James Cook University
Library Client Survey
Information Behaviour Report

June 2015
Contents

Which campus or study centre do you use most?

Townsville .......................................................................................................................... 2
Townsville City Campus .................................................................................................... 9
Cairns ............................................................................................................................... 16
Mackay ............................................................................................................................. 23
Mt Isa ............................................................................................................................... 30
Thursday Island ............................................................................................................. 37
Other ............................................................................................................................... 44

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work?

Tropical Environments and Societies Division
College of Arts, Society and Education ................................................................. 52
College of Business, Law and Governance ............................................................ 59
College of Marine and Environmental Sciences .................................................. 66
College of Science, Technology and Engineering .................................................. 73

Tropical Health and Medicine Division
College of Healthcare Sciences ............................................................................. 80
College of Medicine and Dentistry ......................................................................... 87
College of Public Health, Medical and Veterinary Sciences ............................. 94

Research Centre or Institute ..................................................................................... 101
Division of Academic and Student Life ................................................................... 108
Chancellor .................................................................................................................... 115
Division of Research and Innovation ....................................................................... 122
Division of Services and Resources ......................................................................... 129
Not applicable ............................................................................................................... 136
What single category best describes you?

<table>
<thead>
<tr>
<th>Category</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>JCU Undergraduate Student</td>
<td>144</td>
</tr>
<tr>
<td>JCU Postgraduate Coursework Student</td>
<td>151</td>
</tr>
<tr>
<td>JCU Postgraduate Research Student (PhD or Masters by Research)</td>
<td>158</td>
</tr>
<tr>
<td>JCU Pathways Student</td>
<td>165</td>
</tr>
<tr>
<td>JCU Academic/Research Staff</td>
<td>172</td>
</tr>
<tr>
<td>JCU Professional and Technical Staff</td>
<td>179</td>
</tr>
<tr>
<td>Graduate of JCU (alumni)</td>
<td>186</td>
</tr>
<tr>
<td>From another University</td>
<td>193</td>
</tr>
<tr>
<td>Community User/Visitor</td>
<td>200</td>
</tr>
<tr>
<td>Other</td>
<td>207</td>
</tr>
</tbody>
</table>

Are you an International or Domestic Student?

<table>
<thead>
<tr>
<th>Category</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Student</td>
<td>215</td>
</tr>
<tr>
<td>Domestic Student</td>
<td>222</td>
</tr>
</tbody>
</table>

Which Library do you use the most?

<table>
<thead>
<tr>
<th>Library</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eddie Koiki Mabo Library, Townsville Campus</td>
<td>230</td>
</tr>
<tr>
<td>Cairns Campus Library</td>
<td>237</td>
</tr>
<tr>
<td>Singapore Campus Library</td>
<td>244</td>
</tr>
<tr>
<td>Brisbane Campus Library</td>
<td>251</td>
</tr>
</tbody>
</table>
Information Behaviour Report

Which campus or study centre do you use most?
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Townsville (1930 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in One Search: 65%
- Looking for items in the Library database/eJournals collections: 60%
- Using Google, or another search engine to find relevant resources: 60%
- Relying on references in a subject outline reading list: 36%
- Consulting subject LibGuides: 32%
- Looking for items in the Library catalogue (Tropicat): 28%
- Browsing the Library website for information: 21%
- Looking for items in ResearchOnline@JCU: 20%
- Looking for items in Reserve Online (readings & past exams): 20%
- Browsing the Library shelves for items: 19%
James Cook University Library Client Survey, June 2015

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides - 50%
- I usually find what I need and occasionally consult Library staff or online help or guides - 50%
- I do not usually find what I need and usually consult Library staff or online help or guides - 5%
- I almost always do not find what I need and always consult Library staff or online help or guides - 1%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville (1763 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text (77%)
- Not knowing which database to search (25%)
- Not knowing where to start looking for information (23%)
- Items I need always being out on loan (22%)
- Items on subject/reading lists not available from the Library (22%)
- Not knowing how to use/combine keywords to find what I want (19%)
- Not knowing how to break a topic down into essential keywords (18%)
- Trying to find help online (11%)
- Having to wait for items to be delivered from elsewhere (9%)
- Lack of online training resources (7%)
- Trying to find Library staff who are able to help (5%)
<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult other students</td>
<td>63%</td>
</tr>
<tr>
<td>Consult JCU academic staff</td>
<td>35%</td>
</tr>
<tr>
<td>Approach the Library InfoHelp desk</td>
<td>34%</td>
</tr>
<tr>
<td>Consult subject Libguides</td>
<td>28%</td>
</tr>
<tr>
<td>Contact other Library staff</td>
<td>17%</td>
</tr>
<tr>
<td>Contact my Liaison Librarian</td>
<td>15%</td>
</tr>
<tr>
<td>Ask an InfoHelp Rover</td>
<td>14%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
</tbody>
</table>
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville (1935 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 77%
- Email: 28%
- Phone: 10%
- Use Chat: 9%
- I don't know: 6%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Townsville (1758 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 46%
- Database search tips: 41%
- Accessing electronic databases, eJournals, eBooks: 39%
- Searching One Search: 35%
- Referencing: 32%
- Advanced internet search tips: 29%
- Off Campus Services: 23%
- Subject LibGuides: 17%
- Publishing trends and/or publishing my research: 13%
- Data management: 12%
- Open access: 10%
- Copyright: 10%
- Special Collections: 9%
- Research impact and bibliometrics: 8%
- ERA and HERDC collections: 6%
- Other: 1%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Townsville (1882 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 63%
- Library website: 55%
- University website: 34%
- Posters (in/around campus): 17%
- Library building noticeboards/displays/TV screens: 15%
- Library Facebook: 10%
- Library blogs: 7%
- Library News: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%

0% 20% 40% 60% 80% 100%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville City Campus (26 responses)

My researching a topic usually involves:
(multiple choice)

- Using Google, or another search engine to find relevant resources: 73%
- Looking for items in the Library database/eJournals collections: 69%
- Looking for items in One Search: 62%
- Looking for items in the Library catalogue (Tropicat): 42%
- Relying on references in a subject outline reading list: 35%
- Consulting subject LibGuides: 35%
- Looking for items in Reserve Online (readings & past exams): 35%
- Looking for items in ResearchOnline@JCU: 31%
- Browsing the Library shelves for items: 31%
- Browsing the Library website for information: 19%
When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides - 52%
- I usually find what I need and occasionally consult Library staff or online help or guides - 52%
- I do not usually find what I need and usually consult Library staff or online help or guides - 16%
- I almost always do not find what I need and always consult Library staff or online help or guides - 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Townsville City Campus (23 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 52%
- Not knowing which database to search: 39%
- Not knowing where to start looking for information: 39%
- Items on subject/reading lists not available from the Library: 39%
- Not knowing how to break a topic down into essential keywords: 30%
- Items I need always being out on loan: 26%
- Not knowing how to use/combine keywords to find what I want: 26%
- Trying to find help online: 22%
- Having to wait for items to be delivered from elsewhere: 17%
- Lack of online training resources: 13%
- Trying to find Library staff who are able to help: 9%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville City Campus (26 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 50%
- Consult JCU academic staff: 46%
- Consult subject Libguides: 42%
- Approach the Library InfoHelp desk: 35%
- Contact other Library staff: 19%
- Ask an InfoHelp Rover: 19%
- Contact my Liaison Librarian: 12%
- Other: 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville City Campus (26 responses)

If I need to ask Library staff for help, I prefer to: (multiple choice)

- Ask in person: 81%
- Email: 35%
- Phone: 12%
- Use Chat: 8%
- I don't know: 4%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Townsville City Campus (24 responses)

I want to learn more about:
(multiple choice)

- Referencing: 54%
- Searching One Search: 46%
- Database search tips: 42%
- Using EndNote: 38%
- Advanced internet search tips: 33%
- Accessing electronic databases, eJournals, eBooks: 29%
- Off Campus Services: 29%
- Subject LibGuides: 21%
- Publishing trends and/or publishing my research: 21%
- Open access: 17%
- Copyright: 17%
- Special Collections: 17%
- Data management: 13%
- Research impact and bibliometrics: 4%
- ERA and HERDC collections: 4%
- Other: 0%
I prefer to learn about Library services through:
(multiple choice)

- Email: 64%
- Library website: 60%
- University website: 44%
- Posters (in/around campus): 24%
- Library building noticeboards/displays/TV screens: 12%
- Library Facebook: 12%
- Library News: 12%
- Library blogs: 8%
- Library SMS: 8%
- Other: 4%
- Library Twitter: 0%
My researching a topic usually involves:
(multiple choice)

- Looking for items in One Search: 70%
- Using Google, or another search engine to find relevant resources: 66%
- Looking for items in the Library database/eJournals collections: 57%
- Relying on references in a subject outline reading list: 38%
- Consulting subject LibGuides: 33%
- Looking for items in the Library catalogue (Tropicat): 28%
- Looking for items in Reserve Online (readings & past exams): 27%
- Browsing the Library shelves for items: 22%
- Browsing the Library website for information: 20%
- Looking for items in ResearchOnline@JCU: 20%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Cairns (808 responses)

When using the Library resources, (multiple choice)

- 51%: I usually find what I need and occasionally consult Library staff or online help or guides
- 48%: I almost always find what I need without consulting Library staff or online help or guides
- 6%: I do not usually find what I need and usually consult Library staff or online help or guides
- 2%: I almost always do not find what I need and always consult Library staff or online help or guides
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Cairns (725 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 73%
- Items on subject/reading lists not available from the Library: 26%
- Not knowing which database to search: 23%
- Items I need always being out on loan: 23%
- Not knowing where to start looking for information: 19%
- Not knowing how to use/combine keywords to find what I want: 18%
- Having to wait for items to be delivered from elsewhere: 18%
- Not knowing how to break a topic down into essential keywords: 15%
- Trying to find help online: 10%
- Lack of online training resources: 10%
- Trying to find Library staff who are able to help: 8%
When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 64%
- Consult JCU academic staff: 39%
- Approach the Library InfoHelp desk: 34%
- Consult subject Libguides: 27%
- Contact other Library staff: 23%
- Ask an InfoHelp Rover: 19%
- Contact my Liaison Librarian: 18%
- Other: 4%
if I need to ask library staff for help, I prefer to:
(multiple choice)

- ask in person: 81%
- email: 26%
- use chat: 10%
- phone: 9%
- I don’t know: 4%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Cairns (730 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 45%
- Database search tips: 42%
- Accessing electronic databases, eJournals, eBooks: 40%
- Searching One Search: 39%
- Referencing: 32%
- Advanced internet search tips: 29%
- Off Campus Services: 23%
- Subject LibGuides: 16%
- Data management: 14%
- Copyright: 13%
- Publishing trends and/or publishing my research: 12%
- Open access: 12%
- Special Collections: 10%
- Research impact and bibliometrics: 7%
- ERA and HERDC collections: 6%
- Other: 2%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Cairns (792 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 60%
- Library website: 55%
- University website: 33%
- Posters (in/around campus): 25%
- Library building noticeboards/displays/TV screens: 20%
- Library Facebook: 9%
- Library News: 6%
- Library blogs: 5%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%
My researching a topic usually involves:
(multiple choice)

- Looking for items in One Search: 83%
- Looking for items in the Library database/eJournals collections: 79%
- Using Google, or another search engine to find relevant resources: 54%
- Consulting subject LibGuides: 46%
- Looking for items in ResearchOnline@JCU: 33%
- Relying on references in a subject outline reading list: 29%
- Looking for items in Reserve Online (readings & past exams): 21%
- Browsing the Library website for information: 13%
- Looking for items in the Library catalogue (Tropicat): 8%
- Browsing the Library shelves for items: 4%

Which campus or study centre do you use most? – Mackay (24 responses)
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Mackay (24 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 54%
- I almost always find what I need without consulting Library staff or online help or guides - 38%
- I almost always do not find what I need and always consult Library staff or online help or guides - 13%
- I do not usually find what I need and usually consult Library staff or online help or guides - 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Mackay (23 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 83%
- Not knowing which database to search: 57%
- Not knowing how to use/combine keywords to find what I want: 48%
- Not knowing where to start looking for information: 35%
- Lack of online training resources: 30%
- Items on subject/reading lists not available from the Library: 26%
- Not knowing how to break a topic down into essential keywords: 26%
- Having to wait for items to be delivered from elsewhere: 13%
- Trying to find help online: 13%
- Items I need always being out on loan: 9%
- Trying to find Library staff who are able to help: 4%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Mackay (23 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 87%
- Consult JCU academic staff: 57%
- Consult subject Libguides: 26%
- Contact other Library staff: 13%
- Approach the Library InfoHelp desk: 9%
- Contact my Liaison Librarian: 9%
- Ask an InfoHelp Rover: 0%
- Other: 0%
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Email: 56%
- Ask in person: 36%
- Phone: 32%
- Use Chat: 16%
- I don't know: 4%
Which campus or study centre do you use most? – Mackay (22 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 59%
- Off Campus Services: 59%
- Database search tips: 50%
- Accessing electronic databases, eJournals, eBooks: 50%
- Searching One Search: 50%
- Referencing: 50%
- Advanced internet search tips: 41%
- Subject LibGuides: 32%
- Publishing trends and/or publishing my research: 18%
- Open access: 9%
- Data management: 5%
- Copyright: 5%
- Research impact and bibliometrics: 5%
- Other: 5%
- Special Collections: 0%
- ERA and HERDC collections: 0%
Which campus or study centre do you use most? – Mackay (24 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 63%
- Email: 58%
- University website: 25%
- Library Facebook: 8%
- Library blogs: 8%
- Other: 8%
- Library SMS: 8%
- Library building noticeboards/displays/TV screens: 4%
- Library News: 4%
- Library Twitter: 4%
- Posters (in/around campus): 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Mt Isa (4 responses)

My researching a topic usually involves:
(multiple choice)

Using Google, or another search engine to find relevant resources 75%
Looking for items in the Library database/eJournals collections 75%
Looking for items in One Search 75%
Looking for items in ResearchOnline@JCU 50%
Relying on references in a subject outline reading list 25%
Looking for items in the Library catalogue (Tropicat) 25%
Browsing the Library website for information 25%
Browsing the Library shelves for items 25%
Consulting subject LibGuides 0%
Looking for items in Reserve Online (readings & past exams) 0%
When using the Library resources, (multiple choice)

- 75% I usually find what I need and occasionally consult Library staff or online help or guides
- 25% I almost always find what I need without consulting Library staff or online help or guides
- 0% I do not usually find what I need and usually consult Library staff or online help or guides
- 0% I almost always do not find what I need and always consult Library staff or online help or guides
I am frustrated by:
(multiple choice)

eJournal articles not being available in full-text: 100%
Not knowing which database to search: 33%
Not knowing where to start looking for information: 33%
Not knowing how to use/combine keywords to find what I want: 33%
Trying to find help online: 33%
Not knowing how to break a topic down into essential keywords: 33%
Having to wait for items to be delivered from elsewhere: 33%
Items I need always being out on loan: 0%
Items on subject/reading lists not available from the Library: 0%
Lack of online training resources: 0%
Trying to find Library staff who are able to help: 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Mt Isa (4 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult JCU academic staff (75%)
- Consult other students (50%)
- Contact other Library staff (50%)
- Approach the Library InfoHelp desk (25%)
- Consult subject Libguides (25%)
- Contact my Liaison Librarian (25%)
- Ask an InfoHelp Rover (25%)
- Other (0%)
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Email: 100%
- Ask in person: 50%
- Phone: 25%
- Use Chat: 0%
- I don't know: 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Mt Isa (4 responses)

I want to learn more about:
(multiple choice)

- Searching One Search: 100%
- Off Campus Services: 75%
- Database search tips: 50%
- Advanced internet search tips: 50%
- Using EndNote: 25%
- Accessing electronic databases, eJournals, eBooks: 25%
- Referencing: 25%
- Publishing trends and/or publishing my research: 25%
- Data management: 25%
- Subject LibGuides: 25%
- ERA and HERDC collections: 25%
- Open access: 25%
- Research impact and bibliometrics: 25%
- Copyright: 25%
- Special Collections: 25%
- Other: 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Mt Isa (4 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 50%
- Library website: 50%
- University website: 50%
- Library SMS: 50%
- Library building noticeboards/displays/TV screens: 25%
- Posters (in/around campus): 25%
- Library Facebook: 25%
- Library blogs: 25%
- Library Twitter: 25%
- Library News: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Thursday Island (2 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 100%
- Using Google, or another search engine to find relevant resources: 50%
- Looking for items in ResearchOnline@JCU: 50%
- Looking for items in One Search: 0%
- Relying on references in a subject outline reading list: 0%
- Looking for items in the Library catalogue (Tropicat): 0%
- Browsing the Library website for information: 0%
- Browsing the Library shelves for items: 0%
- Consulting subject LibGuides: 0%
- Looking for items in Reserve Online (readings & past exams): 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Thursday Island (2 responses)

When using the Library resources,
(multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (50%)
- I almost always do not find what I need and always consult Library staff or online help or guides (50%)
- I almost always find what I need without consulting Library staff or online help or guides (0%)
- I do not usually find what I need and usually consult Library staff or online help or guides (0%)
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Thursday Island (2 responses)

I am frustrated by:
(multiple choice)

- Not knowing how to use/combine keywords to find what I want: 50%
- Having to wait for items to be delivered from elsewhere: 50%
- eJournal articles not being available in full-text: 0%
- Not knowing which database to search: 0%
- Not knowing where to start looking for information: 0%
- Trying to find help online: 0%
- Not knowing how to break a topic down into essential keywords: 0%
- Items I need always being out on loan: 0%
- Items on subject/reading lists not available from the Library: 0%
- Lack of online training resources: 0%
- Trying to find Library staff who are able to help: 0%

- 39-
When I am stuck and need help, I usually:
(multiple choice)

- Consult JCU academic staff: 50%
- Consult subject Libguides: 50%
- Contact my Liaison Librarian: 50%
- Consult other students: 0%
- Contact other Library staff: 0%
- Approach the Library InfoHelp desk: 0%
- Ask an InfoHelp Rover: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Thursday Island (2 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Phone 100%
- Email 50%
- Ask in person 0%
- Use Chat 0%
- I don't know 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Thursday Island (2 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 100%
- Off Campus Services: 50%
- Advanced internet search tips: 50%
- Referencing: 50%
- Special Collections: 50%
- Searching One Search: 0%
- Database search tips: 0%
- Accessing electronic databases, eJournals, eBooks: 0%
- Publishing trends and/or publishing my research: 0%
- Data management: 0%
- Subject LibGuides: 0%
- ERA and HERDC collections: 0%
- Open access: 0%
- Research impact and bibliometrics: 0%
- Copyright: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Thursday Island (2 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 50%
- Library website: 50%
- University website: 0%
- Library SMS: 0%
- Library building noticeboards/displays/TV screens: 0%
- Posters (in/around campus): 0%
- Library Facebook: 0%
- Library blogs: 0%
- Library Twitter: 0%
- Library News: 0%
- Other: 0%
Which campus or study centre do you use most? – Other (38 responses)

- Looking for items in ResearchOnline@JCU: 82%
- Using Google, or another search engine to find relevant resources: 66%
- Looking for items in the Library database/eJournals collections: 61%
- Relying on references in a subject outline reading list: 50%
- Looking for items in Reserve Online (readings & past exams): 24%
- Consulting subject LibGuides: 21%
- Browsing the Library website for information: 18%
- Looking for items in One Search: 16%
- Looking for items in the Library catalogue (Tropicat): 13%
- Browsing the Library shelves for items: 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Other (34 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (50%)
- I almost always find what I need without consulting Library staff or online help or guides (44%)
- I do not usually find what I need and usually consult Library staff or online help or guides (6%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Other (35 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 89%
- Not knowing which database to search: 46%
- Not knowing how to break a topic down into essential keywords: 29%
- Not knowing how to use/combine keywords to find what I want: 26%
- Items on subject/reading lists not available from the Library: 26%
- Not knowing where to start looking for information: 20%
- Lack of online training resources: 14%
- Trying to find help online: 11%
- Items I need always being out on loan: 9%
- Having to wait for items to be delivered from elsewhere: 6%
- Trying to find Library staff who are able to help: 3%
James Cook University Library Client Survey, June 2015

When I am stuck and need help, I usually:
(multiple choice)

- Consult JCU academic staff: 43%
- Consult other students: 40%
- Consult subject Libguides: 30%
- Other: 30%
- Contact other Library staff: 17%
- Contact my Liaison Librarian: 10%
- Approach the Library InfoHelp desk: 3%
- Ask an InfoHelp Rover: 0%

Which campus or study centre do you use most? – Other (30 responses)
James Cook University Library Client Survey, June 2015
Which campus or study centre do you use most? – Other (34 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Email: 68%
- I don't know: 21%
- Phone: 18%
- Ask in person: 15%
- Use Chat: 15%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Other (34 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 59%
- Database search tips: 53%
- Referencing: 50%
- Searching One Search: 50%
- Accessing electronic databases, eJournals, eBooks: 50%
- Off Campus Services: 47%
- Advanced internet search tips: 47%
- Subject LibGuides: 15%
- Publishing trends and/or publishing my research: 6%
- Open access: 3%
- Data management: 3%
- Copyright: 3%
- Research impact and bibliometrics: 3%
- ERA and HERDC collections: 3%
- Other: 3%
- Special Collections: 0%
James Cook University Library Client Survey, June 2015

Which campus or study centre do you use most? – Other (36 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 69%
- Email: 61%
- University website: 11%
- Library blogs: 11%
- Library News: 11%
- Library building noticeboards/displays/TV screens: 8%
- Library Facebook: 6%
- Posters (in/around campus): 6%
- Library SMS: 3%
- Library Twitter: 3%
- Other: 3%
Information Behaviour Report

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work?
My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 78%
- Looking for items in the Library database/eJournals collections: 63%
- Using Google, or another search engine to find relevant resources: 58%
- Relying on references in a subject outline reading list: 48%
- Consulting subject LibGuides: 37%
- Looking for items in the Library catalogue (Tropicat): 36%
- Looking for items in Reserve Online (readings & past exams): 34%
- Browsing the Library shelves for items: 26%
- Browsing the Library website for information: 25%
- Looking for items in One Search: 23%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (603 responses)

When using the Library resources, (multiple choice)

- I almost always do not find what I need and always consult Library staff or online help or guides (2%)
- I do not usually find what I need and usually consult Library staff or online help or guides (5%)
- I almost always find what I need without consulting Library staff or online help or guides (46%)
- I usually find what I need and occasionally consult Library staff or online help or guides (54%)
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (550 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 77%
- Not knowing which database to search: 30%
- Items on subject/reading lists not available from the Library: 30%
- Not knowing where to start looking for information: 22%
- Items I need always being out on loan: 21%
- Not knowing how to use/combine keywords to find what I want: 19%
- Having to wait for items to be delivered from elsewhere: 17%
- Not knowing how to break a topic down into essential keywords: 17%
- Trying to find help online: 13%
- Lack of online training resources: 11%
- Trying to find Library staff who are able to help: 7%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (596 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 60%
- Consult JCU academic staff: 40%
- Approach the Library InfoHelp desk: 38%
- Consult subject Libguides: 32%
- Contact other Library staff: 20%
- Ask an InfoHelp Rover: 18%
- Contact my Liaison Librarian: 18%
- Other: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (607 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 76%
- Email: 32%
- Phone: 12%
- Use Chat: 10%
- I don't know: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (554 responses)

I want to learn more about:
(multiple choice)

Using EndNote - 42%
Searching One Search - 40%
Database search tips - 40%
Accessing electronic databases, eJournals, eBooks - 39%
Referencing - 34%
Advanced internet search tips - 34%
Off Campus Services - 28%
Subject LibGuides - 20%
Copyright - 14%
Special Collections - 14%
Publishing trends and/or publishing my research - 11%
Open access - 11%
Data management - 11%
Research impact and bibliometrics - 7%
ERA and HERDC collections - 6%
Other - 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Arts, Society and Education (590 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 63%
- Library website: 57%
- University website: 34%
- Posters (in/around campus): 23%
- Library building noticeboards/displays/TV screens: 18%
- Library Facebook: 11%
- Library blogs: 6%
- Library News: 6%
- Other: 4%
- Library SMS: 2%
- Library Twitter: 2%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (429 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in the Library database/eJournals collections: 65%
- Looking for items in ResearchOnline@JCU: 63%
- Using Google, or another search engine to find relevant resources: 56%
- Relying on references in a subject outline reading list: 47%
- Consulting subject LibGuides: 40%
- Looking for items in Reserve Online (readings & past exams): 27%
- Browsing the Library website for information: 23%
- Looking for items in the Library catalogue (Tropicat): 22%
- Browsing the Library shelves for items: 20%
- Looking for items in One Search: 20%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (426 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (51%)
- I usually find what I need and occasionally consult Library staff or online help or guides (46%)
- I do not usually find what I need and usually consult Library staff or online help or guides (9%)
- I almost always do not find what I need and always consult Library staff or online help or guides (1%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (398 responses)

![Survey Results Chart]

- eBook articles not being available in full-text: 68%
- Not knowing which database to search: 29%
- Not knowing where to start looking for information: 27%
- Items on subject/reading lists not available from the Library: 24%
- Items I need always being out on loan: 23%
- Not knowing how to use/combine keywords to find what I want: 22%
- Not knowing how to break a topic down into essential keywords: 20%
- Trying to find help online: 13%
- Having to wait for items to be delivered from elsewhere: 11%
- Lack of online training resources: 9%
- Trying to find Library staff who are able to help: 7%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (425 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 67%
- Consult JCU academic staff: 38%
- Approach the Library InfoHelp desk: 34%
- Consult subject Libguides: 28%
- Contact other Library staff: 20%
- Ask an InfoHelp Rover: 20%
- Contact my Liaison Librarian: 15%
- Other: 4%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (432 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 81%
- Email: 24%
- Use Chat: 9%
- I don't know: 7%
- Phone: 7%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (399 responses)

I want to learn more about: (multiple choice)

- Accessing electronic databases, eJournals, eBooks: 43%
- Database search tips: 41%
- Searching One Search: 40%
- Using EndNote: 39%
- Referencing: 35%
- Advanced internet search tips: 32%
- Off Campus Services: 23%
- Subject LibGuides: 21%
- Data management: 12%
- Copyright: 10%
- Publishing trends and/or publishing my research: 9%
- Open access: 9%
- Special Collections: 9%
- ERA and HERDC collections: 5%
- Research impact and bibliometrics: 5%
- Other: 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Business, Law and Governance (419 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 63%
- Library website: 58%
- University website: 37%
- Posters (in/around campus): 19%
- Library building noticeboards/displays/TV screens: 16%
- Library Facebook: 11%
- Library News: 9%
- Library blogs: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 2%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (270 responses)

My researching a topic usually involves:  
(multiple choice)

- Looking for items in the Library database/eJournals collections: 70%
- Looking for items in ResearchOnline@JCU: 64%
- Using Google, or another search engine to find relevant resources: 60%
- Looking for items in the Library catalogue (Tropicat): 29%
- Relying on references in a subject outline reading list: 28%
- Looking for items in One Search: 25%
- Looking for items in Reserve Online (readings & past exams): 16%
- Browsing the Library website for information: 15%
- Consulting subject LibGuides: 14%
- Browsing the Library shelves for items: 11%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (267 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (57%)
- I usually find what I need and occasionally consult Library staff or online help or guides (44%)
- I do not usually find what I need and usually consult Library staff or online help or guides (4%)
- I almost always do not find what I need and always consult Library staff or online help or guides (1%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (233 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 85%
- Items on subject/reading lists not available from the Library: 25%
- Items I need always being out on loan: 20%
- Not knowing where to start looking for information: 15%
- Not knowing which database to search: 15%
- Not knowing how to use/combine keywords to find what I want: 13%
- Not knowing how to break a topic down into essential keywords: 13%
- Having to wait for items to be delivered from elsewhere: 10%
- Trying to find help online: 7%
- Lack of online training resources: 6%
- Trying to find Library staff who are able to help: 6%
When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 62%
- Consult JCU academic staff: 37%
- Approach the Library InfoHelp desk: 37%
- Consult subject Libguides: 16%
- Ask an InfoHelp Rover: 15%
- Contact other Library staff: 14%
- Contact my Liaison Librarian: 10%
- Other: 2%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (267 responses)

If I need to ask Library staff for help, I prefer to: (multiple choice)

- Ask in person: 80%
- Email: 25%
- Phone: 10%
- Use Chat: 8%
- I don't know: 3%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (236 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 48%
- Database search tips: 36%
- Searching One Search: 35%
- Accessing electronic databases, eJournals, eBooks: 33%
- Advanced internet search tips: 27%
- Referencing: 27%
- Data management: 25%
- Publishing trends and/or publishing my research: 22%
- Off Campus Services: 20%
- Research impact and bibliometrics: 15%
- Open access: 14%
- Special Collections: 11%
- Copyright: 11%
- Subject LibGuides: 8%
- ERA and HERDC collections: 7%
- Other: 2%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Marine and Environmental Sciences (262 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 57%
- Library website: 53%
- University website: 32%
- Posters (in/around campus): 19%
- Library building noticeboards/displays/TV screens: 16%
- Library Facebook: 6%
- Library blogs: 6%
- Library News: 5%
- Other: 3%
- Library SMS: 2%
- Library Twitter: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Science, Technology and Engineering (267 responses)

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work?

- Tropical Environments and Societies Division - College of Science, Technology and Engineering (267 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 67%
- Looking for items in ResearchOnline@JCU: 57%
- Using Google, or another search engine to find relevant resources: 46%
- Relying on references in a subject outline reading list: 34%
- Looking for items in the Library catalogue (Tropicat): 28%
- Looking for items in Reserve Online (readings & past exams): 21%
- Looking for items in One Search: 19%
- Consulting subject LibGuides: 18%
- Browsing the Library website for information: 18%
- Browsing the Library shelves for items: 17%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Science, Technology and Engineering (260 responses)

When using the Library resources, (multiple choice)

- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
- I do not usually find what I need and usually consult Library staff or online help or guides (4%)
- I usually find what I need and occasionally consult Library staff or online help or guides (50%)
- I almost always find what I need without consulting Library staff or online help or guides (50%)
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Science, Technology and Engineering (227 responses)

I am frustrated by: (multiple choice)

- eJournal articles not being available in full-text: 65%
- Not knowing which database to search: 23%
- Not knowing where to start looking for information: 22%
- Items I need always being out on loan: 17%
- Not knowing how to break a topic down into essential keywords: 17%
- Items on subject/reading lists not available from the Library: 15%
- Not knowing how to use/combine keywords to find what I want: 14%
- Trying to find help online: 12%
- Having to wait for items to be delivered from elsewhere: 10%
- Trying to find Library staff who are able to help: 7%
- Lack of online training resources: 6%
When I am stuck and need help, I usually:

(multiple choice)

- Consult other students: 63%
- Consult JCU academic staff: 41%
- Approach the Library InfoHelp desk: 33%
- Contact other Library staff: 19%
- Consult subject Libguides: 15%
- Ask an InfoHelp Rover: 10%
- Contact my Liaison Librarian: 10%
- Other: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Science, Technology and Engineering (266 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 82%
- Email: 27%
- Phone: 7%
- I don't know: 9%
- Use Chat: 6%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division - College of Science, Technology and Engineering (229 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 40%
- Accessing electronic databases, eJournals, eBooks: 37%
- Searching One Search: 34%
- Referencing: 31%
- Database search tips: 30%
- Advanced internet search tips: 25%
- Off Campus Services: 24%
- Copyright: 15%
- Data management: 14%
- Publishing trends and/or publishing my research: 13%
- Open access: 12%
- Subject LibGuides: 12%
- Special Collections: 11%
- ERA and HERDC collections: 6%
- Research impact and bibliometrics: 5%
- Other: 2%

- 78-
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Environments and Societies Division – College of Science, Technology and Engineering (255 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 64%
- Library website: 48%
- University website: 39%
- Posters (in/around campus): 24%
- Library building noticeboards/displays/TV screens: 19%
- Library Facebook: 9%
- Library News: 7%
- Library blogs: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (457 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in ResearchOnline@JCU: 73%
- Using Google, or another search engine to find relevant resources: 68%
- Looking for items in the Library database/eJournals collections: 58%
- Consulting subject LibGuides: 39%
- Relying on references in a subject outline reading list: 34%
- Looking for items in the Library catalogue (Tropicat): 27%
- Browsing the Library shelves for items: 24%
- Looking for items in Reserve Online (readings & past exams): 22%
- Browsing the Library website for information: 22%
- Looking for items in One Search: 19%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (453 responses)

When using the Library resources, (multiple choice)

- I almost always do not find what I need and always consult Library staff or online help or guides (1%)
- I do not usually find what I need and usually consult Library staff or online help or guides (4%)
- I almost always find what I need without consulting Library staff or online help or guides (47%)
- I usually find what I need and occasionally consult Library staff or online help or guides (55%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (418 responses)

I am frustrated by: (multiple choice)

- eJournal articles not being available in full-text: 85%
- Items I need always being out on loan: 26%
- Not knowing how to use/combine keywords to find what I want: 24%
- Items on subject/reading lists not available from the Library: 23%
- Not knowing which database to search: 22%
- Not knowing how to break a topic down into essential keywords: 21%
- Not knowing where to start looking for information: 19%
- Having to wait for items to be delivered from elsewhere: 11%
- Trying to find help online: 9%
- Lack of online training resources: 7%
- Trying to find Library staff who are able to help: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (449 responses)

When I am stuck and need help, I usually:

(multiple choice)

- Consult other students: 69%
- Consult subject Libguides: 38%
- Approach the Library InfoHelp desk: 35%
- Consult JCU academic staff: 35%
- Contact other Library staff: 19%
- Contact my Liaison Librarian: 18%
- Ask an InfoHelp Rover: 18%
- Other: 3%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (458 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 77%
- Email: 28%
- Phone: 10%
- Use Chat: 9%
- I don't know: 6%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (411 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 50%
- Database search tips: 47%
- Accessing electronic databases, eJournals, eBooks: 40%
- Searching One Search: 34%
- Referencing: 32%
- Advanced internet search tips: 29%
- Off Campus Services: 21%
- Subject LibGuides: 20%
- Publishing trends and/or publishing my research: 13%
- Data management: 7%
- Open access: 7%
- Special Collections: 7%
- Research impact and bibliometrics: 7%
- Copyright: 6%
- ERA and HERDC collections: 5%
- Other: 1%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Healthcare Sciences (441 responses)

I prefer to learn about Library services through:  
(multiple choice)

- Email: 59%
- Library website: 55%
- University website: 34%
- Posters (in/around campus): 21%
- Library building noticeboards/displays/TV screens: 19%
- Library Facebook: 11%
- Library blogs: 5%
- Library News: 4%
- Other: 4%
- Library SMS: 3%
- Library Twitter: 0%

- 86-
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? - Tropical Health and Medicine Division - College of Medicine and Dentistry (346 responses)

My researching a topic usually involves:
(multiple choice)

- Using Google, or another search engine to find relevant resources: 66%
- Looking for items in ResearchOnline@JCU: 60%
- Looking for items in the Library database/eJournals collections: 49%
- Consulting subject LibGuides: 39%
- Relying on references in a subject outline reading list: 27%
- Looking for items in the Library catalogue (Tropicat): 20%
- Looking for items in One Search: 19%
- Browsing the Library website for information: 17%
- Browsing the Library shelves for items: 14%
- Looking for items in Reserve Online (readings & past exams): 10%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Medicine and Dentistry (342 responses)

When using the Library resources,
(multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (51%)
- I almost always find what I need without consulting Library staff or online help or guides (49%)
- I do not usually find what I need and usually consult Library staff or online help or guides (5%)
- I almost always do not find what I need and always consult Library staff or online help or guides (3%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Medicine and Dentistry (327 responses)

- Trying to find Library staff who are able to help (8%)
- Trying to find help online (8%)
- Items on subject/reading lists not available from the Library (19%)
- Not knowing how to break a topic down into essential keywords (18%)
- Having to wait for items to be delivered from elsewhere (11%)
- Lack of online training resources (8%)
- eJournal articles not being available in full-text (74%)
- Not knowing which database to search (24%)
- Items I need always being out on loan (24%)
- Not knowing where to start looking for information (23%)
- Not knowing how to use/combine keywords to find what I want (21%)
When I am stuck and need help, I usually:
(multiple choice)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult other students</td>
<td>74%</td>
</tr>
<tr>
<td>Consult subject Libguides</td>
<td>34%</td>
</tr>
<tr>
<td>Consult JCU academic staff</td>
<td>30%</td>
</tr>
<tr>
<td>Approach the Library InfoHelp desk</td>
<td>23%</td>
</tr>
<tr>
<td>Contact other Library staff</td>
<td>19%</td>
</tr>
<tr>
<td>Contact my Liaison Librarian</td>
<td>13%</td>
</tr>
<tr>
<td>Ask an InfoHelp Rover</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
</tbody>
</table>
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Medicine and Dentistry (345 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 76%
- Email: 27%
- Use Chat: 12%
- Phone: 10%
- I don't know: 4%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Medicine and Dentistry (322 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 55%
- Database search tips: 47%
- Accessing electronic databases, eJournals, eBooks: 38%
- Searching One Search: 36%
- Referencing: 33%
- Advanced internet search tips: 24%
- Off Campus Services: 21%
- Subject LibGuides: 17%
- Publishing trends and/or publishing my research: 15%
- Open access: 11%
- Data management: 8%
- Copyright: 8%
- Research impact and bibliometrics: 6%
- ERA and HERDC collections: 4%
- Special Collections: 4%
- Other: 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Medicine and Dentistry (335 responses)

**I prefer to learn about Library services through:**
(multiple choice)

- **Email**: 65%
- **Library website**: 52%
- **University website**: 27%
- **Posters (in/around campus)**: 16%
- **Library building noticeboards/display/TV screens**: 14%
- **Library Facebook**: 12%
- **Library blogs**: 7%
- **Library News**: 6%
- **Library SMS**: 5%
- **Other**: 2%
- **Library Twitter**: 2%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Public Health, Medical and Veterinary Sciences (278 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 67%
- Looking for items in the Library database/eJournals collections: 67%
- Using Google, or another search engine to find relevant resources: 66%
- Relying on references in a subject outline reading list: 33%
- Looking for items in the Library catalogue (Tropicat): 26%
- Consulting subject LibGuides: 25%
- Looking for items in One Search: 18%
- Browsing the Library shelves for items: 17%
- Browsing the Library website for information: 17%
- Looking for items in Reserve Online (readings & past exams): 13%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Public Health, Medical and Veterinary Sciences (271 responses)

When using the Library resources, (multiple choice)

- I almost always do not find what I need and always consult Library staff or online help or guides (1%)
- I do not usually find what I need and usually consult Library staff or online help or guides (6%)
- I almost always find what I need without consulting Library staff or online help or guides (44%)
- I usually find what I need and occasionally consult Library staff or online help or guides (54%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Public Health, Medical and Veterinary Sciences (265 responses)

I am frustrated by: (multiple choice)

- eJournal articles not being available in full-text: 81%
- Not knowing which database to search: 23%
- Not knowing where to start looking for information: 23%
- Items on subject/reading lists not available from the Library: 21%
- Items I need always being out on loan: 19%
- Not knowing how to use/combine keywords to find what I want: 17%
- Not knowing how to break a topic down into essential keywords: 17%
- Trying to find help online: 13%
- Lack of online training resources: 9%
- Having to wait for items to be delivered from elsewhere: 8%
- Trying to find Library staff who are able to help: 4%
When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 61%
- Consult JCU academic staff: 35%
- Approach the Library InfoHelp desk: 29%
- Consult subject Libguides: 24%
- Contact my Liaison Librarian: 17%
- Contact other Library staff: 14%
- Ask an InfoHelp Rover: 13%
- Other: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Public Health, Medical and Veterinary Sciences (273 responses)

If I need to ask Library staff for help, I prefer to: (multiple choice)

- Ask in person: 67%
- Email: 33%
- Phone: 13%
- Use Chat: 9%
- I don't know: 7%
James Cook University Library Client Survey, June 2015

I want to learn more about:
(multiple choice)

- Using EndNote: 55%
- Database search tips: 48%
- Accessing electronic databases, eJournals, eBooks: 42%
- Searching One Search: 35%
- Referencing: 35%
- Advanced internet search tips: 30%
- Off Campus Services: 26%
- Subject LibGuides: 16%
- Publishing trends and/or publishing my research: 10%
- Data management: 10%
- Open access: 10%
- Copyright: 9%
- Special Collections: 7%
- Research impact and bibliometrics: 6%
- ERA and HERDC collections: 4%
- Other: 2%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Tropical Health and Medicine Division - College of Public Health, Medical and Veterinary Sciences (271 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 62%
- Library website: 60%
- University website: 28%
- Posters (in/around campus): 14%
- Library building noticeboards/displays/TV screens: 10%
- Library Facebook: 9%
- Library blogs: 7%
- Library News: 4%
- Other: 3%
- Library SMS: 2%
- Library Twitter: 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (32 responses)

My researching a topic usually involves: (multiple choice)

- Using Google, or another search engine to find relevant resources: 63%
- Looking for items in the Library database/eJournals collections: 44%
- Looking for items in ResearchOnline@JCU: 41%
- Looking for items in the Library catalogue (Tropicat): 25%
- Looking for items in One Search: 25%
- Relying on references in a subject outline reading list: 6%
- Browsing the Library shelves for items: 6%
- Consulting subject LibGuides: 0%
- Browsing the Library website for information: 0%
- Looking for items in Reserve Online (readings & past exams): 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (31 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (68%)
- I usually find what I need and occasionally consult Library staff or online help or guides (26%)
- I do not usually find what I need and usually consult Library staff or online help or guides (10%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (24 responses)

- 75% eJournal articles not being available in full-text
- 29% Not knowing which database to search
- 25% Items I need always being out on loan
- 13% Having to wait for items to be delivered from elsewhere
- 8% Trying to find help online
- 4% Items on subject/reading lists not available from the Library
- 4% Not knowing how to use/combine keywords to find what I want
- 4% Lack of online training resources
- 4% Trying to find Library staff who are able to help
- 0% Not knowing where to start looking for information
- 0% Not knowing how to break a topic down into essential keywords
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (31 responses)

When I am stuck and need help, I usually:

- Consult JCU academic staff: 39%
- Approach the Library InfoHelp desk: 32%
- Consult other students: 26%
- Contact my Liaison Librarian: 19%
- Contact other Library staff: 10%
- Consult subject Libguides: 6%
- Ask an InfoHelp Rover: 0%
- Other: 0%
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- 105-

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask in person</td>
<td>71%</td>
</tr>
<tr>
<td>Email</td>
<td>26%</td>
</tr>
<tr>
<td>Phone</td>
<td>10%</td>
</tr>
<tr>
<td>I don't know</td>
<td>6%</td>
</tr>
<tr>
<td>Use Chat</td>
<td>0%</td>
</tr>
</tbody>
</table>
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (28 responses)

I want to learn more about: (multiple choice)

- Database search tips: 39%
- Accessing electronic databases, eJournals, eBooks: 36%
- Data management: 36%
- Research impact and bibliometrics: 36%
- Using EndNote: 32%
- Publishing trends and/or publishing my research: 32%
- Open access: 32%
- Referencing: 29%
- Off Campus Services: 29%
- Advanced internet search tips: 21%
- Copyright: 21%
- Searching One Search: 14%
- ERA and HERDC collections: 14%
- Subject LibGuides: 4%
- Special Collections: 4%
- Other: 4%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Research Centre or Institute (31 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 65%
- Email: 55%
- University website: 23%
- Posters (in/around campus): 6%
- Library News: 6%
- Library building noticeboards/displays/TV screens: 3%
- Library Facebook: 3%
- Library blogs: 3%
- Library SMS: 3%
- Library Twitter: 3%
- Other: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life (28 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in the Library database/eJournals collections: 68%
- Using Google, or another search engine to find relevant resources: 64%
- Looking for items in ResearchOnline@JCU: 57%
- Looking for items in the Library catalogue (Tropicat): 54%
- Browsing the Library shelves for items: 36%
- Consulting subject LibGuides: 36%
- Relying on references in a subject outline reading list: 29%
- Looking for items in One Search: 25%
- Browsing the Library website for information: 25%
- Looking for items in Reserve Online (readings & past exams): 21%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life
(29 responses)

When using the Library resources,
(multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (62%)
- I usually find what I need and occasionally consult Library staff or online help or guides (34%)
- I do not usually find what I need and usually consult Library staff or online help or guides (3%)
- I almost always do not find what I need and always consult Library staff or online help or guides (3%)
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life

(25 responses)

- 110-

- 110-
When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 55%
- Contact other Library staff: 41%
- Contact my Liaison Librarian: 34%
- Consult JCU academic staff: 21%
- Consult subject Libguides: 21%
- Consult other students: 17%
- Ask an InfoHelp Rover: 14%
- Other: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life (33 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 85%
- Email: 15%
- Use Chat: 15%
- Phone: 6%
- I don't know: 3%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life (29 responses)

I want to learn more about:
(multiple choice)

- Accessing electronic databases, eJournals, eBooks: 52%
- Searching One Search: 38%
- Using EndNote: 34%
- Data management: 31%
- Database search tips: 28%
- Referencing: 28%
- Advanced internet search tips: 28%
- Publishing trends and/or publishing my research: 17%
- Copyright: 17%
- Open access: 14%
- Special Collections: 10%
- Research impact and bibliometrics: 7%
- Off Campus Services: 7%
- Subject LibGuides: 7%
- ERA and HERDC collections: 3%
- Other: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Academic and Student Life

(34 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 53%
- Email: 47%
- Library building noticeboards/displays/TV screens: 29%
- University website: 21%
- Library News: 18%
- Posters (in/around campus): 12%
- Library Facebook: 12%
- Library blogs: 12%
- Other: 9%
- Library Twitter: 3%
- Library SMS: 0%
My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 100%
- Looking for items in the Library database/eJournals collections: 50%
- Using Google, or another search engine to find relevant resources: 50%
- Browsing the Library website for information: 50%
- Looking for items in One Search: 0%
- Relying on references in a subject outline reading list: 0%
- Looking for items in the Library catalogue (Tropicat): 0%
- Browsing the Library shelves for items: 0%
- Consulting subject LibGuides: 0%
- Looking for items in Reserve Online (readings & past exams): 0%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Chancellery (2 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides [100%]
- I usually find what I need and occasionally consult Library staff or online help or guides [0%]
- I almost always do not find what I need and always consult Library staff or online help or guides [0%]
- I do not usually find what I need and usually consult Library staff or online help or guides [0%]
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Chancellery (2 responses)

I am frustrated by:
(multiple choice)

- 100% eJournal articles not being available in full-text
- 50% Trying to find help online
- 0% Not knowing how to use/combine keywords to find what I want
- 0% Having to wait for items to be delivered from elsewhere
- 0% Not knowing which database to search
- 0% Not knowing where to start looking for information
- 0% Not knowing how to break a topic down into essential keywords
- 0% Items I need always being out on loan
- 0% Items on subject/reading lists not available from the Library
- 0% Lack of online training resources
- 0% Trying to find Library staff who are able to help
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Chancellery (2 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 50%
- Other: 50%
- Consult JCU academic staff: 0%
- Consult subject Libguides: 0%
- Contact my Liaison Librarian: 0%
- Consult other students: 0%
- Contact other Library staff: 0%
- Ask an InfoHelp Rover: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Chancellery (2 responses)

I want to learn more about:
(multiple choice)

- Advanced internet search tips: 50%
- Accessing electronic databases, eJournals, eBooks: 50%
- Data management: 50%
- Open access: 50%
- Copyright: 50%
- Using EndNote: 0%
- Off Campus Services: 0%
- Referencing: 0%
- Special Collections: 0%
- Searching One Search: 0%
- Database search tips: 0%
- Publishing trends and/or publishing my research: 0%
- Subject LibGuides: 0%
- ERA and HERDC collections: 0%
- Research impact and bibliometrics: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Chancellery (3 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 67%
- Library website: 33%
- University website: 33%
- Library SMS: 0%
- Library building noticeboards/displays/TV screens: 0%
- Posters (in/around campus): 0%
- Library Facebook: 0%
- Library blogs: 0%
- Library Twitter: 0%
- Library News: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Research and Innovation (9 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 78%
- Using Google, or another search engine to find relevant resources: 67%
- Looking for items in ResearchOnline@JCU: 56%
- Looking for items in One Search: 33%
- Looking for items in the Library catalogue (Tropicat): 33%
- Browsing the Library website for information: 11%
- Relying on references in a subject outline reading list: 11%
- Browsing the Library shelves for items: 11%
- Consulting subject LibGuides: 11%
- Looking for items in Reserve Online (readings & past exams): 0%
When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides - 89%
- I usually find what I need and occasionally consult Library staff or online help or guides - 22%
- I almost always do not find what I need and always consult Library staff or online help or guides - 0%
- I do not usually find what I need and usually consult Library staff or online help or guides - 0%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Research and Innovation (7 responses)

I am frustrated by: (multiple choice)

- eJournal articles not being available in full-text: 100%
- Having to wait for items to be delivered from elsewhere: 29%
- Trying to find help online: 14%
- Not knowing which database to search: 14%
- Items I need always being out on loan: 14%
- Items on subject/reading lists not available from the Library: 14%
- Not knowing how to use/combine keywords to find what I want: 0%
- Not knowing where to start looking for information: 0%
- Not knowing how to break a topic down into essential keywords: 0%
- Lack of online training resources: 0%
- Trying to find Library staff who are able to help: 0%
When I am stuck and need help, I usually:

- Consult JCU academic staff: 56%
- Approach the Library InfoHelp desk: 22%
- Consult subject Libguides: 11%
- Consult other students: 11%
- Contact other Library staff: 11%
- Contact my Liaison Librarian: 0%
- Ask an InfoHelp Rover: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Research and Innovation (10 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 60%
- Email: 40%
- Phone: 30%
- Use Chat: 10%
- I don't know: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Research and Innovation (8 responses)

**I want to learn more about:**

(multiple choice)

- Database search tips: 63%
- Data management: 38%
- Open access: 38%
- Using EndNote: 38%
- Special Collections: 38%
- Searching One Search: 38%
- Publishing trends and/or publishing my research: 38%
- Research impact and bibliometrics: 38%
- Advanced internet search tips: 25%
- Accessing electronic databases, eJournals, eBooks: 25%
- Copyright: 25%
- ERA and HERDC collections: 25%
- Off Campus Services: 13%
- Referencing: 13%
- Subject LibGuides: 13%
- Other: 0%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Research and Innovation (11 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 73%
- Email: 55%
- University website: 36%
- Library building noticeboards/displays/TV screens: 18%
- Library blogs: 18%
- Library SMS: 9%
- Library Twitter: 9%
- Other: 9%
- Posters (in/around campus): 0%
- Library Facebook: 0%
- Library News: 0%
My researching a topic usually involves:

(multiple choice)

- Looking for items in the Library database/eJournals collections: 55%
- Looking for items in ResearchOnline@JCU: 41%
- Browsing the Library website for information: 36%
- Using Google, or another search engine to find relevant resources: 32%
- Looking for items in the Library catalogue (Tropicat): 18%
- Browsing the Library shelves for items: 18%
- Looking for items in One Search: 9%
- Looking for items in Reserve Online (readings & past exams): 9%
- Consulting subject LibGuides: 5%
- Relying on references in a subject outline reading list: 5%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Services and Resources (23 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 48%
- I almost always find what I need without consulting Library staff or online help or guides - 43%
- I almost always do not find what I need and always consult Library staff or online help or guides - 9%
- I do not usually find what I need and usually consult Library staff or online help or guides - 0%
I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 35%
- Not knowing which database to search: 29%
- Not knowing where to start looking for information: 24%
- Having to wait for items to be delivered from elsewhere: 18%
- Items I need always being out on loan: 12%
- Items on subject/reading lists not available from the Library: 12%
- Trying to find help online: 6%
- Not knowing how to use/combine keywords to find what I want: 6%
- Lack of online training resources: 6%
- Not knowing how to break a topic down into essential keywords: 6%
- Trying to find Library staff who are able to help: 6%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Services and Resources (22 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 64%
- Contact other Library staff: 41%
- Contact my Liaison Librarian: 18%
- Ask an InfoHelp Rover: 18%
- Consult JCU academic staff: 9%
- Other: 9%
- Consult subject Libguides: 5%
- Consult other students: 5%
If I need to ask Library staff for help, I prefer to: (multiple choice)

- Ask in person: 71%
- Email: 25%
- Use Chat: 17%
- Phone: 13%
- I don't know: 4%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Services and Resources (18 responses)

I want to learn more about:
(multiple choice)

- Searching One Search: 39%
- Database search tips: 33%
- Using EndNote: 28%
- Copyright: 28%
- Data management: 22%
- Special Collections: 22%
- Accessing electronic databases, eJournals, eBooks: 22%
- Off Campus Services: 17%
- Advanced internet search tips: 11%
- Referencing: 11%
- Publishing trends and/or publishing my research: 6%
- Open access: 0%
- Research impact and bibliometrics: 0%
- ERA and HERDC collections: 0%
- Subject LibGuides: 0%
- Other: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Division of Services and Resources (25 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 60%
- Email: 52%
- University website: 28%
- Library building noticeboards/displays/TV screens: 24%
- Library News: 12%
- Library Facebook: 4%
- Library blogs: 0%
- Other: 0%
- Library Twitter: 0%
- Library SMS: 0%
- Posters (in/around campus): 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (78 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in ResearchOnline@JCU: 64%
- Looking for items in the Library database/eJournals collections: 58%
- Using Google, or another search engine to find relevant resources: 55%
- Relying on references in a subject outline reading list: 32%
- Consulting subject LibGuides: 29%
- Looking for items in the Library catalogue (Tropicat): 27%
- Browsing the Library website for information: 26%
- Looking for items in Reserve Online (readings & past exams): 24%
- Looking for items in One Search: 17%
- Browsing the Library shelves for items: 12%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (77 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides: 49%
- I usually find what I need and occasionally consult Library staff or online help or guides: 47%
- I do not usually find what I need and usually consult Library staff or online help or guides: 8%
- I almost always do not find what I need and always consult Library staff or online help or guides: 1%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (68 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 68%
- Not knowing where to start looking for information: 31%
- Items on subject/reading lists not available from the Library: 29%
- Not knowing which database to search: 26%
- Not knowing how to use/combine keywords to find what I want: 25%
- Not knowing how to break a topic down into essential keywords: 25%
- Items I need always being out on loan: 24%
- Having to wait for items to be delivered from elsewhere: 15%
- Trying to find help online: 13%
- Lack of online training resources: 10%
- Trying to find Library staff who are able to help: 6%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (77 responses)

When I am stuck and need help, I usually: (multiple choice)

- Consult other students: 60%
- Consult JCU academic staff: 32%
- Approach the Library InfoHelp desk: 30%
- Consult subject Libguides: 25%
- Contact other Library staff: 23%
- Contact my Liaison Librarian: 14%
- Ask an InfoHelp Rover: 13%
- Other: 5%
James Cook University Library Client Survey, June 2015

In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (79 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 77%
- Email: 29%
- Phone: 14%
- I don't know: 8%
- Use Chat: 5%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (66 responses)

I want to learn more about:
(multiple choice)

- Accessing electronic databases, eJournals, eBooks: 50%
- Advanced internet search tips: 42%
- Database search tips: 39%
- Referencing: 38%
- Using EndNote: 36%
- Searching One Search: 33%
- Off Campus Services: 29%
- Data management: 18%
- Subject LibGuides: 17%
- Special Collections: 14%
- ERA and HERDC collections: 14%
- Copyright: 12%
- Publishing trends and/or publishing my research: 11%
- Open access: 11%
- Research impact and bibliometrics: 11%
- Other: 0%
In which JCU college; or research centre or institute; or service division is your major area of study, research, teaching or work? – Not applicable (74 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 68%
- Library website: 46%
- University website: 41%
- Posters (in/around campus): 23%
- Library building noticeboards/displays/TV screens: 18%
- Library Facebook: 9%
- Library SMS: 5%
- Library News: 3%
- Library blogs: 3%
- Other: 0%
- Library Twitter: 0%
Information Behaviour Report

What single category best describes you?
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Undergraduate Student (1913 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 71%
- Looking for items in the Library database/eJournals collections: 61%
- Using Google, or another search engine to find relevant resources: 57%
- Relying on references in a subject outline reading list: 43%
- Consulting subject LibGuides: 39%
- Looking for items in the Library catalogue (Tropicat): 26%
- Looking for items in Reserve Online (readings & past exams): 25%
- Browsing the Library shelves for items: 22%
- Browsing the Library website for information: 21%
- Looking for items in One Search: 19%
When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 53%
- I almost always find what I need without consulting Library staff or online help or guides - 47%
- I do not usually find what I need and usually consult Library staff or online help or guides - 6%
- I almost always do not find what I need and always consult Library staff or online help or guides - 2%
What single category best describes you? – JCU Undergraduate Student (1772 responses)

I am frustrated by:
(multiple choice)

- eBook articles not being available in full-text: 75%
- Not knowing which database to search: 27%
- Not knowing where to start looking for information: 27%
- Items on subject/reading lists not available from the Library: 26%
- Items I need always being out on loan: 24%
- Not knowing how to use/combine keywords to find what I want: 22%
- Not knowing how to break a topic down into essential keywords: 21%
- Having to wait for items to be delivered from elsewhere: 13%
- Trying to find help online: 12%
- Lack of online training resources: 8%
- Trying to find Library staff who are able to help: 7%
When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 77%
- Consult JCU academic staff: 37%
- Consult subject Libguides: 33%
- Approach the Library InfoHelp desk: 31%
- Ask an InfoHelp Rover: 18%
- Contact other Library staff: 17%
- Contact my Liaison Librarian: 11%
- Other: 4%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Undergraduate Student (1914 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 81%
- Email: 24%
- Use Chat: 10%
- I don’t know: 7%
- Phone: 6%
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Undergraduate Student (1740 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 47%
- Database search tips: 42%
- Accessing electronic databases, eJournals, eBooks: 40%
- Searching One Search: 38%
- Referencing: 38%
- Advanced internet search tips: 30%
- Off Campus Services: 24%
- Subject LibGuides: 19%
- Copyright: 9%
- Special Collections: 9%
- Open access: 8%
- Data management: 8%
- Publishing trends and/or publishing my research: 7%
- Research impact and bibliometrics: 4%
- ERA and HERDC collections: 3%
- Other: 1%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Undergraduate Student (1852 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 62%
- Library website: 52%
- University website: 38%
- Posters (in/around campus): 23%
- Library building noticeboards/displays/TV screens: 19%
- Library Facebook: 12%
- Library blogs: 6%
- Library News: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%
My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 75%
- Using Google, or another search engine to find relevant resources: 65%
- Looking for items in the Library database/eJournals collections: 63%
- Relying on references in a subject outline reading list: 43%
- Looking for items in the Library catalogue (Tropicat): 26%
- Looking for items in Reserve Online (readings & past exams): 24%
- Looking for items in One Search: 22%
- Browsing the Library website for information: 19%
- Consulting subject LibGuides: 19%
- Browsing the Library shelves for items: 14%
When using the Library resources,
(multiple choice)

I almost always find what I need without consulting Library staff or online help or guides - 54%

I usually find what I need and occasionally consult Library staff or online help or guides - 48%

I do not usually find what I need and usually consult Library staff or online help or guides - 3%

I almost always do not find what I need and always consult Library staff or online help or guides - 2%
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Postgraduate Coursework Student
(293 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 81%
- Items on subject/reading lists not available from the Library: 27%
- Items I need always being out on loan: 24%
- Not knowing which database to search: 19%
- Not knowing how to use/combine keywords to find what I want: 16%
- Not knowing how to break a topic down into essential keywords: 14%
- Not knowing where to start looking for information: 13%
- Having to wait for items to be delivered from elsewhere: 10%
- Trying to find help online: 10%
- Lack of online training resources: 7%
- Trying to find Library staff who are able to help: 3%
When I am stuck and need help, I usually:

- Consult other students: 50%
- Consult JCU academic staff: 38%
- Approach the Library InfoHelp desk: 35%
- Consult subject Libguides: 19%
- Contact other Library staff: 16%
- Contact my Liaison Librarian: 14%
- Ask an InfoHelp Rover: 13%
- Other: 9%

What single category best describes you? – JCU Postgraduate Coursework Student (301 responses)
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Postgraduate Coursework Student
(311 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 63%
- Email: 30%
- Phone: 16%
- Use Chat: 9%
- I don’t know: 8%
What single category best describes you? – JCU Postgraduate Coursework Student (296 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 57%
- Database search tips: 43%
- Accessing electronic databases, eJournals, eBooks: 36%
- Searching One Search: 36%
- Advanced internet search tips: 32%
- Referencing: 30%
- Off Campus Services: 26%
- Publishing trends and/or publishing my research: 19%
- Subject LibGuides: 17%
- Data management: 17%
- Copyright: 10%
- Special Collections: 9%
- Open access: 8%
- Research impact and bibliometrics: 6%
- ERA and HERDC collections: 4%
- Other: 1%
I prefer to learn about Library services through:
(multiple choice)

- Library website: 72%
- Email: 59%
- University website: 29%
- Posters (in/around campus): 12%
- Library building noticeboards/displays/TV screens: 11%
- Library blogs: 7%
- Library News: 6%
- Library Facebook: 5%
- Other: 2%
- Library SMS: 2%
- Library Twitter: 2%
What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (212 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in the Library database/eJournals collections: 68%
- Using Google, or another search engine to find relevant resources: 67%
- Looking for items in ResearchOnline@JCU: 53%
- Looking for items in the Library catalogue (Tropicat): 33%
- Looking for items in One Search: 33%
- Browsing the Library website for information: 18%
- Relying on references in a subject outline reading list: 17%
- Browsing the Library shelves for items: 13%
- Consulting subject LibGuides: 12%
- Looking for items in Reserve Online (readings & past exams): 9%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (210 responses)

When using the Library resources,
(multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (53%)
- I usually find what I need and occasionally consult Library staff or online help or guides (47%)
- I do not usually find what I need and usually consult Library staff or online help or guides (3%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (184 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 76%
- Not knowing which database to search: 20%
- Items I need always being out on loan: 17%
- Having to wait for items to be delivered from elsewhere: 13%
- Not knowing how to use/combine keywords to find what I want: 11%
- Items on subject/reading lists not available from the Library: 10%
- Lack of online training resources: 10%
- Not knowing where to start looking for information: 9%
- Trying to find help online: 9%
- Not knowing how to break a topic down into essential keywords: 8%
- Trying to find Library staff who are able to help: 5%
When I am stuck and need help, I usually:

- Consult other students: 43%
- Consult JCU academic staff: 36%
- Approach the Library InfoHelp desk: 34%
- Contact other Library staff: 25%
- Contact my Liaison Librarian: 23%
- Consult subject Libguides: 11%
- Ask an InfoHelp Rover: 7%
- Other: 3%
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 74%
- Email: 41%
- Phone: 13%
- Use Chat: 9%
- I don't know: 2%

What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (211 responses)
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (195 responses)

I want to learn more about: (multiple choice)

- Publishing trends and/or publishing my research: 44%
- Database search tips: 41%
- Accessing electronic databases, eJournals, eBooks: 41%
- Using EndNote: 34%
- Data management: 34%
- Searching One Search: 30%
- Advanced internet search tips: 27%
- Off Campus Services: 26%
- Research impact and bibliometrics: 24%
- Open access: 23%
- Referencing: 20%
- Copyright: 17%
- Special Collections: 13%
- Subject LibGuides: 12%
- ERA and HERDC collections: 11%
- Other: 2%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Postgraduate Research Student (PhD or Masters by Research) (209 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 67%
- Library website: 57%
- University website: 23%
- Posters (in/around campus): 12%
- Library building noticeboards/displays/TV screens: 7%
- Library blogs: 6%
- Library News: 6%
- Library SMS: 6%
- Library Facebook: 5%
- Other: 3%
- Library Twitter: 1%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (37 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 89%
- Consulting subject LibGuides: 70%
- Looking for items in the Library database/eJournals collections: 62%
- Using Google, or another search engine to find relevant resources: 62%
- Relying on references in a subject outline reading list: 49%
- Browsing the Library website for information: 38%
- Looking for items in the Library catalogue (Tropicat): 16%
- Looking for items in One Search: 16%
- Browsing the Library shelves for items: 16%
- Looking for items in Reserve Online (readings & past exams): 14%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (35 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (49%)
- I almost always find what I need without consulting Library staff or online help or guides (46%)
- I do not usually find what I need and usually consult Library staff or online help or guides (9%)
- I almost always do not find what I need and always consult Library staff or online help or guides (3%)
### James Cook University Library Client Survey, June 2015

**What single category best describes you?** – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (30 responses)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJournal articles not being available in full-text</td>
<td>80%</td>
</tr>
<tr>
<td>Not knowing how to use/combine keywords to find what I want</td>
<td>37%</td>
</tr>
<tr>
<td>Not knowing how to break a topic down into essential keywords</td>
<td>37%</td>
</tr>
<tr>
<td>Not knowing which database to search</td>
<td>33%</td>
</tr>
<tr>
<td>Not knowing where to start looking for information</td>
<td>30%</td>
</tr>
<tr>
<td>Items on subject/reading lists not available from the Library</td>
<td>17%</td>
</tr>
<tr>
<td>Lack of online training resources</td>
<td>10%</td>
</tr>
<tr>
<td>Items I need always being out on loan</td>
<td>3%</td>
</tr>
<tr>
<td>Trying to find help online</td>
<td>3%</td>
</tr>
<tr>
<td>Trying to find Library staff who are able to help</td>
<td>3%</td>
</tr>
<tr>
<td>Having to wait for items to be delivered from elsewhere</td>
<td>0%</td>
</tr>
</tbody>
</table>
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (36 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 67%
- Approach the Library InfoHelp desk: 58%
- Consult subject Libguides: 58%
- Consult JCU academic staff: 44%
- Ask an InfoHelp Rover: 39%
- Contact other Library staff: 31%
- Contact my Liaison Librarian: 22%
- Other: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (37 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 89%
- Email: 32%
- Use Chat: 11%
- Phone: 5%
- I don't know: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (36 responses)

I want to learn more about:
(multiple choice)

- Accessing electronic databases, eJournals, eBooks: 47%
- Searching One Search: 47%
- Referencing: 42%
- Database search tips: 39%
- Using EndNote: 39%
- Copyright: 25%
- Subject LibGuides: 25%
- Advanced internet search tips: 22%
- Off Campus Services: 17%
- Data management: 11%
- Publishing trends and/or publishing my research: 8%
- Open access: 8%
- Special Collections: 8%
- ERA and HERDC collections: 8%
- Research impact and bibliometrics: 6%
- Other: 3%
What single category best describes you? – JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) (36 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 64%
- Library website: 53%
- University website: 50%
- Posters (in/around campus): 31%
- Library building noticeboards/displays/TV screens: 28%
- Library Facebook: 14%
- Library blogs: 6%
- Library News: 6%
- Library SMS: 6%
- Other: 3%
- Library Twitter: 3%
My researching a topic usually involves:
(multiple choice)

- Using Google, or another search engine to find relevant resources: 73%
- Looking for items in the Library database/eJournals collections: 60%
- Looking for items in ResearchOnline@JCU: 43%
- Looking for items in the Library catalogue (Tropicat): 41%
- Looking for items in One Search: 20%
- Browsing the Library shelves for items: 15%
- Browsing the Library website for information: 12%
- Consulting subject LibGuides: 12%
- Relying on references in a subject outline reading list: 7%
- Looking for items in Reserve Online (readings & past exams): 7%
When using the Library resources, (multiple choice)

- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
- I usually find what I need and occasionally consult Library staff or online help or guides (40%)
- I almost always find what I need without consulting Library staff or online help or guides (60%)
- I do not usually find what I need and usually consult Library staff or online help or guides (4%)
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Academic/Research Staff (184 responses)

- eJournal articles not being available in full-text: 86%
- Not knowing which database to search: 17%
- Having to wait for items to be delivered from elsewhere: 11%
- Trying to find help online: 10%
- Lack of online training resources: 9%
- Not knowing how to use/combine keywords to find what I want: 8%
- Items I need always being out on loan: 8%
- Items on subject/reading lists not available from the Library: 7%
- Not knowing how to break a topic down into essential keywords: 6%
- Trying to find Library staff who are able to help: 3%
- Not knowing where to start looking for information: 2%
When I am stuck and need help, I usually:

- Contact my Liaison Librarian: 44%
- Consult JCU academic staff: 40%
- Approach the Library InfoHelp desk: 37%
- Contact other Library staff: 23%
- Consult subject Libguides: 11%
- Other: 4%
- Consult other students: 3%
- Ask an InfoHelp Rover: 3%
What single category best describes you? – JCU Academic/Research Staff (217 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 61%
- Email: 44%
- Phone: 32%
- Use Chat: 3%
- I don't know: 2%
What single category best describes you? – JCU Academic/Research Staff (184 responses)

- Database search tips: 41%
- Accessing electronic databases, eJournals, eBooks: 35%
- Using EndNote: 34%
- Searching One Search: 33%
- Advanced internet search tips: 32%
- ERA and HERDC collections: 27%
- Research impact and bibliometrics: 27%
- Publishing trends and/or publishing my research: 27%
- Open access: 23%
- Data management: 22%
- Copyright: 16%
- Off Campus Services: 15%
- Referencing: 11%
- Special Collections: 11%
- Subject LibGuides: 4%
- Other: 2%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Academic/Research Staff (204 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 65%
- Library website: 58%
- University website: 14%
- Posters (in/around campus): 7%
- Library building noticeboards/displays/TV screens: 7%
- Library blogs: 6%
- Library News: 6%
- Library Facebook: 4%
- Library Twitter: 4%
- Other: 3%
- Library SMS: 1%
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Professional and Technical Staff
(97 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 60%
- Using Google, or another search engine to find relevant resources: 49%
- Looking for items in ResearchOnline@JCU: 46%
- Looking for items in the Library catalogue (Tropicat): 33%
- Browsing the Library website for information: 25%
- Browsing the Library shelves for items: 22%
- Looking for items in One Search: 20%
- Consulting subject LibGuides: 16%
- Relying on references in a subject outline reading list: 14%
- Looking for items in Reserve Online (readings & past exams): 12%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Professional and Technical Staff
(102 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (51%)
- I usually find what I need and occasionally consult Library staff or online help or guides (44%)
- I do not usually find what I need and usually consult Library staff or online help or guides (3%)
- I almost always do not find what I need and always consult Library staff or online help or guides (3%)
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Professional and Technical Staff (77 responses)

I am frustrated by: (multiple choice)

- eJournal articles not being available in full-text: 58%
- Not knowing which database to search: 31%
- Not knowing where to start looking for information: 19%
- Items on subject/reading lists not available from the Library: 18%
- Items I need always being out on loan: 16%
- Trying to find help online: 12%
- Having to wait for items to be delivered from elsewhere: 10%
- Not knowing how to use/combine keywords to find what I want: 9%
- Not knowing how to break a topic down into essential keywords: 8%
- Lack of online training resources: 5%
- Trying to find Library staff who are able to help: 4%
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Professional and Technical Staff (96 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 52%
- Contact other Library staff: 39%
- Contact my Liaison Librarian: 24%
- Consult JCU academic staff: 20%
- Consult subject Libguides: 11%
- Consult other students: 10%
- Ask an InfoHelp Rover: 9%
- Other: 4%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Professional and Technical Staff
(109 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 76%
- Email: 31%
- Phone: 16%
- Use Chat: 10%
- I don't know: 1%
James Cook University Library Client Survey, June 2015
What single category best describes you? – JCU Professional and Technical Staff (86 responses)

I want to learn more about:
(multiple choice)

- Accessing electronic databases, eJournals, eBooks: 41%
- Searching One Search: 33%
- Using EndNote: 31%
- Database search tips: 30%
- Data management: 21%
- Advanced internet search tips: 19%
- Copyright: 17%
- Off Campus Services: 15%
- Referencing: 15%
- Special Collections: 15%
- Open access: 13%
- Publishing trends and/or publishing my research: 10%
- ERA and HERDC collections: 6%
- Research impact and bibliometrics: 6%
- Subject LibGuides: 5%
- Other: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – JCU Professional and Technical Staff
(113 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 56%
- Library website: 54%
- University website: 23%
- Library building noticeboards/displays/TV screens: 19%
- Library News: 11%
- Library blogs: 9%
- Posters (in/around campus): 8%
- Library Facebook: 7%
- Other: 5%
- Library SMS: 2%
- Library Twitter: 1%

0% 20% 40% 60% 80% 100%
What single category best describes you? – Graduate of JCU (alumni) (12 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 83%
- Looking for items in the Library database/eJournals collections: 58%
- Using Google, or another search engine to find relevant resources: 58%
- Looking for items in the Library catalogue (Tropicat): 42%
- Browsing the Library shelves for items: 33%
- Consulting subject LibGuides: 25%
- Relying on references in a subject outline reading list: 25%
- Looking for items in One Search: 17%
- Browsing the Library website for information: 8%
- Looking for items in Reserve Online (readings & past exams): 8%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Graduate of JCU (alumni) (12 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides (67%)
- I usually find what I need and occasionally consult Library staff or online help or guides (33%)
- I do not usually find what I need and usually consult Library staff or online help or guides (0%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
James Cook University Library Client Survey, June 2015

What single category best describes you? – Graduate of JCU (alumni) (10 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text (90%)
- Having to wait for items to be delivered from elsewhere (20%)
- Not knowing how to use/combine keywords to find what I want (20%)
- Not knowing where to start looking for information (10%)
- Items on subject/reading lists not available from the Library (10%)
- Items I need always being out on loan (10%)
- Lack of online training resources (10%)
- Not knowing which database to search (0%)
- Trying to find help online (0%)
- Not knowing how to break a topic down into essential keywords (0%)
- Trying to find Library staff who are able to help (0%)
When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 45%
- Consult other students: 45%
- Contact other Library staff: 27%
- Consult JCU academic staff: 18%
- Consult subject Libguides: 18%
- Contact my Liaison Librarian: 9%
- Ask an InfoHelp Rover: 0%
- Other: 0%
What single category best describes you? – Graduate of JCU (alumni) (11 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 73%
- Email: 45%
- Phone: 27%
- Use Chat: 18%
- I don't know: 0%
What single category best describes you? – Graduate of JCU (alumni) (11 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 55%
- Accessing electronic databases, eJournals, eBooks: 45%
- Off Campus Services: 36%
- Searching One Search: 27%
- Database search tips: 27%
- Advanced internet search tips: 27%
- Special Collections: 27%
- Publishing trends and/or publishing my research: 27%
- Subject LibGuides: 27%
- Copyright: 18%
- Referencing: 18%
- Data management: 9%
- Open access: 0%
- ERA and HERDC collections: 0%
- Research impact and bibliometrics: 0%
- Other: 0%
What single category best describes you? – Graduate of JCU (alumni) (11 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 73%
- University website: 36%
- Library website: 27%
- Library blogs: 18%
- Library building noticeboards/displays/TV screens: 9%
- Posters (in/around campus): 9%
- Library Facebook: 9%
- Library News: 0%
- Other: 0%
- Library SMS: 0%
- Library Twitter: 0%
What single category best describes you? – From another University (6 responses)

- Looking for items in the Library database/eJournals collections: 67%
- Using Google, or another search engine to find relevant resources: 50%
- Looking for items in One Search: 50%
- Looking for items in ResearchOnline@JCU: 33%
- Looking for items in the Library catalogue (Tropicat): 33%
- Browsing the Library website for information: 33%
- Relying on references in a subject outline reading list: 33%
- Browsing the Library shelves for items: 0%
- Consulting subject LibGuides: 0%
- Looking for items in Reserve Online (readings & past exams): 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – From another University (5 responses)

When using the Library resources, (multiple choice)

I usually find what I need and occasionally consult Library staff or online help or guides - 100%

I almost always find what I need without consulting Library staff or online help or guides - 0%

I almost always do not find what I need and always consult Library staff or online help or guides - 0%

I do not usually find what I need and usually consult Library staff or online help or guides - 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – From another University (6 responses)

- eJournal articles not being available in full-text: 67%
- Items on subject/reading lists not available from the Library: 33%
- Trying to find Library staff who are able to help: 33%
- Having to wait for items to be delivered from elsewhere: 17%
- Items I need always being out on loan: 17%
- Lack of online training resources: 17%
- Trying to find help online: 0%
- Not knowing which database to search: 0%
- Not knowing how to use/combine keywords to find what I want: 0%
- Not knowing where to start looking for information: 0%
- Not knowing how to break a topic down into essential keywords: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – From another University (6 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult JCU academic staff 50%
- Approach the Library InfoHelp desk 50%
- Consult other students 50%
- Consult subject Libguides 17%
- Other 0%
- Contact other Library staff 0%
- Contact my Liaison Librarian 0%
- Ask an InfoHelp Rover 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – From another University (6 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 83%
- Email: 17%
- Phone: 17%
- Use Chat: 0%
- I don't know: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – From another University (5 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 60%
- Accessing electronic databases, eJournals, eBooks: 40%
- Off Campus Services: 40%
- Database search tips: 20%
- Data management: 20%
- Open access: 20%
- Publishing trends and/or publishing my research: 20%
- ERA and HERDC collections: 20%
- Referencing: 20%
- Special Collections: 0%
- Searching One Search: 0%
- Research impact and bibliometrics: 0%
- Advanced internet search tips: 0%
- Copyright: 0%
- Subject LibGuides: 0%
- Other: 0%
What single category best describes you? – From another University (6 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 67%
- Email: 67%
- University website: 33%
- Library building noticeboards/displays/TV screens: 33%
- Posters (in/around campus): 33%
- Library Facebook: 33%
- Library blogs: 0%
- Library SMS: 0%
- Library Twitter: 0%
- Other: 0%
- Library News: 0%
My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 100%
- Using Google, or another search engine to find relevant resources: 100%
- Looking for items in ResearchOnline@JCU: 100%
- Looking for items in the Library catalogue (Tropicat): 100%
- Browsing the Library website for information: 100%
- Looking for items in Reserve Online (readings & past exams): 100%
- Looking for items in One Search: 0%
- Relying on references in a subject outline reading list: 0%
- Browsing the Library shelves for items: 0%
- Consulting subject LibGuides: 0%
When using the Library resources,
(multiple choice)

- I do not usually find what I need and usually consult Library staff or online help or guides (100%)
- I usually find what I need and occasionally consult Library staff or online help or guides (0%)
- I almost always find what I need without consulting Library staff or online help or guides (0%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
What single category best describes you? – Community User/Visitor (1 responses)

- eJournal articles not being available in full-text: 100%
- Trying to find help online: 100%
- Not knowing which database to search: 100%
- Not knowing how to use/combine keywords to find what I want: 100%
- Not knowing where to start looking for information: 100%
- Not knowing how to break a topic down into essential keywords: 100%
- Items on subject/reading lists not available from the Library: 0%
- Trying to find Library staff who are able to help: 0%
- Having to wait for items to be delivered from elsewhere: 0%
- Items I need always being out on loan: 0%
- Lack of online training resources: 0%
When I am stuck and need help, I usually: (multiple choice)

- Consult JCU academic staff: 0%
- Approach the Library InfoHelp desk: 0%
- Consult other students: 0%
- Consult subject Libguides: 0%
- Contact other Library staff: 0%
- Contact my Liaison Librarian: 0%
- Ask an InfoHelp Rover: 0%
- Other: 100%

What single category best describes you? – Community User/Visitor (1 responses)
What single category best describes you? – Community User/Visitor (1 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 100%
- Email: 0%
- Phone: 0%
- Use Chat: 0%
- I don't know: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Community User/Visitor (1 responses)

I want to learn more about:
(multiple choice)

- Accessing electronic databases, eJournals, eBooks: 100%
- Off Campus Services: 100%
- Database search tips: 100%
- Searching One Search: 100%
- Advanced internet search tips: 100%
- Using EndNote: 0%
- Data management: 0%
- Open access: 0%
- Publishing trends and/or publishing my research: 0%
- ERA and HERDC collections: 0%
- Referencing: 0%
- Special Collections: 0%
- Research impact and bibliometrics: 0%
- Copyright: 0%
- Subject LibGuides: 0%
- Other: 0%
I prefer to learn about Library services through:
(multiple choice)

- Library website: 100%
- Email: 0%
- University website: 0%
- Library building noticeboards/displays/TV screens: 0%
- Posters (in/around campus): 0%
- Library Facebook: 0%
- Library blogs: 0%
- Library SMS: 0%
- Library Twitter: 0%
- Other: 0%
- Library News: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (14 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in the Library database/eJournals collections: 57%
- Using Google, or another search engine to find relevant resources: 57%
- Looking for items in ResearchOnline@JCU: 29%
- Looking for items in the Library catalogue (Tropicat): 29%
- Browsing the Library website for information: 29%
- Browsing the Library shelves for items: 21%
- Consulting subject LibGuides: 21%
- Looking for items in Reserve Online (readings & past exams): 7%
- Relying on references in a subject outline reading list: 7%
- Looking for items in One Search: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (15 responses)

When using the Library resources, (multiple choice)

- I almost always find what I need without consulting Library staff or online help or guides - 47%
- I usually find what I need and occasionally consult Library staff or online help or guides - 27%
- I almost always do not find what I need and always consult Library staff or online help or guides - 20%
- I do not usually find what I need and usually consult Library staff or online help or guides - 7%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (9 responses)

- eJournal articles not being available in full-text: 44%
- Not knowing which database to search: 22%
- Having to wait for items to be delivered from elsewhere: 22%
- Lack of online training resources: 22%
- Not knowing how to use/combine keywords to find what I want: 11%
- Items on subject/reading lists not available from the Library: 11%
- Items I need always being out on loan: 11%
- Not knowing where to start looking for information: 0%
- Trying to find help online: 0%
- Not knowing how to break a topic down into essential keywords: 0%
- Trying to find Library staff who are able to help: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (11 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Approach the Library InfoHelp desk: 45%
- Consult JCU academic staff: 36%
- Other: 9%
- Consult other students: 9%
- Contact other Library staff: 9%
- Consult subject Libguides: 0%
- Contact my Liaison Librarian: 0%
- Ask an InfoHelp Rover: 0%
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 60%
- Phone: 20%
- Email: 13%
- I don’t know: 7%
- Use Chat: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (11 responses)

I want to learn more about: (multiple choice)

- Accessing electronic databases, eJournals, eBooks: 45%
- Database search tips: 27%
- Searching One Search: 18%
- Using EndNote: 18%
- Open access: 18%
- Off Campus Services: 9%
- Advanced internet search tips: 9%
- Special Collections: 9%
- Subject LibGuides: 9%
- Research impact and bibliometrics: 9%
- Publishing trends and/or publishing my research: 0%
- Referencing: 0%
- Data management: 0%
- ERA and HERDC collections: 0%
- Copyright: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

What single category best describes you? – Other (14 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 57%
- Email: 57%
- University website: 36%
- Library building noticeboards/displays/TV screens: 7%
- Posters (in/around campus): 7%
- Library News: 7%
- Library Facebook: 0%
- Library blogs: 0%
- Other: 0%
- Library SMS: 0%
- Library Twitter: 0%
Information Behaviour Report

Are you an International or Domestic Student?
My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 67%
- Looking for items in the Library database/eJournals collections: 65%
- Using Google, or another search engine to find relevant resources: 58%
- Relying on references in a subject outline reading list: 37%
- Looking for items in One Search: 30%
- Looking for items in the Library catalogue (Tropicat): 25%
- Browsing the Library website for information: 25%
- Looking for items in Reserve Online (readings & past exams): 20%
- Consulting subject LibGuides: 19%
- Browsing the Library shelves for items: 15%
When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 52%
- I almost always find what I need without consulting Library staff or online help or guides - 50%
- I do not usually find what I need and usually consult Library staff or online help or guides - 4%
- I almost always do not find what I need and always consult Library staff or online help or guides - 1%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – International Student (320 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 71%
- Items I need always being out on loan: 28%
- Items on subject/reading lists not available from the Library: 20%
- Not knowing which database to search: 19%
- Having to wait for items to be delivered from elsewhere: 14%
- Not knowing how to break a topic down into essential keywords: 14%
- Not knowing how to use/combine keywords to find what I want: 14%
- Not knowing where to start looking for information: 13%
- Trying to find help online: 10%
- Lack of online training resources: 10%
- Trying to find Library staff who are able to help: 6%
James Cook University Library Client Survey, June 2015
Are you an International or Domestic Student? – International Student (350 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 64%
- Approach the Library InfoHelp desk: 36%
- Consult JCU academic staff: 35%
- Contact other Library staff: 19%
- Consult subject Libguides: 15%
- Ask an InfoHelp Rover: 14%
- Contact my Liaison Librarian: 11%
- Other: 1%

- 218-
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – International Student (352 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 86%
- Email: 25%
- Use Chat: 8%
- Phone: 5%
- I don't know: 4%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – International Student (332 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 42%
- Database search tips: 41%
- Accessing electronic databases, eJournals, eBooks: 38%
- Searching One Search: 33%
- Referencing: 33%
- Advanced internet search tips: 29%
- Off Campus Services: 27%
- Data management: 23%
- Publishing trends and/or publishing my research: 23%
- Copyright: 16%
- Open access: 15%
- Subject LibGuides: 14%
- Research impact and bibliometrics: 11%
- Special Collections: 10%
- ERA and HERDC collections: 6%
- Other: 2%
I prefer to learn about Library services through:  
(multiple choice)

- Email: 63%
- Library website: 59%
- University website: 35%
- Posters (in/around campus): 20%
- Library building noticeboards/displays/TV screens: 14%
- Library Facebook: 8%
- Library blogs: 8%
- Library News: 7%
- Library SMS: 5%
- Other: 2%
- Library Twitter: 1%
James Cook University Library Client Survey, June 2015
Are you an International or Domestic Student? – Domestic Student (2182 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 70%
- Looking for items in the Library database/eJournals collections: 61%
- Using Google, or another search engine to find relevant resources: 59%
- Relying on references in a subject outline reading list: 40%
- Consulting subject LibGuides: 36%
- Looking for items in the Library catalogue (Tropicat): 27%
- Looking for items in Reserve Online (readings & past exams): 24%
- Browsing the Library shelves for items: 21%
- Browsing the Library website for information: 21%
- Looking for items in One Search: 19%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – Domestic Student (2146 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 51%
- I almost always find what I need without consulting Library staff or online help or guides - 48%
- I do not usually find what I need and usually consult Library staff or online help or guides - 6%
- I almost always do not find what I need and always consult Library staff or online help or guides - 1%
I am frustrated by:
(multiple choice)

- eBook articles not being available in full-text: 76%
- Not knowing which database to search: 27%
- Items on subject/reading lists not available from the Library: 25%
- Not knowing where to start looking for information: 25%
- Items I need always being out on loan: 22%
- Not knowing how to use/combine keywords to find what I want: 21%
- Not knowing how to break a topic down into essential keywords: 20%
- Having to wait for items to be delivered from elsewhere: 12%
- Trying to find help online: 11%
- Lack of online training resources: 8%
- Trying to find Library staff who are able to help: 6%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – Domestic Student (2135 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 70%
- Consult JCU academic staff: 37%
- Approach the Library InfoHelp desk: 32%
- Consult subject Libguides: 32%
- Contact other Library staff: 18%
- Ask an InfoHelp Rover: 16%
- Contact my Liaison Librarian: 13%
- Other: 5%

0% 20% 40% 60% 80% 100%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – Domestic Student (2175 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 77%
- Email: 27%
- Use Chat: 10%
- Phone: 9%
- I don't know: 7%

Are you an International or Domestic Student? – Domestic Student (2175 responses)
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – Domestic Student (1982 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 48%
- Database search tips: 42%
- Accessing electronic databases, eJournals, eBooks: 40%
- Searching One Search: 38%
- Referencing: 35%
- Advanced internet search tips: 30%
- Off Campus Services: 24%
- Subject LibGuides: 19%
- Publishing trends and/or publishing my research: 11%
- Data management: 10%
- Copyright: 9%
- Special Collections: 9%
- Open access: 9%
- Research impact and bibliometrics: 5%
- ERA and HERDC collections: 4%
- Other: 1%
James Cook University Library Client Survey, June 2015

Are you an International or Domestic Student? – Domestic Student (2117 responses)

I prefer to learn about Library services through: (multiple choice)

- Email: 62%
- Library website: 55%
- University website: 35%
- Posters (in/around campus): 21%
- Library building noticeboards/displays/TV screens: 18%
- Library Facebook: 11%
- Library blogs: 6%
- Library News: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%

- 228-
Information Behaviour Report

Which Library do you use the most?
My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 65%
- Using Google, or another search engine to find relevant resources: 61%
- Looking for items in the Library database/eJournals collections: 60%
- Relying on references in a subject outline reading list: 36%
- Consulting subject LibGuides: 32%
- Looking for items in the Library catalogue (Tropicat): 28%
- Looking for items in One Search: 21%
- Browsing the Library website for information: 21%
- Looking for items in Reserve Online (readings & past exams): 20%
- Browsing the Library shelves for items: 19%
Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus
(1956 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides - 50%
- I almost always find what I need without consulting Library staff or online help or guides - 50%
- I do not usually find what I need and usually consult Library staff or online help or guides - 5%
- I almost always do not find what I need and always consult Library staff or online help or guides - 1%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus
(1805 responses)

I am frustrated by:
(multiple choice)

- eBook articles not being available in full-text: 77%
- Not knowing which database to search: 25%
- Not knowing where to start looking for information: 23%
- Items I need always being out on loan: 22%
- Items on subject/reading lists not available from the Library: 22%
- Not knowing how to use/combine keywords to find what I want: 19%
- Not knowing how to break a topic down into essential keywords: 19%
- Trying to find help online: 11%
- Having to wait for items to be delivered from elsewhere: 10%
- Lack of online training resources: 8%
- Trying to find Library staff who are able to help: 5%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus

(1933 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 63%
- Consult JCU academic staff: 35%
- Approach the Library InfoHelp desk: 34%
- Consult subject Libguides: 28%
- Contact other Library staff: 17%
- Contact my Liaison Librarian: 14%
- Ask an InfoHelp Rover: 13%
- Other: 4%

- 233 -
If I need to ask Library staff for help, I prefer to:
(multiple choice)

- 76% Ask in person
- 29% Email
- 10% Phone
- 9% Use Chat
- 6% I don't know

Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus
(1982 responses)
Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus
(1799 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 46%
- Database search tips: 41%
- Accessing electronic databases, eJournals, eBooks: 39%
- Searching One Search: 36%
- Referencing: 32%
- Advanced internet search tips: 30%
- Off Campus Services: 24%
- Subject LibGuides: 17%
- Publishing trends and/or publishing my research: 14%
- Data management: 12%
- Open access: 10%
- Copyright: 10%
- Special Collections: 9%
- Research impact and bibliometrics: 8%
- ERA and HERDC collections: 6%
- Other: 1%
James Cook University Library Client Survey, June 2015
Which Library do you use the most? – Eddie Koiki Mabo Library, Townsville Campus
(1929 responses)

I prefer to learn about Library services through:
(multiple choice)

- Email: 63%
- Library website: 55%
- University website: 34%
- Posters (in/around campus): 17%
- Library building noticeboards/displays/TV screens: 15%
- Library Facebook: 10%
- Library blogs: 7%
- Library News: 6%
- Other: 3%
- Library SMS: 3%
- Library Twitter: 1%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Cairns Campus Library (815 responses)

My researching a topic usually involves:
(multiple choice)

- Looking for items in ResearchOnline@JCU: 71%
- Looking for items in the Library database/eJournals collections: 66%
- Using Google, or another search engine to find relevant resources: 57%
- Relying on references in a subject outline reading list: 39%
- Consulting subject LibGuides: 33%
- Looking for items in the Library catalogue (Tropicat): 28%
- Looking for items in Reserve Online (readings & past exams): 27%
- Browsing the Library shelves for items: 22%
- Browsing the Library website for information: 20%
- Looking for items in One Search: 20%
Which Library do you use the most? – Cairns Campus Library (809 responses)

When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (51%)
- I almost always find what I need without consulting Library staff or online help or guides (48%)
- I do not usually find what I need and usually consult Library staff or online help or guides (6%)
- I almost always do not find what I need and always consult Library staff or online help or guides (2%)
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Cairns Campus Library (727 responses)

I am frustrated by:
(multiple choice)

- eJournal articles not being available in full-text: 73%
- Items on subject/reading lists not available from the Library: 27%
- Not knowing which database to search: 24%
- Items I need always being out on loan: 23%
- Not knowing where to start looking for information: 19%
- Not knowing how to use/combine keywords to find what I want: 19%
- Having to wait for items to be delivered from elsewhere: 18%
- Not knowing how to break a topic down into essential keywords: 16%
- Trying to find help online: 10%
- Lack of online training resources: 10%
- Trying to find Library staff who are able to help: 8%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Cairns Campus Library (797 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult other students: 64%
- Consult JCU academic staff: 39%
- Approach the Library InfoHelp desk: 33%
- Consult subject Libguides: 26%
- Contact other Library staff: 22%
- Ask an InfoHelp Rover: 19%
- Contact my Liaison Librarian: 18%
- Other: 4%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Cairns Campus Library (817 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 82%
- Email: 26%
- Use Chat: 10%
- Phone: 9%
- I don't know: 4%
Which Library do you use the most? – Cairns Campus Library (730 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 45%
- Database search tips: 42%
- Accessing electronic databases, eJournals, eBooks: 40%
- Searching One Search: 39%
- Referencing: 33%
- Advanced internet search tips: 29%
- Off Campus Services: 23%
- Subject LibGuides: 17%
- Data management: 14%
- Copyright: 13%
- Publishing trends and/or publishing my research: 12%
- Open access: 12%
- Special Collections: 10%
- Research impact and bibliometrics: 7%
- ERA and HERDC collections: 6%
- Other: 2%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Cairns Campus Library (791 responses)

<table>
<thead>
<tr>
<th>Preferred Library Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>60%</td>
</tr>
<tr>
<td>Library website</td>
<td>55%</td>
</tr>
<tr>
<td>University website</td>
<td>33%</td>
</tr>
<tr>
<td>Posters (in/around campus)</td>
<td>25%</td>
</tr>
<tr>
<td>Library building noticeboards/display</td>
<td>21%</td>
</tr>
<tr>
<td>Library Facebook</td>
<td>9%</td>
</tr>
<tr>
<td>Library News</td>
<td>6%</td>
</tr>
<tr>
<td>Library blogs</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Library SMS</td>
<td>3%</td>
</tr>
<tr>
<td>Library Twitter</td>
<td>1%</td>
</tr>
</tbody>
</table>
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in the Library database/eJournals collections: 100%
- Looking for items in Reserve Online (readings & past exams): 100%
- Relying on references in a subject outline reading list: 100%
- Using Google, or another search engine to find relevant resources: 0%
- Looking for items in ResearchOnline@JCU: 0%
- Looking for items in the Library catalogue (Tropicat): 0%
- Browsing the Library website for information: 0%
- Looking for items in One Search: 0%
- Browsing the Library shelves for items: 0%
- Consulting subject LibGuides: 0%
When using the Library resources, (multiple choice)

I do not usually find what I need and usually consult Library staff or online help or guides

I usually find what I need and occasionally consult Library staff or online help or guides

I almost always find what I need without consulting Library staff or online help or guides

I almost always do not find what I need and always consult Library staff or online help or guides

100%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

I am frustrated by:
(multiple choice)

- Not knowing where to start looking for information: 100%
- eJournal articles not being available in full-text: 0%
- Trying to find help online: 0%
- Not knowing which database to search: 0%
- Not knowing how to use/combine keywords to find what I want: 0%
- Not knowing how to break a topic down into essential keywords: 0%
- Items on subject/reading lists not available from the Library: 0%
- Trying to find Library staff who are able to help: 0%
- Having to wait for items to be delivered from elsewhere: 0%
- Items I need always being out on loan: 0%
- Lack of online training resources: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Consult JCU academic staff: 100%
- Consult other students: 100%
- Approach the Library InfoHelp desk: 0%
- Consult subject Libguides: 0%
- Contact other Library staff: 0%
- Contact my Liaison Librarian: 0%
- Ask an InfoHelp Rover: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

If I need to ask Library staff for help, I prefer to:
(multiple choice)

- Ask in person: 100%
- Email: 100%
- Phone: 0%
- Use Chat: 0%
- I don't know: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

I want to learn more about:
(multiple choice)

- Off Campus Services: 100%
- Publishing trends and/or publishing my research: 100%
- Accessing electronic databases, eJournals, eBooks: 0%
- Database search tips: 0%
- Searching One Search: 0%
- Advanced internet search tips: 0%
- Using EndNote: 0%
- Data management: 0%
- Open access: 0%
- ERA and HERDC collections: 0%
- Referencing: 0%
- Special Collections: 0%
- Research impact and bibliometrics: 0%
- Copyright: 0%
- Subject LibGuides: 0%
- Other: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Singapore Campus Library (1 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website 100%
- Library building noticeboards/displays/TV screens 100%
- Email 0%
- University website 0%
- Posters (in/around campus) 0%
- Library Facebook 0%
- Library blogs 0%
- Library SMS 0%
- Library Twitter 0%
- Other 0%
- Library News 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Brisbane Campus Library (7 responses)

My researching a topic usually involves: (multiple choice)

- Looking for items in ResearchOnline@JCU: 86%
- Relying on references in a subject outline reading list: 57%
- Looking for items in the Library database/eJournals collections: 43%
- Using Google, or another search engine to find relevant resources: 43%
- Looking for items in Reserve Online (readings & past exams): 29%
- Consulting subject LibGuides: 14%
- Looking for items in the Library catalogue (Tropicat): 14%
- Browsing the Library shelves for items: 14%
- Browsing the Library website for information: 14%
- Looking for items in One Search: 14%
When using the Library resources, (multiple choice)

- I usually find what I need and occasionally consult Library staff or online help or guides (57%)
- I almost always find what I need without consulting Library staff or online help or guides (43%)
- I do not usually find what I need and usually consult Library staff or online help or guides (0%)
- I almost always do not find what I need and always consult Library staff or online help or guides (0%)
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Brisbane Campus Library (7 responses)

- eJournal articles not being available in full-text: 86%
- Not knowing which database to search: 29%
- Items on subject/reading lists not available from the Library: 14%
- Not knowing how to use/combine keywords to find what I want: 14%
- Not knowing how to break a topic down into essential keywords: 14%
- Trying to find help online: 14%
- Lack of online training resources: 14%
- Trying to find Library staff who are able to help: 14%
- Not knowing where to start looking for information: 0%
- Items I need always being out on loan: 0%
- Having to wait for items to be delivered from elsewhere: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Brisbane Campus Library (6 responses)

When I am stuck and need help, I usually:
(multiple choice)

- Contact other Library staff: 50%
- Consult other students: 33%
- Consult JCU academic staff: 33%
- Consult subject Libguides: 17%
- Other: 17%
- Approach the Library InfoHelp desk: 0%
- Ask an InfoHelp Rover: 0%
- Contact my Liaison Librarian: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Brisbane Campus Library (7 responses)

If I need to ask Library staff for help, I prefer to: (multiple choice)

- Email: 43%
- Ask in person: 29%
- Phone: 14%
- I don’t know: 14%
- Use Chat: 0%
James Cook University Library Client Survey, June 2015

Which Library do you use the most? – Brisbane Campus Library (6 responses)

I want to learn more about:
(multiple choice)

- Using EndNote: 67%
- Accessing electronic databases, eJournals, eBooks: 67%
- Database search tips: 50%
- Publishing trends and/or publishing my research: 33%
- Searching One Search: 33%
- Referencing: 33%
- Advanced internet search tips: 33%
- Subject LibGuides: 17%
- Copyright: 17%
- Off Campus Services: 0%
- Data management: 0%
- Open access: 0%
- Special Collections: 0%
- Research impact and bibliometrics: 0%
- ERA and HERDC collections: 0%
- Other: 0%
Which Library do you use the most? – Brisbane Campus Library (7 responses)

I prefer to learn about Library services through:
(multiple choice)

- Library website: 71%
- Email: 71%
- Library SMS: 29%
- Library building noticeboards/displays/TV screens: 14%
- University website: 14%
- Posters (in/around campus): 14%
- Library Facebook: 14%
- Library News: 0%
- Library blogs: 0%
- Other: 0%
- Library Twitter: 0%