



Library survey 2007

Executive Summary

The Library Survey 2007 measured client satisfaction with the resources and services provided by the Health Sciences Library at Royal Women's Hospital, Melbourne. It is the first Library survey since separation from shared library services with the Royal Children's Hospital in 2005.

198 responses were received, compared with the 25 responses received in the previous client survey of 2004.

Responses were received from a remarkably even spread of roles across the Hospital - (Q.2).

Clients mostly received information about the Library through:

- visiting the Library (66%)
- the Library website (62%), and
- the Hospital Intranet daily bulletin (46%) – (Q.4).

88% had visited the Library in the past 2 years. The main reasons for not visiting were “no need”, or “recently arrived” – (Q.5).

Top reasons to visit the Library were:

- find material on a topic
- consult with Library staff
- use Hospital website
- use Library website
- use print journals, and
- use the UpToDate database – (Q.6).

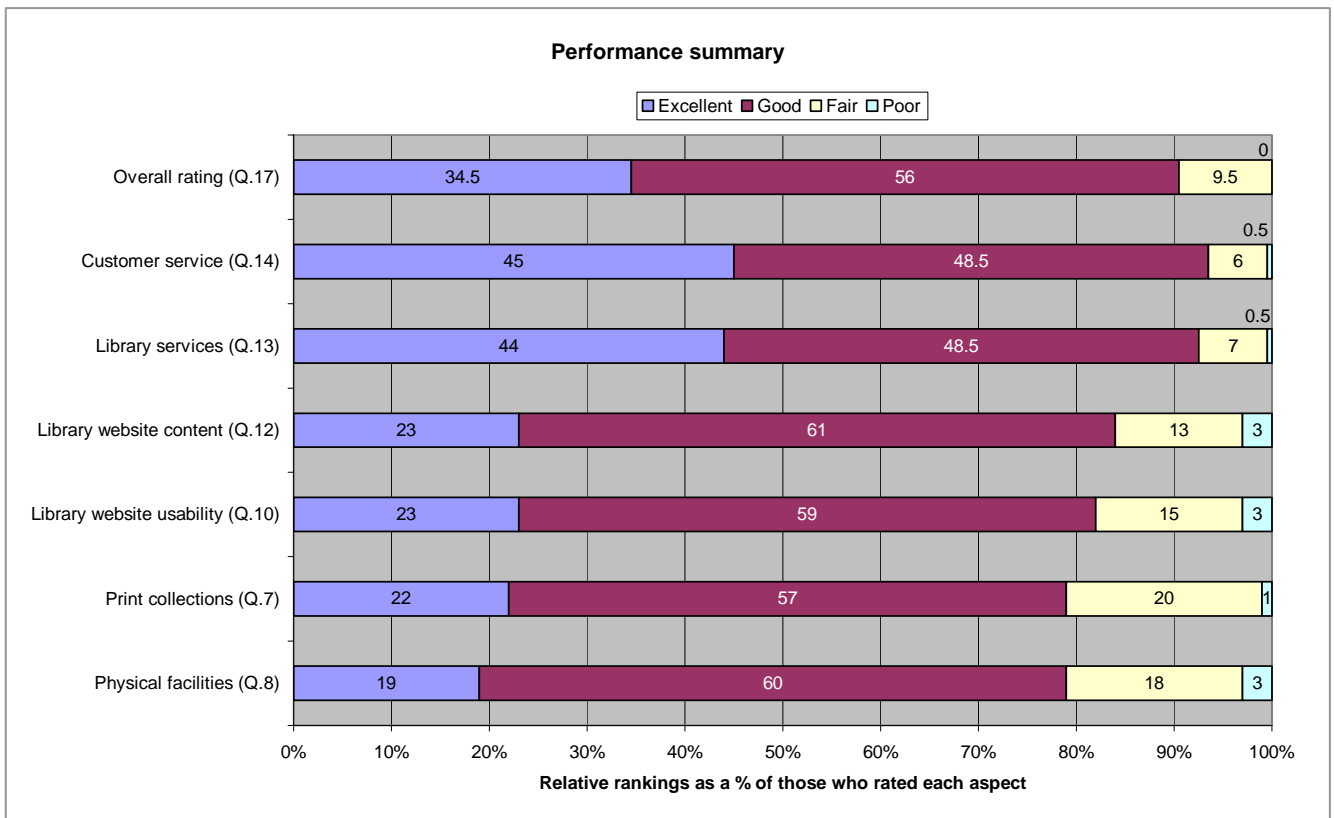
The overall rating for the Library service as a whole was: excellent (34.5%), good (56%), fair (9.5%) and poor (0%). – Q.19.

Scoring highest were:

- customer service, and
- Librarian-assisted services (eg: training, literature searching, inter-library loans)

The staff and/or service by staff were overwhelmingly reported as the best thing about the Library service – (Q.15).

The table on page 2 provides a summary of the relative satisfaction rankings across all Library resources and services.



Areas which emerged as pressure points were:

- the need for more training about recent changes to the Library website (especially authentication)
- lack of resources in some subject areas, and insufficient copies of some popular texts
- lack of evening or weekend opening hours
- insufficient physical space (cramped, not enough computers)

The survey results will be used to:

- continually develop and improve Library resources and services, and,
- provide valuable benchmarking data prior to shared library services with Royal Melbourne Hospital from June 2008 onwards.

Full Report

The full report provides in-depth analysis and charts for each survey question. Please contact the Library to request a copy.