and customer service (negative)	16
Library skills/orientation (tutorials/tours) (negative)	16
Laptop facilities (power/loans) (negative)	13

Postgraduate - Research	141
Search tools (catalogue/metasearch) (negative)	26
Study environment (noise levels/ambience) (negative)	25
Staff and customer service (positive)	18
Computers (numbers/accessibility) (negative)	11
Holds/requests/renewals (negative)	11
E-resources (e-journals/databases/e-books) (negative)	11
Communication/consultation (negative)	11
Staff and customer service (negative)	10
Service to postgraduates and staff (negative)	9
Items on shelves (arrangement/missing/re-shelving) (negative)	9

Academic/Research Staff	55
Search tools (catalogue/metasearch) (negative)	17
Staff and customer service (positive)	5
Space (crowding) (negative)	3
Library skills/orientation (tutorials/tours) (negative)	3
Study environment (noise levels/ambience) (negative)	3
Overall satisfaction (positive)	3
Audio-visual (negative)	3
Uncategorised	2
Staff numbers/availability (negative)	2
Inter library/campus loans (positive)	2
Computers (numbers/accessibility) (negative)	2
Communication/consultation (negative)	2
E-resources (e-journals/databases/e-books) (positive)	2
Website (negative)	2
Holds/requests/renewals (negative)	2
Opening hours (negative)	2

Sample University College Student	32
Computers (numbers/accessibility) (negative)	6
Space (crowding) (negative)	4
Opening hours (negative)	3
Printing/scanning/photocopying (negative)	2
Desks and seating (accessibility/ergonomics) (negative)	2
Study environment (noise levels/ambience) (negative)	2
Signage (negative)	1
Facilities (overall) (negative)	1
Group study facilities (negative)	1
Laptop facilities (power/loans) (negative)	1
Search tools (catalogue/metasearch) (negative)	1
Library layout (design/functionality/refurbishments/renovations) (negative)	1
Software/virus protection (negative)	1
Staff and customer service (positive)	1
IT support (positive)	1
Wireless (negative)	1
Cleanliness (negative)	1
E-resources (e-journals/databases/e-books) (negative)	1
Print collection (books/journals/newspapers/magazines) (negative)	1

General Staff	15
Library layout (design/functionality/refurbishments/renovations) (negative)	2
Search tools (catalogue/metasearch) (negative)	2
E-resources (e-journals/databases/e-books) (negative)	2
Staff and customer service (negative)	1
Signage (negative)	1
Items on shelves (arrangement/missing/re-shelving) (negative)	1
Online access (login/passwords) (negative)	1
Special collections (theses/microfilm/fiche/reference) (positive)	1
Staff and customer service (positive)	1
Off campus access (positive)	1
Print collection (books/journals/newspapers/magazines) (negative)	1
Overall satisfaction (positive)	1

From another University	10
Overall satisfaction (positive)	2
Study environment (noise levels/ambience) (negative)	2
Printing/scanning/photocopying (negative)	2
Opening hours (negative)	1
Staff and customer service (positive)	1
Desks and seating (accessibility/ergonomics) (negative)	1
Returns (check-in/chutes) (negative)	1

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8. Themes: Top 10 by major area of study/research/teaching

Business and Economics	785
Computers (numbers/accessibility) (negative)	191
Study environment (noise levels/ambience) (negative)	122
Desks and seating (accessibility/ergonomics) (negative)	102
Space (crowding) (negative)	80
Opening hours (negative)	66
Laptop facilities (power/loans) (negative)	60
Printing/scanning/photocopying (negative)	57
Group study facilities (negative)	43
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	34
Staff and customer service (negative)	30

Arts	493
Computers (numbers/accessibility) (negative)	107
Study environment (noise levels/ambience) (negative)	85
Search tools (catalogue/metasearch) (negative)	49
Laptop facilities (power/loans) (negative)	46
Printing/scanning/photocopying (negative)	38
Opening hours (negative)	38
Desks and seating (accessibility/ergonomics) (negative)	34
Space (crowding) (negative)	33
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	32
Staff and customer service (positive)	31

Medicine, Nursing and Health Sciences	351
Study environment (noise levels/ambience) (negative)	73
Computers (numbers/accessibility) (negative)	58
Opening hours (negative)	38
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	35
Search tools (catalogue/metasearch) (negative)	32
Staff and customer service (positive)	30
Laptop facilities (power/loans) (negative)	25
Desks and seating (accessibility/ergonomics) (negative)	21
Printing/scanning/photocopying (negative)	21
Group study facilities (negative)	18

Science	311
Computers (numbers/accessibility) (negative)	68
Study environment (noise levels/ambience) (negative)	65
Desks and seating (accessibility/ergonomics) (negative)	33
Printing/scanning/photocopying (negative)	29
Laptop facilities (power/loans) (negative)	27
Opening hours (negative)	20
Search tools (catalogue/metasearch) (negative)	19
Group study facilities (negative)	14
Space (crowding) (negative)	14
Wireless (negative)	11
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	11

Engineering	295
Computers (numbers/accessibility) (negative)	60
Study environment (noise levels/ambience) (negative)	41
Desks and seating (accessibility/ergonomics) (negative)	34
Opening hours (negative)	31
Space (crowding) (negative)	30
Group study facilities (negative)	24
Printing/scanning/photocopying (negative)	21
Laptop facilities (power/loans) (negative)	19
Wireless (negative)	14
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	7
Behaviours (eating/drinking/sleeping/desk usage) (negative)	7
Library layout (design/functionality/refurbishments/renovations) (negative)	7

Law	105
Study environment (noise levels/ambience) (negative)	17
Opening hours (negative)	17
Laptop facilities (power/loans) (negative)	15
Staff and customer service (positive)	11
Staff and customer service (negative)	10
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	9
Wireless (negative)	7
Behaviours (eating/drinking/sleeping/desk usage) (negative)	7
E-resources (e-journals/databases/e-books) (negative)	6
Search tools (catalogue/metasearch) (negative)	6

Pharmacy and Pharmaceutical Services	100
Study environment (noise levels/ambience) (negative)	22
Opening hours (negative)	18
Computers (numbers/accessibility) (negative)	12
Printing/scanning/photocopying (negative)	8
Space (crowding) (negative)	8
Desks and seating (accessibility/ergonomics) (negative)	6
Library layout (design/functionality/refurbishments/renovations) (negative)	6
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	5
Staff and customer service (negative)	5
Group study facilities (negative)	5
Behaviours (eating/drinking/sleeping/desk usage) (negative)	5

Education	85
Search tools (catalogue/metasearch) (negative)	11
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	11
Computers (numbers/accessibility) (negative)	9
Opening hours (negative)	8
E-resources (e-journals/databases/e-books) (negative)	7
Library skills/orientation (tutorials/tours) (negative)	7
Staff and customer service (positive)	6
Study environment (noise levels/ambience) (negative)	6
Laptop facilities (power/loans) (negative)	4
Staff and customer service (negative)	4
Holds/requests/renewals (negative)	4
Overall satisfaction (positive)	4
Printing/scanning/photocopying (negative)	4

Information Technology	73
Study environment (noise levels/ambience) (negative)	12
Desks and seating (accessibility/ergonomics) (negative)	11
Computers (numbers/accessibility) (negative)	10
Search tools (catalogue/metasearch) (negative)	7
Opening hours (negative)	6
Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative)	6
E-resources (e-journals/databases/e-books) (negative)	6
Wireless (negative)	5
Online access (login/passwords) (negative)	5
Laptop facilities (power/loans) (negative)	5

Art and Design	54
Items on shelves (arrangement/missing/re-shelving) (negative)	13
Study environment (noise levels/ambience) (negative)	6
Computers (numbers/accessibility) (negative)	6
Printing/scanning/photocopying (negative)	6
Search tools (catalogue/metasearch) (negative)	5
Space (crowding) (negative)	5
Staff and customer service (positive)	4
Laptop facilities (power/loans) (negative)	3
Communication/consultation (negative)	3
Staff and customer service (negative)	3

Other	35
Staff and customer service (positive)	4
Study environment (noise levels/ambience) (negative)	3
Search tools (catalogue/metasearch) (negative)	3
Computers (numbers/accessibility) (negative)	3
Laptop facilities (power/loans) (negative)	3
Opening hours (negative)	3
Signage (negative)	2
Survey (negative)	2
Desks and seating (accessibility/ergonomics) (negative)	2
Print collection (books/journals/newspapers/magazines) (negative)	2
Website (negative)	2
Items on shelves (arrangement/missing/re-shelving) (negative)	2
Communication/consultation (negative)	2
Overall satisfaction (positive)	2

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9. Best practice categories

The following charts show the five best practice categories – *communication, service delivery, facilities and equipment, library staff* and *information resources* – and the number of responses allocated to each in descending order.

Analysis of Verbatim Comments				
Best Practice Category: Facilities and Equipment				
Themes	Total responses = 1641			
	Positive responses	Negative responses	n	%
Computers (numbers/accessibility)	2	324	326	19.9%
Study environment (noise levels/ambience)	16	305	321	19.6%
Laptop facilities (power/loans)	7	171	178	10.8%
Desks and seating (accessibility/ergonomics)	5	162	167	10.2%
Printing/scanning/photocopying	3	125	128	7.8%
Space (crowding)	0	116	116	7.1%
Group study facilities	2	99	101	6.2%
Wireless	4	75	79	4.8%
Library layout (design/functionality/refurbishments/renovations)	5	52	57	3.5%
Toilets (accessibility/cleanliness)	0	32	32	2.0%
Individual study facilities	1	23	24	1.5%
Air temperature/ventilation	0	23	23	1.4%
Study rooms (availability/booking)	0	12	12	0.7%
Facilities (overall)	6	5	11	0.7%
Self serve facilities (check out/recharge)	2	9	11	0.7%
Cleanliness	2	8	10	0.6%
Amenities (clocks/bins/carry bags/lockers)	0	8	8	0.5%
Software/virus protection	0	8	8	0.5%
Library usage (open access)	0	7	7	0.4%
Navigating the library (lifts/stairs/maps)	0	7	7	0.4%
Lighting	0	5	5	0.3%
Maintenance (facilities)	0	3	3	0.2%
Supply of stationery and accessories (stapler/guillotine/pens)	0	3	3	0.2%
Equipment (hire/availability)	0	2	2	0.1%
Library location on campus (entry/exit/access)	0	1	1	0.1%
Vandalism (resources/furniture)	0	1	1	0.1%
Total responses:	55	1586	1641	100.0%

Analysis of Verbatim Comments				
Best Practice Category: Service Delivery				
Themes	Total responses = 637			
	Positive responses	Negative responses	n	%
Opening hours	1	193	194	30.5%
Overall satisfaction	77	3	80	12.6%
Library skills/orientation (tutorials/tours)	9	61	70	11.0%
Behaviours (eating/drinking/sleeping/desk usage)	2	50	52	8.2%
Items on shelves (arrangement/missing/re-shelving)	2	44	46	7.2%
Computer usage (recreational)	1	37	38	6.0%
Holds/requests/renewals	4	34	38	6.0%
Service to external/distance students	10	14	24	3.8%
Loan periods	0	17	17	2.7%
Borrowing	4	12	16	2.5%
Queuing	0	15	15	2.4%
Inter library/campus loans	7	7	14	2.2%
Service to postgraduates and staff	1	8	9	1.4%
Collection maintenance (weeding/binding)	0	7	7	1.1%
Fines/penalties	0	3	3	0.5%
Returns (check-in/chutes)	0	3	3	0.5%
Disability support	0	2	2	0.3%
Purchasing (acquisitions)	0	2	2	0.3%
Remote help and support (phone/online)	0	2	2	0.3%
Security/safety	0	2	2	0.3%
Loan limits	1	0	1	0.2%
Service to alumni/visitors	0	1	1	0.2%
Service to international students	0	1	1	0.2%
Total responses:	119	518	637	100.0%

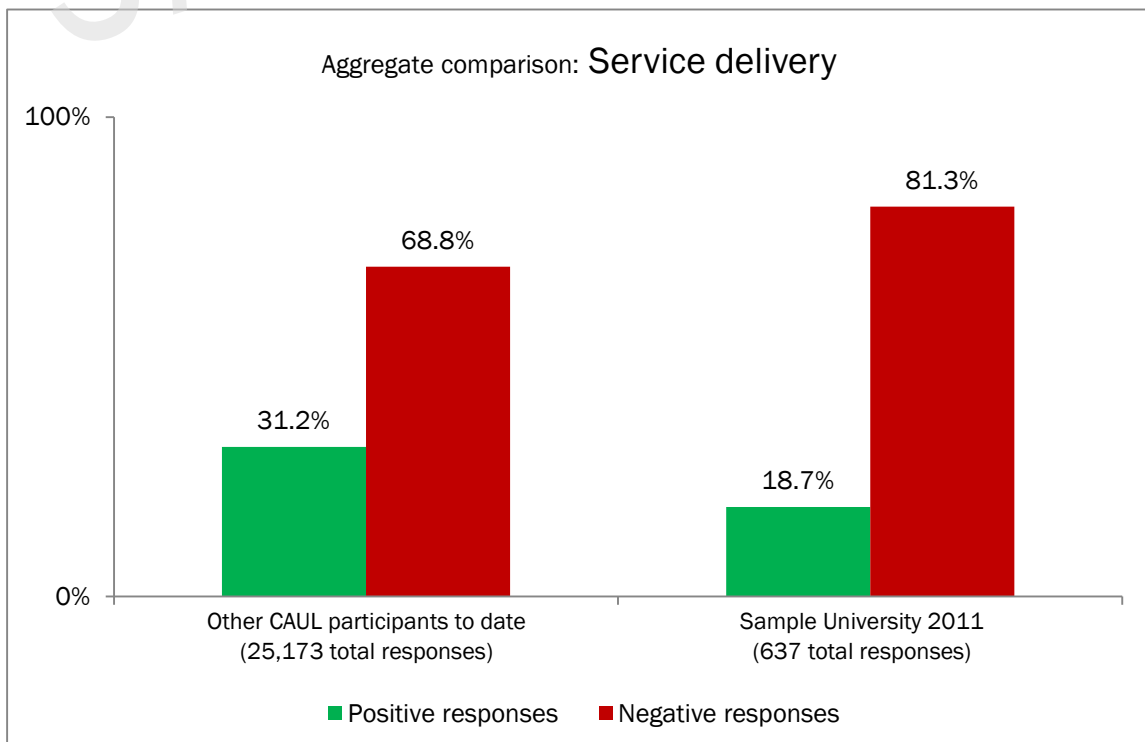
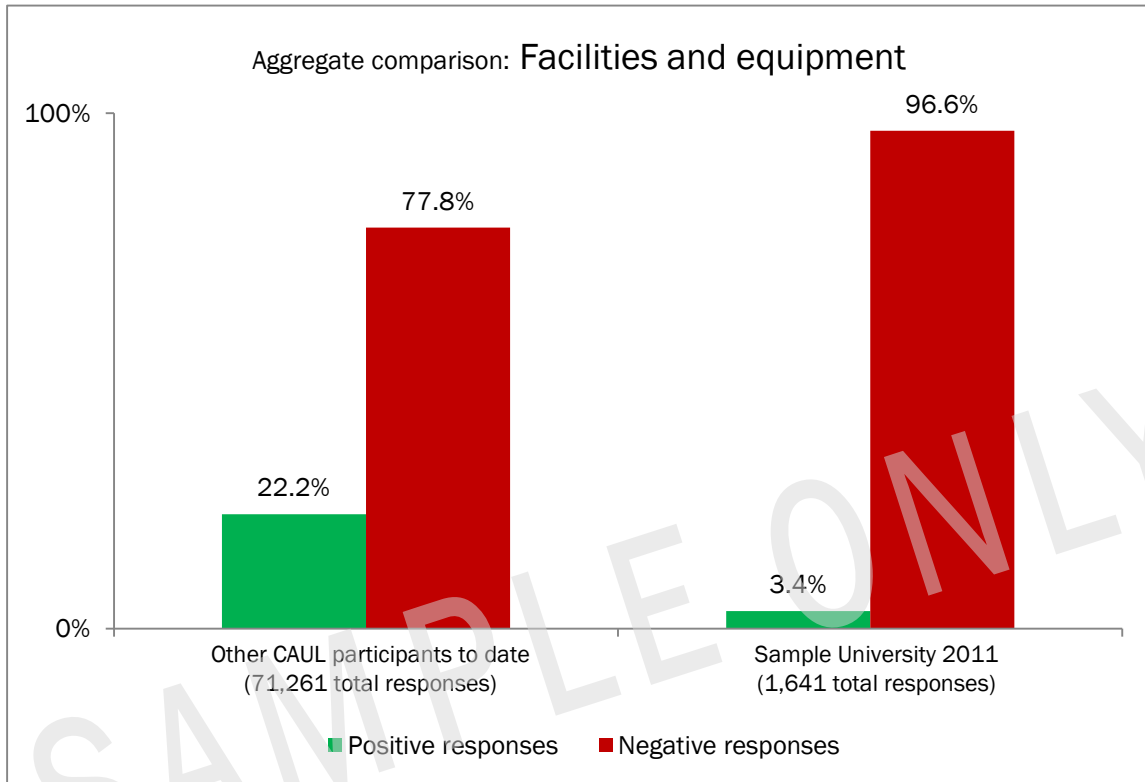
Analysis of Verbatim Comments				
Best Practice Category: Information Resources				
Themes	Total responses = 576			
	Positive responses	Negative responses	n	%
Search tools (catalogue/metasearch)	13	161	174	30.2%
Course/subject specific resources (textbooks/reserve collection/short loans/exams)	4	104	108	18.8%
E-resources (e-journals/databases/e-books)	19	72	91	15.8%
Print collection (books/journals/newspapers/magazines)	5	33	38	6.6%
Resources (overall collection)	25	12	37	6.4%
Website	2	28	30	5.2%
Online access (login/passwords)	3	26	29	5.0%
Full-text access (e-journals/e-books)	1	21	22	3.8%
Off campus access	2	19	21	3.6%
Access to internet	0	13	13	2.3%
Audio-visual	0	7	7	1.2%
Location of resources (campus)	0	4	4	0.7%
Recreational resources (fiction)	0	1	1	0.2%
Special collections (theses/microfilm/fiche/reference)	1	0	1	0.2%
Total responses:	75	501	576	100.0%

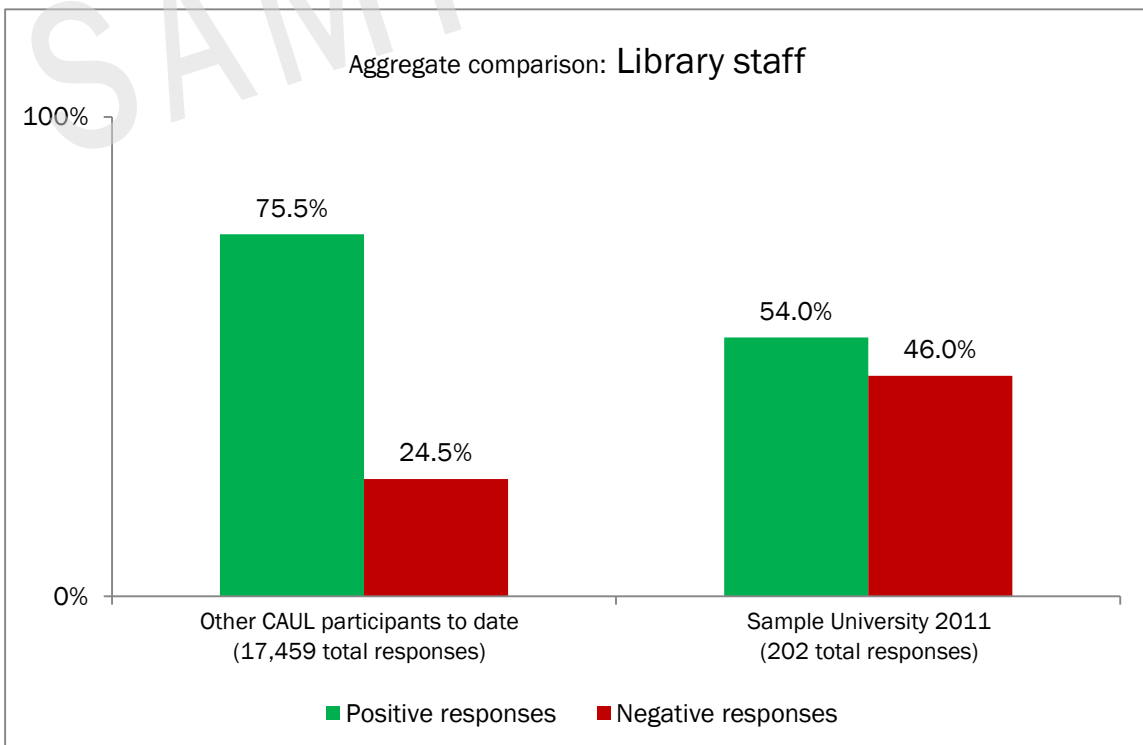
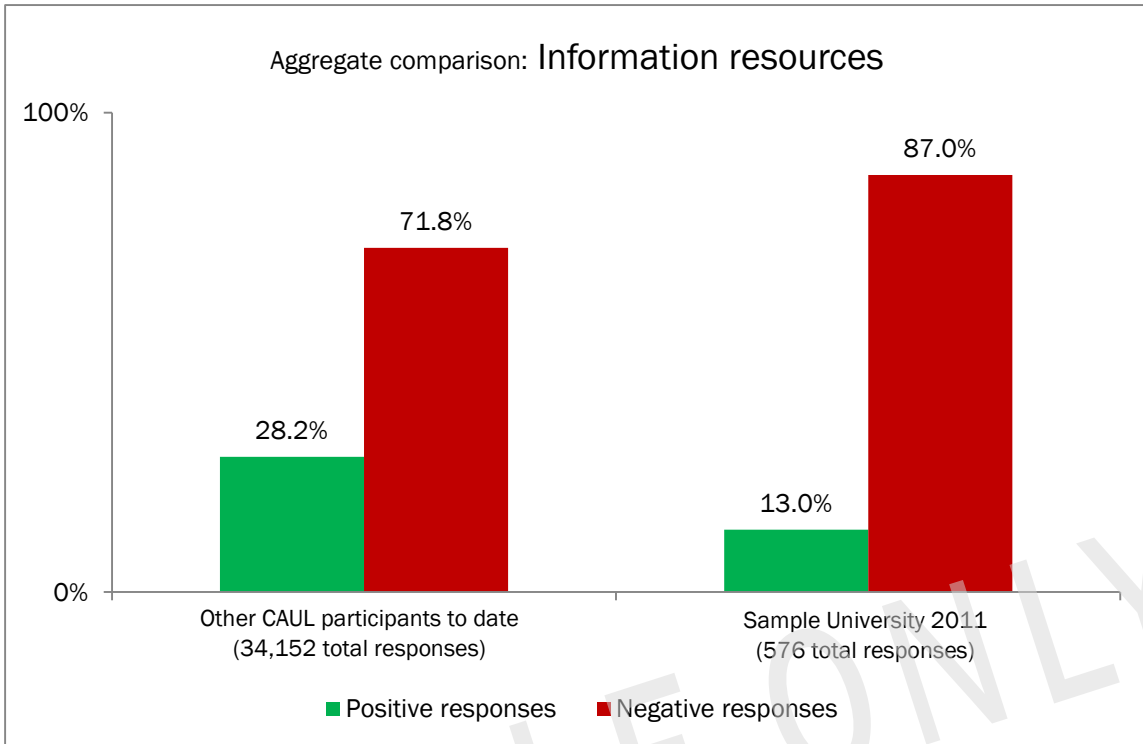
Analysis of Verbatim Comments				
Best Practice Category: Library Staff				
Themes	Total responses = 202			
	Positive responses	Negative responses	n	%
Staff and customer service	107	76	183	90.6%
Staff numbers/availability	1	16	17	8.4%
IT support	1	1	2	1.0%
Total responses:	109	93	202	100.0%

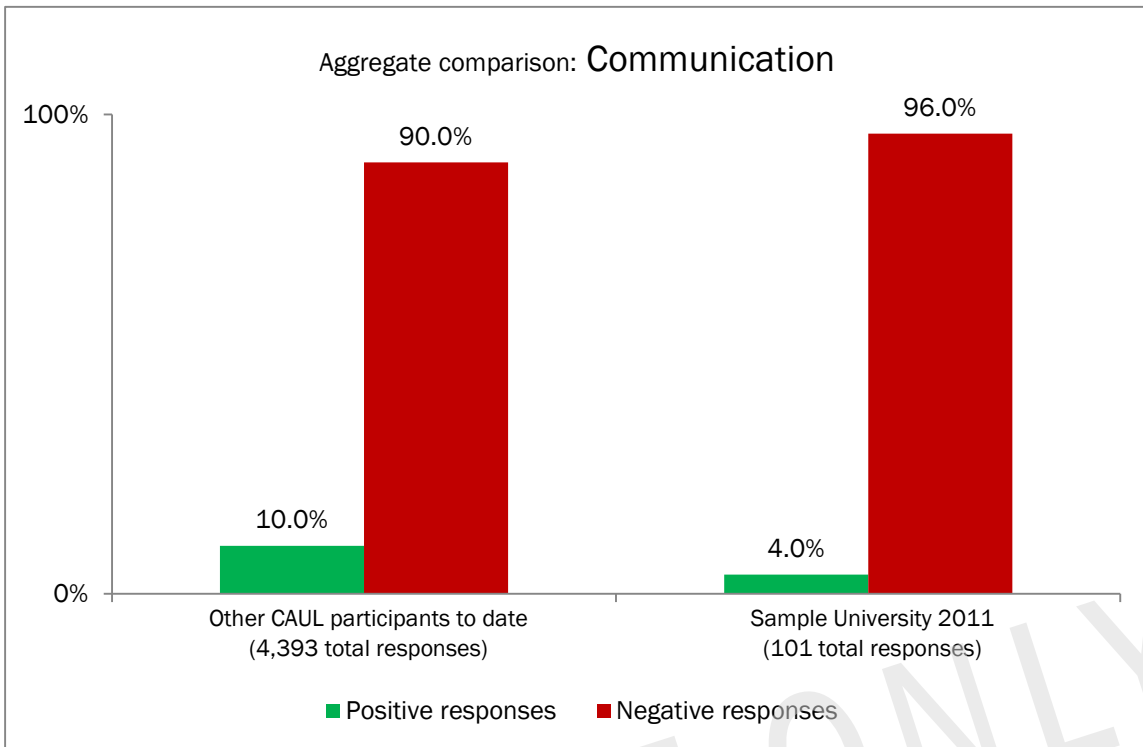
Analysis of Verbatim Comments					
Best Practice Category: Communication					
Themes	Total responses = 101				
	Positive responses	Negative responses	n	%	
Communication/consultation	1	37	38	37.6%	
Signage	0	34	34	33.7%	
Survey	0	15	15	14.9%	
Reminders/notifications	3	11	14	13.9%	
Total responses:		4	97	101	100.0%

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10. Best practice categories: Aggregate comparisons (CAUL participants to date)







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