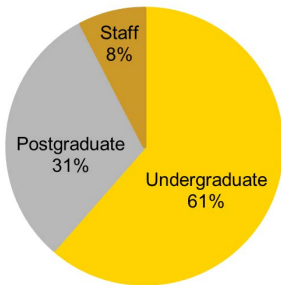




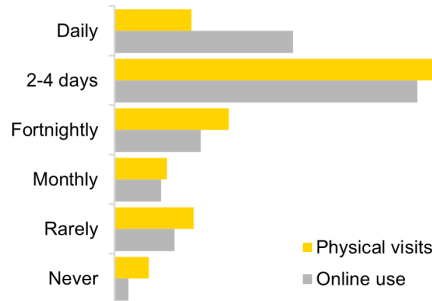
Library Satisfaction Survey 2023

We asked students and staff to tell us what they thought about Flinders University library services, spaces and resources.

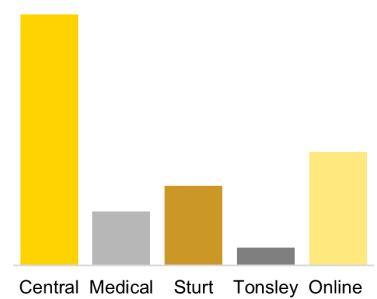
The majority of the 1011 responses were from undergraduate domestic students.



The online library was used at least once every four days by 71% of respondents.



The Central Library was identified as the most used library space.



Overall satisfaction with the library improved to 6.08 out of 7

This is what they told us

Within library spaces, respondents most value being able to access the wi-fi, feeling safe and welcome, and having a quiet place to study with a power point to plug in their laptop. While we are performing well in the first two areas, we need to improve spaces to provide better distinction between collaborative and quiet individual study areas and increase the number of suitable power points.

In the online space, respondents most value easily finding and accessing relevant resources, including readings and other topic specific resources. While we are doing a good job at providing off campus access to library resources and services this can be improved by making the process more seamless, increasing the scope of available resources, and removing barriers such as user limits and download restrictions.

This is what we are doing

We are acting on your feedback, so far, we have:

- Opened a new bookable group study room at the Medical Library
- Tried pop-up sensory spaces at Central, Medical and Sturt
- Removed tired furniture and reorganised areas to make them more welcoming
- Increased student access to 24/7 at Tonsley
- Checked that all the power points are working
- Updated information on our webpage

Other areas of concern identified will take us a little longer to work on, but the library is committed to improving our spaces, services and resources, and is instigating a range of projects to address these issues.

Do you have feedback? You don't need to wait until the next survey, let us know at library.flinders.edu.au