



Library Client Survey
2008/2009

A qualitative
perspective

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1 Introduction

The Council of Australian University Librarians (CAUL) has a longstanding relationship with Insync Surveys to assist CAUL members to develop, administer and analyse client satisfaction surveys.

The surveys generate significant amounts of open feedback, ranging from a few hundred to a few thousand comments per survey. This feedback provides a rich source of information about library performance both at an individual and aggregate level.

In 2008, thirty CAUL libraries undertook the survey. Of these, 20 elected to take up the offer of thematic analysis of verbatim comments – a service offered by Insync Surveys for the first time in 2008. At the time this report was compiled, a further 3 libraries participated in early 2009.

A relatively new development in the qualitative process is the availability of software that automates the analysis of qualitative data. SPSS Text Analysis for Surveys is a software program that extracts key concepts from open ended text. The process of *extraction* of key terms and concepts is the first – and largely automated – stage in the analytical process. The extracted data then undergoes a series of (manual) refinements until responses are *quantified* into themes.

The following diagram illustrates the stages in the analytical process:



Note: A comment may contain multiple responses

In order to facilitate broader assessments of qualitative feedback, the themes are also clustered into *Best Practice Categories*. Five *Best Practice 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 classified into *positive* and *negative* domains.

To date, the following CAUL 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 (3 participants)

- Monash University
- Curtin University
- University of Ballarat

The 31012 comments generated 110 themes, incorporating 93343 responses.

With such a large pool of data, we are now able to report on the aggregate feedback of university library patrons. The service of analysis of verbatim comments that we first offered in early 2008 has been developed to a point where we are now able to compare the qualitative data of individual libraries with the aggregate data, and identify top performers.

For interest, comparisons are also made, where practicable, with the quantitative scores recorded by the participating CAUL libraries. While there is no evidence of strong correlation between the qualitative and quantitative data across the board, there are many instances where a strong correlation does exist.

2 Response Statistics: Comments

The following table details the number of comments received from library clients.

| CAUL Library Client Survey 2008/2009 Analysis of Verbatim Comments Total Comments = 31012 | | |
|--|----------|-------|
| University | <i>n</i> | % |
| University of Melbourne | 3962 | 12.8% |
| University of Wollongong | 2594 | 8.4% |
| Charles Sturt University | 2526 | 8.1% |
| Victoria University | 2513 | 8.1% |
| Monash University 2009 | 2063 | 6.7% |
| University of Tasmania | 2009 | 6.5% |
| Griffith University | 1997 | 6.4% |
| Australian National University | 1420 | 4.6% |
| University of Sydney | 1375 | 4.4% |
| James Cook University | 1276 | 4.1% |
| University of Newcastle | 1218 | 3.9% |
| University of Adelaide | 1009 | 3.3% |
| Macquarie University | 949 | 3.1% |
| Southern Cross University | 928 | 3.0% |
| Curtin University 2009 | 822 | 2.7% |
| Australian Catholic University | 746 | 2.4% |
| Edith Cowan University | 737 | 2.4% |
| University of Southern Queensland | 635 | 2.0% |
| Murdoch University | 574 | 1.9% |
| University of Ballarat 2009 | 524 | 1.7% |
| University of Canberra | 513 | 1.7% |
| Swinburne University of Technology | 454 | 1.5% |
| Charles Darwin University | 168 | 0.5% |
| Category of Respondent | <i>n</i> | % |
| Undergraduate | 21424 | 69.1% |
| Postgraduate | 6038 | 19.5% |
| Academic/Research Staff | 1519 | 4.9% |
| General Staff | 681 | 2.2% |
| Other | 446 | 1.4% |
| TAFE | 417 | 1.3% |
| From community/school | 238 | 0.8% |
| From another university | 130 | 0.4% |
| Library Staff | 20 | 0.1% |
| Alumni | 14 | 0.0% |
| <i>Unspecified</i> | 85 | 0.3% |

3 Response Statistics: Responses

The table below details the number of responses extracted from the verbatim comments.

| CAUL Library Client Survey 2008/2009 Analysis of Verbatim Comments Total Responses = 93343 | | |
|---|----------|-------|
| University | <i>n</i> | % |
| University of Melbourne | 14880 | 15.9% |
| University of Wollongong | 9427 | 10.1% |
| Victoria University | 8566 | 9.2% |
| University of Tasmania | 8037 | 8.6% |
| Griffith University | 6856 | 7.3% |
| Charles Sturt University | 6267 | 6.7% |
| Australian National University | 5086 | 5.4% |
| Monash University 2009 | 3944 | 4.2% |
| James Cook University | 3908 | 4.2% |
| Macquarie University | 3697 | 4.0% |
| Southern Cross University | 3320 | 3.6% |
| University of Sydney | 3182 | 3.4% |
| University of Newcastle | 2560 | 2.7% |
| University of Southern Queensland | 2165 | 2.3% |
| Edith Cowan University | 2025 | 2.2% |
| University of Adelaide | 1903 | 2.0% |
| Murdoch University | 1639 | 1.8% |
| Curtin University 2009 | 1590 | 1.7% |
| Australian Catholic University | 1295 | 1.4% |
| University of Ballarat 2009 | 973 | 1.0% |
| University of Canberra | 891 | 1.0% |
| Swinburne University of Technology | 863 | 0.9% |
| Charles Darwin University | 269 | 0.3% |
| Respondent type | <i>n</i> | % |
| Undergraduate | 66943 | 71.7% |
| Postgraduate | 17567 | 18.8% |
| Academic/Research Staff | 3716 | 4.0% |
| General Staff | 1641 | 1.8% |
| Other | 1249 | 1.3% |
| TAFE | 993 | 1.1% |
| From another university | 444 | 0.5% |
| From community/school | 440 | 0.5% |
| Library Staff | 81 | 0.1% |
| Alumni | 51 | 0.1% |
| <i>Unspecified</i> | 218 | 0.2% |

4 Themes

The following table shows the 110 themes and the number of responses – both *positive* and *negative* – attributed to each in descending order:

| CAUL Library Client Survey 2008/2009 Analysis of Verbatim Comments Total Responses = 93343 | | | | |
|---|--|---|-------|----------|
| Themes | <i>n</i> | | | % |
| | Doing well <i>(positive responses)</i> | Can do better <i>(negative responses)</i> | Total | |
| Staff (professionalism/helpfulness) | 9146 | 1567 | 10713 | 11.5% |
| Computers (numbers/accessibility) | 1193 | 8728 | 9921 | 10.6% |
| Study environment (noise levels/ambience) | 3290 | 4459 | 7749 | 8.3% |
| Opening hours | 1018 | 3202 | 4220 | 4.5% |
| e-Resources (e-journals/databases/e-books) | 1271 | 2508 | 3779 | 4.0% |
| Book collection | 1550 | 1997 | 3547 | 3.8% |
| Course/subject specific resources | 590 | 2846 | 3436 | 3.7% |
| Group study facilities | 811 | 2312 | 3123 | 3.3% |
| Resources (overall) | 2602 | 516 | 3118 | 3.3% |
| Library layout (design/functionality/refurbishments) | 2395 | 699 | 3094 | 3.3% |
| Printing/scanning/photocopying | 483 | 2174 | 2657 | 2.8% |
| Seating | 480 | 1929 | 2409 | 2.6% |
| Laptop facilities (power/loans) | 369 | 1833 | 2202 | 2.4% |
| Catalogue | 503 | 1399 | 1902 | 2.0% |
| Space | 830 | 957 | 1787 | 1.9% |
| Items on shelves (arrangement/missing) | 235 | 1293 | 1528 | 1.6% |
| Wireless | 351 | 1002 | 1353 | 1.4% |
| Individual study facilities | 432 | 832 | 1264 | 1.4% |
| Desks | 218 | 1033 | 1251 | 1.3% |
| Inter library/campus loans | 819 | 384 | 1203 | 1.3% |
| Overall impressions | 1140 | 58 | 1198 | 1.3% |
| Website | 296 | 761 | 1057 | 1.1% |
| Communication/consultation | 113 | 888 | 1001 | 1.1% |
| Signage | 97 | 836 | 933 | 1.0% |
| Service (overall) | 754 | 160 | 914 | 1.0% |
| Help/support (phone/online) | 371 | 375 | 746 | 0.8% |
| Access to internet | 328 | 413 | 741 | 0.8% |
| Cleanliness | 478 | 257 | 735 | 0.8% |
| Loan periods | 59 | 655 | 714 | 0.8% |
| Facilities (overall) | 535 | 157 | 692 | 0.7% |
| Air temperature/ventilation | 174 | 509 | 683 | 0.7% |
| Library location/accessibility | 505 | 173 | 678 | 0.7% |
| Staff numbers/availability | 124 | 534 | 658 | 0.7% |
| Journal collection | 319 | 330 | 649 | 0.7% |

| CAUL Library Client Survey 2008/2009 Analysis of Verbatim Comments Total Responses = 93343 | | | | |
|---|------------------------------------|---------------------------------------|-------|------|
| Themes | n | | | % |
| | Doing well (positive responses) | Can do better (negative responses) | Total | |
| e-Journals (full text access) | 44 | 589 | 633 | 0.7% |
| Library skills/orientation (tutorials/tours) | 196 | 419 | 615 | 0.7% |
| Holds/requests/renewals | 301 | 310 | 611 | 0.7% |
| Reserve collection | 167 | 375 | 542 | 0.6% |
| Quality/functionality of computers/printers/photocopiers | 112 | 409 | 521 | 0.6% |
| Off campus access | 202 | 307 | 509 | 0.5% |
| Printing/photocopying fees | 11 | 490 | 501 | 0.5% |
| Metasearch | 154 | 317 | 471 | 0.5% |
| Navigating the library | 188 | 272 | 460 | 0.5% |
| Self serve facilities (check out/recharge) | 161 | 261 | 422 | 0.5% |
| Eating/drinking/sleeping in library (amenities/behaviours) | 84 | 333 | 417 | 0.4% |
| Lighting | 219 | 172 | 391 | 0.4% |
| Toilets | 54 | 318 | 372 | 0.4% |
| Fines/penalties | 19 | 335 | 354 | 0.4% |
| Reminders/notifications (email) | 134 | 188 | 322 | 0.3% |
| IT support | 80 | 230 | 310 | 0.3% |
| Computer usage (recreational) | 1 | 307 | 308 | 0.3% |
| Audio-visual | 79 | 222 | 301 | 0.3% |
| Reshelving | 92 | 188 | 280 | 0.3% |
| Location of resources (campus) | 5 | 233 | 238 | 0.3% |
| Borrowing | 77 | 138 | 215 | 0.2% |
| Service to external/distance students | 86 | 113 | 199 | 0.2% |
| Software programs (installed) | 16 | 178 | 194 | 0.2% |
| Recreational resources (fiction) | 16 | 164 | 180 | 0.2% |
| Newspapers/magazines | 79 | 94 | 173 | 0.2% |
| Purchasing (acquisitions) | 43 | 122 | 165 | 0.2% |
| Online services | 113 | 29 | 142 | 0.2% |
| Security/safety | 21 | 111 | 132 | 0.1% |
| Survey | 11 | 106 | 117 | 0.1% |
| Retrieval of resources (compactus/storage) | 24 | 86 | 110 | 0.1% |
| Queuing | 8 | 101 | 109 | 0.1% |
| Displays/exhibitions | 59 | 39 | 98 | 0.1% |
| Library closures/mergers | 1 | 97 | 98 | 0.1% |
| Desk usage (belongings left unattended) | 0 | 95 | 95 | 0.1% |
| Accessories (staplers/quillotines) | 15 | 79 | 94 | 0.1% |
| Disability support | 20 | 68 | 88 | 0.1% |
| Return chutes | 3 | 68 | 71 | 0.1% |
| Bonus (scheme) | 52 | 1 | 53 | 0.1% |
| Reference collection | 25 | 26 | 51 | 0.1% |
| Online access (login/passwords) | 0 | 50 | 50 | 0.1% |
| Library hubs/lounges | 41 | 8 | 49 | 0.1% |
| Lockers | 5 | 44 | 49 | 0.1% |
| Loan limits | 13 | 33 | 46 | 0.0% |

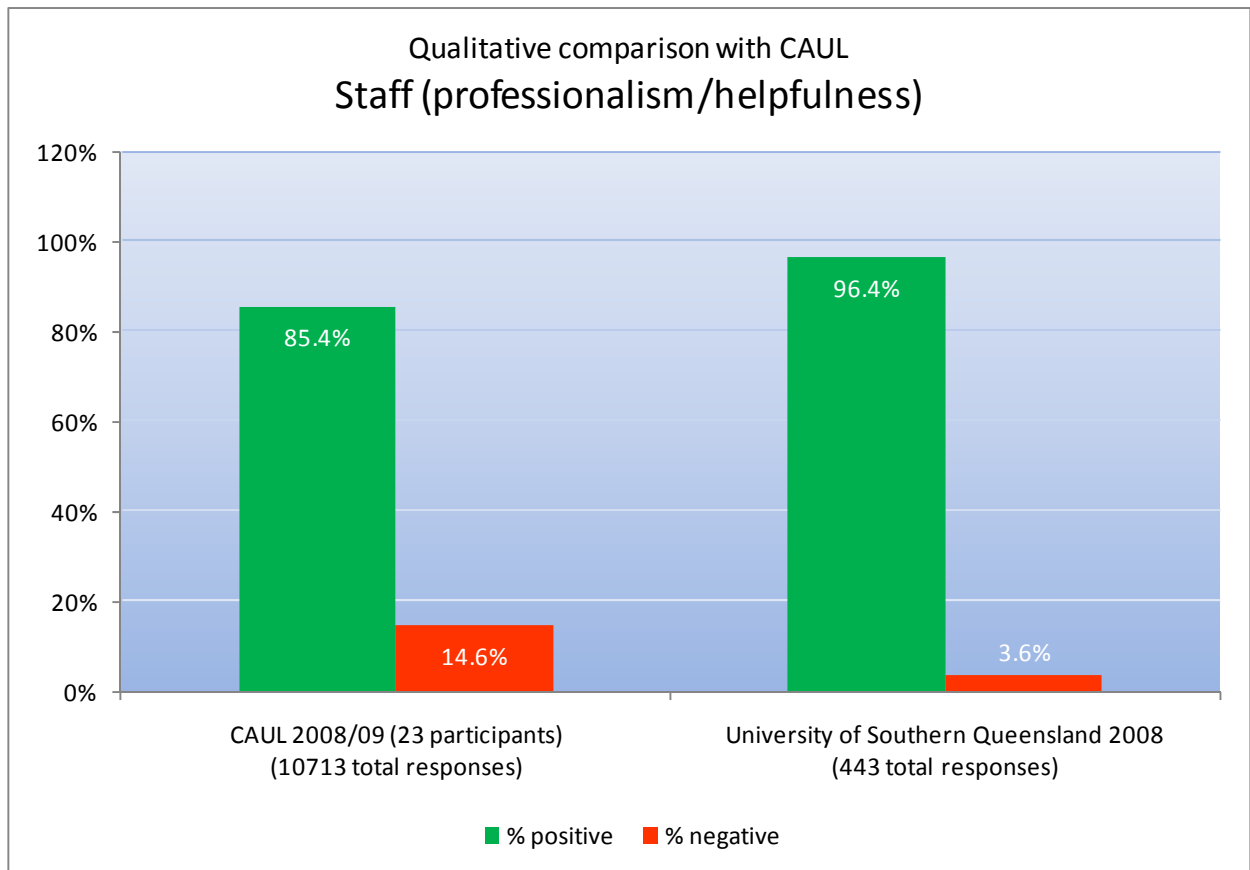
| CAUL Library Client Survey 2008/2009 Analysis of Verbatim Comments Total Responses = 93343 | | | | | |
|---|--|---|--------------|--------------|---------------|
| Themes | <i>n</i> | | | % | |
| | Doing well <i>(positive responses)</i> | Can do better <i>(negative responses)</i> | Total | | |
| Vandalism (resources/furniture) | 0 | 46 | 46 | 0.0% | |
| Learning commons | 35 | 8 | 43 | 0.0% | |
| Recycling | 4 | 34 | 38 | 0.0% | |
| Rooms for postgraduates | 18 | 20 | 38 | 0.0% | |
| Virus protection | 0 | 36 | 36 | 0.0% | |
| Short loans | 17 | 18 | 35 | 0.0% | |
| Item check-in (borrowing) | 1 | 27 | 28 | 0.0% | |
| Assignments (submission) | 1 | 25 | 26 | 0.0% | |
| Browsing | 1 | 25 | 26 | 0.0% | |
| Special collections | 12 | 12 | 24 | 0.0% | |
| Car parking | 2 | 19 | 21 | 0.0% | |
| Email kiosks | 17 | 1 | 18 | 0.0% | |
| Equipment (whiteboards/dictaphones) | 1 | 16 | 17 | 0.0% | |
| Equipment hire | 4 | 11 | 15 | 0.0% | |
| Microfiche/microfilm | 2 | 13 | 15 | 0.0% | |
| Media room | 12 | 0 | 12 | 0.0% | |
| Multiple campus libraries | 5 | 6 | 11 | 0.0% | |
| Buzzers (exit to library) | 0 | 8 | 8 | 0.0% | |
| Collection maintenance (weeding/binding) | 0 | 8 | 8 | 0.0% | |
| Rubbish bins | 1 | 7 | 8 | 0.0% | |
| Service to alumni/visitors | 0 | 8 | 8 | 0.0% | |
| Rooms for prayer | 3 | 4 | 7 | 0.0% | |
| Maintenance (facilities) | 0 | 6 | 6 | 0.0% | |
| Rovers (staff) | 4 | 2 | 6 | 0.0% | |
| Spine labels | 0 | 6 | 6 | 0.0% | |
| Clocks | 0 | 5 | 5 | 0.0% | |
| Items on hold shelf (pick up time) | 0 | 5 | 5 | 0.0% | |
| OH&S | 0 | 4 | 4 | 0.0% | |
| Renovations/maintenance (timing) | 0 | 4 | 4 | 0.0% | |
| Supply of stationery (pens/paper) | 0 | 3 | 3 | 0.0% | |
| Carry bags/trolleys | 0 | 2 | 2 | 0.0% | |
| Theses | 0 | 2 | 2 | 0.0% | |
| Past exam papers | 1 | 0 | 1 | 0.0% | |
| Total responses: | | 37051 | 56292 | 93343 | 100.0% |

4.1 Major Themes: Top Performers

The following tables show the top 20 CAUL themes (those that generated the most responses, both positive + negative). A comparison is made between the CAUL qualitative mean and each of the top performing libraries.

Qualitative/quantitative comparisons are also made *where practicable (against the closest match)*. While there is no evidence of strong correlations between the qualitative and quantitative data across the board, there are many instances where a correlation does exist.

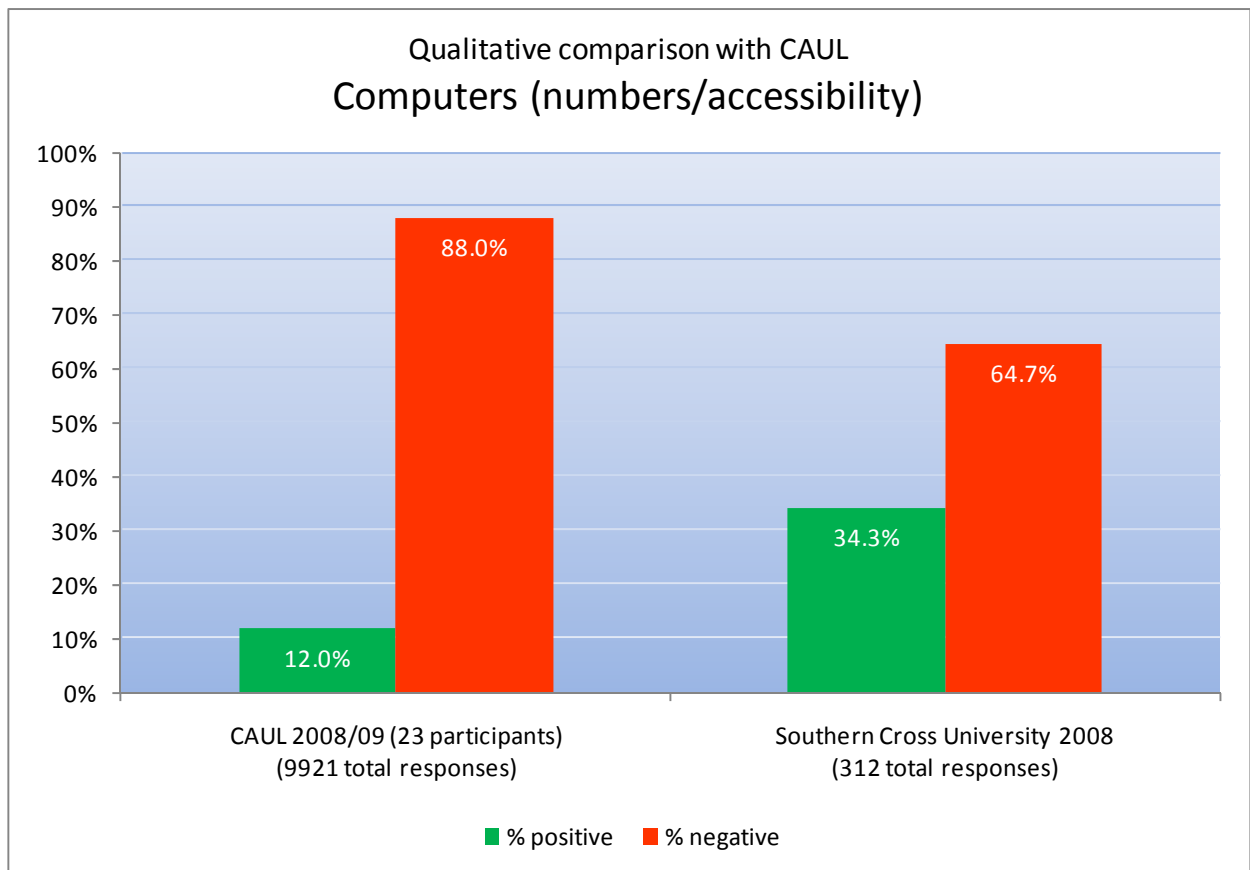
1. Staff (professionalism/helpfulness)



The following table presents a comparison with *Library Staff* (closest quantitative benchmark):

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|-----------------------------------|------------|-----------------------------------|-----------------------|
| University of Southern Queensland | 96.4 | University of Southern Queensland | 6.26 |
| University of Tasmania | 94.7 | University of Wollongong | 6.18 |
| University of Wollongong | 93.0 | University of Ballarat | 6.16 |
| Southern Cross University | 92.5 | Southern Cross University | 6.10 |
| Charles Sturt University | 91.7 | Charles Darwin University | 6.08 |

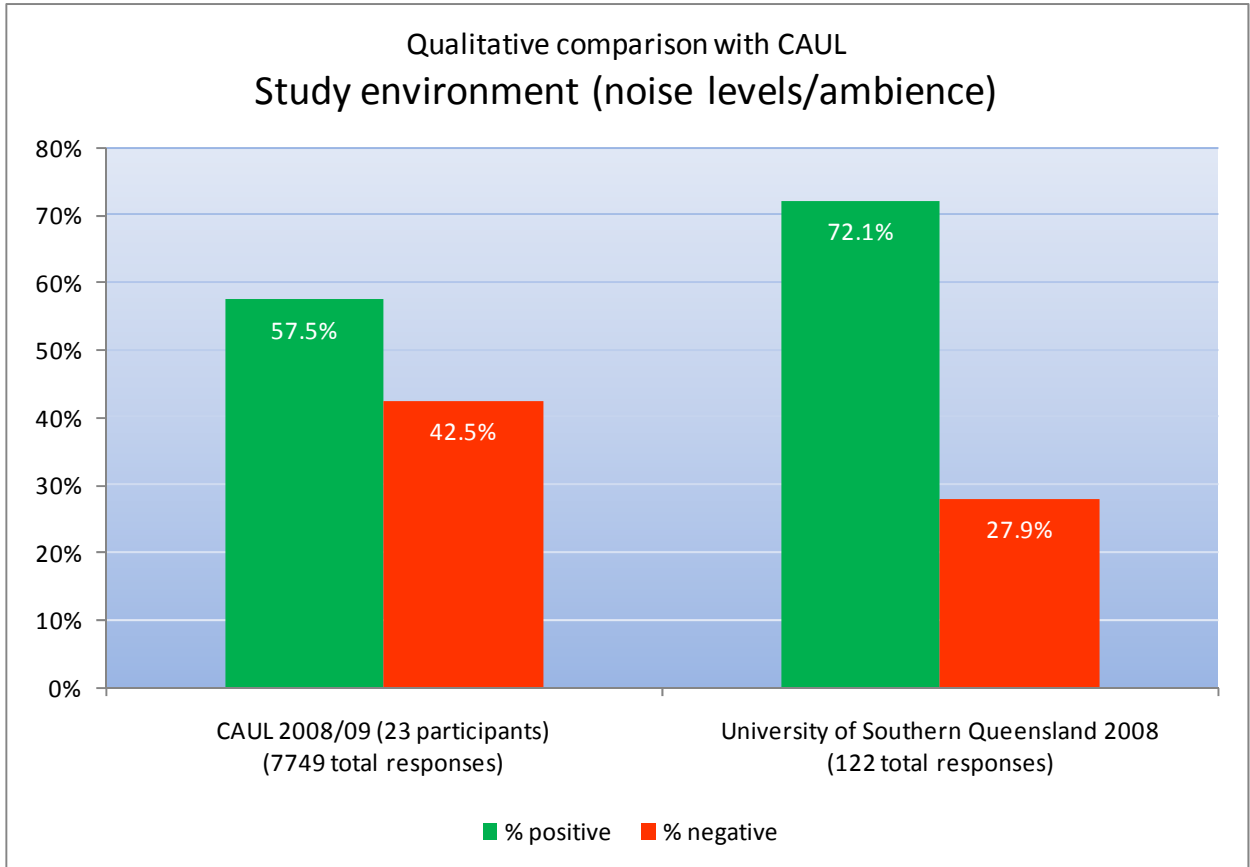
2. Computers (numbers/accessibility)



A comparison with the benchmark variable *a computer is available when I need one*:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|-----------------------------------|------------|-----------------------------------|-----------------------|
| Southern Cross University | 34.3 | University of Southern Queensland | 5.27 |
| University of Wollongong | 32.7 | James Cook University | 5.24 |
| University of Southern Queensland | 16.8 | Southern Cross University | 4.93 |
| Australian National University | 16.8 | Murdoch University | 4.89 |
| Victoria University | 15.4 | Charles Sturt University | 4.85 |

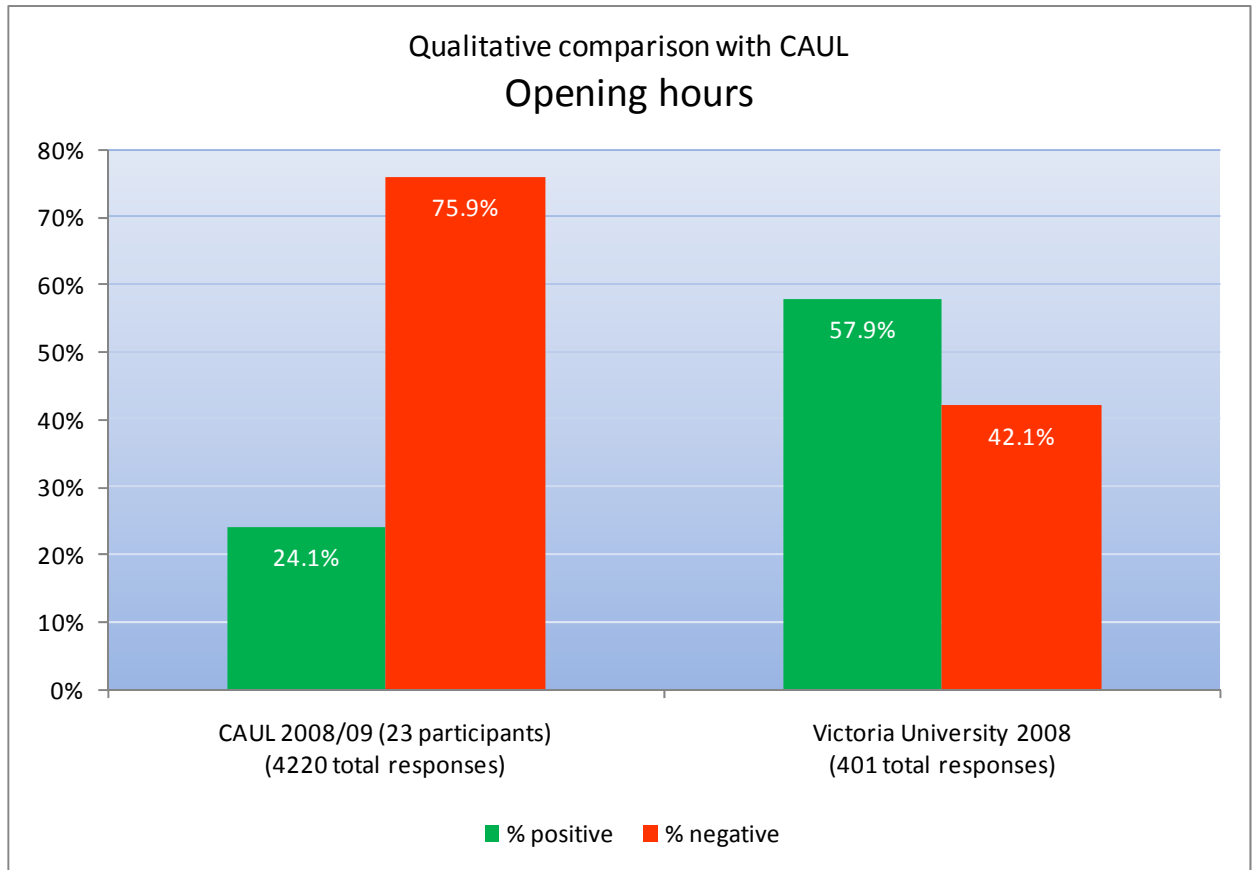
3. Study environment (noise levels/ambience)



There is insufficient matching data at this time to make any definitive quantitative performance comparisons with this theme.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| University of Southern Queensland | 72.1 | | |
| University of Wollongong | 67.1 | | |
| University of Tasmania | 66.8 | | |
| Southern Cross University | 65.3 | | |
| Charles Sturt University | 56.9 | | |

4. Opening hours

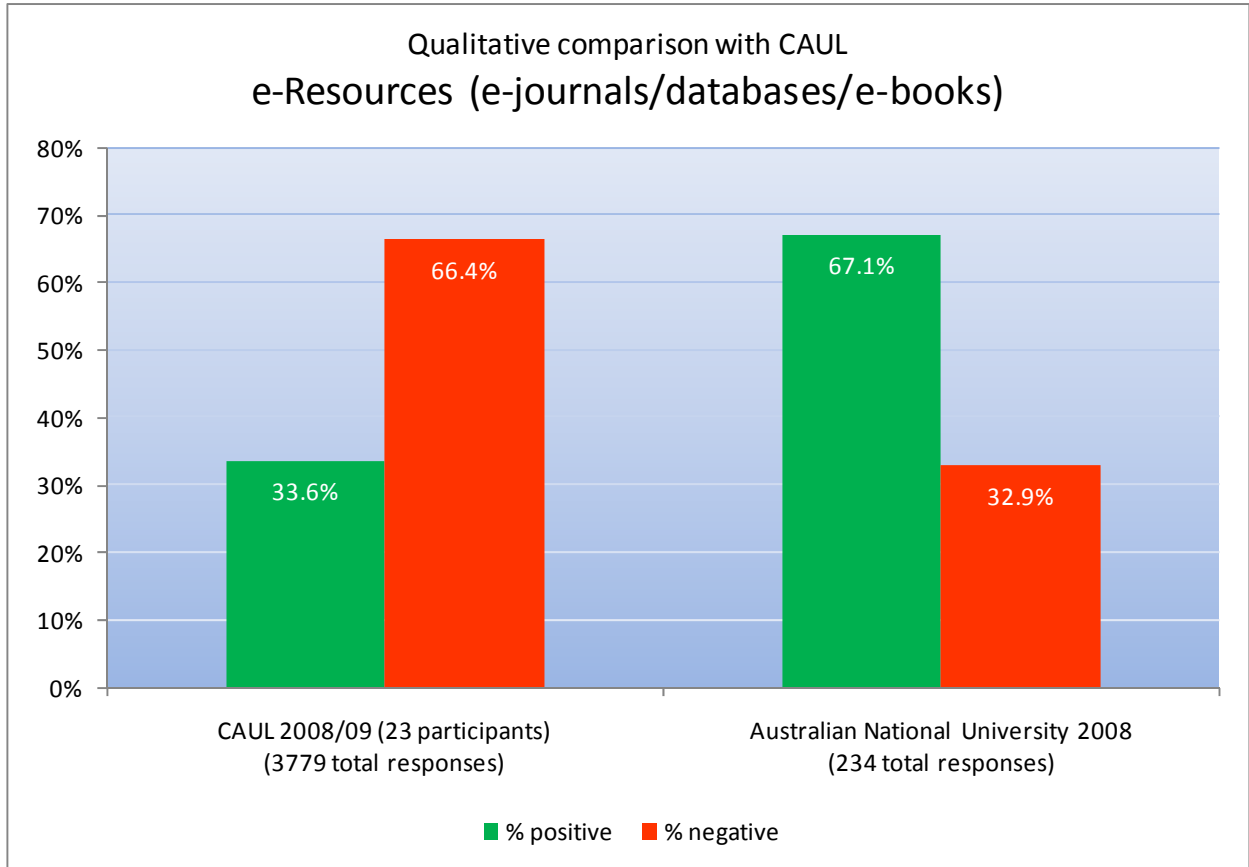


A comparison between this theme and the benchmark variable *Opening hours meet my needs* reveals a reasonably strong correlation between the results:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|-----------------------------------|------------|--------------------------|-----------------------|
| Victoria University | 57.9 | University of Newcastle | 5.82 |
| University of Tasmania | 46.0 | Victoria University | 5.76 |
| University of Southern Queensland | 32.9 | Swinburne University | 5.73 |
| University of Wollongong | 32.6 | Murdoch University | 5.72 |
| University of Newcastle | 31.9 | University of Wollongong | 5.66 |

Noteworthy: Victoria University was the only participant to record greater positive than negative comments in qualitative terms for *Opening Hours*.

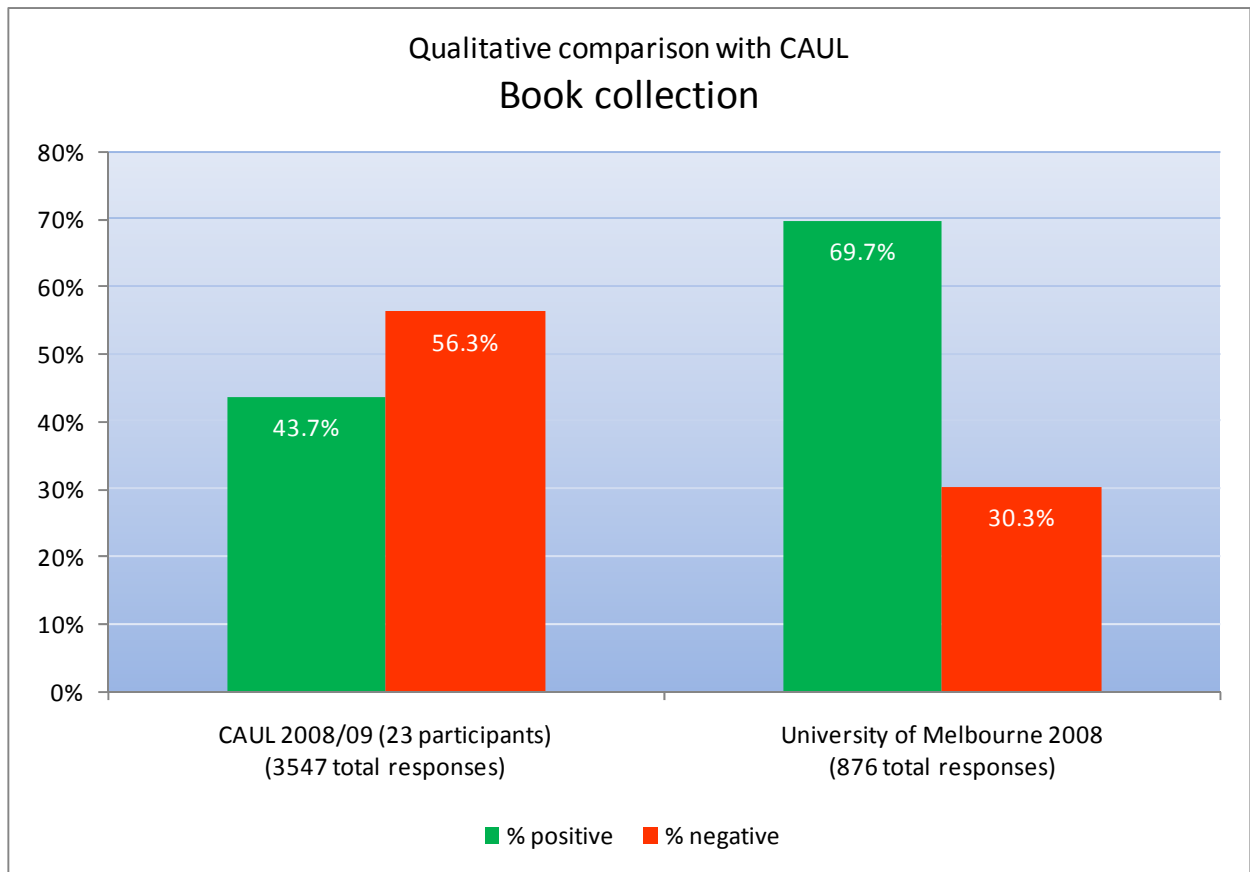
5. e-Resources (e-journals/databases/e-books)



There is insufficient matching benchmark quantitative data to make any definitive performance comparisons with this theme at this stage. However, there will be an opportunity in future to compare with the 'new' benchmark variable *Online resources (eg ejournals, databases, ebooks) meet my learning/research needs*.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| Australian National University | 67.1 | | |
| University of Melbourne | 64.6 | | |
| Victoria University | 51.1 | | |
| University of Wollongong | 48.3 | | |
| University of Tasmania | 40.0 | | |

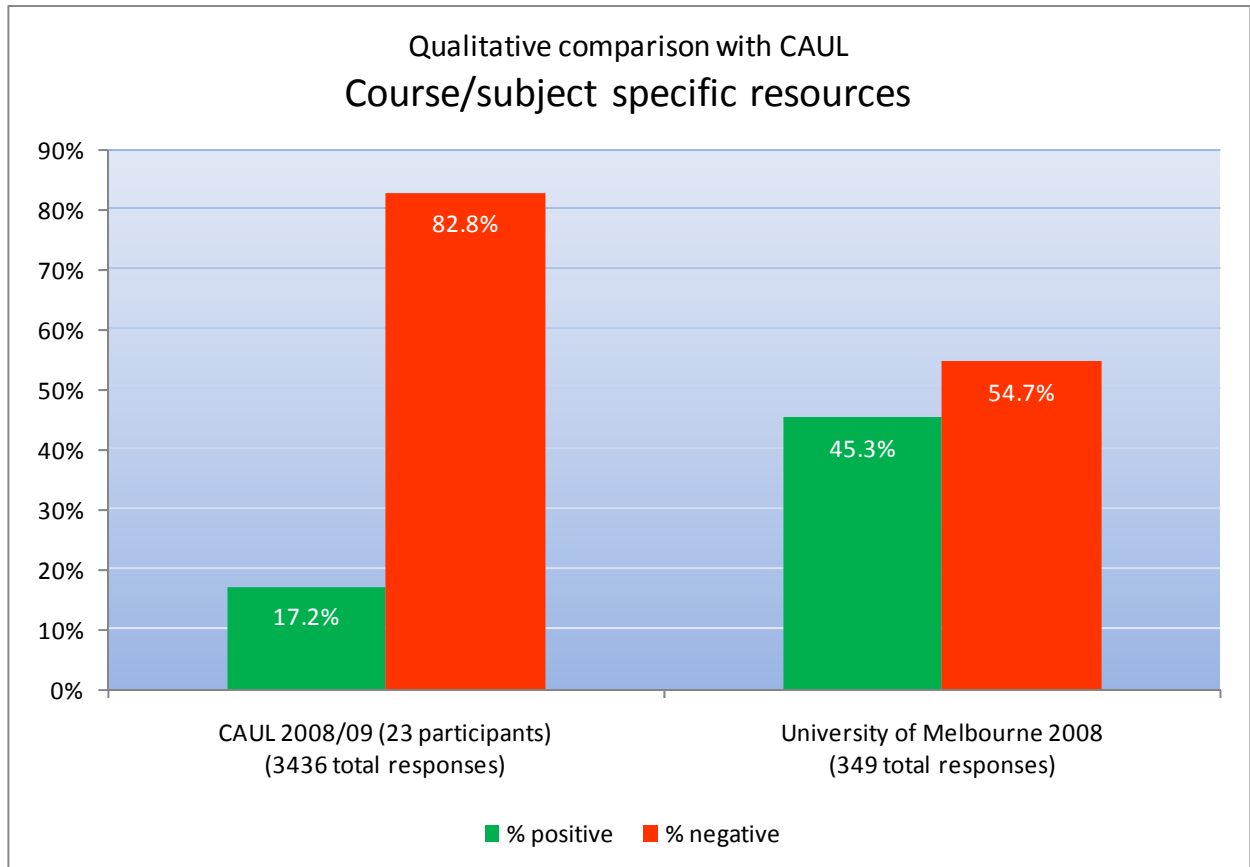
6. Book collection



There is currently insufficient matching data to make any definitive quantitative performance comparisons with this theme.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| University of Melbourne | 69.7 | | |
| University of Wollongong | 56.5 | | |
| Victoria University | 54.9 | | |
| Charles Sturt University | 50.4 | | |
| Australian National University | 47.7 | | |

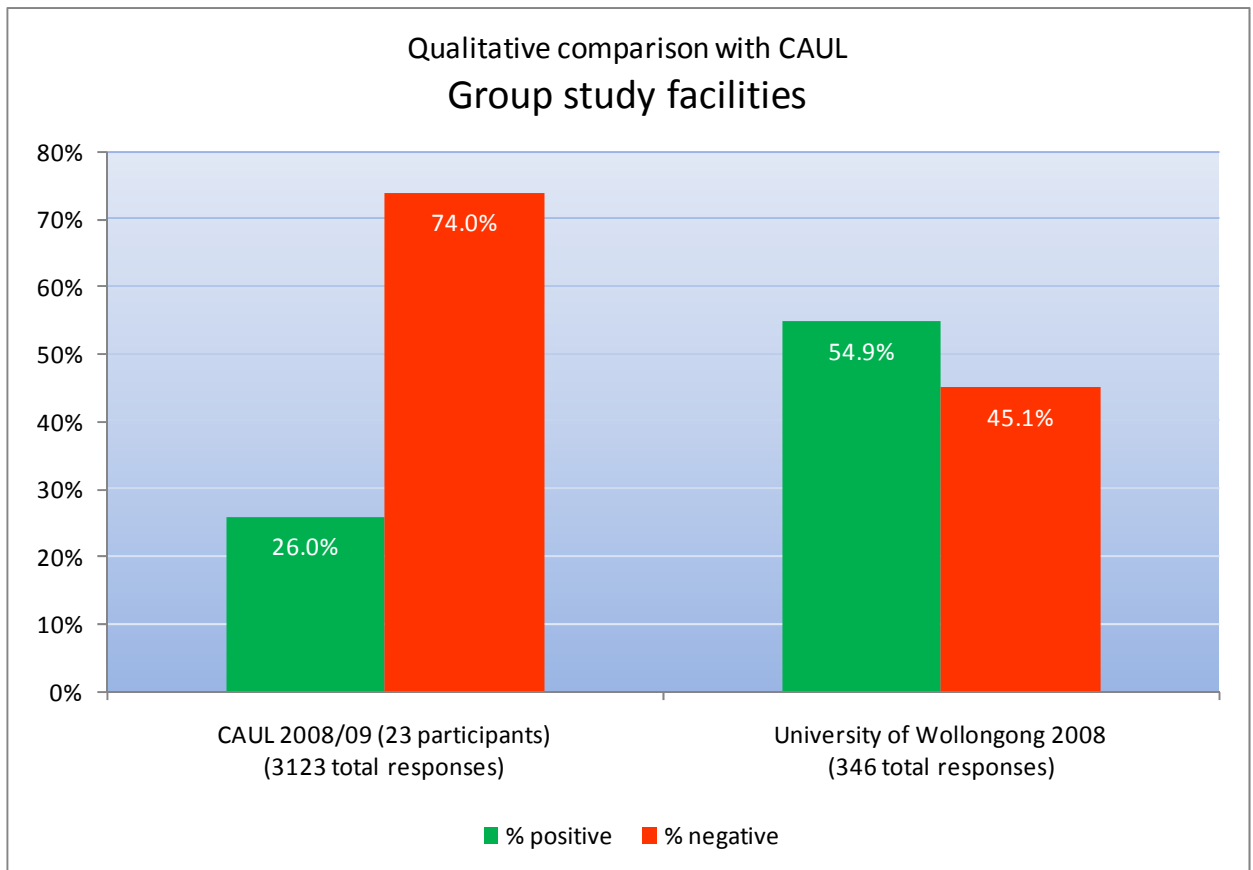
7. Course/subject specific resources



There is insufficient matching data to make any definitive quantitative performance comparisons with this theme at this point. However there will be opportunities to make comparisons with *Course specific resources meet my learning needs* in future.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| University of Melbourne | 45.3 | | |
| Victoria University | 32.5 | | |
| University of Wollongong | 28.0 | | |
| Australian National University | 27.7 | | |
| University of Southern Queensland | 26.2 | | |

8. Group study facilities

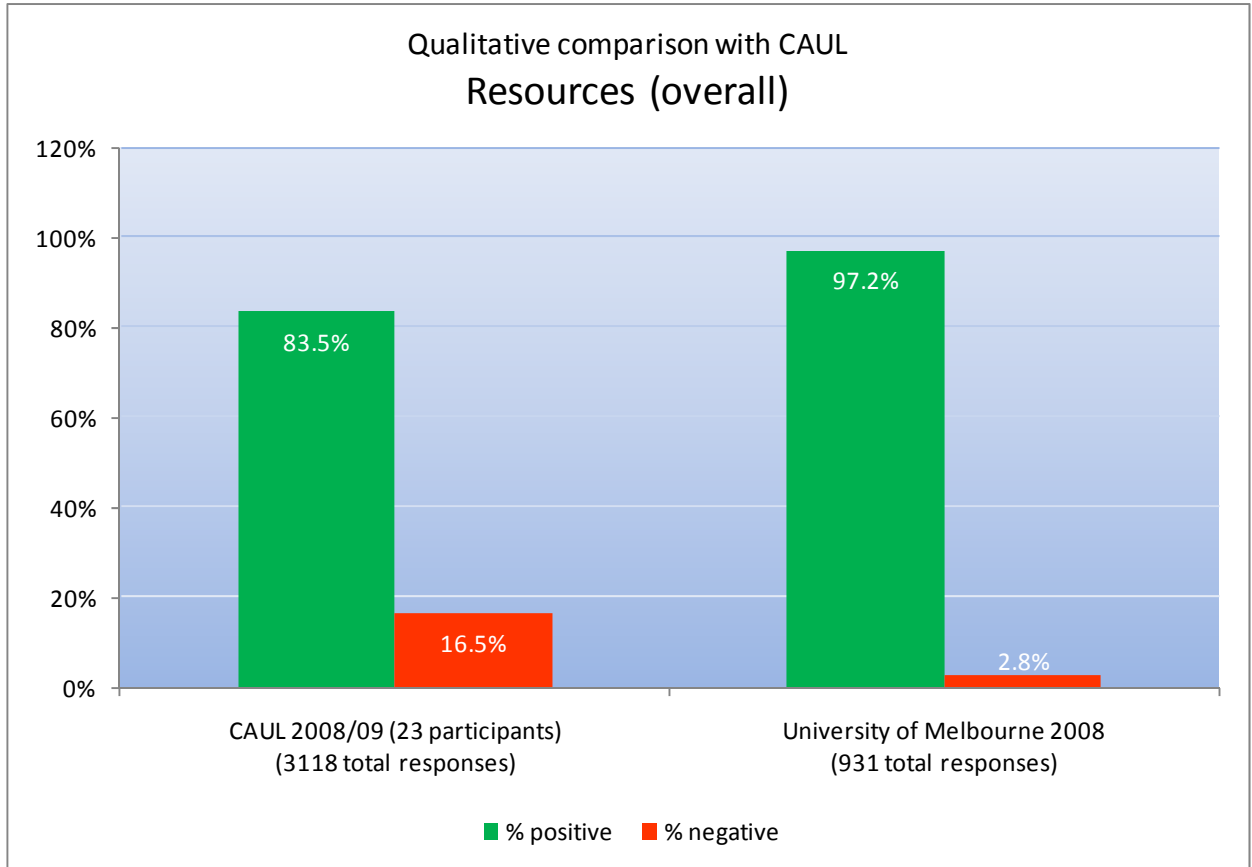


A comparison with the benchmark variable *I can find a place in the library to work in a group when I need to:*

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|--------------------------------|------------|-----------------------------------|-----------------------|
| University of Wollongong | 54.9 | University of Southern Queensland | 5.46 |
| University of Melbourne | 54.2 | University of Wollongong | 5.17 |
| Australian National University | 46.7 | Southern Cross University | 5.16 |
| Southern Cross University | 41.4 | Swinburne University | 5.07 |
| University of Tasmania | 39.1 | Charles Sturt University | 5.00 |

Noteworthy: University of Wollongong and University of Melbourne were the only two participants to record greater positive than negative qualitative scores for this variable.

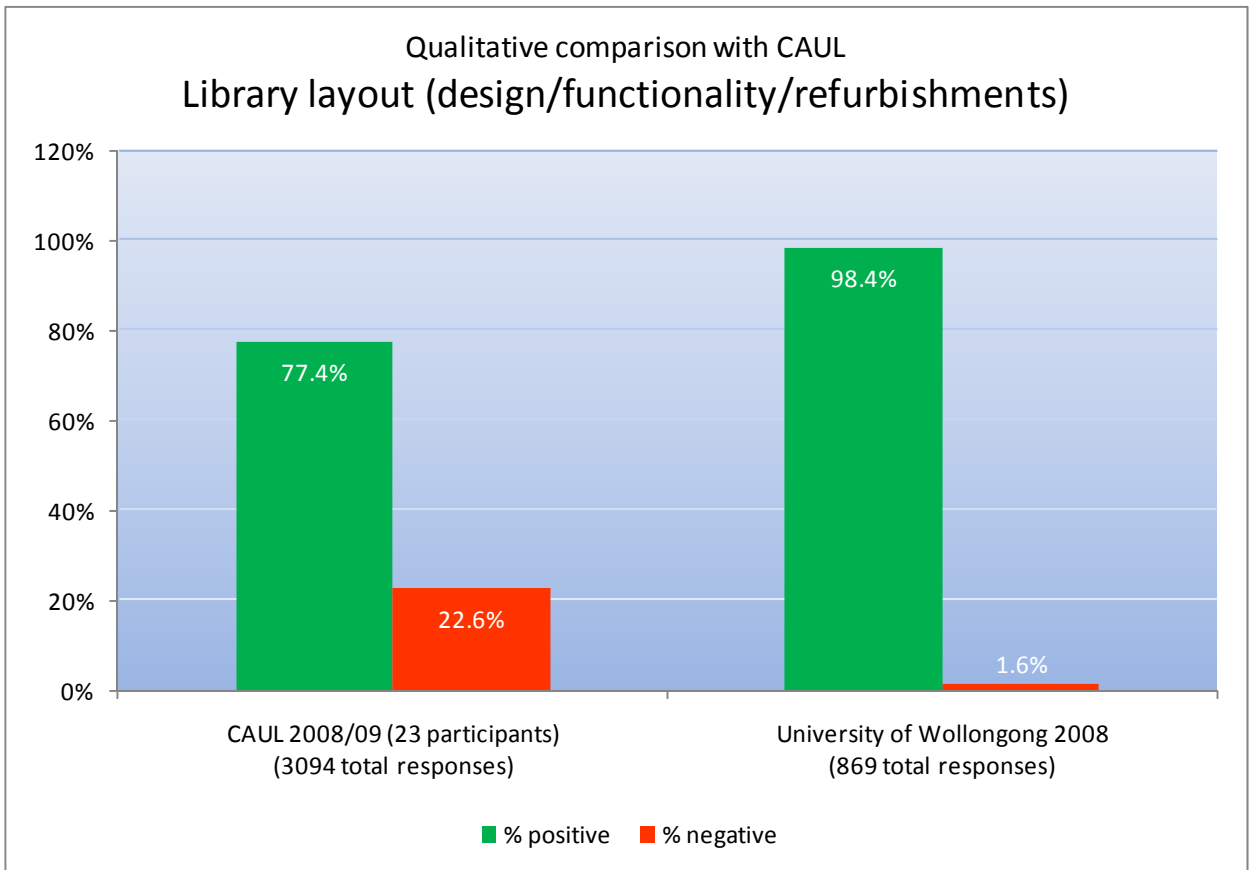
9. Resources (overall)



There is insufficient matching data to make any definitive quantitative performance comparisons with this theme at this point.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| University of Melbourne | 97.2 | | |
| Victoria University | 91.6 | | |
| University of Wollongong | 86.4 | | |
| Australian National University | 86.2 | | |
| Southern Cross University | 85.1 | | |

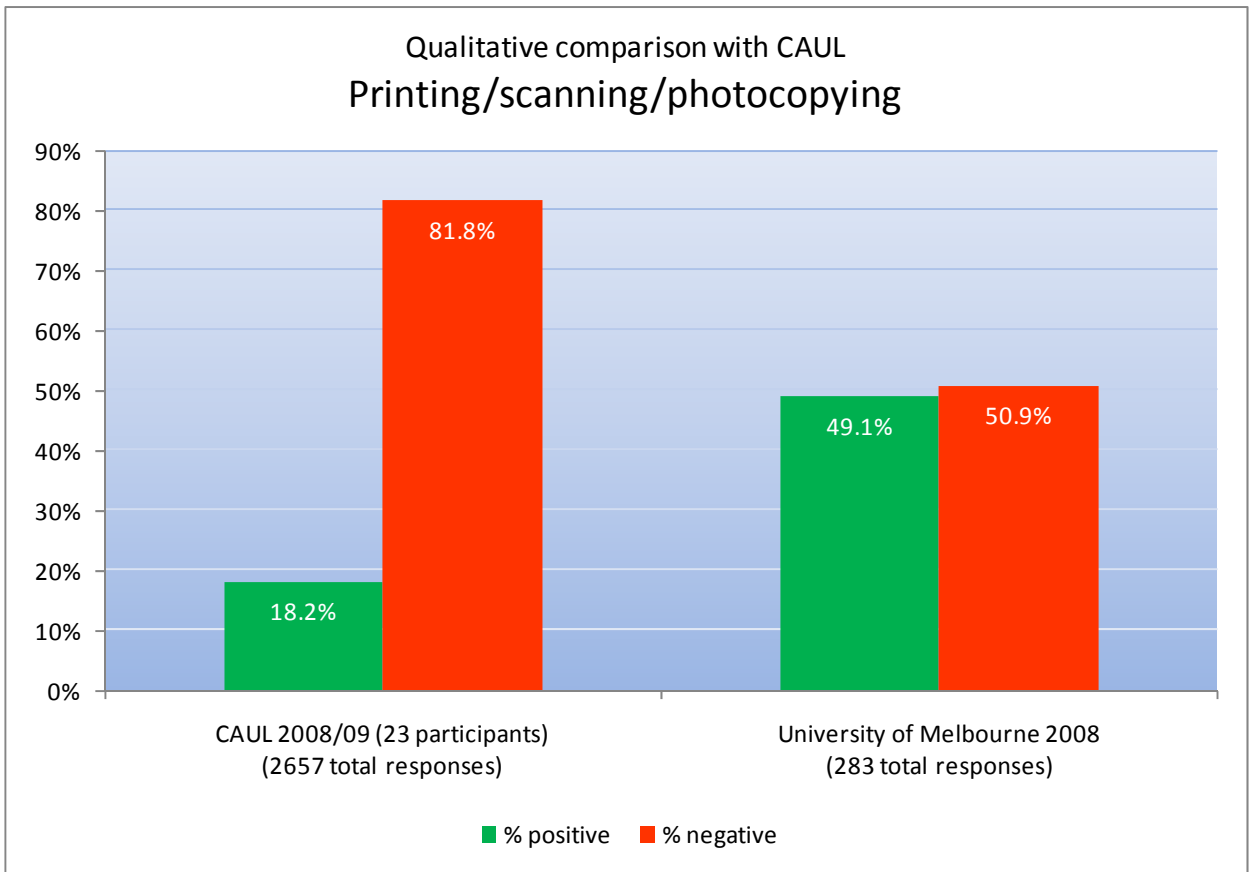
10. Library layout (design/functionality/refurbishments)



There is insufficient matching data to make any definitive quantitative performance comparisons with this theme at this point.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| University of Wollongong | 98.4 | | |
| Southern Cross University | 94.5 | | |
| University of Tasmania | 91.9 | | |
| University of Southern Queensland | 87.5 | | |
| Charles Sturt University | 84.1 | | |

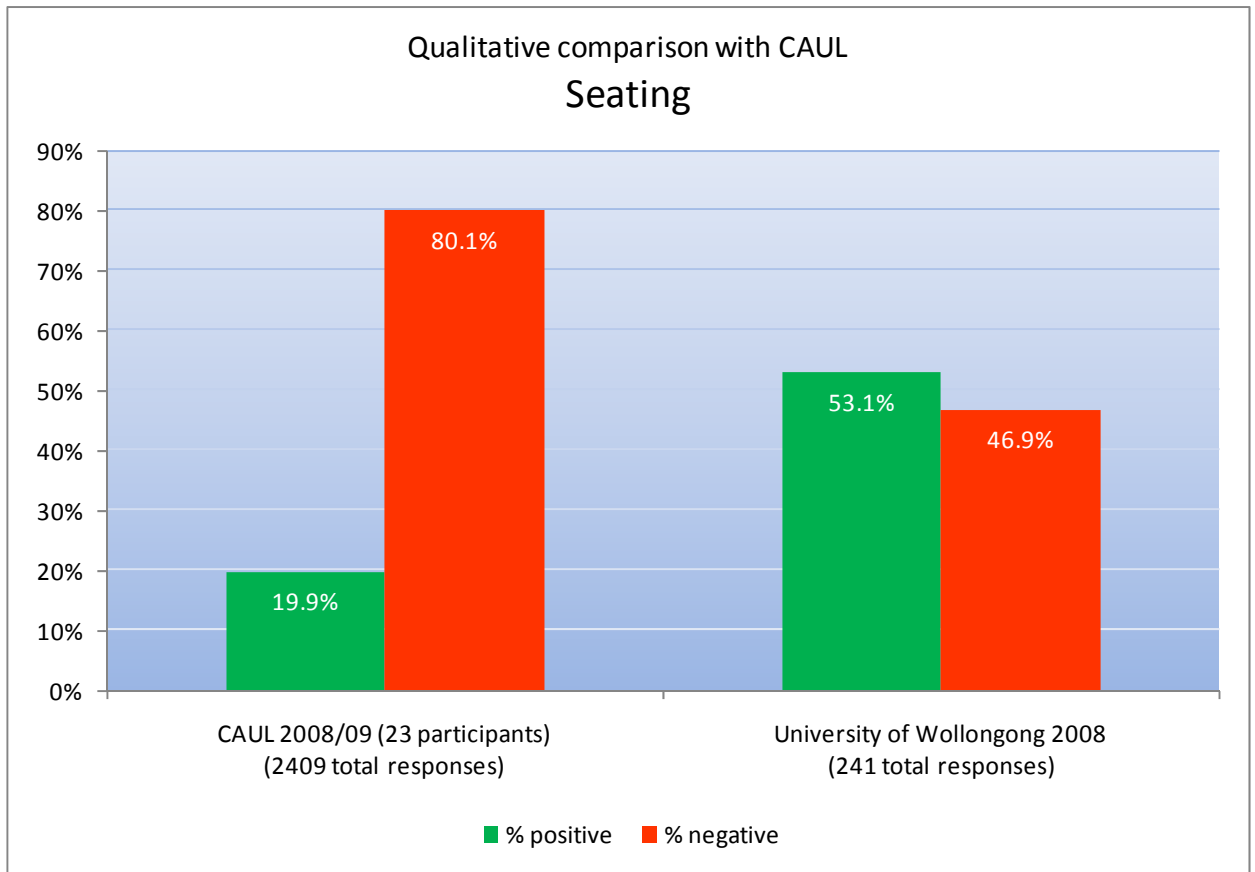
11. Printing/scanning/photocopying



The following table presents a comparison with the variable *Printing/scanning/photocopying facilities in the Library meet my needs*:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|---------------------------|------------|-----------------------------------|-----------------------|
| University of Melbourne | 49.1 | Southern Cross University | 5.59 |
| Southern Cross University | 41.5 | University of Southern Queensland | 5.44 |
| University of Tasmania | 31.6 | Griffith University | 5.39 |
| Victoria University | 30.5 | University of Wollongong | 5.39 |
| University of Wollongong | 28.4 | Charles Darwin University | 5.39 |

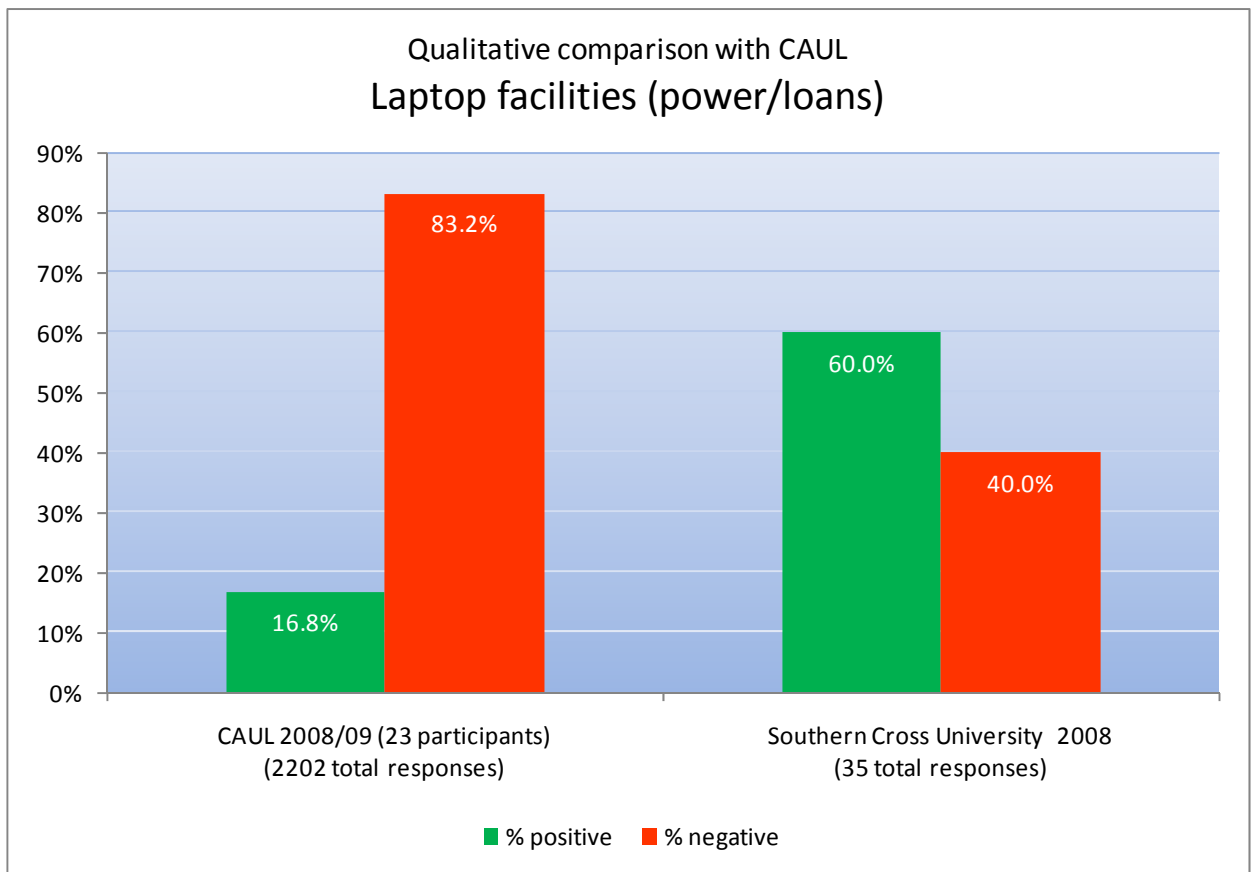
12. Seating



There is insufficient matching data to make any definitive quantitative performance comparisons with this theme.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| University of Melbourne | 53.1 | | |
| Charles Sturt University | 52.0 | | |
| Australian National University | 48.8 | | |
| Southern Cross University | 48.5 | | |
| Edith Cowan University | 29.7 | | |

13. Laptop facilities (power/loans)

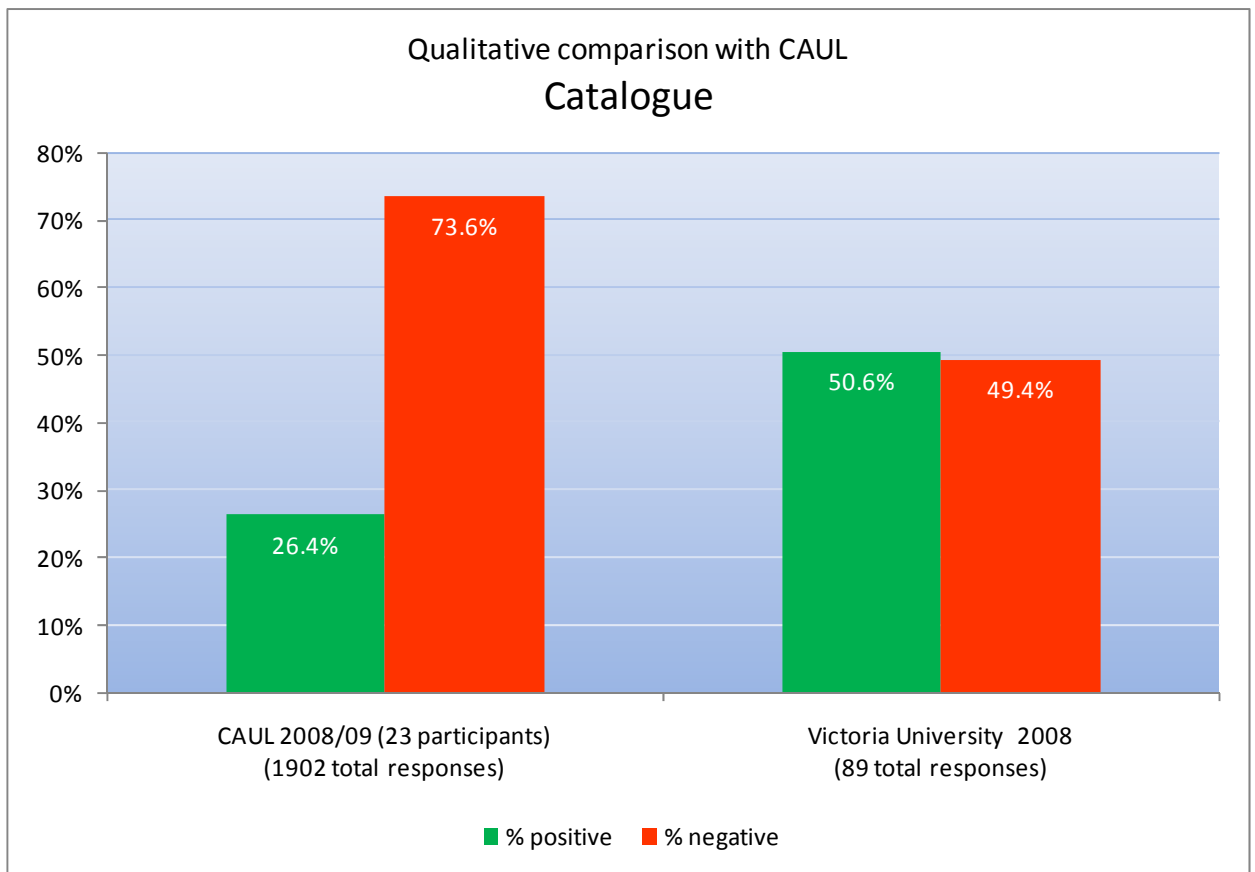


The following table presents a comparison with the benchmark variable *Laptop facilities (e.g. desks, power) in the library meet my needs*:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|---------------------------|------------|-----------------------------------|-----------------------|
| Southern Cross University | 60.0 | University of Wollongong | 5.39 |
| University of Wollongong | 42.5 | Southern Cross University | 5.38 |
| University of Melbourne | 33.3 | University of Southern Queensland | 5.34 |
| Charles Sturt University | 31.0 | Edith Cowan University | 5.32 |
| Griffith University | 20.3 | Griffith University | 5.29 |

Noteworthy: Southern Cross University was the only participant to score greater positive than negative qualitative feedback for this variable.

14. Catalogue

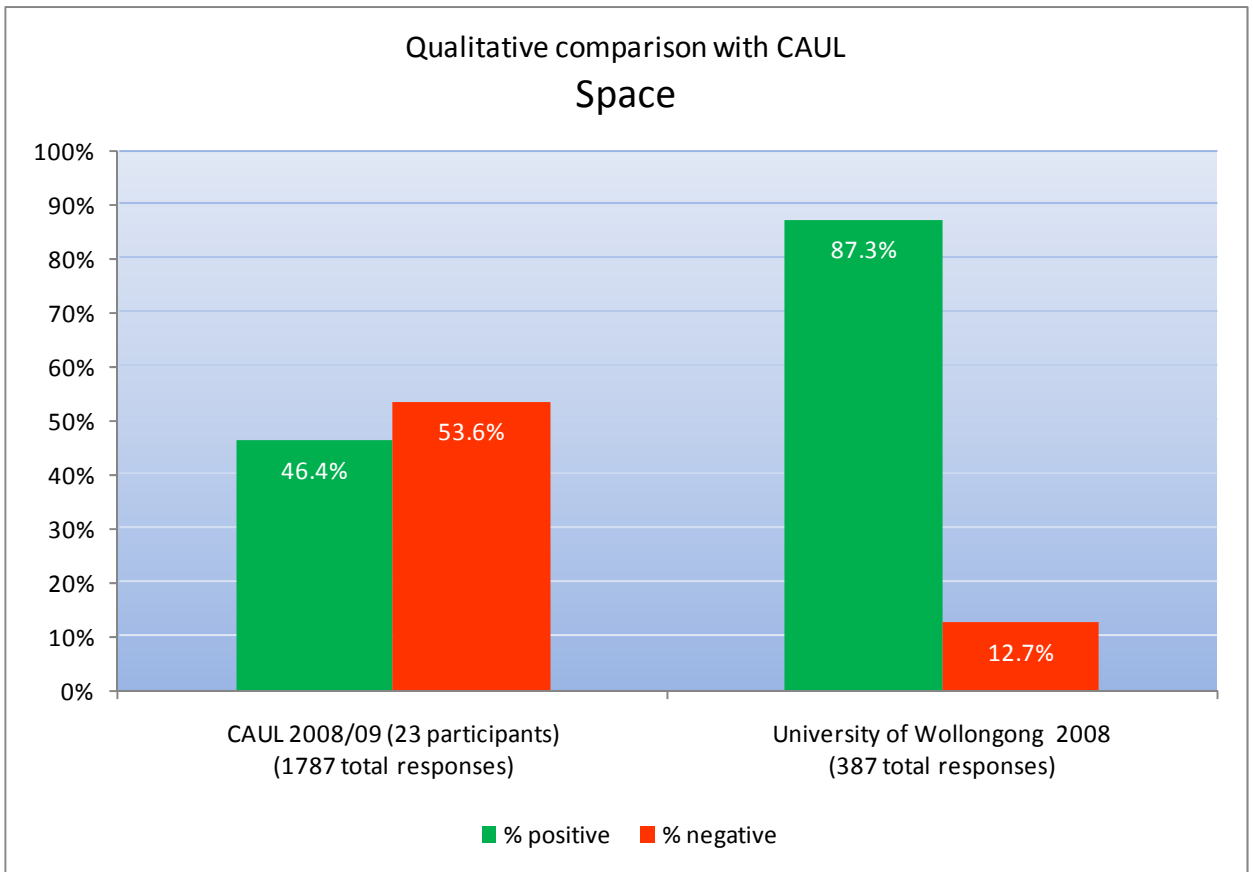


The following table presents a comparison with the benchmark variable *The Library catalogue is easy to use*:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|--------------------------------|------------|--------------------------|-----------------------|
| Victoria University | 50.6 | Murdoch University | 5.62 |
| University of Melbourne | 47.0 | University of Wollongong | 5.53 |
| Charles Sturt University | 46.0 | Curtin University | 5.48 |
| Australian National University | 33.3 | Victoria University | 5.45 |
| University of Tasmania | 32.6 | University of Melbourne | 5.43 |

Noteworthy: On the qualitative side, Victoria University was the only participant to score (slightly) higher positive than negative feedback on the *Catalogue*.

15. Space

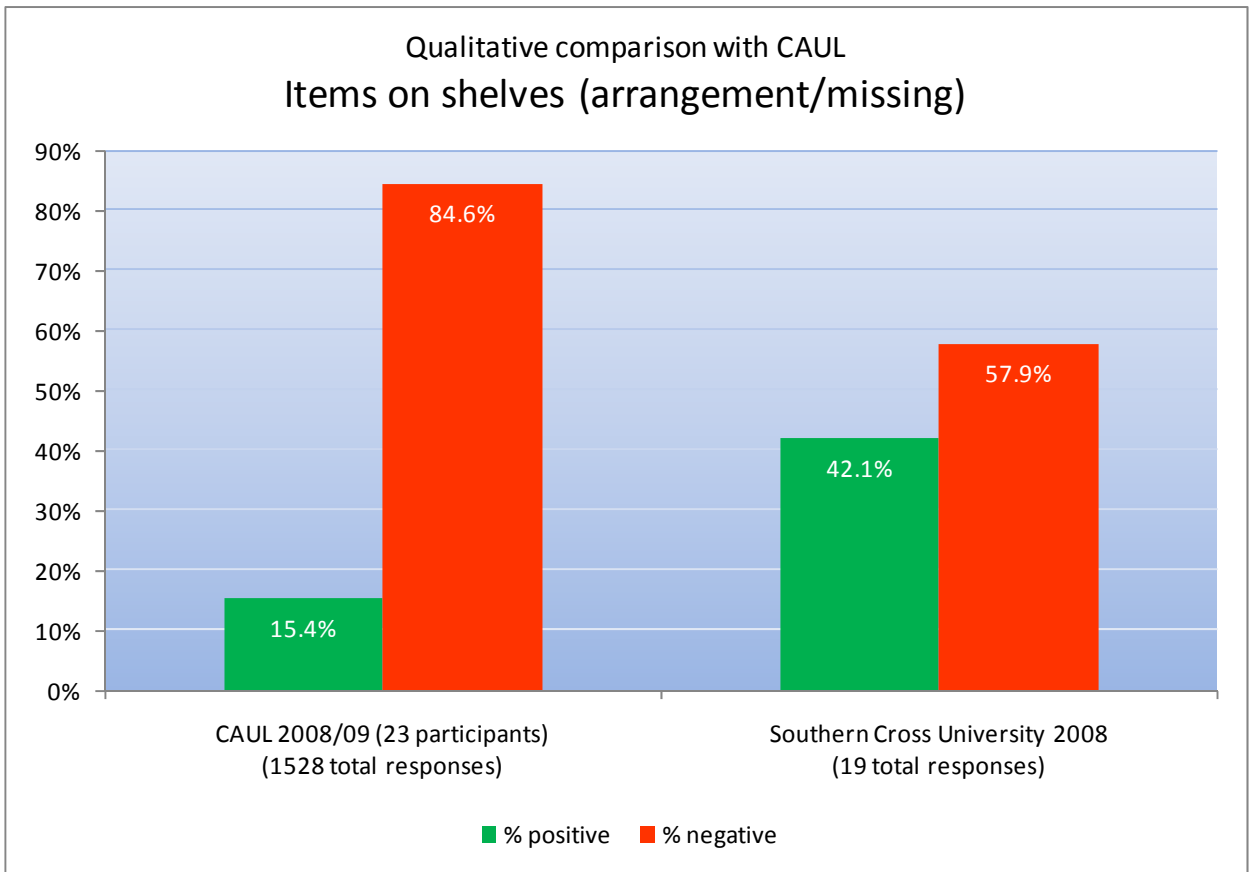


There is insufficient matching data to make any definitive quantitative performance comparisons with this theme.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| University of Wollongong | 87.3 | | |
| Southern Cross University | 75.0 | | |
| University of Melbourne | 73.7 | | |
| University of Southern Queensland | 71.4 | | |
| Australian National University | 58.0 | | |

Noteworthy: University of Wollongong is well out in front.

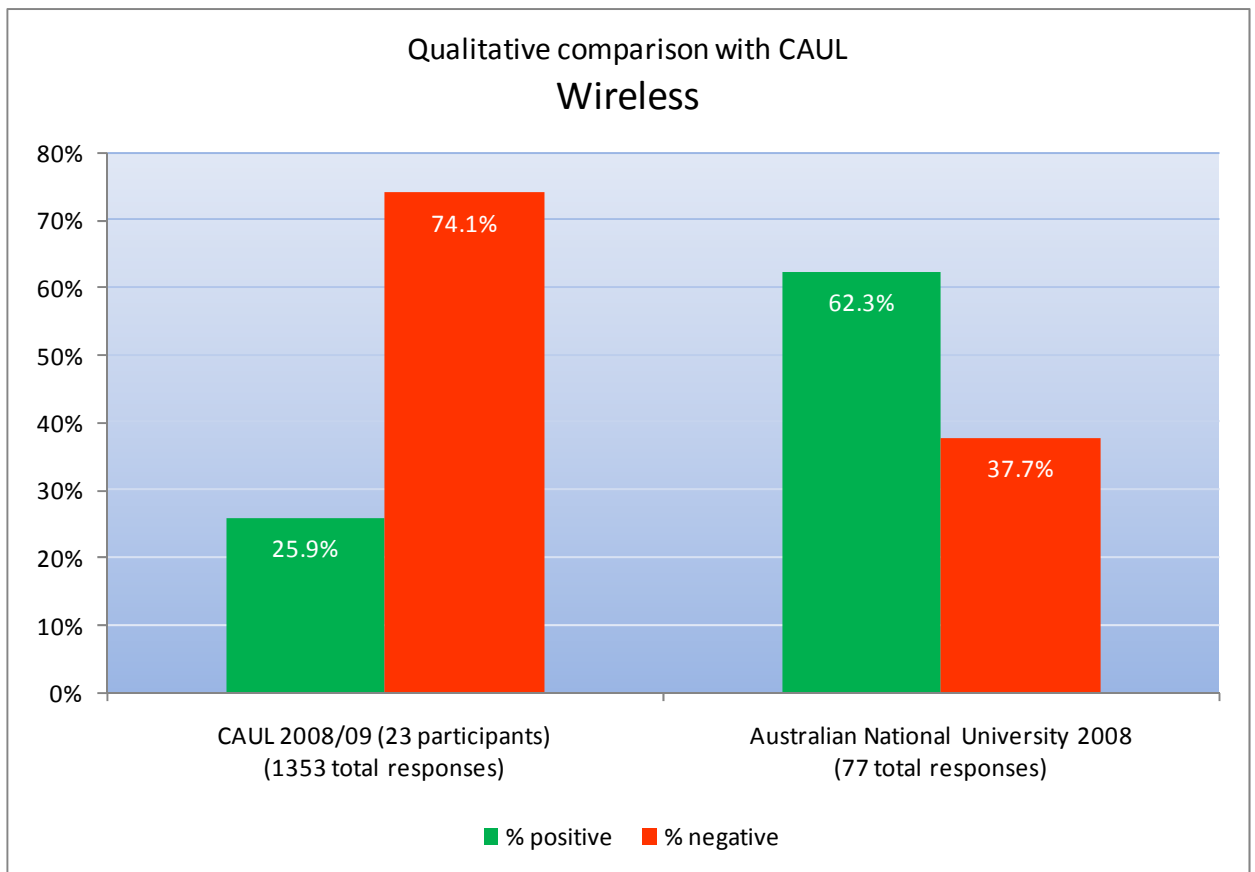
16. Items on shelves (arrangement/missing)



There is insufficient matching data to make any definitive performance benchmark comparisons with this theme. However there will be opportunities to make comparisons with *the items I'm looking for on the library shelves are usually there* in future.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| Southern Cross University | 42.1 | | |
| Victoria University | 41.7 | | |
| University of Tasmania | 38.6 | | |
| University of Southern Queensland | 35.3 | | |
| Charles Sturt University | 29.1 | | |

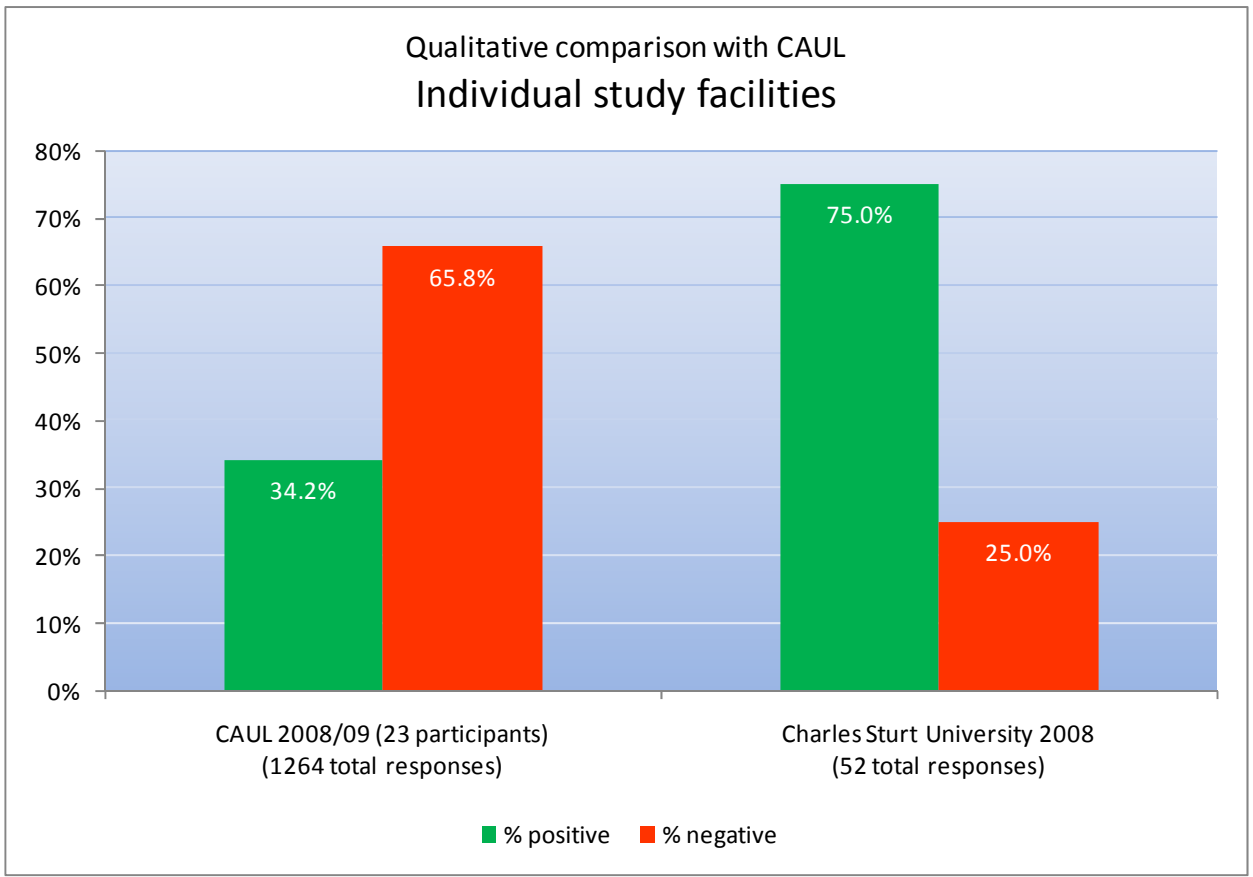
17. Wireless



The following table presents a comparison with the benchmark variable *I can get wireless access in the library when I need to*:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|--------------------------------|------------|-----------------------------------|-----------------------|
| Australian National University | 62.3 | Griffith University | 5.77 |
| Victoria University | 61.2 | Southern Cross University | 5.46 |
| University of Tasmania | 50.7 | Victoria University | 5.40 |
| Southern Cross University | 33.3 | University of Southern Queensland | 5.39 |
| University of Melbourne | 28.6 | Edith Cowan University | 5.38 |

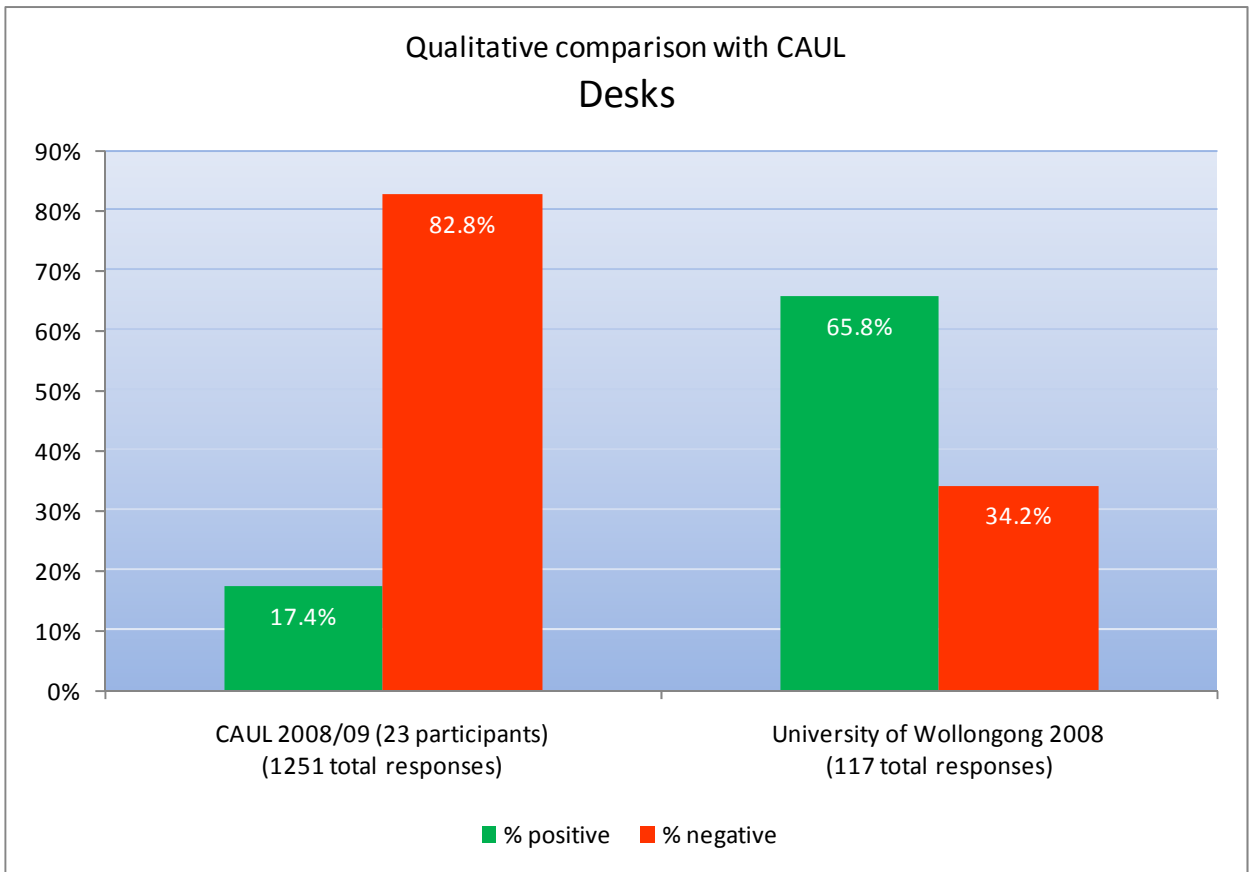
18. Individual study facilities



There is insufficient matching data to make any definitive performance benchmark comparisons with this theme at this time.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| Charles Sturt University | 75.0 | | |
| University of Wollongong | 70.2 | | |
| Southern Cross University | 60.5 | | |
| University of Melbourne | 58.0 | | |
| Australian National University | 51.1 | | |

19. Desks

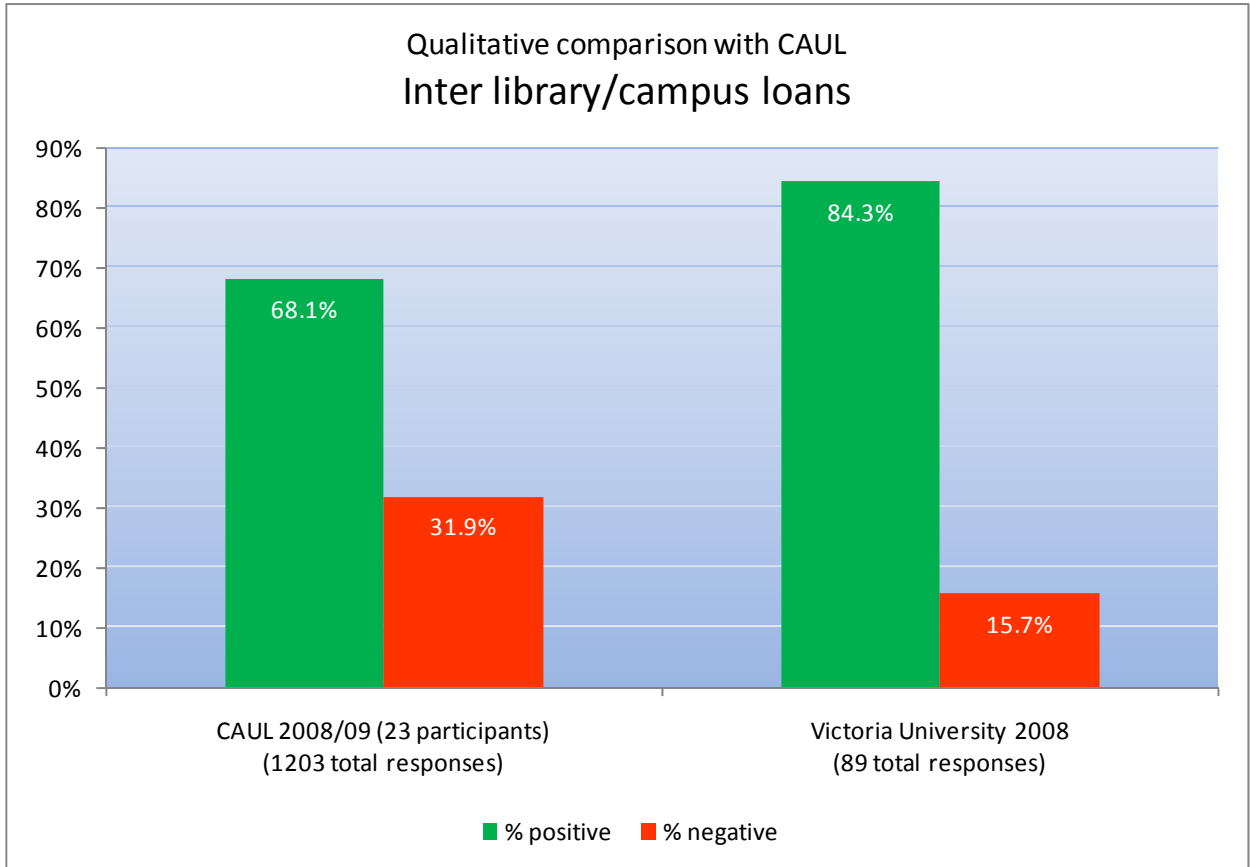


There is insufficient matching data to make any definitive performance benchmark comparisons with this theme.

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|--------------------------------|------------|--------------------|-----------------|
| University of Wollongong | 65.8 | | |
| Charles Sturt University | 54.5 | | |
| Southern Cross University | 35.0 | | |
| Australian National University | 33.9 | | |
| University of Melbourne | 31.8 | | |

Noteworthy: University of Wollongong and Charles Sturt University are the only two participants to record more positive than negative responses for this theme.

20. Inter library/campus loans



There is insufficient matching data to make any definitive performance benchmark comparisons with this theme. However there will be opportunities to make comparisons with *Books, articles I have requested from other libraries, campuses are delivered promptly* in future.

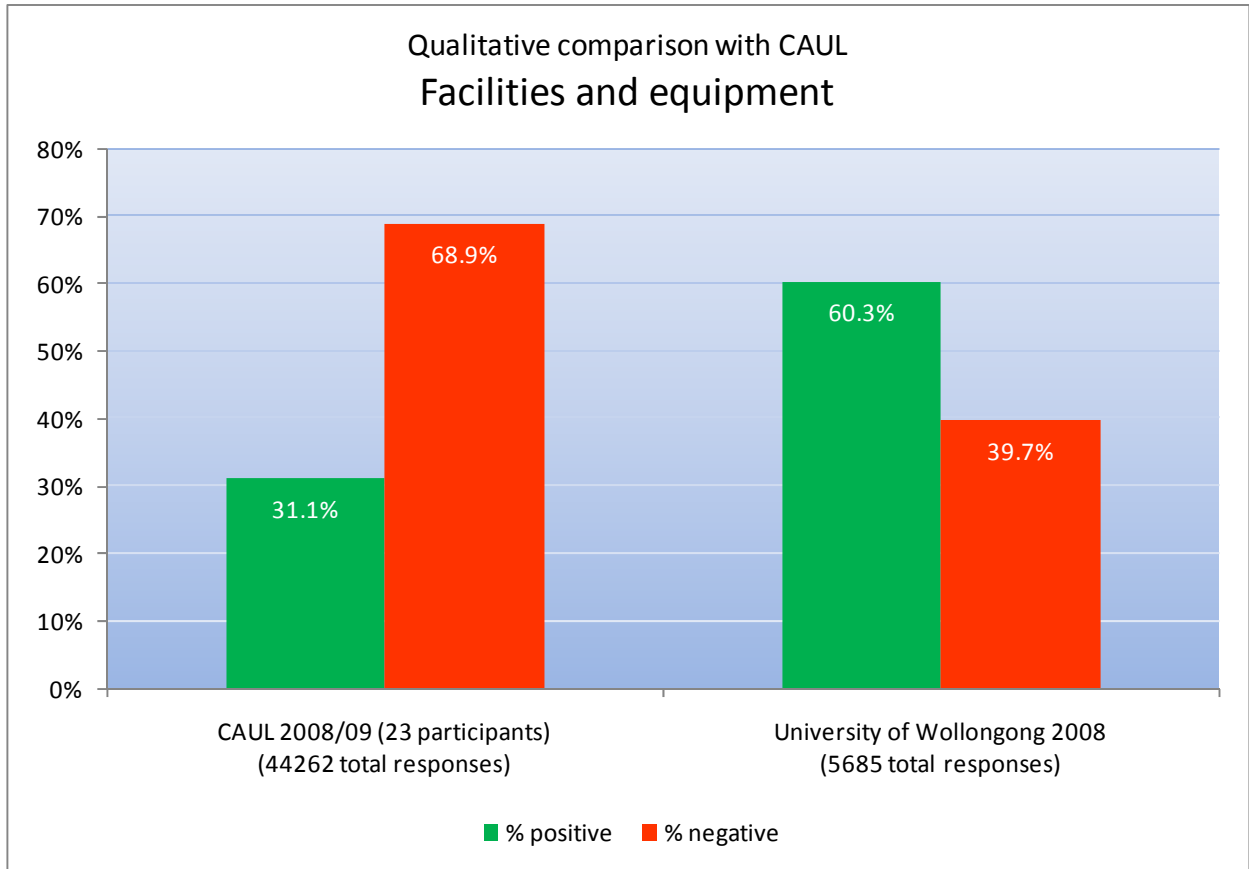
| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score |
|-----------------------------------|------------|--------------------|-----------------|
| Victoria University | 84.3 | | |
| University of Southern Queensland | 74.4 | | |
| University of Melbourne | 73.7 | | |
| Charles Sturt University | 73.2 | | |
| University of Tasmania | 71.8 | | |

5 Best Practice Categories

The following charts show the top five performers in the five Best Practice Categories areas of *Communication, Service Delivery, Facilities and Equipment, Library Staff* and *Information Resources*. Comparisons are also made between qualitative and quantitative data.

5.1 Best Practice Categories: Comparisons with CAUL

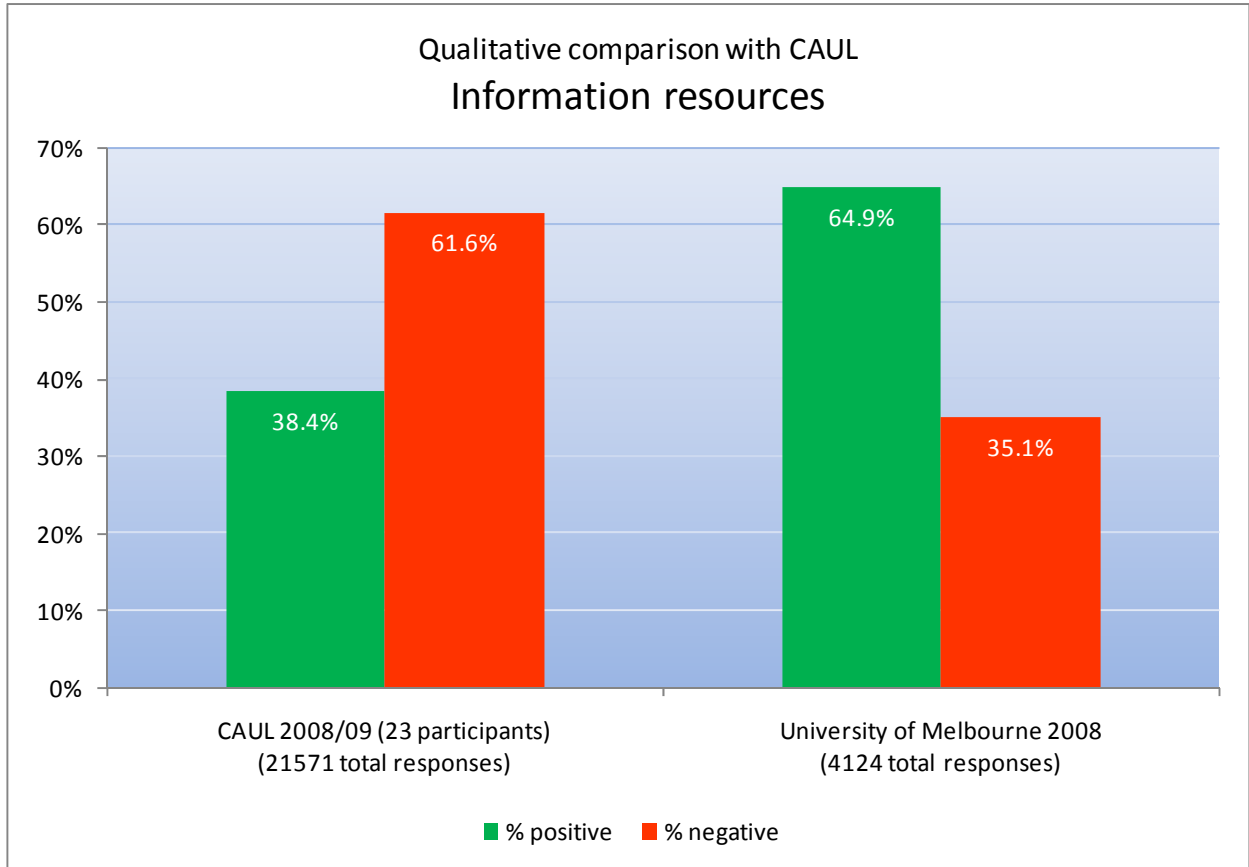
1. Facilities and equipment



The following table presents a comparison with the quantitative scores:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|-----------------------------------|------------|-----------------------------------|-----------------------|
| University of Wollongong | 60.3 | University of Southern Queensland | 5.38 |
| Southern Cross University | 56.6 | Southern Cross University | 5.30 |
| University of Southern Queensland | 47.4 | Swinburne University | 5.17 |
| University of Tasmania | 43.7 | University of Wollongong | 5.16 |
| Charles Sturt University | 42.0 | Edith Cowan University | 5.16 |

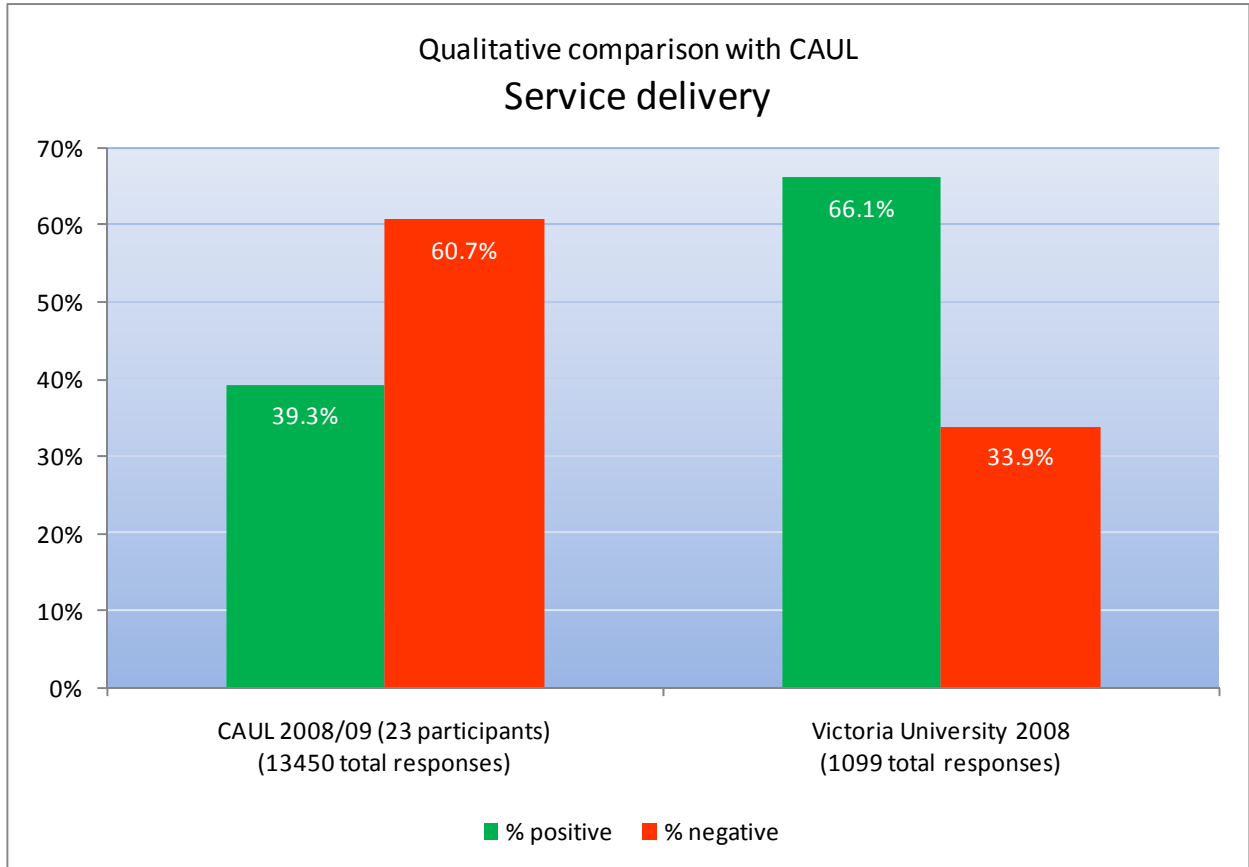
2. Information resources



The following table presents a comparison with the quantitative scores:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|--------------------------------|------------|--------------------------|-----------------------|
| University of Melbourne | 64.9 | Murdoch University | 5.61 |
| Victoria University | 56.1 | University of Wollongong | 5.58 |
| University of Wollongong | 54.5 | Curtin University | 5.47 |
| Australian National University | 52.4 | Victoria University | 5.45 |
| University of Tasmania | 44.6 | University of Melbourne | 5.42 |

3. Service Delivery

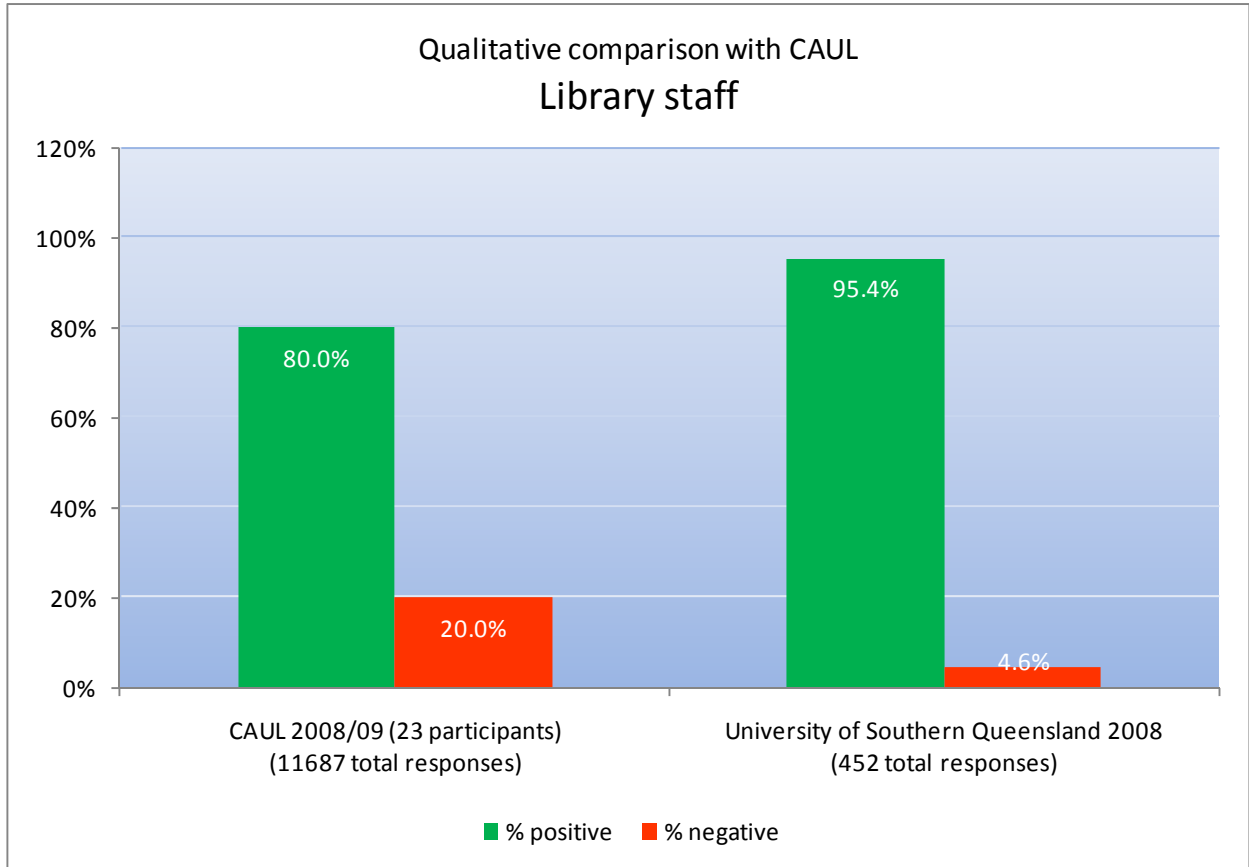


The following table presents a comparison with the quantitative scores:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|------------------------------------|------------|------------------------------------|-----------------------|
| Victoria University | 66.1 | University of Newcastle | 5.82 |
| Charles Sturt University | 53.6 | Victoria University | 5.76 |
| Murdoch University | 53.0 | Swinburne University of Technology | 5.73 |
| University of Tasmania | 50.5 | Murdoch University | 5.72 |
| Swinburne University of Technology | 50.4 | University of Wollongong | 5.67 |

Noteworthy: Victoria University is more than 10 percentage points in front on the qualitative scale.

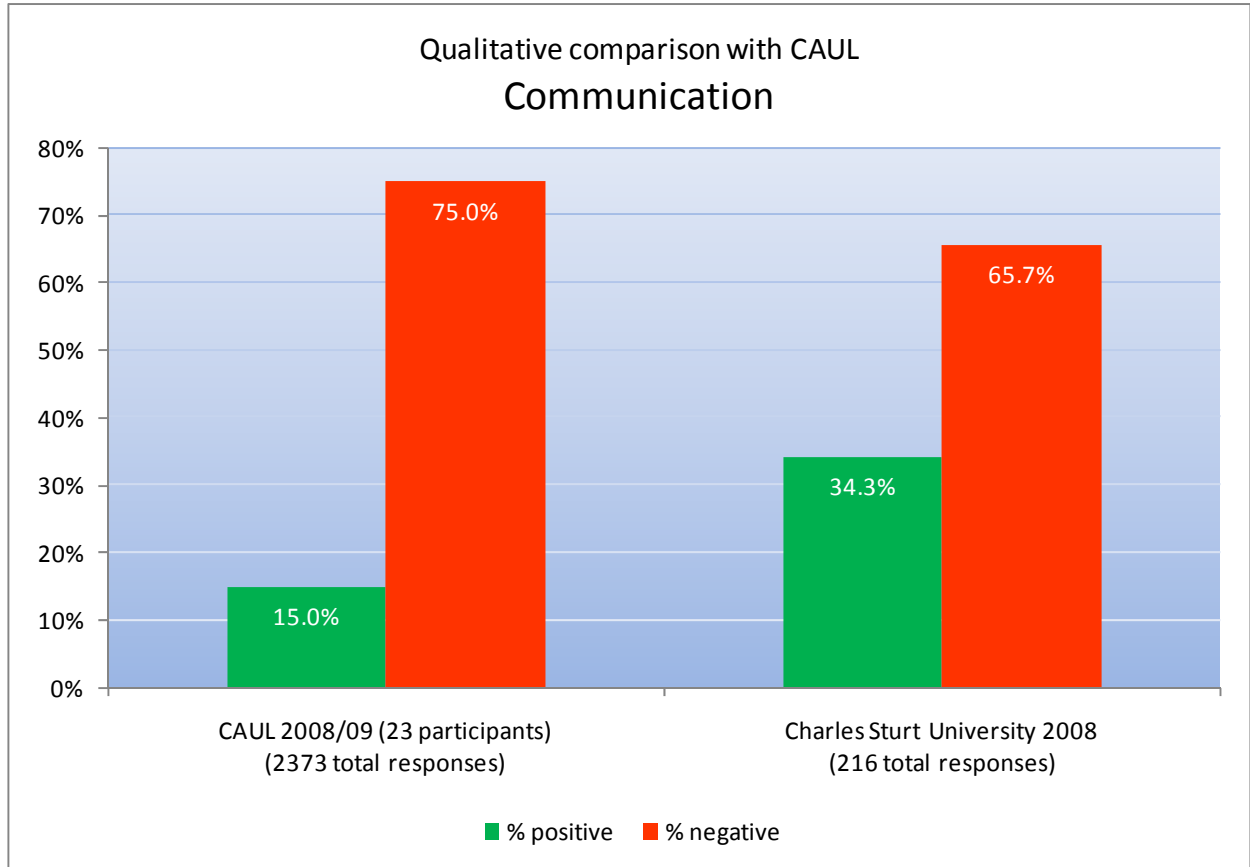
4. Library Staff



The following table presents a comparison with the quantitative scores:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|-----------------------------------|------------|-----------------------------------|-----------------------|
| University of Southern Queensland | 95.4 | University of Southern Queensland | 6.26 |
| Southern Cross University | 90.2 | University of Wollongong | 6.18 |
| University of Tasmania | 90.0 | University of Ballarat | 6.16 |
| University of Wollongong | 88.7 | Southern Cross University | 6.10 |
| Charles Sturt University | 86.9 | Charles Darwin University | 6.09 |

5. Communication



The following table presents a comparison with the quantitative scores:

| Qualitative top 5 | % positive | Quantitative top 5 | Benchmark score (1-7) |
|------------------------------------|------------|-----------------------------------|-----------------------|
| Charles Sturt University | 34.3 | Curtin University | 5.36 |
| Southern Cross University | 28.3 | University of Southern Queensland | 5.32 |
| Victoria University | 27.2 | Victoria University | 5.32 |
| Swinburne University of Technology | 25.0 | University of Wollongong | 5.29 |
| University of Ballarat | 22.6 | University of Ballarat | 5.27 |