

James Cook University
Library Client Survey

Analysis of verbatim comments

2015



Insync Surveys Pty Ltd

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1. Introduction

Insync Surveys was retained by the James Cook University Library to conduct a survey of its clients in 2015. Quantitative reports of findings have already been presented to the Library.

Qualitative data was also gathered in the survey. Patrons were invited to: *Please give us your suggestions for improvements or any comments about the Library.*

Of the 3548 survey respondents, 1453 (41.0%) provided comments.

The comments were analyzed and responses were quantified into *themes* and *best practice categories*.

The following diagram illustrates the stages in the analytical process:



Note: A comment may contain multiple responses

The analysis in this instance generated 66 themes, incorporating 2669 responses (excluding 20 responses classed as *uncategorized* and 5 classed as *No comment/not applicable*).

Themes are further clustered into *best practice categories*. Five categories are identified – *communication, service delivery, facilities and equipment, library staff* and *information resources* – in line with those used for benchmarking in the Library Client Survey. Responses are also classed into *positive* and *negative* feedback.

This report presents the results of qualitative analysis performed on the free text responses generated by the open ended question.

In 2014, the following university libraries elected to take up the offer of thematic analysis of verbatim comments:

| |
|-----------------------------------|
| Australian Catholic University |
| Australian National University |
| Federation University |
| La Trobe University |
| University of Melbourne |
| University of Newcastle |
| University of Southern Queensland |
| University of Tasmania |
| University of Western Sydney |

For these participants, the comments from the surveys generated 24,887 responses in total.

In this report, comparisons are made between the feedback provided by the users of the James Cook University Library in 2015 and the aggregate feedback of users of the libraries that undertook analysis of verbatim comments in 2014.

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2. Response statistics: Responses

The table below details the number of responses extracted from the verbatim comments. In total, the analysis generated 2669 responses.

| James Cook University Library Client Survey 2015 | | |
|---|------|-------|
| Analysis of Verbatim Comments | | |
| Total Responses = 2669 | | |
| Category | n | % |
| JCU Undergraduate Student | 1872 | 70.1% |
| JCU Postgraduate Coursework Student | 353 | 13.2% |
| JCU Postgraduate Research Student (PhD or Masters by Research) | 172 | 6.4% |
| JCU Academic/Research Staff | 137 | 5.1% |
| JCU Professional and Technical Staff | 58 | 2.2% |
| JCU Pathways Student (Diploma of Higher Education Student, TAC) | 33 | 1.2% |
| Graduate of JCU (alumni) | 14 | 0.5% |
| Other | 12 | 0.4% |
| From another University | 3 | 0.1% |
| <i>Unspecified</i> | 15 | 0.6% |
| Campus/Study Centre | | |
| Townsville | 1543 | 57.8% |
| Cairns | 708 | 26.5% |
| Singapore | 226 | 8.5% |
| Brisbane | 125 | 4.7% |
| Other | 24 | 0.9% |
| Mackay | 17 | 0.6% |
| Townsville City Campus | 16 | 0.6% |
| Thursday Island | 2 | 0.1% |
| Mt Isa | 2 | 0.1% |
| <i>Unspecified</i> | 6 | 0.2% |
| Library | | |
| Eddie Koiki Mabo Library, Townsville Campus | 1572 | 58.9% |
| Cairns Campus Library | 715 | 26.8% |
| Singapore Campus Library | 226 | 8.5% |
| Brisbane Campus Library | 127 | 4.8% |
| <i>Unspecified</i> | 29 | 1.1% |

| James Cook University Library Client Survey 2015 | | |
|---|------|-------|
| Analysis of Verbatim Comments | | |
| Total Responses = 2669 | | |
| College/Research Centre/Institute/Service Division | n | % |
| College of Arts, Society and Education | 569 | 21.3% |
| College of Business, Law and Governance | 541 | 20.3% |
| College of Healthcare Sciences | 383 | 14.3% |
| College of Medicine and Dentistry | 262 | 9.8% |
| College of Science, Technology and Engineering | 252 | 9.4% |
| College of Marine and Environmental Sciences | 244 | 9.1% |
| College of Public Health, Medical and Veterinary Sciences | 204 | 7.6% |
| Not applicable | 106 | 4.0% |
| Division of Academic and Student Life | 41 | 1.5% |
| Research Centre or Institute | 21 | 0.8% |
| Division of Services and Resources | 19 | 0.7% |
| Division of Research and Innovation | 2 | 0.1% |
| <i>Unspecified</i> | 25 | 0.9% |
| Type of student | | |
| Domestic Student | 1946 | 72.9% |
| International Student | 509 | 19.1% |
| <i>Unspecified</i> | 214 | 8.0% |

3. Themes

The following table shows the 66 themes and the number of responses – both *positive* and *negative* – attributed to each. The theme with the highest number of total responses is listed first:

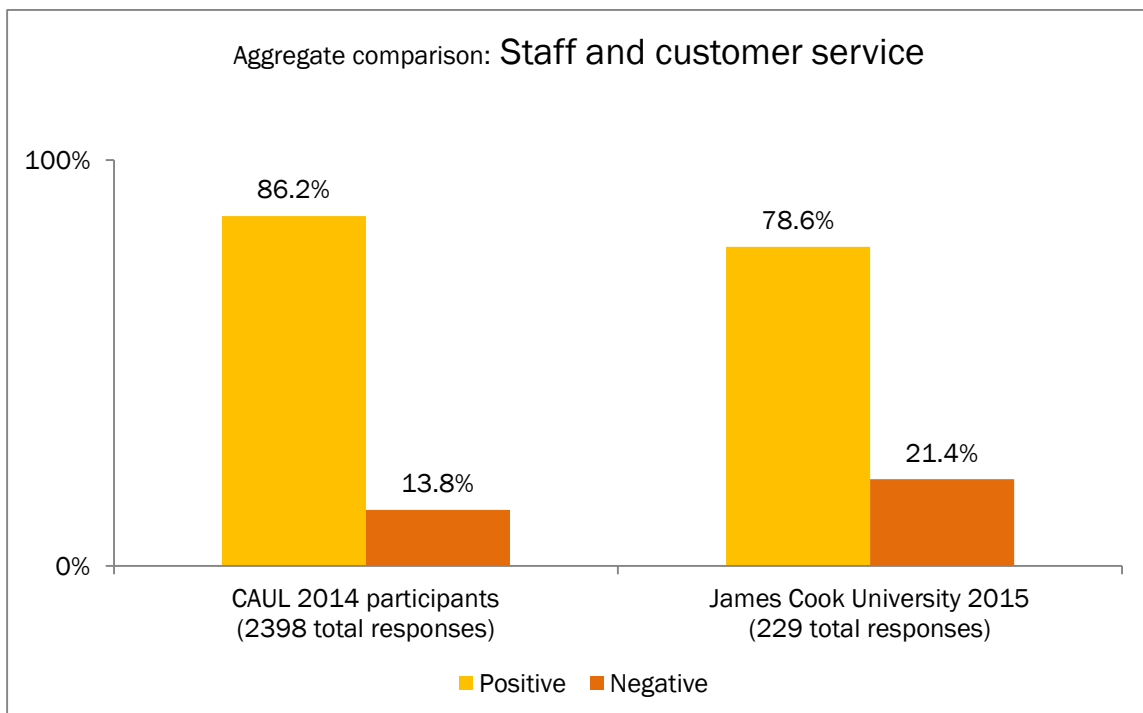
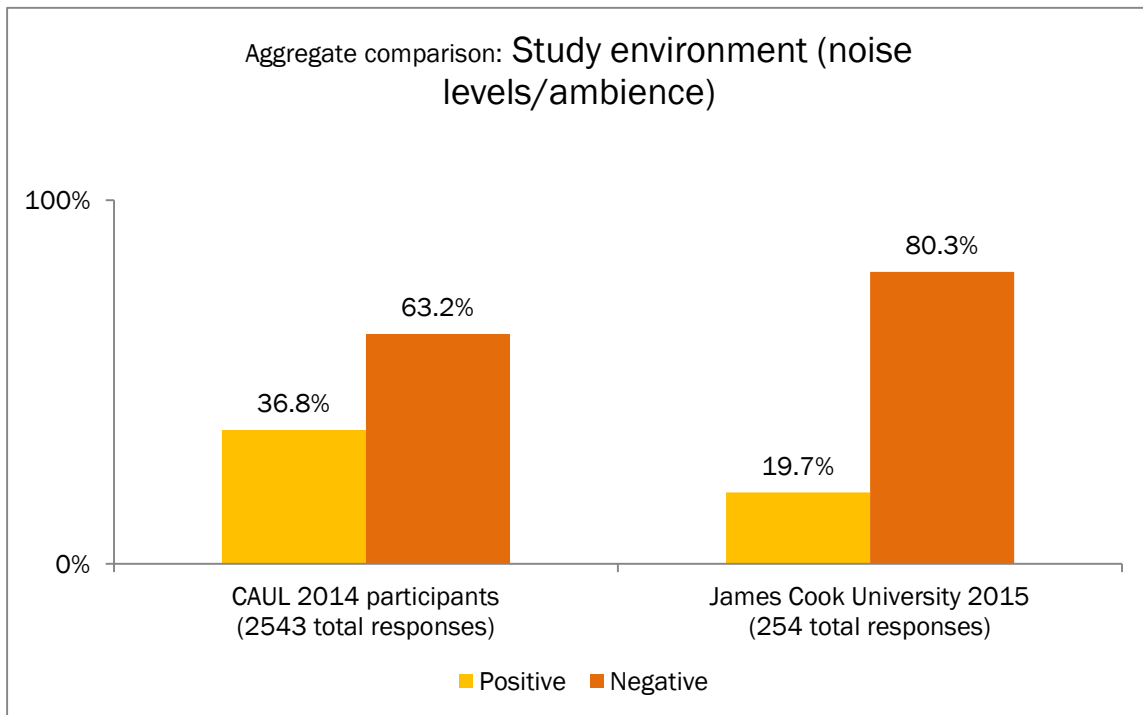
| James Cook University Library Client Survey 2015 | | | | |
|--|------------------------|--------------------|-----|------|
| Analysis of Verbatim Comments | | | | |
| Themes | Total responses = 2669 | | | |
| | Positive responses | Negative responses | n | % |
| Study environment (noise levels/ambience) | 50 | 204 | 254 | 9.5% |
| Staff and customer service | 180 | 49 | 229 | 8.6% |
| Overall satisfaction | 223 | 3 | 226 | 8.5% |
| Computers (numbers/accessibility) | 4 | 168 | 172 | 6.4% |
| Group study facilities (rooms/booking) | 11 | 115 | 126 | 4.7% |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) | 6 | 107 | 113 | 4.2% |
| Space (crowding) | 3 | 105 | 108 | 4.0% |
| Desks and seating (accessibility/ergonomics) | 6 | 94 | 100 | 3.7% |
| Opening hours | 12 | 88 | 100 | 3.7% |
| Wireless (access to internet) | 1 | 99 | 100 | 3.7% |
| Laptop facilities (power/loans) | 5 | 91 | 96 | 3.6% |
| Facilities and amenities | 13 | 73 | 86 | 3.2% |
| Physical collection (books/journals/newspapers/magazines) | 4 | 69 | 73 | 2.7% |
| E-resources (e-journals/databases/e-books) | 20 | 50 | 70 | 2.6% |
| Full-text access (e-journals/e-books) | 6 | 60 | 66 | 2.5% |
| Library skills/orientation (tutorials/tours) | 14 | 44 | 58 | 2.2% |
| Communication/consultation | 5 | 47 | 52 | 1.9% |
| Air temperature/ventilation | 1 | 39 | 40 | 1.5% |
| Search tools (catalogue/metasearch) | 7 | 32 | 39 | 1.5% |
| Printing/scanning/photocopying | 3 | 34 | 37 | 1.4% |
| Staff numbers and availability | 5 | 32 | 37 | 1.4% |
| Loan periods | 0 | 35 | 35 | 1.3% |
| Cleanliness | 5 | 28 | 33 | 1.2% |
| Individual study facilities | 5 | 28 | 33 | 1.2% |
| Resources (overall collection) | 12 | 18 | 30 | 1.1% |
| Toilets (accessibility/cleanliness) | 0 | 29 | 29 | 1.1% |
| Library layout (design/functionality/refurbishments/renovations) | 10 | 18 | 28 | 1.0% |
| Signage | 0 | 25 | 25 | 0.9% |
| Behaviours (eating/drinking/sleeping/desk usage) | 0 | 24 | 24 | 0.9% |
| Remote help and support (phone/online) | 5 | 16 | 21 | 0.8% |
| Referencing | 4 | 15 | 19 | 0.7% |
| Website | 1 | 18 | 19 | 0.7% |
| Service to external/distance students | 8 | 8 | 16 | 0.6% |

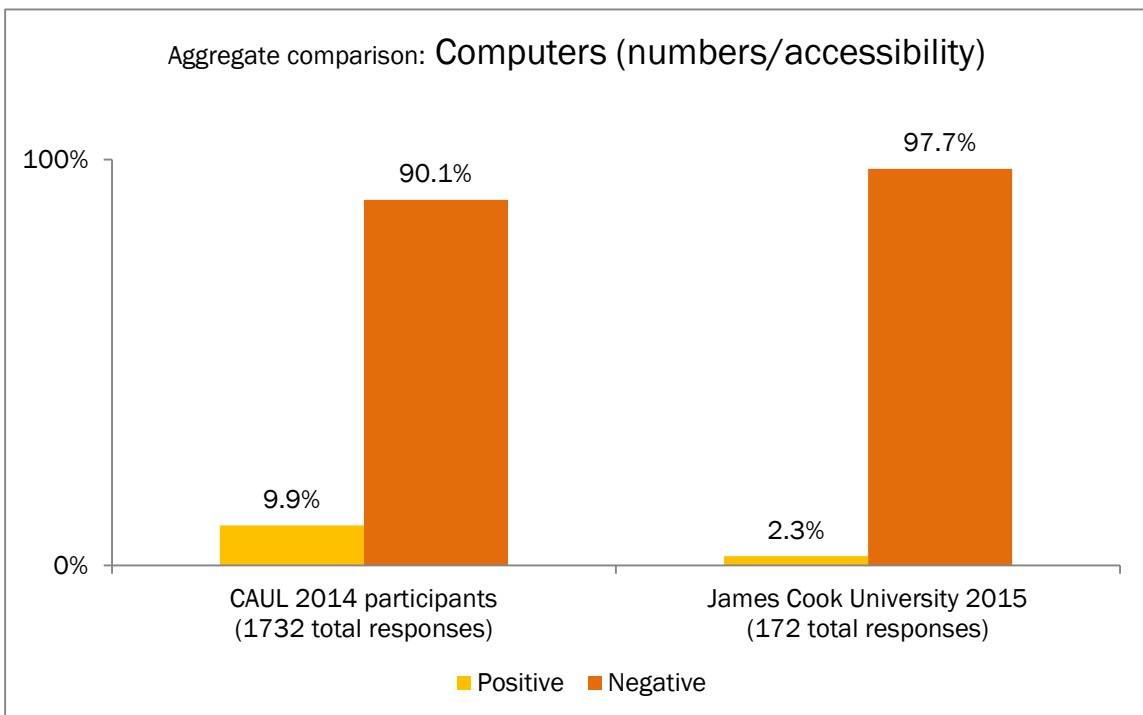
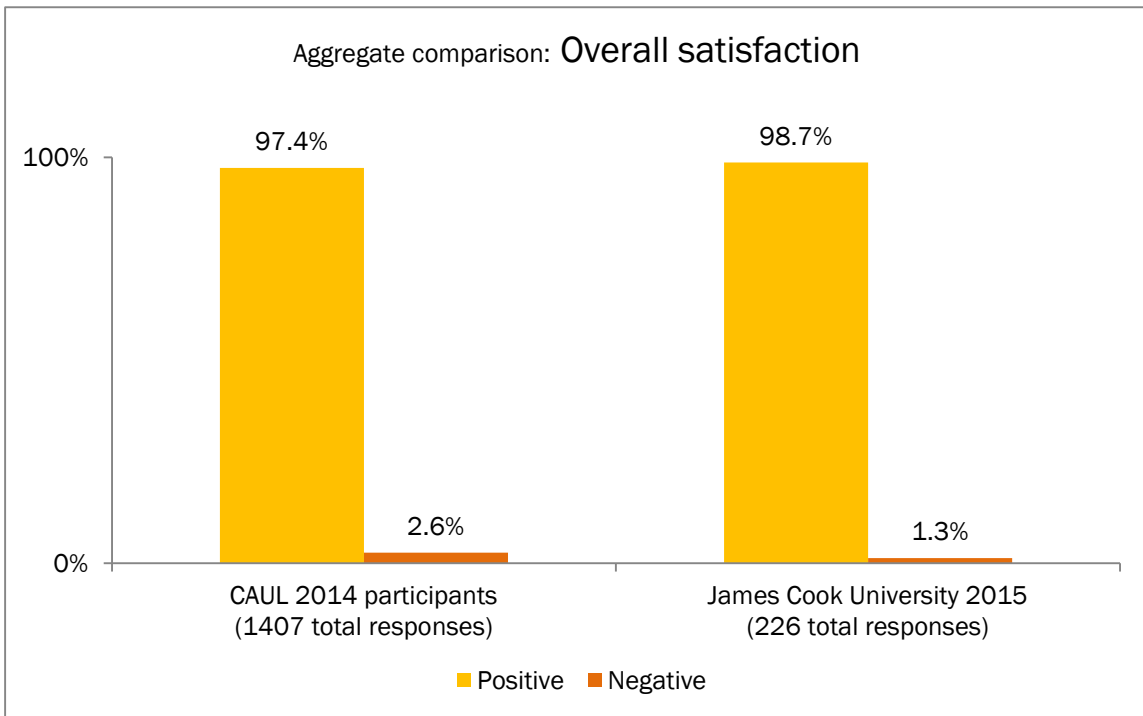
**James Cook University
Library Client Survey 2015**

Analysis of Verbatim Comments

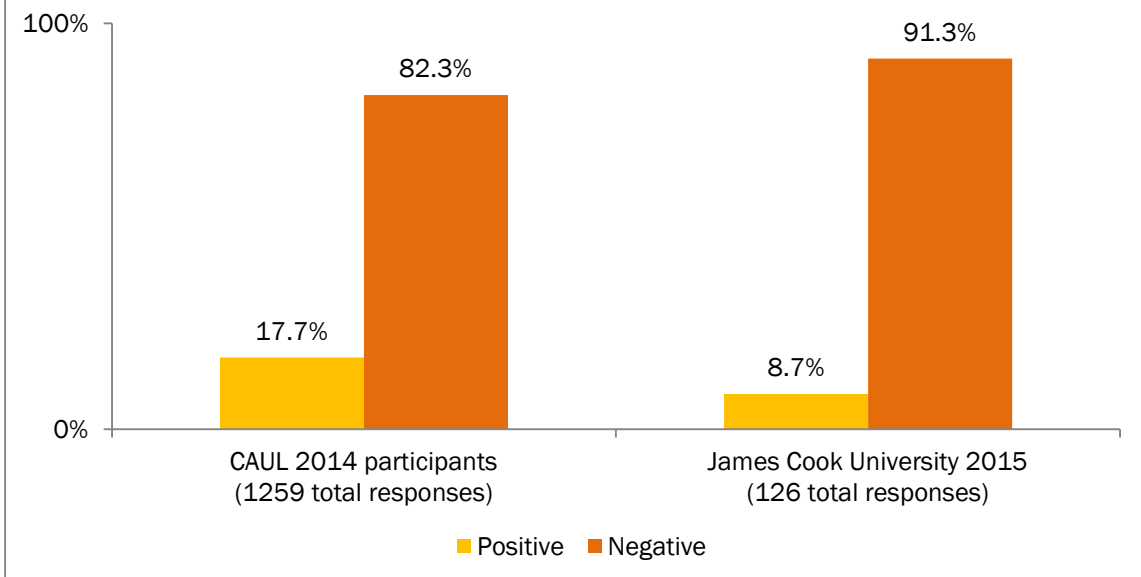
| Themes | Total responses = 2669 | | | |
|--|------------------------|--------------------|-------------|---------------|
| | Positive responses | Negative responses | n | % |
| Equipment (hire/availability) | 0 | 13 | 13 | 0.5% |
| IT support | 1 | 10 | 11 | 0.4% |
| Location of resources (campus) | 0 | 11 | 11 | 0.4% |
| Inter library/campus loans | 3 | 7 | 10 | 0.4% |
| Supply of stationery and accessories (stapler/guillotine/pens) | 1 | 9 | 10 | 0.4% |
| Fines/penalties | 0 | 9 | 9 | 0.3% |
| Off campus access | 4 | 5 | 9 | 0.3% |
| Computer usage (recreational) | 0 | 8 | 8 | 0.3% |
| Reminders/notifications | 0 | 8 | 8 | 0.3% |
| Holds/requests/renewals | 0 | 7 | 7 | 0.3% |
| Parking | 0 | 7 | 7 | 0.3% |
| Items on shelves (arrangement/missing/re-shelving) | 0 | 6 | 6 | 0.2% |
| Security/safety | 0 | 6 | 6 | 0.2% |
| Software/virus protection | 0 | 6 | 6 | 0.2% |
| Borrowing | 0 | 5 | 5 | 0.2% |
| Displays/exhibitions/events | 1 | 4 | 5 | 0.2% |
| Library location on campus (entry/exit/access) | 1 | 3 | 4 | 0.1% |
| Lighting | 0 | 4 | 4 | 0.1% |
| Self serve facilities (check out/recharge) | 1 | 3 | 4 | 0.1% |
| Service to postgraduates and staff | 0 | 4 | 4 | 0.1% |
| Use of mobile devices | 0 | 4 | 4 | 0.1% |
| Maintenance (facilities) | 0 | 3 | 3 | 0.1% |
| Navigating the library (lifts/stairs/maps) | 0 | 3 | 3 | 0.1% |
| Recreational resources (fiction) | 0 | 3 | 3 | 0.1% |
| Survey | 1 | 2 | 3 | 0.1% |
| Collection maintenance (weeding/binding) | 0 | 2 | 2 | 0.1% |
| Online access (login/passwords) | 0 | 2 | 2 | 0.1% |
| Returns (check-in/chutes) | 0 | | 2 | 0.1% |
| Service to international students | 0 | 2 | 2 | 0.1% |
| Browsing | 0 | 1 | 1 | 0.0% |
| Service to alumni/visitors | 0 | 1 | 1 | 0.0% |
| Special collections (theses/microfilm/fiche/reference) | 0 | 1 | 1 | 0.0% |
| Use of SMS | 1 | 0 | 1 | 0.0% |
| Total responses: | 643 | 2026 | 2669 | 100.0% |

4. Major themes (top 5): Aggregate comparisons (CAUL participants 2014)





Aggregate comparison: Group study facilities (rooms/booking)



5. Themes: Top 5 by Campus/Study Centre

| | |
|---|------------|
| Townsville | 532 |
| Study environment (noise levels/ambience) (negative) | 153 |
| Overall satisfaction (positive) | 128 |
| Staff and customer service (positive) | 96 |
| Group study facilities (rooms/booking) (negative) | 83 |
| Computers (numbers/accessibility) (negative) | 72 |
| Cairns | 317 |
| Overall satisfaction (positive) | 75 |
| Staff and customer service (positive) | 67 |
| Computers (numbers/accessibility) (negative) | 66 |
| Wireless (access to internet) (negative) | 51 |
| Study environment (noise levels/ambience) (negative) | 29 |
| Opening hours (negative) | 29 |
| Singapore | 105 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 28 |
| Space (crowding) (negative) | 25 |
| Computers (numbers/accessibility) (negative) | 20 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 18 |
| Desks and seating (accessibility/ergonomics) (negative) | 14 |
| Brisbane | 67 |
| Loan periods (negative) | 19 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 15 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 13 |
| Study environment (noise levels/ambience) (negative) | 10 |
| Space (crowding) (negative) | 10 |
| Mackay | 17 |
| Staff and customer service (positive) | 3 |
| Remote help and support (phone/online) (negative) | 2 |
| Full-text access (e-journals/e-books) (negative) | 2 |
| Facilities and amenities (negative) | 1 |
| E-resources (e-journals/databases/e-books) (negative) | 1 |
| Referencing (negative) | 1 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 1 |
| Space (crowding) (negative) | 1 |
| Study environment (noise levels/ambience) (negative) | 1 |
| Computers (numbers/accessibility) (negative) | 1 |
| Study environment (noise levels/ambience) (positive) | 1 |
| Library layout (design/functionality/refurbishments/renovations) (negative) | 1 |
| Library skills/orientation (tutorials/tours) (positive) | 1 |

| | |
|---|-----------|
| Townsville City Campus | 16 |
| Overall satisfaction (positive) | 2 |
| Study environment (noise levels/ambience) (negative) | 2 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 2 |
| Group study facilities (rooms/booking) (negative) | 2 |
| Facilities and amenities (negative) | 1 |
| Staff numbers and availability (negative) | 1 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 1 |
| Wireless (access to internet) (negative) | 1 |
| Equipment (hire/availability) (negative) | 1 |
| Loan periods (negative) | 1 |
| Air temperature/ventilation (negative) | 1 |
| Library layout (design/functionality/refurbishments/renovations) (negative) | 1 |
| Other | 13 |
| Service to external/distance students (positive) | 4 |
| Full-text access (e-journals/e-books) (negative) | 3 |
| Staff and customer service (positive) | 2 |
| Website (negative) | 2 |
| Communication/consultation (negative) | 2 |
| Mt Isa | 2 |
| Staff and customer service (positive) | 2 |
| Thursday Island | 2 |
| Service to external/distance students (negative) | 1 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 1 |

6. Themes: Top 5 by College/Research Centre/Institute/Service Division

| | |
|---|------------|
| College of Arts, Society and Education | 201 |
| Overall satisfaction (positive) | 61 |
| Staff and customer service (positive) | 58 |
| Study environment (noise levels/ambience) (negative) | 31 |
| Computers (numbers/accessibility) (negative) | 28 |
| Wireless (access to internet) (negative) | 23 |
| College of Business, Law and Governance | 201 |
| Study environment (noise levels/ambience) (negative) | 60 |
| Computers (numbers/accessibility) (negative) | 49 |
| Overall satisfaction (positive) | 33 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 30 |
| Group study facilities (rooms/booking) (negative) | 29 |
| College of Healthcare Sciences | 141 |
| Computers (numbers/accessibility) (negative) | 35 |
| Overall satisfaction (positive) | 31 |
| Staff and customer service (positive) | 30 |
| Study environment (noise levels/ambience) (negative) | 24 |
| Group study facilities (rooms/booking) (negative) | 21 |
| College of Medicine and Dentistry | 98 |
| Overall satisfaction (positive) | 24 |
| Study environment (noise levels/ambience) (negative) | 21 |
| Opening hours (negative) | 20 |
| Staff and customer service (positive) | 18 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 15 |
| College of Science, Technology and Engineering | 97 |
| Overall satisfaction (positive) | 21 |
| Study environment (noise levels/ambience) (negative) | 20 |
| Computers (numbers/accessibility) (negative) | 17 |
| Group study facilities (rooms/booking) (negative) | 15 |
| Desks and seating (accessibility/ergonomics) (negative) | 12 |
| Staff and customer service (positive) | 12 |
| College of Marine and Environmental Sciences | 86 |
| Overall satisfaction (positive) | 21 |
| Study environment (noise levels/ambience) (negative) | 19 |
| Computers (numbers/accessibility) (negative) | 18 |
| Wireless (access to internet) (negative) | 15 |
| Staff and customer service (positive) | 13 |
| College of Public Health, Medical and Veterinary Sciences | 81 |
| Staff and customer service (positive) | 19 |
| Overall satisfaction (positive) | 17 |
| Group study facilities (rooms/booking) (negative) | 14 |
| Study environment (noise levels/ambience) (negative) | 13 |
| Laptop facilities (power/loans) (negative) | 9 |
| Opening hours (negative) | 9 |

| | |
|---|-----------|
| Not applicable | 56 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 11 |
| Overall satisfaction (positive) | 8 |
| Space (crowding) (negative) | 8 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 8 |
| Staff and customer service (positive) | 7 |
| Study environment (noise levels/ambience) (negative) | 7 |
| Computers (numbers/accessibility) (negative) | 7 |
| Division of Academic and Student Life | 27 |
| Toilets (accessibility/cleanliness) (negative) | 5 |
| Staff and customer service (positive) | 4 |
| Library layout (design/functionality/refurbishments/renovations) (negative) | 3 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 3 |
| Group study facilities (rooms/booking) (negative) | 2 |
| Loan periods (negative) | 2 |
| Study environment (noise levels/ambience) (negative) | 2 |
| Space (crowding) (negative) | 2 |
| Cleanliness (negative) | 2 |
| Staff and customer service (negative) | 2 |
| Research Centre or Institute | 21 |
| Overall satisfaction (positive) | 4 |
| Staff and customer service (positive) | 2 |
| E-resources (e-journals/databases/e-books) (negative) | 2 |
| Computers (numbers/accessibility) (negative) | 1 |
| Search tools (catalogue/metasearch) (negative) | 1 |
| Toilets (accessibility/cleanliness) (negative) | 1 |
| Laptop facilities (power/loans) (negative) | 1 |
| Referencing (negative) | 1 |
| Library skills/orientation (tutorials/tours) (negative) | 1 |
| Software/virus protection (negative) | 1 |
| Library skills/orientation (tutorials/tours) (positive) | 1 |
| Study environment (noise levels/ambience) (negative) | 1 |
| Loan periods (negative) | 1 |
| Website (negative) | 1 |
| Behaviours (eating/drinking/sleeping/desk usage) (negative) | 1 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 1 |

| | |
|---|-----------|
| Division of Services and Resources | 19 |
| Study environment (noise levels/ambience) (negative) | 4 |
| Space (crowding) (negative) | 2 |
| E-resources (e-journals/databases/e-books) (negative) | 2 |
| Opening hours (negative) | 2 |
| Staff numbers and availability (negative) | 1 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 1 |
| Facilities and amenities (positive) | 1 |
| Individual study facilities (negative) | 1 |
| Staff and customer service (positive) | 1 |
| Communication/consultation (negative) | 1 |
| Communication/consultation (positive) | 1 |
| Overall satisfaction (positive) | 1 |
| Reminders/notifications (negative) | 1 |
| Division of Research and Innovation | 2 |
| Resources (overall collection) (positive) | 1 |
| Overall satisfaction (positive) | 1 |

7. Themes: Top 5 by Category

| | |
|---|------------|
| JCU Undergraduate Student | 646 |
| Overall satisfaction (positive) | 154 |
| Study environment (noise levels/ambience) (negative) | 149 |
| Computers (numbers/accessibility) (negative) | 141 |
| Group study facilities (rooms/booking) (negative) | 104 |
| Staff and customer service (positive) | 98 |
| JCU Postgraduate Coursework Student | 119 |
| Study environment (noise levels/ambience) (negative) | 28 |
| Staff and customer service (positive) | 26 |
| Overall satisfaction (positive) | 25 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 21 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 19 |
| JCU Postgraduate Research Student (PhD or Masters by Research) | 70 |
| Staff and customer service (positive) | 19 |
| Overall satisfaction (positive) | 15 |
| Study environment (noise levels/ambience) (negative) | 14 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 8 |
| E-resources (e-journals/databases/e-books) (negative) | 7 |
| Full-text access (e-journals/e-books) (negative) | 7 |
| JCU Academic/Research Staff | 68 |
| Staff and customer service (positive) | 21 |
| Overall satisfaction (positive) | 19 |
| E-resources (e-journals/databases/e-books) (negative) | 12 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 9 |
| Search tools (catalogue/metasearch) (negative) | 7 |
| JCU Professional and Technical Staff | 33 |
| Staff and customer service (positive) | 8 |
| Study environment (noise levels/ambience) (negative) | 6 |
| Toilets (accessibility/cleanliness) (negative) | 6 |
| Overall satisfaction (positive) | 4 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 3 |
| Library layout (design/functionality/refurbishments/renovations) (negative) | 3 |
| Staff and customer service (negative) | 3 |
| JCU Pathways Student (Diploma of Higher Education Student, TAC, IHCAP, RATEP, etc) | 19 |
| Staff and customer service (positive) | 5 |
| Library skills/orientation (tutorials/tours) (negative) | 3 |
| Overall satisfaction (positive) | 3 |
| Study environment (noise levels/ambience) (negative) | 2 |
| Group study facilities (rooms/booking) (negative) | 2 |
| Computers (numbers/accessibility) (negative) | 2 |
| Space (crowding) (negative) | 2 |

| | |
|---|-----------|
| Graduate of JCU (alumni) | 14 |
| Staff and customer service (positive) | 2 |
| Overall satisfaction (positive) | 2 |
| Full-text access (e-journals/e-books) (positive) | 1 |
| Space (crowding) (negative) | 1 |
| Service to alumni/visitors (negative) | 1 |
| Laptop facilities (power/loans) (negative) | 1 |
| Staff and customer service (negative) | 1 |
| Staff numbers and availability (positive) | 1 |
| Group study facilities (rooms/booking) (negative) | 1 |
| Toilets (accessibility/cleanliness) (negative) | 1 |
| Computers (numbers/accessibility) (negative) | 1 |
| Search tools (catalogue/metasearch) (positive) | 1 |
| Other | 12 |
| Computers (numbers/accessibility) (negative) | 2 |
| Study environment (noise levels/ambience) (negative) | 2 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 2 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 1 |
| Space (crowding) (negative) | 1 |
| Facilities and amenities (positive) | 1 |
| Wireless (access to internet) (negative) | 1 |
| Laptop facilities (power/loans) (negative) | 1 |
| Opening hours (negative) | 1 |
| From another University | 3 |
| Facilities and amenities (negative) | 1 |
| Wireless (access to internet) (negative) | 1 |
| Study environment (noise levels/ambience) (negative) | 1 |

8. Themes: Top 5 by Type of student

| | |
|---|------------|
| Domestic Student | 670 |
| Overall satisfaction (positive) | 162 |
| Study environment (noise levels/ambience) (negative) | 143 |
| Staff and customer service (positive) | 135 |
| Computers (numbers/accessibility) (negative) | 125 |
| Group study facilities (rooms/booking) (negative) | 105 |
| International Student | 195 |
| Study environment (noise levels/ambience) (negative) | 50 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 38 |
| Computers (numbers/accessibility) (negative) | 37 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 35 |
| Overall satisfaction (positive) | 35 |

9. Themes: Top 5 by Library

| | |
|---|------------|
| Eddie Koiki Mabo Library, Townsville Campus | 539 |
| Study environment (noise levels/ambience) (negative) | 154 |
| Overall satisfaction (positive) | 129 |
| Staff and customer service (positive) | 99 |
| Group study facilities (rooms/booking) (negative) | 84 |
| Computers (numbers/accessibility) (negative) | 73 |
| Cairns Campus Library | 289 |
| Overall satisfaction (positive) | 76 |
| Staff and customer service (positive) | 67 |
| Computers (numbers/accessibility) (negative) | 65 |
| Wireless (access to internet) (negative) | 51 |
| Opening hours (negative) | 30 |
| Singapore Campus Library | 103 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 27 |
| Space (crowding) (negative) | 24 |
| Computers (numbers/accessibility) (negative) | 20 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 20 |
| Desks and seating (accessibility/ergonomics) (negative) | 12 |
| Brisbane Campus Library | 74 |
| Loan periods (negative) | 18 |
| Physical collection (books/journals/newspapers/magazines) (negative) | 14 |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) (negative) | 12 |
| Staff and customer service (negative) | 10 |
| Study environment (noise levels/ambience) (negative) | 10 |
| Space (crowding) (negative) | 10 |

10. Best practice categories

The following charts show the five *Best Practice Categories* – *Communication, Service Delivery, Facilities and Equipment, Library Staff* and *Information Resources* – and the number of responses allocated to each in descending order.

| James Cook University Library Client Survey 2015 Analysis of Verbatim Comments | | | | |
|--|------------------------|--------------------|-------------|---------------|
| Best Practice Category: Facilities and Equipment | | | | |
| Themes | Total responses = 1268 | | | |
| | Positive responses | Negative responses | n | % |
| Study environment (noise levels/ambience) | 50 | 204 | 254 | 20.0% |
| Computers (numbers/accessibility) | 4 | 168 | 172 | 13.6% |
| Group study facilities (rooms/booking) | 11 | 115 | 126 | 9.9% |
| Space (crowding) | 3 | 105 | 108 | 8.5% |
| Desks and seating (accessibility/ergonomics) | 6 | 94 | 100 | 7.9% |
| Wireless (access to internet) | 1 | 99 | 100 | 7.9% |
| Laptop facilities (power/loans) | 5 | 91 | 96 | 7.6% |
| Facilities and amenities | 13 | 73 | 86 | 6.8% |
| Air temperature/ventilation | 1 | 39 | 40 | 3.2% |
| Printing/scanning/photocopying | 3 | 34 | 37 | 2.9% |
| Cleanliness | 5 | 28 | 33 | 2.6% |
| Individual study facilities | 5 | 28 | 33 | 2.6% |
| Toilets (accessibility/cleanliness) | 0 | 29 | 29 | 2.3% |
| Library layout (design/functionality/refurbishments/renovations) | 10 | 18 | 28 | 2.2% |
| Parking | 0 | 7 | 7 | 0.6% |
| Library location on campus (entry/exit/access) | 1 | 3 | 4 | 0.3% |
| Lighting | 0 | 4 | 4 | 0.3% |
| Self serve facilities (check out/recharge) | 1 | 3 | 4 | 0.3% |
| Use of mobile devices | 0 | 4 | 4 | 0.3% |
| Navigating the library (lifts/stairs/maps) | 0 | 3 | 3 | 0.2% |
| Total responses: | 119 | 1149 | 1268 | 100.0% |

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Best Practice Category: Service Delivery

| Themes | Total responses = 592 | | | |
|--|-----------------------|--------------------|------------|---------------|
| | Positive responses | Negative responses | n | % |
| Overall satisfaction | 223 | 3 | 226 | 38.2% |
| Opening hours | 12 | 88 | 100 | 16.9% |
| Library skills/orientation (tutorials/tours) | 14 | 44 | 58 | 9.8% |
| Loan periods | 0 | 35 | 35 | 5.9% |
| Behaviours (eating/drinking/sleeping/desk usage) | 0 | 24 | 24 | 4.1% |
| Remote help and support (phone/online) | 5 | 16 | 21 | 3.5% |
| Referencing | 4 | 15 | 19 | 3.2% |
| Service to external/distance students | 8 | 8 | 16 | 2.7% |
| Equipment (hire/availability) | 0 | 13 | 13 | 2.2% |
| Inter library/campus loans | 3 | 7 | 10 | 1.7% |
| Supply of stationery and accessories (stapler/guillotine/pens) | 1 | 9 | 10 | 1.7% |
| Fines/penalties | 0 | 9 | 9 | 1.5% |
| Computer usage (recreational) | 0 | 8 | 8 | 1.4% |
| Holds/requests/renewals | 0 | 7 | 7 | 1.2% |
| Items on shelves (arrangement/missing/re-shelving) | 0 | 6 | 6 | 1.0% |
| Security/safety | 0 | 6 | 6 | 1.0% |
| Borrowing | 0 | 5 | 5 | 0.8% |
| Displays/exhibitions/events | 1 | 4 | 5 | 0.8% |
| Service to postgraduates and staff | 0 | 4 | 4 | 0.7% |
| Maintenance (facilities) | 0 | 3 | 3 | 0.5% |
| Collection maintenance (weeding/binding) | 0 | 2 | 2 | 0.3% |
| Returns (check-in/chutes) | 0 | 2 | 2 | 0.3% |
| Service to international students | 0 | 2 | 2 | 0.3% |
| Service to alumni/visitors | 0 | 1 | 1 | 0.2% |
| Total responses: | 271 | 321 | 592 | 100.0% |

| James Cook University Library Client Survey 2015 Analysis of Verbatim Comments | | | | |
|--|-----------------------|--------------------|------------|---------------|
| Best Practice Category: Information Resources | | | | |
| Themes | Total responses = 443 | | | |
| | Positive responses | Negative responses | n | % |
| Course/subject specific resources (textbooks/reserve collection/short loans/exams) | 6 | 107 | 113 | 25.5% |
| Physical collection (books/journals/newspapers/magazines) | 4 | 69 | 73 | 16.5% |
| E-resources (e-journals/databases/e-books) | 20 | 50 | 70 | 15.8% |
| Full-text access (e-journals/e-books) | 6 | 60 | 66 | 14.9% |
| Search tools (catalogue/metasearch) | 7 | 32 | 39 | 8.8% |
| Resources (overall collection) | 12 | 18 | 30 | 6.8% |
| Website | 1 | 18 | 19 | 4.3% |
| Location of resources (campus) | 0 | 11 | 11 | 2.5% |
| Off campus access | 4 | 5 | 9 | 2.0% |
| Software/virus protection | 0 | 6 | 6 | 1.4% |
| Recreational resources (fiction) | 0 | 3 | 3 | 0.7% |
| Online access (login/passwords) | 0 | 2 | 2 | 0.5% |
| Browsing | 0 | 1 | 1 | 0.2% |
| Special collections (theses/microfilm/fiche/reference) | 0 | 1 | 1 | 0.2% |
| Total responses: | 60 | 383 | 443 | 100.0% |

| James Cook University Library Client Survey 2015 Analysis of Verbatim Comments | | | | |
|--|-----------------------|--------------------|------------|---------------|
| Best Practice Category: Library Staff | | | | |
| Themes | Total responses = 277 | | | |
| | Positive responses | Negative responses | n | % |
| Staff and customer service | 180 | 49 | 229 | 82.7% |
| Staff numbers and availability | 5 | 32 | 37 | 13.4% |
| IT support | 1 | 10 | 11 | 4.0% |
| Total responses: | 186 | 91 | 277 | 100.0% |

James Cook University
Library Client Survey 2015
Analysis of Verbatim Comments

Best Practice Category: Communication

| Themes | Total responses = 89 | | | |
|----------------------------|----------------------|--------------------|-----------|---------------|
| | Positive responses | Negative responses | n | % |
| Communication/consultation | 5 | 47 | 52 | 58.4% |
| Signage | 0 | 25 | 25 | 28.1% |
| Survey | 1 | 2 | 3 | 3.4% |
| Reminders/notifications | 0 | 8 | 8 | 9.0% |
| Use of SMS | 1 | 0 | 1 | 1.1% |
| Total responses: | 7 | 82 | 89 | 100.0% |

11. Best practice categories: Aggregate comparisons (CAUL participants 2014)

