Unitec

Library Client Survey Report

Scope: All respondents
September 2018

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Unitec Library Client Survey, September 2018
Response statistics

Total	1938	
Which facility do you use most?	**n**	**%**
Mt Albert, Hub Library (Te Puna)	1211	62.5%
Mt Albert, Building One Library	384	19.8%
Waitakere Library, level 3	286	14.8%
Unspecified	57	2.9%
What single category best describes you?		
Certificate student	315	16.3%
Diploma student	364	18.8%
Bachelors student	840	43.3%
Postgraduate student	297	15.3%
Academic/Research staff member	26	1.3%
Allied/professional Staff member	14	0.7%
Other	80	4.1%
Unspecified	2	0.1%
What is your major area of study, teaching or research?		
Architecture / Landscape	219	11.3%
Bridging Education / Bridgepoint	61	3.1%
Building Construct. & Services including Plumbing	258	13.3%
Business Practice	137	7.1%
Community Development	24	1.2%
Computer Science	146	7.5%
Creative Industries / Design	82	4.2%
Engineering	203	10.5%
Environmental & Animal Science	124	6.4%
Health Care	184	9.5%
Language Studies	58	3.0%
Postgraduate	55	2.8%
Social Practice	98	5.1%
Tech Futures	6	0.3%
The Mind Lab by Unitec	99	5.1%
Vehicle Systems & Materials	26	1.3%
Other/not applicable	156	8.0%
Unspecified	2	0.1%
In what year did you first start at Unitec?		
Before 2012	73	3.8%
2012	16	0.8%
2013	37	1.9%
2014	79	4.1%
2015	133	6.9%
2016	245	12.6%
2017	417	21.5%
2018	938	48.4%
Unspecified	0	0.0%

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Unitec Library Client Survey, September 2018 Response statistics		
How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna?		
Daily	316	16.3%
2–4 days a week	692	35.7%
Weekly	305	15.7%
Fortnightly	102	5.3%
Monthly	86	4.4%
Rarely (i.e. a few times a year)	141	7.3%
Never	116	6.0%
Unspecified	180	9.3%
How often do you access the Library online?		
Daily	259	13.4%
2–4 days a week	473	24.4%
Weekly	440	22.7%
Fortnightly	173	8.9%
Monthly	144	7.4%
Rarely (i.e. a few times a year)	204	10.5%
Never	66	3.4%
Unspecified	179	9.2%

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Weighted performance index

	Communication	Service Delivery	Facilities & Equipment	Information Resources	Weighted Total
Weighting	**18%**	**28%**	**24%**	**30%**	**100%**
September 2018	79.9%	83.4%	82.1%	82.8%	82.3%
September 2016	78.8%	81.9%	80.5%	82.1%	81.1%
Highest performer in database	80.4%	84.3%	84.8%	85.8%	82.9%
Median	78.2%	81.4%	78.3%	81.6%	80.6%
Lowest performer in database	73.2%	78.5%	69.0%	78.5%	76.2%

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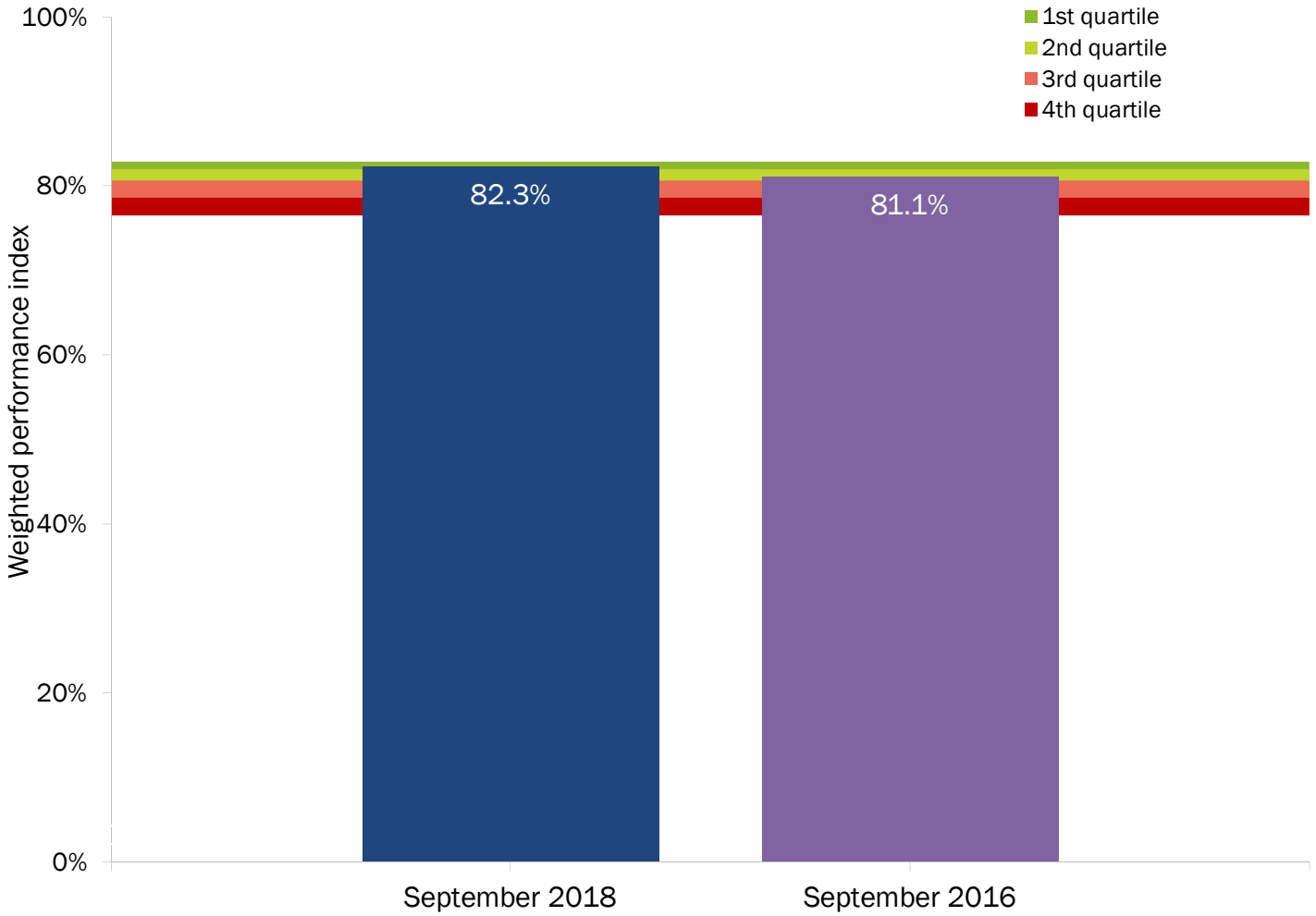
Weighted performance index



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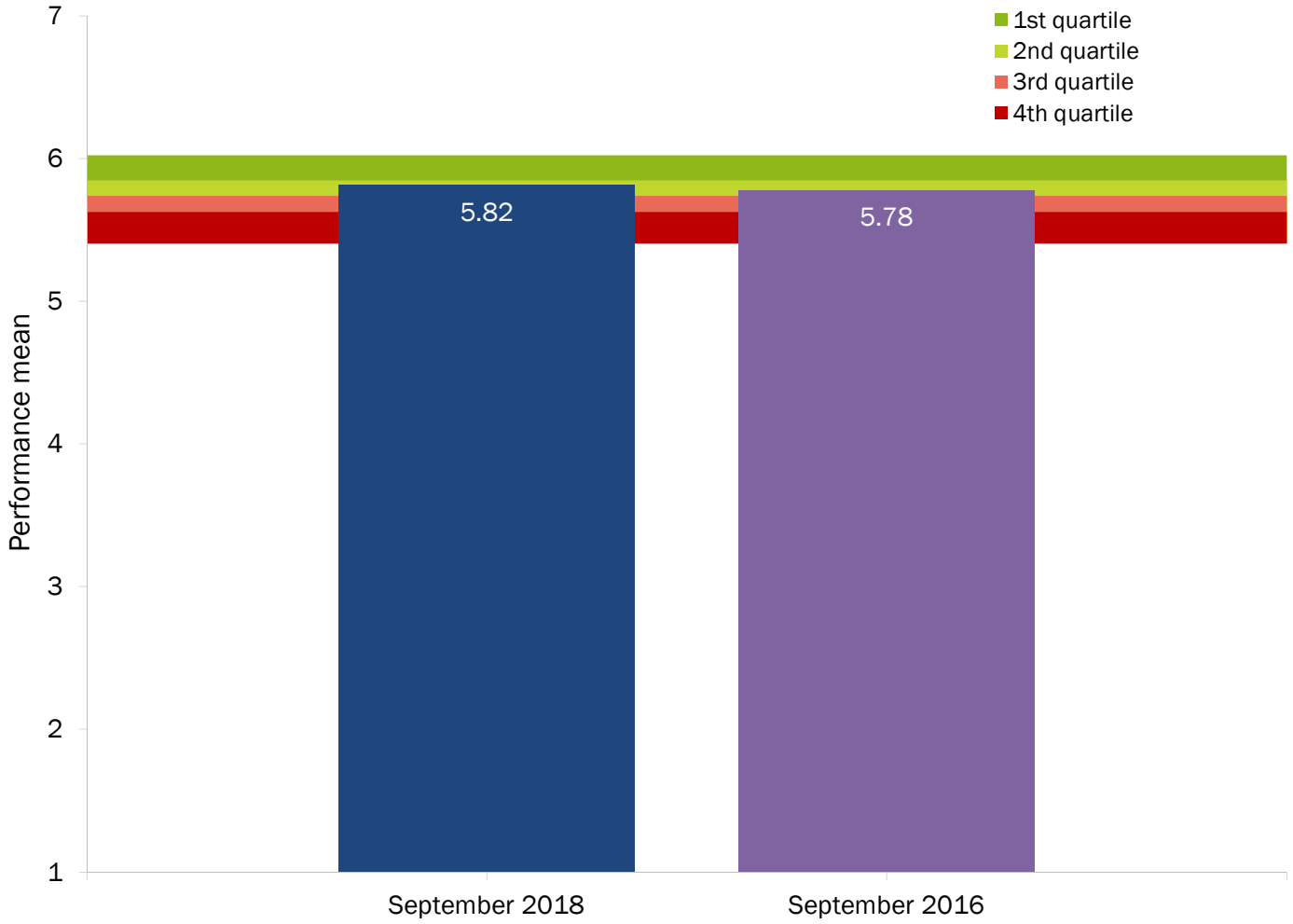
Please give your general assessment of how satisfied you are with the Library



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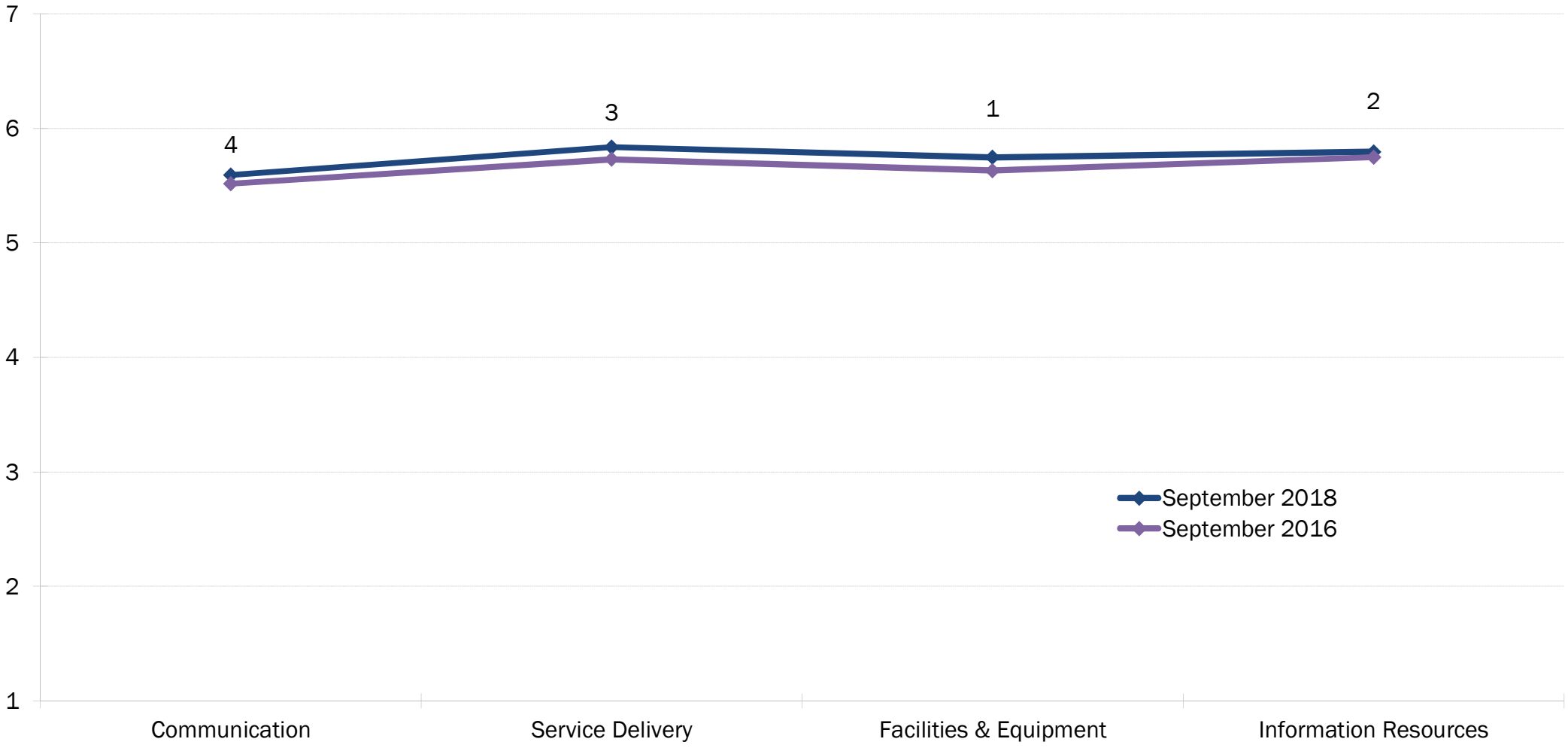
Best practice categories graph



Best practice categories

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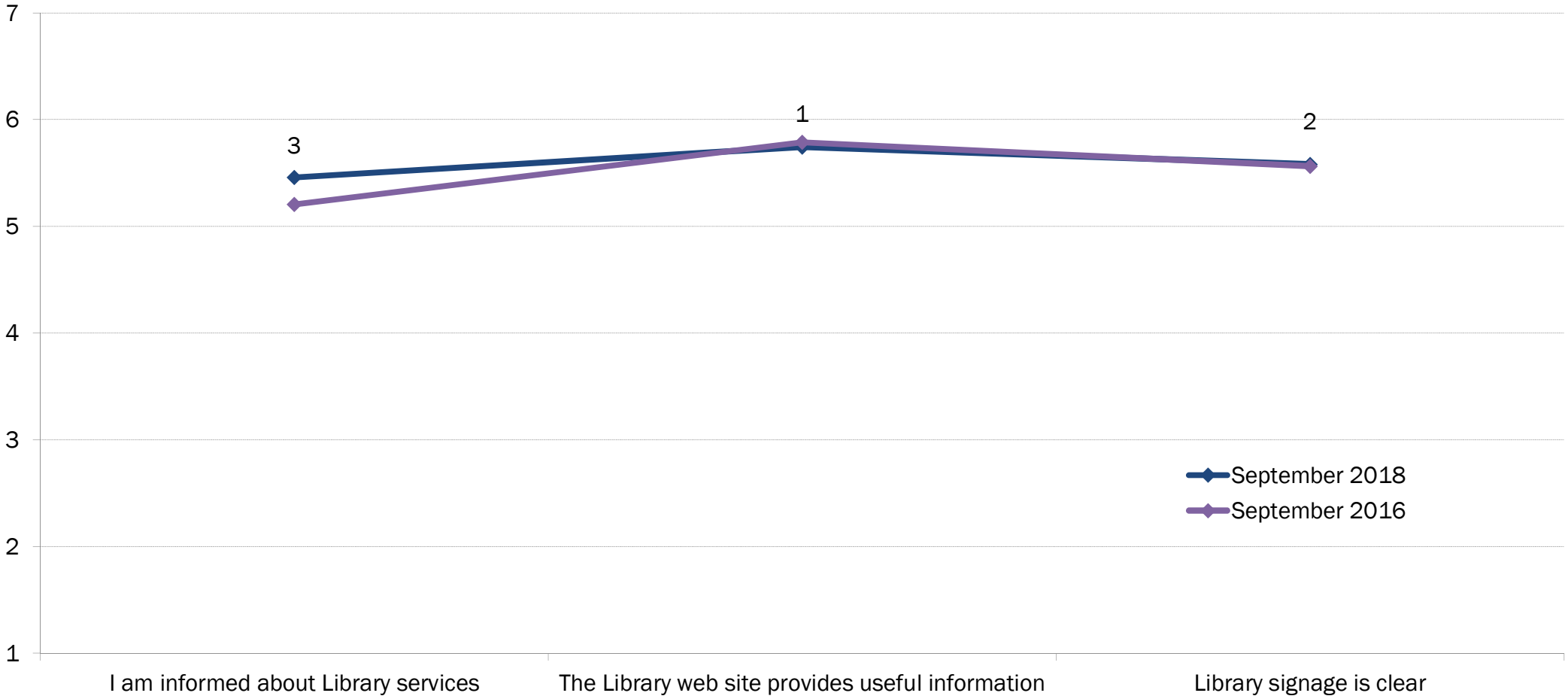
Unitec Library Client Survey, September 2018

Best practice categories graph



Communication

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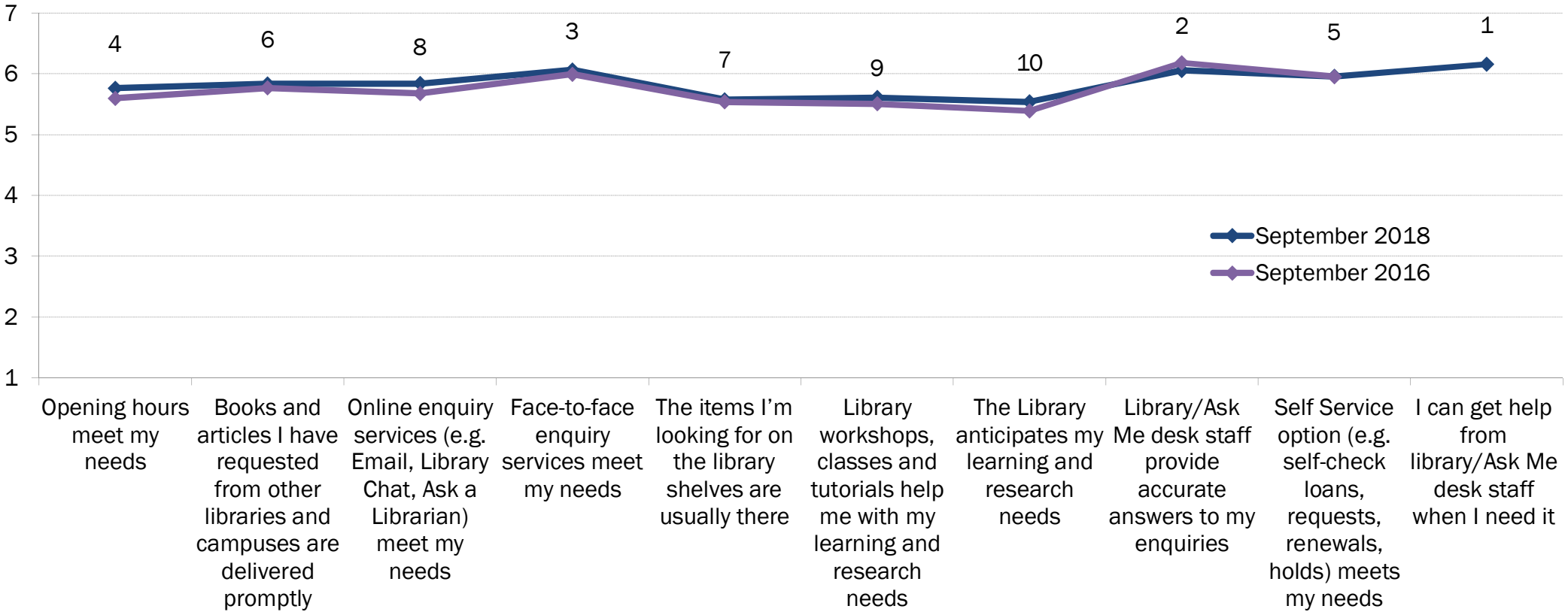
Best practice categories graph



Service Delivery

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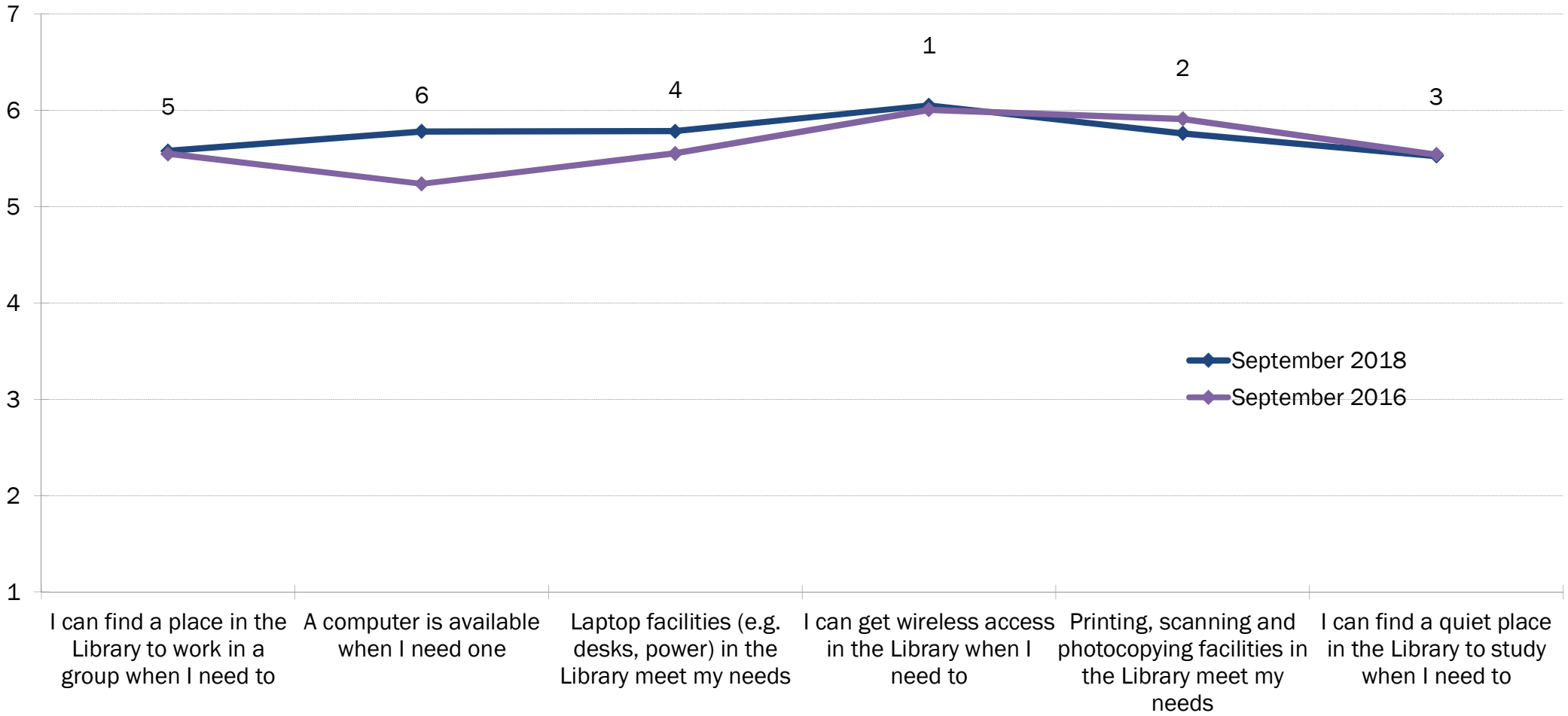
Best practice categories graph



Facilities & Equipment

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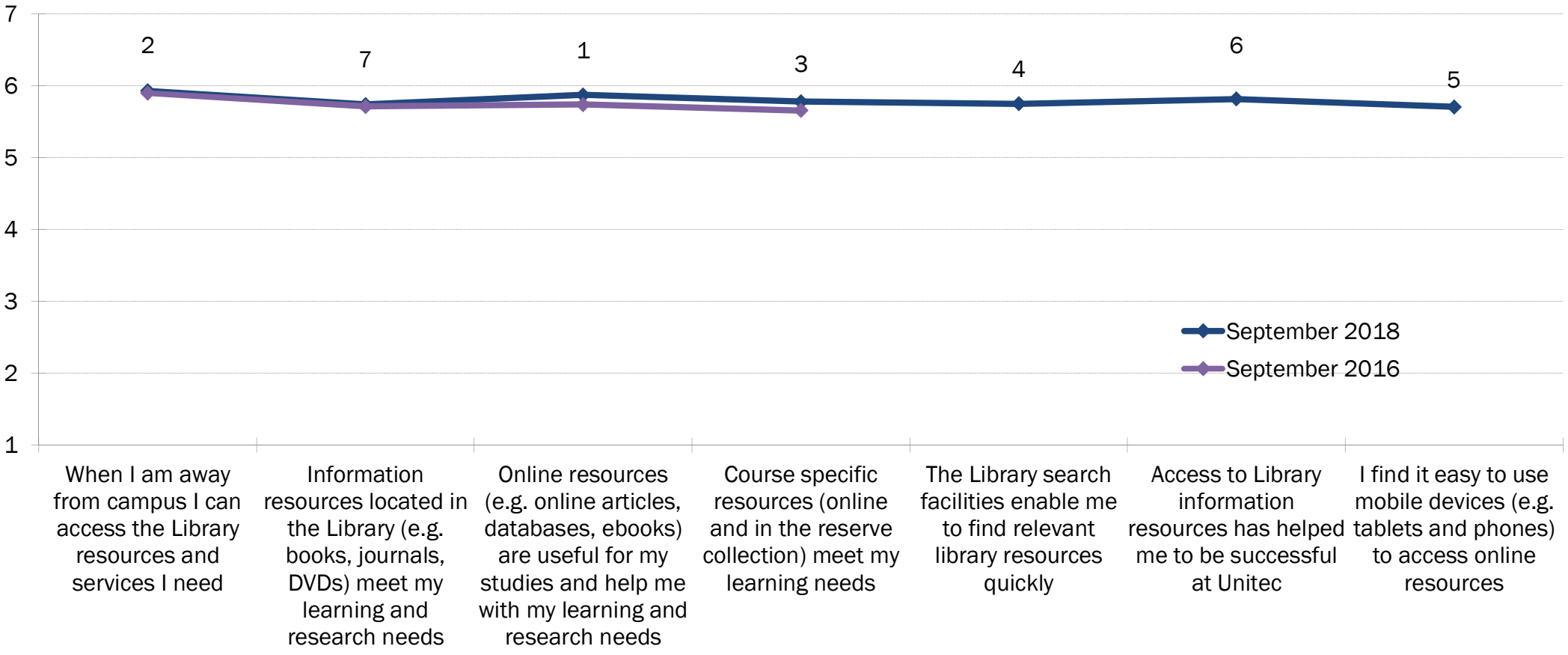
Best practice categories graph



Information Resources

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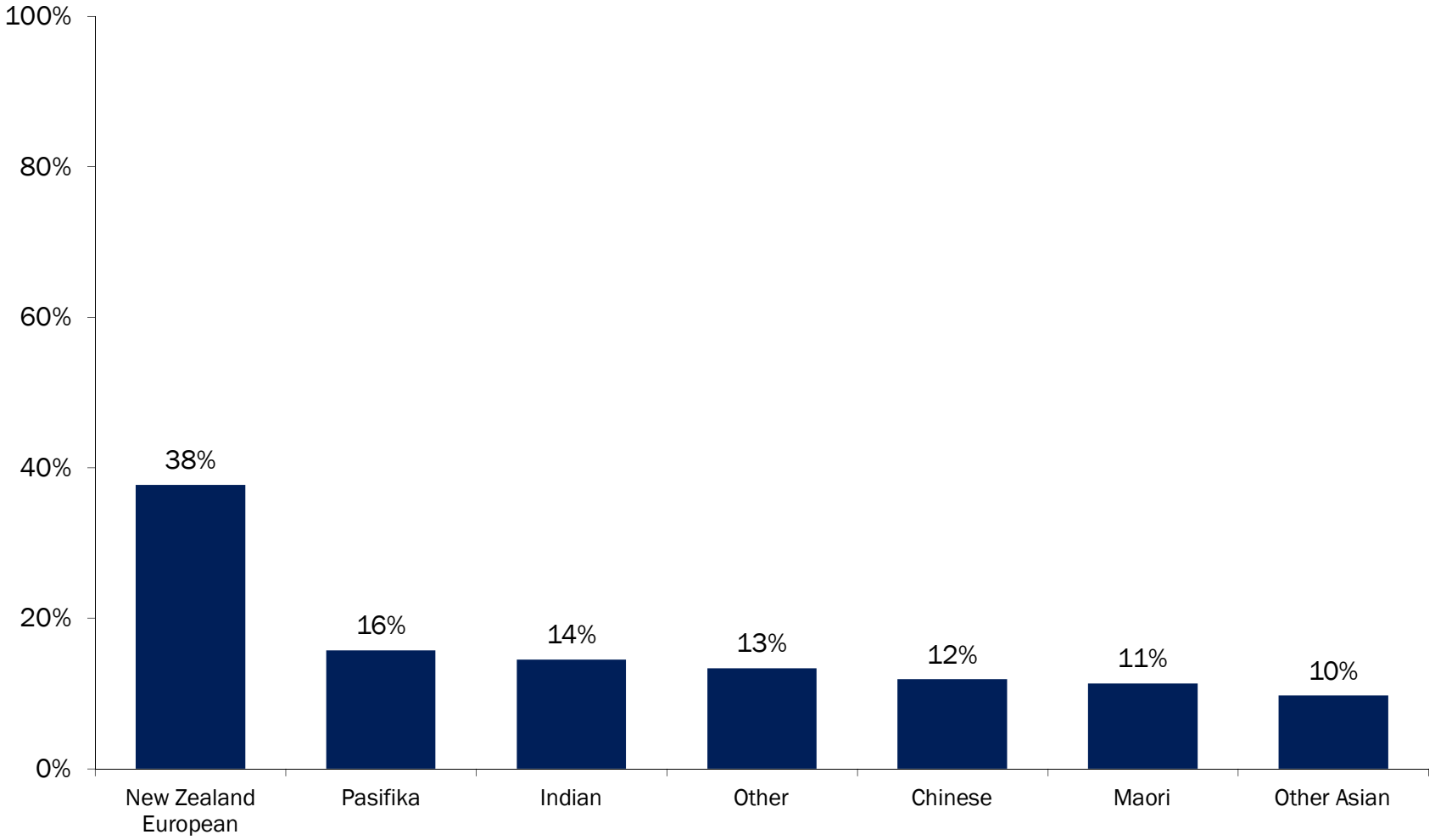
Which ethnic/cultural group do you most identify with?
(multiple choice)



Total responses: 1933 respondents

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Response statistics: importance (performance N/A)

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate how important each service attribute is to them. These importance rankings are tabled below. Note that this data is excluded from, and has no bearing on, the individual and aggregate benchmark scores contained in this report.

Variable	Total			1938
	Importance			
	Mean	Rank	#	%
I can get wireless access in the Library when I need to	6.04	1	54	2.79%
Library/Ask Me desk staff provide accurate answers to my enquiries	5.68	2	99	5.11%
I can get help from library/Ask Me desk staff when I need it	5.66	3	80	4.13%
Face-to-face enquiry services meet my needs	5.64	4	107	5.52%
Access to Library information resources has helped me to be successful at Unitec	5.55	5	64	3.30%
Course specific resources (online and in the reserve collection) meet my learning needs	5.53	6	75	3.87%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.53	6	240	12.38%
I can find a quiet place in the Library to study when I need to	5.53	8	55	2.84%
The items I'm looking for on the library shelves are usually there	5.48	9	102	5.26%
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.48	10	109	5.62%
I can find a place in the Library to work in a group when I need to	5.42	11	64	3.30%
Opening hours meet my needs	5.38	12	78	4.02%
The Library search facilities enable me to find relevant library resources quickly	5.36	13	69	3.56%
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.32	14	149	7.69%
When I am away from campus I can access the Library resources and services I need	5.30	15	80	4.13%
Printing, scanning and photocopying facilities in the Library meet my needs	5.29	16	90	4.64%
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.23	17	56	2.89%
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.20	18	74	3.82%
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.19	19	136	7.02%
The Library web site provides useful information	5.13	20	63	3.25%
A computer is available when I need one	5.05	21	101	5.21%
Library signage is clear	5.04	22	74	3.82%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.99	23	99	5.11%
Library workshops, classes and tutorials help me with my learning and research needs	4.98	24	164	8.46%
I am informed about Library services	4.88	25	73	3.77%
The Library anticipates my learning and research needs	4.71	26	108	5.57%

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Top 10 factors — All respondents

1938 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.40	I can get help from library/Ask Me desk staff when I need it	6.15	I am informed about Library services	5.46	I can find a quiet place in the Library to study when I need to	0.64
I can get help from library/Ask Me desk staff when I need it	6.27	Face-to-face enquiry services meet my needs	6.06	I can find a quiet place in the Library to study when I need to	5.53	I can find a place in the Library to work in a group when I need to	0.45
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	The Library anticipates my learning and research needs	5.54	Printing, scanning and photocopying facilities in the Library meet my needs	0.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	I can get wireless access in the Library when I need to	6.05	The items I'm looking for on the library shelves are usually there	5.57	The items I'm looking for on the library shelves are usually there	0.35
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	I can find a place in the Library to work in a group when I need to	5.58	I can get wireless access in the Library when I need to	0.34
I can find a quiet place in the Library to study when I need to	6.17	When I am away from campus I can access the Library resources and services I need	5.93	Library signage is clear	5.58	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
When I am away from campus I can access the Library resources and services I need	6.17	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	Library workshops, classes and tutorials help me with my learning and research needs	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32
Face-to-face enquiry services meet my needs	6.15	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	The Library web site provides useful information	0.32
Course specific resources (online and in the reserve collection) meet my learning needs	6.08	Books and articles I have requested from other libraries and campuses are delivered promptly	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.74	The Library search facilities enable me to find relevant library resources quickly	0.31
The Library web site provides useful information	6.06	Access to Library information resources has helped me to be successful at Unitec	5.81	The Library web site provides useful information	5.74	Course specific resources (online and in the reserve collection) meet my learning needs	0.30

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Unitec Library Client Survey, September 2018

Mean importance scores — All respondents

1938 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.40	1	6.05	4
I can get help from library/Ask Me desk staff when I need it	6.27	2	6.15	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	3	6.05	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	4	5.87	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	5	5.76	15
I can find a quiet place in the Library to study when I need to	6.17	6	5.53	25
When I am away from campus I can access the Library resources and services I need	6.17	7	5.93	6
Face-to-face enquiry services meet my needs	6.15	8	6.06	2
Course specific resources (online and in the reserve collection) meet my learning needs	6.08	9	5.78	13
The Library web site provides useful information	6.06	10	5.74	17
Opening hours meet my needs	6.06	11	5.76	14
The Library search facilities enable me to find relevant library resources quickly	6.06	12	5.74	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	13	5.78	11
I can find a place in the Library to work in a group when I need to	6.03	14	5.58	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	15	5.70	19
Access to Library information resources has helped me to be successful at Unitec	6.01	16	5.81	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	17	5.95	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.96	18	5.74	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.95	19	5.83	9
A computer is available when I need one	5.95	20	5.78	12
The items I'm looking for on the library shelves are usually there	5.93	21	5.57	23
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.87	22	5.84	8
Library signage is clear	5.79	23	5.58	21
Library workshops, classes and tutorials help me with my learning and research needs	5.77	24	5.61	20
The Library anticipates my learning and research needs	5.75	25	5.54	24
I am informed about Library services	5.62	26	5.46	26

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Unitec Library Client Survey, September 2018

Mean performance score — All respondents

1938 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.15	1	6.27	2
Face-to-face enquiry services meet my needs	6.06	2	6.15	8
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	3	6.23	3
I can get wireless access in the Library when I need to	6.05	4	6.40	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	5	5.99	17
When I am away from campus I can access the Library resources and services I need	5.93	6	6.17	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	7	6.20	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	8	5.87	22
Books and articles I have requested from other libraries and campuses are delivered promptly	5.83	9	5.95	19
Access to Library information resources has helped me to be successful at Unitec	5.81	10	6.01	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.78	11	6.05	13
A computer is available when I need one	5.78	12	5.95	20
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	13	6.08	9
Opening hours meet my needs	5.76	14	6.06	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	15	6.20	5
The Library search facilities enable me to find relevant library resources quickly	5.74	16	6.06	12
The Library web site provides useful information	5.74	17	6.06	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.74	18	5.96	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	19	6.03	15
Library workshops, classes and tutorials help me with my learning and research needs	5.61	20	5.77	24
Library signage is clear	5.58	21	5.79	23
I can find a place in the Library to work in a group when I need to	5.58	22	6.03	14
The items I'm looking for on the library shelves are usually there	5.57	23	5.93	21
The Library anticipates my learning and research needs	5.54	24	5.75	25
I can find a quiet place in the Library to study when I need to	5.53	25	6.17	6
I am informed about Library services	5.46	26	5.62	26

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Unitec Library Client Survey, September 2018

Mean gap scores — All respondents

1938 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.64	1	6.17	6
I can find a place in the Library to work in a group when I need to	0.45	2	6.03	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.44	3	6.20	5
The items I'm looking for on the library shelves are usually there	0.35	4	5.93	21
I can get wireless access in the Library when I need to	0.34	5	6.40	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	6	6.20	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32	7	6.03	15
The Library web site provides useful information	0.32	8	6.06	10
The Library search facilities enable me to find relevant library resources quickly	0.31	9	6.06	12
Course specific resources (online and in the reserve collection) meet my learning needs	0.30	10	6.08	9
Opening hours meet my needs	0.29	11	6.06	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.27	12	6.05	13
When I am away from campus I can access the Library resources and services I need	0.24	13	6.17	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	14	5.96	18
The Library anticipates my learning and research needs	0.22	15	5.75	25
Library signage is clear	0.21	16	5.79	23
Access to Library information resources has helped me to be successful at Unitec	0.20	17	6.01	16
Library/Ask Me desk staff provide accurate answers to my enquiries	0.17	18	6.23	3
Library workshops, classes and tutorials help me with my learning and research needs	0.17	19	5.77	24
A computer is available when I need one	0.16	20	5.95	20
I am informed about Library services	0.16	21	5.62	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.12	22	5.95	19
I can get help from library/Ask Me desk staff when I need it	0.11	23	6.27	2
Face-to-face enquiry services meet my needs	0.08	24	6.15	8
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	25	5.99	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.04	26	5.87	22

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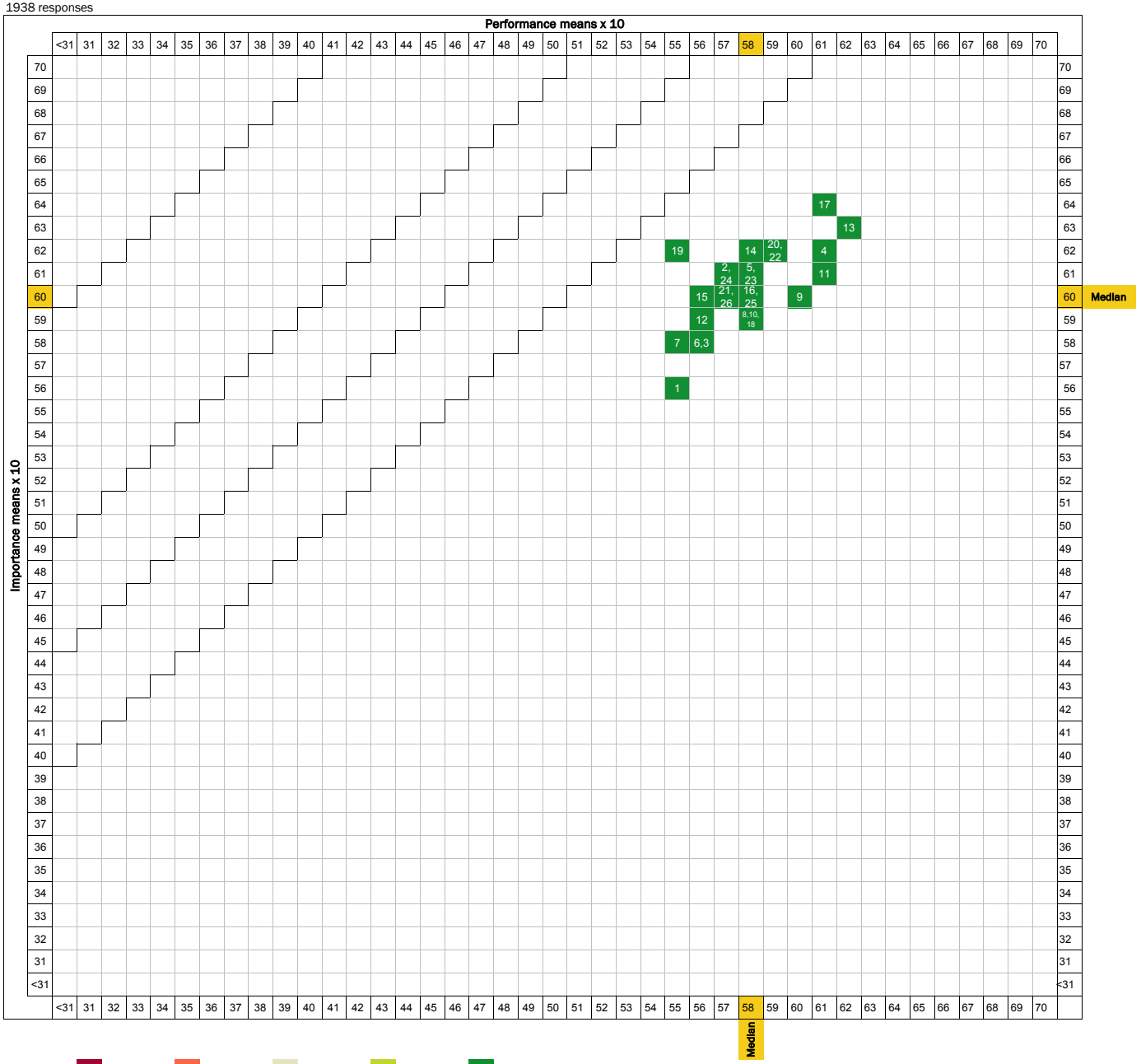
Best practice categories gap grid — All respondents

1938 responses



	Statements
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 5 importance scores by demographic

Which facility do you use most?

Unique factor

Mt Albert, Hub Library (Te Puna) (1211 responses)	Importance mean
I can get wireless access in the Library when I need to	6.38
I can get help from library/Ask Me desk staff when I need it	6.26
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20
Printing, scanning and photocopying facilities in the Library meet my needs	6.17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16
Mt Albert, Building One Library (384 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.28
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21
Face-to-face enquiry services meet my needs	6.20
I can get help from library/Ask Me desk staff when I need it	6.18
I can find a quiet place in the Library to study when I need to	6.16
Waitakere Library, level 3 (286 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.61
Face-to-face enquiry services meet my needs	6.43
I can get help from library/Ask Me desk staff when I need it	6.40
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40
When I am away from campus I can access the Library resources and services I need	6.38

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
Which facility do you use most?

Unique factor

Mt Albert, Hub Library (Te Puna) (1211 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.13
I can get wireless access in the Library when I need to	6.02
Library/Ask Me desk staff provide accurate answers to my enquiries	6.00
Face-to-face enquiry services meet my needs	5.98
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93
Mt Albert, Building One Library (384 responses)	**Performance mean**
Face-to-face enquiry services meet my needs	6.19
I can get help from library/Ask Me desk staff when I need it	6.16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.09
I can get wireless access in the Library when I need to	6.03
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.91
Waitakere Library, level 3 (286 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.27
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23
I can get wireless access in the Library when I need to	6.23
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22
Face-to-face enquiry services meet my needs	6.22

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
Which facility do you use most?

Unique factor

Mt Albert, Hub Library (Te Puna) (1211 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.75
I can find a place in the Library to work in a group when I need to	0.52
I can get wireless access in the Library when I need to	0.36
Printing, scanning and photocopying facilities in the Library meet my needs	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
Mt Albert, Building One Library (384 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	0.66
I can find a quiet place in the Library to study when I need to	0.35
The items I'm looking for on the library shelves are usually there	0.35
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32
The Library web site provides useful information	0.27
Waitakere Library, level 3 (286 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.57
I can find a place in the Library to work in a group when I need to	0.51
Opening hours meet my needs	0.51
The items I'm looking for on the library shelves are usually there	0.46
Printing, scanning and photocopying facilities in the Library meet my needs	0.43

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Unitec Library Client Survey, September 2018

Top 10 factors — Which facility do you use most? - Mt Albert, Hub Library (Te Puna)

1211 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.38	I can get help from library/Ask Me desk staff when I need it	6.13	I can find a quiet place in the Library to study when I need to	5.37	I can find a quiet place in the Library to study when I need to	0.75
I can get help from library/Ask Me desk staff when I need it	6.26	I can get wireless access in the Library when I need to	6.02	I am informed about Library services	5.41	I can find a place in the Library to work in a group when I need to	0.52
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	Library/Ask Me desk staff provide accurate answers to my enquiries	6.00	The Library anticipates my learning and research needs	5.50	I can get wireless access in the Library when I need to	0.36
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	Face-to-face enquiry services meet my needs	5.98	I can find a place in the Library to work in a group when I need to	5.50	Printing, scanning and photocopying facilities in the Library meet my needs	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	The items I'm looking for on the library shelves are usually there	5.53	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
When I am away from campus I can access the Library resources and services I need	6.13	When I am away from campus I can access the Library resources and services I need	5.89	Library signage is clear	5.57	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34
I can find a quiet place in the Library to study when I need to	6.13	Opening hours meet my needs	5.82	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	The Library search facilities enable me to find relevant library resources quickly	0.33
Opening hours meet my needs	6.07	Printing, scanning and photocopying facilities in the Library meet my needs	5.81	Library workshops, classes and tutorials help me with my learning and research needs	5.63	The items I'm looking for on the library shelves are usually there	0.32
Face-to-face enquiry services meet my needs	6.06	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	The Library search facilities enable me to find relevant library resources quickly	5.69	The Library web site provides useful information	0.31
Course specific resources (online and in the reserve collection) meet my learning needs	6.05	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.78	A computer is available when I need one	5.70	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31

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Unitec Library Client Survey, September 2018

Mean importance scores — Which facility do you use most? - Mt Albert, Hub Library (Te Puna)

1211 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.38	1	6.02	2
I can get help from library/Ask Me desk staff when I need it	6.26	2	6.13	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	3	6.00	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.17	4	5.81	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.16	5	5.81	9
When I am away from campus I can access the Library resources and services I need	6.13	6	5.89	6
I can find a quiet place in the Library to study when I need to	6.13	7	5.37	26
Opening hours meet my needs	6.07	8	5.82	7
Face-to-face enquiry services meet my needs	6.06	9	5.98	4
Course specific resources (online and in the reserve collection) meet my learning needs	6.05	10	5.76	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	11	5.71	15
The Library web site provides useful information	6.03	12	5.72	14
I can find a place in the Library to work in a group when I need to	6.03	13	5.50	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	14	5.71	16
The Library search facilities enable me to find relevant library resources quickly	6.02	15	5.69	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	16	5.93	5
Access to Library information resources has helped me to be successful at Unitec	5.95	17	5.76	12
A computer is available when I need one	5.93	18	5.70	17
Books and articles I have requested from other libraries and campuses are delivered promptly	5.87	19	5.78	11
The items I'm looking for on the library shelves are usually there	5.85	20	5.53	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.85	21	5.62	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	22	5.78	10
Library workshops, classes and tutorials help me with my learning and research needs	5.80	23	5.63	19
Library signage is clear	5.79	24	5.57	21
The Library anticipates my learning and research needs	5.72	25	5.50	24
I am informed about Library services	5.57	26	5.41	25

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Unitec Library Client Survey, September 2018

Mean performance score — Which facility do you use most? - Mt Albert, Hub Library (Te Puna)

1211 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.13	1	6.26	2
I can get wireless access in the Library when I need to	6.02	2	6.38	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.00	3	6.20	3
Face-to-face enquiry services meet my needs	5.98	4	6.06	9
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	5	5.96	16
When I am away from campus I can access the Library resources and services I need	5.89	6	6.13	6
Opening hours meet my needs	5.82	7	6.07	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	8	6.17	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.81	9	6.16	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.78	10	5.84	22
Books and articles I have requested from other libraries and campuses are delivered promptly	5.78	11	5.87	19
Access to Library information resources has helped me to be successful at Unitec	5.76	12	5.95	17
Course specific resources (online and in the reserve collection) meet my learning needs	5.76	13	6.05	10
The Library web site provides useful information	5.72	14	6.03	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	15	6.05	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.71	16	6.02	14
A computer is available when I need one	5.70	17	5.93	18
The Library search facilities enable me to find relevant library resources quickly	5.69	18	6.02	15
Library workshops, classes and tutorials help me with my learning and research needs	5.63	19	5.80	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.62	20	5.85	21
Library signage is clear	5.57	21	5.79	24
The items I'm looking for on the library shelves are usually there	5.53	22	5.85	20
I can find a place in the Library to work in a group when I need to	5.50	23	6.03	13
The Library anticipates my learning and research needs	5.50	24	5.72	25
I am informed about Library services	5.41	25	5.57	26
I can find a quiet place in the Library to study when I need to	5.37	26	6.13	7

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Unitec Library Client Survey, September 2018

Mean gap scores — Which facility do you use most? - Mt Albert, Hub Library (Te Puna)

1211 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.75	1	6.13	7
I can find a place in the Library to work in a group when I need to	0.52	2	6.03	13
I can get wireless access in the Library when I need to	0.36	3	6.38	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.36	4	6.17	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35	5	6.16	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	6	6.05	11
The Library search facilities enable me to find relevant library resources quickly	0.33	7	6.02	15
The items I'm looking for on the library shelves are usually there	0.32	8	5.85	20
The Library web site provides useful information	0.31	9	6.03	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31	10	6.02	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.29	11	6.05	10
Opening hours meet my needs	0.25	12	6.07	8
When I am away from campus I can access the Library resources and services I need	0.24	13	6.13	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	14	5.85	21
A computer is available when I need one	0.22	15	5.93	18
Library signage is clear	0.22	16	5.79	24
The Library anticipates my learning and research needs	0.22	17	5.72	25
Library/Ask Me desk staff provide accurate answers to my enquiries	0.21	18	6.20	3
Access to Library information resources has helped me to be successful at Unitec	0.19	19	5.95	17
Library workshops, classes and tutorials help me with my learning and research needs	0.18	20	5.80	23
I am informed about Library services	0.15	21	5.57	26
I can get help from library/Ask Me desk staff when I need it	0.13	22	6.26	2
Books and articles I have requested from other libraries and campuses are delivered promptly	0.10	23	5.87	19
Face-to-face enquiry services meet my needs	0.08	24	6.06	9
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	25	5.84	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	26	5.96	16

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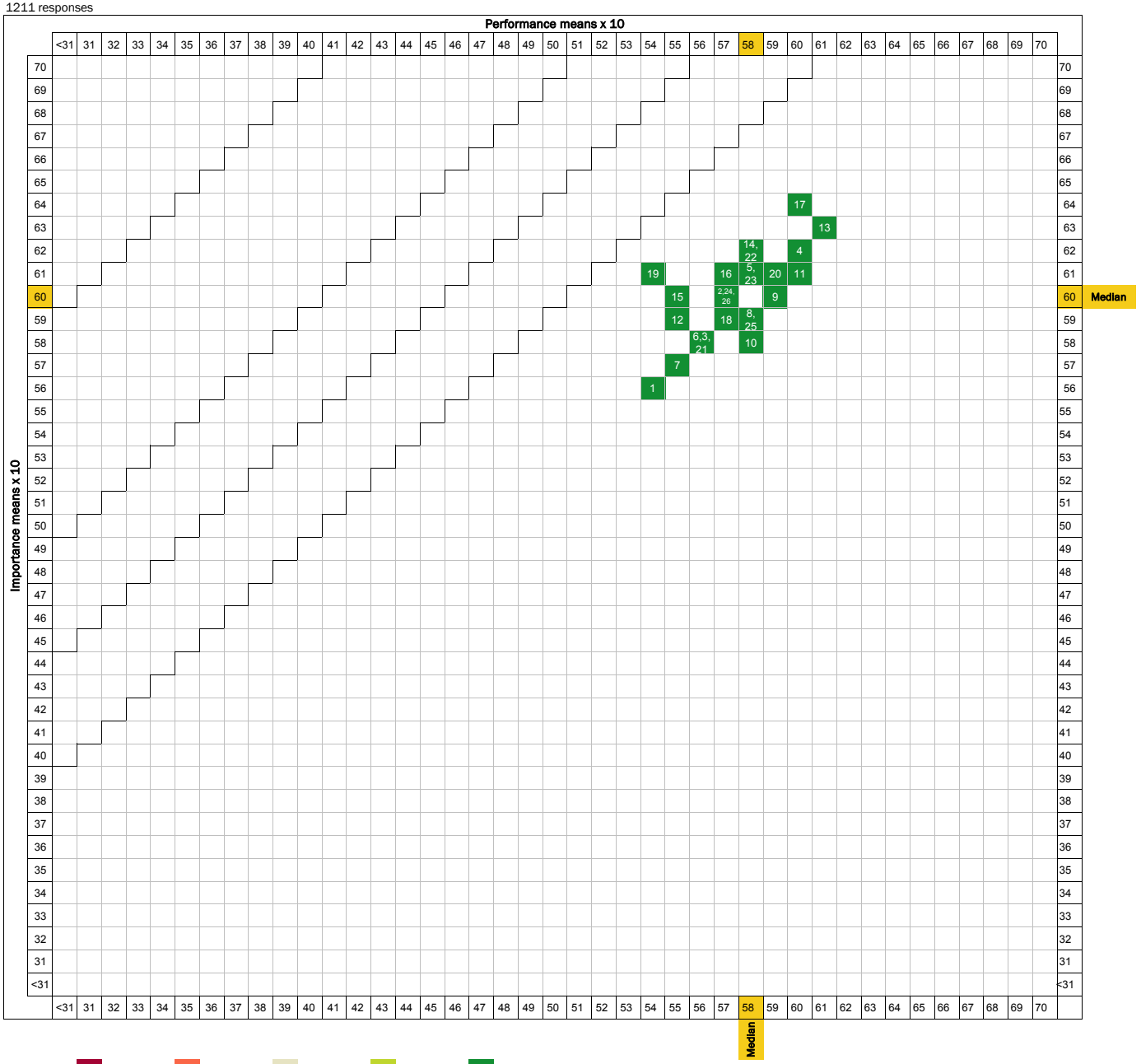
Unitec Library Client Survey, September 2018

Best practice categories gap grid — Which facility do you use most? - Mt Albert, Hub Library (Te Puna)

1211 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — Which facility do you use most? - Mt Albert, Building One Library

384 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.28	Face-to-face enquiry services meet my needs	6.19	Library workshops, classes and tutorials help me with my learning and research needs	5.43	Printing, scanning and photocopying facilities in the Library meet my needs	0.66
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	I can get help from library/Ask Me desk staff when I need it	6.16	Library signage is clear	5.46	I can find a quiet place in the Library to study when I need to	0.35
Face-to-face enquiry services meet my needs	6.20	Library/Ask Me desk staff provide accurate answers to my enquiries	6.09	I am informed about Library services	5.48	The items I'm looking for on the library shelves are usually there	0.35
I can get help from library/Ask Me desk staff when I need it	6.18	I can get wireless access in the Library when I need to	6.03	Printing, scanning and photocopying facilities in the Library meet my needs	5.49	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32
I can find a quiet place in the Library to study when I need to	6.16	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.91	The Library anticipates my learning and research needs	5.50	The Library web site provides useful information	0.27
Printing, scanning and photocopying facilities in the Library meet my needs	6.15	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90	I can find a place in the Library to work in a group when I need to	5.63	Opening hours meet my needs	0.26
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.88	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.67	I can get wireless access in the Library when I need to	0.25
When I am away from campus I can access the Library resources and services I need	6.06	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.87	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	Library signage is clear	0.24
The items I'm looking for on the library shelves are usually there	6.04	When I am away from campus I can access the Library resources and services I need	5.85	The items I'm looking for on the library shelves are usually there	5.69	The Library anticipates my learning and research needs	0.24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.02	Access to Library information resources has helped me to be successful at Unitec	5.84	The Library web site provides useful information	5.70	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22

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Unitec Library Client Survey, September 2018

Mean importance scores — Which facility do you use most? - Mt Albert, Building One Library

384 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.28	1	6.03	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	2	6.09	3
Face-to-face enquiry services meet my needs	6.20	3	6.19	1
I can get help from library/Ask Me desk staff when I need it	6.18	4	6.16	2
I can find a quiet place in the Library to study when I need to	6.16	5	5.81	12
Printing, scanning and photocopying facilities in the Library meet my needs	6.15	6	5.49	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	7	5.91	5
When I am away from campus I can access the Library resources and services I need	6.06	8	5.85	9
The items I'm looking for on the library shelves are usually there	6.04	9	5.69	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.02	10	5.87	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.01	11	5.69	19
The Library search facilities enable me to find relevant library resources quickly	6.00	12	5.82	11
Opening hours meet my needs	5.99	13	5.74	15
Access to Library information resources has helped me to be successful at Unitec	5.98	14	5.84	10
The Library web site provides useful information	5.97	15	5.70	17
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	16	5.90	6
A computer is available when I need one	5.92	17	5.77	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.92	18	5.79	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.92	19	5.71	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	20	5.88	7
I can find a place in the Library to work in a group when I need to	5.81	21	5.63	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.79	22	5.67	20
The Library anticipates my learning and research needs	5.74	23	5.50	22
Library signage is clear	5.70	24	5.46	25
I am informed about Library services	5.67	25	5.48	24
Library workshops, classes and tutorials help me with my learning and research needs	5.52	26	5.43	26

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Unitec Library Client Survey, September 2018

Mean performance score — Which facility do you use most? - Mt Albert, Building One Library

384 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Face-to-face enquiry services meet my needs	6.19	1	6.20	3
I can get help from library/Ask Me desk staff when I need it	6.16	2	6.18	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.09	3	6.21	2
I can get wireless access in the Library when I need to	6.03	4	6.28	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.91	5	6.12	7
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90	6	5.94	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.88	7	5.84	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.87	8	6.02	10
When I am away from campus I can access the Library resources and services I need	5.85	9	6.06	8
Access to Library information resources has helped me to be successful at Unitec	5.84	10	5.98	14
The Library search facilities enable me to find relevant library resources quickly	5.82	11	6.00	12
I can find a quiet place in the Library to study when I need to	5.81	12	6.16	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.79	13	5.92	18
A computer is available when I need one	5.77	14	5.92	17
Opening hours meet my needs	5.74	15	5.99	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	16	5.92	19
The Library web site provides useful information	5.70	17	5.97	15
The items I'm looking for on the library shelves are usually there	5.69	18	6.04	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	19	6.01	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.67	20	5.79	22
I can find a place in the Library to work in a group when I need to	5.63	21	5.81	21
The Library anticipates my learning and research needs	5.50	22	5.74	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.49	23	6.15	6
I am informed about Library services	5.48	24	5.67	25
Library signage is clear	5.46	25	5.70	24
Library workshops, classes and tutorials help me with my learning and research needs	5.43	26	5.52	26

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Unitec Library Client Survey, September 2018

Mean gap scores — Which facility do you use most? - Mt Albert, Building One Library

384 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.66	1	6.15	6
I can find a quiet place in the Library to study when I need to	0.35	2	6.16	5
The items I'm looking for on the library shelves are usually there	0.35	3	6.04	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32	4	6.01	11
The Library web site provides useful information	0.27	5	5.97	15
Opening hours meet my needs	0.26	6	5.99	13
I can get wireless access in the Library when I need to	0.25	7	6.28	1
Library signage is clear	0.24	8	5.70	24
The Library anticipates my learning and research needs	0.24	9	5.74	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22	10	6.12	7
When I am away from campus I can access the Library resources and services I need	0.21	11	6.06	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.21	12	5.92	19
I am informed about Library services	0.19	13	5.67	25
I can find a place in the Library to work in a group when I need to	0.18	14	5.81	21
The Library search facilities enable me to find relevant library resources quickly	0.18	15	6.00	12
A computer is available when I need one	0.16	16	5.92	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.15	17	6.02	10
Access to Library information resources has helped me to be successful at Unitec	0.14	18	5.98	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.13	19	5.92	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.12	20	5.79	22
Library/Ask Me desk staff provide accurate answers to my enquiries	0.11	21	6.21	2
Library workshops, classes and tutorials help me with my learning and research needs	0.10	22	5.52	26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	23	5.94	16
I can get help from library/Ask Me desk staff when I need it	0.03	24	6.18	4
Face-to-face enquiry services meet my needs	0.01	25	6.20	3
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.04	26	5.84	20

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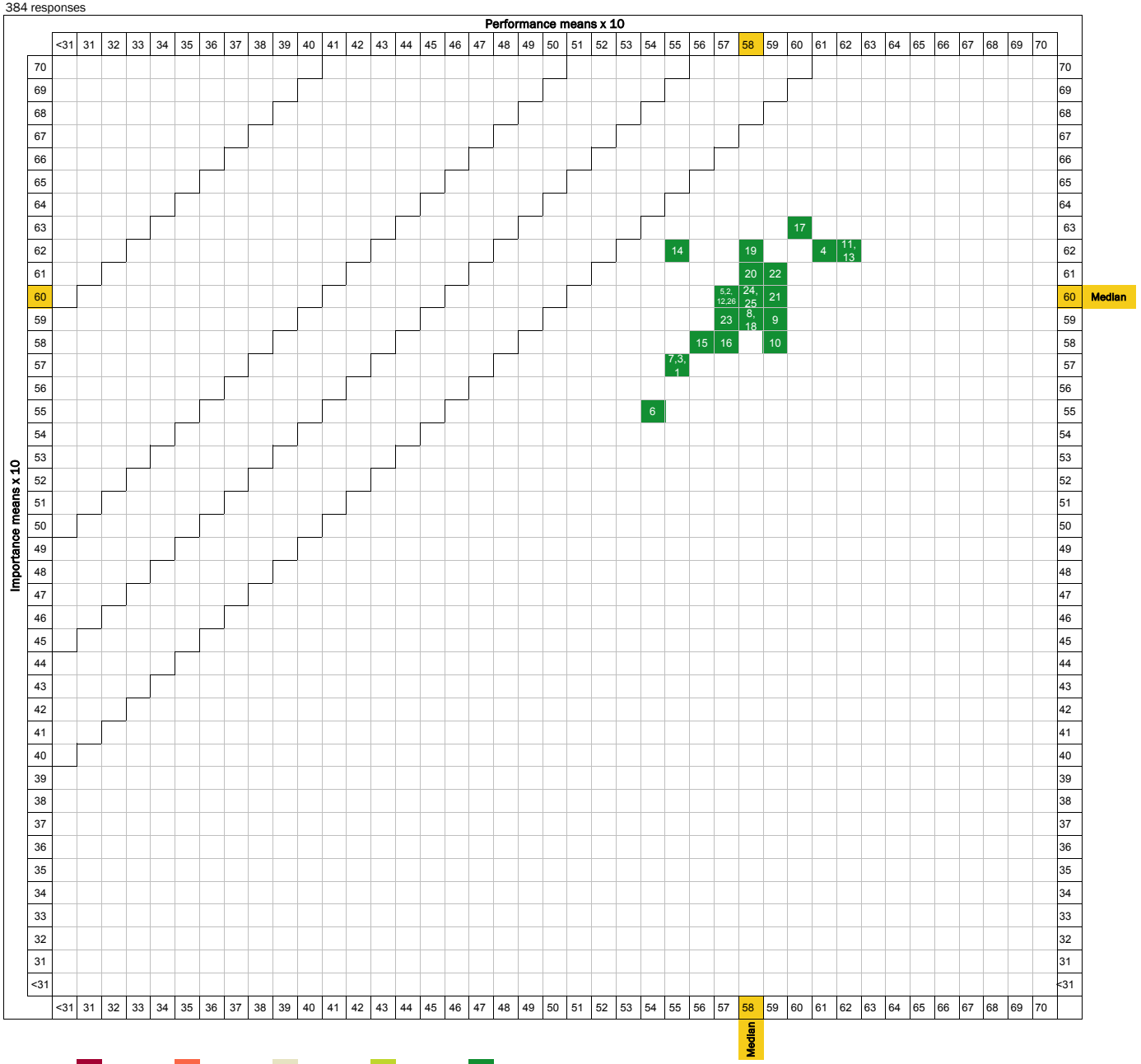
Unitec Library Client Survey, September 2018

Best practice categories gap grid — Which facility do you use most? - Mt Albert, Building One Library

384 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — Which facility do you use most? - Waitakere Library, level 3

286 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.61	I can get help from library/Ask Me desk staff when I need it	6.27	The items I'm looking for on the library shelves are usually there	5.59	I can find a quiet place in the Library to study when I need to	0.57
Face-to-face enquiry services meet my needs	6.43	Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	Opening hours meet my needs	5.60	I can find a place in the Library to work in a group when I need to	0.51
I can get help from library/Ask Me desk staff when I need it	6.40	I can get wireless access in the Library when I need to	6.23	I am informed about Library services	5.65	Opening hours meet my needs	0.51
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22	The Library anticipates my learning and research needs	5.75	The items I'm looking for on the library shelves are usually there	0.46
When I am away from campus I can access the Library resources and services I need	6.38	Face-to-face enquiry services meet my needs	6.22	Library workshops, classes and tutorials help me with my learning and research needs	5.76	Printing, scanning and photocopying facilities in the Library meet my needs	0.43
I can find a quiet place in the Library to study when I need to	6.38	When I am away from campus I can access the Library resources and services I need	6.16	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.76	I can get wireless access in the Library when I need to	0.39
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.37	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.12	I can find a place in the Library to work in a group when I need to	5.81	Course specific resources (online and in the reserve collection) meet my learning needs	0.35
Printing, scanning and photocopying facilities in the Library meet my needs	6.35	A computer is available when I need one	6.11	I can find a quiet place in the Library to study when I need to	5.81	The Library web site provides useful information	0.35
Library/Ask Me desk staff provide accurate answers to my enquiries	6.35	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09	Library signage is clear	5.83	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
I can find a place in the Library to work in a group when I need to	6.32	Books and articles I have requested from other libraries and campuses are delivered promptly	6.09	Printing, scanning and photocopying facilities in the Library meet my needs	5.92	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31

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Unitec Library Client Survey, September 2018

Mean importance scores — Which facility do you use most? - Waitakere Library, level 3

286 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.61	1	6.23	3
Face-to-face enquiry services meet my needs	6.43	2	6.22	5
I can get help from library/Ask Me desk staff when I need it	6.40	3	6.27	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	4	6.09	9
When I am away from campus I can access the Library resources and services I need	6.38	5	6.16	6
I can find a quiet place in the Library to study when I need to	6.38	6	5.81	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.37	7	6.22	4
Printing, scanning and photocopying facilities in the Library meet my needs	6.35	8	5.92	17
Library/Ask Me desk staff provide accurate answers to my enquiries	6.35	9	6.23	2
I can find a place in the Library to work in a group when I need to	6.32	10	5.81	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.30	11	5.94	15
The Library web site provides useful information	6.28	12	5.93	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.27	13	5.98	14
Access to Library information resources has helped me to be successful at Unitec	6.25	14	6.02	12
The Library search facilities enable me to find relevant library resources quickly	6.25	15	5.99	13
Books and articles I have requested from other libraries and campuses are delivered promptly	6.23	16	6.09	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.16	17	6.12	7
Opening hours meet my needs	6.11	18	5.60	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.10	19	5.76	21
A computer is available when I need one	6.05	20	6.11	8
The items I'm looking for on the library shelves are usually there	6.05	21	5.59	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.00	22	6.05	11
Library workshops, classes and tutorials help me with my learning and research needs	5.97	23	5.76	22
Library signage is clear	5.93	24	5.83	18
The Library anticipates my learning and research needs	5.92	25	5.75	23
I am informed about Library services	5.82	26	5.65	24

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Unitec Library Client Survey, September 2018

Mean performance score — Which facility do you use most? - Waitakere Library, level 3

286 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.27	1	6.40	3
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	2	6.35	9
I can get wireless access in the Library when I need to	6.23	3	6.61	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.22	4	6.37	7
Face-to-face enquiry services meet my needs	6.22	5	6.43	2
When I am away from campus I can access the Library resources and services I need	6.16	6	6.38	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.12	7	6.16	17
A computer is available when I need one	6.11	8	6.05	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09	9	6.40	4
Books and articles I have requested from other libraries and campuses are delivered promptly	6.09	10	6.23	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.05	11	6.00	22
Access to Library information resources has helped me to be successful at Unitec	6.02	12	6.25	14
The Library search facilities enable me to find relevant library resources quickly	5.99	13	6.25	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.98	14	6.27	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.94	15	6.30	11
The Library web site provides useful information	5.93	16	6.28	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.92	17	6.35	8
Library signage is clear	5.83	18	5.93	24
I can find a quiet place in the Library to study when I need to	5.81	19	6.38	6
I can find a place in the Library to work in a group when I need to	5.81	20	6.32	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.76	21	6.10	19
Library workshops, classes and tutorials help me with my learning and research needs	5.76	22	5.97	23
The Library anticipates my learning and research needs	5.75	23	5.92	25
I am informed about Library services	5.65	24	5.82	26
Opening hours meet my needs	5.60	25	6.11	18
The items I'm looking for on the library shelves are usually there	5.59	26	6.05	21

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Unitec Library Client Survey, September 2018

Mean gap scores — Which facility do you use most? - Waitakere Library, level 3

286 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.57	1	6.38	6
I can find a place in the Library to work in a group when I need to	0.51	2	6.32	10
Opening hours meet my needs	0.51	3	6.11	18
The items I'm looking for on the library shelves are usually there	0.46	4	6.05	21
Printing, scanning and photocopying facilities in the Library meet my needs	0.43	5	6.35	8
I can get wireless access in the Library when I need to	0.39	6	6.61	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.35	7	6.30	11
The Library web site provides useful information	0.35	8	6.28	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34	9	6.10	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31	10	6.40	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29	11	6.27	13
The Library search facilities enable me to find relevant library resources quickly	0.25	12	6.25	15
Access to Library information resources has helped me to be successful at Unitec	0.23	13	6.25	14
When I am away from campus I can access the Library resources and services I need	0.22	14	6.38	5
Library workshops, classes and tutorials help me with my learning and research needs	0.21	15	5.97	23
Face-to-face enquiry services meet my needs	0.20	16	6.43	2
I am informed about Library services	0.17	17	5.82	26
The Library anticipates my learning and research needs	0.16	18	5.92	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.14	19	6.23	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.14	20	6.37	7
I can get help from library/Ask Me desk staff when I need it	0.13	21	6.40	3
Library/Ask Me desk staff provide accurate answers to my enquiries	0.12	22	6.35	9
Library signage is clear	0.10	23	5.93	24
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	24	6.16	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.05	25	6.00	22
A computer is available when I need one	-0.06	26	6.05	20

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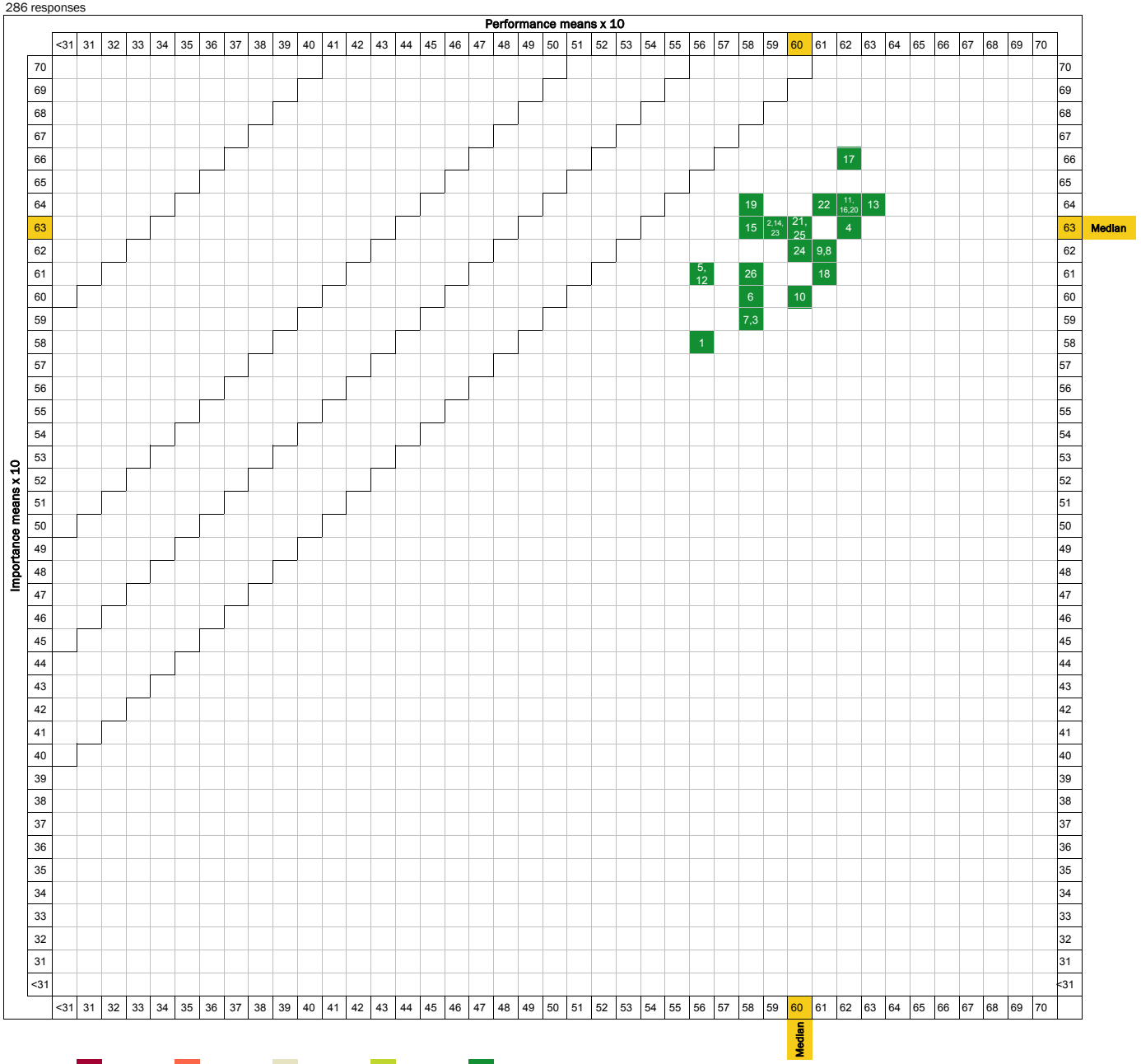
Unitec Library Client Survey, September 2018

Best practice categories gap grid — Which facility do you use most? - Waitakere Library, level 3

286 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018
Top 5 importance scores by demographic
What single category best describes you?

Unique factor

Certificate student (315 responses)	Importance mean
I can get wireless access in the Library when I need to	6.43
Printing, scanning and photocopying facilities in the Library meet my needs	6.25
I can get help from library/Ask Me desk staff when I need it	6.22
I can find a quiet place in the Library to study when I need to	6.20
Opening hours meet my needs	6.18
Diploma student (364 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.30
I can get help from library/Ask Me desk staff when I need it	6.24
Printing, scanning and photocopying facilities in the Library meet my needs	6.22
Library/Ask Me desk staff provide accurate answers to my enquiries	6.18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.12
Bachelors student (840 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.43
I can get help from library/Ask Me desk staff when I need it	6.29
Library/Ask Me desk staff provide accurate answers to my enquiries	6.27
Printing, scanning and photocopying facilities in the Library meet my needs	6.24
Face-to-face enquiry services meet my needs	6.23
Postgraduate student (297 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.42
I can get wireless access in the Library when I need to	6.39
Library/Ask Me desk staff provide accurate answers to my enquiries	6.37
When I am away from campus I can access the Library resources and services I need	6.34
I can get help from library/Ask Me desk staff when I need it	6.32
Academic/Research staff member (26 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.61
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59
I can find a quiet place in the Library to study when I need to	6.48
I can get help from library/Ask Me desk staff when I need it	6.44
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.43
Allied/professional Staff member (14 responses)	**Importance mean**
Course specific resources (online and in the reserve collection) meet my learning needs	6.60
Library/Ask Me desk staff provide accurate answers to my enquiries	6.55
Access to Library information resources has helped me to be successful at Unitec	6.50
I can get help from library/Ask Me desk staff when I need it	6.50
The items I'm looking for on the library shelves are usually there	6.45
Other (80 responses)	**Importance mean**
A computer is available when I need one	6.21
I can get wireless access in the Library when I need to	6.17
The Library search facilities enable me to find relevant library resources quickly	6.00
I can find a quiet place in the Library to study when I need to	5.98
I can get help from library/Ask Me desk staff when I need it	5.93

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
What single category best describes you?

Unique factor

Certificate student (315 responses)	Performance mean
I can get wireless access in the Library when I need to	6.28
I can get help from library/Ask Me desk staff when I need it	6.20
Opening hours meet my needs	6.18
Face-to-face enquiry services meet my needs	6.07
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06
Diploma student (364 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.15
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07
I can get wireless access in the Library when I need to	6.05
Face-to-face enquiry services meet my needs	6.03
When I am away from campus I can access the Library resources and services I need	5.99
Bachelors student (840 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.17
Face-to-face enquiry services meet my needs	6.08
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07
I can get wireless access in the Library when I need to	6.00
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98
Postgraduate student (297 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.07
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05
Face-to-face enquiry services meet my needs	6.04
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00
I can get wireless access in the Library when I need to	5.99
Academic/Research staff member (26 responses)	**Performance mean**
When I am away from campus I can access the Library resources and services I need	6.43
Library/Ask Me desk staff provide accurate answers to my enquiries	6.42
I can get wireless access in the Library when I need to	6.35
The Library web site provides useful information	6.32
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.32
Allied/professional Staff member (14 responses)	**Performance mean**
Course specific resources (online and in the reserve collection) meet my learning needs	6.40
I can get help from library/Ask Me desk staff when I need it	6.21
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.17
Face-to-face enquiry services meet my needs	6.15
I can get wireless access in the Library when I need to	6.14
Other (80 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	5.98
Face-to-face enquiry services meet my needs	5.93
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84
Course specific resources (online and in the reserve collection) meet my learning needs	5.84
A computer is available when I need one	5.83

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
What single category best describes you?

Unique factor

Certificate student (315 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.45
I can find a place in the Library to work in a group when I need to	0.32
The items I'm looking for on the library shelves are usually there	0.21
Printing, scanning and photocopying facilities in the Library meet my needs	0.21
The Library web site provides useful information	0.20
Diploma student (364 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.68
I can find a place in the Library to work in a group when I need to	0.45
Printing, scanning and photocopying facilities in the Library meet my needs	0.40
A computer is available when I need one	0.31
The Library search facilities enable me to find relevant library resources quickly	0.27
Bachelors student (840 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.70
I can find a place in the Library to work in a group when I need to	0.58
Printing, scanning and photocopying facilities in the Library meet my needs	0.55
The items I'm looking for on the library shelves are usually there	0.43
Opening hours meet my needs	0.43
Postgraduate student (297 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.60
The Library search facilities enable me to find relevant library resources quickly	0.56
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.52
Course specific resources (online and in the reserve collection) meet my learning needs	0.51
Academic/Research staff member (26 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.95
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.48
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
The Library search facilities enable me to find relevant library resources quickly	0.30
Allied/professional Staff member (14 responses)	**Gap score**
Library workshops, classes and tutorials help me with my learning and research needs	1.43
Access to Library information resources has helped me to be successful at Unitec	1.00
Library signage is clear	0.90
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.89
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
Other (80 responses)	**Gap score**
The Library search facilities enable me to find relevant library resources quickly	0.50
I can get wireless access in the Library when I need to	0.49
A computer is available when I need one	0.37
When I am away from campus I can access the Library resources and services I need	0.36
I can find a quiet place in the Library to study when I need to	0.35

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Certificate student

315 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.43	I can get wireless access in the Library when I need to	6.28	I am informed about Library services	5.53	I can find a quiet place in the Library to study when I need to	0.45
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	I can get help from library/Ask Me desk staff when I need it	6.20	The Library anticipates my learning and research needs	5.66	I can find a place in the Library to work in a group when I need to	0.32
I can get help from library/Ask Me desk staff when I need it	6.22	Opening hours meet my needs	6.18	The items I'm looking for on the library shelves are usually there	5.68	The items I'm looking for on the library shelves are usually there	0.21
I can find a quiet place in the Library to study when I need to	6.20	Face-to-face enquiry services meet my needs	6.07	I can find a quiet place in the Library to study when I need to	5.75	Printing, scanning and photocopying facilities in the Library meet my needs	0.21
Opening hours meet my needs	6.18	Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	The Library web site provides useful information	5.77	The Library web site provides useful information	0.20
When I am away from campus I can access the Library resources and services I need	6.15	Printing, scanning and photocopying facilities in the Library meet my needs	6.04	I can find a place in the Library to work in a group when I need to	5.78	I can get wireless access in the Library when I need to	0.15
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.03	Library signage is clear	5.78	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	When I am away from campus I can access the Library resources and services I need	6.02	Library workshops, classes and tutorials help me with my learning and research needs	5.85	When I am away from campus I can access the Library resources and services I need	0.13
I can find a place in the Library to work in a group when I need to	6.11	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	The Library search facilities enable me to find relevant library resources quickly	5.85	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.12
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.11	Course specific resources (online and in the reserve collection) meet my learning needs	6.00	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.11

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Certificate student

315 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.43	1	6.28	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	2	6.04	6
I can get help from library/Ask Me desk staff when I need it	6.22	3	6.20	2
I can find a quiet place in the Library to study when I need to	6.20	4	5.75	23
Opening hours meet my needs	6.18	5	6.18	3
When I am away from campus I can access the Library resources and services I need	6.15	6	6.02	8
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	7	6.06	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.12	8	6.00	9
I can find a place in the Library to work in a group when I need to	6.11	9	5.78	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.11	10	6.03	7
A computer is available when I need one	6.06	11	5.98	11
Course specific resources (online and in the reserve collection) meet my learning needs	6.06	12	6.00	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.05	13	5.92	15
Access to Library information resources has helped me to be successful at Unitec	5.98	14	5.95	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.97	15	5.86	17
Face-to-face enquiry services meet my needs	5.97	16	6.07	4
The Library web site provides useful information	5.96	17	5.77	22
The Library search facilities enable me to find relevant library resources quickly	5.94	18	5.85	18
The items I'm looking for on the library shelves are usually there	5.89	19	5.68	24
Library workshops, classes and tutorials help me with my learning and research needs	5.88	20	5.85	19
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.87	21	5.95	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	22	5.95	12
Library signage is clear	5.83	23	5.78	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.81	24	5.88	16
The Library anticipates my learning and research needs	5.75	25	5.66	25
I am informed about Library services	5.55	26	5.53	26

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Certificate student

315 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.28	1	6.43	1
I can get help from library/Ask Me desk staff when I need it	6.20	2	6.22	3
Opening hours meet my needs	6.18	3	6.18	5
Face-to-face enquiry services meet my needs	6.07	4	5.97	16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	5	6.12	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.04	6	6.25	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.03	7	6.11	10
When I am away from campus I can access the Library resources and services I need	6.02	8	6.15	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.00	9	6.12	8
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	10	6.06	12
A computer is available when I need one	5.98	11	6.06	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.95	12	5.85	22
Access to Library information resources has helped me to be successful at Unitec	5.95	13	5.98	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	14	5.87	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	15	6.05	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	16	5.81	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	17	5.97	15
The Library search facilities enable me to find relevant library resources quickly	5.85	18	5.94	18
Library workshops, classes and tutorials help me with my learning and research needs	5.85	19	5.88	20
Library signage is clear	5.78	20	5.83	23
I can find a place in the Library to work in a group when I need to	5.78	21	6.11	9
The Library web site provides useful information	5.77	22	5.96	17
I can find a quiet place in the Library to study when I need to	5.75	23	6.20	4
The items I'm looking for on the library shelves are usually there	5.68	24	5.89	19
The Library anticipates my learning and research needs	5.66	25	5.75	25
I am informed about Library services	5.53	26	5.55	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Certificate student

315 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.45	1	6.20	4
I can find a place in the Library to work in a group when I need to	0.32	2	6.11	9
The items I'm looking for on the library shelves are usually there	0.21	3	5.89	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.21	4	6.25	2
The Library web site provides useful information	0.20	5	5.96	17
I can get wireless access in the Library when I need to	0.15	6	6.43	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.13	7	6.05	13
When I am away from campus I can access the Library resources and services I need	0.13	8	6.15	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.12	9	6.12	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.11	10	5.97	15
The Library search facilities enable me to find relevant library resources quickly	0.09	11	5.94	18
A computer is available when I need one	0.08	12	6.06	11
The Library anticipates my learning and research needs	0.08	13	5.75	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.08	14	6.11	10
Library/Ask Me desk staff provide accurate answers to my enquiries	0.06	15	6.12	7
Course specific resources (online and in the reserve collection) meet my learning needs	0.06	16	6.06	12
Library signage is clear	0.05	17	5.83	23
Library workshops, classes and tutorials help me with my learning and research needs	0.03	18	5.88	20
Access to Library information resources has helped me to be successful at Unitec	0.03	19	5.98	14
I am informed about Library services	0.02	20	5.55	26
I can get help from library/Ask Me desk staff when I need it	0.01	21	6.22	3
Opening hours meet my needs	0.00	22	6.18	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.08	23	5.81	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.08	24	5.87	21
Face-to-face enquiry services meet my needs	-0.10	25	5.97	16
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.11	26	5.85	22

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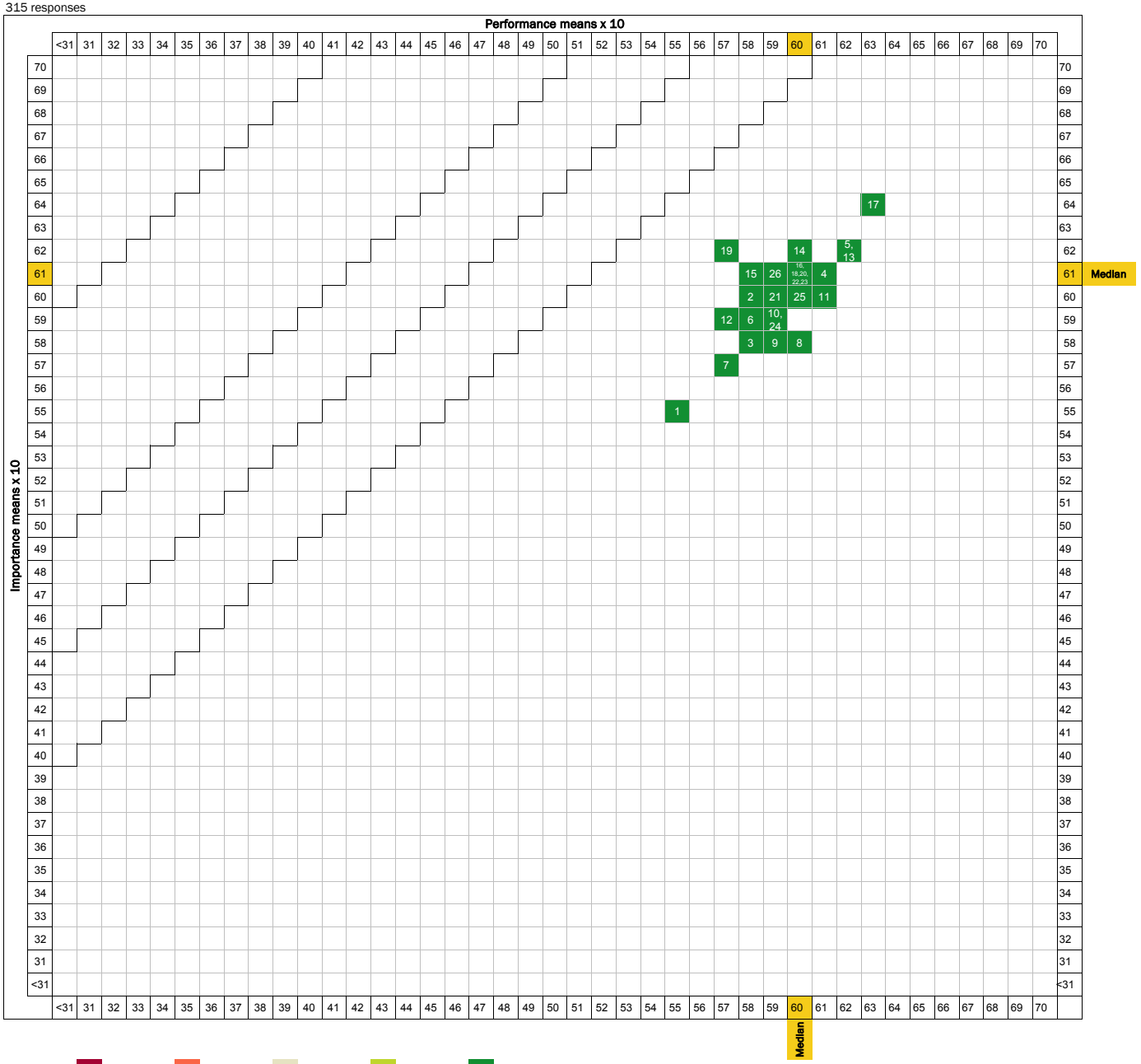
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Certificate student

315 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Diploma student

364 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.30	I can get help from library/Ask Me desk staff when I need it	6.15	I can find a quiet place in the Library to study when I need to	5.44	I can find a quiet place in the Library to study when I need to	0.68
I can get help from library/Ask Me desk staff when I need it	6.24	Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	I am informed about Library services	5.52	I can find a place in the Library to work in a group when I need to	0.45
Printing, scanning and photocopying facilities in the Library meet my needs	6.22	I can get wireless access in the Library when I need to	6.05	The items I'm looking for on the library shelves are usually there	5.56	Printing, scanning and photocopying facilities in the Library meet my needs	0.40
Library/Ask Me desk staff provide accurate answers to my enquiries	6.18	Face-to-face enquiry services meet my needs	6.03	Library workshops, classes and tutorials help me with my learning and research needs	5.58	A computer is available when I need one	0.31
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.12	When I am away from campus I can access the Library resources and services I need	5.99	I can find a place in the Library to work in a group when I need to	5.59	The Library search facilities enable me to find relevant library resources quickly	0.27
I can find a quiet place in the Library to study when I need to	6.11	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	A computer is available when I need one	5.59	The Library web site provides useful information	0.25
When I am away from campus I can access the Library resources and services I need	6.10	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.88	The Library anticipates my learning and research needs	5.61	I can get wireless access in the Library when I need to	0.25
Face-to-face enquiry services meet my needs	6.09	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	The Library search facilities enable me to find relevant library resources quickly	5.65	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.24
I can find a place in the Library to work in a group when I need to	6.04	Books and articles I have requested from other libraries and campuses are delivered promptly	5.82	Library signage is clear	5.70	The items I'm looking for on the library shelves are usually there	0.22

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Diploma student

364 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.30	1	6.05	3
I can get help from library/Ask Me desk staff when I need it	6.24	2	6.15	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.22	3	5.82	11
Library/Ask Me desk staff provide accurate answers to my enquiries	6.18	4	6.07	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.12	5	5.88	7
I can find a quiet place in the Library to study when I need to	6.11	6	5.44	26
When I am away from campus I can access the Library resources and services I need	6.10	7	5.99	5
Face-to-face enquiry services meet my needs	6.09	8	6.03	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06	9	5.83	9
I can find a place in the Library to work in a group when I need to	6.04	10	5.59	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.03	11	5.83	8
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	12	5.99	6
The Library web site provides useful information	5.99	13	5.73	16
Access to Library information resources has helped me to be successful at Unitec	5.96	14	5.79	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.95	15	5.77	13
The Library search facilities enable me to find relevant library resources quickly	5.92	16	5.65	19
Opening hours meet my needs	5.91	17	5.76	15
A computer is available when I need one	5.91	18	5.59	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.84	19	5.82	10
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	20	5.77	14
The items I'm looking for on the library shelves are usually there	5.78	21	5.56	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	22	5.67	18
Library signage is clear	5.75	23	5.70	17
The Library anticipates my learning and research needs	5.74	24	5.61	20
Library workshops, classes and tutorials help me with my learning and research needs	5.74	25	5.58	23
I am informed about Library services	5.56	26	5.52	25

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Diploma student

364 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.15	1	6.24	2
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	2	6.18	4
I can get wireless access in the Library when I need to	6.05	3	6.30	1
Face-to-face enquiry services meet my needs	6.03	4	6.09	8
When I am away from campus I can access the Library resources and services I need	5.99	5	6.10	7
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	6	6.03	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.88	7	6.12	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	8	6.03	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.83	9	6.06	9
Books and articles I have requested from other libraries and campuses are delivered promptly	5.82	10	5.84	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.82	11	6.22	3
Access to Library information resources has helped me to be successful at Unitec	5.79	12	5.96	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.77	13	5.95	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.77	14	5.82	20
Opening hours meet my needs	5.76	15	5.91	17
The Library web site provides useful information	5.73	16	5.99	13
Library signage is clear	5.70	17	5.75	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	18	5.77	22
The Library search facilities enable me to find relevant library resources quickly	5.65	19	5.92	16
The Library anticipates my learning and research needs	5.61	20	5.74	24
A computer is available when I need one	5.59	21	5.91	18
I can find a place in the Library to work in a group when I need to	5.59	22	6.04	10
Library workshops, classes and tutorials help me with my learning and research needs	5.58	23	5.74	25
The items I'm looking for on the library shelves are usually there	5.56	24	5.78	21
I am informed about Library services	5.52	25	5.56	26
I can find a quiet place in the Library to study when I need to	5.44	26	6.11	6

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Diploma student

364 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.68	1	6.11	6
I can find a place in the Library to work in a group when I need to	0.45	2	6.04	10
Printing, scanning and photocopying facilities in the Library meet my needs	0.40	3	6.22	3
A computer is available when I need one	0.31	4	5.91	18
The Library search facilities enable me to find relevant library resources quickly	0.27	5	5.92	16
The Library web site provides useful information	0.25	6	5.99	13
I can get wireless access in the Library when I need to	0.25	7	6.30	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24	8	6.12	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.24	9	6.06	9
The items I'm looking for on the library shelves are usually there	0.22	10	5.78	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.20	11	6.03	11
Course specific resources (online and in the reserve collection) meet my learning needs	0.18	12	5.95	15
Access to Library information resources has helped me to be successful at Unitec	0.18	13	5.96	14
Library workshops, classes and tutorials help me with my learning and research needs	0.16	14	5.74	25
Opening hours meet my needs	0.15	15	5.91	17
The Library anticipates my learning and research needs	0.13	16	5.74	24
When I am away from campus I can access the Library resources and services I need	0.12	17	6.10	7
Library/Ask Me desk staff provide accurate answers to my enquiries	0.11	18	6.18	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.10	19	5.77	22
I can get help from library/Ask Me desk staff when I need it	0.08	20	6.24	2
Face-to-face enquiry services meet my needs	0.06	21	6.09	8
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.05	22	5.82	20
Library signage is clear	0.05	23	5.75	23
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	24	6.03	12
I am informed about Library services	0.03	25	5.56	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.02	26	5.84	19

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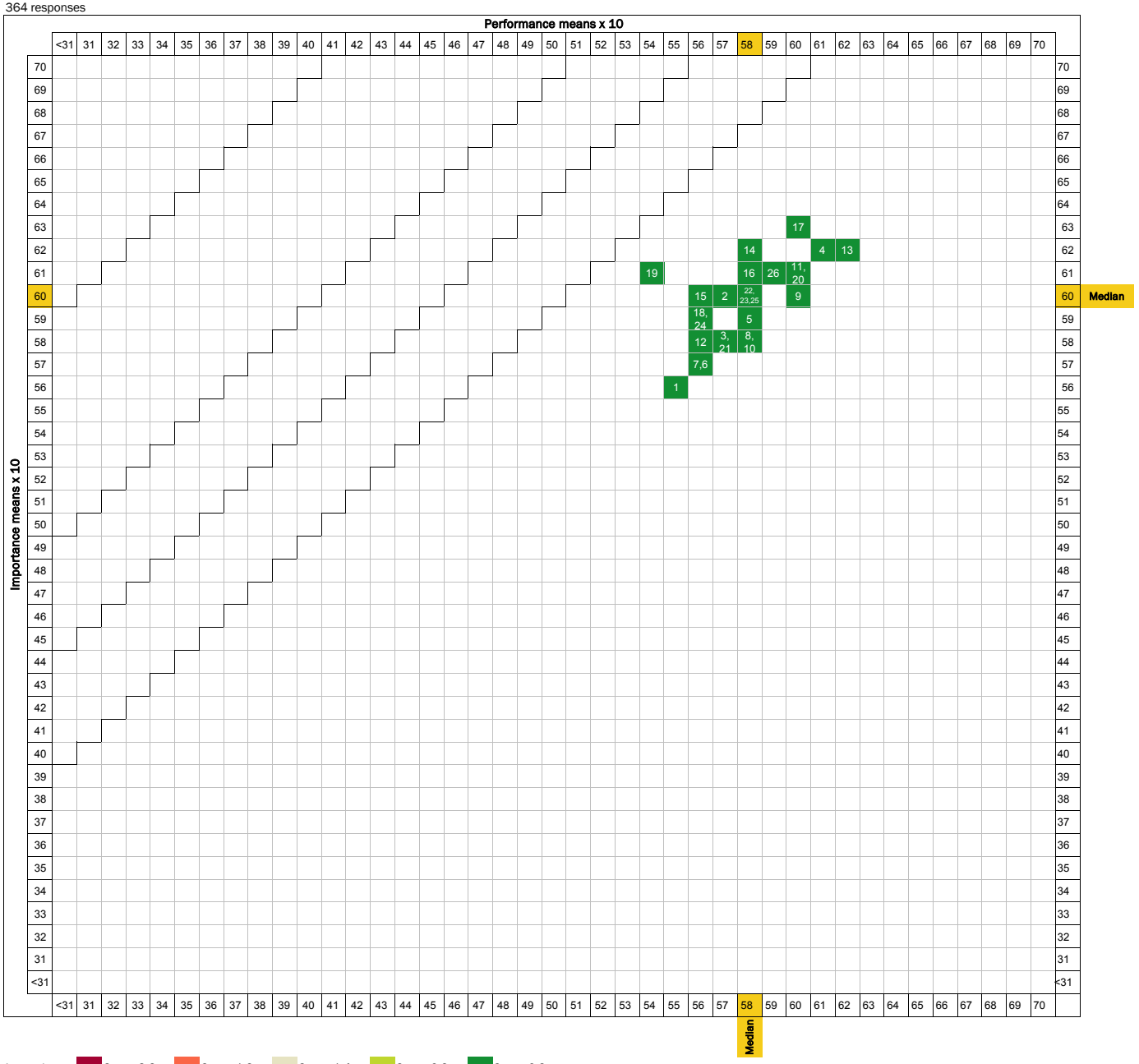
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Diploma student

364 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Bachelors student

840 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.43	I can get help from library/Ask Me desk staff when I need it	6.17	I am informed about Library services	5.44	I can find a quiet place in the Library to study when I need to	0.70
I can get help from library/Ask Me desk staff when I need it	6.29	Face-to-face enquiry services meet my needs	6.08	I can find a quiet place in the Library to study when I need to	5.47	I can find a place in the Library to work in a group when I need to	0.58
Library/Ask Me desk staff provide accurate answers to my enquiries	6.27	Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	I can find a place in the Library to work in a group when I need to	5.48	Printing, scanning and photocopying facilities in the Library meet my needs	0.55
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	I can get wireless access in the Library when I need to	6.00	Library signage is clear	5.48	The items I'm looking for on the library shelves are usually there	0.43
Face-to-face enquiry services meet my needs	6.23	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	The Library anticipates my learning and research needs	5.50	Opening hours meet my needs	0.43
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	When I am away from campus I can access the Library resources and services I need	5.89	Library workshops, classes and tutorials help me with my learning and research needs	5.55	I can get wireless access in the Library when I need to	0.43
I can find a quiet place in the Library to study when I need to	6.16	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	The items I'm looking for on the library shelves are usually there	5.56	Course specific resources (online and in the reserve collection) meet my learning needs	0.38
When I am away from campus I can access the Library resources and services I need	6.15	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.83	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.37
Course specific resources (online and in the reserve collection) meet my learning needs	6.11	Books and articles I have requested from other libraries and campuses are delivered promptly	5.81	Opening hours meet my needs	5.65	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37
The Library web site provides useful information	6.11	Access to Library information resources has helped me to be successful at Unitec	5.81	Printing, scanning and photocopying facilities in the Library meet my needs	5.69	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Bachelors student

840 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.43	1	6.00	4
I can get help from library/Ask Me desk staff when I need it	6.29	2	6.17	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.27	3	6.07	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	4	5.69	17
Face-to-face enquiry services meet my needs	6.23	5	6.08	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.22	6	5.85	7
I can find a quiet place in the Library to study when I need to	6.16	7	5.47	25
When I am away from campus I can access the Library resources and services I need	6.15	8	5.89	6
Course specific resources (online and in the reserve collection) meet my learning needs	6.11	9	5.73	15
The Library web site provides useful information	6.11	10	5.77	13
Opening hours meet my needs	6.08	11	5.65	18
The Library search facilities enable me to find relevant library resources quickly	6.07	12	5.77	12
I can find a place in the Library to work in a group when I need to	6.05	13	5.48	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	14	5.70	16
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	15	5.98	5
Access to Library information resources has helped me to be successful at Unitec	6.01	16	5.81	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.00	17	5.75	14
Books and articles I have requested from other libraries and campuses are delivered promptly	6.00	18	5.81	9
The items I'm looking for on the library shelves are usually there	5.99	19	5.56	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.98	20	5.61	19
A computer is available when I need one	5.88	21	5.79	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.86	22	5.83	8
Library signage is clear	5.75	23	5.48	23
Library workshops, classes and tutorials help me with my learning and research needs	5.74	24	5.55	21
The Library anticipates my learning and research needs	5.74	25	5.50	22
I am informed about Library services	5.65	26	5.44	26

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Bachelors student

840 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.17	1	6.29	2
Face-to-face enquiry services meet my needs	6.08	2	6.23	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	3	6.27	3
I can get wireless access in the Library when I need to	6.00	4	6.43	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	5	6.04	15
When I am away from campus I can access the Library resources and services I need	5.89	6	6.15	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	7	6.22	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.83	8	5.86	22
Books and articles I have requested from other libraries and campuses are delivered promptly	5.81	9	6.00	18
Access to Library information resources has helped me to be successful at Unitec	5.81	10	6.01	16
A computer is available when I need one	5.79	11	5.88	21
The Library search facilities enable me to find relevant library resources quickly	5.77	12	6.07	12
The Library web site provides useful information	5.77	13	6.11	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.75	14	6.00	17
Course specific resources (online and in the reserve collection) meet my learning needs	5.73	15	6.11	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.70	16	6.05	14
Printing, scanning and photocopying facilities in the Library meet my needs	5.69	17	6.24	4
Opening hours meet my needs	5.65	18	6.08	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.61	19	5.98	20
The items I'm looking for on the library shelves are usually there	5.56	20	5.99	19
Library workshops, classes and tutorials help me with my learning and research needs	5.55	21	5.74	24
The Library anticipates my learning and research needs	5.50	22	5.74	25
Library signage is clear	5.48	23	5.75	23
I can find a place in the Library to work in a group when I need to	5.48	24	6.05	13
I can find a quiet place in the Library to study when I need to	5.47	25	6.16	7
I am informed about Library services	5.44	26	5.65	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Bachelors student

840 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.70	1	6.16	7
I can find a place in the Library to work in a group when I need to	0.58	2	6.05	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.55	3	6.24	4
The items I'm looking for on the library shelves are usually there	0.43	4	5.99	19
Opening hours meet my needs	0.43	5	6.08	11
I can get wireless access in the Library when I need to	0.43	6	6.43	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.38	7	6.11	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.37	8	5.98	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37	9	6.22	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35	10	6.05	14
The Library web site provides useful information	0.34	11	6.11	10
The Library search facilities enable me to find relevant library resources quickly	0.30	12	6.07	12
Library signage is clear	0.27	13	5.75	23
When I am away from campus I can access the Library resources and services I need	0.26	14	6.15	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.25	15	6.00	17
The Library anticipates my learning and research needs	0.24	16	5.74	25
I am informed about Library services	0.22	17	5.65	26
Library/Ask Me desk staff provide accurate answers to my enquiries	0.21	18	6.27	3
Access to Library information resources has helped me to be successful at Unitec	0.20	19	6.01	16
Library workshops, classes and tutorials help me with my learning and research needs	0.19	20	5.74	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.18	21	6.00	18
Face-to-face enquiry services meet my needs	0.15	22	6.23	5
I can get help from library/Ask Me desk staff when I need it	0.12	23	6.29	2
A computer is available when I need one	0.09	24	5.88	21
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.06	25	6.04	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.03	26	5.86	22

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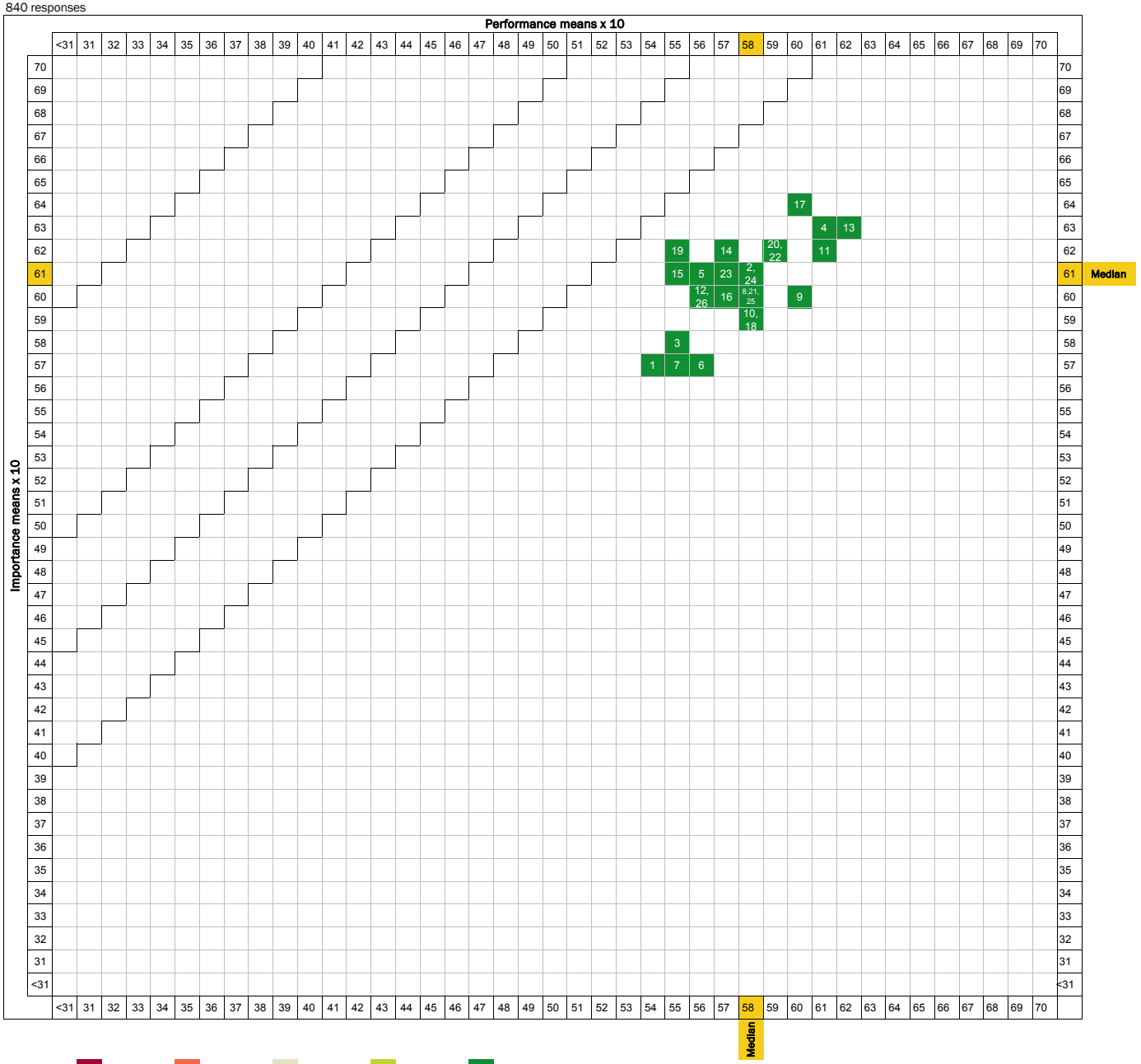
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Bachelors student

840 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Postgraduate student

297 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.42	I can get help from library/Ask Me desk staff when I need it	6.07	The Library anticipates my learning and research needs	5.35	I can find a quiet place in the Library to study when I need to	0.68
I can get wireless access in the Library when I need to	6.39	Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	I am informed about Library services	5.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.60
Library/Ask Me desk staff provide accurate answers to my enquiries	6.37	Face-to-face enquiry services meet my needs	6.04	The items I'm looking for on the library shelves are usually there	5.48	The Library search facilities enable me to find relevant library resources quickly	0.56
When I am away from campus I can access the Library resources and services I need	6.34	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	Library signage is clear	5.50	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.52
I can get help from library/Ask Me desk staff when I need it	6.32	I can get wireless access in the Library when I need to	5.99	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	Course specific resources (online and in the reserve collection) meet my learning needs	0.51
The Library search facilities enable me to find relevant library resources quickly	6.26	When I am away from campus I can access the Library resources and services I need	5.90	Library workshops, classes and tutorials help me with my learning and research needs	5.56	The items I'm looking for on the library shelves are usually there	0.50
I can find a quiet place in the Library to study when I need to	6.24	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	I can find a quiet place in the Library to study when I need to	5.56	The Library web site provides useful information	0.47
The Library web site provides useful information	6.19	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	Printing, scanning and photocopying facilities in the Library meet my needs	5.63	Opening hours meet my needs	0.45
Course specific resources (online and in the reserve collection) meet my learning needs	6.19	Books and articles I have requested from other libraries and campuses are delivered promptly	5.82	I can find a place in the Library to work in a group when I need to	5.64	When I am away from campus I can access the Library resources and services I need	0.44
Face-to-face enquiry services meet my needs	6.15	A computer is available when I need one	5.79	Opening hours meet my needs	5.64	The Library anticipates my learning and research needs	0.44

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Postgraduate student

297 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.42	1	5.83	7
I can get wireless access in the Library when I need to	6.39	2	5.99	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.37	3	6.05	2
When I am away from campus I can access the Library resources and services I need	6.34	4	5.90	6
I can get help from library/Ask Me desk staff when I need it	6.32	5	6.07	1
The Library search facilities enable me to find relevant library resources quickly	6.26	6	5.70	14
I can find a quiet place in the Library to study when I need to	6.24	7	5.56	20
The Library web site provides useful information	6.19	8	5.72	13
Course specific resources (online and in the reserve collection) meet my learning needs	6.19	9	5.68	15
Face-to-face enquiry services meet my needs	6.15	10	6.04	3
Access to Library information resources has helped me to be successful at Unitec	6.12	11	5.74	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.11	12	5.67	16
Books and articles I have requested from other libraries and campuses are delivered promptly	6.11	13	5.82	9
Opening hours meet my needs	6.09	14	5.64	17
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	15	6.00	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.07	16	5.73	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.06	17	5.55	22
A computer is available when I need one	6.06	18	5.79	10
Printing, scanning and photocopying facilities in the Library meet my needs	6.03	19	5.63	19
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.00	20	5.82	8
The items I'm looking for on the library shelves are usually there	5.98	21	5.48	24
I can find a place in the Library to work in a group when I need to	5.92	22	5.64	18
Library signage is clear	5.91	23	5.50	23
Library workshops, classes and tutorials help me with my learning and research needs	5.84	24	5.56	21
The Library anticipates my learning and research needs	5.79	25	5.35	26
I am informed about Library services	5.68	26	5.38	25

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Postgraduate student

297 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.07	1	6.32	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	2	6.37	3
Face-to-face enquiry services meet my needs	6.04	3	6.15	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	4	6.08	15
I can get wireless access in the Library when I need to	5.99	5	6.39	2
When I am away from campus I can access the Library resources and services I need	5.90	6	6.34	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.83	7	6.42	1
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	8	6.00	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.82	9	6.11	13
A computer is available when I need one	5.79	10	6.06	18
Access to Library information resources has helped me to be successful at Unitec	5.74	11	6.12	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.73	12	6.07	16
The Library web site provides useful information	5.72	13	6.19	8
The Library search facilities enable me to find relevant library resources quickly	5.70	14	6.26	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	15	6.19	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.67	16	6.11	12
Opening hours meet my needs	5.64	17	6.09	14
I can find a place in the Library to work in a group when I need to	5.64	18	5.92	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.63	19	6.03	19
I can find a quiet place in the Library to study when I need to	5.56	20	6.24	7
Library workshops, classes and tutorials help me with my learning and research needs	5.56	21	5.84	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.55	22	6.06	17
Library signage is clear	5.50	23	5.91	23
The items I'm looking for on the library shelves are usually there	5.48	24	5.98	21
I am informed about Library services	5.38	25	5.68	26
The Library anticipates my learning and research needs	5.35	26	5.79	25

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Postgraduate student

297 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.68	1	6.24	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.60	2	6.42	1
The Library search facilities enable me to find relevant library resources quickly	0.56	3	6.26	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.52	4	6.06	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.51	5	6.19	9
The items I'm looking for on the library shelves are usually there	0.50	6	5.98	21
The Library web site provides useful information	0.47	7	6.19	8
Opening hours meet my needs	0.45	8	6.09	14
When I am away from campus I can access the Library resources and services I need	0.44	9	6.34	4
The Library anticipates my learning and research needs	0.44	10	5.79	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.44	11	6.11	12
Library signage is clear	0.41	12	5.91	23
I can get wireless access in the Library when I need to	0.40	13	6.39	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.40	14	6.03	19
Access to Library information resources has helped me to be successful at Unitec	0.38	15	6.12	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.34	16	6.07	16
Library/Ask Me desk staff provide accurate answers to my enquiries	0.32	17	6.37	3
I am informed about Library services	0.31	18	5.68	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.29	19	6.11	13
Library workshops, classes and tutorials help me with my learning and research needs	0.29	20	5.84	24
I can find a place in the Library to work in a group when I need to	0.28	21	5.92	22
A computer is available when I need one	0.27	22	6.06	18
I can get help from library/Ask Me desk staff when I need it	0.24	23	6.32	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.18	24	6.00	20
Face-to-face enquiry services meet my needs	0.11	25	6.15	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	26	6.08	15

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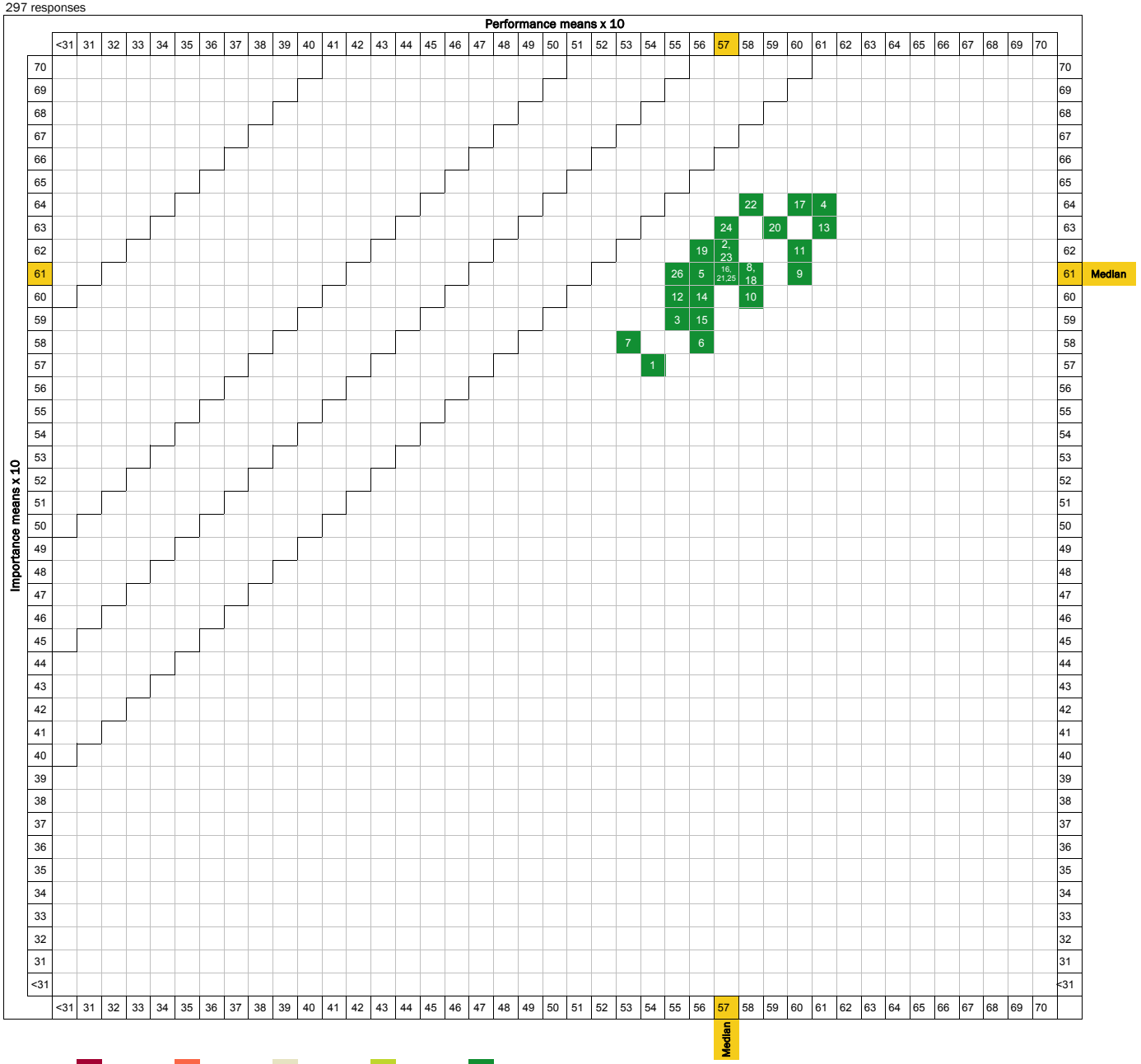
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Postgraduate student

297 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Academic/Research staff member

26 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.61	When I am away from campus I can access the Library resources and services I need	6.43	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	I can find a quiet place in the Library to study when I need to	0.95
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59	Library/Ask Me desk staff provide accurate answers to my enquiries	6.42	I can find a quiet place in the Library to study when I need to	5.52	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50
I can find a quiet place in the Library to study when I need to	6.48	I can get wireless access in the Library when I need to	6.35	I can find a place in the Library to work in a group when I need to	5.60	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.48
I can get help from library/Ask Me desk staff when I need it	6.44	The Library web site provides useful information	6.32	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.43	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.32	A computer is available when I need one	5.82	The Library search facilities enable me to find relevant library resources quickly	0.30
When I am away from campus I can access the Library resources and services I need	6.41	Face-to-face enquiry services meet my needs	6.30	Library signage is clear	5.88	I can get wireless access in the Library when I need to	0.26
Face-to-face enquiry services meet my needs	6.36	Books and articles I have requested from other libraries and campuses are delivered promptly	6.29	Library workshops, classes and tutorials help me with my learning and research needs	5.94	I can find a place in the Library to work in a group when I need to	0.25
Library/Ask Me desk staff provide accurate answers to my enquiries	6.36	I am informed about Library services	6.28	The Library search facilities enable me to find relevant library resources quickly	6.00	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20
Books and articles I have requested from other libraries and campuses are delivered promptly	6.31	Opening hours meet my needs	6.27	Course specific resources (online and in the reserve collection) meet my learning needs	6.00	Course specific resources (online and in the reserve collection) meet my learning needs	0.20
The Library search facilities enable me to find relevant library resources quickly	6.30	I can get help from library/Ask Me desk staff when I need it	6.24	The items I'm looking for on the library shelves are usually there	6.00	I can get help from library/Ask Me desk staff when I need it	0.20

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Academic/Research staff member

26 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.61	1	6.35	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.59	2	6.09	13
I can find a quiet place in the Library to study when I need to	6.48	3	5.52	25
I can get help from library/Ask Me desk staff when I need it	6.44	4	6.24	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.43	5	6.23	11
When I am away from campus I can access the Library resources and services I need	6.41	6	6.43	1
Face-to-face enquiry services meet my needs	6.36	7	6.30	6
Library/Ask Me desk staff provide accurate answers to my enquiries	6.36	7	6.42	2
Books and articles I have requested from other libraries and campuses are delivered promptly	6.31	9	6.29	7
The Library search facilities enable me to find relevant library resources quickly	6.30	10	6.00	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.29	11	5.81	23
The Library web site provides useful information	6.21	12	6.32	4
Course specific resources (online and in the reserve collection) meet my learning needs	6.20	13	6.00	15
Access to Library information resources has helped me to be successful at Unitec	6.19	14	6.09	12
Opening hours meet my needs	6.18	15	6.27	9
I am informed about Library services	6.17	16	6.28	8
The items I'm looking for on the library shelves are usually there	6.04	17	6.00	15
Library signage is clear	6.00	18	5.88	21
Printing, scanning and photocopying facilities in the Library meet my needs	6.00	18	6.06	14
The Library anticipates my learning and research needs	5.95	20	6.00	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	21	6.32	5
I can find a place in the Library to work in a group when I need to	5.85	22	5.60	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	23	5.40	26
A computer is available when I need one	5.75	23	5.82	22
Library workshops, classes and tutorials help me with my learning and research needs	5.75	23	5.94	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.47	26	6.00	15

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Academic/Research staff member

26 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	6.43	1	6.41	6
Library/Ask Me desk staff provide accurate answers to my enquiries	6.42	2	6.36	7
I can get wireless access in the Library when I need to	6.35	3	6.61	1
The Library web site provides useful information	6.32	4	6.21	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.32	5	5.95	21
Face-to-face enquiry services meet my needs	6.30	6	6.36	7
Books and articles I have requested from other libraries and campuses are delivered promptly	6.29	7	6.31	9
I am informed about Library services	6.28	8	6.17	16
Opening hours meet my needs	6.27	9	6.18	15
I can get help from library/Ask Me desk staff when I need it	6.24	10	6.44	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.23	11	6.43	5
Access to Library information resources has helped me to be successful at Unitec	6.09	12	6.19	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.09	13	6.59	2
Printing, scanning and photocopying facilities in the Library meet my needs	6.06	14	6.00	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	15	5.47	26
The Library anticipates my learning and research needs	6.00	15	5.95	20
The items I'm looking for on the library shelves are usually there	6.00	15	6.04	17
Course specific resources (online and in the reserve collection) meet my learning needs	6.00	15	6.20	13
The Library search facilities enable me to find relevant library resources quickly	6.00	15	6.30	10
Library workshops, classes and tutorials help me with my learning and research needs	5.94	20	5.75	23
Library signage is clear	5.88	21	6.00	18
A computer is available when I need one	5.82	22	5.75	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	23	6.29	11
I can find a place in the Library to work in a group when I need to	5.60	24	5.85	22
I can find a quiet place in the Library to study when I need to	5.52	25	6.48	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.40	26	5.75	23

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Academic/Research staff member

26 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.95	1	6.48	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.50	2	6.59	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.48	3	6.29	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.35	4	5.75	23
The Library search facilities enable me to find relevant library resources quickly	0.30	5	6.30	10
I can get wireless access in the Library when I need to	0.26	6	6.61	1
I can find a place in the Library to work in a group when I need to	0.25	7	5.85	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20	8	6.43	5
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	9	6.20	13
I can get help from library/Ask Me desk staff when I need it	0.20	9	6.44	4
Library signage is clear	0.13	11	6.00	18
Access to Library information resources has helped me to be successful at Unitec	0.10	12	6.19	14
Face-to-face enquiry services meet my needs	0.06	13	6.36	7
The items I'm looking for on the library shelves are usually there	0.04	14	6.04	17
Books and articles I have requested from other libraries and campuses are delivered promptly	0.02	15	6.31	9
When I am away from campus I can access the Library resources and services I need	-0.03	16	6.41	6
The Library anticipates my learning and research needs	-0.05	17	5.95	20
Library/Ask Me desk staff provide accurate answers to my enquiries	-0.05	18	6.36	7
Printing, scanning and photocopying facilities in the Library meet my needs	-0.06	19	6.00	18
A computer is available when I need one	-0.07	20	5.75	23
Opening hours meet my needs	-0.09	21	6.18	15
The Library web site provides useful information	-0.11	22	6.21	12
I am informed about Library services	-0.11	23	6.17	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.19	24	5.75	23
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.37	25	5.95	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.53	26	5.47	26

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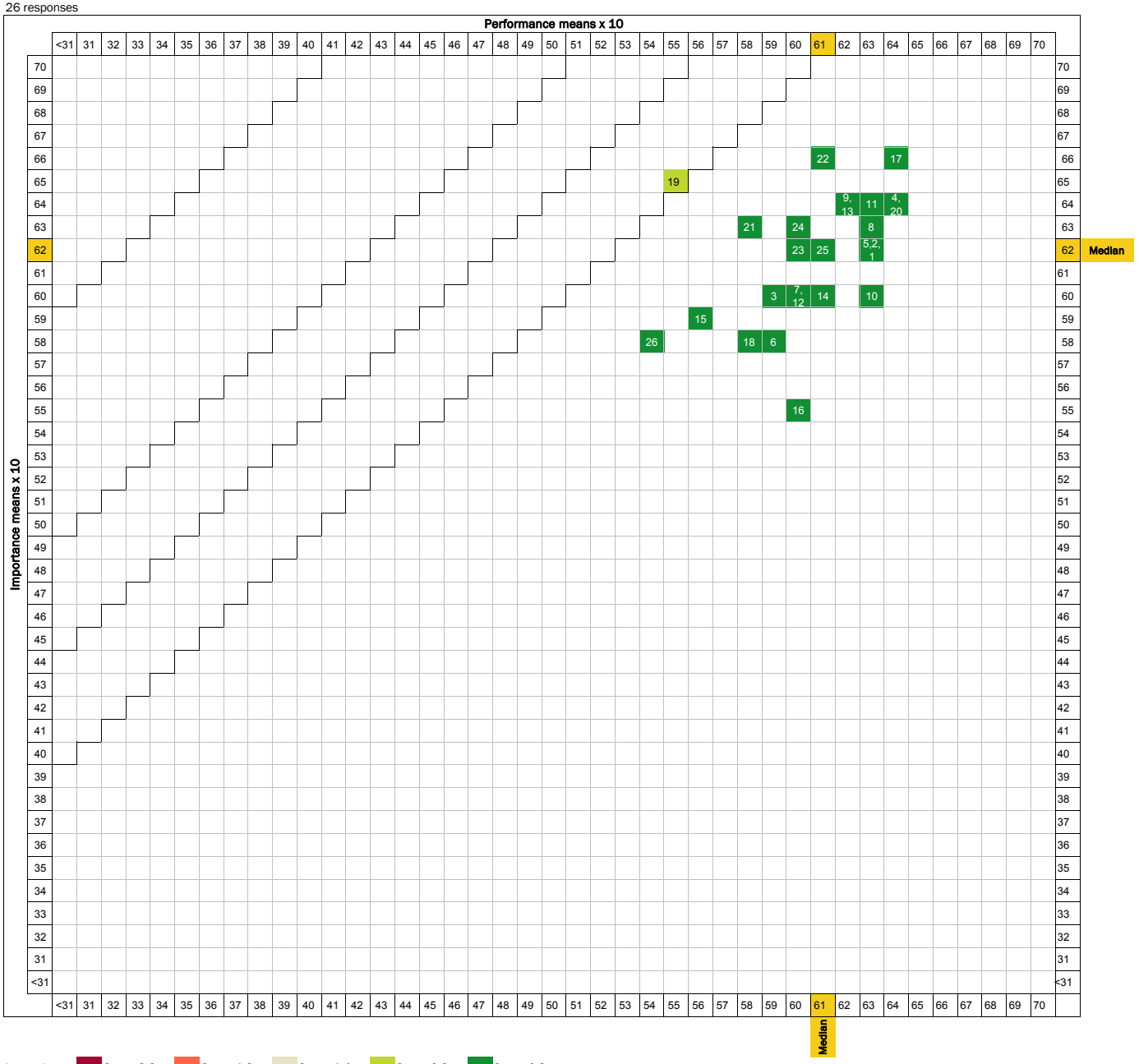
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Academic/Research staff member

26 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Allied/professional Staff member

14 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Course specific resources (online and in the reserve collection) meet my learning needs	6.60	Course specific resources (online and in the reserve collection) meet my learning needs	6.40	I am informed about Library services	4.69	Library workshops, classes and tutorials help me with my learning and research needs	1.43
Library/Ask Me desk staff provide accurate answers to my enquiries	6.55	I can get help from library/Ask Me desk staff when I need it	6.21	Library workshops, classes and tutorials help me with my learning and research needs	4.71	Access to Library information resources has helped me to be successful at Unitec	1.00
Access to Library information resources has helped me to be successful at Unitec	6.50	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.17	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	4.89	Library signage is clear	0.90
I can get help from library/Ask Me desk staff when I need it	6.50	Face-to-face enquiry services meet my needs	6.15	Library signage is clear	5.00	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.89
The items I'm looking for on the library shelves are usually there	6.45	I can get wireless access in the Library when I need to	6.14	The Library web site provides useful information	5.17	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
I can get wireless access in the Library when I need to	6.43	Library/Ask Me desk staff provide accurate answers to my enquiries	6.00	Opening hours meet my needs	5.25	The Library web site provides useful information	0.74
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	The items I'm looking for on the library shelves are usually there	5.91	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.27	The Library search facilities enable me to find relevant library resources quickly	0.71
Face-to-face enquiry services meet my needs	6.38	I can find a quiet place in the Library to study when I need to	5.88	Access to Library information resources has helped me to be successful at Unitec	5.50	The Library anticipates my learning and research needs	0.67
The Library anticipates my learning and research needs	6.33	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.86	Printing, scanning and photocopying facilities in the Library meet my needs	5.50	Library/Ask Me desk staff provide accurate answers to my enquiries	0.55
The Library search facilities enable me to find relevant library resources quickly	6.29	When I am away from campus I can access the Library resources and services I need	5.80	The Library search facilities enable me to find relevant library resources quickly	5.57	The items I'm looking for on the library shelves are usually there	0.55

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Allied/professional Staff member

14 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Course specific resources (online and in the reserve collection) meet my learning needs	6.60	1	6.40	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.55	2	6.00	6
Access to Library information resources has helped me to be successful at Unitec	6.50	3	5.50	18
I can get help from library/Ask Me desk staff when I need it	6.50	3	6.21	2
The items I'm looking for on the library shelves are usually there	6.45	5	5.91	7
I can get wireless access in the Library when I need to	6.43	6	6.14	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	7	5.60	15
Face-to-face enquiry services meet my needs	6.38	8	6.15	4
The Library anticipates my learning and research needs	6.33	9	5.67	13
The Library search facilities enable me to find relevant library resources quickly	6.29	10	5.57	16
I can find a quiet place in the Library to study when I need to	6.25	11	5.88	8
I can find a place in the Library to work in a group when I need to	6.20	12	5.80	10
A computer is available when I need one	6.20	12	5.80	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.17	14	6.17	3
Library workshops, classes and tutorials help me with my learning and research needs	6.14	15	4.71	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.13	16	5.63	14
Books and articles I have requested from other libraries and campuses are delivered promptly	6.00	17	5.57	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	17	5.86	9
The Library web site provides useful information	5.91	19	5.17	22
Library signage is clear	5.90	20	5.00	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.83	21	5.50	18
When I am away from campus I can access the Library resources and services I need	5.80	22	5.80	10
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.78	23	4.89	24
Opening hours meet my needs	5.75	24	5.25	21
I am informed about Library services	5.23	25	4.69	26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.09	26	5.27	20

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Allied/professional Staff member

14 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Course specific resources (online and in the reserve collection) meet my learning needs	6.40	1	6.60	1
I can get help from library/Ask Me desk staff when I need it	6.21	2	6.50	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.17	3	6.17	14
Face-to-face enquiry services meet my needs	6.15	4	6.38	8
I can get wireless access in the Library when I need to	6.14	5	6.43	6
Library/Ask Me desk staff provide accurate answers to my enquiries	6.00	6	6.55	2
The items I'm looking for on the library shelves are usually there	5.91	7	6.45	5
I can find a quiet place in the Library to study when I need to	5.88	8	6.25	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.86	9	6.00	17
When I am away from campus I can access the Library resources and services I need	5.80	10	5.80	22
A computer is available when I need one	5.80	10	6.20	12
I can find a place in the Library to work in a group when I need to	5.80	10	6.20	12
The Library anticipates my learning and research needs	5.67	13	6.33	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.63	14	6.13	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.60	15	6.40	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.57	16	6.00	17
The Library search facilities enable me to find relevant library resources quickly	5.57	16	6.29	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.50	18	5.83	21
Access to Library information resources has helped me to be successful at Unitec	5.50	18	6.50	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.27	20	5.09	26
Opening hours meet my needs	5.25	21	5.75	24
The Library web site provides useful information	5.17	22	5.91	19
Library signage is clear	5.00	23	5.90	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	4.89	24	5.78	23
Library workshops, classes and tutorials help me with my learning and research needs	4.71	25	6.14	15
I am informed about Library services	4.69	26	5.23	25

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Allied/professional Staff member

14 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Library workshops, classes and tutorials help me with my learning and research needs	1.43	1	6.14	15
Access to Library information resources has helped me to be successful at Unitec	1.00	2	6.50	3
Library signage is clear	0.90	3	5.90	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.89	4	5.78	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80	5	6.40	7
The Library web site provides useful information	0.74	6	5.91	19
The Library search facilities enable me to find relevant library resources quickly	0.71	7	6.29	10
The Library anticipates my learning and research needs	0.67	8	6.33	9
Library/Ask Me desk staff provide accurate answers to my enquiries	0.55	9	6.55	2
The items I'm looking for on the library shelves are usually there	0.55	10	6.45	5
I am informed about Library services	0.54	11	5.23	25
Opening hours meet my needs	0.50	12	5.75	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.50	12	6.13	16
Books and articles I have requested from other libraries and campuses are delivered promptly	0.43	14	6.00	17
I can find a place in the Library to work in a group when I need to	0.40	15	6.20	12
A computer is available when I need one	0.40	15	6.20	12
I can find a quiet place in the Library to study when I need to	0.38	17	6.25	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.33	18	5.83	21
I can get wireless access in the Library when I need to	0.29	19	6.43	6
I can get help from library/Ask Me desk staff when I need it	0.29	19	6.50	3
Face-to-face enquiry services meet my needs	0.23	21	6.38	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.20	22	6.60	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.14	23	6.00	17
When I am away from campus I can access the Library resources and services I need	0.00	24	5.80	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.00	24	6.17	14
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.18	26	5.09	26

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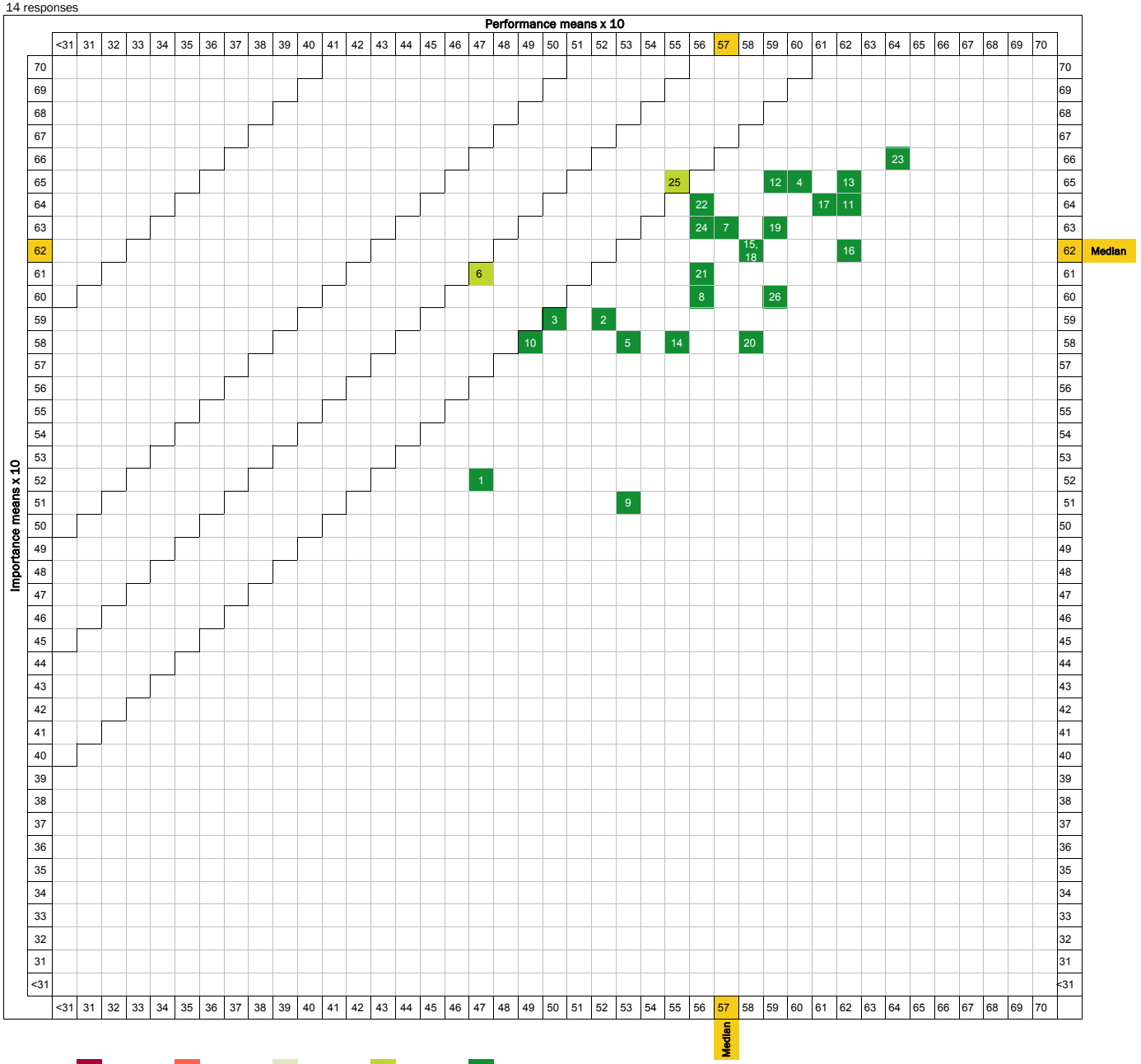
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Allied/professional Staff member

14 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What single category best describes you? - Other

80 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
A computer is available when I need one	6.21	I can get help from library/Ask Me desk staff when I need it	5.98	I am informed about Library services	5.26	The Library search facilities enable me to find relevant library resources quickly	0.50
I can get wireless access in the Library when I need to	6.17	Face-to-face enquiry services meet my needs	5.93	The Library web site provides useful information	5.31	I can get wireless access in the Library when I need to	0.49
The Library search facilities enable me to find relevant library resources quickly	6.00	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	When I am away from campus I can access the Library resources and services I need	5.45	A computer is available when I need one	0.37
I can find a quiet place in the Library to study when I need to	5.98	Course specific resources (online and in the reserve collection) meet my learning needs	5.84	The items I'm looking for on the library shelves are usually there	5.46	When I am away from campus I can access the Library resources and services I need	0.36
I can get help from library/Ask Me desk staff when I need it	5.93	A computer is available when I need one	5.83	Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	I can find a quiet place in the Library to study when I need to	0.35
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	I can find a place in the Library to work in a group when I need to	5.79	The Library search facilities enable me to find relevant library resources quickly	5.50	Printing, scanning and photocopying facilities in the Library meet my needs	0.31
Face-to-face enquiry services meet my needs	5.90	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.79	Library/Ask Me desk staff provide accurate answers to my enquiries	5.54	The Library web site provides useful information	0.25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	Library workshops, classes and tutorials help me with my learning and research needs	5.74	The Library anticipates my learning and research needs	5.57	The Library anticipates my learning and research needs	0.23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	Opening hours meet my needs	5.68	Library signage is clear	5.57	Library signage is clear	0.23
Opening hours meet my needs	5.84	I can get wireless access in the Library when I need to	5.67	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.58	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22

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Unitec Library Client Survey, September 2018

Mean importance scores — What single category best describes you? - Other

80 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
A computer is available when I need one	6.21	1	5.83	5
I can get wireless access in the Library when I need to	6.17	2	5.67	10
The Library search facilities enable me to find relevant library resources quickly	6.00	3	5.50	21
I can find a quiet place in the Library to study when I need to	5.98	4	5.63	12
I can get help from library/Ask Me desk staff when I need it	5.93	5	5.98	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	6	5.60	14
Face-to-face enquiry services meet my needs	5.90	7	5.93	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.89	8	5.79	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.87	9	5.65	11
Opening hours meet my needs	5.84	10	5.68	9
Course specific resources (online and in the reserve collection) meet my learning needs	5.83	11	5.84	4
When I am away from campus I can access the Library resources and services I need	5.81	12	5.45	24
The Library anticipates my learning and research needs	5.80	13	5.57	19
Library signage is clear	5.80	13	5.57	18
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.79	15	5.84	3
I can find a place in the Library to work in a group when I need to	5.74	16	5.79	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.73	17	5.59	15
Access to Library information resources has helped me to be successful at Unitec	5.68	18	5.61	13
Library workshops, classes and tutorials help me with my learning and research needs	5.62	19	5.74	8
The items I'm looking for on the library shelves are usually there	5.62	20	5.46	23
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.61	21	5.58	17
The Library web site provides useful information	5.56	22	5.31	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	23	5.59	16
Library/Ask Me desk staff provide accurate answers to my enquiries	5.48	24	5.54	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	25	5.49	22
I am informed about Library services	5.41	26	5.26	26

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Unitec Library Client Survey, September 2018

Mean performance score — What single category best describes you? - Other

80 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	5.98	1	5.93	5
Face-to-face enquiry services meet my needs	5.93	2	5.90	7
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	3	5.79	15
Course specific resources (online and in the reserve collection) meet my learning needs	5.84	4	5.83	11
A computer is available when I need one	5.83	5	6.21	1
I can find a place in the Library to work in a group when I need to	5.79	6	5.74	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.79	6	5.89	8
Library workshops, classes and tutorials help me with my learning and research needs	5.74	8	5.62	19
Opening hours meet my needs	5.68	9	5.84	10
I can get wireless access in the Library when I need to	5.67	10	6.17	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.65	11	5.87	9
I can find a quiet place in the Library to study when I need to	5.63	12	5.98	4
Access to Library information resources has helped me to be successful at Unitec	5.61	13	5.68	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.60	14	5.91	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.59	15	5.73	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	16	5.53	23
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.58	17	5.61	21
Library signage is clear	5.57	18	5.80	13
The Library anticipates my learning and research needs	5.57	19	5.80	13
Library/Ask Me desk staff provide accurate answers to my enquiries	5.54	20	5.48	24
The Library search facilities enable me to find relevant library resources quickly	5.50	21	6.00	3
Books and articles I have requested from other libraries and campuses are delivered promptly	5.49	22	5.46	25
The items I'm looking for on the library shelves are usually there	5.46	23	5.62	20
When I am away from campus I can access the Library resources and services I need	5.45	24	5.81	12
The Library web site provides useful information	5.31	25	5.56	22
I am informed about Library services	5.26	26	5.41	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What single category best describes you? - Other

80 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search facilities enable me to find relevant library resources quickly	0.50	1	6.00	3
I can get wireless access in the Library when I need to	0.49	2	6.17	2
A computer is available when I need one	0.37	3	6.21	1
When I am away from campus I can access the Library resources and services I need	0.36	4	5.81	12
I can find a quiet place in the Library to study when I need to	0.35	5	5.98	4
Printing, scanning and photocopying facilities in the Library meet my needs	0.31	6	5.91	6
The Library web site provides useful information	0.25	7	5.56	22
The Library anticipates my learning and research needs	0.23	8	5.80	13
Library signage is clear	0.23	9	5.80	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.22	10	5.87	9
The items I'm looking for on the library shelves are usually there	0.16	11	5.62	20
I am informed about Library services	0.16	12	5.41	26
Opening hours meet my needs	0.16	13	5.84	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.14	14	5.73	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.10	15	5.89	8
Access to Library information resources has helped me to be successful at Unitec	0.07	16	5.68	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.03	17	5.61	21
Course specific resources (online and in the reserve collection) meet my learning needs	0.00	18	5.83	11
Face-to-face enquiry services meet my needs	-0.03	19	5.90	7
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.03	20	5.46	25
I can get help from library/Ask Me desk staff when I need it	-0.04	21	5.93	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.05	22	5.79	15
I can find a place in the Library to work in a group when I need to	-0.05	23	5.74	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.06	24	5.53	23
Library/Ask Me desk staff provide accurate answers to my enquiries	-0.07	25	5.48	24
Library workshops, classes and tutorials help me with my learning and research needs	-0.12	26	5.62	19

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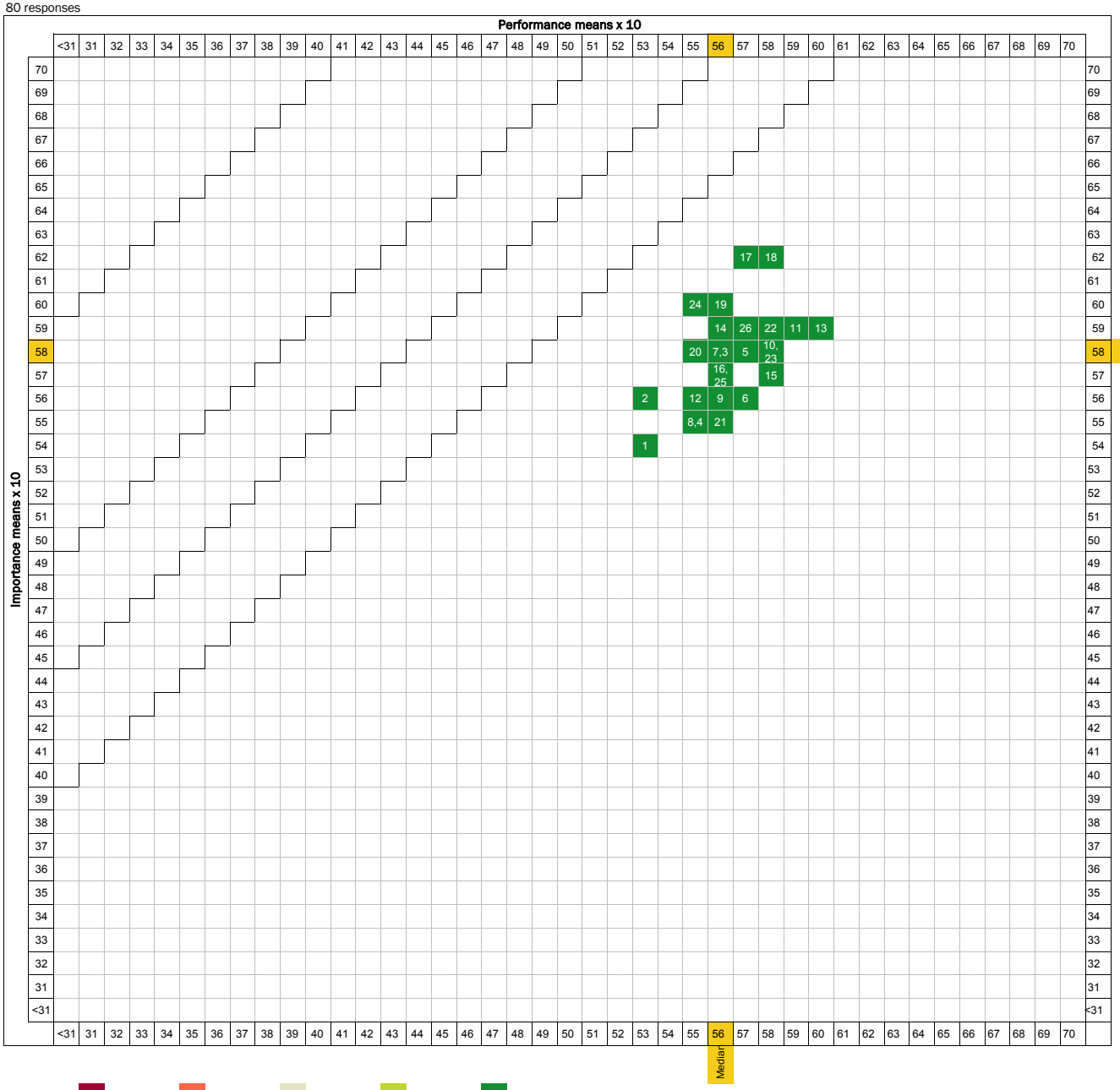
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What single category best describes you? - Other

80 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018
Top 5 importance scores by demographic
What is your major area of study, teaching or research?

Unique factor

Architecture / Landscape (219 responses)	Importance mean
I can get help from library/Ask Me desk staff when I need it	6.29
I can get wireless access in the Library when I need to	6.28
Face-to-face enquiry services meet my needs	6.28
Library/Ask Me desk staff provide accurate answers to my enquiries	6.24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15
Bridging Education / Bridgepoint (61 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.65
Printing, scanning and photocopying facilities in the Library meet my needs	6.57
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.50
I can get help from library/Ask Me desk staff when I need it	6.47
I can find a quiet place in the Library to study when I need to	6.45
Building Construct. & Services including Plumbing (258 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.24
I can get help from library/Ask Me desk staff when I need it	6.23
Printing, scanning and photocopying facilities in the Library meet my needs	6.11
Face-to-face enquiry services meet my needs	6.09
When I am away from campus I can access the Library resources and services I need	6.06
Business Practice (137 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.50
Library/Ask Me desk staff provide accurate answers to my enquiries	6.46
I can find a quiet place in the Library to study when I need to	6.37
I can get help from library/Ask Me desk staff when I need it	6.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34
Community Development (24 responses)	**Importance mean**
I can find a place in the Library to work in a group when I need to	6.68
When I am away from campus I can access the Library resources and services I need	6.60
I can find a quiet place in the Library to study when I need to	6.53
I can get wireless access in the Library when I need to	6.50
Books and articles I have requested from other libraries and campuses are delivered promptly	6.50
Computer Science (146 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.43
I can get help from library/Ask Me desk staff when I need it	6.28
Library/Ask Me desk staff provide accurate answers to my enquiries	6.26
I can find a quiet place in the Library to study when I need to	6.26
I can find a place in the Library to work in a group when I need to	6.23
Creative Industries / Design (82 responses)	**Importance mean**
Printing, scanning and photocopying facilities in the Library meet my needs	6.45
Library/Ask Me desk staff provide accurate answers to my enquiries	6.44
I can get wireless access in the Library when I need to	6.33
Opening hours meet my needs	6.32
I can get help from library/Ask Me desk staff when I need it	6.29

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Unitec Library Client Survey, September 2018

Top 5 importance scores by demographic

What is your major area of study, teaching or research?

Unique factor

Engineering (203 responses)	Importance mean
Printing, scanning and photocopying facilities in the Library meet my needs	6.33
I can get wireless access in the Library when I need to	6.31
I can get help from library/Ask Me desk staff when I need it	6.22
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21
When I am away from campus I can access the Library resources and services I need	6.12
Environmental & Animal Science (124 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.55
When I am away from campus I can access the Library resources and services I need	6.39
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34
Printing, scanning and photocopying facilities in the Library meet my needs	6.27
I can find a quiet place in the Library to study when I need to	6.22
Health Care (184 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.52
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39
Library/Ask Me desk staff provide accurate answers to my enquiries	6.34
I can find a quiet place in the Library to study when I need to	6.34
Face-to-face enquiry services meet my needs	6.30
Language Studies (58 responses)	**Importance mean**
I can get help from library/Ask Me desk staff when I need it	5.93
I can get wireless access in the Library when I need to	5.89
Face-to-face enquiry services meet my needs	5.82
Printing, scanning and photocopying facilities in the Library meet my needs	5.81
Opening hours meet my needs	5.74
Postgraduate (55 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53
I can find a quiet place in the Library to study when I need to	6.45
The Library search facilities enable me to find relevant library resources quickly	6.41
Course specific resources (online and in the reserve collection) meet my learning needs	6.33
Social Practice (98 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.69
I can get help from library/Ask Me desk staff when I need it	6.53
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.51
Face-to-face enquiry services meet my needs	6.50
When I am away from campus I can access the Library resources and services I need	6.45
The Mind Lab by Unitec (99 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.58
When I am away from campus I can access the Library resources and services I need	6.53
The Library search facilities enable me to find relevant library resources quickly	6.40
Course specific resources (online and in the reserve collection) meet my learning needs	6.35
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.29

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Unitec Library Client Survey, September 2018
Top 5 importance scores by demographic
What is your major area of study, teaching or research?

Unique factor

Vehicle Systems & Materials (26 responses)	Importance mean
The Library search facilities enable me to find relevant library resources quickly	6.22
Access to Library information resources has helped me to be successful at Unitec	6.18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.13
Course specific resources (online and in the reserve collection) meet my learning needs	6.13
Printing, scanning and photocopying facilities in the Library meet my needs	6.12
Other/not applicable (156 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25
I can get help from library/Ask Me desk staff when I need it	6.21
When I am away from campus I can access the Library resources and services I need	6.18
A computer is available when I need one	6.15

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
What is your major area of study, teaching or research?

Unique factor

Architecture / Landscape (219 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.20
Face-to-face enquiry services meet my needs	6.19
Library/Ask Me desk staff provide accurate answers to my enquiries	6.15
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02
Books and articles I have requested from other libraries and campuses are delivered promptly	5.94
Bridging Education / Bridgepoint (61 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.47
Printing, scanning and photocopying facilities in the Library meet my needs	6.41
I can get wireless access in the Library when I need to	6.37
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.30
Building Construct. & Services including Plumbing (258 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.12
Face-to-face enquiry services meet my needs	5.98
I can get wireless access in the Library when I need to	5.90
When I am away from campus I can access the Library resources and services I need	5.90
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86
Business Practice (137 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.15
I can get help from library/Ask Me desk staff when I need it	6.14
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12
Face-to-face enquiry services meet my needs	6.07
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03
Community Development (24 responses)	**Performance mean**
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.25
Books and articles I have requested from other libraries and campuses are delivered promptly	6.17
Face-to-face enquiry services meet my needs	6.14
When I am away from campus I can access the Library resources and services I need	6.10
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05
Computer Science (146 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.16
I can get wireless access in the Library when I need to	6.14
Library/Ask Me desk staff provide accurate answers to my enquiries	6.09
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02
Face-to-face enquiry services meet my needs	6.01
Creative Industries / Design (82 responses)	**Performance mean**
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20
I can get help from library/Ask Me desk staff when I need it	6.17
Face-to-face enquiry services meet my needs	6.13
I can get wireless access in the Library when I need to	6.07
Opening hours meet my needs	6.05

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
What is your major area of study, teaching or research?

Unique factor

Engineering (203 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.19
I can get wireless access in the Library when I need to	6.10
When I am away from campus I can access the Library resources and services I need	6.08
Library/Ask Me desk staff provide accurate answers to my enquiries	6.08
Printing, scanning and photocopying facilities in the Library meet my needs	6.02
Environmental & Animal Science (124 responses)	**Performance mean**
Opening hours meet my needs	6.26
I can get wireless access in the Library when I need to	6.21
Face-to-face enquiry services meet my needs	6.13
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07
When I am away from campus I can access the Library resources and services I need	6.04
Health Care (184 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.25
I can get wireless access in the Library when I need to	6.20
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.16
Face-to-face enquiry services meet my needs	6.15
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14
Language Studies (58 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	5.86
Face-to-face enquiry services meet my needs	5.86
I can get wireless access in the Library when I need to	5.83
Library/Ask Me desk staff provide accurate answers to my enquiries	5.73
Printing, scanning and photocopying facilities in the Library meet my needs	5.71
Postgraduate (55 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.07
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00
Library/Ask Me desk staff provide accurate answers to my enquiries	5.88
A computer is available when I need one	5.87
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85
Social Practice (98 responses)	**Performance mean**
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23
I can get help from library/Ask Me desk staff when I need it	6.22
Face-to-face enquiry services meet my needs	6.22
When I am away from campus I can access the Library resources and services I need	6.11
I can get wireless access in the Library when I need to	6.08
The Mind Lab by Unitec (99 responses)	**Performance mean**
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05
Face-to-face enquiry services meet my needs	6.00
I can get help from library/Ask Me desk staff when I need it	6.00
I can find a quiet place in the Library to study when I need to	5.95
I can find a place in the Library to work in a group when I need to	5.95

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
What is your major area of study, teaching or research?

Unique factor

Vehicle Systems & Materials (26 responses)	Performance mean
The Library search facilities enable me to find relevant library resources quickly	6.11
Opening hours meet my needs	6.09
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06
Library/Ask Me desk staff provide accurate answers to my enquiries	6.04
I can get help from library/Ask Me desk staff when I need it	6.00
Other/not applicable (156 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.18
Opening hours meet my needs	6.02
I can get wireless access in the Library when I need to	6.01
Face-to-face enquiry services meet my needs	5.95
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
What is your major area of study, teaching or research?

Unique factor

Architecture / Landscape (219 responses)	Gap score
Printing, scanning and photocopying facilities in the Library meet my needs	0.90
The items I'm looking for on the library shelves are usually there	0.50
I can find a quiet place in the Library to study when I need to	0.50
A computer is available when I need one	0.43
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.39
Bridging Education / Bridgepoint (61 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.58
I can get wireless access in the Library when I need to	0.28
The items I'm looking for on the library shelves are usually there	0.27
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27
The Library anticipates my learning and research needs	0.26
Building Construct. & Services including Plumbing (258 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.67
I can find a place in the Library to work in a group when I need to	0.53
Opening hours meet my needs	0.41
Printing, scanning and photocopying facilities in the Library meet my needs	0.37
I can get wireless access in the Library when I need to	0.33
Business Practice (137 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.86
I can find a place in the Library to work in a group when I need to	0.60
The items I'm looking for on the library shelves are usually there	0.56
The Library search facilities enable me to find relevant library resources quickly	0.53
Course specific resources (online and in the reserve collection) meet my learning needs	0.51
Community Development (24 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.05
I can find a place in the Library to work in a group when I need to	1.00
Printing, scanning and photocopying facilities in the Library meet my needs	0.94
The items I'm looking for on the library shelves are usually there	0.80
Library signage is clear	0.68
Computer Science (146 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.87
I can find a place in the Library to work in a group when I need to	0.73
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42
Printing, scanning and photocopying facilities in the Library meet my needs	0.38
A computer is available when I need one	0.33
Creative Industries / Design (82 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	0.70
I am informed about Library services	0.49
The Library web site provides useful information	0.40
Library signage is clear	0.37
I can find a quiet place in the Library to study when I need to	0.37

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
What is your major area of study, teaching or research?

Unique factor

Engineering (203 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.54
I can find a place in the Library to work in a group when I need to	0.44
Opening hours meet my needs	0.41
Printing, scanning and photocopying facilities in the Library meet my needs	0.31
The items I'm looking for on the library shelves are usually there	0.29
Environmental & Animal Science (124 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.83
I can find a place in the Library to work in a group when I need to	0.64
The Library search facilities enable me to find relevant library resources quickly	0.51
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.48
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46
Health Care (184 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.68
Opening hours meet my needs	0.49
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43
I can find a place in the Library to work in a group when I need to	0.41
The Library web site provides useful information	0.39
Language Studies (58 responses)	**Gap score**
Library signage is clear	0.45
I can find a quiet place in the Library to study when I need to	0.32
I am informed about Library services	0.27
The Library web site provides useful information	0.21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.18
Postgraduate (55 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.08
The Library search facilities enable me to find relevant library resources quickly	0.83
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.79
Library signage is clear	0.77
The Library web site provides useful information	0.71
Social Practice (98 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	0.96
I can find a quiet place in the Library to study when I need to	0.81
The items I'm looking for on the library shelves are usually there	0.70
Printing, scanning and photocopying facilities in the Library meet my needs	0.68
I can get wireless access in the Library when I need to	0.61
The Mind Lab by Unitec (99 responses)	**Gap score**
The Library search facilities enable me to find relevant library resources quickly	0.98
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83
Course specific resources (online and in the reserve collection) meet my learning needs	0.75
When I am away from campus I can access the Library resources and services I need	0.71
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.71

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
What is your major area of study, teaching or research?

Unique factor

Vehicle Systems & Materials (26 responses)	Gap score
Library signage is clear	0.39
Course specific resources (online and in the reserve collection) meet my learning needs	0.36
Printing, scanning and photocopying facilities in the Library meet my needs	0.34
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32
Access to Library information resources has helped me to be successful at Unitec	0.29
Other/not applicable (156 responses)	**Gap score**
I can get wireless access in the Library when I need to	0.46
I can find a quiet place in the Library to study when I need to	0.45
The Library search facilities enable me to find relevant library resources quickly	0.39
The Library web site provides useful information	0.39
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Architecture / Landscape

219 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library/Ask Me desk staff when I need it	6.29	I can get help from library/Ask Me desk staff when I need it	6.20	Printing, scanning and photocopying facilities in the Library meet my needs	5.18	Printing, scanning and photocopying facilities in the Library meet my needs	0.90
I can get wireless access in the Library when I need to	6.28	Face-to-face enquiry services meet my needs	6.19	Library workshops, classes and tutorials help me with my learning and research needs	5.33	The items I'm looking for on the library shelves are usually there	0.50
Face-to-face enquiry services meet my needs	6.28	Library/Ask Me desk staff provide accurate answers to my enquiries	6.15	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.44	I can find a quiet place in the Library to study when I need to	0.50
Library/Ask Me desk staff provide accurate answers to my enquiries	6.24	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	Library signage is clear	5.48	A computer is available when I need one	0.43
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	Books and articles I have requested from other libraries and campuses are delivered promptly	5.94	A computer is available when I need one	5.49	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.39
When I am away from campus I can access the Library resources and services I need	6.13	I can get wireless access in the Library when I need to	5.92	The Library anticipates my learning and research needs	5.53	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.11	The Library web site provides useful information	5.84	I am informed about Library services	5.54	I can get wireless access in the Library when I need to	0.36
The Library web site provides useful information	6.10	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	I can find a place in the Library to work in a group when I need to	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33
The items I'm looking for on the library shelves are usually there	6.10	When I am away from campus I can access the Library resources and services I need	5.80	I can find a quiet place in the Library to study when I need to	5.58	When I am away from campus I can access the Library resources and services I need	0.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	The Library anticipates my learning and research needs	0.32

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Architecture / Landscape

219 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.29	1	6.20	1
I can get wireless access in the Library when I need to	6.28	2	5.92	6
Face-to-face enquiry services meet my needs	6.28	3	6.19	2
Library/Ask Me desk staff provide accurate answers to my enquiries	6.24	4	6.15	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	5	5.82	8
When I am away from campus I can access the Library resources and services I need	6.13	6	5.80	9
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.11	7	6.02	4
The Library web site provides useful information	6.10	8	5.84	7
The items I'm looking for on the library shelves are usually there	6.10	9	5.60	16
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	10	5.18	26
Books and articles I have requested from other libraries and campuses are delivered promptly	6.08	11	5.94	5
I can find a quiet place in the Library to study when I need to	6.08	12	5.58	18
Opening hours meet my needs	6.01	13	5.77	11
The Library search facilities enable me to find relevant library resources quickly	5.99	14	5.68	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.98	15	5.59	17
Access to Library information resources has helped me to be successful at Unitec	5.96	16	5.73	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.94	17	5.72	14
A computer is available when I need one	5.92	18	5.49	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.91	19	5.74	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.87	20	5.80	10
The Library anticipates my learning and research needs	5.85	21	5.53	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.82	22	5.44	24
I can find a place in the Library to work in a group when I need to	5.74	23	5.56	19
Library signage is clear	5.69	24	5.48	23
I am informed about Library services	5.67	25	5.54	20
Library workshops, classes and tutorials help me with my learning and research needs	5.49	26	5.33	25

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Architecture / Landscape

219 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.20	1	6.29	1
Face-to-face enquiry services meet my needs	6.19	2	6.28	3
Library/Ask Me desk staff provide accurate answers to my enquiries	6.15	3	6.24	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	4	6.11	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.94	5	6.08	11
I can get wireless access in the Library when I need to	5.92	6	6.28	2
The Library web site provides useful information	5.84	7	6.10	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	8	6.15	5
When I am away from campus I can access the Library resources and services I need	5.80	9	6.13	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	10	5.87	20
Opening hours meet my needs	5.77	11	6.01	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.74	12	5.91	19
Access to Library information resources has helped me to be successful at Unitec	5.73	13	5.96	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.72	14	5.94	17
The Library search facilities enable me to find relevant library resources quickly	5.68	15	5.99	14
The items I'm looking for on the library shelves are usually there	5.60	16	6.10	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	17	5.98	15
I can find a quiet place in the Library to study when I need to	5.58	18	6.08	12
I can find a place in the Library to work in a group when I need to	5.56	19	5.74	23
I am informed about Library services	5.54	20	5.67	25
The Library anticipates my learning and research needs	5.53	21	5.85	21
A computer is available when I need one	5.49	22	5.92	18
Library signage is clear	5.48	23	5.69	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.44	24	5.82	22
Library workshops, classes and tutorials help me with my learning and research needs	5.33	25	5.49	26
Printing, scanning and photocopying facilities in the Library meet my needs	5.18	26	6.09	10

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Architecture / Landscape

219 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.90	1	6.09	10
The items I'm looking for on the library shelves are usually there	0.50	2	6.10	9
I can find a quiet place in the Library to study when I need to	0.50	3	6.08	12
A computer is available when I need one	0.43	4	5.92	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.39	5	5.98	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.37	6	5.82	22
I can get wireless access in the Library when I need to	0.36	7	6.28	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.33	8	6.15	5
When I am away from campus I can access the Library resources and services I need	0.32	9	6.13	6
The Library anticipates my learning and research needs	0.32	10	5.85	21
The Library search facilities enable me to find relevant library resources quickly	0.32	11	5.99	14
The Library web site provides useful information	0.26	12	6.10	8
Opening hours meet my needs	0.24	13	6.01	13
Access to Library information resources has helped me to be successful at Unitec	0.23	14	5.96	16
Course specific resources (online and in the reserve collection) meet my learning needs	0.22	15	5.94	17
Library signage is clear	0.22	16	5.69	24
I can find a place in the Library to work in a group when I need to	0.17	17	5.74	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.17	18	5.91	19
Library workshops, classes and tutorials help me with my learning and research needs	0.16	19	5.49	26
I am informed about Library services	0.14	20	5.67	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.13	21	6.08	11
Library/Ask Me desk staff provide accurate answers to my enquiries	0.09	22	6.24	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.09	23	6.11	7
Face-to-face enquiry services meet my needs	0.09	24	6.28	3
I can get help from library/Ask Me desk staff when I need it	0.08	25	6.29	1
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	26	5.87	20

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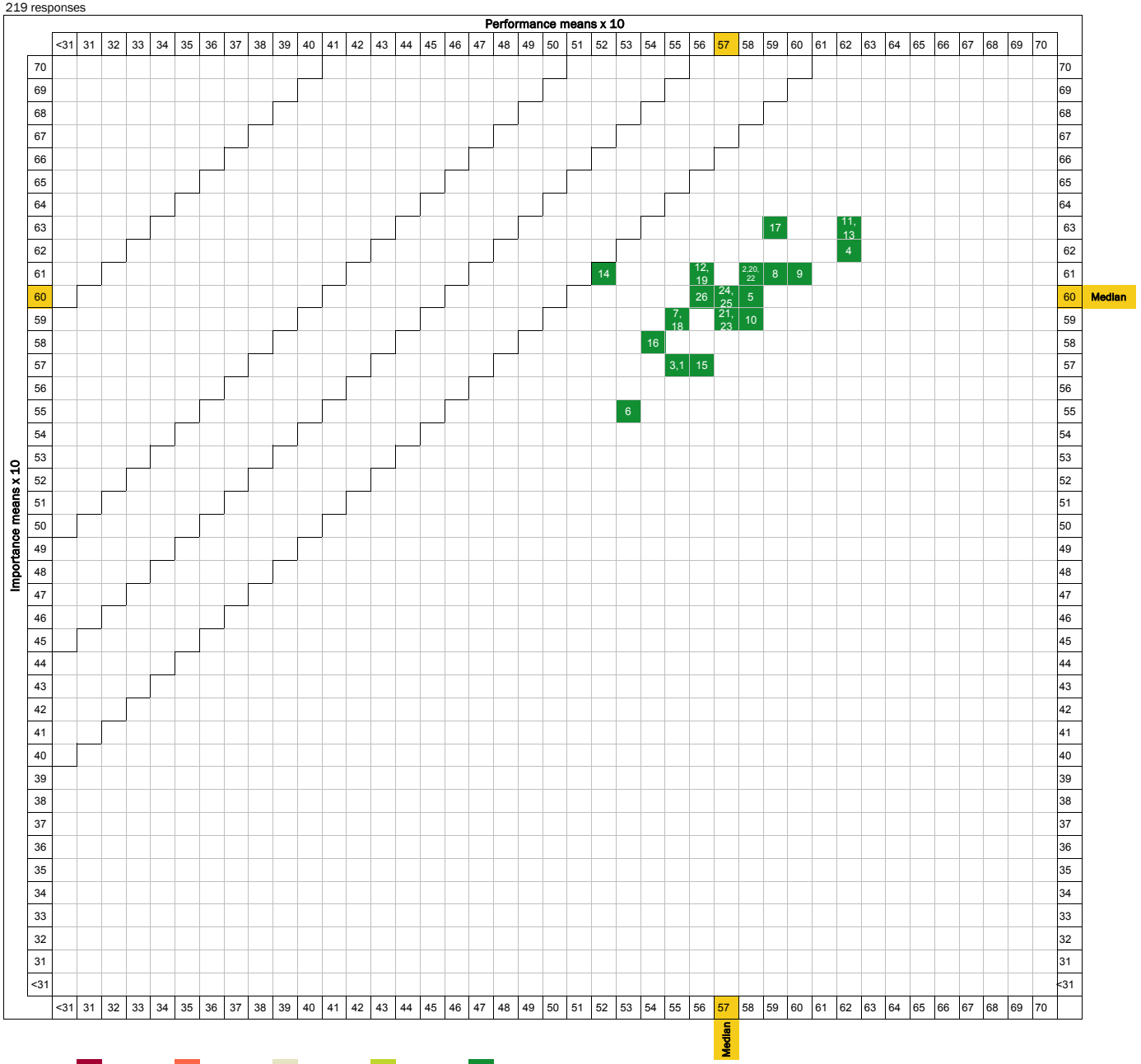
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Architecture / Landscape

219 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Bridging Education / Bridgepoint

61 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.65	I can get help from library/Ask Me desk staff when I need it	6.47	Library signage is clear	5.73	I can find a quiet place in the Library to study when I need to	0.58
Printing, scanning and photocopying facilities in the Library meet my needs	6.57	Printing, scanning and photocopying facilities in the Library meet my needs	6.41	I can find a quiet place in the Library to study when I need to	5.88	I can get wireless access in the Library when I need to	0.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.50	I can get wireless access in the Library when I need to	6.37	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	The items I'm looking for on the library shelves are usually there	0.27
I can get help from library/Ask Me desk staff when I need it	6.47	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	I am informed about Library services	5.89	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27
I can find a quiet place in the Library to study when I need to	6.45	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.30	The items I'm looking for on the library shelves are usually there	5.90	The Library anticipates my learning and research needs	0.26
Library/Ask Me desk staff provide accurate answers to my enquiries	6.37	Books and articles I have requested from other libraries and campuses are delivered promptly	6.28	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.96	Library workshops, classes and tutorials help me with my learning and research needs	0.26
Course specific resources (online and in the reserve collection) meet my learning needs	6.37	Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	I can find a place in the Library to work in a group when I need to	5.96	Library signage is clear	0.25
Access to Library information resources has helped me to be successful at Unitec	6.35	Face-to-face enquiry services meet my needs	6.20	Library workshops, classes and tutorials help me with my learning and research needs	5.98	The Library web site provides useful information	0.23
The Library search facilities enable me to find relevant library resources quickly	6.35	Course specific resources (online and in the reserve collection) meet my learning needs	6.20	The Library anticipates my learning and research needs	6.02	I can find a place in the Library to work in a group when I need to	0.22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.32	Opening hours meet my needs	6.18	The Library web site provides useful information	6.03	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Bridging Education / Bridgepoint

61 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.65	1	6.37	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.57	2	6.41	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.50	3	6.32	4
I can get help from library/Ask Me desk staff when I need it	6.47	4	6.47	1
I can find a quiet place in the Library to study when I need to	6.45	5	5.88	25
Library/Ask Me desk staff provide accurate answers to my enquiries	6.37	6	6.22	7
Course specific resources (online and in the reserve collection) meet my learning needs	6.37	7	6.20	9
Access to Library information resources has helped me to be successful at Unitec	6.35	8	6.15	12
The Library search facilities enable me to find relevant library resources quickly	6.35	8	6.17	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.32	10	6.05	16
Books and articles I have requested from other libraries and campuses are delivered promptly	6.31	11	6.28	6
The Library anticipates my learning and research needs	6.28	12	6.02	18
The Library web site provides useful information	6.26	13	6.03	17
Library workshops, classes and tutorials help me with my learning and research needs	6.24	14	5.98	19
When I am away from campus I can access the Library resources and services I need	6.23	15	6.15	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.23	16	6.06	15
Opening hours meet my needs	6.23	17	6.18	10
Face-to-face enquiry services meet my needs	6.22	18	6.20	8
A computer is available when I need one	6.20	19	6.09	14
I can find a place in the Library to work in a group when I need to	6.19	20	5.96	20
The items I'm looking for on the library shelves are usually there	6.17	21	5.90	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.16	22	6.30	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	23	5.88	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.02	24	5.96	21
I am informed about Library services	6.00	25	5.89	23
Library signage is clear	5.98	26	5.73	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Bridging Education / Bridgepoint

61 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.47	1	6.47	4
Printing, scanning and photocopying facilities in the Library meet my needs	6.41	2	6.57	2
I can get wireless access in the Library when I need to	6.37	3	6.65	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	4	6.50	3
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.30	5	6.16	22
Books and articles I have requested from other libraries and campuses are delivered promptly	6.28	6	6.31	11
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	7	6.37	6
Face-to-face enquiry services meet my needs	6.20	8	6.22	18
Course specific resources (online and in the reserve collection) meet my learning needs	6.20	9	6.37	7
Opening hours meet my needs	6.18	10	6.23	17
The Library search facilities enable me to find relevant library resources quickly	6.17	11	6.35	8
Access to Library information resources has helped me to be successful at Unitec	6.15	12	6.35	8
When I am away from campus I can access the Library resources and services I need	6.15	13	6.23	15
A computer is available when I need one	6.09	14	6.20	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.06	15	6.23	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.05	16	6.32	10
The Library web site provides useful information	6.03	17	6.26	13
The Library anticipates my learning and research needs	6.02	18	6.28	12
Library workshops, classes and tutorials help me with my learning and research needs	5.98	19	6.24	14
I can find a place in the Library to work in a group when I need to	5.96	20	6.19	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.96	21	6.02	24
The items I'm looking for on the library shelves are usually there	5.90	22	6.17	21
I am informed about Library services	5.89	23	6.00	25
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	24	6.08	23
I can find a quiet place in the Library to study when I need to	5.88	25	6.45	5
Library signage is clear	5.73	26	5.98	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Bridging Education / Bridgepoint

61 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.58	1	6.45	5
I can get wireless access in the Library when I need to	0.28	2	6.65	1
The items I'm looking for on the library shelves are usually there	0.27	3	6.17	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27	4	6.32	10
The Library anticipates my learning and research needs	0.26	5	6.28	12
Library workshops, classes and tutorials help me with my learning and research needs	0.26	6	6.24	14
Library signage is clear	0.25	7	5.98	26
The Library web site provides useful information	0.23	8	6.26	13
I can find a place in the Library to work in a group when I need to	0.22	9	6.19	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.20	10	6.08	23
Access to Library information resources has helped me to be successful at Unitec	0.20	11	6.35	8
The Library search facilities enable me to find relevant library resources quickly	0.18	12	6.35	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.18	13	6.50	3
Course specific resources (online and in the reserve collection) meet my learning needs	0.17	14	6.37	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.17	15	6.23	16
Printing, scanning and photocopying facilities in the Library meet my needs	0.16	16	6.57	2
Library/Ask Me desk staff provide accurate answers to my enquiries	0.15	17	6.37	6
I am informed about Library services	0.11	18	6.00	25
A computer is available when I need one	0.10	19	6.20	19
When I am away from campus I can access the Library resources and services I need	0.08	20	6.23	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.06	21	6.02	24
Opening hours meet my needs	0.04	22	6.23	17
Books and articles I have requested from other libraries and campuses are delivered promptly	0.03	23	6.31	11
Face-to-face enquiry services meet my needs	0.02	24	6.22	18
I can get help from library/Ask Me desk staff when I need it	0.00	25	6.47	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.15	26	6.16	22

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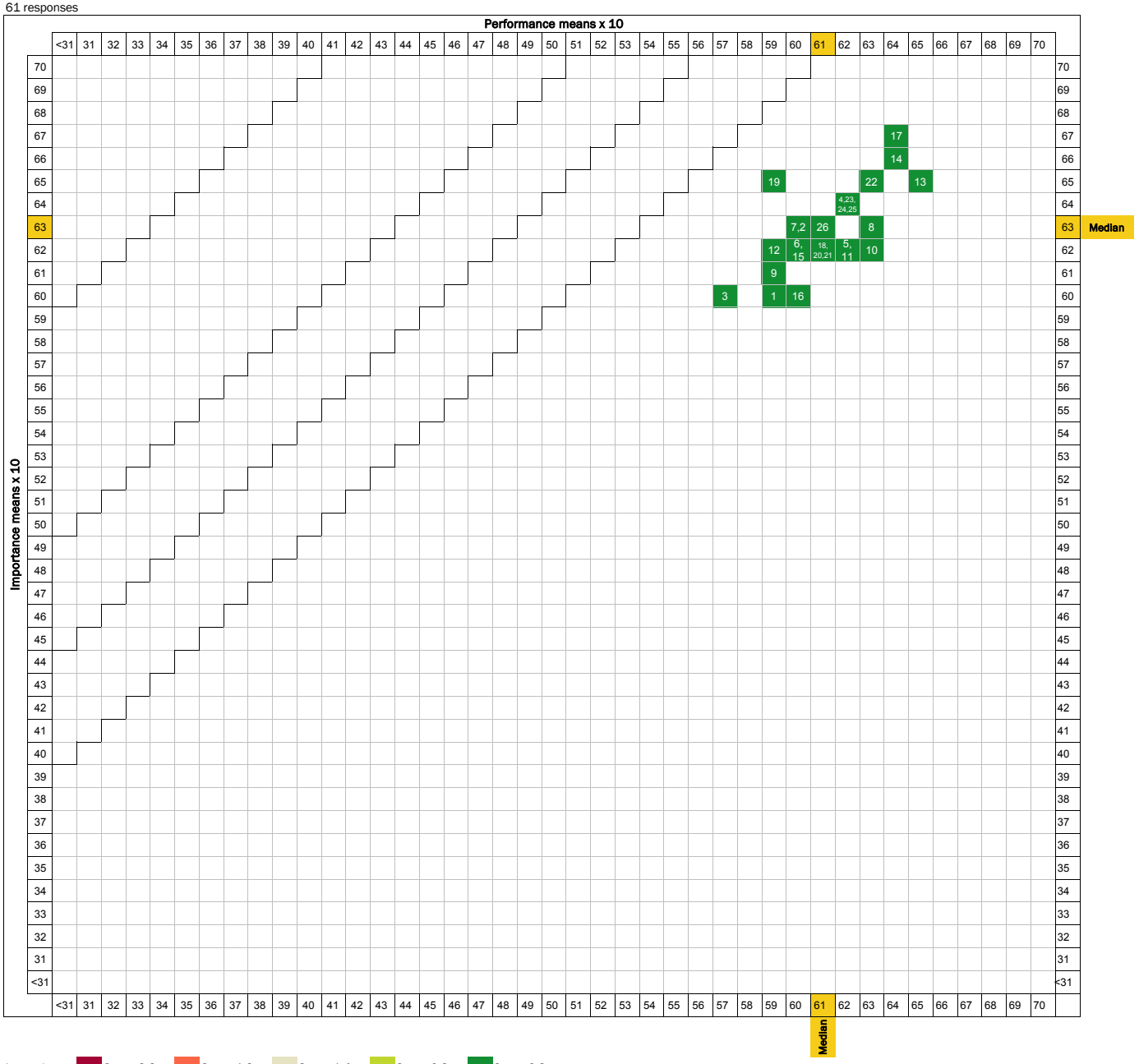
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Bridging Education / Bridgepoint

61 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Building Construct. & Services including Plumbing

258 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.24	I can get help from library/Ask Me desk staff when I need it	6.12	I can find a quiet place in the Library to study when I need to	5.31	I can find a quiet place in the Library to study when I need to	0.67
I can get help from library/Ask Me desk staff when I need it	6.23	Face-to-face enquiry services meet my needs	5.98	I am informed about Library services	5.34	I can find a place in the Library to work in a group when I need to	0.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	I can get wireless access in the Library when I need to	5.90	The Library anticipates my learning and research needs	5.41	Opening hours meet my needs	0.41
Face-to-face enquiry services meet my needs	6.09	When I am away from campus I can access the Library resources and services I need	5.90	Library workshops, classes and tutorials help me with my learning and research needs	5.41	Printing, scanning and photocopying facilities in the Library meet my needs	0.37
When I am away from campus I can access the Library resources and services I need	6.06	Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	Library signage is clear	5.48	I can get wireless access in the Library when I need to	0.33
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.52	The Library web site provides useful information	0.27
I can find a place in the Library to work in a group when I need to	6.06	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	I can find a place in the Library to work in a group when I need to	5.52	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	Opening hours meet my needs	5.52	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.01	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	The items I'm looking for on the library shelves are usually there	5.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	Course specific resources (online and in the reserve collection) meet my learning needs	5.75	Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	Library workshops, classes and tutorials help me with my learning and research needs	0.21

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Building Construct. & Services including Plumbing

258 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.24	1	5.90	3
I can get help from library/Ask Me desk staff when I need it	6.23	2	6.12	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	3	5.74	12
Face-to-face enquiry services meet my needs	6.09	4	5.98	2
When I am away from campus I can access the Library resources and services I need	6.06	5	5.90	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	6	5.86	5
I can find a place in the Library to work in a group when I need to	6.06	7	5.52	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	8	5.82	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.01	9	5.75	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	10	5.76	9
I can find a quiet place in the Library to study when I need to	5.98	11	5.31	26
The Library web site provides useful information	5.98	12	5.70	15
Opening hours meet my needs	5.94	13	5.52	19
Course specific resources (online and in the reserve collection) meet my learning needs	5.94	14	5.75	10
A computer is available when I need one	5.87	15	5.71	14
Access to Library information resources has helped me to be successful at Unitec	5.84	16	5.71	13
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.81	17	5.80	8
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.80	18	5.83	6
The Library search facilities enable me to find relevant library resources quickly	5.80	19	5.62	16
The items I'm looking for on the library shelves are usually there	5.76	20	5.55	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	21	5.52	21
Library signage is clear	5.64	22	5.48	22
Library workshops, classes and tutorials help me with my learning and research needs	5.63	23	5.41	23
Books and articles I have requested from other libraries and campuses are delivered promptly	5.61	24	5.60	17
The Library anticipates my learning and research needs	5.60	25	5.41	24
I am informed about Library services	5.49	26	5.34	25

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Building Construct. & Services including Plumbing

258 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.12	1	6.23	2
Face-to-face enquiry services meet my needs	5.98	2	6.09	4
I can get wireless access in the Library when I need to	5.90	3	6.24	1
When I am away from campus I can access the Library resources and services I need	5.90	4	6.06	5
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	5	6.06	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	6	5.80	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	7	6.04	8
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	8	5.81	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	9	6.00	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.75	10	5.94	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.75	11	6.01	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.74	12	6.11	3
Access to Library information resources has helped me to be successful at Unitec	5.71	13	5.84	16
A computer is available when I need one	5.71	14	5.87	15
The Library web site provides useful information	5.70	15	5.98	12
The Library search facilities enable me to find relevant library resources quickly	5.62	16	5.80	19
Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	17	5.61	24
The items I'm looking for on the library shelves are usually there	5.55	18	5.76	20
Opening hours meet my needs	5.52	19	5.94	13
I can find a place in the Library to work in a group when I need to	5.52	20	6.06	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.52	21	5.65	21
Library signage is clear	5.48	22	5.64	22
Library workshops, classes and tutorials help me with my learning and research needs	5.41	23	5.63	23
The Library anticipates my learning and research needs	5.41	24	5.60	25
I am informed about Library services	5.34	25	5.49	26
I can find a quiet place in the Library to study when I need to	5.31	26	5.98	11

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Building Construct. & Services including Plumbing

258 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.67	1	5.98	11
I can find a place in the Library to work in a group when I need to	0.53	2	6.06	7
Opening hours meet my needs	0.41	3	5.94	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.37	4	6.11	3
I can get wireless access in the Library when I need to	0.33	5	6.24	1
The Library web site provides useful information	0.27	6	5.98	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27	7	6.01	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.23	8	6.00	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.22	9	6.04	8
Library workshops, classes and tutorials help me with my learning and research needs	0.21	10	5.63	23
The items I'm looking for on the library shelves are usually there	0.21	11	5.76	20
Library/Ask Me desk staff provide accurate answers to my enquiries	0.20	12	6.06	6
The Library anticipates my learning and research needs	0.20	13	5.60	25
Course specific resources (online and in the reserve collection) meet my learning needs	0.19	14	5.94	14
The Library search facilities enable me to find relevant library resources quickly	0.18	15	5.80	19
A computer is available when I need one	0.16	16	5.87	15
When I am away from campus I can access the Library resources and services I need	0.16	17	6.06	5
Library signage is clear	0.16	18	5.64	22
I am informed about Library services	0.15	19	5.49	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.13	20	5.65	21
Access to Library information resources has helped me to be successful at Unitec	0.13	21	5.84	16
I can get help from library/Ask Me desk staff when I need it	0.11	22	6.23	2
Face-to-face enquiry services meet my needs	0.10	23	6.09	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.00	24	5.81	17
Books and articles I have requested from other libraries and campuses are delivered promptly	0.00	25	5.61	24
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.02	26	5.80	18

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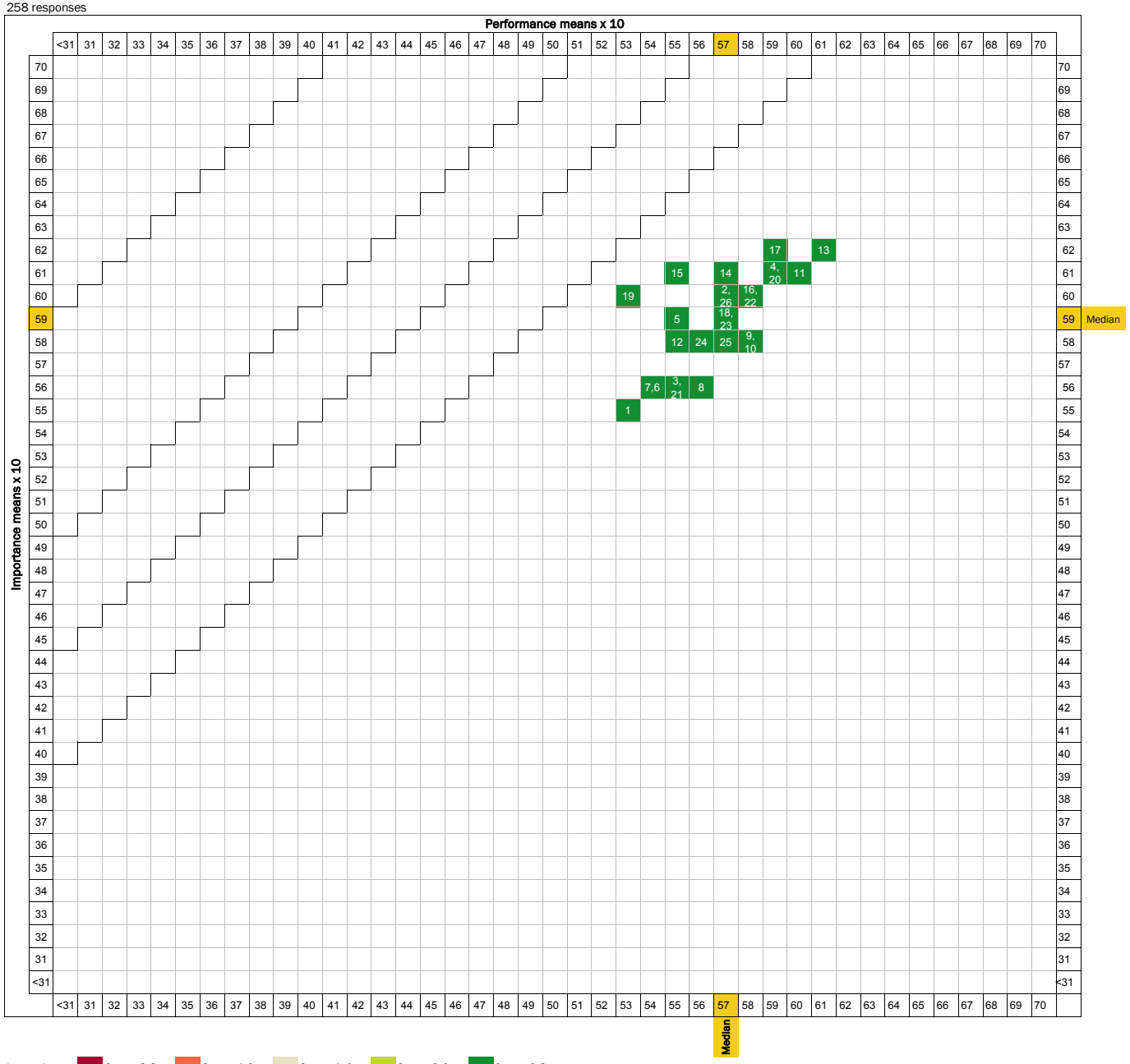
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Building Construct. & Services including Plumbing

258 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Business Practice

137 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.50	I can get wireless access in the Library when I need to	6.15	The items I'm looking for on the library shelves are usually there	5.33	I can find a quiet place in the Library to study when I need to	0.86
Library/Ask Me desk staff provide accurate answers to my enquiries	6.46	I can get help from library/Ask Me desk staff when I need it	6.14	I can find a quiet place in the Library to study when I need to	5.50	I can find a place in the Library to work in a group when I need to	0.60
I can find a quiet place in the Library to study when I need to	6.37	Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	I can find a place in the Library to work in a group when I need to	5.59	The items I'm looking for on the library shelves are usually there	0.56
I can get help from library/Ask Me desk staff when I need it	6.34	Face-to-face enquiry services meet my needs	6.07	Course specific resources (online and in the reserve collection) meet my learning needs	5.61	The Library search facilities enable me to find relevant library resources quickly	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	The Library anticipates my learning and research needs	5.63	Course specific resources (online and in the reserve collection) meet my learning needs	0.51
Printing, scanning and photocopying facilities in the Library meet my needs	6.32	A computer is available when I need one	5.97	The Library search facilities enable me to find relevant library resources quickly	5.65	Access to Library information resources has helped me to be successful at Unitec	0.49
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	Printing, scanning and photocopying facilities in the Library meet my needs	5.92	Books and articles I have requested from other libraries and campuses are delivered promptly	5.67	Library workshops, classes and tutorials help me with my learning and research needs	0.48
Opening hours meet my needs	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47
A computer is available when I need one	6.26	The Library web site provides useful information	5.89	I am informed about Library services	5.70	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43
Face-to-face enquiry services meet my needs	6.24	When I am away from campus I can access the Library resources and services I need	5.89	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.71	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Business Practice

137 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.50	1	6.15	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.46	2	6.12	3
I can find a quiet place in the Library to study when I need to	6.37	3	5.50	25
I can get help from library/Ask Me desk staff when I need it	6.34	4	6.14	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34	5	5.92	8
Printing, scanning and photocopying facilities in the Library meet my needs	6.32	6	5.92	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	7	5.87	11
Opening hours meet my needs	6.27	8	5.86	12
A computer is available when I need one	6.26	9	5.97	6
Face-to-face enquiry services meet my needs	6.24	10	6.07	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.24	11	6.03	5
Access to Library information resources has helped me to be successful at Unitec	6.23	12	5.74	15
When I am away from campus I can access the Library resources and services I need	6.23	13	5.89	10
Library workshops, classes and tutorials help me with my learning and research needs	6.19	14	5.72	16
I can find a place in the Library to work in a group when I need to	6.19	15	5.59	24
The Library web site provides useful information	6.18	16	5.89	9
The Library search facilities enable me to find relevant library resources quickly	6.18	17	5.65	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.16	18	5.69	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.15	19	5.83	13
Course specific resources (online and in the reserve collection) meet my learning needs	6.13	20	5.61	23
Books and articles I have requested from other libraries and campuses are delivered promptly	6.09	21	5.67	20
I am informed about Library services	6.08	22	5.70	18
Library signage is clear	6.06	23	5.76	14
The Library anticipates my learning and research needs	6.05	24	5.63	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.93	25	5.71	17
The items I'm looking for on the library shelves are usually there	5.89	26	5.33	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Business Practice

137 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.15	1	6.50	1
I can get help from library/Ask Me desk staff when I need it	6.14	2	6.34	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	3	6.46	2
Face-to-face enquiry services meet my needs	6.07	4	6.24	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	5	6.24	11
A computer is available when I need one	5.97	6	6.26	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.92	7	6.32	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	8	6.34	5
The Library web site provides useful information	5.89	9	6.18	16
When I am away from campus I can access the Library resources and services I need	5.89	10	6.23	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.87	11	6.30	7
Opening hours meet my needs	5.86	12	6.27	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.83	13	6.15	19
Library signage is clear	5.76	14	6.06	23
Access to Library information resources has helped me to be successful at Unitec	5.74	15	6.23	12
Library workshops, classes and tutorials help me with my learning and research needs	5.72	16	6.19	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.71	17	5.93	25
I am informed about Library services	5.70	18	6.08	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	19	6.16	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.67	20	6.09	21
The Library search facilities enable me to find relevant library resources quickly	5.65	21	6.18	17
The Library anticipates my learning and research needs	5.63	22	6.05	24
Course specific resources (online and in the reserve collection) meet my learning needs	5.61	23	6.13	20
I can find a place in the Library to work in a group when I need to	5.59	24	6.19	15
I can find a quiet place in the Library to study when I need to	5.50	25	6.37	3
The items I'm looking for on the library shelves are usually there	5.33	26	5.89	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Business Practice

137 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.86	1	6.37	3
I can find a place in the Library to work in a group when I need to	0.60	2	6.19	15
The items I'm looking for on the library shelves are usually there	0.56	3	5.89	26
The Library search facilities enable me to find relevant library resources quickly	0.53	4	6.18	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.51	5	6.13	20
Access to Library information resources has helped me to be successful at Unitec	0.49	6	6.23	12
Library workshops, classes and tutorials help me with my learning and research needs	0.48	7	6.19	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.47	8	6.16	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.43	9	6.30	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42	10	6.34	5
The Library anticipates my learning and research needs	0.42	11	6.05	24
Books and articles I have requested from other libraries and campuses are delivered promptly	0.42	12	6.09	21
Opening hours meet my needs	0.41	13	6.27	8
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	14	6.32	6
I am informed about Library services	0.39	15	6.08	22
I can get wireless access in the Library when I need to	0.35	16	6.50	1
Library/Ask Me desk staff provide accurate answers to my enquiries	0.34	17	6.46	2
When I am away from campus I can access the Library resources and services I need	0.34	18	6.23	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32	19	6.15	19
Library signage is clear	0.30	20	6.06	23
A computer is available when I need one	0.29	21	6.26	9
The Library web site provides useful information	0.28	22	6.18	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.22	23	5.93	25
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.21	24	6.24	11
I can get help from library/Ask Me desk staff when I need it	0.20	25	6.34	4
Face-to-face enquiry services meet my needs	0.17	26	6.24	10

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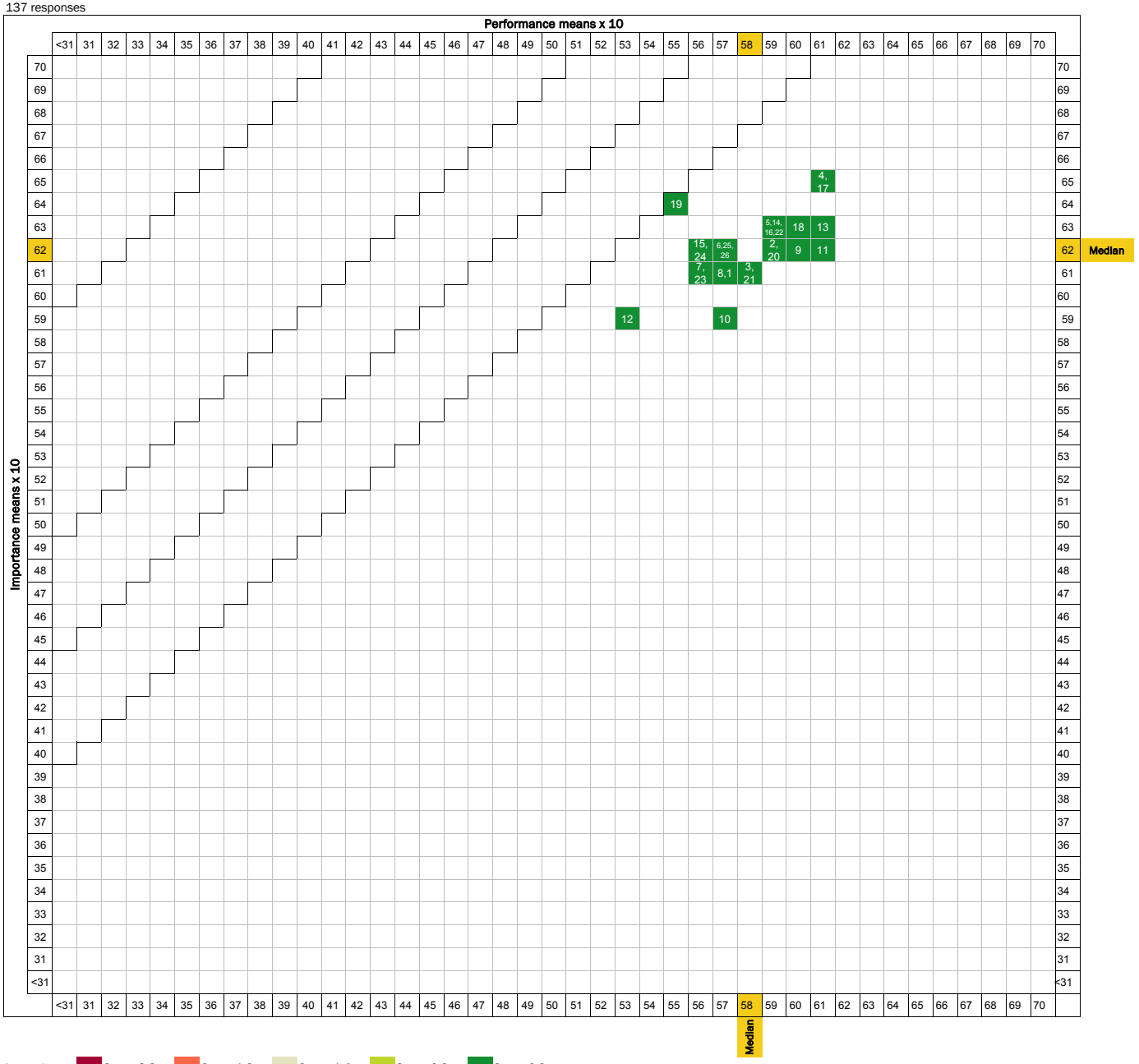
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Business Practice

137 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Community Development

24 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can find a place in the Library to work in a group when I need to	6.68	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.25	Printing, scanning and photocopying facilities in the Library meet my needs	5.28	I can find a quiet place in the Library to study when I need to	1.05
When I am away from campus I can access the Library resources and services I need	6.60	Books and articles I have requested from other libraries and campuses are delivered promptly	6.17	Library signage is clear	5.32	I can find a place in the Library to work in a group when I need to	1.00
I can find a quiet place in the Library to study when I need to	6.53	Face-to-face enquiry services meet my needs	6.14	I can find a quiet place in the Library to study when I need to	5.47	Printing, scanning and photocopying facilities in the Library meet my needs	0.94
I can get wireless access in the Library when I need to	6.50	When I am away from campus I can access the Library resources and services I need	6.10	I am informed about Library services	5.59	The items I'm looking for on the library shelves are usually there	0.80
Books and articles I have requested from other libraries and campuses are delivered promptly	6.50	Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	The items I'm looking for on the library shelves are usually there	5.65	Library signage is clear	0.68
The items I'm looking for on the library shelves are usually there	6.45	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.00	I can find a place in the Library to work in a group when I need to	5.68	I can get wireless access in the Library when I need to	0.65
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.44	I can get help from library/Ask Me desk staff when I need it	5.95	The Library web site provides useful information	5.70	The Library web site provides useful information	0.62
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.39	The Library search facilities enable me to find relevant library resources quickly	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.61
Library/Ask Me desk staff provide accurate answers to my enquiries	6.33	Library workshops, classes and tutorials help me with my learning and research needs	5.95	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.78	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.61
The Library web site provides useful information	6.32	A computer is available when I need one	5.94	Course specific resources (online and in the reserve collection) meet my learning needs	5.79	Course specific resources (online and in the reserve collection) meet my learning needs	0.53

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Community Development

24 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	6.68	1	5.68	21
When I am away from campus I can access the Library resources and services I need	6.60	2	6.10	4
I can find a quiet place in the Library to study when I need to	6.53	3	5.47	24
I can get wireless access in the Library when I need to	6.50	4	5.85	12
Books and articles I have requested from other libraries and campuses are delivered promptly	6.50	4	6.17	2
The items I'm looking for on the library shelves are usually there	6.45	6	5.65	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.44	7	5.83	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.39	8	5.78	18
Library/Ask Me desk staff provide accurate answers to my enquiries	6.33	9	6.05	5
The Library web site provides useful information	6.32	10	5.70	19
Course specific resources (online and in the reserve collection) meet my learning needs	6.32	10	5.79	17
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.32	10	6.25	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.30	13	5.90	11
The Library search facilities enable me to find relevant library resources quickly	6.30	13	5.95	8
Access to Library information resources has helped me to be successful at Unitec	6.29	15	5.83	14
I can get help from library/Ask Me desk staff when I need it	6.29	16	5.95	7
A computer is available when I need one	6.27	17	5.94	10
The Library anticipates my learning and research needs	6.25	18	5.85	12
Face-to-face enquiry services meet my needs	6.25	18	6.14	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.22	20	5.28	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.17	21	6.00	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.15	22	5.70	19
Opening hours meet my needs	6.14	23	5.81	16
Library workshops, classes and tutorials help me with my learning and research needs	6.10	24	5.95	9
Library signage is clear	6.00	25	5.32	25
I am informed about Library services	5.81	26	5.59	23

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Community Development

24 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.25	1	6.32	10
Books and articles I have requested from other libraries and campuses are delivered promptly	6.17	2	6.50	4
Face-to-face enquiry services meet my needs	6.14	3	6.25	18
When I am away from campus I can access the Library resources and services I need	6.10	4	6.60	2
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	5	6.33	9
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.00	6	6.17	21
I can get help from library/Ask Me desk staff when I need it	5.95	7	6.29	16
The Library search facilities enable me to find relevant library resources quickly	5.95	8	6.30	13
Library workshops, classes and tutorials help me with my learning and research needs	5.95	9	6.10	24
A computer is available when I need one	5.94	10	6.27	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	11	6.30	13
The Library anticipates my learning and research needs	5.85	12	6.25	18
I can get wireless access in the Library when I need to	5.85	12	6.50	4
Access to Library information resources has helped me to be successful at Unitec	5.83	14	6.29	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.83	14	6.44	7
Opening hours meet my needs	5.81	16	6.14	23
Course specific resources (online and in the reserve collection) meet my learning needs	5.79	17	6.32	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.78	18	6.39	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	19	6.15	22
The Library web site provides useful information	5.70	19	6.32	10
I can find a place in the Library to work in a group when I need to	5.68	21	6.68	1
The items I'm looking for on the library shelves are usually there	5.65	22	6.45	6
I am informed about Library services	5.59	23	5.81	26
I can find a quiet place in the Library to study when I need to	5.47	24	6.53	3
Library signage is clear	5.32	25	6.00	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.28	26	6.22	20

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Community Development

24 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.05	1	6.53	3
I can find a place in the Library to work in a group when I need to	1.00	2	6.68	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.94	3	6.22	20
The items I'm looking for on the library shelves are usually there	0.80	4	6.45	6
Library signage is clear	0.68	5	6.00	25
I can get wireless access in the Library when I need to	0.65	6	6.50	4
The Library web site provides useful information	0.62	7	6.32	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.61	8	6.39	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.61	8	6.44	7
Course specific resources (online and in the reserve collection) meet my learning needs	0.53	10	6.32	10
When I am away from campus I can access the Library resources and services I need	0.50	11	6.60	2
Access to Library information resources has helped me to be successful at Unitec	0.46	12	6.29	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45	13	6.15	22
The Library anticipates my learning and research needs	0.40	14	6.25	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.40	15	6.30	13
The Library search facilities enable me to find relevant library resources quickly	0.35	16	6.30	13
Opening hours meet my needs	0.33	17	6.14	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.33	18	6.50	4
I can get help from library/Ask Me desk staff when I need it	0.33	19	6.29	16
A computer is available when I need one	0.33	20	6.27	17
Library/Ask Me desk staff provide accurate answers to my enquiries	0.29	21	6.33	9
I am informed about Library services	0.22	22	5.81	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.17	23	6.17	21
Library workshops, classes and tutorials help me with my learning and research needs	0.15	24	6.10	24
Face-to-face enquiry services meet my needs	0.11	25	6.25	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	26	6.32	10

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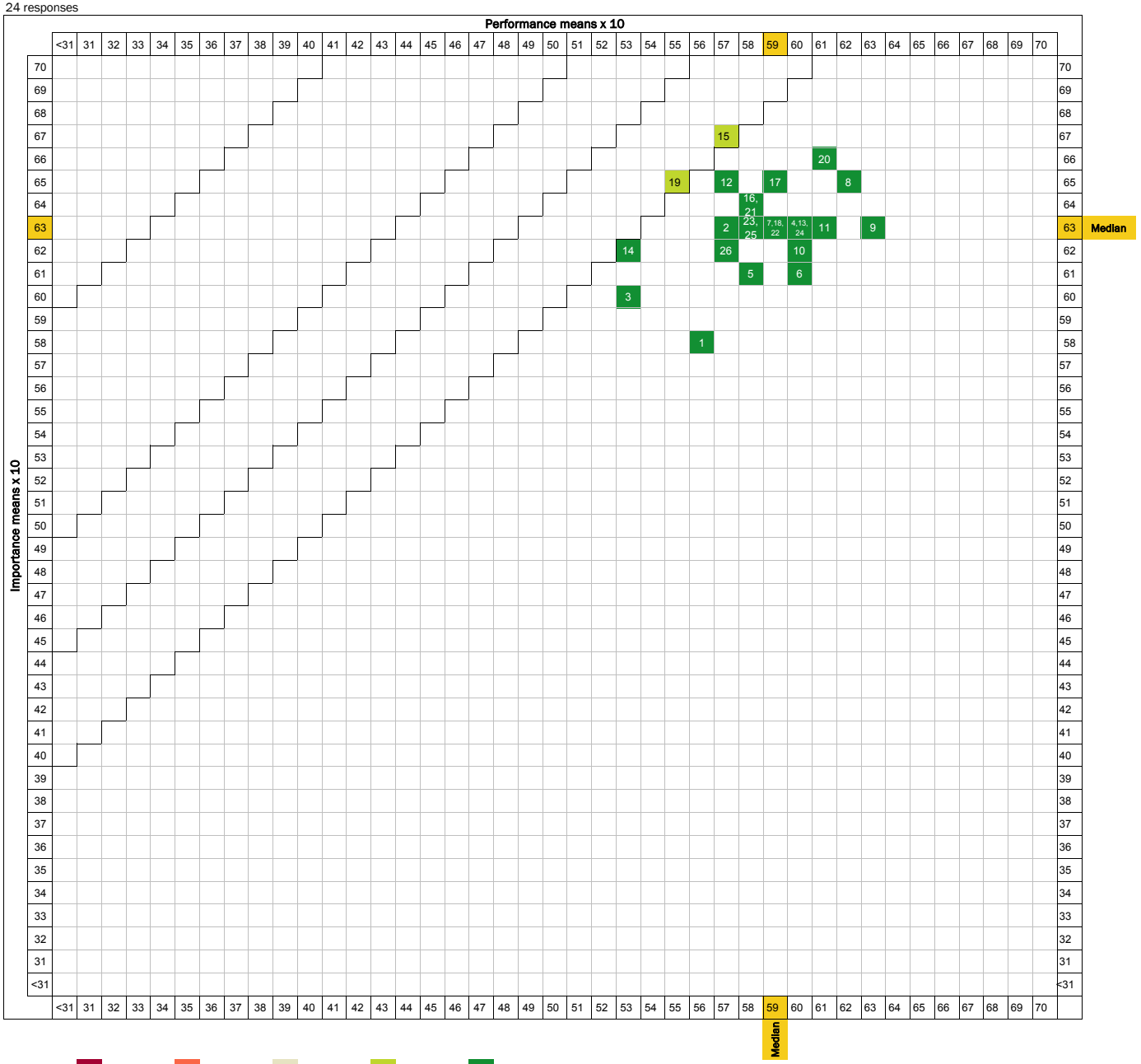
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Community Development

24 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Computer Science

146 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.43	I can get help from library/Ask Me desk staff when I need it	6.16	I can find a quiet place in the Library to study when I need to	5.39	I can find a quiet place in the Library to study when I need to	0.87
I can get help from library/Ask Me desk staff when I need it	6.28	I can get wireless access in the Library when I need to	6.14	I can find a place in the Library to work in a group when I need to	5.50	I can find a place in the Library to work in a group when I need to	0.73
Library/Ask Me desk staff provide accurate answers to my enquiries	6.26	Library/Ask Me desk staff provide accurate answers to my enquiries	6.09	The items I'm looking for on the library shelves are usually there	5.52	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42
I can find a quiet place in the Library to study when I need to	6.26	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	The Library anticipates my learning and research needs	5.53	Printing, scanning and photocopying facilities in the Library meet my needs	0.38
I can find a place in the Library to work in a group when I need to	6.23	Face-to-face enquiry services meet my needs	6.01	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.61	A computer is available when I need one	0.33
Printing, scanning and photocopying facilities in the Library meet my needs	6.18	Opening hours meet my needs	5.91	I am informed about Library services	5.67	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Opening hours meet my needs	6.14	When I am away from campus I can access the Library resources and services I need	5.90	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.69	I can get wireless access in the Library when I need to	0.30
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.10	The Library search facilities enable me to find relevant library resources quickly	5.88	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	Course specific resources (online and in the reserve collection) meet my learning needs	0.26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.72	The Library anticipates my learning and research needs	0.25
Course specific resources (online and in the reserve collection) meet my learning needs	6.09	Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	Library signage is clear	5.75	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.24

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Computer Science

146 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.43	1	6.14	2
I can get help from library/Ask Me desk staff when I need it	6.28	2	6.16	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.26	3	6.09	3
I can find a quiet place in the Library to study when I need to	6.26	4	5.39	26
I can find a place in the Library to work in a group when I need to	6.23	5	5.50	25
Printing, scanning and photocopying facilities in the Library meet my needs	6.18	6	5.80	14
Opening hours meet my needs	6.14	7	5.91	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.10	8	5.87	9
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.10	9	6.02	4
Course specific resources (online and in the reserve collection) meet my learning needs	6.09	10	5.83	12
A computer is available when I need one	6.09	11	5.76	16
Face-to-face enquiry services meet my needs	6.08	12	6.01	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.03	13	5.61	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	14	5.70	19
The Library web site provides useful information	5.99	15	5.79	15
When I am away from campus I can access the Library resources and services I need	5.91	16	5.90	7
The Library search facilities enable me to find relevant library resources quickly	5.88	17	5.88	8
Library signage is clear	5.86	18	5.75	17
Books and articles I have requested from other libraries and campuses are delivered promptly	5.86	19	5.85	10
Access to Library information resources has helped me to be successful at Unitec	5.85	20	5.84	11
Library workshops, classes and tutorials help me with my learning and research needs	5.85	21	5.81	13
The Library anticipates my learning and research needs	5.78	22	5.53	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	23	5.69	20
The items I'm looking for on the library shelves are usually there	5.70	24	5.52	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.69	25	5.72	18
I am informed about Library services	5.62	26	5.67	21

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Computer Science

146 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.16	1	6.28	2
I can get wireless access in the Library when I need to	6.14	2	6.43	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.09	3	6.26	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.02	4	6.10	9
Face-to-face enquiry services meet my needs	6.01	5	6.08	12
Opening hours meet my needs	5.91	6	6.14	7
When I am away from campus I can access the Library resources and services I need	5.90	7	5.91	16
The Library search facilities enable me to find relevant library resources quickly	5.88	8	5.88	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	9	6.10	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	10	5.86	19
Access to Library information resources has helped me to be successful at Unitec	5.84	11	5.85	20
Course specific resources (online and in the reserve collection) meet my learning needs	5.83	12	6.09	10
Library workshops, classes and tutorials help me with my learning and research needs	5.81	13	5.85	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.80	14	6.18	6
The Library web site provides useful information	5.79	15	5.99	15
A computer is available when I need one	5.76	16	6.09	11
Library signage is clear	5.75	17	5.86	18
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.72	18	5.69	25
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	19	6.03	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.69	20	5.73	23
I am informed about Library services	5.67	21	5.62	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.61	22	6.03	13
The Library anticipates my learning and research needs	5.53	23	5.78	22
The items I'm looking for on the library shelves are usually there	5.52	24	5.70	24
I can find a place in the Library to work in a group when I need to	5.50	25	6.23	5
I can find a quiet place in the Library to study when I need to	5.39	26	6.26	4

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Computer Science

146 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.87	1	6.26	4
I can find a place in the Library to work in a group when I need to	0.73	2	6.23	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.42	3	6.03	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.38	4	6.18	6
A computer is available when I need one	0.33	5	6.09	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	6	6.03	14
I can get wireless access in the Library when I need to	0.30	7	6.43	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.26	8	6.09	10
The Library anticipates my learning and research needs	0.25	9	5.78	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.24	10	6.10	8
Opening hours meet my needs	0.23	11	6.14	7
The Library web site provides useful information	0.20	12	5.99	15
The items I'm looking for on the library shelves are usually there	0.18	13	5.70	24
Library/Ask Me desk staff provide accurate answers to my enquiries	0.18	14	6.26	3
I can get help from library/Ask Me desk staff when I need it	0.11	15	6.28	2
Library signage is clear	0.11	16	5.86	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.08	17	6.10	9
Face-to-face enquiry services meet my needs	0.07	18	6.08	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.04	19	5.73	23
Library workshops, classes and tutorials help me with my learning and research needs	0.04	20	5.85	21
When I am away from campus I can access the Library resources and services I need	0.01	21	5.91	16
Books and articles I have requested from other libraries and campuses are delivered promptly	0.00	22	5.86	19
Access to Library information resources has helped me to be successful at Unitec	0.00	23	5.85	20
The Library search facilities enable me to find relevant library resources quickly	0.00	24	5.88	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.04	25	5.69	25
I am informed about Library services	-0.05	26	5.62	26

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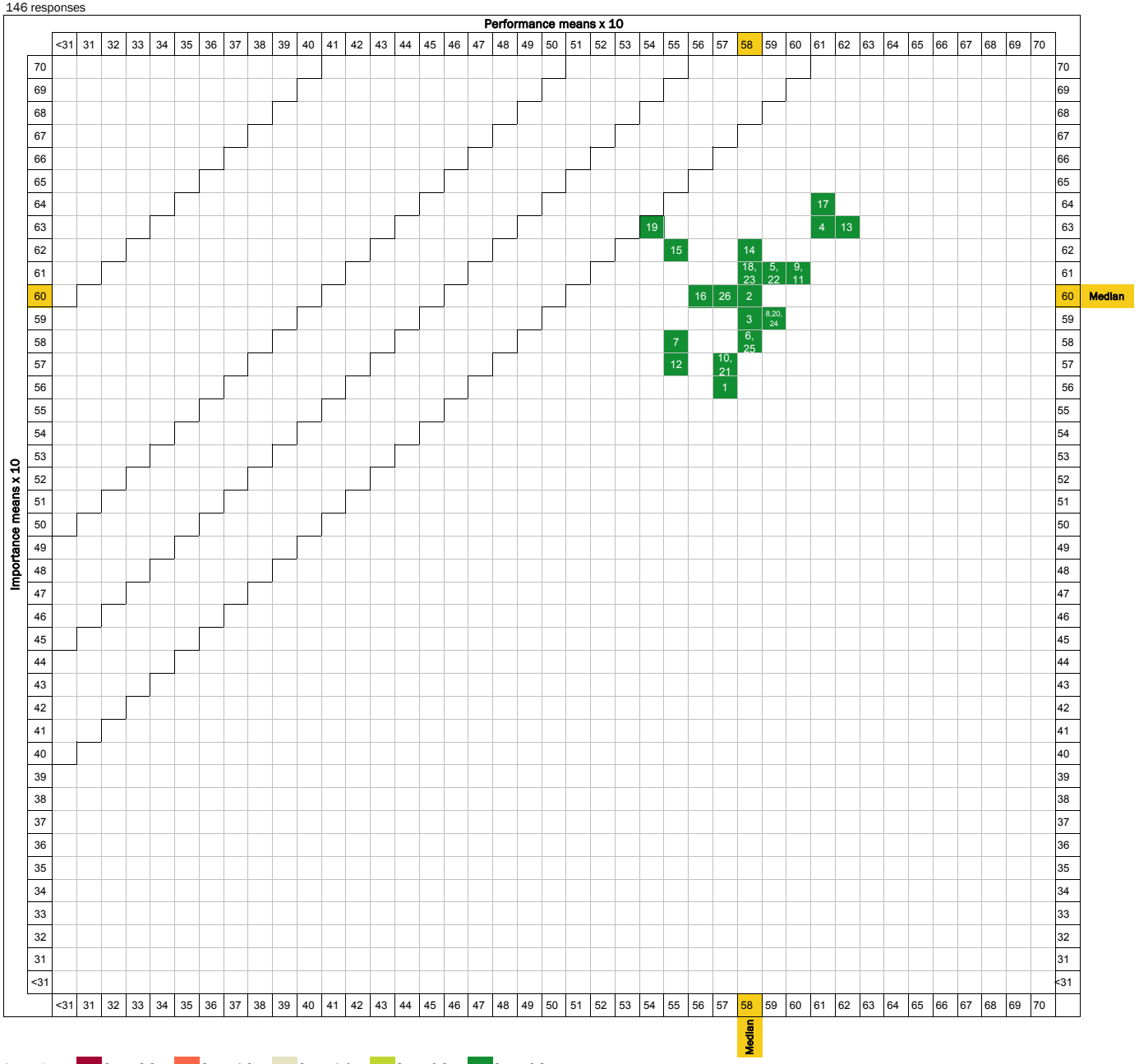
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Computer Science

146 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Creative Industries / Design

82 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	I am informed about Library services	5.35	Printing, scanning and photocopying facilities in the Library meet my needs	0.70
Library/Ask Me desk staff provide accurate answers to my enquiries	6.44	I can get help from library/Ask Me desk staff when I need it	6.17	The Library anticipates my learning and research needs	5.43	I am informed about Library services	0.49
I can get wireless access in the Library when I need to	6.33	Face-to-face enquiry services meet my needs	6.13	Library signage is clear	5.44	The Library web site provides useful information	0.40
Opening hours meet my needs	6.32	I can get wireless access in the Library when I need to	6.07	When I am away from campus I can access the Library resources and services I need	5.52	Library signage is clear	0.37
I can get help from library/Ask Me desk staff when I need it	6.29	Opening hours meet my needs	6.05	The Library web site provides useful information	5.53	I can find a quiet place in the Library to study when I need to	0.37
I can find a quiet place in the Library to study when I need to	6.22	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.97	Library workshops, classes and tutorials help me with my learning and research needs	5.58	I can find a place in the Library to work in a group when I need to	0.34
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.15	The items I'm looking for on the library shelves are usually there	5.95	Course specific resources (online and in the reserve collection) meet my learning needs	5.65	Course specific resources (online and in the reserve collection) meet my learning needs	0.29
The items I'm looking for on the library shelves are usually there	6.15	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.65	Opening hours meet my needs	0.27
Face-to-face enquiry services meet my needs	6.13	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.94	I can find a place in the Library to work in a group when I need to	5.69	I can get wireless access in the Library when I need to	0.26
The Library search facilities enable me to find relevant library resources quickly	6.05	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	When I am away from campus I can access the Library resources and services I need	0.26

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Creative Industries / Design

82 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	6.45	1	5.75	16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.44	2	6.20	1
I can get wireless access in the Library when I need to	6.33	3	6.07	4
Opening hours meet my needs	6.32	4	6.05	5
I can get help from library/Ask Me desk staff when I need it	6.29	5	6.17	2
I can find a quiet place in the Library to study when I need to	6.22	6	5.85	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.15	7	5.94	9
The items I'm looking for on the library shelves are usually there	6.15	8	5.95	7
Face-to-face enquiry services meet my needs	6.13	9	6.13	3
The Library search facilities enable me to find relevant library resources quickly	6.05	10	5.89	11
I can find a place in the Library to work in a group when I need to	6.03	11	5.69	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.99	12	5.90	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	12	5.94	8
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	14	5.97	6
Course specific resources (online and in the reserve collection) meet my learning needs	5.93	15	5.65	20
The Library web site provides useful information	5.93	16	5.53	22
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	17	5.65	19
Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	18	5.72	17
I am informed about Library services	5.84	19	5.35	26
Access to Library information resources has helped me to be successful at Unitec	5.82	20	5.79	15
Library signage is clear	5.82	21	5.44	24
A computer is available when I need one	5.80	22	5.82	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.78	23	5.82	14
When I am away from campus I can access the Library resources and services I need	5.77	24	5.52	23
The Library anticipates my learning and research needs	5.64	25	5.43	25
Library workshops, classes and tutorials help me with my learning and research needs	5.58	26	5.58	21

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Creative Industries / Design

82 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	1	6.44	2
I can get help from library/Ask Me desk staff when I need it	6.17	2	6.29	5
Face-to-face enquiry services meet my needs	6.13	3	6.13	9
I can get wireless access in the Library when I need to	6.07	4	6.33	3
Opening hours meet my needs	6.05	5	6.32	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.97	6	5.95	14
The items I'm looking for on the library shelves are usually there	5.95	7	6.15	8
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	8	5.99	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.94	9	6.15	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	10	5.99	12
The Library search facilities enable me to find relevant library resources quickly	5.89	11	6.05	10
I can find a quiet place in the Library to study when I need to	5.85	12	6.22	6
A computer is available when I need one	5.82	13	5.80	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.82	14	5.78	23
Access to Library information resources has helped me to be successful at Unitec	5.79	15	5.82	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	16	6.45	1
Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	17	5.85	18
I can find a place in the Library to work in a group when I need to	5.69	18	6.03	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.65	19	5.89	17
Course specific resources (online and in the reserve collection) meet my learning needs	5.65	20	5.93	15
Library workshops, classes and tutorials help me with my learning and research needs	5.58	21	5.58	26
The Library web site provides useful information	5.53	22	5.93	16
When I am away from campus I can access the Library resources and services I need	5.52	23	5.77	24
Library signage is clear	5.44	24	5.82	21
The Library anticipates my learning and research needs	5.43	25	5.64	25
I am informed about Library services	5.35	26	5.84	19

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Creative Industries / Design

82 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.70	1	6.45	1
I am informed about Library services	0.49	2	5.84	19
The Library web site provides useful information	0.40	3	5.93	16
Library signage is clear	0.37	4	5.82	21
I can find a quiet place in the Library to study when I need to	0.37	5	6.22	6
I can find a place in the Library to work in a group when I need to	0.34	6	6.03	11
Course specific resources (online and in the reserve collection) meet my learning needs	0.29	7	5.93	15
Opening hours meet my needs	0.27	8	6.32	4
I can get wireless access in the Library when I need to	0.26	9	6.33	3
When I am away from campus I can access the Library resources and services I need	0.26	10	5.77	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24	11	5.89	17
Library/Ask Me desk staff provide accurate answers to my enquiries	0.24	12	6.44	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.21	13	6.15	7
The Library anticipates my learning and research needs	0.21	14	5.64	25
The items I'm looking for on the library shelves are usually there	0.20	15	6.15	8
The Library search facilities enable me to find relevant library resources quickly	0.15	16	6.05	10
Books and articles I have requested from other libraries and campuses are delivered promptly	0.13	17	5.85	18
I can get help from library/Ask Me desk staff when I need it	0.12	18	6.29	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.09	19	5.99	12
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	20	5.99	12
Access to Library information resources has helped me to be successful at Unitec	0.03	21	5.82	20
Face-to-face enquiry services meet my needs	0.00	22	6.13	9
Library workshops, classes and tutorials help me with my learning and research needs	0.00	23	5.58	26
A computer is available when I need one	-0.02	24	5.80	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.02	25	5.95	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.03	26	5.78	23

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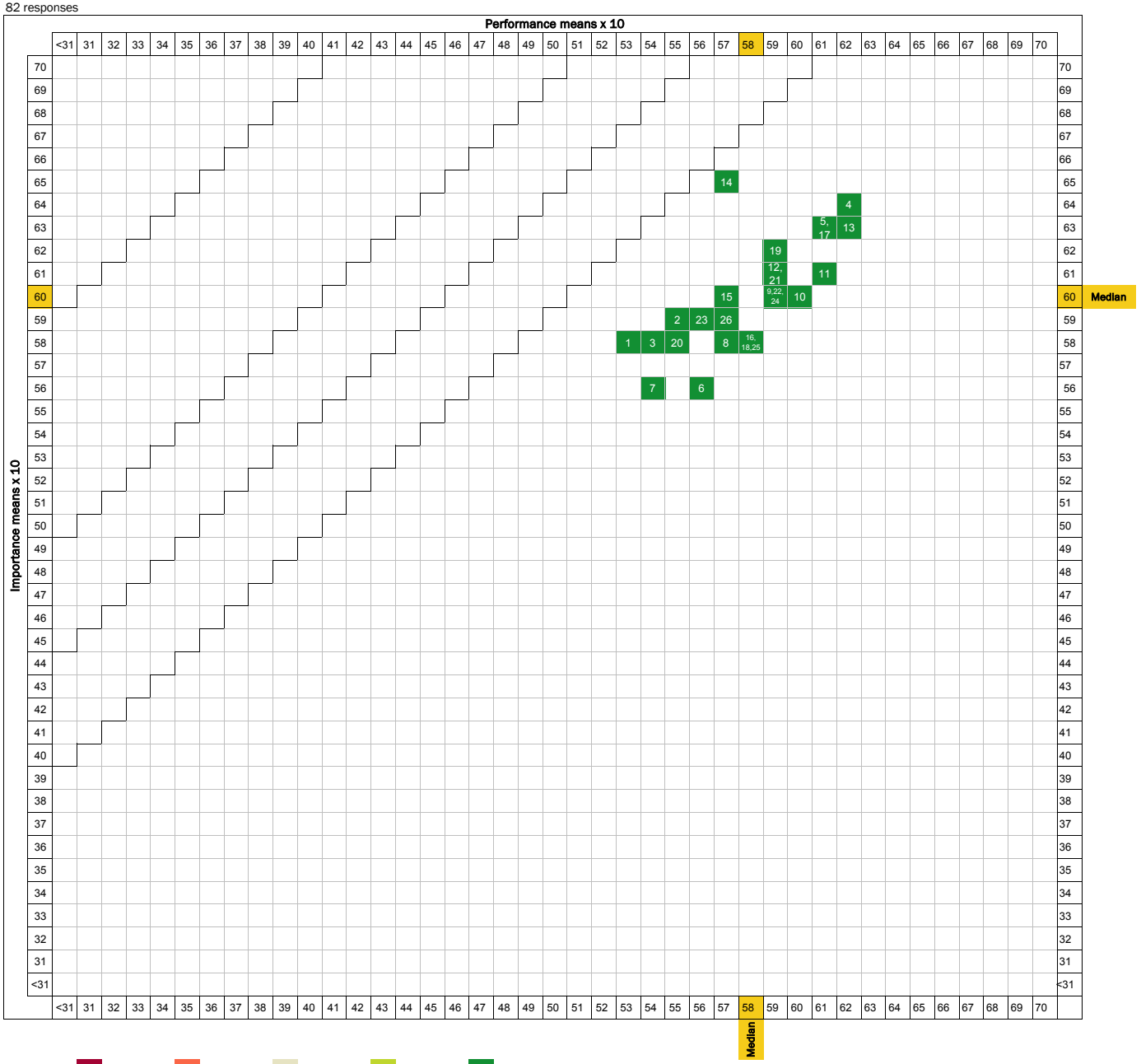
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Creative Industries / Design

82 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Engineering

203 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Printing, scanning and photocopying facilities in the Library meet my needs	6.33	I can get help from library/Ask Me desk staff when I need it	6.19	I am informed about Library services	5.52	I can find a quiet place in the Library to study when I need to	0.54
I can get wireless access in the Library when I need to	6.31	I can get wireless access in the Library when I need to	6.10	I can find a place in the Library to work in a group when I need to	5.53	I can find a place in the Library to work in a group when I need to	0.44
I can get help from library/Ask Me desk staff when I need it	6.22	When I am away from campus I can access the Library resources and services I need	6.08	I can find a quiet place in the Library to study when I need to	5.54	Opening hours meet my needs	0.41
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	Library/Ask Me desk staff provide accurate answers to my enquiries	6.08	Opening hours meet my needs	5.54	Printing, scanning and photocopying facilities in the Library meet my needs	0.31
When I am away from campus I can access the Library resources and services I need	6.12	Printing, scanning and photocopying facilities in the Library meet my needs	6.02	The items I'm looking for on the library shelves are usually there	5.57	The items I'm looking for on the library shelves are usually there	0.29
Face-to-face enquiry services meet my needs	6.11	Access to Library information resources has helped me to be successful at Unitec	6.01	A computer is available when I need one	5.59	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.26
I can find a quiet place in the Library to study when I need to	6.09	Face-to-face enquiry services meet my needs	5.98	The Library anticipates my learning and research needs	5.68	A computer is available when I need one	0.22
Access to Library information resources has helped me to be successful at Unitec	6.04	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.72	I can get wireless access in the Library when I need to	0.21
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.02	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.91	Library workshops, classes and tutorials help me with my learning and research needs	5.76	Course specific resources (online and in the reserve collection) meet my learning needs	0.16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	The Library search facilities enable me to find relevant library resources quickly	0.16

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Engineering

203 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	6.33	1	6.02	5
I can get wireless access in the Library when I need to	6.31	2	6.10	2
I can get help from library/Ask Me desk staff when I need it	6.22	3	6.19	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	4	6.08	4
When I am away from campus I can access the Library resources and services I need	6.12	5	6.08	3
Face-to-face enquiry services meet my needs	6.11	6	5.98	7
I can find a quiet place in the Library to study when I need to	6.09	7	5.54	24
Access to Library information resources has helped me to be successful at Unitec	6.04	8	6.01	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.02	9	5.76	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.02	10	5.91	9
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	11	5.98	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.98	12	5.87	10
I can find a place in the Library to work in a group when I need to	5.97	13	5.53	25
Opening hours meet my needs	5.96	14	5.54	23
Course specific resources (online and in the reserve collection) meet my learning needs	5.95	15	5.79	15
The Library search facilities enable me to find relevant library resources quickly	5.95	16	5.79	14
The Library web site provides useful information	5.93	17	5.78	16
Library workshops, classes and tutorials help me with my learning and research needs	5.88	18	5.76	18
The items I'm looking for on the library shelves are usually there	5.85	19	5.57	22
Books and articles I have requested from other libraries and campuses are delivered promptly	5.84	20	5.82	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	21	5.87	11
The Library anticipates my learning and research needs	5.81	22	5.68	20
A computer is available when I need one	5.81	23	5.59	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.79	24	5.72	19
Library signage is clear	5.74	25	5.82	13
I am informed about Library services	5.60	26	5.52	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Engineering

203 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.19	1	6.22	3
I can get wireless access in the Library when I need to	6.10	2	6.31	2
When I am away from campus I can access the Library resources and services I need	6.08	3	6.12	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.08	4	6.21	4
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	5	6.33	1
Access to Library information resources has helped me to be successful at Unitec	6.01	6	6.04	8
Face-to-face enquiry services meet my needs	5.98	7	6.11	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	8	5.99	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.91	9	6.02	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.87	10	5.98	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.87	11	5.82	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.82	12	5.84	20
Library signage is clear	5.82	13	5.74	25
The Library search facilities enable me to find relevant library resources quickly	5.79	14	5.95	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.79	15	5.95	15
The Library web site provides useful information	5.78	16	5.93	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	17	6.02	9
Library workshops, classes and tutorials help me with my learning and research needs	5.76	18	5.88	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.72	19	5.79	24
The Library anticipates my learning and research needs	5.68	20	5.81	22
A computer is available when I need one	5.59	21	5.81	23
The items I'm looking for on the library shelves are usually there	5.57	22	5.85	19
Opening hours meet my needs	5.54	23	5.96	14
I can find a quiet place in the Library to study when I need to	5.54	24	6.09	7
I can find a place in the Library to work in a group when I need to	5.53	25	5.97	13
I am informed about Library services	5.52	26	5.60	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Engineering

203 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.54	1	6.09	7
I can find a place in the Library to work in a group when I need to	0.44	2	5.97	13
Opening hours meet my needs	0.41	3	5.96	14
Printing, scanning and photocopying facilities in the Library meet my needs	0.31	4	6.33	1
The items I'm looking for on the library shelves are usually there	0.29	5	5.85	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.26	6	6.02	9
A computer is available when I need one	0.22	7	5.81	23
I can get wireless access in the Library when I need to	0.21	8	6.31	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.16	9	5.95	15
The Library search facilities enable me to find relevant library resources quickly	0.16	10	5.95	16
The Library web site provides useful information	0.15	11	5.93	17
Library/Ask Me desk staff provide accurate answers to my enquiries	0.14	12	6.21	4
The Library anticipates my learning and research needs	0.13	13	5.81	22
Face-to-face enquiry services meet my needs	0.12	14	6.11	6
Library workshops, classes and tutorials help me with my learning and research needs	0.12	15	5.88	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.12	16	5.98	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.10	17	6.02	10
I am informed about Library services	0.08	18	5.60	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.08	19	5.79	24
When I am away from campus I can access the Library resources and services I need	0.04	20	6.12	5
I can get help from library/Ask Me desk staff when I need it	0.04	21	6.22	3
Access to Library information resources has helped me to be successful at Unitec	0.02	22	6.04	8
Books and articles I have requested from other libraries and campuses are delivered promptly	0.02	23	5.84	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	24	5.99	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.04	25	5.82	21
Library signage is clear	-0.08	26	5.74	25

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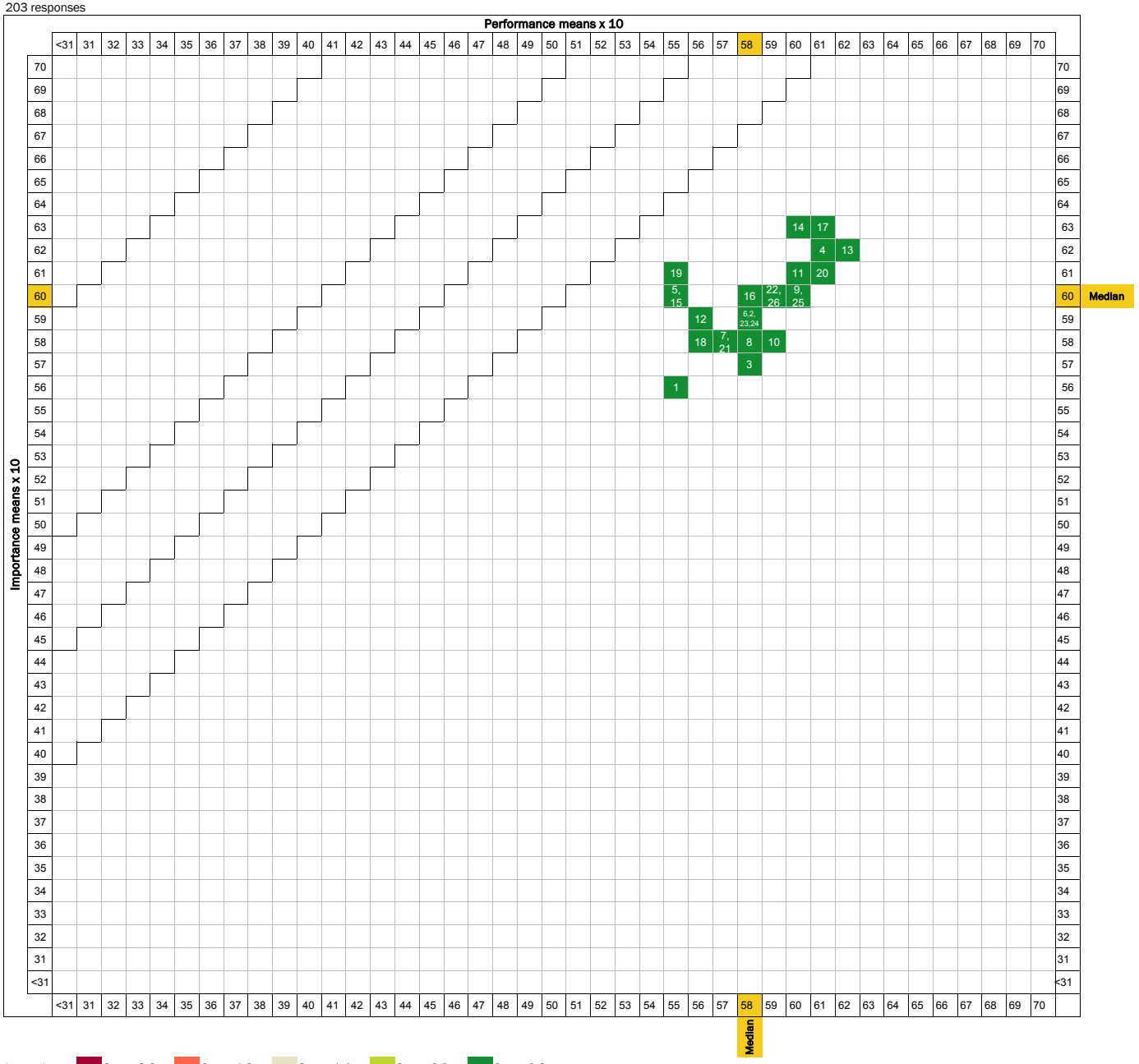
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Engineering

203 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Environmental & Animal Science

124 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.55	Opening hours meet my needs	6.26	I am informed about Library services	5.34	I can find a quiet place in the Library to study when I need to	0.83
When I am away from campus I can access the Library resources and services I need	6.39	I can get wireless access in the Library when I need to	6.21	I can find a quiet place in the Library to study when I need to	5.39	I can find a place in the Library to work in a group when I need to	0.64
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34	Face-to-face enquiry services meet my needs	6.13	The Library anticipates my learning and research needs	5.49	The Library search facilities enable me to find relevant library resources quickly	0.51
Printing, scanning and photocopying facilities in the Library meet my needs	6.27	Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	Library signage is clear	5.54	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.48
I can find a quiet place in the Library to study when I need to	6.22	When I am away from campus I can access the Library resources and services I need	6.04	I can find a place in the Library to work in a group when I need to	5.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46
I can get help from library/Ask Me desk staff when I need it	6.21	I can get help from library/Ask Me desk staff when I need it	6.01	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	Printing, scanning and photocopying facilities in the Library meet my needs	0.46
The Library web site provides useful information	6.19	A computer is available when I need one	5.99	The Library search facilities enable me to find relevant library resources quickly	5.64	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46
I can find a place in the Library to work in a group when I need to	6.19	Course specific resources (online and in the reserve collection) meet my learning needs	5.97	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	The items I'm looking for on the library shelves are usually there	0.42
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.97	The items I'm looking for on the library shelves are usually there	5.69	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	When I am away from campus I can access the Library resources and services I need	0.35

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Environmental & Animal Science

124 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.55	1	6.21	2
When I am away from campus I can access the Library resources and services I need	6.39	2	6.04	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.34	3	5.88	11
Printing, scanning and photocopying facilities in the Library meet my needs	6.27	4	5.81	15
I can find a quiet place in the Library to study when I need to	6.22	5	5.39	25
I can get help from library/Ask Me desk staff when I need it	6.21	6	6.01	6
The Library web site provides useful information	6.19	7	5.85	12
I can find a place in the Library to work in a group when I need to	6.19	8	5.55	22
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	9	6.07	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	10	5.71	17
The Library search facilities enable me to find relevant library resources quickly	6.15	11	5.64	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14	12	5.68	19
Course specific resources (online and in the reserve collection) meet my learning needs	6.13	13	5.97	8
The items I'm looking for on the library shelves are usually there	6.11	14	5.69	18
Opening hours meet my needs	6.10	15	6.26	1
Books and articles I have requested from other libraries and campuses are delivered promptly	6.00	16	5.85	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.98	17	5.56	21
Access to Library information resources has helped me to be successful at Unitec	5.97	18	5.76	16
Face-to-face enquiry services meet my needs	5.92	19	6.13	3
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.90	20	5.97	9
A computer is available when I need one	5.86	21	5.99	7
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	22	5.88	10
Library workshops, classes and tutorials help me with my learning and research needs	5.78	23	5.83	14
Library signage is clear	5.73	24	5.54	23
The Library anticipates my learning and research needs	5.61	25	5.49	24
I am informed about Library services	5.45	26	5.34	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Environmental & Animal Science

124 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Opening hours meet my needs	6.26	1	6.10	15
I can get wireless access in the Library when I need to	6.21	2	6.55	1
Face-to-face enquiry services meet my needs	6.13	3	5.92	19
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	4	6.19	9
When I am away from campus I can access the Library resources and services I need	6.04	5	6.39	2
I can get help from library/Ask Me desk staff when I need it	6.01	6	6.21	6
A computer is available when I need one	5.99	7	5.86	21
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	8	6.13	13
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.97	9	5.90	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	10	5.83	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	11	6.34	3
The Library web site provides useful information	5.85	12	6.19	7
Books and articles I have requested from other libraries and campuses are delivered promptly	5.85	13	6.00	16
Library workshops, classes and tutorials help me with my learning and research needs	5.83	14	5.78	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	15	6.27	4
Access to Library information resources has helped me to be successful at Unitec	5.76	16	5.97	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	17	6.18	10
The items I'm looking for on the library shelves are usually there	5.69	18	6.11	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	6.14	12
The Library search facilities enable me to find relevant library resources quickly	5.64	20	6.15	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	21	5.98	17
I can find a place in the Library to work in a group when I need to	5.55	22	6.19	8
Library signage is clear	5.54	23	5.73	24
The Library anticipates my learning and research needs	5.49	24	5.61	25
I can find a quiet place in the Library to study when I need to	5.39	25	6.22	5
I am informed about Library services	5.34	26	5.45	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Environmental & Animal Science

124 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.83	1	6.22	5
I can find a place in the Library to work in a group when I need to	0.64	2	6.19	8
The Library search facilities enable me to find relevant library resources quickly	0.51	3	6.15	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.48	4	6.18	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46	5	6.34	3
Printing, scanning and photocopying facilities in the Library meet my needs	0.46	6	6.27	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.46	7	6.14	12
The items I'm looking for on the library shelves are usually there	0.42	8	6.11	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.42	9	5.98	17
When I am away from campus I can access the Library resources and services I need	0.35	10	6.39	2
I can get wireless access in the Library when I need to	0.34	11	6.55	1
The Library web site provides useful information	0.33	12	6.19	7
Access to Library information resources has helped me to be successful at Unitec	0.21	13	5.97	18
I can get help from library/Ask Me desk staff when I need it	0.21	14	6.21	6
Library signage is clear	0.19	15	5.73	24
Course specific resources (online and in the reserve collection) meet my learning needs	0.16	16	6.13	13
Books and articles I have requested from other libraries and campuses are delivered promptly	0.15	17	6.00	16
Library/Ask Me desk staff provide accurate answers to my enquiries	0.12	18	6.19	9
The Library anticipates my learning and research needs	0.12	19	5.61	25
I am informed about Library services	0.11	20	5.45	26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.06	21	5.83	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.06	22	5.78	23
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.07	23	5.90	20
A computer is available when I need one	-0.13	24	5.86	21
Opening hours meet my needs	-0.16	25	6.10	15
Face-to-face enquiry services meet my needs	-0.21	26	5.92	19

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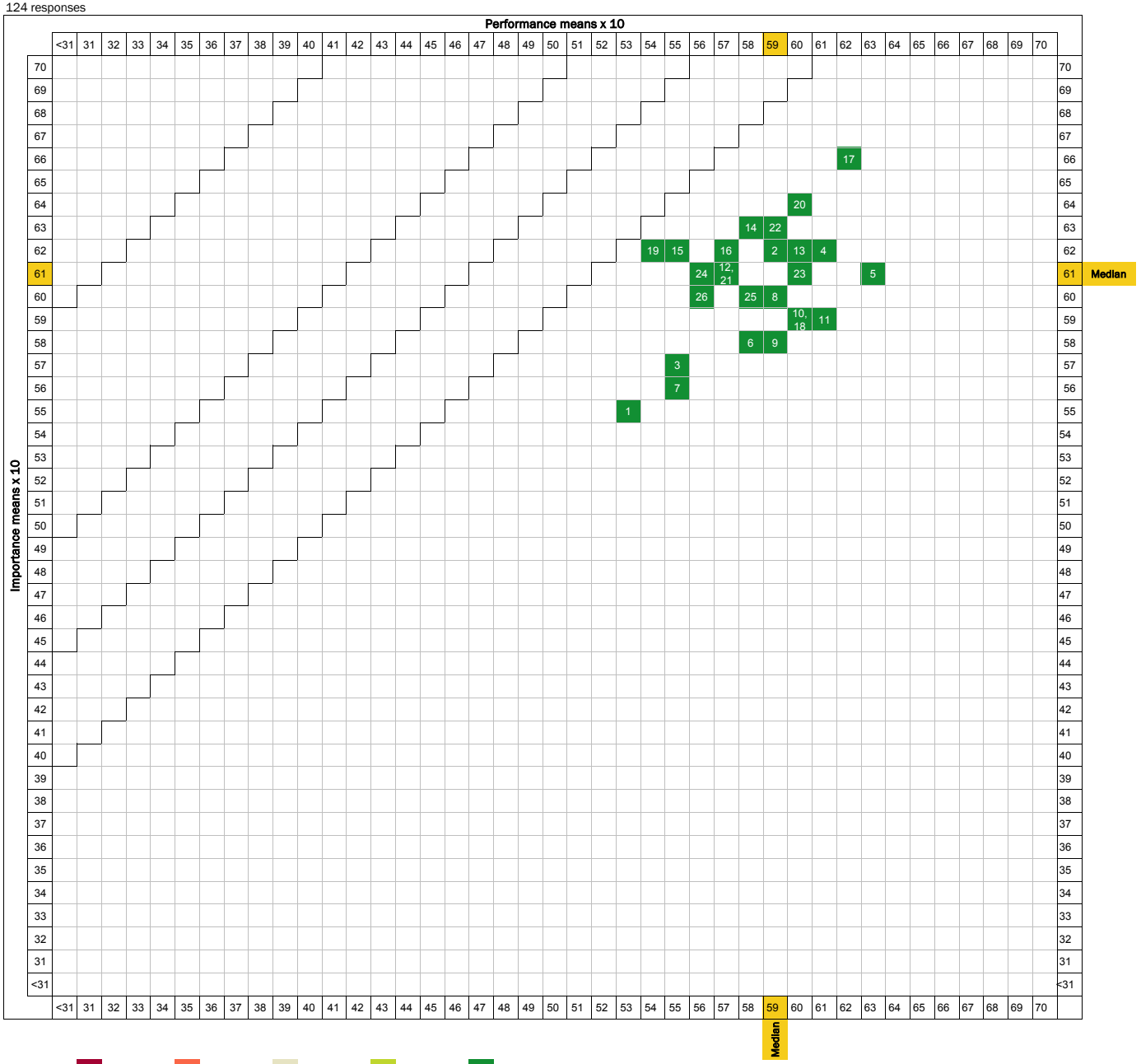
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Environmental & Animal Science

124 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Health Care

184 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.52	I can get help from library/Ask Me desk staff when I need it	6.25	The Library anticipates my learning and research needs	5.59	I can find a quiet place in the Library to study when I need to	0.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	I can get wireless access in the Library when I need to	6.20	I am informed about Library services	5.61	Opening hours meet my needs	0.49
Library/Ask Me desk staff provide accurate answers to my enquiries	6.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.16	Opening hours meet my needs	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43
I can find a quiet place in the Library to study when I need to	6.34	Face-to-face enquiry services meet my needs	6.15	Library workshops, classes and tutorials help me with my learning and research needs	5.63	I can find a place in the Library to work in a group when I need to	0.41
Face-to-face enquiry services meet my needs	6.30	Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	The Library web site provides useful information	0.39
The Library web site provides useful information	6.30	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	I can find a quiet place in the Library to study when I need to	5.66	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35
I can get help from library/Ask Me desk staff when I need it	6.26	When I am away from campus I can access the Library resources and services I need	6.06	The items I'm looking for on the library shelves are usually there	5.67	The items I'm looking for on the library shelves are usually there	0.34
When I am away from campus I can access the Library resources and services I need	6.23	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	I can find a place in the Library to work in a group when I need to	5.73	Course specific resources (online and in the reserve collection) meet my learning needs	0.32
The Library search facilities enable me to find relevant library resources quickly	6.22	Books and articles I have requested from other libraries and campuses are delivered promptly	6.03	Library signage is clear	5.78	I can get wireless access in the Library when I need to	0.31
Course specific resources (online and in the reserve collection) meet my learning needs	6.22	A computer is available when I need one	6.01	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	The Library search facilities enable me to find relevant library resources quickly	0.27

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Health Care

184 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.52	1	6.20	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.39	2	6.04	8
Library/Ask Me desk staff provide accurate answers to my enquiries	6.34	3	6.14	5
I can find a quiet place in the Library to study when I need to	6.34	4	5.66	21
Face-to-face enquiry services meet my needs	6.30	5	6.15	4
The Library web site provides useful information	6.30	6	5.91	14
I can get help from library/Ask Me desk staff when I need it	6.26	7	6.25	1
When I am away from campus I can access the Library resources and services I need	6.23	8	6.06	7
The Library search facilities enable me to find relevant library resources quickly	6.22	9	5.95	12
Course specific resources (online and in the reserve collection) meet my learning needs	6.22	10	5.90	16
Printing, scanning and photocopying facilities in the Library meet my needs	6.16	11	5.91	13
Access to Library information resources has helped me to be successful at Unitec	6.16	12	5.90	15
Books and articles I have requested from other libraries and campuses are delivered promptly	6.15	13	6.03	9
I can find a place in the Library to work in a group when I need to	6.14	14	5.73	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.14	15	6.16	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.14	16	6.09	6
Opening hours meet my needs	6.10	17	5.61	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.07	18	5.64	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03	19	5.78	17
The items I'm looking for on the library shelves are usually there	6.01	20	5.67	20
Library signage is clear	5.90	21	5.78	18
A computer is available when I need one	5.82	22	6.01	10
The Library anticipates my learning and research needs	5.82	23	5.59	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	24	5.95	11
Library workshops, classes and tutorials help me with my learning and research needs	5.76	25	5.63	23
I am informed about Library services	5.65	26	5.61	25

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Health Care

184 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.25	1	6.26	7
I can get wireless access in the Library when I need to	6.20	2	6.52	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.16	3	6.14	15
Face-to-face enquiry services meet my needs	6.15	4	6.30	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	5	6.34	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.09	6	6.14	16
When I am away from campus I can access the Library resources and services I need	6.06	7	6.23	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.04	8	6.39	2
Books and articles I have requested from other libraries and campuses are delivered promptly	6.03	9	6.15	13
A computer is available when I need one	6.01	10	5.82	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	11	5.80	24
The Library search facilities enable me to find relevant library resources quickly	5.95	12	6.22	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.91	13	6.16	11
The Library web site provides useful information	5.91	14	6.30	6
Access to Library information resources has helped me to be successful at Unitec	5.90	15	6.16	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.90	16	6.22	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	17	6.03	19
Library signage is clear	5.78	18	5.90	21
I can find a place in the Library to work in a group when I need to	5.73	19	6.14	14
The items I'm looking for on the library shelves are usually there	5.67	20	6.01	20
I can find a quiet place in the Library to study when I need to	5.66	21	6.34	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	22	6.07	18
Library workshops, classes and tutorials help me with my learning and research needs	5.63	23	5.76	25
Opening hours meet my needs	5.61	24	6.10	17
I am informed about Library services	5.61	25	5.65	26
The Library anticipates my learning and research needs	5.59	26	5.82	23

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Health Care

184 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.68	1	6.34	4
Opening hours meet my needs	0.49	2	6.10	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.43	3	6.07	18
I can find a place in the Library to work in a group when I need to	0.41	4	6.14	14
The Library web site provides useful information	0.39	5	6.30	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.35	6	6.39	2
The items I'm looking for on the library shelves are usually there	0.34	7	6.01	20
Course specific resources (online and in the reserve collection) meet my learning needs	0.32	8	6.22	10
I can get wireless access in the Library when I need to	0.31	9	6.52	1
The Library search facilities enable me to find relevant library resources quickly	0.27	10	6.22	9
Access to Library information resources has helped me to be successful at Unitec	0.26	11	6.16	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.25	12	6.03	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.25	13	6.16	11
The Library anticipates my learning and research needs	0.23	14	5.82	23
Library/Ask Me desk staff provide accurate answers to my enquiries	0.20	15	6.34	3
When I am away from campus I can access the Library resources and services I need	0.17	16	6.23	8
Face-to-face enquiry services meet my needs	0.15	17	6.30	5
Library workshops, classes and tutorials help me with my learning and research needs	0.13	18	5.76	25
Library signage is clear	0.12	19	5.90	21
Books and articles I have requested from other libraries and campuses are delivered promptly	0.12	20	6.15	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	21	6.14	16
I am informed about Library services	0.04	22	5.65	26
I can get help from library/Ask Me desk staff when I need it	0.01	23	6.26	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.02	24	6.14	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.15	25	5.80	24
A computer is available when I need one	-0.18	26	5.82	22

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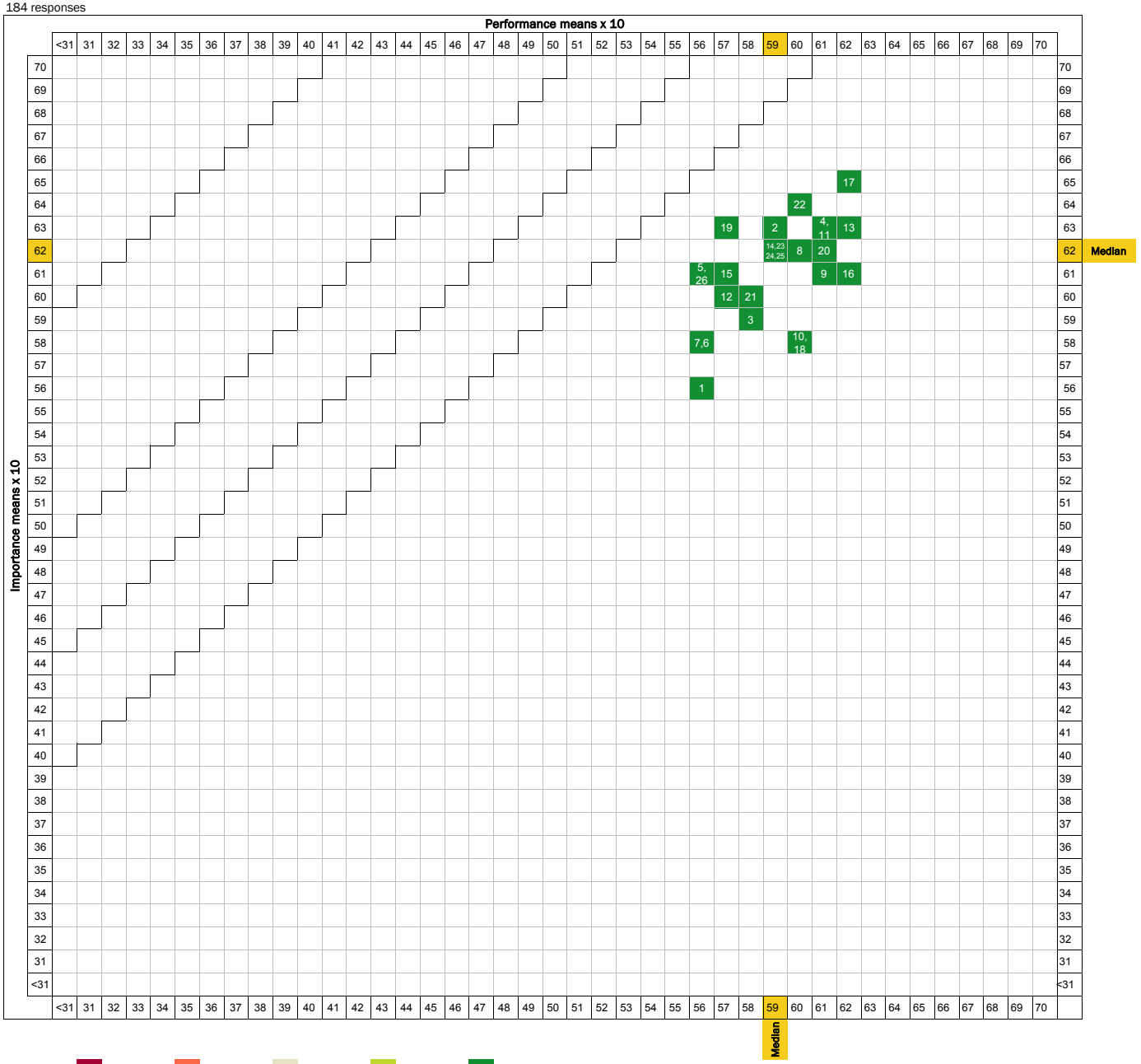
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Health Care

184 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Language Studies

58 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library/Ask Me desk staff when I need it	5.93	I can get help from library/Ask Me desk staff when I need it	5.86	I am informed about Library services	4.79	Library signage is clear	0.45
I can get wireless access in the Library when I need to	5.89	Face-to-face enquiry services meet my needs	5.86	Library signage is clear	5.02	I can find a quiet place in the Library to study when I need to	0.32
Face-to-face enquiry services meet my needs	5.82	I can get wireless access in the Library when I need to	5.83	Library workshops, classes and tutorials help me with my learning and research needs	5.10	I am informed about Library services	0.27
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	Library/Ask Me desk staff provide accurate answers to my enquiries	5.73	The Library anticipates my learning and research needs	5.11	The Library web site provides useful information	0.21
Opening hours meet my needs	5.74	Printing, scanning and photocopying facilities in the Library meet my needs	5.71	A computer is available when I need one	5.21	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.18
I can find a quiet place in the Library to study when I need to	5.74	When I am away from campus I can access the Library resources and services I need	5.67	The Library web site provides useful information	5.25	Printing, scanning and photocopying facilities in the Library meet my needs	0.11
When I am away from campus I can access the Library resources and services I need	5.73	Opening hours meet my needs	5.65	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.35	Opening hours meet my needs	0.09
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.66	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.64	The items I'm looking for on the library shelves are usually there	5.40	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.09
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.62	Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	I can find a quiet place in the Library to study when I need to	5.43	I can get wireless access in the Library when I need to	0.07
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.55	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	Course specific resources (online and in the reserve collection) meet my learning needs	5.45	When I am away from campus I can access the Library resources and services I need	0.07

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Language Studies

58 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	5.93	1	5.86	1
I can get wireless access in the Library when I need to	5.89	2	5.83	3
Face-to-face enquiry services meet my needs	5.82	3	5.86	2
Printing, scanning and photocopying facilities in the Library meet my needs	5.81	4	5.71	5
Opening hours meet my needs	5.74	5	5.65	7
I can find a quiet place in the Library to study when I need to	5.74	6	5.43	18
When I am away from campus I can access the Library resources and services I need	5.73	7	5.67	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.66	8	5.47	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.62	9	5.53	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.55	10	5.51	13
Library/Ask Me desk staff provide accurate answers to my enquiries	5.50	11	5.73	4
Library signage is clear	5.47	12	5.02	25
The Library web site provides useful information	5.46	13	5.25	21
The items I'm looking for on the library shelves are usually there	5.46	13	5.40	19
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.45	15	5.64	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.42	16	5.53	10
Access to Library information resources has helped me to be successful at Unitec	5.40	17	5.53	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.33	18	5.45	17
I can find a place in the Library to work in a group when I need to	5.33	18	5.50	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.33	18	5.59	9
The Library search facilities enable me to find relevant library resources quickly	5.31	21	5.47	15
A computer is available when I need one	5.19	22	5.21	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.14	23	5.35	20
I am informed about Library services	5.05	24	4.79	26
Library workshops, classes and tutorials help me with my learning and research needs	4.96	25	5.10	24
The Library anticipates my learning and research needs	4.91	26	5.11	23

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Language Studies

58 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	5.86	1	5.93	1
Face-to-face enquiry services meet my needs	5.86	2	5.82	3
I can get wireless access in the Library when I need to	5.83	3	5.89	2
Library/Ask Me desk staff provide accurate answers to my enquiries	5.73	4	5.50	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.71	5	5.81	4
When I am away from campus I can access the Library resources and services I need	5.67	6	5.73	7
Opening hours meet my needs	5.65	7	5.74	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.64	8	5.45	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.59	9	5.33	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	10	5.42	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.53	10	5.62	9
Access to Library information resources has helped me to be successful at Unitec	5.53	12	5.40	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.51	13	5.55	10
I can find a place in the Library to work in a group when I need to	5.50	14	5.33	18
The Library search facilities enable me to find relevant library resources quickly	5.47	15	5.31	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.47	15	5.66	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.45	17	5.33	18
I can find a quiet place in the Library to study when I need to	5.43	18	5.74	6
The items I'm looking for on the library shelves are usually there	5.40	19	5.46	13
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.35	20	5.14	23
The Library web site provides useful information	5.25	21	5.46	13
A computer is available when I need one	5.21	22	5.19	22
The Library anticipates my learning and research needs	5.11	23	4.91	26
Library workshops, classes and tutorials help me with my learning and research needs	5.10	24	4.96	25
Library signage is clear	5.02	25	5.47	12
I am informed about Library services	4.79	26	5.05	24

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Language Studies

58 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Library signage is clear	0.45	1	5.47	12
I can find a quiet place in the Library to study when I need to	0.32	2	5.74	6
I am informed about Library services	0.27	3	5.05	24
The Library web site provides useful information	0.21	4	5.46	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.18	5	5.66	8
Printing, scanning and photocopying facilities in the Library meet my needs	0.11	6	5.81	4
Opening hours meet my needs	0.09	7	5.74	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.09	8	5.62	9
I can get wireless access in the Library when I need to	0.07	9	5.89	2
When I am away from campus I can access the Library resources and services I need	0.07	10	5.73	7
I can get help from library/Ask Me desk staff when I need it	0.06	11	5.93	1
The items I'm looking for on the library shelves are usually there	0.06	12	5.46	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.03	13	5.55	10
A computer is available when I need one	-0.01	14	5.19	22
Face-to-face enquiry services meet my needs	-0.04	15	5.82	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	-0.10	16	5.42	16
Course specific resources (online and in the reserve collection) meet my learning needs	-0.12	17	5.33	18
Access to Library information resources has helped me to be successful at Unitec	-0.13	18	5.40	17
Library workshops, classes and tutorials help me with my learning and research needs	-0.14	19	4.96	25
The Library search facilities enable me to find relevant library resources quickly	-0.16	20	5.31	21
I can find a place in the Library to work in a group when I need to	-0.17	21	5.33	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.18	22	5.45	15
The Library anticipates my learning and research needs	-0.21	23	4.91	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.21	24	5.14	23
Library/Ask Me desk staff provide accurate answers to my enquiries	-0.23	25	5.50	11
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.25	26	5.33	18

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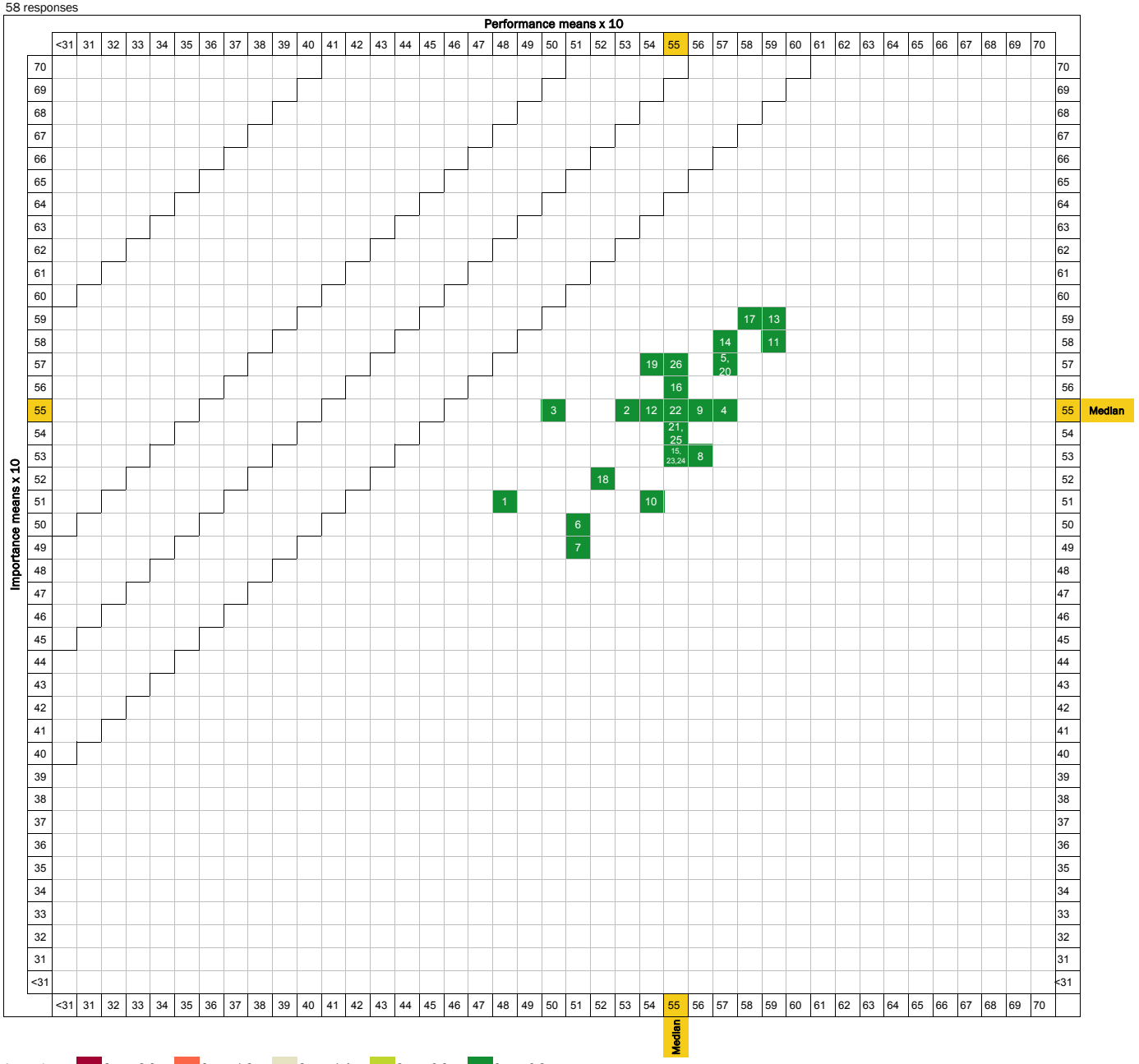
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Language Studies

58 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Postgraduate

55 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.68	I can get wireless access in the Library when I need to	6.07	I am informed about Library services	5.04	I can find a quiet place in the Library to study when I need to	1.08
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	Library signage is clear	5.20	The Library search facilities enable me to find relevant library resources quickly	0.83
I can find a quiet place in the Library to study when I need to	6.45	Library/Ask Me desk staff provide accurate answers to my enquiries	5.88	I can find a quiet place in the Library to study when I need to	5.37	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.79
The Library search facilities enable me to find relevant library resources quickly	6.41	A computer is available when I need one	5.87	The Library anticipates my learning and research needs	5.39	Library signage is clear	0.77
Course specific resources (online and in the reserve collection) meet my learning needs	6.33	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	The items I'm looking for on the library shelves are usually there	5.42	The Library web site provides useful information	0.71
When I am away from campus I can access the Library resources and services I need	6.30	I can find a place in the Library to work in a group when I need to	5.85	The Library web site provides useful information	5.43	I can get wireless access in the Library when I need to	0.61
I can get help from library/Ask Me desk staff when I need it	6.29	Printing, scanning and photocopying facilities in the Library meet my needs	5.84	Library workshops, classes and tutorials help me with my learning and research needs	5.56	I am informed about Library services	0.59
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.28	Face-to-face enquiry services meet my needs	5.84	The Library search facilities enable me to find relevant library resources quickly	5.58	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.57
Printing, scanning and photocopying facilities in the Library meet my needs	6.28	I can get help from library/Ask Me desk staff when I need it	5.83	Opening hours meet my needs	5.60	Course specific resources (online and in the reserve collection) meet my learning needs	0.56
Access to Library information resources has helped me to be successful at Unitec	6.25	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	Opening hours meet my needs	0.55

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Postgraduate

55 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.68	1	6.07	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	2	5.74	14
I can find a quiet place in the Library to study when I need to	6.45	3	5.37	24
The Library search facilities enable me to find relevant library resources quickly	6.41	4	5.58	19
Course specific resources (online and in the reserve collection) meet my learning needs	6.33	5	5.78	11
When I am away from campus I can access the Library resources and services I need	6.30	6	5.77	12
I can get help from library/Ask Me desk staff when I need it	6.29	7	5.83	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.28	8	5.70	17
Printing, scanning and photocopying facilities in the Library meet my needs	6.28	9	5.84	7
Access to Library information resources has helped me to be successful at Unitec	6.25	10	5.72	16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.25	10	5.88	3
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.20	12	5.80	10
I can find a place in the Library to work in a group when I need to	6.16	13	5.85	6
Opening hours meet my needs	6.15	14	5.60	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.14	15	6.00	2
The Library web site provides useful information	6.13	16	5.43	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.13	17	5.85	5
Books and articles I have requested from other libraries and campuses are delivered promptly	6.13	18	5.73	15
Face-to-face enquiry services meet my needs	6.12	19	5.84	8
A computer is available when I need one	6.07	20	5.87	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.00	21	5.76	13
Library signage is clear	5.98	22	5.20	25
Library workshops, classes and tutorials help me with my learning and research needs	5.89	23	5.56	20
The items I'm looking for on the library shelves are usually there	5.84	24	5.42	22
The Library anticipates my learning and research needs	5.67	25	5.39	23
I am informed about Library services	5.63	26	5.04	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Postgraduate

55 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.07	1	6.68	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	2	6.14	15
Library/Ask Me desk staff provide accurate answers to my enquiries	5.88	3	6.25	10
A computer is available when I need one	5.87	4	6.07	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	5	6.13	17
I can find a place in the Library to work in a group when I need to	5.85	6	6.16	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.84	7	6.28	9
Face-to-face enquiry services meet my needs	5.84	8	6.12	19
I can get help from library/Ask Me desk staff when I need it	5.83	9	6.29	7
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.80	10	6.20	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	11	6.33	5
When I am away from campus I can access the Library resources and services I need	5.77	12	6.30	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.76	13	6.00	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.74	14	6.53	2
Books and articles I have requested from other libraries and campuses are delivered promptly	5.73	15	6.13	18
Access to Library information resources has helped me to be successful at Unitec	5.72	16	6.25	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	17	6.28	8
Opening hours meet my needs	5.60	18	6.15	14
The Library search facilities enable me to find relevant library resources quickly	5.58	19	6.41	4
Library workshops, classes and tutorials help me with my learning and research needs	5.56	20	5.89	23
The Library web site provides useful information	5.43	21	6.13	16
The items I'm looking for on the library shelves are usually there	5.42	22	5.84	24
The Library anticipates my learning and research needs	5.39	23	5.67	25
I can find a quiet place in the Library to study when I need to	5.37	24	6.45	3
Library signage is clear	5.20	25	5.98	22
I am informed about Library services	5.04	26	5.63	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Postgraduate

55 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.08	1	6.45	3
The Library search facilities enable me to find relevant library resources quickly	0.83	2	6.41	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.79	3	6.53	2
Library signage is clear	0.77	4	5.98	22
The Library web site provides useful information	0.71	5	6.13	16
I can get wireless access in the Library when I need to	0.61	6	6.68	1
I am informed about Library services	0.59	7	5.63	26
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.57	8	6.28	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.56	9	6.33	5
Opening hours meet my needs	0.55	10	6.15	14
Access to Library information resources has helped me to be successful at Unitec	0.53	11	6.25	10
When I am away from campus I can access the Library resources and services I need	0.53	12	6.30	6
I can get help from library/Ask Me desk staff when I need it	0.46	13	6.29	7
Printing, scanning and photocopying facilities in the Library meet my needs	0.44	14	6.28	9
The items I'm looking for on the library shelves are usually there	0.42	15	5.84	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.40	16	6.20	12
Books and articles I have requested from other libraries and campuses are delivered promptly	0.40	17	6.13	18
Library/Ask Me desk staff provide accurate answers to my enquiries	0.37	18	6.25	10
Library workshops, classes and tutorials help me with my learning and research needs	0.33	19	5.89	23
I can find a place in the Library to work in a group when I need to	0.31	20	6.16	13
Face-to-face enquiry services meet my needs	0.28	21	6.12	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	22	6.13	17
The Library anticipates my learning and research needs	0.28	23	5.67	25
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.24	24	6.00	21
A computer is available when I need one	0.20	25	6.07	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.14	26	6.14	15

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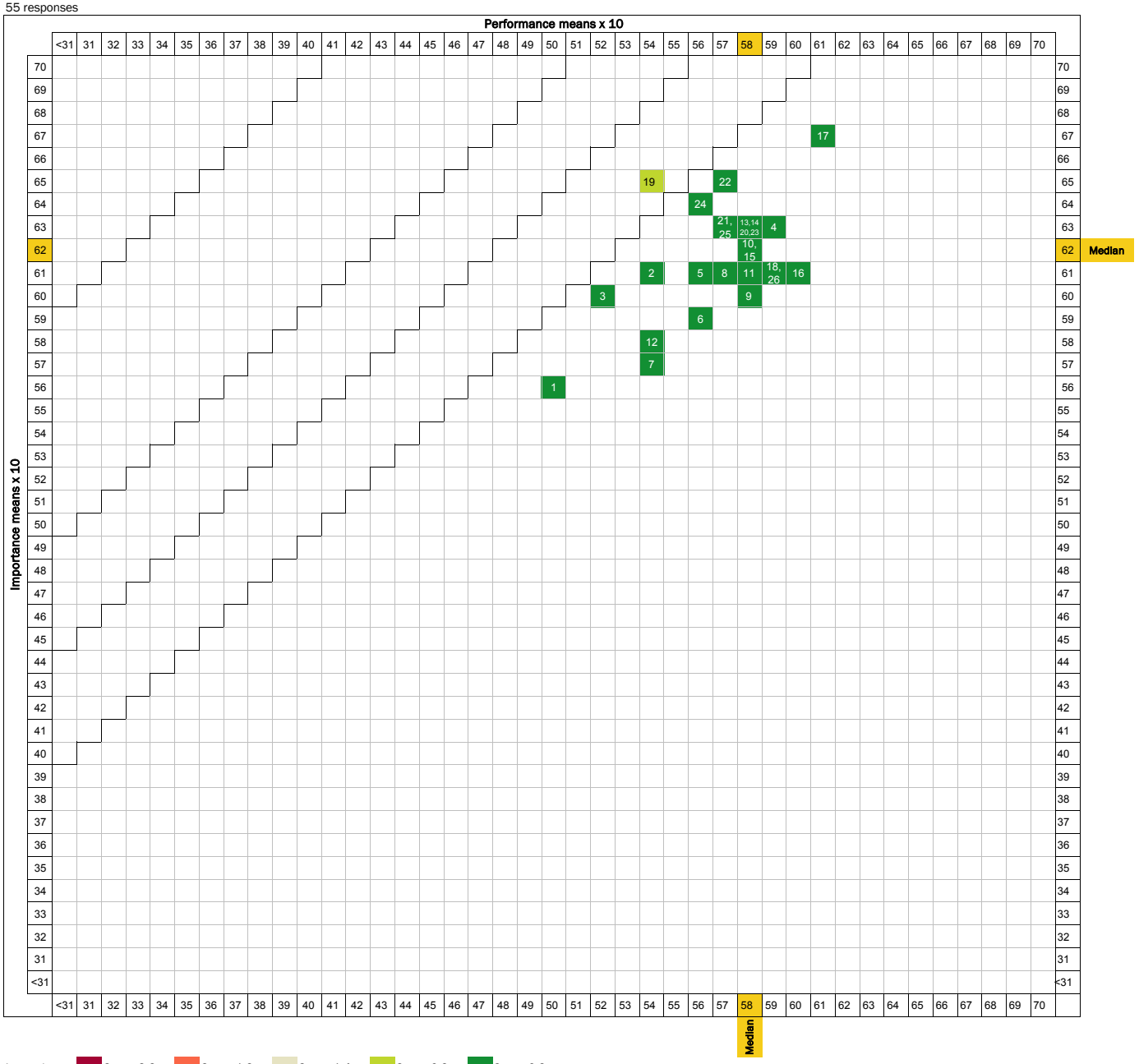
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Postgraduate

55 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Social Practice

98 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.69	Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	The items I'm looking for on the library shelves are usually there	5.23	I can find a place in the Library to work in a group when I need to	0.96
I can get help from library/Ask Me desk staff when I need it	6.53	I can get help from library/Ask Me desk staff when I need it	6.22	I can find a place in the Library to work in a group when I need to	5.25	I can find a quiet place in the Library to study when I need to	0.81
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.51	Face-to-face enquiry services meet my needs	6.22	Opening hours meet my needs	5.36	The items I'm looking for on the library shelves are usually there	0.70
Face-to-face enquiry services meet my needs	6.50	When I am away from campus I can access the Library resources and services I need	6.11	I am informed about Library services	5.39	Printing, scanning and photocopying facilities in the Library meet my needs	0.68
When I am away from campus I can access the Library resources and services I need	6.45	I can get wireless access in the Library when I need to	6.08	I can find a quiet place in the Library to study when I need to	5.42	I can get wireless access in the Library when I need to	0.61
Library/Ask Me desk staff provide accurate answers to my enquiries	6.35	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08	Library signage is clear	5.48	Opening hours meet my needs	0.57
Course specific resources (online and in the reserve collection) meet my learning needs	6.33	A computer is available when I need one	6.01	The Library anticipates my learning and research needs	5.54	Course specific resources (online and in the reserve collection) meet my learning needs	0.56
Printing, scanning and photocopying facilities in the Library meet my needs	6.29	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.01	Library workshops, classes and tutorials help me with my learning and research needs	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.48
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Books and articles I have requested from other libraries and campuses are delivered promptly	5.97	Printing, scanning and photocopying facilities in the Library meet my needs	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.46
The Library web site provides useful information	6.23	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.89	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	Library workshops, classes and tutorials help me with my learning and research needs	0.46

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Social Practice

98 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.69	1	6.08	5
I can get help from library/Ask Me desk staff when I need it	6.53	2	6.22	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.51	3	6.08	6
Face-to-face enquiry services meet my needs	6.50	4	6.22	3
When I am away from campus I can access the Library resources and services I need	6.45	5	6.11	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.35	6	6.23	1
Course specific resources (online and in the reserve collection) meet my learning needs	6.33	7	5.76	16
Printing, scanning and photocopying facilities in the Library meet my needs	6.29	8	5.61	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	9	5.77	15
The Library web site provides useful information	6.23	10	5.78	14
I can find a quiet place in the Library to study when I need to	6.23	11	5.42	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.23	12	5.86	12
I can find a place in the Library to work in a group when I need to	6.21	13	5.25	25
Books and articles I have requested from other libraries and campuses are delivered promptly	6.19	14	5.97	9
The Library search facilities enable me to find relevant library resources quickly	6.18	15	5.83	13
A computer is available when I need one	6.17	16	6.01	7
Access to Library information resources has helped me to be successful at Unitec	6.14	17	5.87	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.08	18	5.62	17
Library workshops, classes and tutorials help me with my learning and research needs	6.02	19	5.56	19
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.96	20	5.89	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	21	6.01	8
Opening hours meet my needs	5.93	22	5.36	24
The items I'm looking for on the library shelves are usually there	5.93	23	5.23	26
The Library anticipates my learning and research needs	5.83	24	5.54	20
I am informed about Library services	5.74	25	5.39	23
Library signage is clear	5.73	26	5.48	21

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Social Practice

98 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library/Ask Me desk staff provide accurate answers to my enquiries	6.23	1	6.35	6
I can get help from library/Ask Me desk staff when I need it	6.22	2	6.53	2
Face-to-face enquiry services meet my needs	6.22	3	6.50	4
When I am away from campus I can access the Library resources and services I need	6.11	4	6.45	5
I can get wireless access in the Library when I need to	6.08	5	6.69	1
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.08	6	6.51	3
A computer is available when I need one	6.01	7	6.17	16
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.01	8	5.94	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.97	9	6.19	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.89	10	5.96	20
Access to Library information resources has helped me to be successful at Unitec	5.87	11	6.14	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	12	6.23	12
The Library search facilities enable me to find relevant library resources quickly	5.83	13	6.18	15
The Library web site provides useful information	5.78	14	6.23	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.77	15	6.25	9
Course specific resources (online and in the reserve collection) meet my learning needs	5.76	16	6.33	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	17	6.08	18
Printing, scanning and photocopying facilities in the Library meet my needs	5.61	18	6.29	8
Library workshops, classes and tutorials help me with my learning and research needs	5.56	19	6.02	19
The Library anticipates my learning and research needs	5.54	20	5.83	24
Library signage is clear	5.48	21	5.73	26
I can find a quiet place in the Library to study when I need to	5.42	22	6.23	11
I am informed about Library services	5.39	23	5.74	25
Opening hours meet my needs	5.36	24	5.93	22
I can find a place in the Library to work in a group when I need to	5.25	25	6.21	13
The items I'm looking for on the library shelves are usually there	5.23	26	5.93	23

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Social Practice

98 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	0.96	1	6.21	13
I can find a quiet place in the Library to study when I need to	0.81	2	6.23	11
The items I'm looking for on the library shelves are usually there	0.70	3	5.93	23
Printing, scanning and photocopying facilities in the Library meet my needs	0.68	4	6.29	8
I can get wireless access in the Library when I need to	0.61	5	6.69	1
Opening hours meet my needs	0.57	6	5.93	22
Course specific resources (online and in the reserve collection) meet my learning needs	0.56	7	6.33	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.48	8	6.25	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.46	9	6.08	18
Library workshops, classes and tutorials help me with my learning and research needs	0.46	10	6.02	19
The Library web site provides useful information	0.45	11	6.23	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.44	12	6.51	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.36	13	6.23	12
The Library search facilities enable me to find relevant library resources quickly	0.35	14	6.18	15
I am informed about Library services	0.35	15	5.74	25
When I am away from campus I can access the Library resources and services I need	0.34	16	6.45	5
I can get help from library/Ask Me desk staff when I need it	0.31	17	6.53	2
The Library anticipates my learning and research needs	0.29	18	5.83	24
Face-to-face enquiry services meet my needs	0.28	19	6.50	4
Access to Library information resources has helped me to be successful at Unitec	0.27	20	6.14	17
Library signage is clear	0.25	21	5.73	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.22	22	6.19	14
A computer is available when I need one	0.15	23	6.17	16
Library/Ask Me desk staff provide accurate answers to my enquiries	0.12	24	6.35	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	25	5.96	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.07	26	5.94	21

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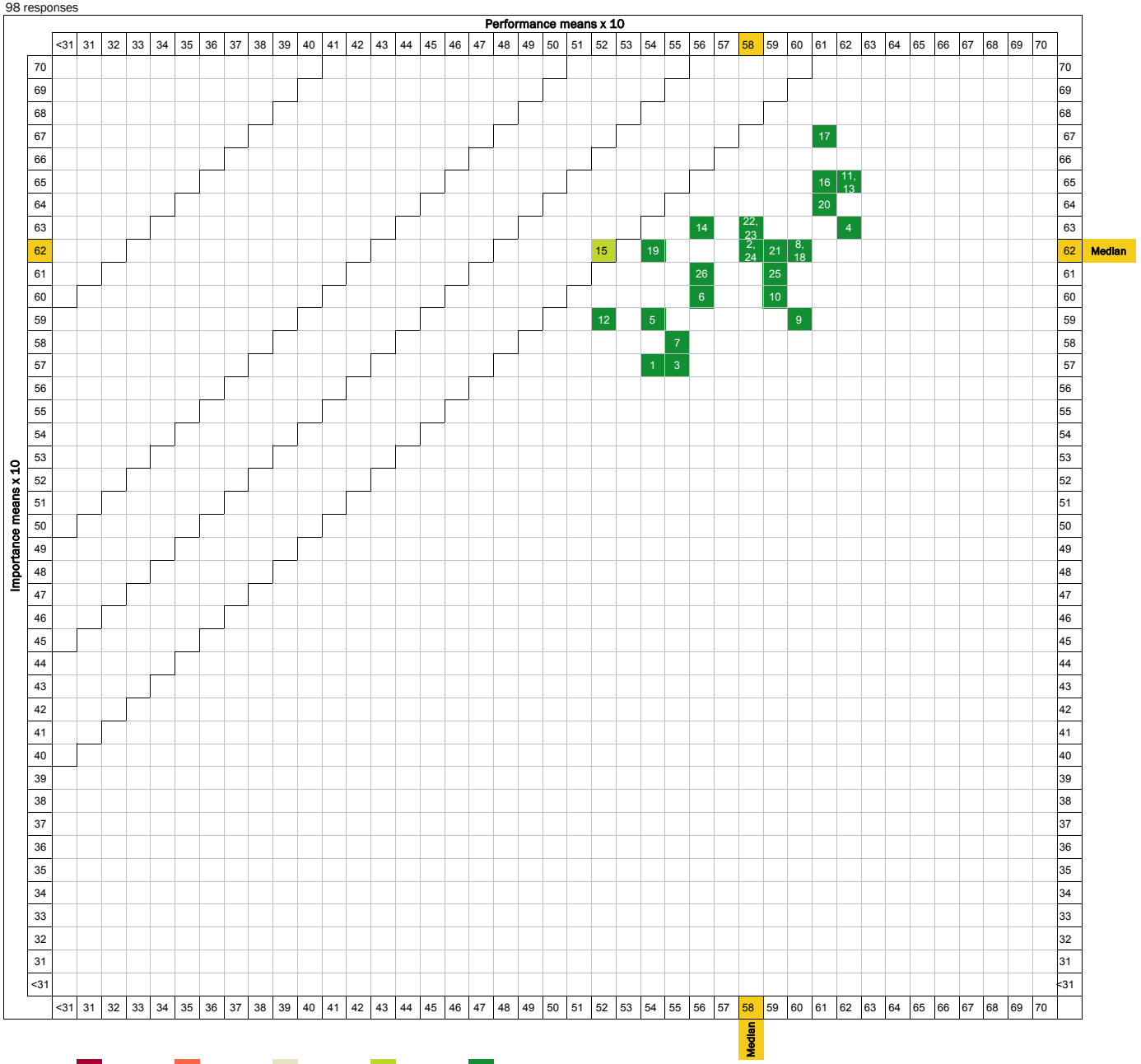
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Social Practice

98 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - The Mind Lab by Unitec

99 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.58	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	The Library anticipates my learning and research needs	5.23	The Library search facilities enable me to find relevant library resources quickly	0.98
When I am away from campus I can access the Library resources and services I need	6.53	Face-to-face enquiry services meet my needs	6.00	I am informed about Library services	5.25	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83
The Library search facilities enable me to find relevant library resources quickly	6.40	I can get help from library/Ask Me desk staff when I need it	6.00	Library signage is clear	5.30	Course specific resources (online and in the reserve collection) meet my learning needs	0.75
Course specific resources (online and in the reserve collection) meet my learning needs	6.35	I can find a quiet place in the Library to study when I need to	5.95	The Library search facilities enable me to find relevant library resources quickly	5.42	When I am away from campus I can access the Library resources and services I need	0.71
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.29	I can find a place in the Library to work in a group when I need to	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.71
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.24	Library/Ask Me desk staff provide accurate answers to my enquiries	5.93	The Library web site provides useful information	5.52	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.69
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.24	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.89	The items I'm looking for on the library shelves are usually there	5.54	The Library web site provides useful information	0.54
I can get wireless access in the Library when I need to	6.18	I can get wireless access in the Library when I need to	5.86	A computer is available when I need one	5.58	Books and articles I have requested from other libraries and campuses are delivered promptly	0.49
I can find a quiet place in the Library to study when I need to	6.18	When I am away from campus I can access the Library resources and services I need	5.82	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.58	Access to Library information resources has helped me to be successful at Unitec	0.49
Access to Library information resources has helped me to be successful at Unitec	6.16	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.81	Course specific resources (online and in the reserve collection) meet my learning needs	5.59	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.43

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - The Mind Lab by Unitec

99 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.58	1	5.75	11
When I am away from campus I can access the Library resources and services I need	6.53	2	5.82	9
The Library search facilities enable me to find relevant library resources quickly	6.40	3	5.42	23
Course specific resources (online and in the reserve collection) meet my learning needs	6.35	4	5.59	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.29	5	5.58	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.24	6	6.05	1
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.24	7	5.81	10
I can get wireless access in the Library when I need to	6.18	8	5.86	8
I can find a quiet place in the Library to study when I need to	6.18	8	5.95	4
Access to Library information resources has helped me to be successful at Unitec	6.16	10	5.68	13
Books and articles I have requested from other libraries and campuses are delivered promptly	6.14	11	5.65	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.12	12	5.43	22
I can get help from library/Ask Me desk staff when I need it	6.11	13	6.00	2
The Library web site provides useful information	6.06	14	5.52	21
Library/Ask Me desk staff provide accurate answers to my enquiries	6.00	15	5.93	6
Opening hours meet my needs	5.97	16	5.61	16
I can find a place in the Library to work in a group when I need to	5.95	17	5.95	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	18	5.89	7
The items I'm looking for on the library shelves are usually there	5.94	19	5.54	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.90	20	5.70	12
Face-to-face enquiry services meet my needs	5.75	21	6.00	2
A computer is available when I need one	5.68	22	5.58	19
Library signage is clear	5.67	23	5.30	24
Library workshops, classes and tutorials help me with my learning and research needs	5.67	23	5.63	15
The Library anticipates my learning and research needs	5.45	25	5.23	26
I am informed about Library services	5.29	26	5.25	25

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - The Mind Lab by Unitec

99 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.05	1	6.24	6
Face-to-face enquiry services meet my needs	6.00	2	5.75	21
I can get help from library/Ask Me desk staff when I need it	6.00	2	6.11	13
I can find a quiet place in the Library to study when I need to	5.95	4	6.18	8
I can find a place in the Library to work in a group when I need to	5.95	5	5.95	17
Library/Ask Me desk staff provide accurate answers to my enquiries	5.93	6	6.00	15
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.89	7	5.94	18
I can get wireless access in the Library when I need to	5.86	8	6.18	8
When I am away from campus I can access the Library resources and services I need	5.82	9	6.53	2
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.81	10	6.24	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	11	6.58	1
Printing, scanning and photocopying facilities in the Library meet my needs	5.70	12	5.90	20
Access to Library information resources has helped me to be successful at Unitec	5.68	13	6.16	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.65	14	6.14	11
Library workshops, classes and tutorials help me with my learning and research needs	5.63	15	5.67	23
Opening hours meet my needs	5.61	16	5.97	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.59	17	6.35	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.58	18	6.29	5
A computer is available when I need one	5.58	19	5.68	22
The items I'm looking for on the library shelves are usually there	5.54	20	5.94	19
The Library web site provides useful information	5.52	21	6.06	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.43	22	6.12	12
The Library search facilities enable me to find relevant library resources quickly	5.42	23	6.40	3
Library signage is clear	5.30	24	5.67	23
I am informed about Library services	5.25	25	5.29	26
The Library anticipates my learning and research needs	5.23	26	5.45	25

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - The Mind Lab by Unitec

99 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search facilities enable me to find relevant library resources quickly	0.98	1	6.40	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.83	2	6.58	1
Course specific resources (online and in the reserve collection) meet my learning needs	0.75	3	6.35	4
When I am away from campus I can access the Library resources and services I need	0.71	4	6.53	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.71	5	6.29	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.69	6	6.12	12
The Library web site provides useful information	0.54	7	6.06	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.49	8	6.14	11
Access to Library information resources has helped me to be successful at Unitec	0.49	9	6.16	10
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.43	10	6.24	7
The items I'm looking for on the library shelves are usually there	0.40	11	5.94	19
Opening hours meet my needs	0.37	12	5.97	16
Library signage is clear	0.36	13	5.67	23
I can get wireless access in the Library when I need to	0.32	14	6.18	8
I can find a quiet place in the Library to study when I need to	0.23	15	6.18	8
The Library anticipates my learning and research needs	0.22	16	5.45	25
Printing, scanning and photocopying facilities in the Library meet my needs	0.20	17	5.90	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.19	18	6.24	6
I can get help from library/Ask Me desk staff when I need it	0.11	19	6.11	13
A computer is available when I need one	0.11	20	5.68	22
Library/Ask Me desk staff provide accurate answers to my enquiries	0.08	21	6.00	15
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.05	22	5.94	18
I am informed about Library services	0.04	23	5.29	26
Library workshops, classes and tutorials help me with my learning and research needs	0.04	24	5.67	23
I can find a place in the Library to work in a group when I need to	0.00	25	5.95	17
Face-to-face enquiry services meet my needs	-0.25	26	5.75	21

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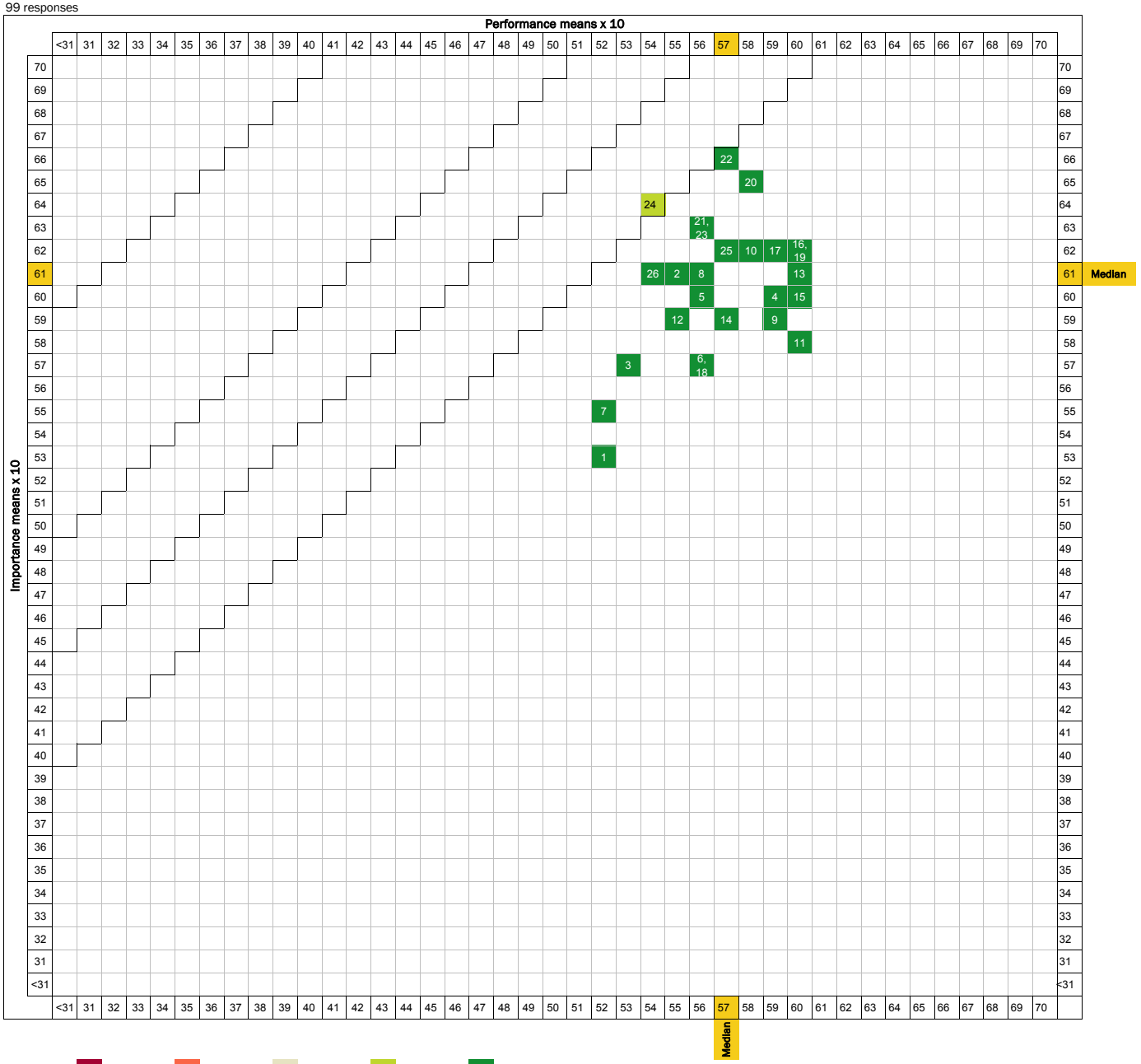
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - The Mind Lab by Unitec

99 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Vehicle Systems & Materials

26 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library search facilities enable me to find relevant library resources quickly	6.22	The Library search facilities enable me to find relevant library resources quickly	6.11	I am informed about Library services	5.25	Library signage is clear	0.39
Access to Library information resources has helped me to be successful at Unitec	6.18	Opening hours meet my needs	6.09	The Library anticipates my learning and research needs	5.42	Course specific resources (online and in the reserve collection) meet my learning needs	0.36
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.13	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.48	Printing, scanning and photocopying facilities in the Library meet my needs	0.34
Course specific resources (online and in the reserve collection) meet my learning needs	6.13	Library/Ask Me desk staff provide accurate answers to my enquiries	6.04	Face-to-face enquiry services meet my needs	5.50	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	I can get help from library/Ask Me desk staff when I need it	6.00	Library signage is clear	5.52	Access to Library information resources has helped me to be successful at Unitec	0.29
I can get help from library/Ask Me desk staff when I need it	6.05	A computer is available when I need one	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	The items I'm looking for on the library shelves are usually there	0.21
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	When I am away from campus I can access the Library resources and services I need	5.93	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.59	The Library anticipates my learning and research needs	0.19
Opening hours meet my needs	6.05	I can find a quiet place in the Library to study when I need to	5.89	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.59	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	Access to Library information resources has helped me to be successful at Unitec	5.89	Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	The Library search facilities enable me to find relevant library resources quickly	0.12
Library signage is clear	5.91	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	I can get wireless access in the Library when I need to	5.61	I can get wireless access in the Library when I need to	0.09

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Vehicle Systems & Materials

26 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library search facilities enable me to find relevant library resources quickly	6.22	1	6.11	1
Access to Library information resources has helped me to be successful at Unitec	6.18	2	5.89	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.13	3	5.81	10
Course specific resources (online and in the reserve collection) meet my learning needs	6.13	4	5.76	12
Printing, scanning and photocopying facilities in the Library meet my needs	6.12	5	5.78	11
I can get help from library/Ask Me desk staff when I need it	6.05	6	6.00	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.05	6	6.04	4
Opening hours meet my needs	6.05	6	6.09	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.00	9	6.06	3
Library signage is clear	5.91	10	5.52	22
The items I'm looking for on the library shelves are usually there	5.86	11	5.65	16
A computer is available when I need one	5.83	12	5.95	6
I can find a place in the Library to work in a group when I need to	5.81	13	5.76	12
When I am away from campus I can access the Library resources and services I need	5.77	14	5.93	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.75	15	5.59	19
I can get wireless access in the Library when I need to	5.71	16	5.61	17
I can find a quiet place in the Library to study when I need to	5.67	17	5.89	8
The Library anticipates my learning and research needs	5.61	18	5.42	25
The Library web site provides useful information	5.61	18	5.71	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.59	20	5.56	21
Face-to-face enquiry services meet my needs	5.58	21	5.50	23
Books and articles I have requested from other libraries and campuses are delivered promptly	5.57	22	5.60	18
Library workshops, classes and tutorials help me with my learning and research needs	5.57	22	5.68	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.55	24	5.48	24
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.50	25	5.59	19
I am informed about Library services	5.26	26	5.25	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Vehicle Systems & Materials

26 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
The Library search facilities enable me to find relevant library resources quickly	6.11	1	6.22	1
Opening hours meet my needs	6.09	2	6.05	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.06	3	6.00	9
Library/Ask Me desk staff provide accurate answers to my enquiries	6.04	4	6.05	6
I can get help from library/Ask Me desk staff when I need it	6.00	5	6.05	6
A computer is available when I need one	5.95	6	5.83	12
When I am away from campus I can access the Library resources and services I need	5.93	7	5.77	14
I can find a quiet place in the Library to study when I need to	5.89	8	5.67	17
Access to Library information resources has helped me to be successful at Unitec	5.89	9	6.18	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	10	6.13	3
Printing, scanning and photocopying facilities in the Library meet my needs	5.78	11	6.12	5
I can find a place in the Library to work in a group when I need to	5.76	12	5.81	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.76	12	6.13	4
The Library web site provides useful information	5.71	14	5.61	18
Library workshops, classes and tutorials help me with my learning and research needs	5.68	15	5.57	22
The items I'm looking for on the library shelves are usually there	5.65	16	5.86	11
I can get wireless access in the Library when I need to	5.61	17	5.71	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	18	5.57	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.59	19	5.50	25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.59	19	5.75	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	21	5.59	20
Library signage is clear	5.52	22	5.91	10
Face-to-face enquiry services meet my needs	5.50	23	5.58	21
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.48	24	5.55	24
The Library anticipates my learning and research needs	5.42	25	5.61	18
I am informed about Library services	5.25	26	5.26	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Vehicle Systems & Materials

26 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Library signage is clear	0.39	1	5.91	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.36	2	6.13	4
Printing, scanning and photocopying facilities in the Library meet my needs	0.34	3	6.12	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.32	4	6.13	3
Access to Library information resources has helped me to be successful at Unitec	0.29	5	6.18	2
The items I'm looking for on the library shelves are usually there	0.21	6	5.86	11
The Library anticipates my learning and research needs	0.19	7	5.61	18
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16	8	5.75	15
The Library search facilities enable me to find relevant library resources quickly	0.12	9	6.22	1
I can get wireless access in the Library when I need to	0.09	10	5.71	16
Face-to-face enquiry services meet my needs	0.08	11	5.58	21
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	12	5.55	24
I can find a place in the Library to work in a group when I need to	0.05	13	5.81	13
I can get help from library/Ask Me desk staff when I need it	0.05	14	6.05	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.03	15	5.59	20
I am informed about Library services	0.01	16	5.26	26
Library/Ask Me desk staff provide accurate answers to my enquiries	0.00	17	6.05	6
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.03	18	5.57	22
Opening hours meet my needs	-0.04	19	6.05	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.06	20	6.00	9
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.09	21	5.50	25
The Library web site provides useful information	-0.10	22	5.61	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.11	23	5.57	22
A computer is available when I need one	-0.11	24	5.83	12
When I am away from campus I can access the Library resources and services I need	-0.16	25	5.77	14
I can find a quiet place in the Library to study when I need to	-0.23	26	5.67	17

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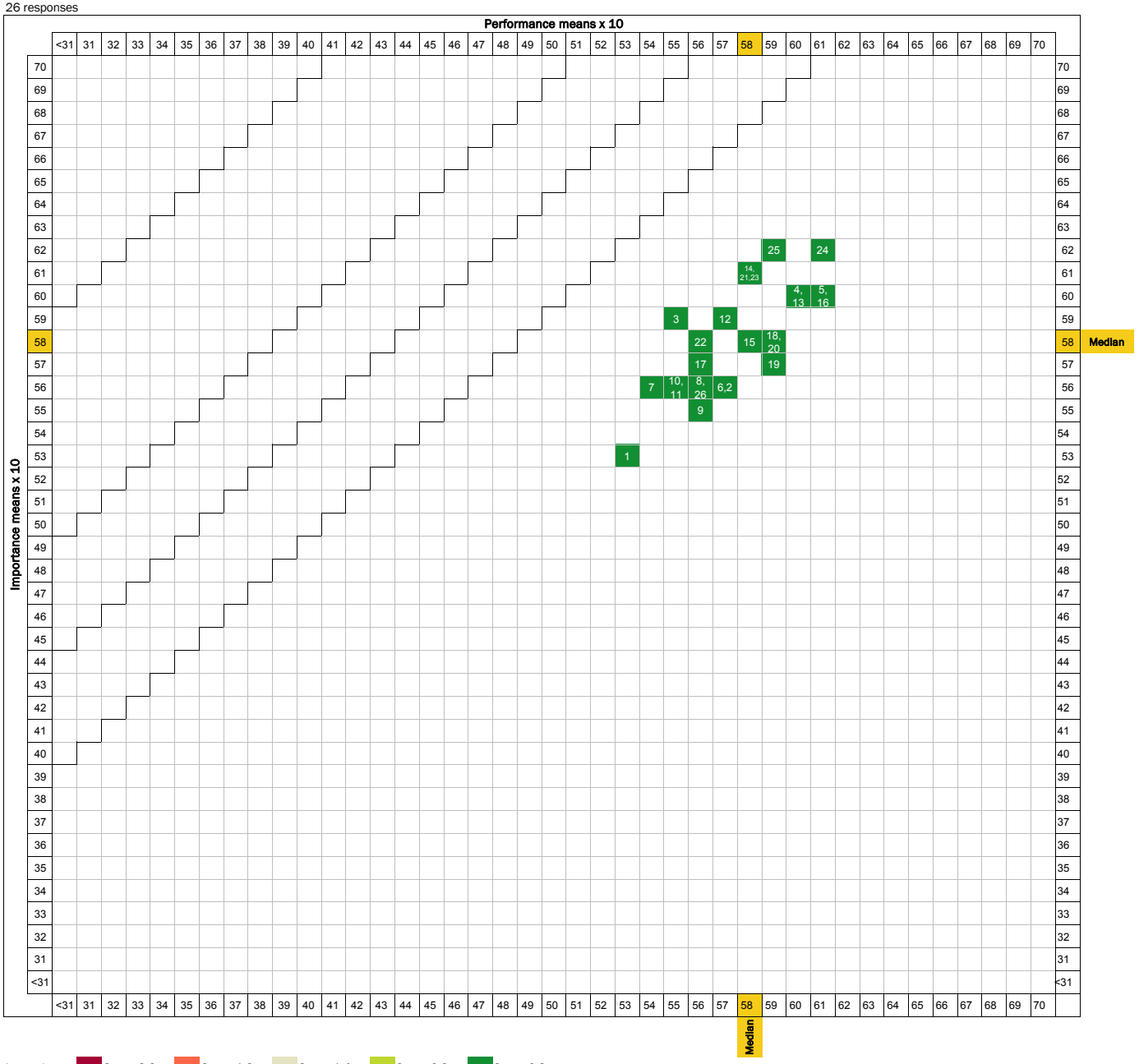
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Vehicle Systems & Materials

26 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — What is your major area of study, teaching or research? - Other/not applicable

156 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.47	I can get help from library/Ask Me desk staff when I need it	6.18	I am informed about Library services	5.35	I can get wireless access in the Library when I need to	0.46
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	Opening hours meet my needs	6.02	The Library web site provides useful information	5.52	I can find a quiet place in the Library to study when I need to	0.45
I can get help from library/Ask Me desk staff when I need it	6.21	I can get wireless access in the Library when I need to	6.01	I can find a place in the Library to work in a group when I need to	5.54	The Library search facilities enable me to find relevant library resources quickly	0.39
When I am away from campus I can access the Library resources and services I need	6.18	Face-to-face enquiry services meet my needs	5.95	Library signage is clear	5.55	The Library web site provides useful information	0.39
A computer is available when I need one	6.15	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	Library workshops, classes and tutorials help me with my learning and research needs	5.56	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36
Library/Ask Me desk staff provide accurate answers to my enquiries	6.11	When I am away from campus I can access the Library resources and services I need	5.93	The Library anticipates my learning and research needs	5.58	Course specific resources (online and in the reserve collection) meet my learning needs	0.32
The Library search facilities enable me to find relevant library resources quickly	6.11	A computer is available when I need one	5.91	The items I'm looking for on the library shelves are usually there	5.58	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.32
I can find a quiet place in the Library to study when I need to	6.10	Printing, scanning and photocopying facilities in the Library meet my needs	5.89	I can find a quiet place in the Library to study when I need to	5.65	Library signage is clear	0.29
Course specific resources (online and in the reserve collection) meet my learning needs	6.09	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.65	I can find a place in the Library to work in a group when I need to	0.29
Opening hours meet my needs	6.07	Library/Ask Me desk staff provide accurate answers to my enquiries	5.88	Books and articles I have requested from other libraries and campuses are delivered promptly	5.70	The items I'm looking for on the library shelves are usually there	0.27

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Unitec Library Client Survey, September 2018

Mean importance scores — What is your major area of study, teaching or research? - Other/not applicable

156 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.47	1	6.01	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.25	2	5.88	9
I can get help from library/Ask Me desk staff when I need it	6.21	3	6.18	1
When I am away from campus I can access the Library resources and services I need	6.18	4	5.93	6
A computer is available when I need one	6.15	5	5.91	7
Library/Ask Me desk staff provide accurate answers to my enquiries	6.11	6	5.88	10
The Library search facilities enable me to find relevant library resources quickly	6.11	7	5.72	15
I can find a quiet place in the Library to study when I need to	6.10	8	5.65	19
Course specific resources (online and in the reserve collection) meet my learning needs	6.09	9	5.77	14
Opening hours meet my needs	6.07	10	6.02	2
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	11	5.89	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.99	12	5.86	11
Face-to-face enquiry services meet my needs	5.98	13	5.95	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.97	14	5.65	18
Access to Library information resources has helped me to be successful at Unitec	5.96	15	5.84	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.96	16	5.85	12
The Library web site provides useful information	5.91	17	5.52	25
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90	18	5.94	5
The items I'm looking for on the library shelves are usually there	5.85	19	5.58	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.85	20	5.72	16
Library signage is clear	5.84	21	5.55	23
I can find a place in the Library to work in a group when I need to	5.83	22	5.54	24
Books and articles I have requested from other libraries and campuses are delivered promptly	5.77	23	5.70	17
Library workshops, classes and tutorials help me with my learning and research needs	5.74	24	5.56	22
The Library anticipates my learning and research needs	5.66	25	5.58	21
I am informed about Library services	5.46	26	5.35	26

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Unitec Library Client Survey, September 2018

Mean performance score — What is your major area of study, teaching or research? - Other/not applicable

156 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.18	1	6.21	3
Opening hours meet my needs	6.02	2	6.07	10
I can get wireless access in the Library when I need to	6.01	3	6.47	1
Face-to-face enquiry services meet my needs	5.95	4	5.98	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.94	5	5.90	18
When I am away from campus I can access the Library resources and services I need	5.93	6	6.18	4
A computer is available when I need one	5.91	7	6.15	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.89	8	6.02	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.88	9	6.25	2
Library/Ask Me desk staff provide accurate answers to my enquiries	5.88	10	6.11	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.86	11	5.99	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.85	12	5.96	16
Access to Library information resources has helped me to be successful at Unitec	5.84	13	5.96	15
Course specific resources (online and in the reserve collection) meet my learning needs	5.77	14	6.09	9
The Library search facilities enable me to find relevant library resources quickly	5.72	15	6.11	7
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.72	16	5.85	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.70	17	5.77	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.65	18	5.97	14
I can find a quiet place in the Library to study when I need to	5.65	19	6.10	8
The items I'm looking for on the library shelves are usually there	5.58	20	5.85	19
The Library anticipates my learning and research needs	5.58	21	5.66	25
Library workshops, classes and tutorials help me with my learning and research needs	5.56	22	5.74	24
Library signage is clear	5.55	23	5.84	21
I can find a place in the Library to work in a group when I need to	5.54	24	5.83	22
The Library web site provides useful information	5.52	25	5.91	17
I am informed about Library services	5.35	26	5.46	26

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Unitec Library Client Survey, September 2018

Mean gap scores — What is your major area of study, teaching or research? - Other/not applicable

156 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	0.46	1	6.47	1
I can find a quiet place in the Library to study when I need to	0.45	2	6.10	8
The Library search facilities enable me to find relevant library resources quickly	0.39	3	6.11	7
The Library web site provides useful information	0.39	4	5.91	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36	5	6.25	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.32	6	6.09	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.32	7	5.97	14
Library signage is clear	0.29	8	5.84	21
I can find a place in the Library to work in a group when I need to	0.29	9	5.83	22
The items I'm looking for on the library shelves are usually there	0.27	10	5.85	19
When I am away from campus I can access the Library resources and services I need	0.25	11	6.18	4
A computer is available when I need one	0.24	12	6.15	5
Library/Ask Me desk staff provide accurate answers to my enquiries	0.23	13	6.11	6
Library workshops, classes and tutorials help me with my learning and research needs	0.17	14	5.74	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.13	15	5.85	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.13	16	5.99	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.13	17	6.02	11
Access to Library information resources has helped me to be successful at Unitec	0.12	18	5.96	15
I am informed about Library services	0.11	19	5.46	26
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.11	19	5.96	16
The Library anticipates my learning and research needs	0.08	21	5.66	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.07	22	5.77	23
Opening hours meet my needs	0.04	23	6.07	10
I can get help from library/Ask Me desk staff when I need it	0.03	24	6.21	3
Face-to-face enquiry services meet my needs	0.02	25	5.98	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.04	26	5.90	18

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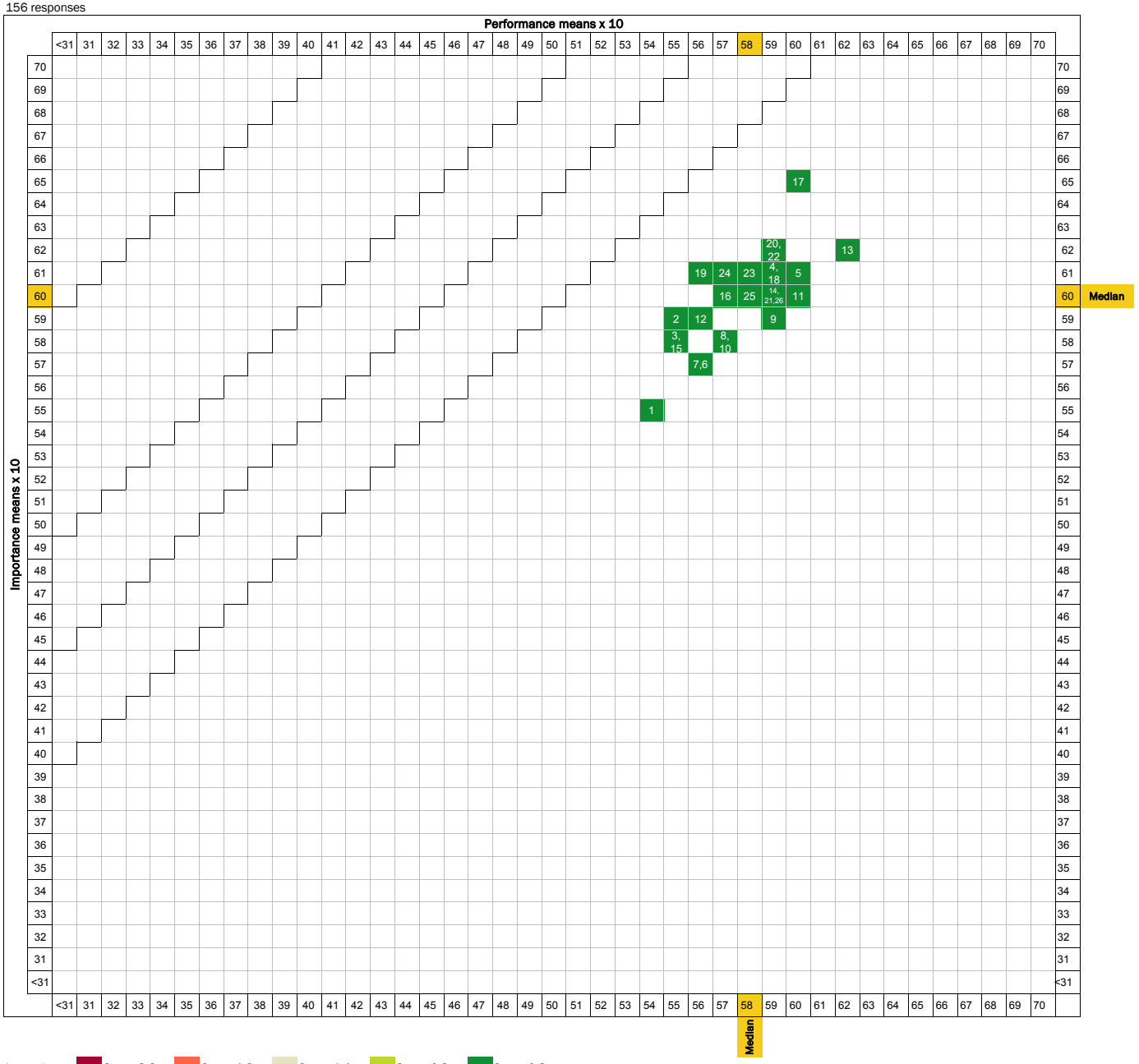
Unitec Library Client Survey, September 2018

Best practice categories gap grid — What is your major area of study, teaching or research? - Other/not applicable

156 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018
Top 5 importance scores by demographic
In what year did you first start at Unitec?

Unique factor

Before 2012 (73 responses)	Importance mean
I can get wireless access in the Library when I need to	6.66
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53
I can get help from library/Ask Me desk staff when I need it	6.48
Library/Ask Me desk staff provide accurate answers to my enquiries	6.47
When I am away from campus I can access the Library resources and services I need	6.46
2012 (16 responses)	**Importance mean**
Books and articles I have requested from other libraries and campuses are delivered promptly	6.88
Library/Ask Me desk staff provide accurate answers to my enquiries	6.77
I can get help from library/Ask Me desk staff when I need it	6.64
Face-to-face enquiry services meet my needs	6.60
When I am away from campus I can access the Library resources and services I need	6.58
2013 (37 responses)	**Importance mean**
The Library web site provides useful information	6.26
I can get wireless access in the Library when I need to	6.22
Printing, scanning and photocopying facilities in the Library meet my needs	6.19
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19
I can find a place in the Library to work in a group when I need to	6.16
2014 (79 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.35
Face-to-face enquiry services meet my needs	6.30
When I am away from campus I can access the Library resources and services I need	6.24
Library/Ask Me desk staff provide accurate answers to my enquiries	6.17
I can get help from library/Ask Me desk staff when I need it	6.15
2015 (133 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.32
Library/Ask Me desk staff provide accurate answers to my enquiries	6.16
I can get help from library/Ask Me desk staff when I need it	6.15
When I am away from campus I can access the Library resources and services I need	6.11
Face-to-face enquiry services meet my needs	6.09
2016 (245 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.46
Library/Ask Me desk staff provide accurate answers to my enquiries	6.33
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.31
When I am away from campus I can access the Library resources and services I need	6.25
I can get help from library/Ask Me desk staff when I need it	6.23
2017 (417 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.38
I can get help from library/Ask Me desk staff when I need it	6.23
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22
Printing, scanning and photocopying facilities in the Library meet my needs	6.20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13

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Unitec Library Client Survey, September 2018

Top 5 importance scores by demographic

In what year did you first start at Unitec?

Unique factor

2018 (938 responses)	Importance mean
I can get wireless access in the Library when I need to	6.39
I can get help from library/Ask Me desk staff when I need it	6.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.25
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23
I can find a quiet place in the Library to study when I need to	6.23

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
In what year did you first start at Unitec?

Unique factor

Before 2012 (73 responses)	Performance mean
I can get wireless access in the Library when I need to	6.42
Library/Ask Me desk staff provide accurate answers to my enquiries	6.34
Face-to-face enquiry services meet my needs	6.34
I can get help from library/Ask Me desk staff when I need it	6.33
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.21
2012 (16 responses)	**Performance mean**
Books and articles I have requested from other libraries and campuses are delivered promptly	6.63
I can get help from library/Ask Me desk staff when I need it	6.43
When I am away from campus I can access the Library resources and services I need	6.42
Library/Ask Me desk staff provide accurate answers to my enquiries	6.38
A computer is available when I need one	6.33
2013 (37 responses)	**Performance mean**
I can get wireless access in the Library when I need to	5.94
Face-to-face enquiry services meet my needs	5.88
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86
The Library search facilities enable me to find relevant library resources quickly	5.79
I can get help from library/Ask Me desk staff when I need it	5.78
2014 (79 responses)	**Performance mean**
Library/Ask Me desk staff provide accurate answers to my enquiries	6.11
Face-to-face enquiry services meet my needs	6.06
I can get help from library/Ask Me desk staff when I need it	6.01
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98
Books and articles I have requested from other libraries and campuses are delivered promptly	5.96
2015 (133 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.09
Face-to-face enquiry services meet my needs	6.05
Library/Ask Me desk staff provide accurate answers to my enquiries	5.95
I can get wireless access in the Library when I need to	5.93
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92
2016 (245 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.10
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07
When I am away from campus I can access the Library resources and services I need	6.00
Face-to-face enquiry services meet my needs	6.00
I can get wireless access in the Library when I need to	5.96
2017 (417 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.14
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06
I can get wireless access in the Library when I need to	6.05
Face-to-face enquiry services meet my needs	6.00
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96

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Unitec Library Client Survey, September 2018

Top 5 performance scores by demographic

In what year did you first start at Unitec?

Unique factor

2018 (938 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.20
I can get wireless access in the Library when I need to	6.12
Face-to-face enquiry services meet my needs	6.09
Library/Ask Me desk staff provide accurate answers to my enquiries	6.04
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
In what year did you first start at Unitec?

Unique factor

Before 2012 (73 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.93
Printing, scanning and photocopying facilities in the Library meet my needs	0.61
I can find a place in the Library to work in a group when I need to	0.52
The Library search facilities enable me to find relevant library resources quickly	0.50
Course specific resources (online and in the reserve collection) meet my learning needs	0.42
2012 (16 responses)	**Gap score**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
The Library search facilities enable me to find relevant library resources quickly	0.79
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.69
Course specific resources (online and in the reserve collection) meet my learning needs	0.69
Access to Library information resources has helped me to be successful at Unitec	0.64
2013 (37 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.82
Printing, scanning and photocopying facilities in the Library meet my needs	0.75
The Library web site provides useful information	0.63
Opening hours meet my needs	0.61
I can find a place in the Library to work in a group when I need to	0.60
2014 (79 responses)	**Gap score**
I can get wireless access in the Library when I need to	0.65
I can find a quiet place in the Library to study when I need to	0.58
Printing, scanning and photocopying facilities in the Library meet my needs	0.39
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
When I am away from campus I can access the Library resources and services I need	0.33
2015 (133 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	1.03
I can find a place in the Library to work in a group when I need to	0.58
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50
Course specific resources (online and in the reserve collection) meet my learning needs	0.47
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44
2016 (245 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.81
I can find a place in the Library to work in a group when I need to	0.68
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
I can get wireless access in the Library when I need to	0.50
Printing, scanning and photocopying facilities in the Library meet my needs	0.50
2017 (417 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.65
I can find a place in the Library to work in a group when I need to	0.51
Printing, scanning and photocopying facilities in the Library meet my needs	0.46
The Library web site provides useful information	0.34
I can get wireless access in the Library when I need to	0.33

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Unitec Library Client Survey, September 2018

Top 5 gap scores by demographic

In what year did you first start at Unitec?

Unique factor

2018 (938 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.50
Printing, scanning and photocopying facilities in the Library meet my needs	0.39
The items I'm looking for on the library shelves are usually there	0.38
I can find a place in the Library to work in a group when I need to	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - Before 2012

73 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.66	I can get wireless access in the Library when I need to	6.42	I can find a quiet place in the Library to study when I need to	5.22	I can find a quiet place in the Library to study when I need to	0.93
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	Library/Ask Me desk staff provide accurate answers to my enquiries	6.34	I am informed about Library services	5.39	Printing, scanning and photocopying facilities in the Library meet my needs	0.61
I can get help from library/Ask Me desk staff when I need it	6.48	Face-to-face enquiry services meet my needs	6.34	Library signage is clear	5.59	I can find a place in the Library to work in a group when I need to	0.52
Library/Ask Me desk staff provide accurate answers to my enquiries	6.47	I can get help from library/Ask Me desk staff when I need it	6.33	The Library anticipates my learning and research needs	5.63	The Library search facilities enable me to find relevant library resources quickly	0.50
When I am away from campus I can access the Library resources and services I need	6.46	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.21	The Library search facilities enable me to find relevant library resources quickly	5.81	Course specific resources (online and in the reserve collection) meet my learning needs	0.42
Face-to-face enquiry services meet my needs	6.44	When I am away from campus I can access the Library resources and services I need	6.18	A computer is available when I need one	5.82	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.41
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.17	Printing, scanning and photocopying facilities in the Library meet my needs	5.82	The Library web site provides useful information	0.38
Course specific resources (online and in the reserve collection) meet my learning needs	6.36	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.11	I can find a place in the Library to work in a group when I need to	5.83	I am informed about Library services	0.35
Access to Library information resources has helped me to be successful at Unitec	6.36	Books and articles I have requested from other libraries and campuses are delivered promptly	6.09	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	Library signage is clear	0.35
I can find a place in the Library to work in a group when I need to	6.35	Access to Library information resources has helped me to be successful at Unitec	6.07	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.91	The Library anticipates my learning and research needs	0.35

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - Before 2012

73 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.66	1	6.42	1
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.53	2	6.11	8
I can get help from library/Ask Me desk staff when I need it	6.48	3	6.33	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.47	4	6.34	2
When I am away from campus I can access the Library resources and services I need	6.46	5	6.18	6
Face-to-face enquiry services meet my needs	6.44	6	6.34	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.43	7	5.82	20
Course specific resources (online and in the reserve collection) meet my learning needs	6.36	8	5.95	13
Access to Library information resources has helped me to be successful at Unitec	6.36	9	6.07	10
I can find a place in the Library to work in a group when I need to	6.35	10	5.83	19
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.33	11	6.21	5
The Library search facilities enable me to find relevant library resources quickly	6.32	12	5.81	22
Books and articles I have requested from other libraries and campuses are delivered promptly	6.29	13	6.09	9
The Library web site provides useful information	6.29	14	5.91	16
The items I'm looking for on the library shelves are usually there	6.24	15	5.98	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.22	16	6.17	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.19	17	5.91	17
Library workshops, classes and tutorials help me with my learning and research needs	6.19	18	5.95	12
I can find a quiet place in the Library to study when I need to	6.16	19	5.22	26
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.13	20	5.85	18
Opening hours meet my needs	6.08	21	5.94	14
A computer is available when I need one	6.05	22	5.82	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.04	23	5.93	15
The Library anticipates my learning and research needs	5.98	24	5.63	23
Library signage is clear	5.94	25	5.59	24
I am informed about Library services	5.75	26	5.39	25

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - Before 2012

73 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.42	1	6.66	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.34	2	6.47	4
Face-to-face enquiry services meet my needs	6.34	3	6.44	6
I can get help from library/Ask Me desk staff when I need it	6.33	4	6.48	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.21	5	6.33	11
When I am away from campus I can access the Library resources and services I need	6.18	6	6.46	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.17	7	6.22	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.11	8	6.53	2
Books and articles I have requested from other libraries and campuses are delivered promptly	6.09	9	6.29	13
Access to Library information resources has helped me to be successful at Unitec	6.07	10	6.36	9
The items I'm looking for on the library shelves are usually there	5.98	11	6.24	15
Library workshops, classes and tutorials help me with my learning and research needs	5.95	12	6.19	18
Course specific resources (online and in the reserve collection) meet my learning needs	5.95	13	6.36	8
Opening hours meet my needs	5.94	14	6.08	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.93	15	6.04	23
The Library web site provides useful information	5.91	16	6.29	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.91	17	6.19	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	18	6.13	20
I can find a place in the Library to work in a group when I need to	5.83	19	6.35	10
Printing, scanning and photocopying facilities in the Library meet my needs	5.82	20	6.43	7
A computer is available when I need one	5.82	21	6.05	22
The Library search facilities enable me to find relevant library resources quickly	5.81	22	6.32	12
The Library anticipates my learning and research needs	5.63	23	5.98	24
Library signage is clear	5.59	24	5.94	25
I am informed about Library services	5.39	25	5.75	26
I can find a quiet place in the Library to study when I need to	5.22	26	6.16	19

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - Before 2012

73 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.93	1	6.16	19
Printing, scanning and photocopying facilities in the Library meet my needs	0.61	2	6.43	7
I can find a place in the Library to work in a group when I need to	0.52	3	6.35	10
The Library search facilities enable me to find relevant library resources quickly	0.50	4	6.32	12
Course specific resources (online and in the reserve collection) meet my learning needs	0.42	5	6.36	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.41	6	6.53	2
The Library web site provides useful information	0.38	7	6.29	14
I am informed about Library services	0.35	8	5.75	26
Library signage is clear	0.35	9	5.94	25
The Library anticipates my learning and research needs	0.35	10	5.98	24
Access to Library information resources has helped me to be successful at Unitec	0.29	11	6.36	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29	12	6.19	17
When I am away from campus I can access the Library resources and services I need	0.28	13	6.46	5
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.27	14	6.13	20
The items I'm looking for on the library shelves are usually there	0.26	15	6.24	15
I can get wireless access in the Library when I need to	0.24	16	6.66	1
Library workshops, classes and tutorials help me with my learning and research needs	0.23	17	6.19	18
A computer is available when I need one	0.23	18	6.05	22
Books and articles I have requested from other libraries and campuses are delivered promptly	0.20	19	6.29	13
I can get help from library/Ask Me desk staff when I need it	0.16	20	6.48	3
Opening hours meet my needs	0.14	21	6.08	21
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.13	22	6.33	11
Library/Ask Me desk staff provide accurate answers to my enquiries	0.12	23	6.47	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.11	24	6.04	23
Face-to-face enquiry services meet my needs	0.10	25	6.44	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.05	26	6.22	16

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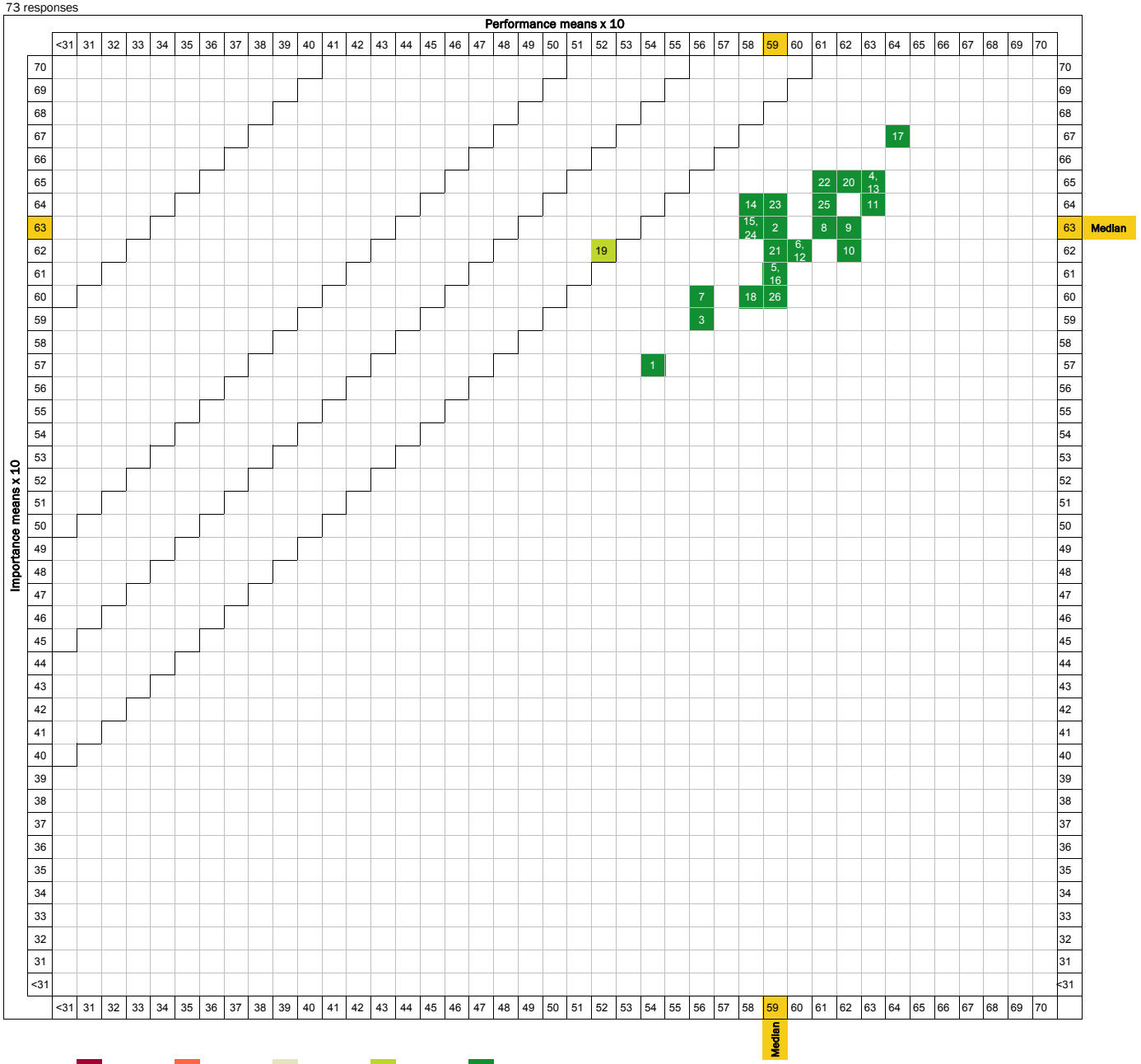
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - Before 2012

73 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2012

16 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Books and articles I have requested from other libraries and campuses are delivered promptly	6.88	Books and articles I have requested from other libraries and campuses are delivered promptly	6.63	Printing, scanning and photocopying facilities in the Library meet my needs	5.33	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80
Library/Ask Me desk staff provide accurate answers to my enquiries	6.77	I can get help from library/Ask Me desk staff when I need it	6.43	The Library search facilities enable me to find relevant library resources quickly	5.50	The Library search facilities enable me to find relevant library resources quickly	0.79
I can get help from library/Ask Me desk staff when I need it	6.64	When I am away from campus I can access the Library resources and services I need	6.42	Course specific resources (online and in the reserve collection) meet my learning needs	5.56	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.69
Face-to-face enquiry services meet my needs	6.60	Library/Ask Me desk staff provide accurate answers to my enquiries	6.38	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.60	Course specific resources (online and in the reserve collection) meet my learning needs	0.69
When I am away from campus I can access the Library resources and services I need	6.58	A computer is available when I need one	6.33	Library workshops, classes and tutorials help me with my learning and research needs	5.60	Access to Library information resources has helped me to be successful at Unitec	0.64
I can find a quiet place in the Library to study when I need to	6.47	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	The Library web site provides useful information	0.58
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.46	The Library anticipates my learning and research needs	6.27	Access to Library information resources has helped me to be successful at Unitec	5.71	I can get wireless access in the Library when I need to	0.53
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	Face-to-face enquiry services meet my needs	6.20	Library signage is clear	5.71	Printing, scanning and photocopying facilities in the Library meet my needs	0.50
I can get wireless access in the Library when I need to	6.40	I can find a place in the Library to work in a group when I need to	6.14	The Library web site provides useful information	5.75	Library workshops, classes and tutorials help me with my learning and research needs	0.50
Access to Library information resources has helped me to be successful at Unitec	6.36	Opening hours meet my needs	6.13	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	I can find a quiet place in the Library to study when I need to	0.47

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2012

16 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Books and articles I have requested from other libraries and campuses are delivered promptly	6.88	1	6.63	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.77	2	6.38	4
I can get help from library/Ask Me desk staff when I need it	6.64	3	6.43	2
Face-to-face enquiry services meet my needs	6.60	4	6.20	8
When I am away from campus I can access the Library resources and services I need	6.58	5	6.42	3
I can find a quiet place in the Library to study when I need to	6.47	6	6.00	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.46	7	5.77	17
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.40	8	5.60	22
I can get wireless access in the Library when I need to	6.40	8	5.87	16
Access to Library information resources has helped me to be successful at Unitec	6.36	10	5.71	19
The Library web site provides useful information	6.33	11	5.75	18
Opening hours meet my needs	6.33	11	6.13	10
A computer is available when I need one	6.33	11	6.33	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.31	14	5.92	15
The Library search facilities enable me to find relevant library resources quickly	6.29	15	5.50	25
The Library anticipates my learning and research needs	6.27	16	6.27	7
Course specific resources (online and in the reserve collection) meet my learning needs	6.25	17	5.56	24
The items I'm looking for on the library shelves are usually there	6.23	18	6.00	12
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.14	19	6.07	11
I can find a place in the Library to work in a group when I need to	6.14	19	6.14	9
Library workshops, classes and tutorials help me with my learning and research needs	6.10	21	5.60	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.10	21	6.30	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.00	23	5.69	21
Library signage is clear	6.00	23	5.71	19
Printing, scanning and photocopying facilities in the Library meet my needs	5.83	25	5.33	26
I am informed about Library services	5.75	26	6.00	12

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2012

16 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Books and articles I have requested from other libraries and campuses are delivered promptly	6.63	1	6.88	1
I can get help from library/Ask Me desk staff when I need it	6.43	2	6.64	3
When I am away from campus I can access the Library resources and services I need	6.42	3	6.58	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.38	4	6.77	2
A computer is available when I need one	6.33	5	6.33	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.30	6	6.10	21
The Library anticipates my learning and research needs	6.27	7	6.27	16
Face-to-face enquiry services meet my needs	6.20	8	6.60	4
I can find a place in the Library to work in a group when I need to	6.14	9	6.14	19
Opening hours meet my needs	6.13	10	6.33	11
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.07	11	6.14	19
I am informed about Library services	6.00	12	5.75	26
The items I'm looking for on the library shelves are usually there	6.00	12	6.23	18
I can find a quiet place in the Library to study when I need to	6.00	12	6.47	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	15	6.31	14
I can get wireless access in the Library when I need to	5.87	16	6.40	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	17	6.46	7
The Library web site provides useful information	5.75	18	6.33	11
Library signage is clear	5.71	19	6.00	23
Access to Library information resources has helped me to be successful at Unitec	5.71	19	6.36	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	21	6.00	23
Library workshops, classes and tutorials help me with my learning and research needs	5.60	22	6.10	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.60	22	6.40	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.56	24	6.25	17
The Library search facilities enable me to find relevant library resources quickly	5.50	25	6.29	15
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	26	5.83	25

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2012

16 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.80	1	6.40	8
The Library search facilities enable me to find relevant library resources quickly	0.79	2	6.29	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.69	3	6.46	7
Course specific resources (online and in the reserve collection) meet my learning needs	0.69	4	6.25	17
Access to Library information resources has helped me to be successful at Unitec	0.64	5	6.36	10
The Library web site provides useful information	0.58	6	6.33	11
I can get wireless access in the Library when I need to	0.53	7	6.40	8
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	8	5.83	25
Library workshops, classes and tutorials help me with my learning and research needs	0.50	8	6.10	21
I can find a quiet place in the Library to study when I need to	0.47	10	6.47	6
Face-to-face enquiry services meet my needs	0.40	11	6.60	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.38	12	6.31	14
Library/Ask Me desk staff provide accurate answers to my enquiries	0.38	12	6.77	2
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.31	14	6.00	23
Library signage is clear	0.29	15	6.00	23
Books and articles I have requested from other libraries and campuses are delivered promptly	0.25	16	6.88	1
The items I'm looking for on the library shelves are usually there	0.23	17	6.23	18
I can get help from library/Ask Me desk staff when I need it	0.21	18	6.64	3
Opening hours meet my needs	0.20	19	6.33	11
When I am away from campus I can access the Library resources and services I need	0.17	20	6.58	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	21	6.14	19
I can find a place in the Library to work in a group when I need to	0.00	22	6.14	19
The Library anticipates my learning and research needs	0.00	22	6.27	16
A computer is available when I need one	0.00	22	6.33	11
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.20	25	6.10	21
I am informed about Library services	-0.25	26	5.75	26

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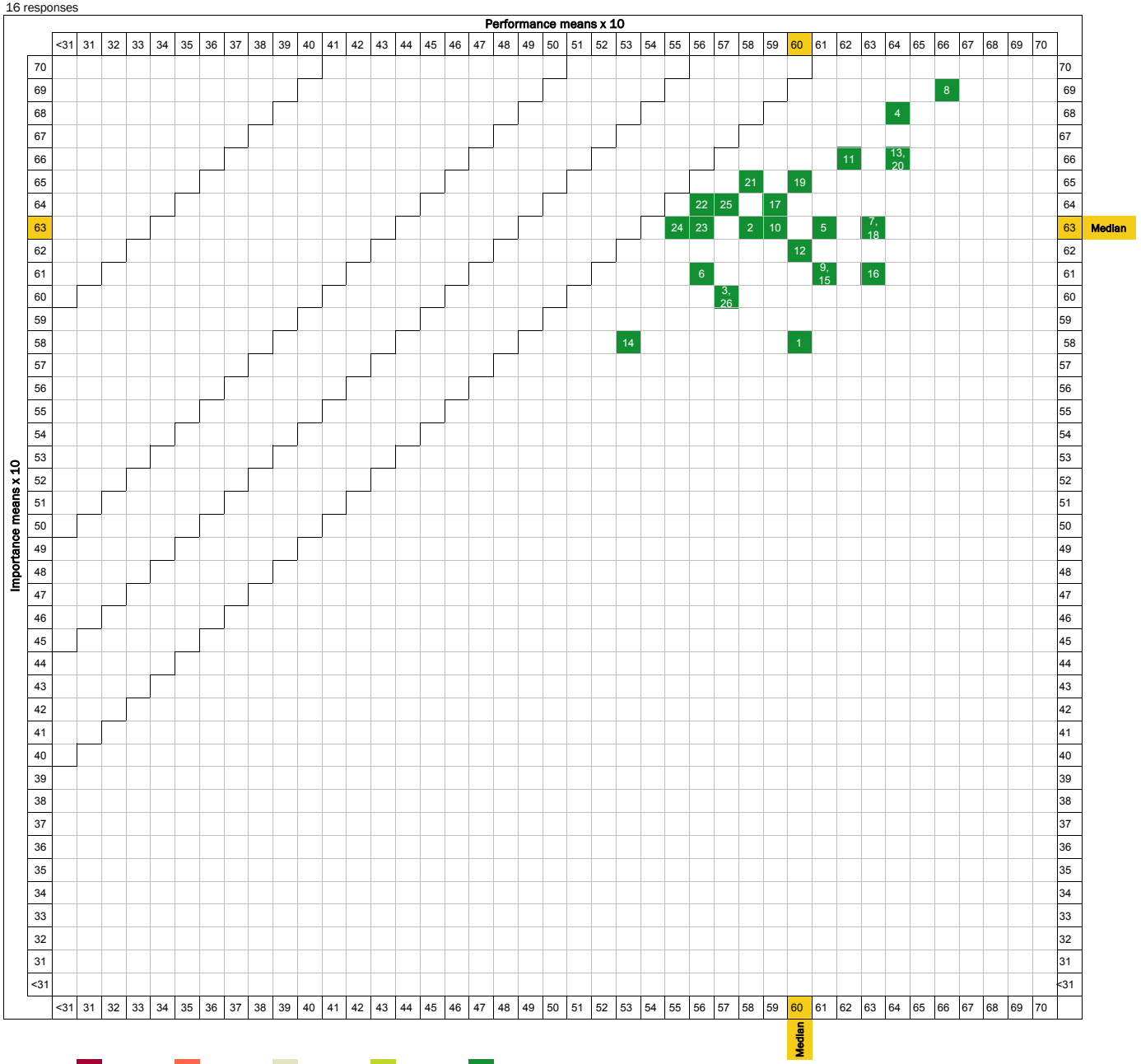
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2012

16 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2013

37 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Library web site provides useful information	6.26	I can get wireless access in the Library when I need to	5.94	I can find a quiet place in the Library to study when I need to	5.09	I can find a quiet place in the Library to study when I need to	0.82
I can get wireless access in the Library when I need to	6.22	Face-to-face enquiry services meet my needs	5.88	Library workshops, classes and tutorials help me with my learning and research needs	5.09	Printing, scanning and photocopying facilities in the Library meet my needs	0.75
Printing, scanning and photocopying facilities in the Library meet my needs	6.19	Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.16	The Library web site provides useful information	0.63
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	The Library search facilities enable me to find relevant library resources quickly	5.79	The Library anticipates my learning and research needs	5.18	Opening hours meet my needs	0.61
I can find a place in the Library to work in a group when I need to	6.16	I can get help from library/Ask Me desk staff when I need it	5.78	Books and articles I have requested from other libraries and campuses are delivered promptly	5.23	I can find a place in the Library to work in a group when I need to	0.60
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	Access to Library information resources has helped me to be successful at Unitec	5.69	Opening hours meet my needs	5.24	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.49
When I am away from campus I can access the Library resources and services I need	6.03	Course specific resources (online and in the reserve collection) meet my learning needs	5.68	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	The Library anticipates my learning and research needs	0.45
Face-to-face enquiry services meet my needs	5.97	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	I am informed about Library services	5.31	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44
Library signage is clear	5.97	The Library web site provides useful information	5.64	The items I'm looking for on the library shelves are usually there	5.35	Books and articles I have requested from other libraries and campuses are delivered promptly	0.44
The Library search facilities enable me to find relevant library resources quickly	5.94	Library signage is clear	5.62	Printing, scanning and photocopying facilities in the Library meet my needs	5.44	When I am away from campus I can access the Library resources and services I need	0.42

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2013

37 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
The Library web site provides useful information	6.26	1	5.64	9
I can get wireless access in the Library when I need to	6.22	2	5.94	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.19	3	5.44	17
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	3	5.86	3
I can find a place in the Library to work in a group when I need to	6.16	5	5.56	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.15	6	5.66	8
When I am away from campus I can access the Library resources and services I need	6.03	7	5.61	11
Face-to-face enquiry services meet my needs	5.97	8	5.88	2
Library signage is clear	5.97	9	5.62	10
The Library search facilities enable me to find relevant library resources quickly	5.94	10	5.79	4
I can find a quiet place in the Library to study when I need to	5.91	11	5.09	26
Access to Library information resources has helped me to be successful at Unitec	5.88	12	5.69	6
Opening hours meet my needs	5.86	13	5.24	21
I can get help from library/Ask Me desk staff when I need it	5.79	14	5.78	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	15	5.26	20
The items I'm looking for on the library shelves are usually there	5.69	16	5.35	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.67	17	5.23	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.64	18	5.49	15
The Library anticipates my learning and research needs	5.63	19	5.18	23
Course specific resources (online and in the reserve collection) meet my learning needs	5.63	19	5.68	7
A computer is available when I need one	5.57	21	5.50	14
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.50	22	5.52	13
I am informed about Library services	5.44	23	5.31	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.37	24	5.16	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.33	25	5.48	16
Library workshops, classes and tutorials help me with my learning and research needs	5.06	26	5.09	25

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2013

37 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	5.94	1	6.22	2
Face-to-face enquiry services meet my needs	5.88	2	5.97	8
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	3	6.19	3
The Library search facilities enable me to find relevant library resources quickly	5.79	4	5.94	10
I can get help from library/Ask Me desk staff when I need it	5.78	5	5.79	14
Access to Library information resources has helped me to be successful at Unitec	5.69	6	5.88	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	7	5.63	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	8	6.15	6
The Library web site provides useful information	5.64	9	6.26	1
Library signage is clear	5.62	10	5.97	9
When I am away from campus I can access the Library resources and services I need	5.61	11	6.03	7
I can find a place in the Library to work in a group when I need to	5.56	12	6.16	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.52	13	5.50	22
A computer is available when I need one	5.50	14	5.57	21
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.49	15	5.64	18
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.48	16	5.33	25
Printing, scanning and photocopying facilities in the Library meet my needs	5.44	17	6.19	3
The items I'm looking for on the library shelves are usually there	5.35	18	5.69	16
I am informed about Library services	5.31	19	5.44	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.26	20	5.70	15
Opening hours meet my needs	5.24	21	5.86	13
Books and articles I have requested from other libraries and campuses are delivered promptly	5.23	22	5.67	17
The Library anticipates my learning and research needs	5.18	23	5.63	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.16	24	5.37	24
Library workshops, classes and tutorials help me with my learning and research needs	5.09	25	5.06	26
I can find a quiet place in the Library to study when I need to	5.09	26	5.91	11

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2013

37 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.82	1	5.91	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.75	2	6.19	3
The Library web site provides useful information	0.63	3	6.26	1
Opening hours meet my needs	0.61	4	5.86	13
I can find a place in the Library to work in a group when I need to	0.60	5	6.16	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.49	6	6.15	6
The Library anticipates my learning and research needs	0.45	7	5.63	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44	8	5.70	15
Books and articles I have requested from other libraries and campuses are delivered promptly	0.44	9	5.67	17
When I am away from campus I can access the Library resources and services I need	0.42	10	6.03	7
Library signage is clear	0.35	11	5.97	9
The items I'm looking for on the library shelves are usually there	0.33	12	5.69	16
Library/Ask Me desk staff provide accurate answers to my enquiries	0.33	13	6.19	3
I can get wireless access in the Library when I need to	0.28	14	6.22	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.21	15	5.37	24
Access to Library information resources has helped me to be successful at Unitec	0.19	16	5.88	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.15	17	5.64	18
The Library search facilities enable me to find relevant library resources quickly	0.14	18	5.94	10
I am informed about Library services	0.14	19	5.44	23
Face-to-face enquiry services meet my needs	0.09	20	5.97	8
A computer is available when I need one	0.07	21	5.57	21
I can get help from library/Ask Me desk staff when I need it	0.02	22	5.79	14
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.02	23	5.50	22
Library workshops, classes and tutorials help me with my learning and research needs	-0.03	24	5.06	26
Course specific resources (online and in the reserve collection) meet my learning needs	-0.05	25	5.63	19
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.15	26	5.33	25

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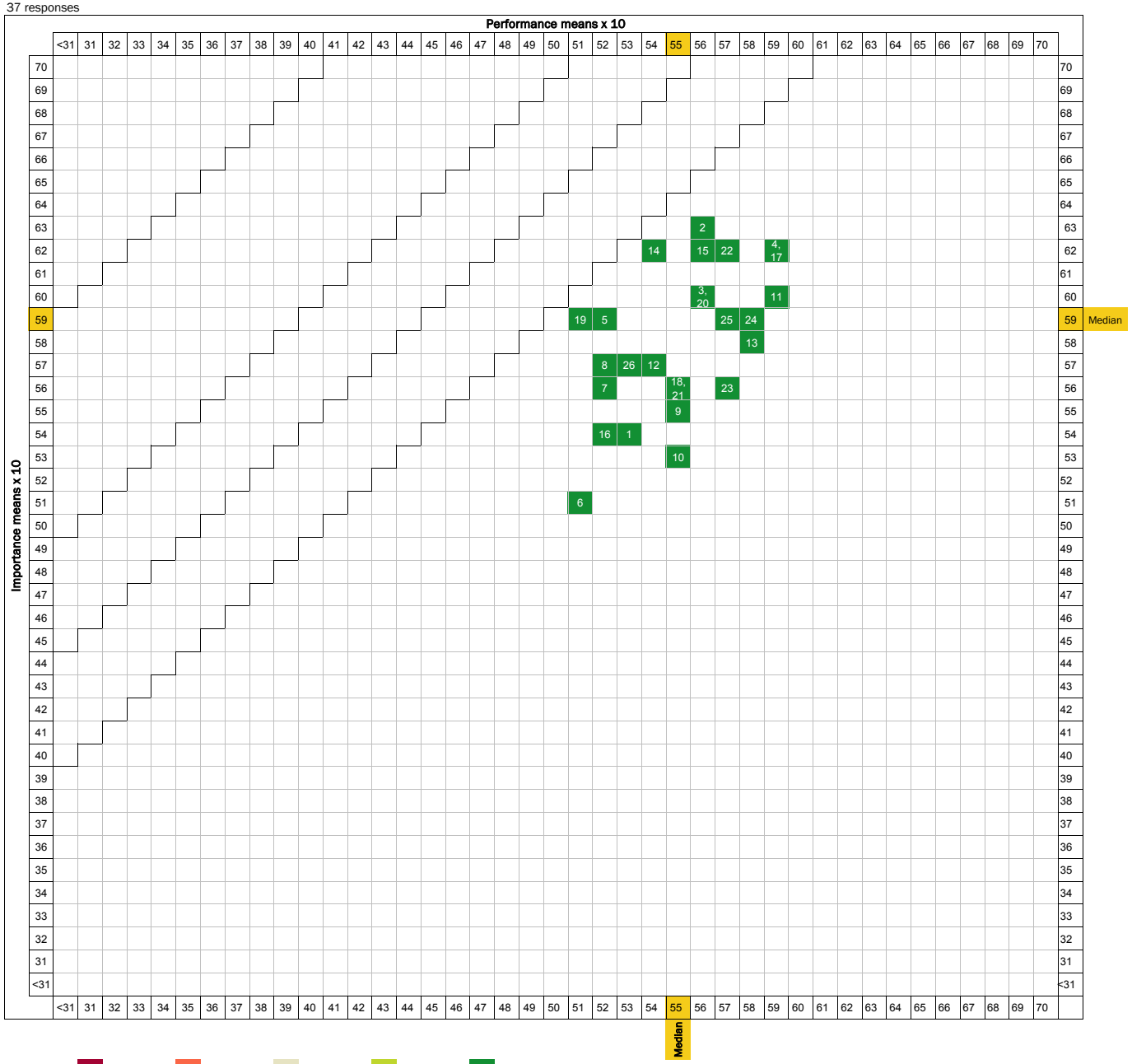
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2013

37 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2014

79 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.35	Library/Ask Me desk staff provide accurate answers to my enquiries	6.11	I am informed about Library services	5.45	I can get wireless access in the Library when I need to	0.65
Face-to-face enquiry services meet my needs	6.30	Face-to-face enquiry services meet my needs	6.06	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.46	I can find a quiet place in the Library to study when I need to	0.58
When I am away from campus I can access the Library resources and services I need	6.24	I can get help from library/Ask Me desk staff when I need it	6.01	I can find a quiet place in the Library to study when I need to	5.55	Printing, scanning and photocopying facilities in the Library meet my needs	0.39
Library/Ask Me desk staff provide accurate answers to my enquiries	6.17	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	The items I'm looking for on the library shelves are usually there	5.55	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36
I can get help from library/Ask Me desk staff when I need it	6.15	Books and articles I have requested from other libraries and campuses are delivered promptly	5.96	Opening hours meet my needs	5.55	When I am away from campus I can access the Library resources and services I need	0.33
I can find a quiet place in the Library to study when I need to	6.13	When I am away from campus I can access the Library resources and services I need	5.91	Library signage is clear	5.61	The Library search facilities enable me to find relevant library resources quickly	0.28
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	The Library web site provides useful information	5.90	I can find a place in the Library to work in a group when I need to	5.62	The items I'm looking for on the library shelves are usually there	0.25
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	The Library anticipates my learning and research needs	5.65	I can find a place in the Library to work in a group when I need to	0.25
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.03	Access to Library information resources has helped me to be successful at Unitec	5.85	Course specific resources (online and in the reserve collection) meet my learning needs	5.66	Face-to-face enquiry services meet my needs	0.25
The Library web site provides useful information	6.00	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	I can get wireless access in the Library when I need to	5.69	Course specific resources (online and in the reserve collection) meet my learning needs	0.18

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2014

79 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.35	1	5.69	17
Face-to-face enquiry services meet my needs	6.30	2	6.06	2
When I am away from campus I can access the Library resources and services I need	6.24	3	5.91	6
Library/Ask Me desk staff provide accurate answers to my enquiries	6.17	4	6.11	1
I can get help from library/Ask Me desk staff when I need it	6.15	5	6.01	3
I can find a quiet place in the Library to study when I need to	6.13	6	5.55	23
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	7	5.72	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	8	5.98	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.03	9	5.88	8
The Library web site provides useful information	6.00	10	5.90	7
The Library search facilities enable me to find relevant library resources quickly	5.97	11	5.69	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	12	5.84	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.90	13	5.74	12
Access to Library information resources has helped me to be successful at Unitec	5.88	14	5.85	9
I can find a place in the Library to work in a group when I need to	5.88	15	5.62	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.87	16	5.96	5
A computer is available when I need one	5.84	17	5.72	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.84	18	5.66	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	19	5.46	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	20	5.78	11
The items I'm looking for on the library shelves are usually there	5.80	21	5.55	23
The Library anticipates my learning and research needs	5.78	22	5.65	19
Opening hours meet my needs	5.72	23	5.55	22
Library signage is clear	5.69	24	5.61	21
I am informed about Library services	5.57	25	5.45	26
Library workshops, classes and tutorials help me with my learning and research needs	5.48	26	5.70	15

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2014

79 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Library/Ask Me desk staff provide accurate answers to my enquiries	6.11	1	6.17	4
Face-to-face enquiry services meet my needs	6.06	2	6.30	2
I can get help from library/Ask Me desk staff when I need it	6.01	3	6.15	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	4	6.05	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.96	5	5.87	16
When I am away from campus I can access the Library resources and services I need	5.91	6	6.24	3
The Library web site provides useful information	5.90	7	6.00	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.88	8	6.03	9
Access to Library information resources has helped me to be successful at Unitec	5.85	9	5.88	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	10	5.92	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	11	5.82	20
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.74	12	5.90	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.72	13	6.11	7
A computer is available when I need one	5.72	14	5.84	17
Library workshops, classes and tutorials help me with my learning and research needs	5.70	15	5.48	26
The Library search facilities enable me to find relevant library resources quickly	5.69	16	5.97	11
I can get wireless access in the Library when I need to	5.69	17	6.35	1
Course specific resources (online and in the reserve collection) meet my learning needs	5.66	18	5.84	18
The Library anticipates my learning and research needs	5.65	19	5.78	22
I can find a place in the Library to work in a group when I need to	5.62	20	5.88	15
Library signage is clear	5.61	21	5.69	24
Opening hours meet my needs	5.55	22	5.72	23
The items I'm looking for on the library shelves are usually there	5.55	23	5.80	21
I can find a quiet place in the Library to study when I need to	5.55	23	6.13	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.46	25	5.82	19
I am informed about Library services	5.45	26	5.57	25

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2014

79 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	0.65	1	6.35	1
I can find a quiet place in the Library to study when I need to	0.58	2	6.13	6
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	3	6.11	7
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.36	4	5.82	19
When I am away from campus I can access the Library resources and services I need	0.33	5	6.24	3
The Library search facilities enable me to find relevant library resources quickly	0.28	6	5.97	11
The items I'm looking for on the library shelves are usually there	0.25	7	5.80	21
I can find a place in the Library to work in a group when I need to	0.25	8	5.88	15
Face-to-face enquiry services meet my needs	0.25	9	6.30	2
Course specific resources (online and in the reserve collection) meet my learning needs	0.18	10	5.84	18
Opening hours meet my needs	0.17	11	5.72	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.16	12	5.90	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.15	13	6.03	9
I can get help from library/Ask Me desk staff when I need it	0.14	14	6.15	5
The Library anticipates my learning and research needs	0.13	15	5.78	22
A computer is available when I need one	0.12	16	5.84	17
I am informed about Library services	0.12	17	5.57	25
The Library web site provides useful information	0.10	18	6.00	10
Library signage is clear	0.08	19	5.69	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.08	20	5.92	12
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.06	21	6.05	8
Library/Ask Me desk staff provide accurate answers to my enquiries	0.06	22	6.17	4
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.04	23	5.82	20
Access to Library information resources has helped me to be successful at Unitec	0.02	24	5.88	14
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.10	25	5.87	16
Library workshops, classes and tutorials help me with my learning and research needs	-0.22	26	5.48	26

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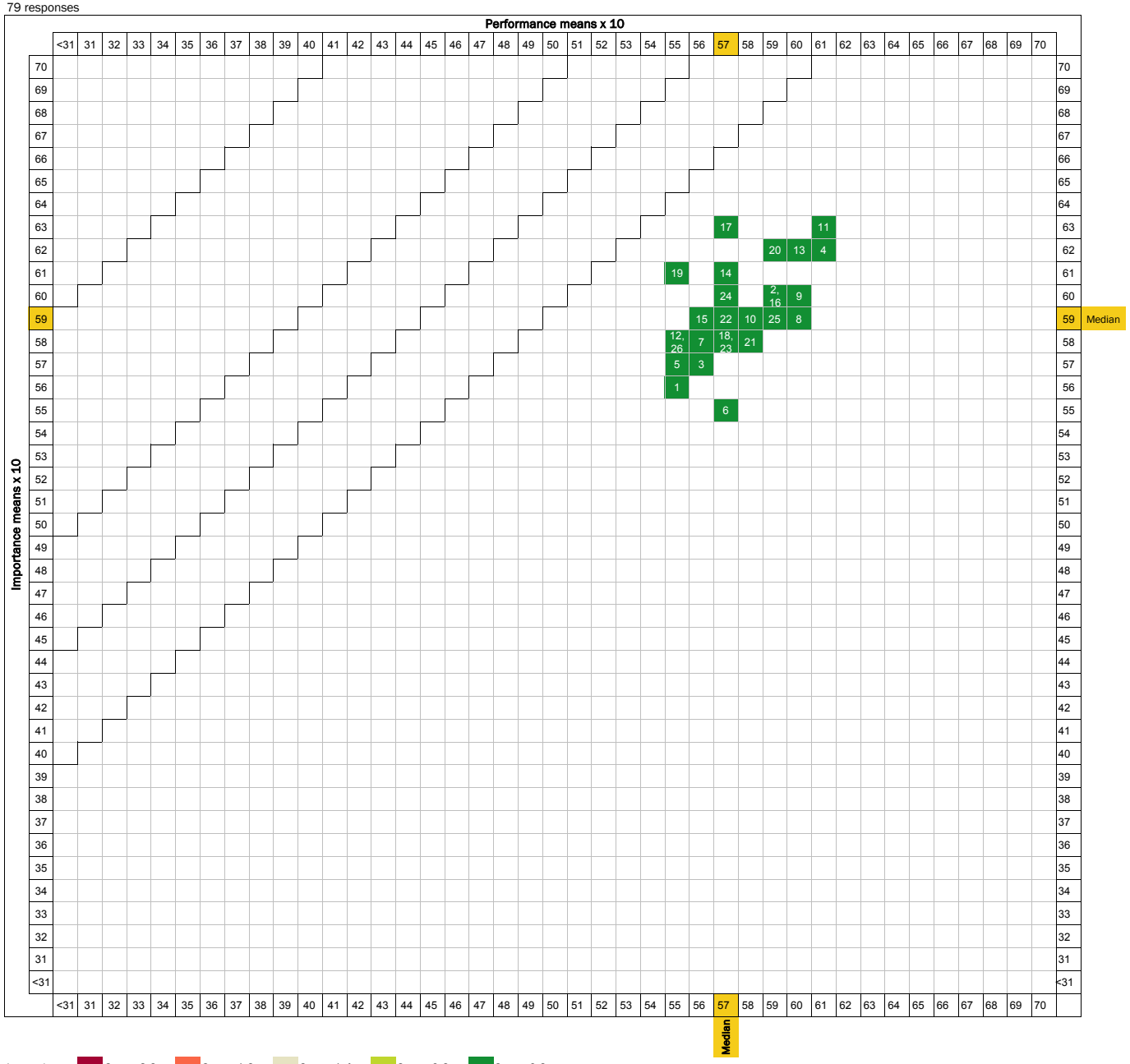
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2014

79 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2015

133 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.32	I can get help from library/Ask Me desk staff when I need it	6.09	I can find a quiet place in the Library to study when I need to	5.04	I can find a quiet place in the Library to study when I need to	1.03
Library/Ask Me desk staff provide accurate answers to my enquiries	6.16	Face-to-face enquiry services meet my needs	6.05	The Library anticipates my learning and research needs	5.14	I can find a place in the Library to work in a group when I need to	0.58
I can get help from library/Ask Me desk staff when I need it	6.15	Library/Ask Me desk staff provide accurate answers to my enquiries	5.95	I am informed about Library services	5.18	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50
When I am away from campus I can access the Library resources and services I need	6.11	I can get wireless access in the Library when I need to	5.93	I can find a place in the Library to work in a group when I need to	5.26	Course specific resources (online and in the reserve collection) meet my learning needs	0.47
Face-to-face enquiry services meet my needs	6.09	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	Library workshops, classes and tutorials help me with my learning and research needs	5.28	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44
I can find a quiet place in the Library to study when I need to	6.08	When I am away from campus I can access the Library resources and services I need	5.86	Library signage is clear	5.31	Opening hours meet my needs	0.42
The Library web site provides useful information	6.06	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.77	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	The items I'm looking for on the library shelves are usually there	0.42
The Library search facilities enable me to find relevant library resources quickly	6.03	Books and articles I have requested from other libraries and campuses are delivered promptly	5.75	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.44	The Library web site provides useful information	0.40
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	A computer is available when I need one	5.67	Course specific resources (online and in the reserve collection) meet my learning needs	5.50	I can get wireless access in the Library when I need to	0.39
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	Opening hours meet my needs	5.51	The Library search facilities enable me to find relevant library resources quickly	0.39

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2015

133 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.32	1	5.93	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.16	2	5.95	3
I can get help from library/Ask Me desk staff when I need it	6.15	3	6.09	1
When I am away from campus I can access the Library resources and services I need	6.11	4	5.86	6
Face-to-face enquiry services meet my needs	6.09	5	6.05	2
I can find a quiet place in the Library to study when I need to	6.08	6	5.04	26
The Library web site provides useful information	6.06	7	5.66	11
The Library search facilities enable me to find relevant library resources quickly	6.03	8	5.64	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.02	9	5.66	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	10	5.50	18
Access to Library information resources has helped me to be successful at Unitec	5.95	11	5.60	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.94	12	5.44	19
The items I'm looking for on the library shelves are usually there	5.93	13	5.52	16
Opening hours meet my needs	5.93	14	5.51	17
Books and articles I have requested from other libraries and campuses are delivered promptly	5.92	15	5.75	8
Printing, scanning and photocopying facilities in the Library meet my needs	5.87	16	5.53	15
I can find a place in the Library to work in a group when I need to	5.84	17	5.26	23
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	18	5.92	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.80	19	5.35	20
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	20	5.53	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.71	21	5.77	7
Library workshops, classes and tutorials help me with my learning and research needs	5.63	22	5.28	22
A computer is available when I need one	5.62	23	5.67	9
Library signage is clear	5.48	24	5.31	21
The Library anticipates my learning and research needs	5.41	25	5.14	25
I am informed about Library services	5.32	26	5.18	24

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2015

133 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.09	1	6.15	3
Face-to-face enquiry services meet my needs	6.05	2	6.09	5
Library/Ask Me desk staff provide accurate answers to my enquiries	5.95	3	6.16	2
I can get wireless access in the Library when I need to	5.93	4	6.32	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	5	5.83	18
When I am away from campus I can access the Library resources and services I need	5.86	6	6.11	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.77	7	5.71	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.75	8	5.92	15
A computer is available when I need one	5.67	9	5.62	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.66	10	6.02	9
The Library web site provides useful information	5.66	11	6.06	7
The Library search facilities enable me to find relevant library resources quickly	5.64	12	6.03	8
Access to Library information resources has helped me to be successful at Unitec	5.60	13	5.95	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	14	5.78	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.53	15	5.87	16
The items I'm looking for on the library shelves are usually there	5.52	16	5.93	13
Opening hours meet my needs	5.51	17	5.93	14
Course specific resources (online and in the reserve collection) meet my learning needs	5.50	18	5.97	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.44	19	5.94	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	20	5.80	19
Library signage is clear	5.31	21	5.48	24
Library workshops, classes and tutorials help me with my learning and research needs	5.28	22	5.63	22
I can find a place in the Library to work in a group when I need to	5.26	23	5.84	17
I am informed about Library services	5.18	24	5.32	26
The Library anticipates my learning and research needs	5.14	25	5.41	25
I can find a quiet place in the Library to study when I need to	5.04	26	6.08	6

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2015

133 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	1.03	1	6.08	6
I can find a place in the Library to work in a group when I need to	0.58	2	5.84	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.50	3	5.94	12
Course specific resources (online and in the reserve collection) meet my learning needs	0.47	4	5.97	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.44	5	5.80	19
Opening hours meet my needs	0.42	6	5.93	14
The items I'm looking for on the library shelves are usually there	0.42	7	5.93	13
The Library web site provides useful information	0.40	8	6.06	7
I can get wireless access in the Library when I need to	0.39	9	6.32	1
The Library search facilities enable me to find relevant library resources quickly	0.39	10	6.03	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36	11	6.02	9
Library workshops, classes and tutorials help me with my learning and research needs	0.35	12	5.63	22
Access to Library information resources has helped me to be successful at Unitec	0.35	13	5.95	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.35	14	5.87	16
The Library anticipates my learning and research needs	0.27	15	5.41	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.25	16	5.78	20
When I am away from campus I can access the Library resources and services I need	0.25	17	6.11	4
Library/Ask Me desk staff provide accurate answers to my enquiries	0.21	18	6.16	2
Books and articles I have requested from other libraries and campuses are delivered promptly	0.17	19	5.92	15
Library signage is clear	0.17	20	5.48	24
I am informed about Library services	0.14	21	5.32	26
I can get help from library/Ask Me desk staff when I need it	0.06	22	6.15	3
Face-to-face enquiry services meet my needs	0.04	23	6.09	5
A computer is available when I need one	-0.05	24	5.62	23
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.06	25	5.71	21
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.09	26	5.83	18

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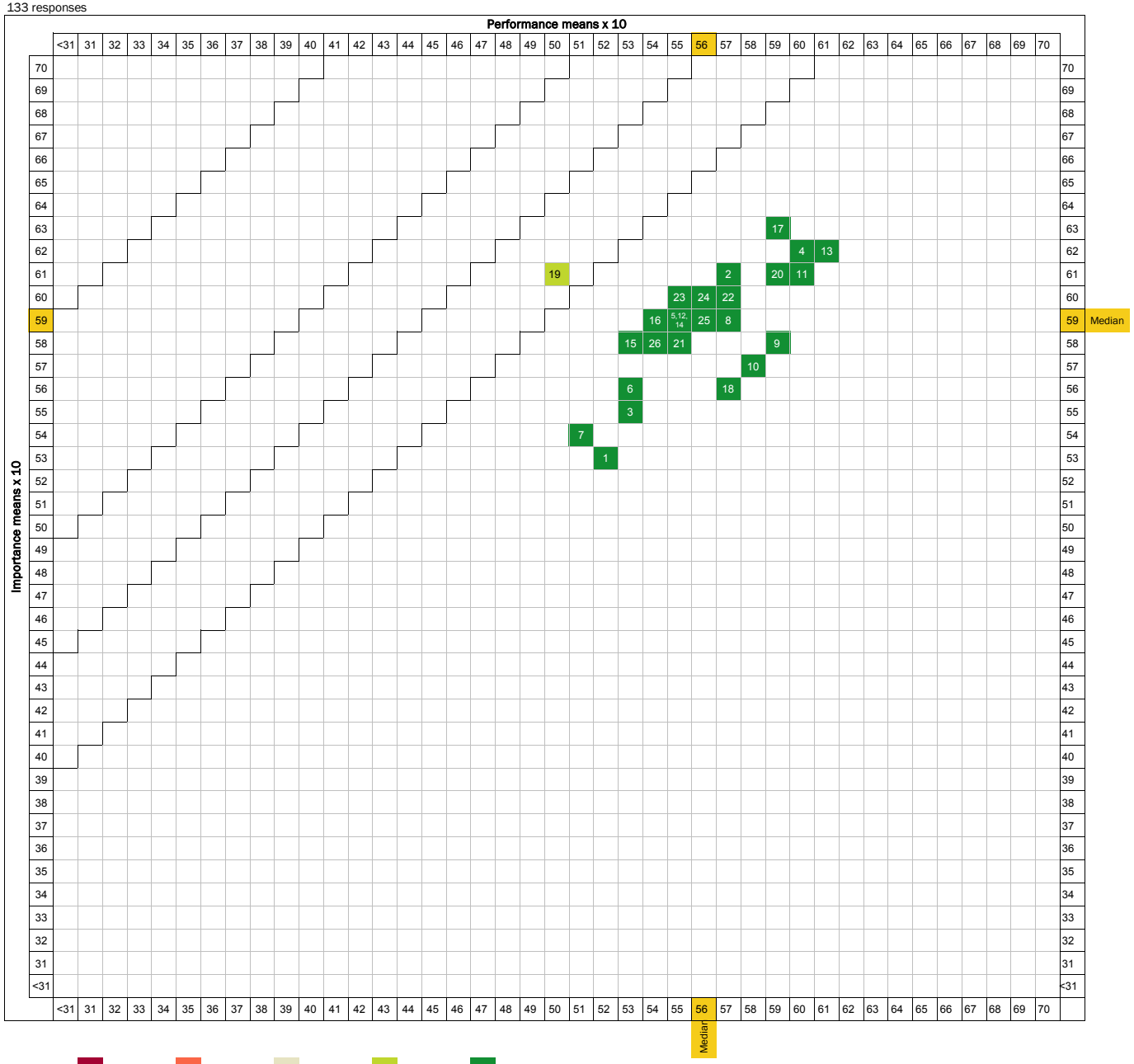
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2015

133 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2016

245 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.46	I can get help from library/Ask Me desk staff when I need it	6.10	I am informed about Library services	5.34	I can find a quiet place in the Library to study when I need to	0.81
Library/Ask Me desk staff provide accurate answers to my enquiries	6.33	Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	I can find a place in the Library to work in a group when I need to	5.36	I can find a place in the Library to work in a group when I need to	0.68
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.31	When I am away from campus I can access the Library resources and services I need	6.00	I can find a quiet place in the Library to study when I need to	5.42	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51
When I am away from campus I can access the Library resources and services I need	6.25	Face-to-face enquiry services meet my needs	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.44	I can get wireless access in the Library when I need to	0.50
I can get help from library/Ask Me desk staff when I need it	6.23	I can get wireless access in the Library when I need to	5.96	The Library anticipates my learning and research needs	5.46	Printing, scanning and photocopying facilities in the Library meet my needs	0.50
I can find a quiet place in the Library to study when I need to	6.22	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	Library signage is clear	5.48	Opening hours meet my needs	0.49
Printing, scanning and photocopying facilities in the Library meet my needs	6.21	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	The items I'm looking for on the library shelves are usually there	5.53	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.45
Course specific resources (online and in the reserve collection) meet my learning needs	6.17	Books and articles I have requested from other libraries and campuses are delivered promptly	5.78	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	Course specific resources (online and in the reserve collection) meet my learning needs	0.43
The Library search facilities enable me to find relevant library resources quickly	6.16	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	Opening hours meet my needs	5.56	The Library search facilities enable me to find relevant library resources quickly	0.41
Face-to-face enquiry services meet my needs	6.14	The Library search facilities enable me to find relevant library resources quickly	5.75	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.65	The items I'm looking for on the library shelves are usually there	0.39

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2016

245 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.46	1	5.96	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.33	2	6.07	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.31	3	5.86	7
When I am away from campus I can access the Library resources and services I need	6.25	4	6.00	3
I can get help from library/Ask Me desk staff when I need it	6.23	5	6.10	1
I can find a quiet place in the Library to study when I need to	6.22	6	5.42	24
Printing, scanning and photocopying facilities in the Library meet my needs	6.21	7	5.71	15
Course specific resources (online and in the reserve collection) meet my learning needs	6.17	8	5.74	12
The Library search facilities enable me to find relevant library resources quickly	6.16	9	5.75	10
Face-to-face enquiry services meet my needs	6.14	10	6.00	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.10	11	5.74	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.09	12	5.77	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.07	13	5.56	19
Opening hours meet my needs	6.05	14	5.56	18
I can find a place in the Library to work in a group when I need to	6.03	15	5.36	25
The Library web site provides useful information	6.01	16	5.67	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.94	17	5.78	8
Access to Library information resources has helped me to be successful at Unitec	5.94	18	5.73	13
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	19	5.92	6
The items I'm looking for on the library shelves are usually there	5.92	20	5.53	20
A computer is available when I need one	5.85	21	5.72	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.69	22	5.65	17
The Library anticipates my learning and research needs	5.69	23	5.46	22
Library signage is clear	5.68	24	5.48	21
Library workshops, classes and tutorials help me with my learning and research needs	5.53	25	5.44	23
I am informed about Library services	5.52	26	5.34	26

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2016

245 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.10	1	6.23	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.07	2	6.33	2
When I am away from campus I can access the Library resources and services I need	6.00	3	6.25	4
Face-to-face enquiry services meet my needs	6.00	4	6.14	10
I can get wireless access in the Library when I need to	5.96	5	6.46	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.92	6	5.92	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	7	6.31	3
Books and articles I have requested from other libraries and campuses are delivered promptly	5.78	8	5.94	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.77	9	6.09	12
The Library search facilities enable me to find relevant library resources quickly	5.75	10	6.16	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.74	11	6.10	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.74	12	6.17	8
Access to Library information resources has helped me to be successful at Unitec	5.73	13	5.94	18
A computer is available when I need one	5.72	14	5.85	21
Printing, scanning and photocopying facilities in the Library meet my needs	5.71	15	6.21	7
The Library web site provides useful information	5.67	16	6.01	16
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.65	17	5.69	22
Opening hours meet my needs	5.56	18	6.05	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.56	19	6.07	13
The items I'm looking for on the library shelves are usually there	5.53	20	5.92	20
Library signage is clear	5.48	21	5.68	24
The Library anticipates my learning and research needs	5.46	22	5.69	23
Library workshops, classes and tutorials help me with my learning and research needs	5.44	23	5.53	25
I can find a quiet place in the Library to study when I need to	5.42	24	6.22	6
I can find a place in the Library to work in a group when I need to	5.36	25	6.03	15
I am informed about Library services	5.34	26	5.52	26

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2016

245 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.81	1	6.22	6
I can find a place in the Library to work in a group when I need to	0.68	2	6.03	15
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.51	3	6.07	13
I can get wireless access in the Library when I need to	0.50	4	6.46	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.50	5	6.21	7
Opening hours meet my needs	0.49	6	6.05	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.45	7	6.31	3
Course specific resources (online and in the reserve collection) meet my learning needs	0.43	8	6.17	8
The Library search facilities enable me to find relevant library resources quickly	0.41	9	6.16	9
The items I'm looking for on the library shelves are usually there	0.39	10	5.92	20
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36	11	6.10	11
The Library web site provides useful information	0.34	12	6.01	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.33	13	6.09	12
Library/Ask Me desk staff provide accurate answers to my enquiries	0.25	14	6.33	2
When I am away from campus I can access the Library resources and services I need	0.25	15	6.25	4
The Library anticipates my learning and research needs	0.22	16	5.69	23
Access to Library information resources has helped me to be successful at Unitec	0.21	17	5.94	18
Library signage is clear	0.20	18	5.68	24
I am informed about Library services	0.18	19	5.52	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.16	20	5.94	17
A computer is available when I need one	0.14	21	5.85	21
Face-to-face enquiry services meet my needs	0.13	22	6.14	10
I can get help from library/Ask Me desk staff when I need it	0.13	23	6.23	5
Library workshops, classes and tutorials help me with my learning and research needs	0.08	24	5.53	25
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.04	25	5.69	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	26	5.92	19

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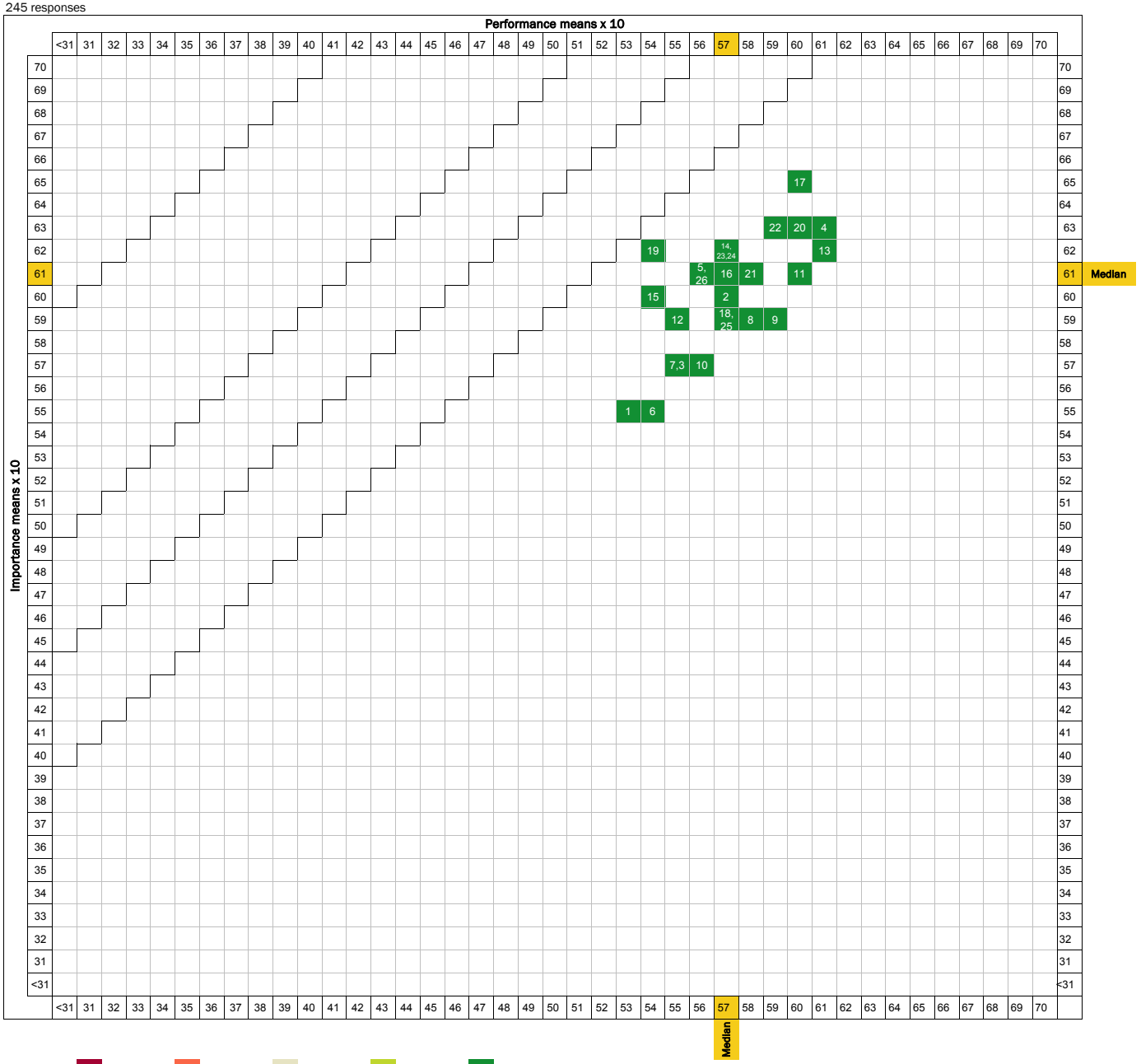
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2016

245 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2017

417 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.38	I can get help from library/Ask Me desk staff when I need it	6.14	I can find a quiet place in the Library to study when I need to	5.41	I can find a quiet place in the Library to study when I need to	0.65
I can get help from library/Ask Me desk staff when I need it	6.23	Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	I can find a place in the Library to work in a group when I need to	5.44	I can find a place in the Library to work in a group when I need to	0.51
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	I can get wireless access in the Library when I need to	6.05	Library signage is clear	5.47	Printing, scanning and photocopying facilities in the Library meet my needs	0.46
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	Face-to-face enquiry services meet my needs	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.49	The Library web site provides useful information	0.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	I am informed about Library services	5.50	I can get wireless access in the Library when I need to	0.33
Face-to-face enquiry services meet my needs	6.06	When I am away from campus I can access the Library resources and services I need	5.86	The Library anticipates my learning and research needs	5.52	The items I'm looking for on the library shelves are usually there	0.31
I can find a quiet place in the Library to study when I need to	6.06	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	The items I'm looking for on the library shelves are usually there	5.55	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31
When I am away from campus I can access the Library resources and services I need	6.05	Books and articles I have requested from other libraries and campuses are delivered promptly	5.80	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30
Opening hours meet my needs	6.04	Access to Library information resources has helped me to be successful at Unitec	5.78	The Library web site provides useful information	5.70	Library signage is clear	0.29
The Library web site provides useful information	6.03	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.77	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	The Library search facilities enable me to find relevant library resources quickly	0.29

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2017

417 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.38	1	6.05	3
I can get help from library/Ask Me desk staff when I need it	6.23	2	6.14	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	3	6.06	2
Printing, scanning and photocopying facilities in the Library meet my needs	6.20	4	5.74	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13	5	5.82	7
Face-to-face enquiry services meet my needs	6.06	6	6.00	4
I can find a quiet place in the Library to study when I need to	6.06	7	5.41	26
When I am away from campus I can access the Library resources and services I need	6.05	8	5.86	6
Opening hours meet my needs	6.04	9	5.76	11
The Library web site provides useful information	6.03	10	5.70	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	11	5.73	15
The Library search facilities enable me to find relevant library resources quickly	6.01	12	5.73	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.99	13	5.71	17
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.98	14	5.96	5
A computer is available when I need one	5.98	15	5.73	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.97	16	5.72	16
I can find a place in the Library to work in a group when I need to	5.95	17	5.44	25
Access to Library information resources has helped me to be successful at Unitec	5.95	18	5.78	9
Books and articles I have requested from other libraries and campuses are delivered promptly	5.91	19	5.80	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.88	20	5.68	19
The items I'm looking for on the library shelves are usually there	5.86	21	5.55	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.84	22	5.77	10
The Library anticipates my learning and research needs	5.76	23	5.52	21
Library signage is clear	5.76	24	5.47	24
Library workshops, classes and tutorials help me with my learning and research needs	5.74	25	5.49	23
I am informed about Library services	5.65	26	5.50	22

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2017

417 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.14	1	6.23	2
Library/Ask Me desk staff provide accurate answers to my enquiries	6.06	2	6.22	3
I can get wireless access in the Library when I need to	6.05	3	6.38	1
Face-to-face enquiry services meet my needs	6.00	4	6.06	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	5	5.98	14
When I am away from campus I can access the Library resources and services I need	5.86	6	6.05	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	7	6.13	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.80	8	5.91	19
Access to Library information resources has helped me to be successful at Unitec	5.78	9	5.95	18
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.77	10	5.84	22
Opening hours meet my needs	5.76	11	6.04	9
Printing, scanning and photocopying facilities in the Library meet my needs	5.74	12	6.20	4
A computer is available when I need one	5.73	13	5.98	15
The Library search facilities enable me to find relevant library resources quickly	5.73	14	6.01	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.73	15	6.03	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.72	16	5.97	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.71	17	5.99	13
The Library web site provides useful information	5.70	18	6.03	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	19	5.88	20
The items I'm looking for on the library shelves are usually there	5.55	20	5.86	21
The Library anticipates my learning and research needs	5.52	21	5.76	23
I am informed about Library services	5.50	22	5.65	26
Library workshops, classes and tutorials help me with my learning and research needs	5.49	23	5.74	25
Library signage is clear	5.47	24	5.76	24
I can find a place in the Library to work in a group when I need to	5.44	25	5.95	17
I can find a quiet place in the Library to study when I need to	5.41	26	6.06	7

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2017

417 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.65	1	6.06	7
I can find a place in the Library to work in a group when I need to	0.51	2	5.95	17
Printing, scanning and photocopying facilities in the Library meet my needs	0.46	3	6.20	4
The Library web site provides useful information	0.34	4	6.03	10
I can get wireless access in the Library when I need to	0.33	5	6.38	1
The items I'm looking for on the library shelves are usually there	0.31	6	5.86	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.31	7	6.13	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30	8	6.03	11
Library signage is clear	0.29	9	5.76	24
The Library search facilities enable me to find relevant library resources quickly	0.29	10	6.01	12
Opening hours meet my needs	0.28	11	6.04	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.28	12	5.99	13
Course specific resources (online and in the reserve collection) meet my learning needs	0.25	13	5.97	16
A computer is available when I need one	0.25	14	5.98	15
Library workshops, classes and tutorials help me with my learning and research needs	0.24	15	5.74	25
The Library anticipates my learning and research needs	0.24	16	5.76	23
When I am away from campus I can access the Library resources and services I need	0.20	17	6.05	8
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.20	18	5.88	20
Access to Library information resources has helped me to be successful at Unitec	0.16	19	5.95	18
Library/Ask Me desk staff provide accurate answers to my enquiries	0.16	20	6.22	3
I am informed about Library services	0.15	21	5.65	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.11	22	5.91	19
I can get help from library/Ask Me desk staff when I need it	0.09	23	6.23	2
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	24	5.84	22
Face-to-face enquiry services meet my needs	0.06	25	6.06	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.02	26	5.98	14

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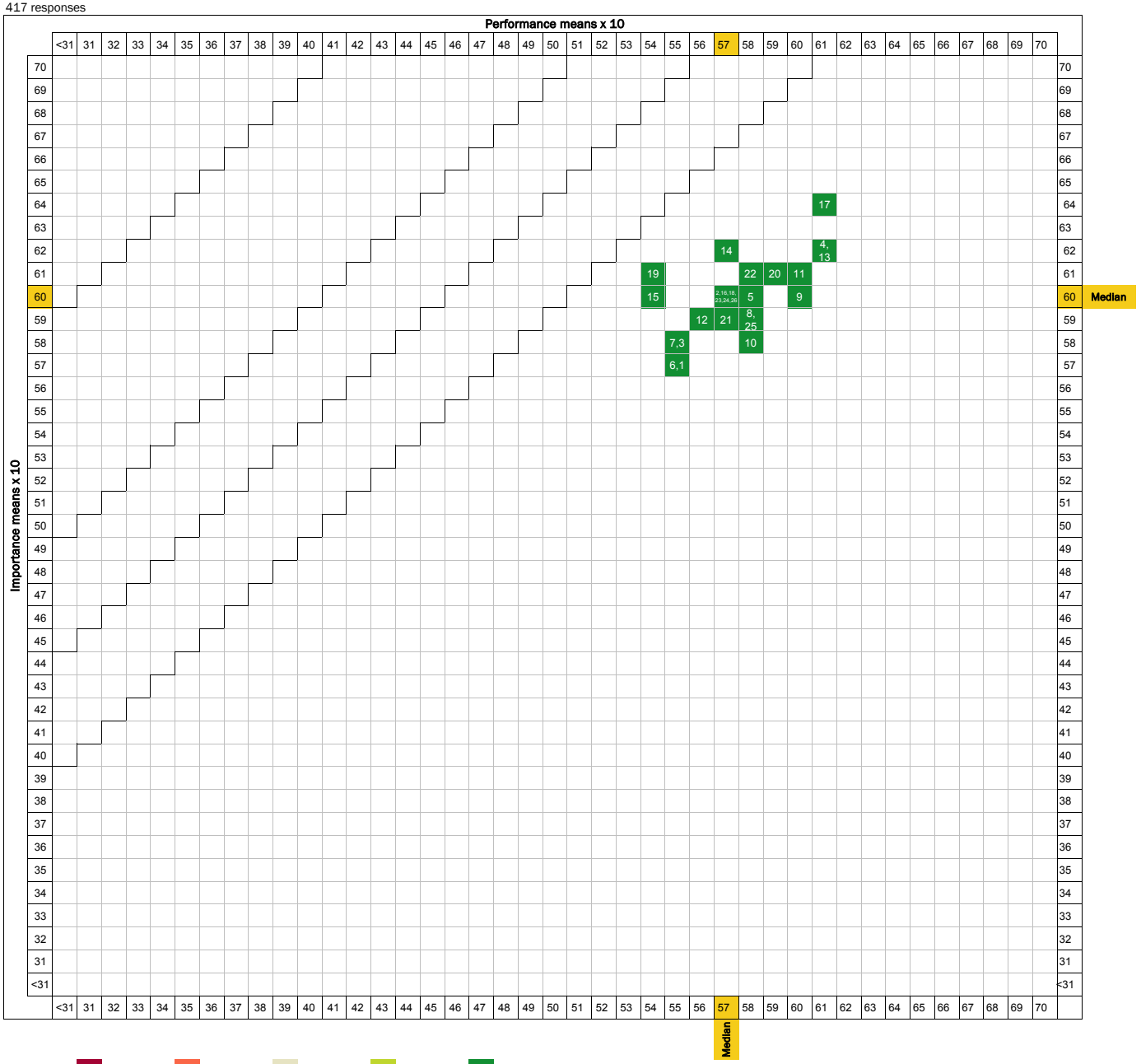
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2017

417 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — In what year did you first start at Unitec? - 2018

938 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.39	I can get help from library/Ask Me desk staff when I need it	6.20	I am informed about Library services	5.51	I can find a quiet place in the Library to study when I need to	0.50
I can get help from library/Ask Me desk staff when I need it	6.32	I can get wireless access in the Library when I need to	6.12	The items I'm looking for on the library shelves are usually there	5.57	Printing, scanning and photocopying facilities in the Library meet my needs	0.39
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	Face-to-face enquiry services meet my needs	6.09	The Library anticipates my learning and research needs	5.62	The items I'm looking for on the library shelves are usually there	0.38
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	Library/Ask Me desk staff provide accurate answers to my enquiries	6.04	Library signage is clear	5.70	I can find a place in the Library to work in a group when I need to	0.36
I can find a quiet place in the Library to study when I need to	6.23	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	I can find a quiet place in the Library to study when I need to	5.73	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	When I am away from campus I can access the Library resources and services I need	5.94	I can find a place in the Library to work in a group when I need to	5.73	The Library web site provides useful information	0.29
When I am away from campus I can access the Library resources and services I need	6.18	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	Library workshops, classes and tutorials help me with my learning and research needs	5.75	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27
Face-to-face enquiry services meet my needs	6.16	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	The Library search facilities enable me to find relevant library resources quickly	5.77	Course specific resources (online and in the reserve collection) meet my learning needs	0.27
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	The Library web site provides useful information	5.77	I can get wireless access in the Library when I need to	0.27
Opening hours meet my needs	6.12	Opening hours meet my needs	5.88	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	The Library search facilities enable me to find relevant library resources quickly	0.27

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Unitec Library Client Survey, September 2018

Mean importance scores — In what year did you first start at Unitec? - 2018

938 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.12	2
I can get help from library/Ask Me desk staff when I need it	6.32	2	6.20	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.25	3	5.86	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.23	4	5.93	7
I can find a quiet place in the Library to study when I need to	6.23	5	5.73	22
Library/Ask Me desk staff provide accurate answers to my enquiries	6.19	6	6.04	4
When I am away from campus I can access the Library resources and services I need	6.18	7	5.94	6
Face-to-face enquiry services meet my needs	6.16	8	6.09	3
Course specific resources (online and in the reserve collection) meet my learning needs	6.14	9	5.87	12
Opening hours meet my needs	6.12	10	5.88	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.11	11	5.90	9
I can find a place in the Library to work in a group when I need to	6.09	12	5.73	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.09	13	5.81	16
The Library web site provides useful information	6.06	14	5.77	18
Access to Library information resources has helped me to be successful at Unitec	6.06	15	5.87	11
The Library search facilities enable me to find relevant library resources quickly	6.04	16	5.77	19
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	17	5.96	5
A computer is available when I need one	6.02	18	5.85	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.99	19	5.78	17
Books and articles I have requested from other libraries and campuses are delivered promptly	5.96	20	5.86	13
The items I'm looking for on the library shelves are usually there	5.95	21	5.57	25
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	22	5.92	8
Library workshops, classes and tutorials help me with my learning and research needs	5.91	23	5.75	20
Library signage is clear	5.87	24	5.70	23
The Library anticipates my learning and research needs	5.81	25	5.62	24
I am informed about Library services	5.67	26	5.51	26

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Unitec Library Client Survey, September 2018

Mean performance score — In what year did you first start at Unitec? - 2018

938 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.20	1	6.32	2
I can get wireless access in the Library when I need to	6.12	2	6.39	1
Face-to-face enquiry services meet my needs	6.09	3	6.16	8
Library/Ask Me desk staff provide accurate answers to my enquiries	6.04	4	6.19	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.96	5	6.03	17
When I am away from campus I can access the Library resources and services I need	5.94	6	6.18	7
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	7	6.23	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	8	5.95	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.90	9	6.11	11
Opening hours meet my needs	5.88	10	6.12	10
Access to Library information resources has helped me to be successful at Unitec	5.87	11	6.06	15
Course specific resources (online and in the reserve collection) meet my learning needs	5.87	12	6.14	9
Books and articles I have requested from other libraries and campuses are delivered promptly	5.86	13	5.96	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	14	6.25	3
A computer is available when I need one	5.85	15	6.02	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.81	16	6.09	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.78	17	5.99	19
The Library web site provides useful information	5.77	18	6.06	14
The Library search facilities enable me to find relevant library resources quickly	5.77	19	6.04	16
Library workshops, classes and tutorials help me with my learning and research needs	5.75	20	5.91	23
I can find a place in the Library to work in a group when I need to	5.73	21	6.09	12
I can find a quiet place in the Library to study when I need to	5.73	22	6.23	5
Library signage is clear	5.70	23	5.87	24
The Library anticipates my learning and research needs	5.62	24	5.81	25
The items I'm looking for on the library shelves are usually there	5.57	25	5.95	21
I am informed about Library services	5.51	26	5.67	26

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Unitec Library Client Survey, September 2018

Mean gap scores — In what year did you first start at Unitec? - 2018

938 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.50	1	6.23	5
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	2	6.25	3
The items I'm looking for on the library shelves are usually there	0.38	3	5.95	21
I can find a place in the Library to work in a group when I need to	0.36	4	6.09	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.30	5	6.23	4
The Library web site provides useful information	0.29	6	6.06	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27	7	6.09	13
Course specific resources (online and in the reserve collection) meet my learning needs	0.27	8	6.14	9
I can get wireless access in the Library when I need to	0.27	9	6.39	1
The Library search facilities enable me to find relevant library resources quickly	0.27	10	6.04	16
When I am away from campus I can access the Library resources and services I need	0.24	11	6.18	7
Opening hours meet my needs	0.23	12	6.12	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.21	13	6.11	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.21	14	5.99	19
The Library anticipates my learning and research needs	0.19	15	5.81	25
Access to Library information resources has helped me to be successful at Unitec	0.19	16	6.06	15
A computer is available when I need one	0.17	17	6.02	18
Library signage is clear	0.17	18	5.87	24
I am informed about Library services	0.16	19	5.67	26
Library workshops, classes and tutorials help me with my learning and research needs	0.16	20	5.91	23
Library/Ask Me desk staff provide accurate answers to my enquiries	0.15	21	6.19	6
I can get help from library/Ask Me desk staff when I need it	0.12	22	6.32	2
Books and articles I have requested from other libraries and campuses are delivered promptly	0.09	23	5.96	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.07	24	6.03	17
Face-to-face enquiry services meet my needs	0.06	25	6.16	8
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.03	26	5.95	22

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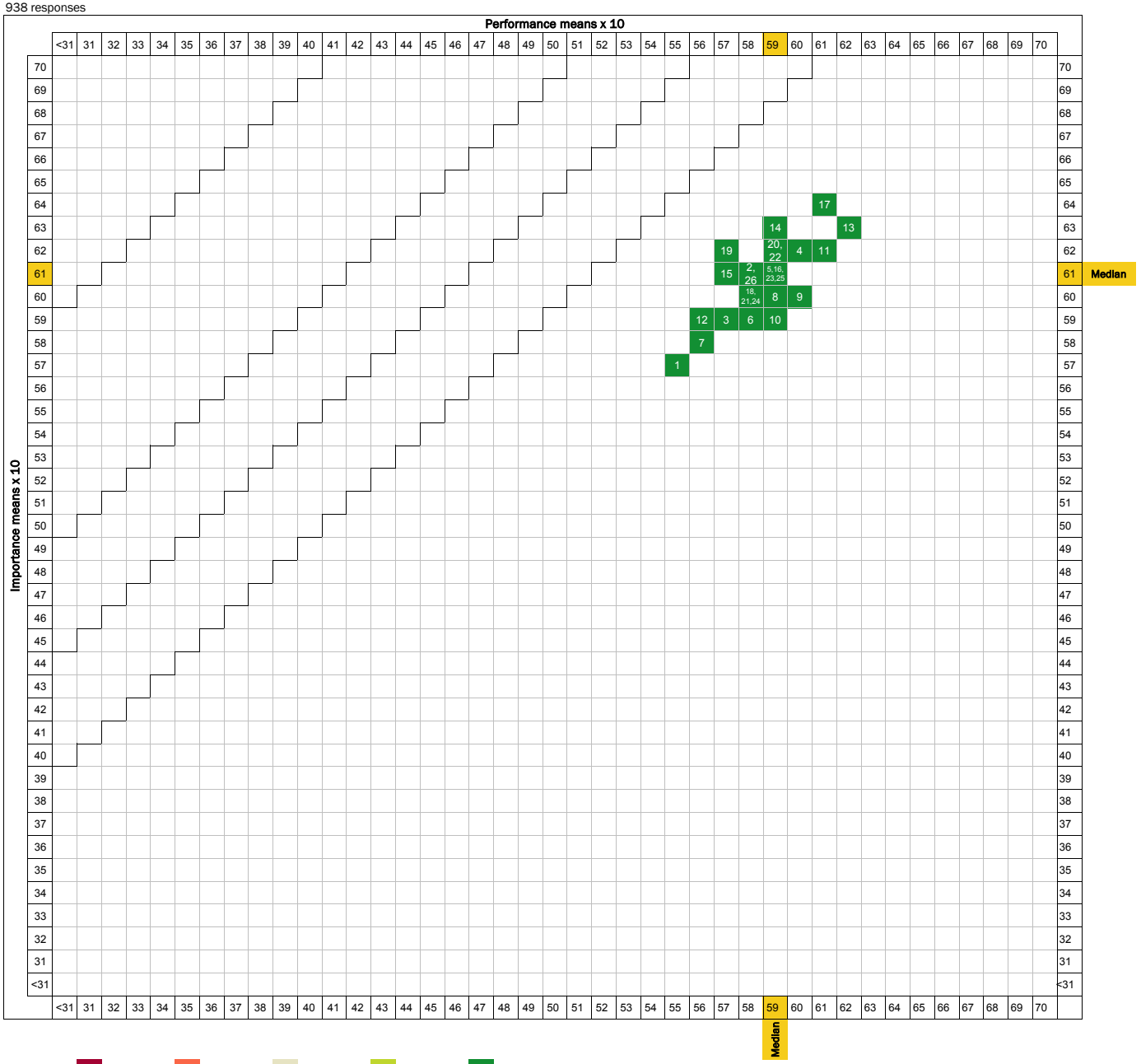
Unitec Library Client Survey, September 2018

Best practice categories gap grid — In what year did you first start at Unitec? - 2018

938 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 5 importance scores by demographic

How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna?

Unique factor

Daily (316 responses)	Importance mean
I can get wireless access in the Library when I need to	6.41
I can get help from library/Ask Me desk staff when I need it	6.34
Library/Ask Me desk staff provide accurate answers to my enquiries	6.32
Face-to-face enquiry services meet my needs	6.29
Printing, scanning and photocopying facilities in the Library meet my needs	6.24
2–4 days a week (692 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.47
Printing, scanning and photocopying facilities in the Library meet my needs	6.34
I can get help from library/Ask Me desk staff when I need it	6.32
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31
I can find a quiet place in the Library to study when I need to	6.25
Weekly (305 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.39
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20
I can get help from library/Ask Me desk staff when I need it	6.19
Printing, scanning and photocopying facilities in the Library meet my needs	6.14
Face-to-face enquiry services meet my needs	6.13
Fortnightly (102 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.23
I can get help from library/Ask Me desk staff when I need it	6.22
I can find a quiet place in the Library to study when I need to	6.03
Face-to-face enquiry services meet my needs	6.01
Library/Ask Me desk staff provide accurate answers to my enquiries	6.01
Monthly (86 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32
When I am away from campus I can access the Library resources and services I need	6.24
I can get wireless access in the Library when I need to	6.22
I can get help from library/Ask Me desk staff when I need it	6.21
Face-to-face enquiry services meet my needs	6.21
Rarely (i.e. a few times a year) (141 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.23
When I am away from campus I can access the Library resources and services I need	6.09
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05
I can get help from library/Ask Me desk staff when I need it	6.03
I can find a quiet place in the Library to study when I need to	5.98
Never (116 responses)	**Importance mean**
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48
When I am away from campus I can access the Library resources and services I need	6.44
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.22
Course specific resources (online and in the reserve collection) meet my learning needs	6.21
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna?

Unique factor

Daily (316 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.19
Face-to-face enquiry services meet my needs	6.16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04
I can get wireless access in the Library when I need to	6.01
2–4 days a week (692 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.24
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14
Face-to-face enquiry services meet my needs	6.13
I can get wireless access in the Library when I need to	6.08
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08
Weekly (305 responses)	**Performance mean**
I can get wireless access in the Library when I need to	6.11
Library/Ask Me desk staff provide accurate answers to my enquiries	6.10
I can get help from library/Ask Me desk staff when I need it	6.10
Face-to-face enquiry services meet my needs	6.08
When I am away from campus I can access the Library resources and services I need	5.96
Fortnightly (102 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.01
I can get wireless access in the Library when I need to	6.01
Library/Ask Me desk staff provide accurate answers to my enquiries	5.83
Face-to-face enquiry services meet my needs	5.75
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.71
Monthly (86 responses)	**Performance mean**
Face-to-face enquiry services meet my needs	6.07
I can get help from library/Ask Me desk staff when I need it	6.01
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95
I can get wireless access in the Library when I need to	5.91
Books and articles I have requested from other libraries and campuses are delivered promptly	5.88
Rarely (i.e. a few times a year) (141 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	5.99
I can get wireless access in the Library when I need to	5.89
Face-to-face enquiry services meet my needs	5.69
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.69
When I am away from campus I can access the Library resources and services I need	5.68
Never (116 responses)	**Performance mean**
When I am away from campus I can access the Library resources and services I need	5.96
I can get help from library/Ask Me desk staff when I need it	5.96
Library/Ask Me desk staff provide accurate answers to my enquiries	5.95
Printing, scanning and photocopying facilities in the Library meet my needs	5.93
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.88

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna?

Unique factor

Daily (316 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.69
I can find a place in the Library to work in a group when I need to	0.51
The items I'm looking for on the library shelves are usually there	0.43
Opening hours meet my needs	0.40
I can get wireless access in the Library when I need to	0.40
2–4 days a week (692 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.76
I can find a place in the Library to work in a group when I need to	0.58
Printing, scanning and photocopying facilities in the Library meet my needs	0.44
I can get wireless access in the Library when I need to	0.39
The items I'm looking for on the library shelves are usually there	0.37
Weekly (305 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	0.55
I can find a quiet place in the Library to study when I need to	0.53
The items I'm looking for on the library shelves are usually there	0.35
I can find a place in the Library to work in a group when I need to	0.32
Opening hours meet my needs	0.28
Fortnightly (102 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	0.59
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45
I can find a quiet place in the Library to study when I need to	0.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42
The Library search facilities enable me to find relevant library resources quickly	0.42
Monthly (86 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.72
I can find a place in the Library to work in a group when I need to	0.55
When I am away from campus I can access the Library resources and services I need	0.50
Printing, scanning and photocopying facilities in the Library meet my needs	0.49
The Library search facilities enable me to find relevant library resources quickly	0.48
Rarely (i.e. a few times a year) (141 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.54
The Library web site provides useful information	0.45
When I am away from campus I can access the Library resources and services I need	0.40
The Library search facilities enable me to find relevant library resources quickly	0.39
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37
Never (116 responses)	**Gap score**
The Library search facilities enable me to find relevant library resources quickly	0.66
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.66
The items I'm looking for on the library shelves are usually there	0.49
When I am away from campus I can access the Library resources and services I need	0.48
Library signage is clear	0.44

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Daily

316 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.41	I can get help from library/Ask Me desk staff when I need it	6.19	I can find a quiet place in the Library to study when I need to	5.51	I can find a quiet place in the Library to study when I need to	0.69
I can get help from library/Ask Me desk staff when I need it	6.34	Face-to-face enquiry services meet my needs	6.16	I am informed about Library services	5.59	I can find a place in the Library to work in a group when I need to	0.51
Library/Ask Me desk staff provide accurate answers to my enquiries	6.32	Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	I can find a place in the Library to work in a group when I need to	5.61	The items I'm looking for on the library shelves are usually there	0.43
Face-to-face enquiry services meet my needs	6.29	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	The items I'm looking for on the library shelves are usually there	5.61	Opening hours meet my needs	0.40
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	I can get wireless access in the Library when I need to	6.01	Library workshops, classes and tutorials help me with my learning and research needs	5.64	I can get wireless access in the Library when I need to	0.40
When I am away from campus I can access the Library resources and services I need	6.22	When I am away from campus I can access the Library resources and services I need	5.98	Opening hours meet my needs	5.67	Printing, scanning and photocopying facilities in the Library meet my needs	0.39
I can find a quiet place in the Library to study when I need to	6.20	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	The Library anticipates my learning and research needs	5.68	I am informed about Library services	0.35
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	Access to Library information resources has helped me to be successful at Unitec	5.92	A computer is available when I need one	5.71	A computer is available when I need one	0.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	Books and articles I have requested from other libraries and campuses are delivered promptly	5.91	Library signage is clear	5.74	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.15	The Library search facilities enable me to find relevant library resources quickly	5.88	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.80	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Daily

316 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.41	1	6.01	5
I can get help from library/Ask Me desk staff when I need it	6.34	2	6.19	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.32	3	6.14	3
Face-to-face enquiry services meet my needs	6.29	4	6.16	2
Printing, scanning and photocopying facilities in the Library meet my needs	6.24	5	5.85	13
When I am away from campus I can access the Library resources and services I need	6.22	6	5.98	6
I can find a quiet place in the Library to study when I need to	6.20	7	5.51	26
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	8	5.92	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	9	5.87	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.15	10	5.82	14
Course specific resources (online and in the reserve collection) meet my learning needs	6.13	11	5.80	16
Access to Library information resources has helped me to be successful at Unitec	6.12	12	5.92	8
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.12	13	6.04	4
I can find a place in the Library to work in a group when I need to	6.11	14	5.61	24
The Library search facilities enable me to find relevant library resources quickly	6.11	15	5.88	10
Opening hours meet my needs	6.07	16	5.67	21
Books and articles I have requested from other libraries and campuses are delivered promptly	6.07	17	5.91	9
The Library web site provides useful information	6.06	18	5.81	15
A computer is available when I need one	6.05	19	5.71	19
The items I'm looking for on the library shelves are usually there	6.04	20	5.61	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.02	21	5.80	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.95	22	5.86	12
Library workshops, classes and tutorials help me with my learning and research needs	5.95	23	5.64	22
I am informed about Library services	5.94	24	5.59	25
Library signage is clear	5.90	25	5.74	18
The Library anticipates my learning and research needs	5.88	26	5.68	20

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Daily

316 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.19	1	6.34	2
Face-to-face enquiry services meet my needs	6.16	2	6.29	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	3	6.32	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	4	6.12	13
I can get wireless access in the Library when I need to	6.01	5	6.41	1
When I am away from campus I can access the Library resources and services I need	5.98	6	6.22	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.92	7	6.20	8
Access to Library information resources has helped me to be successful at Unitec	5.92	8	6.12	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.91	9	6.07	17
The Library search facilities enable me to find relevant library resources quickly	5.88	10	6.11	15
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.87	11	6.20	9
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.86	12	5.95	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.85	13	6.24	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.82	14	6.15	10
The Library web site provides useful information	5.81	15	6.06	18
Course specific resources (online and in the reserve collection) meet my learning needs	5.80	16	6.13	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.80	17	6.02	21
Library signage is clear	5.74	18	5.90	25
A computer is available when I need one	5.71	19	6.05	19
The Library anticipates my learning and research needs	5.68	20	5.88	26
Opening hours meet my needs	5.67	21	6.07	16
Library workshops, classes and tutorials help me with my learning and research needs	5.64	22	5.95	23
The items I'm looking for on the library shelves are usually there	5.61	23	6.04	20
I can find a place in the Library to work in a group when I need to	5.61	24	6.11	14
I am informed about Library services	5.59	25	5.94	24
I can find a quiet place in the Library to study when I need to	5.51	26	6.20	7

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Daily

316 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.69	1	6.20	7
I can find a place in the Library to work in a group when I need to	0.51	2	6.11	14
The items I'm looking for on the library shelves are usually there	0.43	3	6.04	20
Opening hours meet my needs	0.40	4	6.07	16
I can get wireless access in the Library when I need to	0.40	5	6.41	1
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	6	6.24	5
I am informed about Library services	0.35	7	5.94	24
A computer is available when I need one	0.34	8	6.05	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.33	9	6.20	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	10	6.15	10
Course specific resources (online and in the reserve collection) meet my learning needs	0.33	11	6.13	11
Library workshops, classes and tutorials help me with my learning and research needs	0.31	12	5.95	23
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	13	6.20	8
The Library web site provides useful information	0.25	14	6.06	18
When I am away from campus I can access the Library resources and services I need	0.24	15	6.22	6
The Library search facilities enable me to find relevant library resources quickly	0.23	16	6.11	15
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	17	6.02	21
Access to Library information resources has helped me to be successful at Unitec	0.21	18	6.12	12
The Library anticipates my learning and research needs	0.20	19	5.88	26
Library/Ask Me desk staff provide accurate answers to my enquiries	0.18	20	6.32	3
Books and articles I have requested from other libraries and campuses are delivered promptly	0.16	21	6.07	17
Library signage is clear	0.16	22	5.90	25
I can get help from library/Ask Me desk staff when I need it	0.15	23	6.34	2
Face-to-face enquiry services meet my needs	0.14	24	6.29	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.10	25	5.95	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.08	26	6.12	13

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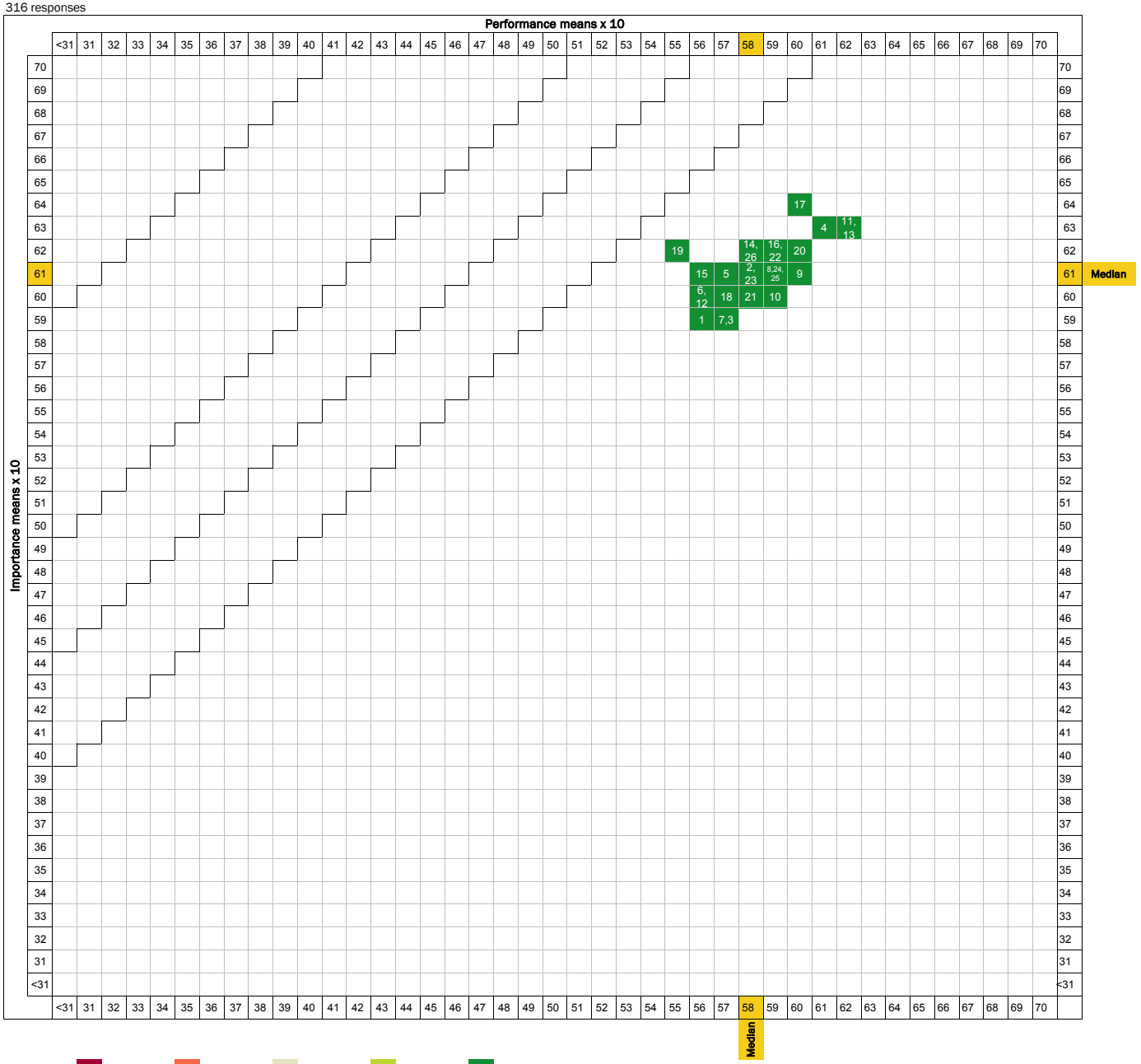
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Daily

316 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - 2–4 days a week

692 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.47	I can get help from library/Ask Me desk staff when I need it	6.24	I can find a quiet place in the Library to study when I need to	5.49	I can find a quiet place in the Library to study when I need to	0.76
Printing, scanning and photocopying facilities in the Library meet my needs	6.34	Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	The items I'm looking for on the library shelves are usually there	5.57	I can find a place in the Library to work in a group when I need to	0.58
I can get help from library/Ask Me desk staff when I need it	6.32	Face-to-face enquiry services meet my needs	6.13	I can find a place in the Library to work in a group when I need to	5.60	Printing, scanning and photocopying facilities in the Library meet my needs	0.44
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31	I can get wireless access in the Library when I need to	6.08	I am informed about Library services	5.60	I can get wireless access in the Library when I need to	0.39
I can find a quiet place in the Library to study when I need to	6.25	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	The Library anticipates my learning and research needs	5.63	The items I'm looking for on the library shelves are usually there	0.37
Face-to-face enquiry services meet my needs	6.24	When I am away from campus I can access the Library resources and services I need	6.00	Library workshops, classes and tutorials help me with my learning and research needs	5.67	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	Books and articles I have requested from other libraries and campuses are delivered promptly	5.96	Library signage is clear	5.70	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.77	The Library web site provides useful information	0.32
The Library web site provides useful information	6.19	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	Opening hours meet my needs	0.32
When I am away from campus I can access the Library resources and services I need	6.18	Access to Library information resources has helped me to be successful at Unitec	5.91	Opening hours meet my needs	5.83	Course specific resources (online and in the reserve collection) meet my learning needs	0.31

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - 2–4 days a week

692 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.47	1	6.08	4
Printing, scanning and photocopying facilities in the Library meet my needs	6.34	2	5.90	11
I can get help from library/Ask Me desk staff when I need it	6.32	3	6.24	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31	4	6.14	2
I can find a quiet place in the Library to study when I need to	6.25	5	5.49	26
Face-to-face enquiry services meet my needs	6.24	6	6.13	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.24	7	5.94	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.20	8	5.85	16
The Library web site provides useful information	6.19	9	5.87	13
When I am away from campus I can access the Library resources and services I need	6.18	10	6.00	6
I can find a place in the Library to work in a group when I need to	6.17	11	5.60	24
Course specific resources (online and in the reserve collection) meet my learning needs	6.17	12	5.85	15
The Library search facilities enable me to find relevant library resources quickly	6.16	13	5.86	14
Opening hours meet my needs	6.15	14	5.83	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.11	15	5.77	19
A computer is available when I need one	6.10	16	5.87	12
Access to Library information resources has helped me to be successful at Unitec	6.09	17	5.91	10
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	18	6.08	5
Books and articles I have requested from other libraries and campuses are delivered promptly	6.08	19	5.96	7
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.97	20	5.81	18
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.94	21	5.92	9
The items I'm looking for on the library shelves are usually there	5.94	22	5.57	25
Library signage is clear	5.92	23	5.70	20
Library workshops, classes and tutorials help me with my learning and research needs	5.92	24	5.67	21
The Library anticipates my learning and research needs	5.89	25	5.63	22
I am informed about Library services	5.75	26	5.60	23

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - 2–4 days a week

692 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.24	1	6.32	3
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	2	6.31	4
Face-to-face enquiry services meet my needs	6.13	3	6.24	6
I can get wireless access in the Library when I need to	6.08	4	6.47	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.08	5	6.08	18
When I am away from campus I can access the Library resources and services I need	6.00	6	6.18	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.96	7	6.08	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.94	8	6.24	7
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	9	5.94	21
Access to Library information resources has helped me to be successful at Unitec	5.91	10	6.09	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.90	11	6.34	2
A computer is available when I need one	5.87	12	6.10	16
The Library web site provides useful information	5.87	13	6.19	9
The Library search facilities enable me to find relevant library resources quickly	5.86	14	6.16	13
Course specific resources (online and in the reserve collection) meet my learning needs	5.85	15	6.17	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	16	6.20	8
Opening hours meet my needs	5.83	17	6.15	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.81	18	5.97	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.77	19	6.11	15
Library signage is clear	5.70	20	5.92	23
Library workshops, classes and tutorials help me with my learning and research needs	5.67	21	5.92	24
The Library anticipates my learning and research needs	5.63	22	5.89	25
I am informed about Library services	5.60	23	5.75	26
I can find a place in the Library to work in a group when I need to	5.60	24	6.17	11
The items I'm looking for on the library shelves are usually there	5.57	25	5.94	22
I can find a quiet place in the Library to study when I need to	5.49	26	6.25	5

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - 2–4 days a week

692 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.76	1	6.25	5
I can find a place in the Library to work in a group when I need to	0.58	2	6.17	11
Printing, scanning and photocopying facilities in the Library meet my needs	0.44	3	6.34	2
I can get wireless access in the Library when I need to	0.39	4	6.47	1
The items I'm looking for on the library shelves are usually there	0.37	5	5.94	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.35	6	6.20	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.34	7	6.11	15
The Library web site provides useful information	0.32	8	6.19	9
Opening hours meet my needs	0.32	9	6.15	14
Course specific resources (online and in the reserve collection) meet my learning needs	0.31	10	6.17	12
The Library search facilities enable me to find relevant library resources quickly	0.30	11	6.16	13
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.29	12	6.24	7
The Library anticipates my learning and research needs	0.27	13	5.89	25
Library workshops, classes and tutorials help me with my learning and research needs	0.24	14	5.92	24
A computer is available when I need one	0.23	15	6.10	16
Library signage is clear	0.22	16	5.92	23
When I am away from campus I can access the Library resources and services I need	0.19	17	6.18	10
Access to Library information resources has helped me to be successful at Unitec	0.18	18	6.09	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.17	19	5.97	20
Library/Ask Me desk staff provide accurate answers to my enquiries	0.16	20	6.31	4
I am informed about Library services	0.15	21	5.75	26
Books and articles I have requested from other libraries and campuses are delivered promptly	0.11	22	6.08	19
Face-to-face enquiry services meet my needs	0.11	23	6.24	6
I can get help from library/Ask Me desk staff when I need it	0.09	24	6.32	3
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.02	25	5.94	21
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.00	26	6.08	18

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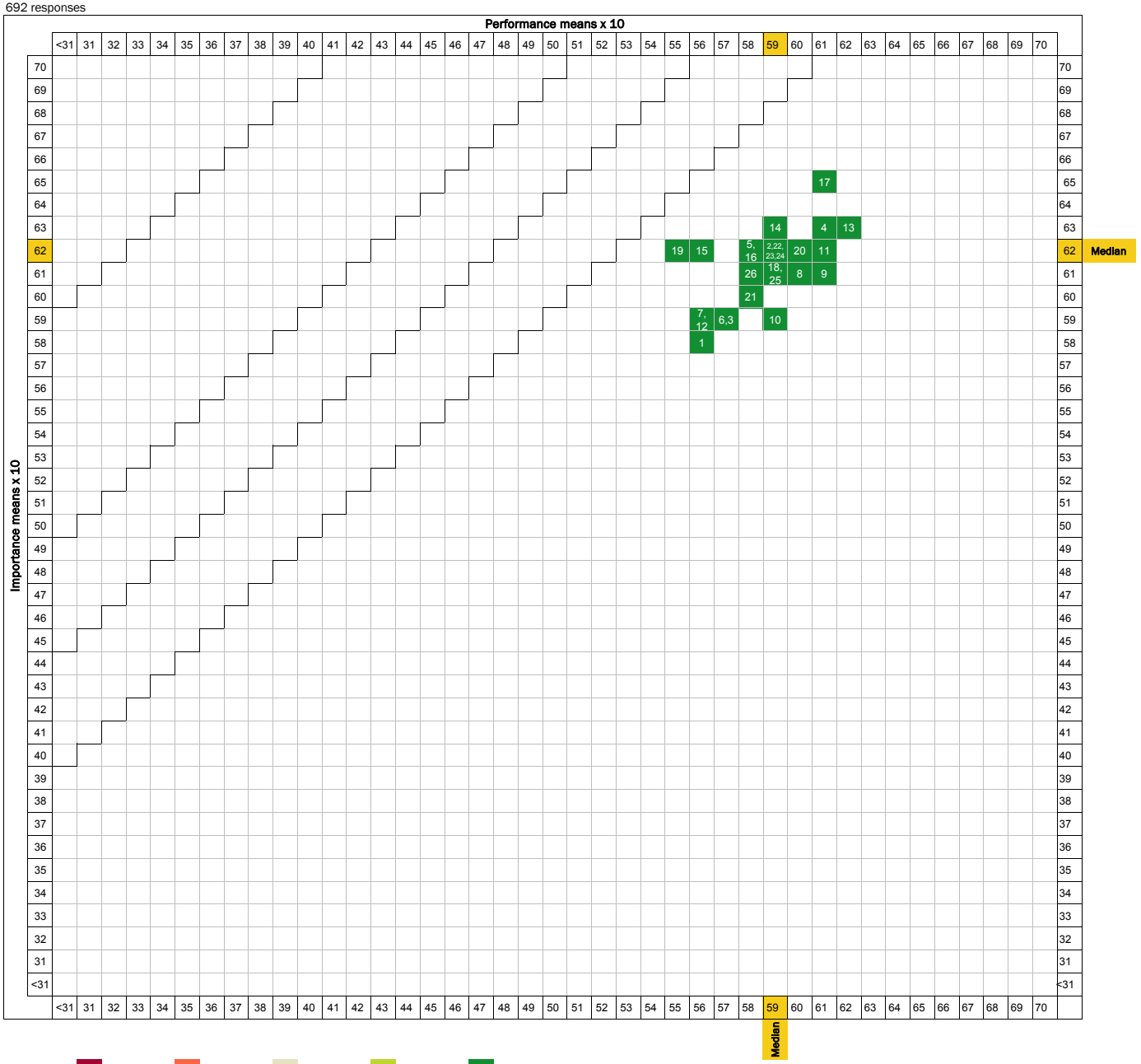
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - 2–4 days a week

692 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Weekly

305 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.39	I can get wireless access in the Library when I need to	6.11	The Library anticipates my learning and research needs	5.48	Printing, scanning and photocopying facilities in the Library meet my needs	0.55
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	Library/Ask Me desk staff provide accurate answers to my enquiries	6.10	I am informed about Library services	5.51	I can find a quiet place in the Library to study when I need to	0.53
I can get help from library/Ask Me desk staff when I need it	6.19	I can get help from library/Ask Me desk staff when I need it	6.10	I can find a quiet place in the Library to study when I need to	5.54	The items I'm looking for on the library shelves are usually there	0.35
Printing, scanning and photocopying facilities in the Library meet my needs	6.14	Face-to-face enquiry services meet my needs	6.08	Library workshops, classes and tutorials help me with my learning and research needs	5.58	I can find a place in the Library to work in a group when I need to	0.32
Face-to-face enquiry services meet my needs	6.13	When I am away from campus I can access the Library resources and services I need	5.96	I can find a place in the Library to work in a group when I need to	5.59	Opening hours meet my needs	0.28
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.11	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	Library signage is clear	5.59	The Library web site provides useful information	0.28
When I am away from campus I can access the Library resources and services I need	6.07	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	Printing, scanning and photocopying facilities in the Library meet my needs	5.59	I can get wireless access in the Library when I need to	0.28
I can find a quiet place in the Library to study when I need to	6.07	A computer is available when I need one	5.83	The items I'm looking for on the library shelves are usually there	5.61	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27
Opening hours meet my needs	6.06	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26
The Library web site provides useful information	5.99	Opening hours meet my needs	5.77	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	The Library anticipates my learning and research needs	0.25

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Weekly

305 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.39	1	6.11	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.20	2	6.10	2
I can get help from library/Ask Me desk staff when I need it	6.19	3	6.10	3
Printing, scanning and photocopying facilities in the Library meet my needs	6.14	4	5.59	20
Face-to-face enquiry services meet my needs	6.13	5	6.08	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.11	6	5.85	7
When I am away from campus I can access the Library resources and services I need	6.07	7	5.96	5
I can find a quiet place in the Library to study when I need to	6.07	8	5.54	24
Opening hours meet my needs	6.06	9	5.77	10
The Library web site provides useful information	5.99	10	5.71	15
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.99	11	5.95	6
The items I'm looking for on the library shelves are usually there	5.96	12	5.61	19
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.92	13	5.70	17
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.92	14	5.64	18
Course specific resources (online and in the reserve collection) meet my learning needs	5.91	15	5.74	13
I can find a place in the Library to work in a group when I need to	5.91	16	5.59	22
The Library search facilities enable me to find relevant library resources quickly	5.89	17	5.71	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	18	5.77	11
A computer is available when I need one	5.88	19	5.83	8
Access to Library information resources has helped me to be successful at Unitec	5.88	20	5.77	12
Books and articles I have requested from other libraries and campuses are delivered promptly	5.80	21	5.72	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.73	22	5.82	9
The Library anticipates my learning and research needs	5.73	23	5.48	26
Library signage is clear	5.73	24	5.59	21
Library workshops, classes and tutorials help me with my learning and research needs	5.67	25	5.58	23
I am informed about Library services	5.57	26	5.51	25

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Weekly

305 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.11	1	6.39	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.10	2	6.20	2
I can get help from library/Ask Me desk staff when I need it	6.10	3	6.19	3
Face-to-face enquiry services meet my needs	6.08	4	6.13	5
When I am away from campus I can access the Library resources and services I need	5.96	5	6.07	7
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	6	5.99	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.85	7	6.11	6
A computer is available when I need one	5.83	8	5.88	19
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.82	9	5.73	22
Opening hours meet my needs	5.77	10	6.06	9
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.77	11	5.89	18
Access to Library information resources has helped me to be successful at Unitec	5.77	12	5.88	20
Course specific resources (online and in the reserve collection) meet my learning needs	5.74	13	5.91	15
Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	14	5.80	21
The Library web site provides useful information	5.71	15	5.99	10
The Library search facilities enable me to find relevant library resources quickly	5.71	16	5.89	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	17	5.92	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	18	5.92	14
The items I'm looking for on the library shelves are usually there	5.61	19	5.96	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.59	20	6.14	4
Library signage is clear	5.59	21	5.73	24
I can find a place in the Library to work in a group when I need to	5.59	22	5.91	16
Library workshops, classes and tutorials help me with my learning and research needs	5.58	23	5.67	25
I can find a quiet place in the Library to study when I need to	5.54	24	6.07	8
I am informed about Library services	5.51	25	5.57	26
The Library anticipates my learning and research needs	5.48	26	5.73	23

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Weekly

305 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.55	1	6.14	4
I can find a quiet place in the Library to study when I need to	0.53	2	6.07	8
The items I'm looking for on the library shelves are usually there	0.35	3	5.96	12
I can find a place in the Library to work in a group when I need to	0.32	4	5.91	16
Opening hours meet my needs	0.28	5	6.06	9
The Library web site provides useful information	0.28	6	5.99	10
I can get wireless access in the Library when I need to	0.28	7	6.39	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.27	8	5.92	14
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26	9	6.11	6
The Library anticipates my learning and research needs	0.25	10	5.73	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	11	5.92	13
The Library search facilities enable me to find relevant library resources quickly	0.18	12	5.89	17
Course specific resources (online and in the reserve collection) meet my learning needs	0.17	13	5.91	15
Library signage is clear	0.14	14	5.73	24
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.12	15	5.89	18
When I am away from campus I can access the Library resources and services I need	0.11	16	6.07	7
Access to Library information resources has helped me to be successful at Unitec	0.11	17	5.88	20
Library/Ask Me desk staff provide accurate answers to my enquiries	0.10	18	6.20	2
Library workshops, classes and tutorials help me with my learning and research needs	0.09	19	5.67	25
I can get help from library/Ask Me desk staff when I need it	0.09	20	6.19	3
Books and articles I have requested from other libraries and campuses are delivered promptly	0.08	21	5.80	21
I am informed about Library services	0.06	22	5.57	26
A computer is available when I need one	0.05	23	5.88	19
Face-to-face enquiry services meet my needs	0.05	24	6.13	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	25	5.99	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.09	26	5.73	22

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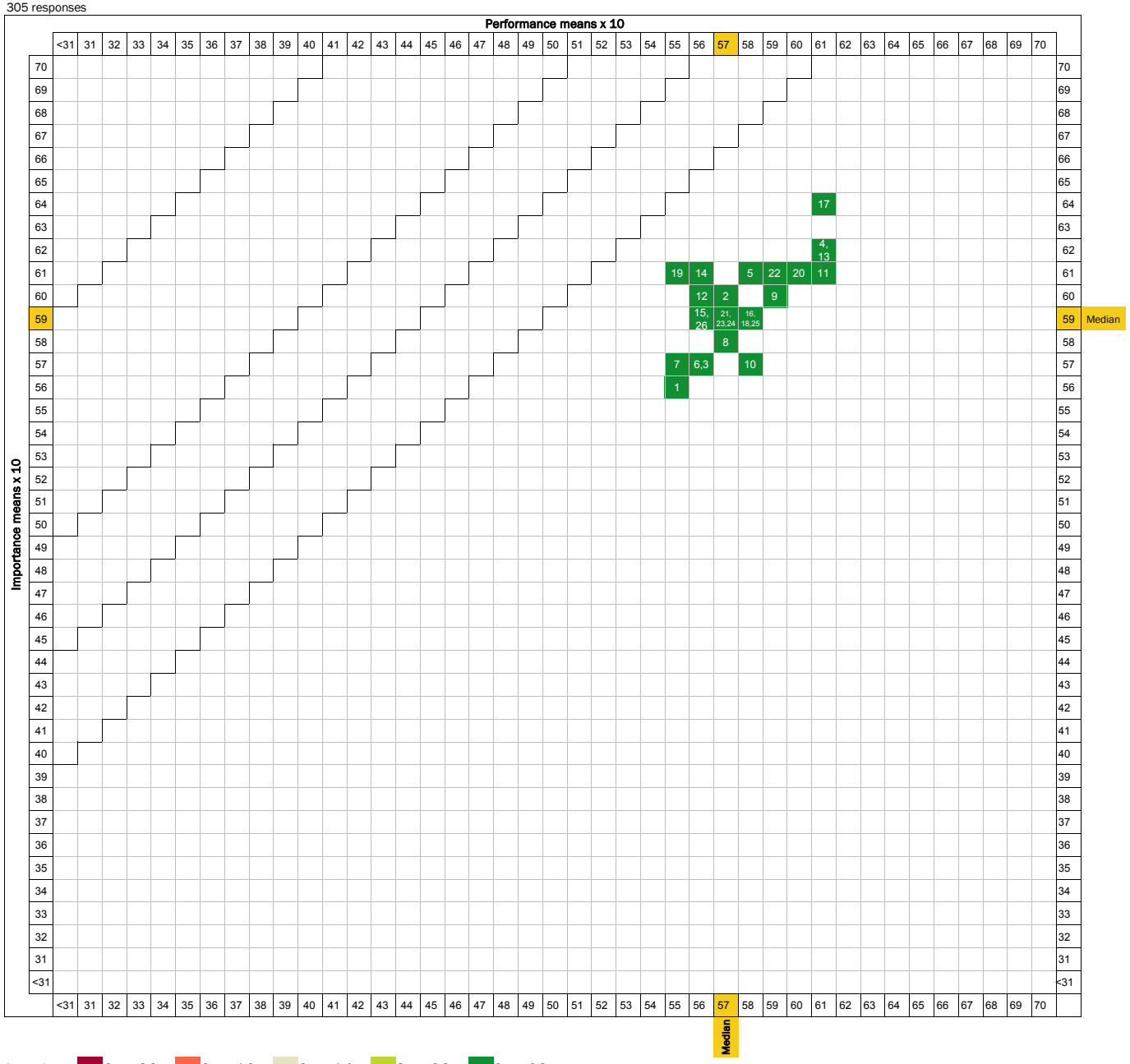
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Weekly

305 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Fortnightly

102 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.23	I can get help from library/Ask Me desk staff when I need it	6.01	Library workshops, classes and tutorials help me with my learning and research needs	5.20	Printing, scanning and photocopying facilities in the Library meet my needs	0.59
I can get help from library/Ask Me desk staff when I need it	6.22	I can get wireless access in the Library when I need to	6.01	I can find a place in the Library to work in a group when I need to	5.28	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45
I can find a quiet place in the Library to study when I need to	6.03	Library/Ask Me desk staff provide accurate answers to my enquiries	5.83	Library signage is clear	5.31	I can find a quiet place in the Library to study when I need to	0.44
Face-to-face enquiry services meet my needs	6.01	Face-to-face enquiry services meet my needs	5.75	Printing, scanning and photocopying facilities in the Library meet my needs	5.33	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42
Library/Ask Me desk staff provide accurate answers to my enquiries	6.01	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.71	The Library anticipates my learning and research needs	5.33	The Library search facilities enable me to find relevant library resources quickly	0.42
When I am away from campus I can access the Library resources and services I need	5.99	When I am away from campus I can access the Library resources and services I need	5.68	I am informed about Library services	5.34	Library signage is clear	0.38
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.94	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.60	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.36	Access to Library information resources has helped me to be successful at Unitec	0.36
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	The Library search facilities enable me to find relevant library resources quickly	5.39	I can find a place in the Library to work in a group when I need to	0.34
Printing, scanning and photocopying facilities in the Library meet my needs	5.92	I can find a quiet place in the Library to study when I need to	5.59	The items I'm looking for on the library shelves are usually there	5.46	The Library web site provides useful information	0.33
Access to Library information resources has helped me to be successful at Unitec	5.87	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	The Library web site provides useful information	5.47	When I am away from campus I can access the Library resources and services I need	0.30

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Fortnightly

102 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.23	1	6.01	2
I can get help from library/Ask Me desk staff when I need it	6.22	2	6.01	1
I can find a quiet place in the Library to study when I need to	6.03	3	5.59	9
Face-to-face enquiry services meet my needs	6.01	4	5.75	4
Library/Ask Me desk staff provide accurate answers to my enquiries	6.01	5	5.83	3
When I am away from campus I can access the Library resources and services I need	5.99	6	5.68	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.94	7	5.49	16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.93	8	5.51	14
Printing, scanning and photocopying facilities in the Library meet my needs	5.92	9	5.33	22
Access to Library information resources has helped me to be successful at Unitec	5.87	10	5.51	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.85	11	5.59	10
The Library search facilities enable me to find relevant library resources quickly	5.81	12	5.39	19
The Library web site provides useful information	5.81	13	5.47	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.79	14	5.60	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.78	15	5.53	12
Opening hours meet my needs	5.75	16	5.49	15
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.75	17	5.71	5
Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	18	5.60	8
The items I'm looking for on the library shelves are usually there	5.70	19	5.46	18
Library signage is clear	5.68	20	5.31	24
I can find a place in the Library to work in a group when I need to	5.62	21	5.28	25
The Library anticipates my learning and research needs	5.57	22	5.33	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.54	23	5.36	20
A computer is available when I need one	5.54	24	5.56	11
I am informed about Library services	5.49	25	5.34	21
Library workshops, classes and tutorials help me with my learning and research needs	5.24	26	5.20	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Fortnightly

102 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.01	1	6.22	2
I can get wireless access in the Library when I need to	6.01	2	6.23	1
Library/Ask Me desk staff provide accurate answers to my enquiries	5.83	3	6.01	5
Face-to-face enquiry services meet my needs	5.75	4	6.01	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.71	5	5.75	17
When I am away from campus I can access the Library resources and services I need	5.68	6	5.99	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.60	7	5.79	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.60	8	5.72	18
I can find a quiet place in the Library to study when I need to	5.59	9	6.03	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.59	10	5.85	11
A computer is available when I need one	5.56	11	5.54	24
Course specific resources (online and in the reserve collection) meet my learning needs	5.53	12	5.78	15
Access to Library information resources has helped me to be successful at Unitec	5.51	13	5.87	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.51	14	5.93	8
Opening hours meet my needs	5.49	15	5.75	16
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	16	5.94	7
The Library web site provides useful information	5.47	17	5.81	13
The items I'm looking for on the library shelves are usually there	5.46	18	5.70	19
The Library search facilities enable me to find relevant library resources quickly	5.39	19	5.81	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.36	20	5.54	23
I am informed about Library services	5.34	21	5.49	25
The Library anticipates my learning and research needs	5.33	22	5.57	22
Printing, scanning and photocopying facilities in the Library meet my needs	5.33	22	5.92	9
Library signage is clear	5.31	24	5.68	20
I can find a place in the Library to work in a group when I need to	5.28	25	5.62	21
Library workshops, classes and tutorials help me with my learning and research needs	5.20	26	5.24	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Fortnightly

102 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.59	1	5.92	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.45	2	5.94	7
I can find a quiet place in the Library to study when I need to	0.44	3	6.03	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.42	4	5.93	8
The Library search facilities enable me to find relevant library resources quickly	0.42	5	5.81	12
Library signage is clear	0.38	6	5.68	20
Access to Library information resources has helped me to be successful at Unitec	0.36	7	5.87	10
I can find a place in the Library to work in a group when I need to	0.34	8	5.62	21
The Library web site provides useful information	0.33	9	5.81	13
When I am away from campus I can access the Library resources and services I need	0.30	10	5.99	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.26	11	5.85	11
Face-to-face enquiry services meet my needs	0.26	12	6.01	4
Opening hours meet my needs	0.26	13	5.75	16
Course specific resources (online and in the reserve collection) meet my learning needs	0.25	14	5.78	15
The Library anticipates my learning and research needs	0.24	15	5.57	22
The items I'm looking for on the library shelves are usually there	0.24	16	5.70	19
I can get wireless access in the Library when I need to	0.22	17	6.23	1
I can get help from library/Ask Me desk staff when I need it	0.21	18	6.22	2
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.19	19	5.79	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.18	20	5.54	23
Library/Ask Me desk staff provide accurate answers to my enquiries	0.18	21	6.01	5
I am informed about Library services	0.15	22	5.49	25
Books and articles I have requested from other libraries and campuses are delivered promptly	0.12	23	5.72	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	24	5.75	17
Library workshops, classes and tutorials help me with my learning and research needs	0.04	25	5.24	26
A computer is available when I need one	-0.02	26	5.54	24

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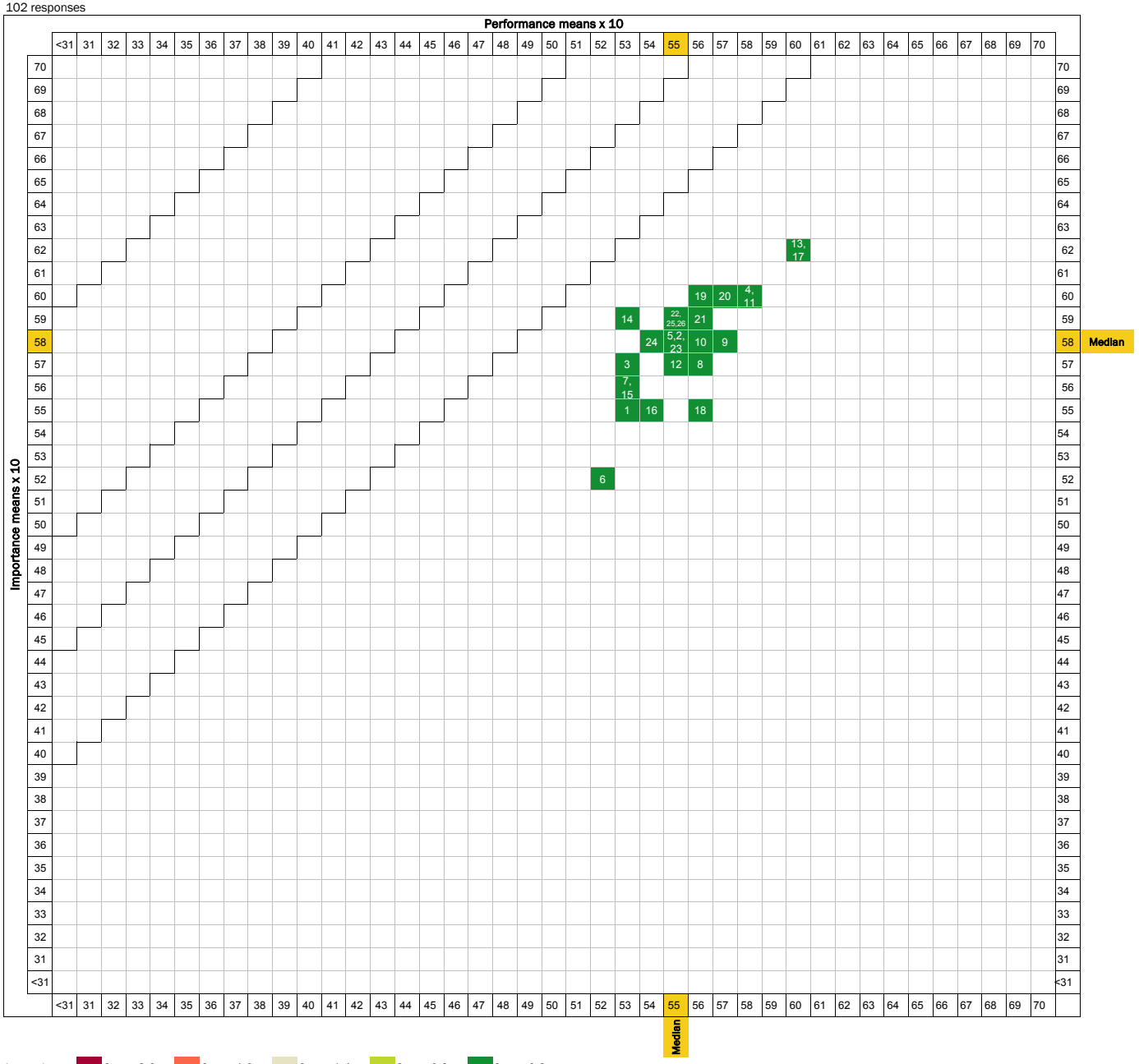
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Fortnightly

102 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Monthly

86 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	Face-to-face enquiry services meet my needs	6.07	I am informed about Library services	5.15	I can find a quiet place in the Library to study when I need to	0.72
When I am away from campus I can access the Library resources and services I need	6.24	I can get help from library/Ask Me desk staff when I need it	6.01	The Library anticipates my learning and research needs	5.33	I can find a place in the Library to work in a group when I need to	0.55
I can get wireless access in the Library when I need to	6.22	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	Library signage is clear	5.36	When I am away from campus I can access the Library resources and services I need	0.50
I can get help from library/Ask Me desk staff when I need it	6.21	I can get wireless access in the Library when I need to	5.91	I can find a place in the Library to work in a group when I need to	5.37	Printing, scanning and photocopying facilities in the Library meet my needs	0.49
Face-to-face enquiry services meet my needs	6.21	Books and articles I have requested from other libraries and campuses are delivered promptly	5.88	I can find a quiet place in the Library to study when I need to	5.45	The Library search facilities enable me to find relevant library resources quickly	0.48
Opening hours meet my needs	6.20	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	Library workshops, classes and tutorials help me with my learning and research needs	5.48	Library signage is clear	0.47
I can find a quiet place in the Library to study when I need to	6.18	Opening hours meet my needs	5.85	The Library search facilities enable me to find relevant library resources quickly	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	Library/Ask Me desk staff provide accurate answers to my enquiries	5.81	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.53	The items I'm looking for on the library shelves are usually there	0.44
The items I'm looking for on the library shelves are usually there	6.13	When I am away from campus I can access the Library resources and services I need	5.74	The Library web site provides useful information	5.60	I am informed about Library services	0.43
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	A computer is available when I need one	5.72	Access to Library information resources has helped me to be successful at Unitec	5.60	The Library web site provides useful information	0.42

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Monthly

86 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.32	1	5.86	6
When I am away from campus I can access the Library resources and services I need	6.24	2	5.74	9
I can get wireless access in the Library when I need to	6.22	3	5.91	4
I can get help from library/Ask Me desk staff when I need it	6.21	4	6.01	2
Face-to-face enquiry services meet my needs	6.21	4	6.07	1
Opening hours meet my needs	6.20	6	5.85	7
I can find a quiet place in the Library to study when I need to	6.18	7	5.45	22
Library/Ask Me desk staff provide accurate answers to my enquiries	6.14	8	5.81	8
The items I'm looking for on the library shelves are usually there	6.13	9	5.68	13
Printing, scanning and photocopying facilities in the Library meet my needs	6.11	10	5.62	16
Books and articles I have requested from other libraries and campuses are delivered promptly	6.10	11	5.88	5
Course specific resources (online and in the reserve collection) meet my learning needs	6.04	12	5.71	11
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03	13	5.65	14
The Library web site provides useful information	6.01	14	5.60	18
The Library search facilities enable me to find relevant library resources quickly	5.99	15	5.51	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.97	16	5.95	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.94	17	5.64	15
I can find a place in the Library to work in a group when I need to	5.93	18	5.37	23
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.91	19	5.71	12
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.89	20	5.53	19
Access to Library information resources has helped me to be successful at Unitec	5.83	21	5.60	17
Library signage is clear	5.83	22	5.36	24
Library workshops, classes and tutorials help me with my learning and research needs	5.80	23	5.48	21
A computer is available when I need one	5.64	24	5.72	10
The Library anticipates my learning and research needs	5.62	25	5.33	25
I am informed about Library services	5.58	26	5.15	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Monthly

86 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Face-to-face enquiry services meet my needs	6.07	1	6.21	4
I can get help from library/Ask Me desk staff when I need it	6.01	2	6.21	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.95	3	5.97	16
I can get wireless access in the Library when I need to	5.91	4	6.22	3
Books and articles I have requested from other libraries and campuses are delivered promptly	5.88	5	6.10	11
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.86	6	6.32	1
Opening hours meet my needs	5.85	7	6.20	6
Library/Ask Me desk staff provide accurate answers to my enquiries	5.81	8	6.14	8
When I am away from campus I can access the Library resources and services I need	5.74	9	6.24	2
A computer is available when I need one	5.72	10	5.64	24
Course specific resources (online and in the reserve collection) meet my learning needs	5.71	11	6.04	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.71	12	5.91	19
The items I'm looking for on the library shelves are usually there	5.68	13	6.13	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	14	6.03	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.64	15	5.94	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.62	16	6.11	10
Access to Library information resources has helped me to be successful at Unitec	5.60	17	5.83	21
The Library web site provides useful information	5.60	18	6.01	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.53	19	5.89	20
The Library search facilities enable me to find relevant library resources quickly	5.51	20	5.99	15
Library workshops, classes and tutorials help me with my learning and research needs	5.48	21	5.80	23
I can find a quiet place in the Library to study when I need to	5.45	22	6.18	7
I can find a place in the Library to work in a group when I need to	5.37	23	5.93	18
Library signage is clear	5.36	24	5.83	22
The Library anticipates my learning and research needs	5.33	25	5.62	25
I am informed about Library services	5.15	26	5.58	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Monthly

86 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.72	1	6.18	7
I can find a place in the Library to work in a group when I need to	0.55	2	5.93	18
When I am away from campus I can access the Library resources and services I need	0.50	3	6.24	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.49	4	6.11	10
The Library search facilities enable me to find relevant library resources quickly	0.48	5	5.99	15
Library signage is clear	0.47	6	5.83	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.46	7	6.32	1
The items I'm looking for on the library shelves are usually there	0.44	8	6.13	9
I am informed about Library services	0.43	9	5.58	26
The Library web site provides useful information	0.42	10	6.01	14
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.37	11	6.03	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.36	12	5.89	20
Opening hours meet my needs	0.35	13	6.20	6
Library/Ask Me desk staff provide accurate answers to my enquiries	0.33	14	6.14	8
Course specific resources (online and in the reserve collection) meet my learning needs	0.33	15	6.04	12
Library workshops, classes and tutorials help me with my learning and research needs	0.32	16	5.80	23
I can get wireless access in the Library when I need to	0.31	17	6.22	3
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.30	18	5.94	17
The Library anticipates my learning and research needs	0.29	19	5.62	25
Access to Library information resources has helped me to be successful at Unitec	0.23	20	5.83	21
Books and articles I have requested from other libraries and campuses are delivered promptly	0.22	21	6.10	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.20	22	5.91	19
I can get help from library/Ask Me desk staff when I need it	0.20	23	6.21	4
Face-to-face enquiry services meet my needs	0.14	24	6.21	4
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.02	25	5.97	16
A computer is available when I need one	-0.08	26	5.64	24

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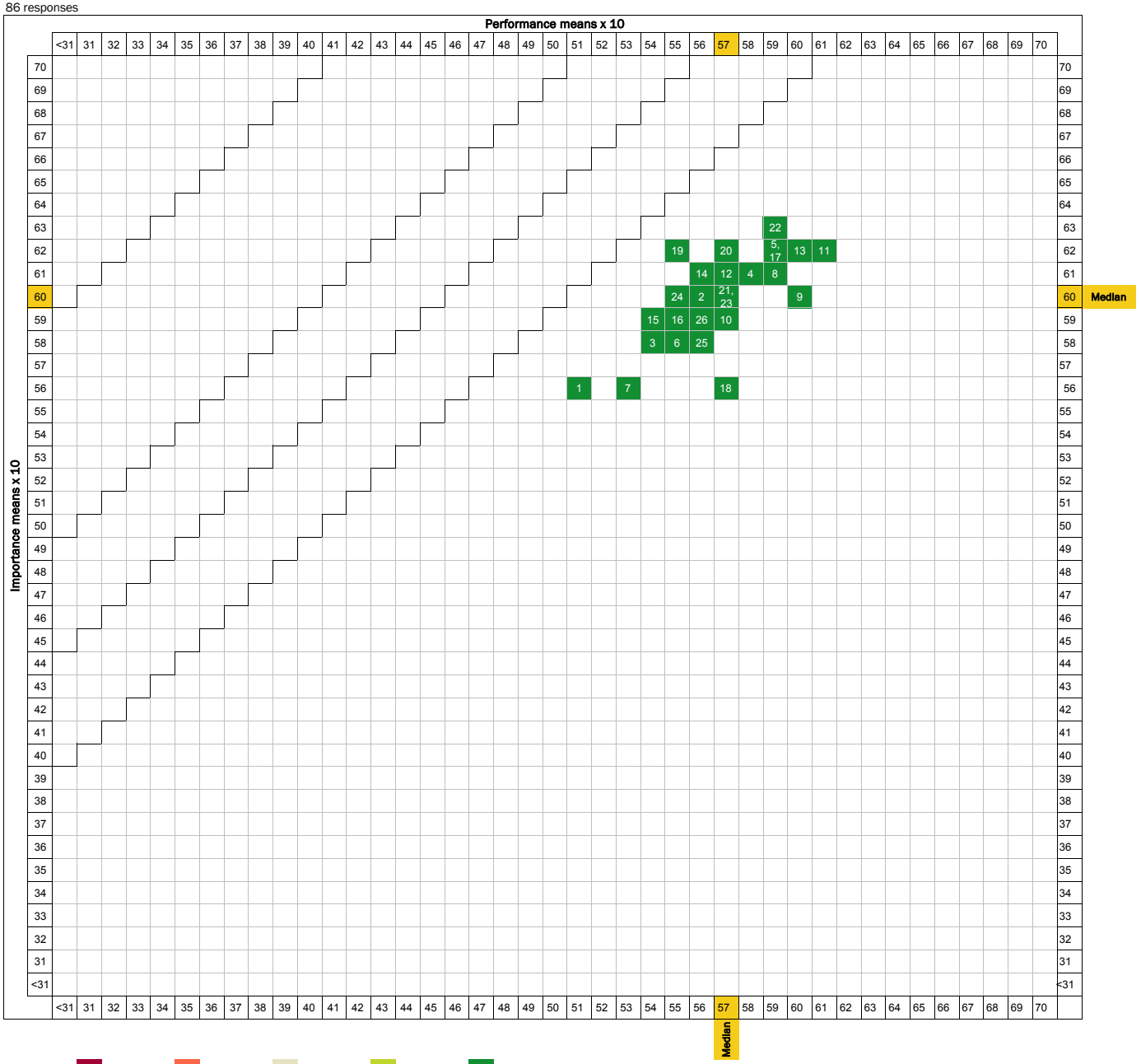
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Monthly

86 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Rarely (i.e. a few times a year)

141 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.23	I can get help from library/Ask Me desk staff when I need it	5.99	I am informed about Library services	4.91	I can find a quiet place in the Library to study when I need to	0.54
When I am away from campus I can access the Library resources and services I need	6.09	I can get wireless access in the Library when I need to	5.89	Library signage is clear	5.07	The Library web site provides useful information	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	Face-to-face enquiry services meet my needs	5.69	The Library anticipates my learning and research needs	5.21	When I am away from campus I can access the Library resources and services I need	0.40
I can get help from library/Ask Me desk staff when I need it	6.03	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.69	A computer is available when I need one	5.33	The Library search facilities enable me to find relevant library resources quickly	0.39
I can find a quiet place in the Library to study when I need to	5.98	When I am away from campus I can access the Library resources and services I need	5.68	The items I'm looking for on the library shelves are usually there	5.34	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37
Library/Ask Me desk staff provide accurate answers to my enquiries	5.90	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.68	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	Course specific resources (online and in the reserve collection) meet my learning needs	0.36
The Library web site provides useful information	5.89	Library/Ask Me desk staff provide accurate answers to my enquiries	5.66	Library workshops, classes and tutorials help me with my learning and research needs	5.37	I can get wireless access in the Library when I need to	0.34
Course specific resources (online and in the reserve collection) meet my learning needs	5.87	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.61	Access to Library information resources has helped me to be successful at Unitec	5.38	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29
The Library search facilities enable me to find relevant library resources quickly	5.80	Opening hours meet my needs	5.55	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.39	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.26
Printing, scanning and photocopying facilities in the Library meet my needs	5.72	I can find a place in the Library to work in a group when I need to	5.55	The Library search facilities enable me to find relevant library resources quickly	5.41	Library/Ask Me desk staff provide accurate answers to my enquiries	0.24

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Rarely (i.e. a few times a year)

141 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.23	1	5.89	2
When I am away from campus I can access the Library resources and services I need	6.09	2	5.68	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.05	3	5.68	6
I can get help from library/Ask Me desk staff when I need it	6.03	4	5.99	1
I can find a quiet place in the Library to study when I need to	5.98	5	5.44	15
Library/Ask Me desk staff provide accurate answers to my enquiries	5.90	6	5.66	7
The Library web site provides useful information	5.89	7	5.44	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.87	8	5.52	13
The Library search facilities enable me to find relevant library resources quickly	5.80	9	5.41	17
Printing, scanning and photocopying facilities in the Library meet my needs	5.72	10	5.52	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.68	11	5.39	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.68	12	5.69	4
I can find a place in the Library to work in a group when I need to	5.64	13	5.55	10
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	14	5.35	21
Opening hours meet my needs	5.61	15	5.55	9
Access to Library information resources has helped me to be successful at Unitec	5.59	16	5.38	19
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.54	17	5.61	8
Face-to-face enquiry services meet my needs	5.52	18	5.69	3
The items I'm looking for on the library shelves are usually there	5.47	19	5.34	22
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.39	20	5.55	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.38	21	5.46	14
A computer is available when I need one	5.31	22	5.33	23
Library workshops, classes and tutorials help me with my learning and research needs	5.15	23	5.37	20
Library signage is clear	5.14	24	5.07	25
The Library anticipates my learning and research needs	5.13	25	5.21	24
I am informed about Library services	4.87	26	4.91	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Rarely (i.e. a few times a year)

141 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	5.99	1	6.03	4
I can get wireless access in the Library when I need to	5.89	2	6.23	1
Face-to-face enquiry services meet my needs	5.69	3	5.52	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.69	4	5.68	12
When I am away from campus I can access the Library resources and services I need	5.68	5	6.09	2
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.68	6	6.05	3
Library/Ask Me desk staff provide accurate answers to my enquiries	5.66	7	5.90	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.61	8	5.54	17
Opening hours meet my needs	5.55	9	5.61	15
I can find a place in the Library to work in a group when I need to	5.55	10	5.64	13
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.55	11	5.39	20
Printing, scanning and photocopying facilities in the Library meet my needs	5.52	12	5.72	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.52	13	5.87	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.46	14	5.38	21
I can find a quiet place in the Library to study when I need to	5.44	15	5.98	5
The Library web site provides useful information	5.44	16	5.89	7
The Library search facilities enable me to find relevant library resources quickly	5.41	17	5.80	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.39	18	5.68	11
Access to Library information resources has helped me to be successful at Unitec	5.38	19	5.59	16
Library workshops, classes and tutorials help me with my learning and research needs	5.37	20	5.15	23
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.35	21	5.62	14
The items I'm looking for on the library shelves are usually there	5.34	22	5.47	19
A computer is available when I need one	5.33	23	5.31	22
The Library anticipates my learning and research needs	5.21	24	5.13	25
Library signage is clear	5.07	25	5.14	24
I am informed about Library services	4.91	26	4.87	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Rarely (i.e. a few times a year)

141 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.54	1	5.98	5
The Library web site provides useful information	0.45	2	5.89	7
When I am away from campus I can access the Library resources and services I need	0.40	3	6.09	2
The Library search facilities enable me to find relevant library resources quickly	0.39	4	5.80	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.37	5	6.05	3
Course specific resources (online and in the reserve collection) meet my learning needs	0.36	6	5.87	8
I can get wireless access in the Library when I need to	0.34	7	6.23	1
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.29	8	5.68	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.26	9	5.62	14
Library/Ask Me desk staff provide accurate answers to my enquiries	0.24	10	5.90	6
Access to Library information resources has helped me to be successful at Unitec	0.21	11	5.59	16
Printing, scanning and photocopying facilities in the Library meet my needs	0.20	12	5.72	10
The items I'm looking for on the library shelves are usually there	0.13	13	5.47	19
I can find a place in the Library to work in a group when I need to	0.09	14	5.64	13
Library signage is clear	0.08	15	5.14	24
Opening hours meet my needs	0.06	16	5.61	15
I can get help from library/Ask Me desk staff when I need it	0.04	17	6.03	4
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.01	18	5.68	12
A computer is available when I need one	-0.02	19	5.31	22
I am informed about Library services	-0.04	20	4.87	26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.07	21	5.54	17
The Library anticipates my learning and research needs	-0.08	22	5.13	25
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.09	23	5.38	21
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.15	24	5.39	20
Face-to-face enquiry services meet my needs	-0.17	25	5.52	18
Library workshops, classes and tutorials help me with my learning and research needs	-0.22	26	5.15	23

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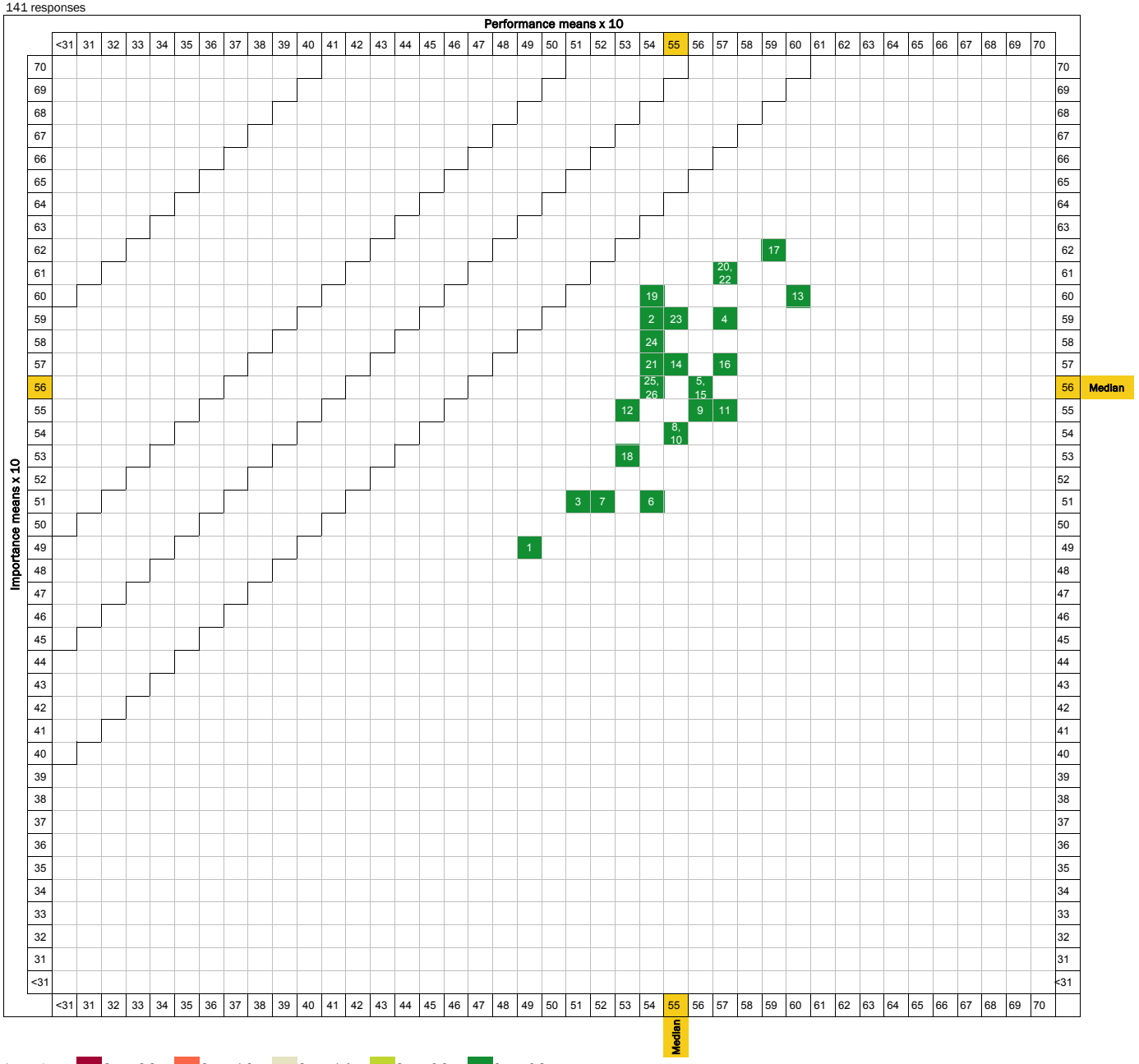
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Rarely (i.e. a few times a year)

141 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
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21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Never

116 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48	When I am away from campus I can access the Library resources and services I need	5.96	I am informed about Library services	5.02	The Library search facilities enable me to find relevant library resources quickly	0.66
When I am away from campus I can access the Library resources and services I need	6.44	I can get help from library/Ask Me desk staff when I need it	5.96	Library signage is clear	5.04	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.66
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.22	Library/Ask Me desk staff provide accurate answers to my enquiries	5.95	The Library anticipates my learning and research needs	5.25	The items I'm looking for on the library shelves are usually there	0.49
Course specific resources (online and in the reserve collection) meet my learning needs	6.21	Printing, scanning and photocopying facilities in the Library meet my needs	5.93	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	When I am away from campus I can access the Library resources and services I need	0.48
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.88	The Library search facilities enable me to find relevant library resources quickly	5.49	Library signage is clear	0.44
The Library search facilities enable me to find relevant library resources quickly	6.16	Access to Library information resources has helped me to be successful at Unitec	5.86	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.50	The Library web site provides useful information	0.43
I can get help from library/Ask Me desk staff when I need it	6.14	Course specific resources (online and in the reserve collection) meet my learning needs	5.84	The Library web site provides useful information	5.54	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40
Access to Library information resources has helped me to be successful at Unitec	6.12	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	I can find a place in the Library to work in a group when I need to	5.57	Course specific resources (online and in the reserve collection) meet my learning needs	0.38
The items I'm looking for on the library shelves are usually there	6.11	I can get wireless access in the Library when I need to	5.81	The items I'm looking for on the library shelves are usually there	5.63	Books and articles I have requested from other libraries and campuses are delivered promptly	0.35
I can get wireless access in the Library when I need to	6.08	Library workshops, classes and tutorials help me with my learning and research needs	5.80	Face-to-face enquiry services meet my needs	5.63	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.35

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Never

116 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.48	1	5.82	8
When I am away from campus I can access the Library resources and services I need	6.44	2	5.96	1
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.22	3	5.88	5
Course specific resources (online and in the reserve collection) meet my learning needs	6.21	4	5.84	7
Library/Ask Me desk staff provide accurate answers to my enquiries	6.21	5	5.95	3
The Library search facilities enable me to find relevant library resources quickly	6.16	6	5.49	22
I can get help from library/Ask Me desk staff when I need it	6.14	7	5.96	2
Access to Library information resources has helped me to be successful at Unitec	6.12	8	5.86	6
The items I'm looking for on the library shelves are usually there	6.11	9	5.63	18
I can get wireless access in the Library when I need to	6.08	10	5.81	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.04	11	5.69	15
Books and articles I have requested from other libraries and campuses are delivered promptly	6.03	12	5.68	16
Opening hours meet my needs	6.03	13	5.73	12
The Library web site provides useful information	5.97	14	5.54	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.89	15	5.49	23
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	16	5.73	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.76	17	5.93	4
Library workshops, classes and tutorials help me with my learning and research needs	5.67	18	5.80	10
Face-to-face enquiry services meet my needs	5.62	19	5.63	17
I can find a place in the Library to work in a group when I need to	5.61	20	5.57	19
The Library anticipates my learning and research needs	5.56	21	5.25	24
I can find a quiet place in the Library to study when I need to	5.54	22	5.79	11
A computer is available when I need one	5.50	23	5.72	14
Library signage is clear	5.48	24	5.04	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.42	25	5.50	21
I am informed about Library services	5.28	26	5.02	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Never

116 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
When I am away from campus I can access the Library resources and services I need	5.96	1	6.44	2
I can get help from library/Ask Me desk staff when I need it	5.96	2	6.14	7
Library/Ask Me desk staff provide accurate answers to my enquiries	5.95	3	6.21	5
Printing, scanning and photocopying facilities in the Library meet my needs	5.93	4	5.76	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.88	5	6.22	3
Access to Library information resources has helped me to be successful at Unitec	5.86	6	6.12	8
Course specific resources (online and in the reserve collection) meet my learning needs	5.84	7	6.21	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.82	8	6.48	1
I can get wireless access in the Library when I need to	5.81	9	6.08	10
Library workshops, classes and tutorials help me with my learning and research needs	5.80	10	5.67	18
I can find a quiet place in the Library to study when I need to	5.79	11	5.54	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.73	12	5.77	16
Opening hours meet my needs	5.73	12	6.03	13
A computer is available when I need one	5.72	14	5.50	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.69	15	6.04	11
Books and articles I have requested from other libraries and campuses are delivered promptly	5.68	16	6.03	12
Face-to-face enquiry services meet my needs	5.63	17	5.62	19
The items I'm looking for on the library shelves are usually there	5.63	18	6.11	9
I can find a place in the Library to work in a group when I need to	5.57	19	5.61	20
The Library web site provides useful information	5.54	20	5.97	14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.50	21	5.42	25
The Library search facilities enable me to find relevant library resources quickly	5.49	22	6.16	6
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.49	23	5.89	15
The Library anticipates my learning and research needs	5.25	24	5.56	21
Library signage is clear	5.04	25	5.48	24
I am informed about Library services	5.02	26	5.28	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Never

116 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
The Library search facilities enable me to find relevant library resources quickly	0.66	1	6.16	6
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.66	2	6.48	1
The items I'm looking for on the library shelves are usually there	0.49	3	6.11	9
When I am away from campus I can access the Library resources and services I need	0.48	4	6.44	2
Library signage is clear	0.44	5	5.48	24
The Library web site provides useful information	0.43	6	5.97	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.40	7	5.89	15
Course specific resources (online and in the reserve collection) meet my learning needs	0.38	8	6.21	4
Books and articles I have requested from other libraries and campuses are delivered promptly	0.35	9	6.03	12
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.35	10	6.04	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.34	11	6.22	3
The Library anticipates my learning and research needs	0.31	12	5.56	21
Opening hours meet my needs	0.30	13	6.03	13
Access to Library information resources has helped me to be successful at Unitec	0.26	14	6.12	8
I can get wireless access in the Library when I need to	0.26	15	6.08	10
Library/Ask Me desk staff provide accurate answers to my enquiries	0.26	16	6.21	5
I am informed about Library services	0.26	17	5.28	26
I can get help from library/Ask Me desk staff when I need it	0.18	18	6.14	7
I can find a place in the Library to work in a group when I need to	0.04	19	5.61	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.04	20	5.77	16
Face-to-face enquiry services meet my needs	-0.01	21	5.62	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	-0.08	22	5.42	25
Library workshops, classes and tutorials help me with my learning and research needs	-0.13	23	5.67	18
Printing, scanning and photocopying facilities in the Library meet my needs	-0.17	24	5.76	17
A computer is available when I need one	-0.22	25	5.50	23
I can find a quiet place in the Library to study when I need to	-0.25	26	5.54	22

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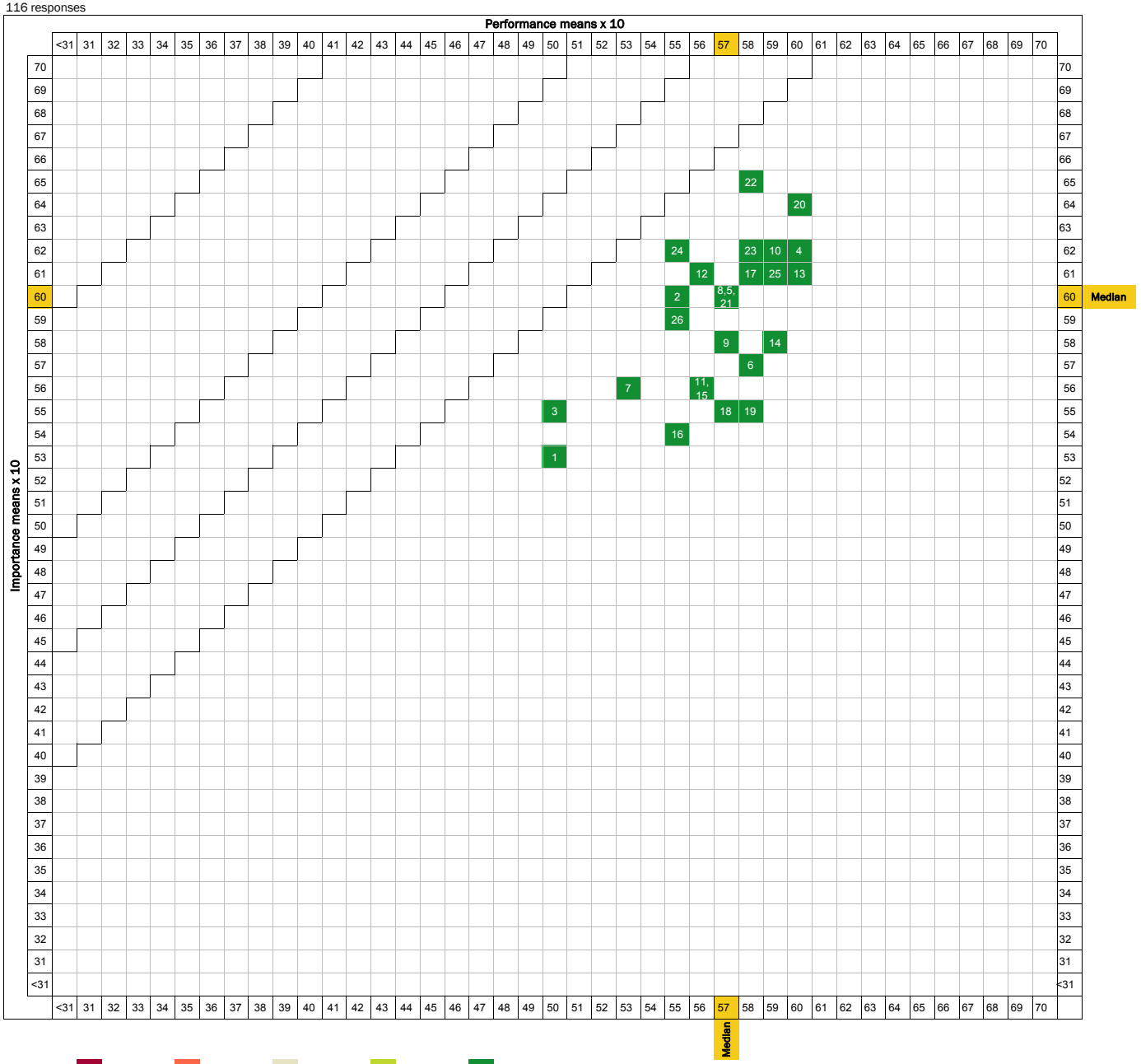
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you the Library at Mt Albert of Waitakere campus library locations or Te Puna? - Never
116 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018
Top 5 importance scores by demographic
How often do you access the Library online?

Unique factor

Daily (259 responses)	Importance mean
I can get help from library/Ask Me desk staff when I need it	6.51
I can get wireless access in the Library when I need to	6.51
Library/Ask Me desk staff provide accurate answers to my enquiries	6.45
When I am away from campus I can access the Library resources and services I need	6.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.43
2–4 days a week (473 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.44
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.37
When I am away from campus I can access the Library resources and services I need	6.35
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31
I can get help from library/Ask Me desk staff when I need it	6.31
Weekly (440 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.40
I can get help from library/Ask Me desk staff when I need it	6.24
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20
Printing, scanning and photocopying facilities in the Library meet my needs	6.19
Fortnightly (173 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.33
I can get help from library/Ask Me desk staff when I need it	6.21
Printing, scanning and photocopying facilities in the Library meet my needs	6.16
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13
I can find a quiet place in the Library to study when I need to	6.10
Monthly (144 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.29
I can find a quiet place in the Library to study when I need to	6.16
Printing, scanning and photocopying facilities in the Library meet my needs	6.09
I can get help from library/Ask Me desk staff when I need it	6.08
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.98
Rarely (i.e. a few times a year) (204 responses)	**Importance mean**
I can get wireless access in the Library when I need to	6.28
I can find a quiet place in the Library to study when I need to	6.12
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12
I can get help from library/Ask Me desk staff when I need it	6.06
Printing, scanning and photocopying facilities in the Library meet my needs	6.02
Never (66 responses)	**Importance mean**
I can get help from library/Ask Me desk staff when I need it	6.34
I can get wireless access in the Library when I need to	6.33
Library/Ask Me desk staff provide accurate answers to my enquiries	6.15
Opening hours meet my needs	6.04
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03

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Unitec Library Client Survey, September 2018
Top 5 performance scores by demographic
How often do you access the Library online?

Unique factor

Daily (259 responses)	Performance mean
I can get help from library/Ask Me desk staff when I need it	6.40
Library/Ask Me desk staff provide accurate answers to my enquiries	6.30
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.22
When I am away from campus I can access the Library resources and services I need	6.22
I can get wireless access in the Library when I need to	6.20
2–4 days a week (473 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.22
Face-to-face enquiry services meet my needs	6.16
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12
I can get wireless access in the Library when I need to	6.11
When I am away from campus I can access the Library resources and services I need	6.08
Weekly (440 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.10
Face-to-face enquiry services meet my needs	6.09
I can get wireless access in the Library when I need to	6.05
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03
Library/Ask Me desk staff provide accurate answers to my enquiries	6.01
Fortnightly (173 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.05
Library/Ask Me desk staff provide accurate answers to my enquiries	5.97
Face-to-face enquiry services meet my needs	5.93
I can get wireless access in the Library when I need to	5.88
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79
Monthly (144 responses)	**Performance mean**
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86
I can get help from library/Ask Me desk staff when I need it	5.86
Face-to-face enquiry services meet my needs	5.85
I can get wireless access in the Library when I need to	5.81
Rarely (i.e. a few times a year) (204 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.07
I can get wireless access in the Library when I need to	6.01
Library/Ask Me desk staff provide accurate answers to my enquiries	5.96
Face-to-face enquiry services meet my needs	5.90
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75
Never (66 responses)	**Performance mean**
I can get help from library/Ask Me desk staff when I need it	6.20
I can get wireless access in the Library when I need to	6.02
Face-to-face enquiry services meet my needs	5.93
Library/Ask Me desk staff provide accurate answers to my enquiries	5.89
Opening hours meet my needs	5.85

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Unitec Library Client Survey, September 2018
Top 5 gap scores by demographic
How often do you access the Library online?

Unique factor

Daily (259 responses)	Gap score
I can find a quiet place in the Library to study when I need to	0.60
The items I'm looking for on the library shelves are usually there	0.38
I can find a place in the Library to work in a group when I need to	0.38
Printing, scanning and photocopying facilities in the Library meet my needs	0.34
I can get wireless access in the Library when I need to	0.31
2–4 days a week (473 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.62
I can find a place in the Library to work in a group when I need to	0.48
The items I'm looking for on the library shelves are usually there	0.46
Course specific resources (online and in the reserve collection) meet my learning needs	0.42
Opening hours meet my needs	0.42
Weekly (440 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.57
Printing, scanning and photocopying facilities in the Library meet my needs	0.45
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.40
The Library web site provides useful information	0.35
I can find a place in the Library to work in a group when I need to	0.35
Fortnightly (173 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.76
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
I can get wireless access in the Library when I need to	0.46
I can find a place in the Library to work in a group when I need to	0.43
Monthly (144 responses)	**Gap score**
I can find a place in the Library to work in a group when I need to	0.93
I can find a quiet place in the Library to study when I need to	0.88
Printing, scanning and photocopying facilities in the Library meet my needs	0.69
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.62
I can get wireless access in the Library when I need to	0.48
Rarely (i.e. a few times a year) (204 responses)	**Gap score**
I can find a quiet place in the Library to study when I need to	0.78
I can find a place in the Library to work in a group when I need to	0.47
Printing, scanning and photocopying facilities in the Library meet my needs	0.44
The Library web site provides useful information	0.32
I can get wireless access in the Library when I need to	0.28
Never (66 responses)	**Gap score**
Printing, scanning and photocopying facilities in the Library meet my needs	0.53
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.38
When I am away from campus I can access the Library resources and services I need	0.35
I can get wireless access in the Library when I need to	0.31
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.31

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Daily

259 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library/Ask Me desk staff when I need it	6.51	I can get help from library/Ask Me desk staff when I need it	6.40	I can find a quiet place in the Library to study when I need to	5.64	I can find a quiet place in the Library to study when I need to	0.60
I can get wireless access in the Library when I need to	6.51	Library/Ask Me desk staff provide accurate answers to my enquiries	6.30	The items I'm looking for on the library shelves are usually there	5.78	The items I'm looking for on the library shelves are usually there	0.38
Library/Ask Me desk staff provide accurate answers to my enquiries	6.45	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.22	Opening hours meet my needs	5.89	I can find a place in the Library to work in a group when I need to	0.38
When I am away from campus I can access the Library resources and services I need	6.45	When I am away from campus I can access the Library resources and services I need	6.22	Library signage is clear	5.90	Printing, scanning and photocopying facilities in the Library meet my needs	0.34
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.43	I can get wireless access in the Library when I need to	6.20	I can find a place in the Library to work in a group when I need to	5.90	I can get wireless access in the Library when I need to	0.31
Face-to-face enquiry services meet my needs	6.39	Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	I am informed about Library services	5.91	Opening hours meet my needs	0.31
Printing, scanning and photocopying facilities in the Library meet my needs	6.39	Face-to-face enquiry services meet my needs	6.17	Library workshops, classes and tutorials help me with my learning and research needs	5.94	Library workshops, classes and tutorials help me with my learning and research needs	0.30
Access to Library information resources has helped me to be successful at Unitec	6.38	Access to Library information resources has helped me to be successful at Unitec	6.17	The Library anticipates my learning and research needs	5.95	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28
The Library web site provides useful information	6.37	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.17	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.98	The Library search facilities enable me to find relevant library resources quickly	0.27
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.36	The Library web site provides useful information	6.15	A computer is available when I need one	6.00	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Daily

259 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.51	1	6.40	1
I can get wireless access in the Library when I need to	6.51	2	6.20	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.45	3	6.30	2
When I am away from campus I can access the Library resources and services I need	6.45	4	6.22	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.43	5	6.17	9
Face-to-face enquiry services meet my needs	6.39	6	6.17	7
Printing, scanning and photocopying facilities in the Library meet my needs	6.39	7	6.06	12
Access to Library information resources has helped me to be successful at Unitec	6.38	8	6.17	8
The Library web site provides useful information	6.37	9	6.15	10
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.36	10	6.18	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.33	11	6.22	3
The Library search facilities enable me to find relevant library resources quickly	6.32	12	6.04	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.31	13	6.04	16
Course specific resources (online and in the reserve collection) meet my learning needs	6.29	14	6.04	15
I can find a place in the Library to work in a group when I need to	6.27	15	5.90	22
Books and articles I have requested from other libraries and campuses are delivered promptly	6.25	16	6.05	13
I can find a quiet place in the Library to study when I need to	6.25	17	5.64	26
Library workshops, classes and tutorials help me with my learning and research needs	6.23	18	5.94	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.21	19	6.14	11
Opening hours meet my needs	6.20	20	5.89	24
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.20	21	5.98	18
The Library anticipates my learning and research needs	6.17	22	5.95	19
A computer is available when I need one	6.17	23	6.00	17
The items I'm looking for on the library shelves are usually there	6.16	24	5.78	25
I am informed about Library services	6.03	25	5.91	21
Library signage is clear	6.03	26	5.90	23

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Daily

259 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.40	1	6.51	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.30	2	6.45	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.22	3	6.33	11
When I am away from campus I can access the Library resources and services I need	6.22	4	6.45	4
I can get wireless access in the Library when I need to	6.20	5	6.51	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.18	6	6.36	10
Face-to-face enquiry services meet my needs	6.17	7	6.39	6
Access to Library information resources has helped me to be successful at Unitec	6.17	8	6.38	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.17	9	6.43	5
The Library web site provides useful information	6.15	10	6.37	9
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	6.14	11	6.21	19
Printing, scanning and photocopying facilities in the Library meet my needs	6.06	12	6.39	7
Books and articles I have requested from other libraries and campuses are delivered promptly	6.05	13	6.25	16
The Library search facilities enable me to find relevant library resources quickly	6.04	14	6.32	12
Course specific resources (online and in the reserve collection) meet my learning needs	6.04	15	6.29	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.04	16	6.31	13
A computer is available when I need one	6.00	17	6.17	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.98	18	6.20	21
The Library anticipates my learning and research needs	5.95	19	6.17	22
Library workshops, classes and tutorials help me with my learning and research needs	5.94	20	6.23	18
I am informed about Library services	5.91	21	6.03	25
I can find a place in the Library to work in a group when I need to	5.90	22	6.27	15
Library signage is clear	5.90	23	6.03	26
Opening hours meet my needs	5.89	24	6.20	20
The items I'm looking for on the library shelves are usually there	5.78	25	6.16	24
I can find a quiet place in the Library to study when I need to	5.64	26	6.25	17

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Daily

259 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.60	1	6.25	17
The items I'm looking for on the library shelves are usually there	0.38	2	6.16	24
I can find a place in the Library to work in a group when I need to	0.38	3	6.27	15
Printing, scanning and photocopying facilities in the Library meet my needs	0.34	4	6.39	7
I can get wireless access in the Library when I need to	0.31	5	6.51	2
Opening hours meet my needs	0.31	6	6.20	20
Library workshops, classes and tutorials help me with my learning and research needs	0.30	7	6.23	18
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.28	8	6.31	13
The Library search facilities enable me to find relevant library resources quickly	0.27	9	6.32	12
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.26	10	6.43	5
Course specific resources (online and in the reserve collection) meet my learning needs	0.25	11	6.29	14
When I am away from campus I can access the Library resources and services I need	0.23	12	6.45	4
Face-to-face enquiry services meet my needs	0.23	13	6.39	6
The Library anticipates my learning and research needs	0.22	14	6.17	22
The Library web site provides useful information	0.22	15	6.37	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.22	16	6.20	21
Access to Library information resources has helped me to be successful at Unitec	0.21	17	6.38	8
Books and articles I have requested from other libraries and campuses are delivered promptly	0.20	18	6.25	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.17	19	6.36	10
A computer is available when I need one	0.16	20	6.17	23
Library/Ask Me desk staff provide accurate answers to my enquiries	0.14	21	6.45	3
Library signage is clear	0.13	22	6.03	26
I am informed about Library services	0.12	23	6.03	25
I can get help from library/Ask Me desk staff when I need it	0.11	24	6.51	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.11	25	6.33	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	26	6.21	19

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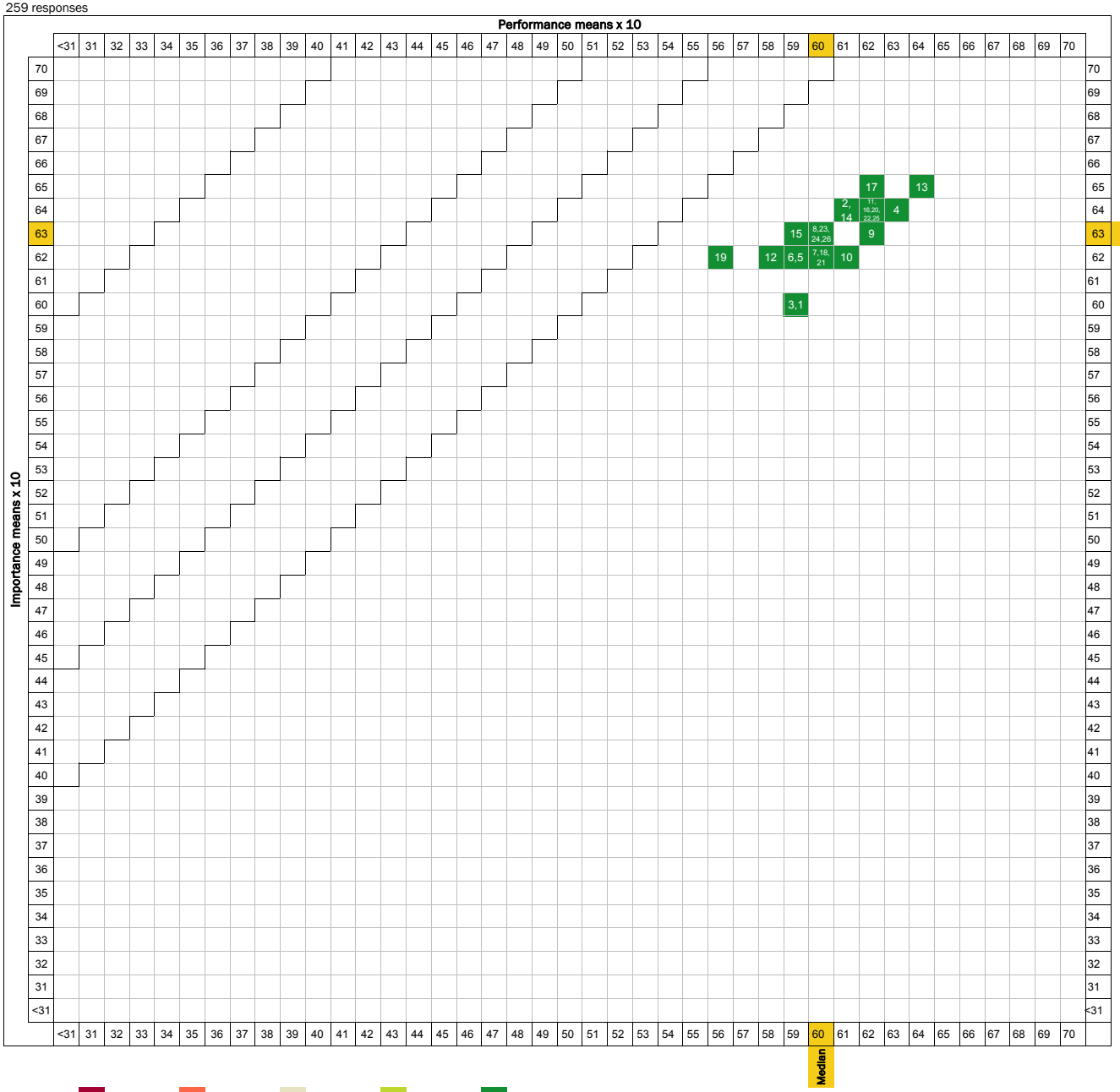
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Daily

259 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - 2–4 days a week

473 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.44	I can get help from library/Ask Me desk staff when I need it	6.22	The items I'm looking for on the library shelves are usually there	5.57	I can find a quiet place in the Library to study when I need to	0.62
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.37	Face-to-face enquiry services meet my needs	6.16	I can find a quiet place in the Library to study when I need to	5.63	I can find a place in the Library to work in a group when I need to	0.48
When I am away from campus I can access the Library resources and services I need	6.35	Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	I can find a place in the Library to work in a group when I need to	5.65	The items I'm looking for on the library shelves are usually there	0.46
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31	I can get wireless access in the Library when I need to	6.11	I am informed about Library services	5.66	Course specific resources (online and in the reserve collection) meet my learning needs	0.42
I can get help from library/Ask Me desk staff when I need it	6.31	When I am away from campus I can access the Library resources and services I need	6.08	The Library anticipates my learning and research needs	5.69	Opening hours meet my needs	0.42
Course specific resources (online and in the reserve collection) meet my learning needs	6.29	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	Library workshops, classes and tutorials help me with my learning and research needs	5.69	Printing, scanning and photocopying facilities in the Library meet my needs	0.39
The Library web site provides useful information	6.27	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	Library signage is clear	5.69	The Library web site provides useful information	0.39
Face-to-face enquiry services meet my needs	6.26	Access to Library information resources has helped me to be successful at Unitec	5.97	Opening hours meet my needs	5.74	The Library search facilities enable me to find relevant library resources quickly	0.37
Printing, scanning and photocopying facilities in the Library meet my needs	6.26	Books and articles I have requested from other libraries and campuses are delivered promptly	5.97	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36
The Library search facilities enable me to find relevant library resources quickly	6.25	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	Printing, scanning and photocopying facilities in the Library meet my needs	5.86	I can get wireless access in the Library when I need to	0.33

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - 2–4 days a week

473 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.44	1	6.11	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.37	2	6.01	7
When I am away from campus I can access the Library resources and services I need	6.35	3	6.08	5
Library/Ask Me desk staff provide accurate answers to my enquiries	6.31	4	6.12	3
I can get help from library/Ask Me desk staff when I need it	6.31	5	6.22	1
Course specific resources (online and in the reserve collection) meet my learning needs	6.29	6	5.87	15
The Library web site provides useful information	6.27	7	5.88	13
Face-to-face enquiry services meet my needs	6.26	8	6.16	2
Printing, scanning and photocopying facilities in the Library meet my needs	6.26	9	5.86	17
The Library search facilities enable me to find relevant library resources quickly	6.25	10	5.88	14
I can find a quiet place in the Library to study when I need to	6.25	11	5.63	25
Opening hours meet my needs	6.16	12	5.74	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.16	13	5.92	11
Access to Library information resources has helped me to be successful at Unitec	6.15	14	5.97	8
Books and articles I have requested from other libraries and campuses are delivered promptly	6.15	15	5.97	9
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.14	16	5.87	16
I can find a place in the Library to work in a group when I need to	6.13	17	5.65	24
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.11	18	5.78	18
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.06	19	6.05	6
A computer is available when I need one	6.06	20	5.89	12
The items I'm looking for on the library shelves are usually there	6.03	21	5.57	26
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.99	22	5.92	10
The Library anticipates my learning and research needs	5.93	23	5.69	22
Library workshops, classes and tutorials help me with my learning and research needs	5.91	24	5.69	21
Library signage is clear	5.89	25	5.69	20
I am informed about Library services	5.85	26	5.66	23

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - 2–4 days a week

473 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.22	1	6.31	5
Face-to-face enquiry services meet my needs	6.16	2	6.26	8
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	3	6.31	4
I can get wireless access in the Library when I need to	6.11	4	6.44	1
When I am away from campus I can access the Library resources and services I need	6.08	5	6.35	3
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.05	6	6.06	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.01	7	6.37	2
Access to Library information resources has helped me to be successful at Unitec	5.97	8	6.15	14
Books and articles I have requested from other libraries and campuses are delivered promptly	5.97	9	6.15	15
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.92	10	5.99	22
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.92	11	6.16	13
A computer is available when I need one	5.89	12	6.06	20
The Library web site provides useful information	5.88	13	6.27	7
The Library search facilities enable me to find relevant library resources quickly	5.88	14	6.25	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.87	15	6.29	6
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.87	16	6.14	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.86	17	6.26	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.78	18	6.11	18
Opening hours meet my needs	5.74	19	6.16	12
Library signage is clear	5.69	20	5.89	25
Library workshops, classes and tutorials help me with my learning and research needs	5.69	21	5.91	24
The Library anticipates my learning and research needs	5.69	22	5.93	23
I am informed about Library services	5.66	23	5.85	26
I can find a place in the Library to work in a group when I need to	5.65	24	6.13	17
I can find a quiet place in the Library to study when I need to	5.63	25	6.25	11
The items I'm looking for on the library shelves are usually there	5.57	26	6.03	21

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - 2–4 days a week

473 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.62	1	6.25	11
I can find a place in the Library to work in a group when I need to	0.48	2	6.13	17
The items I'm looking for on the library shelves are usually there	0.46	3	6.03	21
Course specific resources (online and in the reserve collection) meet my learning needs	0.42	4	6.29	6
Opening hours meet my needs	0.42	5	6.16	12
Printing, scanning and photocopying facilities in the Library meet my needs	0.39	6	6.26	9
The Library web site provides useful information	0.39	7	6.27	7
The Library search facilities enable me to find relevant library resources quickly	0.37	8	6.25	10
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36	9	6.37	2
I can get wireless access in the Library when I need to	0.33	10	6.44	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.32	11	6.11	18
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.27	12	6.14	16
When I am away from campus I can access the Library resources and services I need	0.27	13	6.35	3
The Library anticipates my learning and research needs	0.25	14	5.93	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.24	15	6.16	13
Library workshops, classes and tutorials help me with my learning and research needs	0.22	16	5.91	24
Library signage is clear	0.20	17	5.89	25
I am informed about Library services	0.20	18	5.85	26
Library/Ask Me desk staff provide accurate answers to my enquiries	0.19	19	6.31	4
Access to Library information resources has helped me to be successful at Unitec	0.18	20	6.15	14
Books and articles I have requested from other libraries and campuses are delivered promptly	0.18	21	6.15	15
A computer is available when I need one	0.17	22	6.06	20
Face-to-face enquiry services meet my needs	0.10	23	6.26	8
I can get help from library/Ask Me desk staff when I need it	0.09	24	6.31	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	25	5.99	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	26	6.06	19

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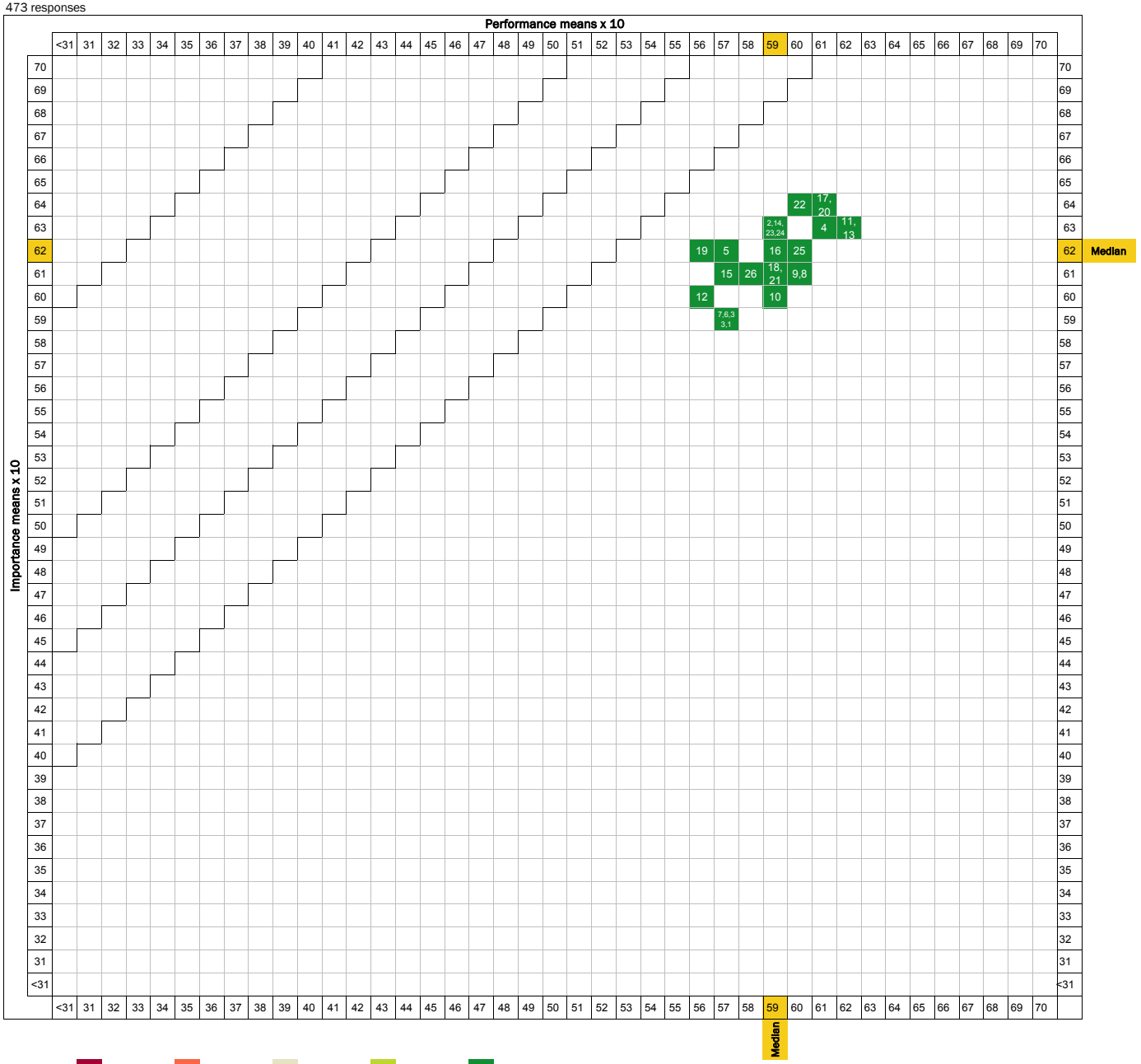
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - 2–4 days a week

473 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Weekly

440 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.40	I can get help from library/Ask Me desk staff when I need it	6.10	I am informed about Library services	5.46	I can find a quiet place in the Library to study when I need to	0.57
I can get help from library/Ask Me desk staff when I need it	6.24	Face-to-face enquiry services meet my needs	6.09	The Library anticipates my learning and research needs	5.50	Printing, scanning and photocopying facilities in the Library meet my needs	0.45
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	I can get wireless access in the Library when I need to	6.05	I can find a quiet place in the Library to study when I need to	5.51	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.40
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	The items I'm looking for on the library shelves are usually there	5.59	The Library web site provides useful information	0.35
Printing, scanning and photocopying facilities in the Library meet my needs	6.19	Library/Ask Me desk staff provide accurate answers to my enquiries	6.01	I can find a place in the Library to work in a group when I need to	5.62	I can find a place in the Library to work in a group when I need to	0.35
Face-to-face enquiry services meet my needs	6.16	When I am away from campus I can access the Library resources and services I need	5.95	Library signage is clear	5.63	The items I'm looking for on the library shelves are usually there	0.35
The Library web site provides useful information	6.14	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.63	I can get wireless access in the Library when I need to	0.35
When I am away from campus I can access the Library resources and services I need	6.14	Books and articles I have requested from other libraries and campuses are delivered promptly	5.84	Course specific resources (online and in the reserve collection) meet my learning needs	5.68	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33
Opening hours meet my needs	6.11	Opening hours meet my needs	5.79	The Library search facilities enable me to find relevant library resources quickly	5.69	Opening hours meet my needs	0.31
I can find a quiet place in the Library to study when I need to	6.08	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.79	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	Course specific resources (online and in the reserve collection) meet my learning needs	0.31

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Weekly

440 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.40	1	6.05	3
I can get help from library/Ask Me desk staff when I need it	6.24	2	6.10	1
Library/Ask Me desk staff provide accurate answers to my enquiries	6.22	3	6.01	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.20	4	5.79	10
Printing, scanning and photocopying facilities in the Library meet my needs	6.19	5	5.75	13
Face-to-face enquiry services meet my needs	6.16	6	6.09	2
The Library web site provides useful information	6.14	7	5.79	11
When I am away from campus I can access the Library resources and services I need	6.14	8	5.95	6
Opening hours meet my needs	6.11	9	5.79	9
I can find a quiet place in the Library to study when I need to	6.08	10	5.51	24
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.04	11	6.03	4
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	12	5.69	17
Laptop facilities (e.g. desks, power) in the Library meet my needs	6.01	13	5.76	12
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	14	5.68	19
Access to Library information resources has helped me to be successful at Unitec	5.99	15	5.73	15
The Library search facilities enable me to find relevant library resources quickly	5.99	16	5.69	18
I can find a place in the Library to work in a group when I need to	5.97	17	5.62	22
The items I'm looking for on the library shelves are usually there	5.94	18	5.59	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.93	19	5.73	14
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.91	20	5.85	7
A computer is available when I need one	5.88	21	5.70	16
Books and articles I have requested from other libraries and campuses are delivered promptly	5.87	22	5.84	8
Library signage is clear	5.85	23	5.63	21
Library workshops, classes and tutorials help me with my learning and research needs	5.76	24	5.63	20
The Library anticipates my learning and research needs	5.75	25	5.50	25
I am informed about Library services	5.65	26	5.46	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Weekly

440 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.10	1	6.24	2
Face-to-face enquiry services meet my needs	6.09	2	6.16	6
I can get wireless access in the Library when I need to	6.05	3	6.40	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	6.03	4	6.04	11
Library/Ask Me desk staff provide accurate answers to my enquiries	6.01	5	6.22	3
When I am away from campus I can access the Library resources and services I need	5.95	6	6.14	8
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.85	7	5.91	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.84	8	5.87	22
Opening hours meet my needs	5.79	9	6.11	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.79	10	6.20	4
The Library web site provides useful information	5.79	11	6.14	7
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.76	12	6.01	13
Printing, scanning and photocopying facilities in the Library meet my needs	5.75	13	6.19	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.73	14	5.93	19
Access to Library information resources has helped me to be successful at Unitec	5.73	15	5.99	15
A computer is available when I need one	5.70	16	5.88	21
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.69	17	6.03	12
The Library search facilities enable me to find relevant library resources quickly	5.69	18	5.99	16
Course specific resources (online and in the reserve collection) meet my learning needs	5.68	19	5.99	14
Library workshops, classes and tutorials help me with my learning and research needs	5.63	20	5.76	24
Library signage is clear	5.63	21	5.85	23
I can find a place in the Library to work in a group when I need to	5.62	22	5.97	17
The items I'm looking for on the library shelves are usually there	5.59	23	5.94	18
I can find a quiet place in the Library to study when I need to	5.51	24	6.08	10
The Library anticipates my learning and research needs	5.50	25	5.75	25
I am informed about Library services	5.46	26	5.65	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Weekly

440 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.57	1	6.08	10
Printing, scanning and photocopying facilities in the Library meet my needs	0.45	2	6.19	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.40	3	6.20	4
The Library web site provides useful information	0.35	4	6.14	7
I can find a place in the Library to work in a group when I need to	0.35	5	5.97	17
The items I'm looking for on the library shelves are usually there	0.35	6	5.94	18
I can get wireless access in the Library when I need to	0.35	7	6.40	1
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.33	8	6.03	12
Opening hours meet my needs	0.31	9	6.11	9
Course specific resources (online and in the reserve collection) meet my learning needs	0.31	10	5.99	14
The Library search facilities enable me to find relevant library resources quickly	0.30	11	5.99	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.26	12	6.01	13
Access to Library information resources has helped me to be successful at Unitec	0.26	13	5.99	15
The Library anticipates my learning and research needs	0.25	14	5.75	25
Library signage is clear	0.23	15	5.85	23
Library/Ask Me desk staff provide accurate answers to my enquiries	0.21	16	6.22	3
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.20	17	5.93	19
When I am away from campus I can access the Library resources and services I need	0.20	18	6.14	8
I am informed about Library services	0.19	19	5.65	26
A computer is available when I need one	0.18	20	5.88	21
I can get help from library/Ask Me desk staff when I need it	0.13	21	6.24	2
Library workshops, classes and tutorials help me with my learning and research needs	0.13	22	5.76	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.07	23	5.91	20
Face-to-face enquiry services meet my needs	0.06	24	6.16	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.04	25	5.87	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	26	6.04	11

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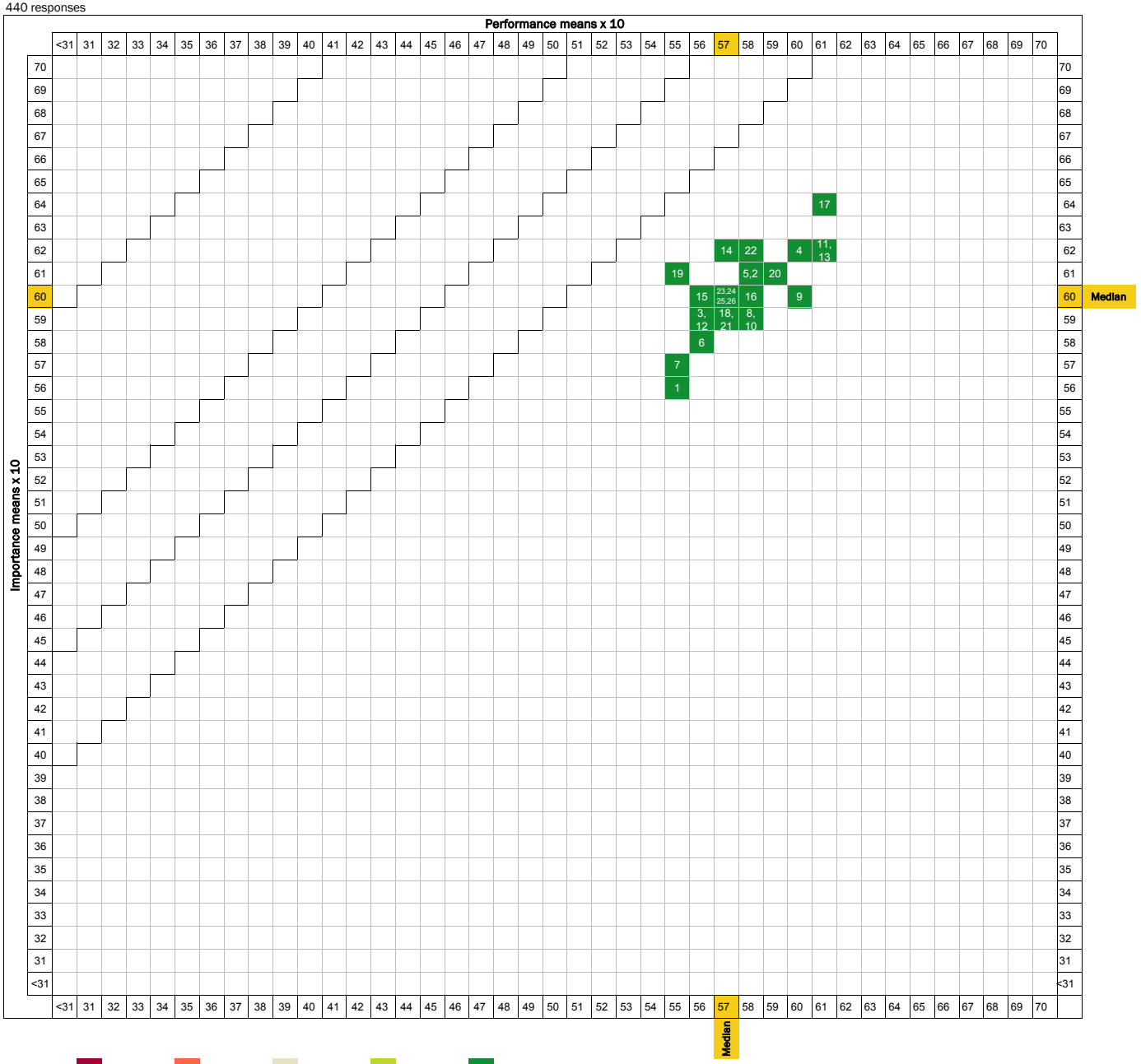
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Weekly

440 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Fortnightly

173 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.33	I can get help from library/Ask Me desk staff when I need it	6.05	I am informed about Library services	5.19	I can find a quiet place in the Library to study when I need to	0.76
I can get help from library/Ask Me desk staff when I need it	6.21	Library/Ask Me desk staff provide accurate answers to my enquiries	5.97	The Library anticipates my learning and research needs	5.26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53
Printing, scanning and photocopying facilities in the Library meet my needs	6.16	Face-to-face enquiry services meet my needs	5.93	I can find a quiet place in the Library to study when I need to	5.34	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13	I can get wireless access in the Library when I need to	5.88	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.39	I can get wireless access in the Library when I need to	0.46
I can find a quiet place in the Library to study when I need to	6.10	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	Library signage is clear	5.42	I can find a place in the Library to work in a group when I need to	0.43
Library/Ask Me desk staff provide accurate answers to my enquiries	6.08	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.77	The items I'm looking for on the library shelves are usually there	5.47	Printing, scanning and photocopying facilities in the Library meet my needs	0.43
When I am away from campus I can access the Library resources and services I need	6.08	Course specific resources (online and in the reserve collection) meet my learning needs	5.77	Library workshops, classes and tutorials help me with my learning and research needs	5.47	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	When I am away from campus I can access the Library resources and services I need	5.76	I can find a place in the Library to work in a group when I need to	5.48	The Library search facilities enable me to find relevant library resources quickly	0.35
Face-to-face enquiry services meet my needs	5.99	Printing, scanning and photocopying facilities in the Library meet my needs	5.73	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	When I am away from campus I can access the Library resources and services I need	0.32
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	Opening hours meet my needs	5.72	Books and articles I have requested from other libraries and campuses are delivered promptly	5.51	The items I'm looking for on the library shelves are usually there	0.27

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Fortnightly

173 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.33	1	5.88	4
I can get help from library/Ask Me desk staff when I need it	6.21	2	6.05	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.16	3	5.73	9
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.13	4	5.77	6
I can find a quiet place in the Library to study when I need to	6.10	5	5.34	24
Library/Ask Me desk staff provide accurate answers to my enquiries	6.08	6	5.97	2
When I am away from campus I can access the Library resources and services I need	6.08	7	5.76	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	6.03	8	5.50	18
Face-to-face enquiry services meet my needs	5.99	9	5.93	3
Course specific resources (online and in the reserve collection) meet my learning needs	5.99	10	5.77	7
The Library search facilities enable me to find relevant library resources quickly	5.94	11	5.60	13
Opening hours meet my needs	5.93	12	5.72	10
I can find a place in the Library to work in a group when I need to	5.91	13	5.48	19
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	14	5.39	23
A computer is available when I need one	5.81	15	5.59	14
The Library web site provides useful information	5.80	16	5.58	15
Access to Library information resources has helped me to be successful at Unitec	5.78	17	5.72	11
The items I'm looking for on the library shelves are usually there	5.74	18	5.47	21
Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	19	5.51	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.70	20	5.53	16
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.65	21	5.79	5
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.61	22	5.63	12
Library signage is clear	5.57	23	5.42	22
Library workshops, classes and tutorials help me with my learning and research needs	5.50	24	5.47	20
The Library anticipates my learning and research needs	5.44	25	5.26	25
I am informed about Library services	5.32	26	5.19	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Fortnightly

173 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.05	1	6.21	2
Library/Ask Me desk staff provide accurate answers to my enquiries	5.97	2	6.08	6
Face-to-face enquiry services meet my needs	5.93	3	5.99	9
I can get wireless access in the Library when I need to	5.88	4	6.33	1
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.79	5	5.65	21
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.77	6	6.13	4
Course specific resources (online and in the reserve collection) meet my learning needs	5.77	7	5.99	10
When I am away from campus I can access the Library resources and services I need	5.76	8	6.08	7
Printing, scanning and photocopying facilities in the Library meet my needs	5.73	9	6.16	3
Opening hours meet my needs	5.72	10	5.93	12
Access to Library information resources has helped me to be successful at Unitec	5.72	11	5.78	17
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.63	12	5.61	22
The Library search facilities enable me to find relevant library resources quickly	5.60	13	5.94	11
A computer is available when I need one	5.59	14	5.81	15
The Library web site provides useful information	5.58	15	5.80	16
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.53	16	5.70	20
Books and articles I have requested from other libraries and campuses are delivered promptly	5.51	17	5.72	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.50	18	6.03	8
I can find a place in the Library to work in a group when I need to	5.48	19	5.91	13
Library workshops, classes and tutorials help me with my learning and research needs	5.47	20	5.50	24
The items I'm looking for on the library shelves are usually there	5.47	21	5.74	18
Library signage is clear	5.42	22	5.57	23
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.39	23	5.86	14
I can find a quiet place in the Library to study when I need to	5.34	24	6.10	5
The Library anticipates my learning and research needs	5.26	25	5.44	25
I am informed about Library services	5.19	26	5.32	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Fortnightly

173 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.76	1	6.10	5
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.53	2	6.03	8
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.47	3	5.86	14
I can get wireless access in the Library when I need to	0.46	4	6.33	1
I can find a place in the Library to work in a group when I need to	0.43	5	5.91	13
Printing, scanning and photocopying facilities in the Library meet my needs	0.43	6	6.16	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.36	7	6.13	4
The Library search facilities enable me to find relevant library resources quickly	0.35	8	5.94	11
When I am away from campus I can access the Library resources and services I need	0.32	9	6.08	7
The items I'm looking for on the library shelves are usually there	0.27	10	5.74	18
Course specific resources (online and in the reserve collection) meet my learning needs	0.22	11	5.99	10
A computer is available when I need one	0.22	12	5.81	15
The Library web site provides useful information	0.21	13	5.80	16
Opening hours meet my needs	0.21	14	5.93	12
Books and articles I have requested from other libraries and campuses are delivered promptly	0.21	15	5.72	19
The Library anticipates my learning and research needs	0.18	16	5.44	25
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.17	17	5.70	20
Library signage is clear	0.15	18	5.57	23
I can get help from library/Ask Me desk staff when I need it	0.15	19	6.21	2
I am informed about Library services	0.12	20	5.32	26
Library/Ask Me desk staff provide accurate answers to my enquiries	0.11	21	6.08	6
Face-to-face enquiry services meet my needs	0.06	22	5.99	9
Access to Library information resources has helped me to be successful at Unitec	0.06	23	5.78	17
Library workshops, classes and tutorials help me with my learning and research needs	0.04	24	5.50	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.02	25	5.61	22
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	-0.14	26	5.65	21

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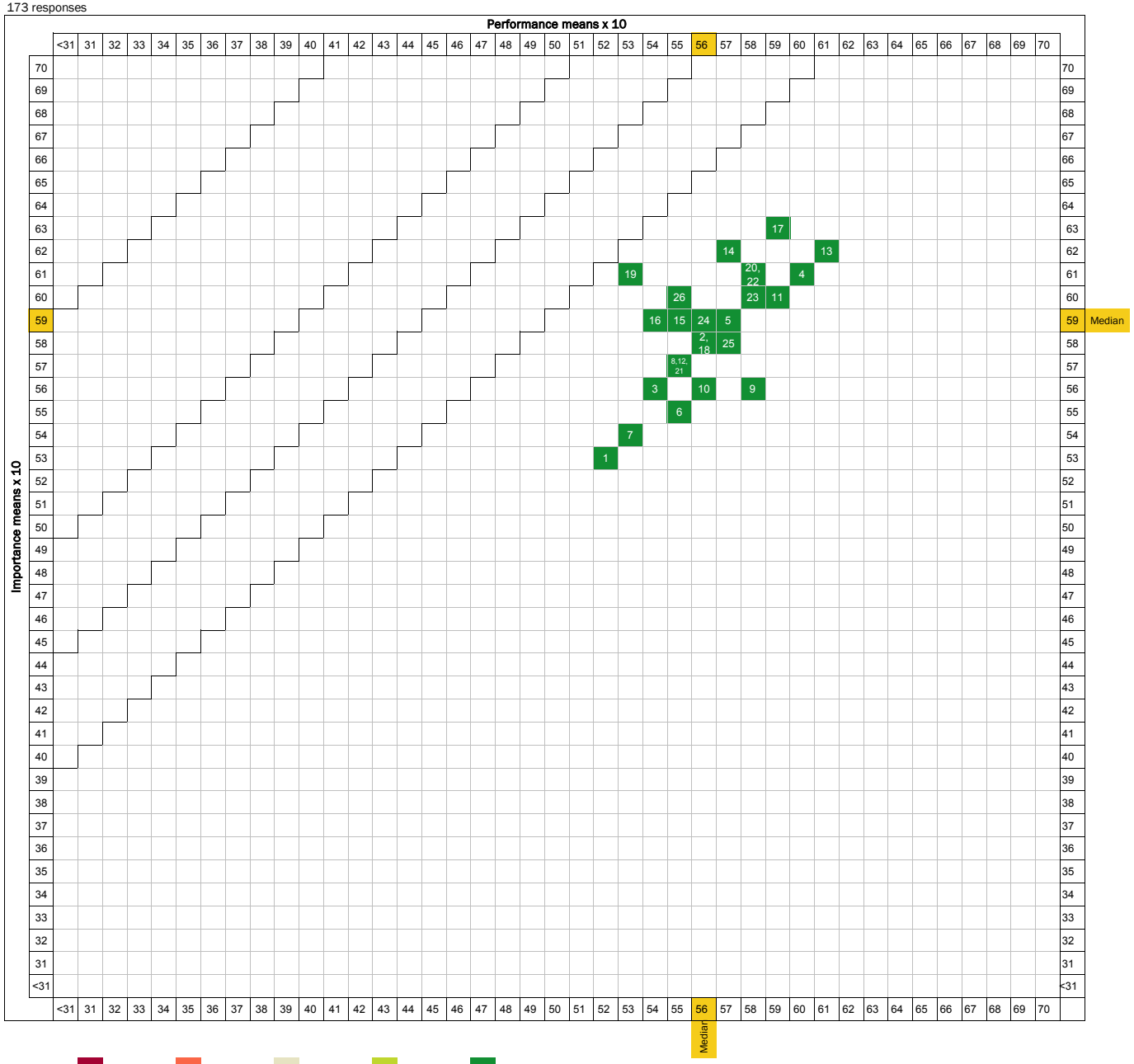
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Fortnightly

173 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Monthly

144 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.29	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	I can find a place in the Library to work in a group when I need to	5.02	I can find a place in the Library to work in a group when I need to	0.93
I can find a quiet place in the Library to study when I need to	6.16	Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	The Library anticipates my learning and research needs	5.04	I can find a quiet place in the Library to study when I need to	0.88
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	I can get help from library/Ask Me desk staff when I need it	5.86	I am informed about Library services	5.16	Printing, scanning and photocopying facilities in the Library meet my needs	0.69
I can get help from library/Ask Me desk staff when I need it	6.08	Face-to-face enquiry services meet my needs	5.85	Library workshops, classes and tutorials help me with my learning and research needs	5.22	Laptop facilities (e.g. desks, power) in the Library meet my needs	0.62
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.98	I can get wireless access in the Library when I need to	5.81	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.25	I can get wireless access in the Library when I need to	0.48
Library/Ask Me desk staff provide accurate answers to my enquiries	5.97	When I am away from campus I can access the Library resources and services I need	5.78	I can find a quiet place in the Library to study when I need to	5.29	The Library search facilities enable me to find relevant library resources quickly	0.45
I can find a place in the Library to work in a group when I need to	5.95	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.70	Library signage is clear	5.31	The Library web site provides useful information	0.44
When I am away from campus I can access the Library resources and services I need	5.95	Course specific resources (online and in the reserve collection) meet my learning needs	5.67	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.32	A computer is available when I need one	0.43
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	Books and articles I have requested from other libraries and campuses are delivered promptly	5.66	A computer is available when I need one	5.34	The items I'm looking for on the library shelves are usually there	0.41
Course specific resources (online and in the reserve collection) meet my learning needs	5.89	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.65	The Library web site provides useful information	5.39	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.39

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Monthly

144 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.29	1	5.81	5
I can find a quiet place in the Library to study when I need to	6.16	2	5.29	21
Printing, scanning and photocopying facilities in the Library meet my needs	6.09	3	5.40	16
I can get help from library/Ask Me desk staff when I need it	6.08	4	5.86	3
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.98	5	5.70	7
Library/Ask Me desk staff provide accurate answers to my enquiries	5.97	6	5.86	2
I can find a place in the Library to work in a group when I need to	5.95	7	5.02	26
When I am away from campus I can access the Library resources and services I need	5.95	8	5.78	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.93	9	5.88	1
Course specific resources (online and in the reserve collection) meet my learning needs	5.89	10	5.67	8
The Library search facilities enable me to find relevant library resources quickly	5.87	11	5.42	15
Face-to-face enquiry services meet my needs	5.87	12	5.85	4
The items I'm looking for on the library shelves are usually there	5.87	13	5.46	13
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.86	14	5.25	22
The Library web site provides useful information	5.84	15	5.39	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.82	16	5.55	11
Opening hours meet my needs	5.80	17	5.44	14
Access to Library information resources has helped me to be successful at Unitec	5.79	18	5.52	12
A computer is available when I need one	5.77	19	5.34	18
Books and articles I have requested from other libraries and campuses are delivered promptly	5.72	20	5.66	9
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.72	21	5.32	19
Library signage is clear	5.64	22	5.31	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.60	23	5.65	10
Library workshops, classes and tutorials help me with my learning and research needs	5.45	24	5.22	23
The Library anticipates my learning and research needs	5.39	25	5.04	25
I am informed about Library services	5.36	26	5.16	24

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Monthly

144 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.88	1	5.93	9
Library/Ask Me desk staff provide accurate answers to my enquiries	5.86	2	5.97	6
I can get help from library/Ask Me desk staff when I need it	5.86	3	6.08	4
Face-to-face enquiry services meet my needs	5.85	4	5.87	12
I can get wireless access in the Library when I need to	5.81	5	6.29	1
When I am away from campus I can access the Library resources and services I need	5.78	6	5.95	8
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.70	7	5.98	5
Course specific resources (online and in the reserve collection) meet my learning needs	5.67	8	5.89	10
Books and articles I have requested from other libraries and campuses are delivered promptly	5.66	9	5.72	20
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.65	10	5.60	23
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.55	11	5.82	16
Access to Library information resources has helped me to be successful at Unitec	5.52	12	5.79	18
The items I'm looking for on the library shelves are usually there	5.46	13	5.87	13
Opening hours meet my needs	5.44	14	5.80	17
The Library search facilities enable me to find relevant library resources quickly	5.42	15	5.87	11
Printing, scanning and photocopying facilities in the Library meet my needs	5.40	16	6.09	3
The Library web site provides useful information	5.39	17	5.84	15
A computer is available when I need one	5.34	18	5.77	19
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.32	19	5.72	21
Library signage is clear	5.31	20	5.64	22
I can find a quiet place in the Library to study when I need to	5.29	21	6.16	2
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.25	22	5.86	14
Library workshops, classes and tutorials help me with my learning and research needs	5.22	23	5.45	24
I am informed about Library services	5.16	24	5.36	26
The Library anticipates my learning and research needs	5.04	25	5.39	25
I can find a place in the Library to work in a group when I need to	5.02	26	5.95	7

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Monthly

144 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a place in the Library to work in a group when I need to	0.93	1	5.95	7
I can find a quiet place in the Library to study when I need to	0.88	2	6.16	2
Printing, scanning and photocopying facilities in the Library meet my needs	0.69	3	6.09	3
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.62	4	5.86	14
I can get wireless access in the Library when I need to	0.48	5	6.29	1
The Library search facilities enable me to find relevant library resources quickly	0.45	6	5.87	11
The Library web site provides useful information	0.44	7	5.84	15
A computer is available when I need one	0.43	8	5.77	19
The items I'm looking for on the library shelves are usually there	0.41	9	5.87	13
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.39	10	5.72	21
Opening hours meet my needs	0.36	11	5.80	17
The Library anticipates my learning and research needs	0.34	12	5.39	25
Library signage is clear	0.33	13	5.64	22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.28	14	5.98	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.27	15	5.82	16
Access to Library information resources has helped me to be successful at Unitec	0.26	16	5.79	18
Library workshops, classes and tutorials help me with my learning and research needs	0.23	17	5.45	24
Course specific resources (online and in the reserve collection) meet my learning needs	0.23	18	5.89	10
I can get help from library/Ask Me desk staff when I need it	0.22	19	6.08	4
I am informed about Library services	0.20	20	5.36	26
When I am away from campus I can access the Library resources and services I need	0.17	21	5.95	8
Library/Ask Me desk staff provide accurate answers to my enquiries	0.11	22	5.97	6
Books and articles I have requested from other libraries and campuses are delivered promptly	0.06	23	5.72	20
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.06	24	5.93	9
Face-to-face enquiry services meet my needs	0.01	25	5.87	12
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.05	26	5.60	23

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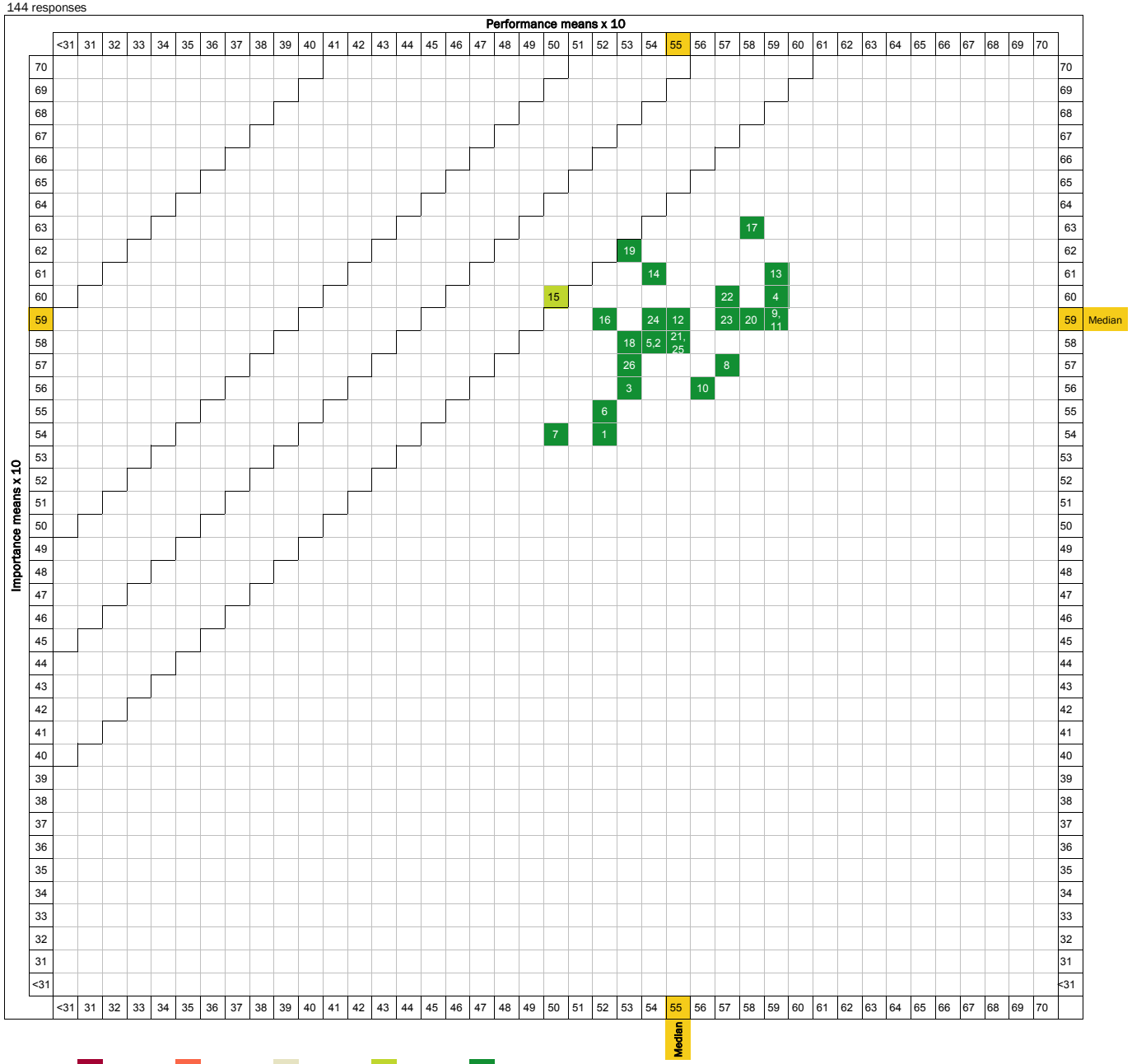
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Monthly

144 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Rarely (i.e. a few times a year)

204 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get wireless access in the Library when I need to	6.28	I can get help from library/Ask Me desk staff when I need it	6.07	I am informed about Library services	4.96	I can find a quiet place in the Library to study when I need to	0.78
I can find a quiet place in the Library to study when I need to	6.12	I can get wireless access in the Library when I need to	6.01	Library workshops, classes and tutorials help me with my learning and research needs	5.12	I can find a place in the Library to work in a group when I need to	0.47
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	Library/Ask Me desk staff provide accurate answers to my enquiries	5.96	The Library web site provides useful information	5.25	Printing, scanning and photocopying facilities in the Library meet my needs	0.44
I can get help from library/Ask Me desk staff when I need it	6.06	Face-to-face enquiry services meet my needs	5.90	Library signage is clear	5.26	The Library web site provides useful information	0.32
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	The Library anticipates my learning and research needs	5.29	I can get wireless access in the Library when I need to	0.28
Face-to-face enquiry services meet my needs	5.97	Opening hours meet my needs	5.74	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.32	Library signage is clear	0.26
Opening hours meet my needs	5.86	A computer is available when I need one	5.71	I can find a quiet place in the Library to study when I need to	5.34	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	Books and articles I have requested from other libraries and campuses are delivered promptly	5.63	I can find a place in the Library to work in a group when I need to	5.36	I am informed about Library services	0.23
I can find a place in the Library to work in a group when I need to	5.83	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.59	Access to Library information resources has helped me to be successful at Unitec	5.38	When I am away from campus I can access the Library resources and services I need	0.22
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.74	Printing, scanning and photocopying facilities in the Library meet my needs	5.58	When I am away from campus I can access the Library resources and services I need	5.42	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.20

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Rarely (i.e. a few times a year)

204 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get wireless access in the Library when I need to	6.28	1	6.01	2
I can find a quiet place in the Library to study when I need to	6.12	2	5.34	20
Library/Ask Me desk staff provide accurate answers to my enquiries	6.12	3	5.96	3
I can get help from library/Ask Me desk staff when I need it	6.06	4	6.07	1
Printing, scanning and photocopying facilities in the Library meet my needs	6.02	5	5.58	10
Face-to-face enquiry services meet my needs	5.97	6	5.90	4
Opening hours meet my needs	5.86	7	5.74	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.85	8	5.75	5
I can find a place in the Library to work in a group when I need to	5.83	9	5.36	19
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.74	10	5.55	11
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.70	11	5.46	15
The items I'm looking for on the library shelves are usually there	5.68	12	5.48	14
A computer is available when I need one	5.67	13	5.71	7
Course specific resources (online and in the reserve collection) meet my learning needs	5.65	14	5.51	12
When I am away from campus I can access the Library resources and services I need	5.64	15	5.42	17
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.61	16	5.59	9
The Library search facilities enable me to find relevant library resources quickly	5.58	17	5.48	13
The Library web site provides useful information	5.56	18	5.25	24
Books and articles I have requested from other libraries and campuses are delivered promptly	5.53	19	5.63	8
Library signage is clear	5.52	20	5.26	23
Access to Library information resources has helped me to be successful at Unitec	5.50	21	5.38	18
The Library anticipates my learning and research needs	5.44	22	5.29	22
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.40	23	5.32	21
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.39	24	5.44	16
Library workshops, classes and tutorials help me with my learning and research needs	5.27	25	5.12	25
I am informed about Library services	5.19	26	4.96	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Rarely (i.e. a few times a year)

204 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.07	1	6.06	4
I can get wireless access in the Library when I need to	6.01	2	6.28	1
Library/Ask Me desk staff provide accurate answers to my enquiries	5.96	3	6.12	3
Face-to-face enquiry services meet my needs	5.90	4	5.97	6
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.75	5	5.85	8
Opening hours meet my needs	5.74	6	5.86	7
A computer is available when I need one	5.71	7	5.67	13
Books and articles I have requested from other libraries and campuses are delivered promptly	5.63	8	5.53	19
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.59	9	5.61	16
Printing, scanning and photocopying facilities in the Library meet my needs	5.58	10	6.02	5
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.55	11	5.74	10
Course specific resources (online and in the reserve collection) meet my learning needs	5.51	12	5.65	14
The Library search facilities enable me to find relevant library resources quickly	5.48	13	5.58	17
The items I'm looking for on the library shelves are usually there	5.48	14	5.68	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.46	15	5.70	11
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.44	16	5.39	24
When I am away from campus I can access the Library resources and services I need	5.42	17	5.64	15
Access to Library information resources has helped me to be successful at Unitec	5.38	18	5.50	21
I can find a place in the Library to work in a group when I need to	5.36	19	5.83	9
I can find a quiet place in the Library to study when I need to	5.34	20	6.12	2
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.32	21	5.40	23
The Library anticipates my learning and research needs	5.29	22	5.44	22
Library signage is clear	5.26	23	5.52	20
The Library web site provides useful information	5.25	24	5.56	18
Library workshops, classes and tutorials help me with my learning and research needs	5.12	25	5.27	25
I am informed about Library services	4.96	26	5.19	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Rarely (i.e. a few times a year)

204 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
I can find a quiet place in the Library to study when I need to	0.78	1	6.12	2
I can find a place in the Library to work in a group when I need to	0.47	2	5.83	9
Printing, scanning and photocopying facilities in the Library meet my needs	0.44	3	6.02	5
The Library web site provides useful information	0.32	4	5.56	18
I can get wireless access in the Library when I need to	0.28	5	6.28	1
Library signage is clear	0.26	6	5.52	20
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.24	7	5.70	11
I am informed about Library services	0.23	8	5.19	26
When I am away from campus I can access the Library resources and services I need	0.22	9	5.64	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.20	10	5.74	10
The items I'm looking for on the library shelves are usually there	0.20	11	5.68	12
Library/Ask Me desk staff provide accurate answers to my enquiries	0.16	12	6.12	3
The Library anticipates my learning and research needs	0.16	13	5.44	22
Library workshops, classes and tutorials help me with my learning and research needs	0.15	14	5.27	25
Course specific resources (online and in the reserve collection) meet my learning needs	0.14	15	5.65	14
Opening hours meet my needs	0.12	16	5.86	7
Access to Library information resources has helped me to be successful at Unitec	0.11	17	5.50	21
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.10	18	5.85	8
The Library search facilities enable me to find relevant library resources quickly	0.10	19	5.58	17
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.07	20	5.40	23
Face-to-face enquiry services meet my needs	0.07	21	5.97	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.01	22	5.61	16
I can get help from library/Ask Me desk staff when I need it	-0.01	23	6.06	4
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	-0.05	24	5.39	24
A computer is available when I need one	-0.05	25	5.67	13
Books and articles I have requested from other libraries and campuses are delivered promptly	-0.10	26	5.53	19

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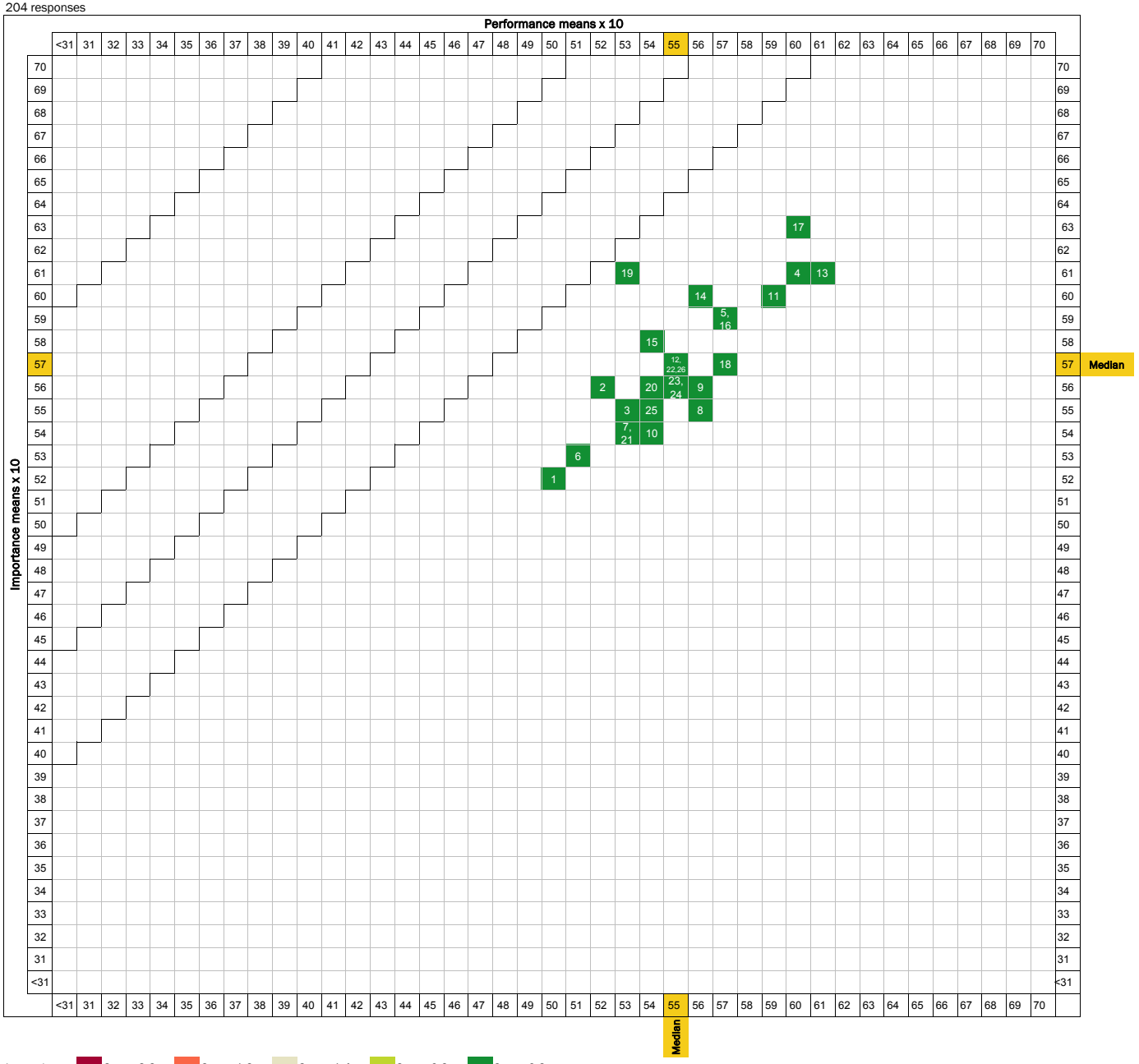
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Rarely (i.e. a few times a year)

204 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

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Unitec Library Client Survey, September 2018

Top 10 factors — How often do you access the Library online? - Never

66 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
I can get help from library/Ask Me desk staff when I need it	6.34	I can get help from library/Ask Me desk staff when I need it	6.20	I am informed about Library services	4.96	Printing, scanning and photocopying facilities in the Library meet my needs	0.53
I can get wireless access in the Library when I need to	6.33	I can get wireless access in the Library when I need to	6.02	When I am away from campus I can access the Library resources and services I need	5.08	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.38
Library/Ask Me desk staff provide accurate answers to my enquiries	6.15	Face-to-face enquiry services meet my needs	5.93	Printing, scanning and photocopying facilities in the Library meet my needs	5.14	When I am away from campus I can access the Library resources and services I need	0.35
Opening hours meet my needs	6.04	Library/Ask Me desk staff provide accurate answers to my enquiries	5.89	The Library web site provides useful information	5.19	I can get wireless access in the Library when I need to	0.31
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03	Opening hours meet my needs	5.85	The items I'm looking for on the library shelves are usually there	5.21	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.31
I can find a quiet place in the Library to study when I need to	5.98	A computer is available when I need one	5.73	The Library anticipates my learning and research needs	5.21	I can find a quiet place in the Library to study when I need to	0.29
Face-to-face enquiry services meet my needs	5.89	I can find a quiet place in the Library to study when I need to	5.69	I can find a place in the Library to work in a group when I need to	5.25	Course specific resources (online and in the reserve collection) meet my learning needs	0.26
A computer is available when I need one	5.88	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.67	Library signage is clear	5.25	Library/Ask Me desk staff provide accurate answers to my enquiries	0.26
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	The Library search facilities enable me to find relevant library resources quickly	5.36	Books and articles I have requested from other libraries and campuses are delivered promptly	0.24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.78	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.53	Library workshops, classes and tutorials help me with my learning and research needs	5.40	I can find a place in the Library to work in a group when I need to	0.23

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Unitec Library Client Survey, September 2018

Mean importance scores — How often do you access the Library online? - Never

66 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.34	1	6.20	1
I can get wireless access in the Library when I need to	6.33	2	6.02	2
Library/Ask Me desk staff provide accurate answers to my enquiries	6.15	3	5.89	4
Opening hours meet my needs	6.04	4	5.85	5
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.03	5	5.65	9
I can find a quiet place in the Library to study when I need to	5.98	6	5.69	7
Face-to-face enquiry services meet my needs	5.89	7	5.93	3
A computer is available when I need one	5.88	8	5.73	6
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.83	9	5.53	10
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.78	10	5.67	8
Books and articles I have requested from other libraries and campuses are delivered promptly	5.76	11	5.52	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.74	12	5.49	12
Printing, scanning and photocopying facilities in the Library meet my needs	5.67	13	5.14	24
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.64	14	5.45	14
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.62	15	5.48	13
Access to Library information resources has helped me to be successful at Unitec	5.60	16	5.45	15
Library workshops, classes and tutorials help me with my learning and research needs	5.49	17	5.40	17
I can find a place in the Library to work in a group when I need to	5.48	18	5.25	20
Library signage is clear	5.47	19	5.25	19
The Library search facilities enable me to find relevant library resources quickly	5.44	20	5.36	18
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.44	21	5.42	16
When I am away from campus I can access the Library resources and services I need	5.42	22	5.08	25
The Library web site provides useful information	5.36	23	5.19	23
The Library anticipates my learning and research needs	5.33	24	5.21	21
The items I'm looking for on the library shelves are usually there	5.28	25	5.21	22
I am informed about Library services	4.96	26	4.96	26

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Unitec Library Client Survey, September 2018

Mean performance score — How often do you access the Library online? - Never

66 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
I can get help from library/Ask Me desk staff when I need it	6.20	1	6.34	1
I can get wireless access in the Library when I need to	6.02	2	6.33	2
Face-to-face enquiry services meet my needs	5.93	3	5.89	7
Library/Ask Me desk staff provide accurate answers to my enquiries	5.89	4	6.15	3
Opening hours meet my needs	5.85	5	6.04	4
A computer is available when I need one	5.73	6	5.88	8
I can find a quiet place in the Library to study when I need to	5.69	7	5.98	6
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.67	8	5.78	10
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.65	9	6.03	5
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	5.53	10	5.83	9
Books and articles I have requested from other libraries and campuses are delivered promptly	5.52	11	5.76	11
Course specific resources (online and in the reserve collection) meet my learning needs	5.49	12	5.74	12
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.48	13	5.62	15
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.45	14	5.64	14
Access to Library information resources has helped me to be successful at Unitec	5.45	15	5.60	16
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.42	16	5.44	21
Library workshops, classes and tutorials help me with my learning and research needs	5.40	17	5.49	17
The Library search facilities enable me to find relevant library resources quickly	5.36	18	5.44	20
Library signage is clear	5.25	19	5.47	19
I can find a place in the Library to work in a group when I need to	5.25	20	5.48	18
The Library anticipates my learning and research needs	5.21	21	5.33	24
The items I'm looking for on the library shelves are usually there	5.21	22	5.28	25
The Library web site provides useful information	5.19	23	5.36	23
Printing, scanning and photocopying facilities in the Library meet my needs	5.14	24	5.67	13
When I am away from campus I can access the Library resources and services I need	5.08	25	5.42	22
I am informed about Library services	4.96	26	4.96	26

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Unitec Library Client Survey, September 2018

Mean gap scores — How often do you access the Library online? - Never

66 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Printing, scanning and photocopying facilities in the Library meet my needs	0.53	1	5.67	13
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	0.38	2	6.03	5
When I am away from campus I can access the Library resources and services I need	0.35	3	5.42	22
I can get wireless access in the Library when I need to	0.31	4	6.33	2
Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs	0.31	5	5.83	9
I can find a quiet place in the Library to study when I need to	0.29	6	5.98	6
Course specific resources (online and in the reserve collection) meet my learning needs	0.26	7	5.74	12
Library/Ask Me desk staff provide accurate answers to my enquiries	0.26	8	6.15	3
Books and articles I have requested from other libraries and campuses are delivered promptly	0.24	9	5.76	11
I can find a place in the Library to work in a group when I need to	0.23	10	5.48	18
Library signage is clear	0.22	11	5.47	19
Opening hours meet my needs	0.19	12	6.04	4
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.18	13	5.64	14
The Library web site provides useful information	0.17	14	5.36	23
Access to Library information resources has helped me to be successful at Unitec	0.15	15	5.60	16
A computer is available when I need one	0.15	16	5.88	8
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	0.14	17	5.62	15
I can get help from library/Ask Me desk staff when I need it	0.14	18	6.34	1
The Library anticipates my learning and research needs	0.12	19	5.33	24
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	0.11	20	5.78	10
Library workshops, classes and tutorials help me with my learning and research needs	0.09	21	5.49	17
The Library search facilities enable me to find relevant library resources quickly	0.08	22	5.44	20
The items I'm looking for on the library shelves are usually there	0.08	23	5.28	25
Laptop facilities (e.g. desks, power) in the Library meet my needs	0.02	24	5.44	21
I am informed about Library services	0.00	25	4.96	26
Face-to-face enquiry services meet my needs	-0.04	26	5.89	7

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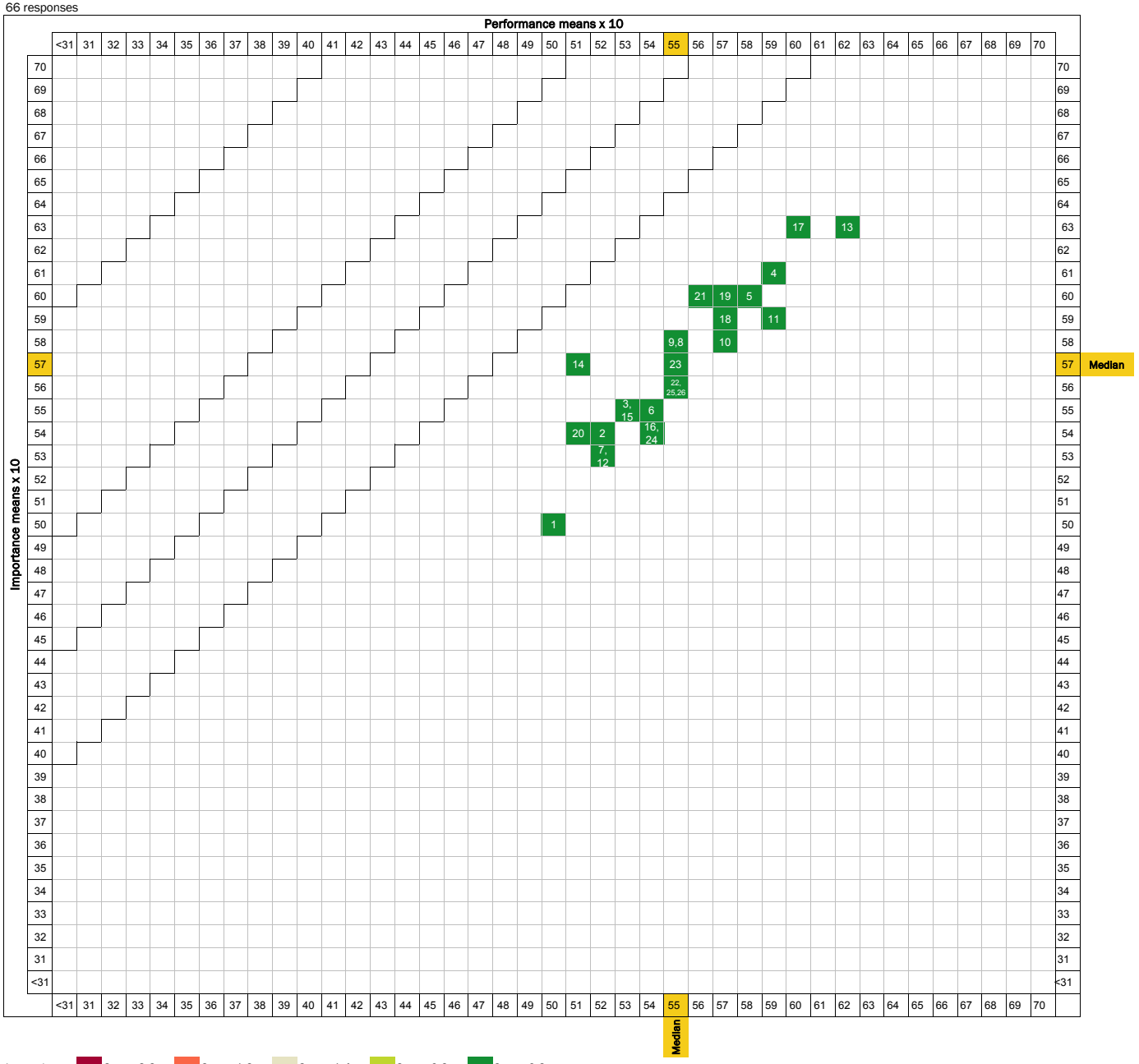
Unitec Library Client Survey, September 2018

Best practice categories gap grid — How often do you access the Library online? - Never

66 responses



Statements	
1	I am informed about Library services
2	The Library web site provides useful information
3	Library signage is clear
4	Library/Ask Me desk staff provide accurate answers to my enquiries
5	Opening hours meet my needs
6	Library workshops, classes and tutorials help me with my learning and research needs
7	The Library anticipates my learning and research needs
8	Books and articles I have requested from other libraries and campuses are delivered promptly
9	Self Service option (e.g. self-check loans, requests, renewals, holds) meets my needs
10	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs
11	Face-to-face enquiry services meet my needs
12	The items I'm looking for on the library shelves are usually there
13	I can get help from library/Ask Me desk staff when I need it
14	Printing, scanning and photocopying facilities in the Library meet my needs
15	I can find a place in the Library to work in a group when I need to
16	Laptop facilities (e.g. desks, power) in the Library meet my needs
17	I can get wireless access in the Library when I need to
18	A computer is available when I need one
19	I can find a quiet place in the Library to study when I need to
20	When I am away from campus I can access the Library resources and services I need
21	Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
22	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
23	Course specific resources (online and in the reserve collection) meet my learning needs
24	The Library search facilities enable me to find relevant library resources quickly
25	Access to Library information resources has helped me to be successful at Unitec
26	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources

Legend: Gap > 2.9 | Gap > 1.9 | Gap > 1.4 | Gap > 0.9 | Gap < 0.9

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