

## Part 3

A. Please give your personal assessment of the overall quality of the library you use most

1 2 3 4 5 6 7

Extremely  
Poor

Excellent

B. Please give your general assessment of how satisfied you are with the library

1 2 3 4 5 6 7

Extremely  
Unsatisfied

Extremely  
Satisfied

C. Comments (including positive and negative)

---



---



---

D. What is the one area we could improve to assist you?

---



---



---

E. How often do you visit the library?

1. Daily \_\_\_\_\_

2. Weekly \_\_\_\_\_

3. Monthly \_\_\_\_\_

F. Are you an international student?

1. Yes \_\_\_\_\_

2. No \_\_\_\_\_

Thank you for your participation. Please return to the library in the envelope provided.



**THE UNIVERSITY  
OF QUEENSLAND**

This survey is designed to give you an opportunity to state your opinions on how well you think the library performs in relation to what you think is important.

Your opinions are valuable and will help us understand how we can work together to make the University of Queensland Library work for all concerned.

This is a confidential document and your honest input will make it very worthwhile.

The results of the survey will be shared with you.

Thank you for your assistance.

**Please place your completed survey in the reply paid envelope provided and post, or deposit in collection boxes in branch libraries.**

If you have any enquiries, please contact Library Corporate Services on 3365 6209.

**NOTE: This survey also may be completed on the web at [www.library.uq.edu.au/survey/](http://www.library.uq.edu.au/survey/)**

# 1999 Library Survey

**Confidential**

## Part 1—General Information

This part asks for some general information about your position in the University of Queensland.

Please **tick one box** only for each question. This will assist us in looking at differences of opinion across different branches, categories and faculties.

**Which University of Queensland Library branch do you use most?**

1. Architecture/Music \_\_\_\_\_
2. Biological Sciences \_\_\_\_\_
3. Dentistry \_\_\_\_\_
4. Dorothy Hill Physical Sciences & Engineering \_\_\_\_\_
5. Economics/Business \_\_\_\_\_
6. Fryer \_\_\_\_\_
7. Gatton \_\_\_\_\_
8. Herston Medical \_\_\_\_\_
9. Ipswich \_\_\_\_\_
10. Law \_\_\_\_\_
11. Mater McAuley \_\_\_\_\_
12. Princess Alexandra Hospital Library \_\_\_\_\_
13. Social Sciences & Humanities \_\_\_\_\_

**What single category best describes you?**

1. Undergraduate \_\_\_\_\_
2. Postgraduate \_\_\_\_\_
3. Academic/Research Staff \_\_\_\_\_
4. General staff \_\_\_\_\_
5. From another university \_\_\_\_\_
6. Other \_\_\_\_\_

**What is your faculty?**

1. Faculty of Arts \_\_\_\_\_
2. Faculty of Biological & Chemical Sciences \_\_\_\_\_
3. Faculty of Business, Economics & Law \_\_\_\_\_
4. Faculty of Engineering, Physical Sciences & Architecture \_\_\_\_\_
5. Faculty of Health Sciences \_\_\_\_\_
6. Faculty of Natural Resources, Agriculture and Veterinary Science \_\_\_\_\_
7. Faculty of Social and Behavioural Sciences \_\_\_\_\_
8. Other \_\_\_\_\_



# Part 2

There are a number of statements listed below which cover a variety of areas relating to library services. Keeping in mind the context of each statement, please rate each one by first asking how important it is and then asking how well the library is performing.

Please indicate your answer to each part of the question by circling only one number on each scale of 1 to 7.

For example: You may think that the University of Queensland library having appropriate signage is not important, therefore ranking it relatively low in importance, although you may think the library is performing well on this issue, thus ranking it relatively high in performance.

ANSWER THIS COLUMN FIRST		THEN ANSWER THIS COLUMN	
How <b>important</b> is each factor to you personally?		How well are we <b>performing</b> in relation to each factor?	
IMPORTANCE		PERFORMANCE	
← Less	More →	← Lower	Higher →

<b>Example Statement</b> eg. <b>The University of Queensland library has appropriate signage</b>		1	2	3	4	5	6	7	1	2	3	4	5	6	7
<i>NOW BEGIN – If you cannot answer please move on to the next statement.</i>															
Communi- cation	1	Access to electronic data bases is easily available							1	2	3	4	5	6	7
	2	Information resources (books, electronic, etc) are easily accessed							1	2	3	4	5	6	7
	3	Library staff listen to my needs regarding new library materials							1	2	3	4	5	6	7
	4	Library staff describe clearly the services on offer							1	2	3	4	5	6	7
	5	Library staff provide clear and useful feedback to my queries							1	2	3	4	5	6	7
	6	Library staff acknowledge and handle problems appropriately							1	2	3	4	5	6	7
	7	Aids are provided for users with disabilities							1	2	3	4	5	6	7
	8	Telephone calls are answered in a timely manner							1	2	3	4	5	6	7
	9	Telephone calls are answered appropriately							1	2	3	4	5	6	7
Service Quality	10	Requests for information are followed through							1	2	3	4	5	6	7
	11	Requests for inter library loans are followed through							1	2	3	4	5	6	7
	12	Library staff deliver on promises made to me							1	2	3	4	5	6	7
	13	Library staff act on my suggestions and ideas							1	2	3	4	5	6	7
	14	Library staff provide quality service							1	2	3	4	5	6	7
	15	Library staff provide accurate answers							1	2	3	4	5	6	7
	16	Library staff provide an innovative service							1	2	3	4	5	6	7
Service Delivery	17	Library staff are readily available to assist me							1	2	3	4	5	6	7
	18	Library staff inform me about services							1	2	3	4	5	6	7
	19	The library collection is adequate for my needs							1	2	3	4	5	6	7
	20	Library staff are focussed on meeting my needs							1	2	3	4	5	6	7
	21	Opening hours meet my needs							1	2	3	4	5	6	7
	22	Materials are processed rapidly for inclusion in the collection							1	2	3	4	5	6	7
	23	Prompt corrective action is taken regarding missing books and journals							1	2	3	4	5	6	7
	24	Service desk staff respond in a timely manner							1	2	3	4	5	6	7
	25	Library staff give my enquiries appropriate time and attention							1	2	3	4	5	6	7
	26	Books and journals are reshelfed quickly							1	2	3	4	5	6	7
	27	Library staff display initiative when dealing with me							1	2	3	4	5	6	7
	28	Library staff respond clearly and accurately to enquiries							1	2	3	4	5	6	7
29	Library catalogue provides clear and useful information							1	2	3	4	5	6	7	
Facilities & Equipment	30	Adequate signage exists within the library							1	2	3	4	5	6	7
	31	Library space is adequate							1	2	3	4	5	6	7
	32	Library cleanliness is adequate							1	2	3	4	5	6	7
	33	Group study facilities are adequate							1	2	3	4	5	6	7
	34	Individual seating is adequate							1	2	3	4	5	6	7
	35	Electronic equipment is in working order							1	2	3	4	5	6	7
	36	Email facilities are adequate							1	2	3	4	5	6	7
	37	Number of computer workstations is adequate							1	2	3	4	5	6	7
	38	Photocopying facilities are adequate							1	2	3	4	5	6	7
Library Staff	39	Library staff display professionalism							1	2	3	4	5	6	7
	40	Library staff are friendly							1	2	3	4	5	6	7
	41	Library staff are prepared to go the extra distance							1	2	3	4	5	6	7
	42	Library staff treat me fairly and without discrimination							1	2	3	4	5	6	7
	43	Library staff take an interest in me and my needs							1	2	3	4	5	6	7