

# LIBRARY SATISFACTION SURVEY 2021 RESULTS



## ABOUT THE SURVEY

Every few years we ask students and staff what they think about the Library – what they value, what we are doing well and where we could improve.

The last survey in 2019 resulted in increased group study spaces and upgraded equipment, replacement of worn desk chairs, and extended 24/7 opening hours across all branches.

Since then the world has changed dramatically and ensuring that Library services are fit for purpose is more important than ever.

**The Flinders University Library ranks in the first quartile of 19 benchmarked university libraries.**

This brochure outlines the key findings and the actions planned by the Library in response to the feedback and as part of the Library's strategy of continuous improvement.

## 2,196 SURVEY RESPONSES



Undergraduate 69%  
(1,507)



Postgraduate 28%  
(617)



Staff 3%  
(63)

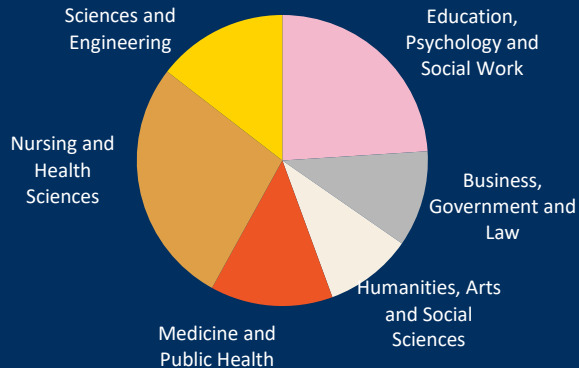
82.3%

Domestic

17.7%

Internat.

## MAJOR AREA OF RESEARCH OR STUDY



72.4%

use online library at least once every 4 days

40.7%

visit the library at least once every 4 days



## WHAT STUDENTS AND STAFF TOLD US

### Where we are performing well

- Wireless access in the library
- Online resources are useful and library information resources enable study success
- Printing, scanning and photocopy facilities
- Access to library services and resources away from campus

### Where we can improve

- Providing quiet places to study
- Making topic readings easy to find
- Access to topic specific resources, e.g. textbooks
- Laptop facilities, e.g. power points, desks

*The space is really nice, the resources are easy to find and very helpful, the staff are amazing and super helpful as well.*  
- EPSW undergrad

*More license copies of text books would be appreciated*  
- International undergrad

*More spots for quiet reading or study would be great*  
- SE postgrad

## HOW WE ARE RESPONDING

### What we have already done

- 24/7 access to all library branches
- Better signage, including for silent study spaces
- E-preferred collection policy
- Collaboration with topic coordinators around assigned resources

*I LOVE the opening hours*  
- BGL undergrad

*Having to log in twice whenever I want to access resources is a major waste of time and energy*  
- MPH postgrad

### What we have planned

- Scheduled cleaning for sofas and keyboards
- Streamlined single sign on for online resources
- "Follow me" printing
- Investigating increasing student space at the Medical Library

*I have been very reliant on online resources, it has worked pretty well*  
- NHS postgrad

## EFFECT OF COVID-19 ON LIBRARY USE



Students reported using the online library more. While many continued to prefer online, even after lockdowns lifted, some students said that they rely on the library for a quiet place to study and to conduct group work. Most students did not experience problems accessing the online library.