

Library Website Survey 2017 – Results Summary

Date of survey: The Library website survey ran from mid-May to end of June in 2017

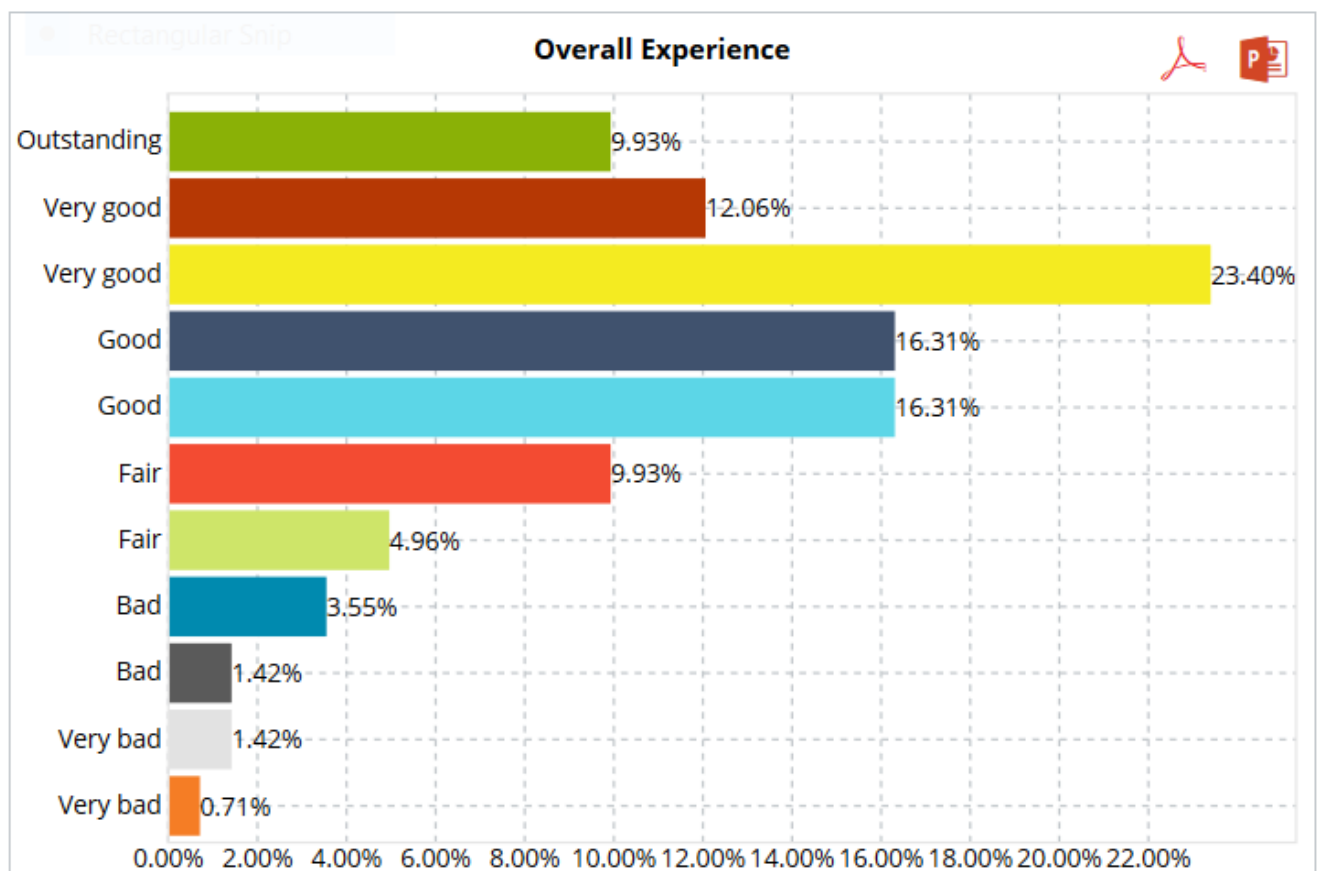
Number of respondents: 141 people responded compared to 134 in 2015.

Demographics of respondents

Staff or Student?	Age	Gender	Location
85 Undergrad students	29 under 25	92 Female	119 Auckland
27 Postgrad students	75 aged 25-44	43 Male	6 Christchurch
13 Academic staff	33 over 44	6 did not answer	2 Palmerston North
9 Professional staff	4 did not answer		2 Tauranga
7 Other			2 Waihi
			10 Other NZ

Satisfaction rate – slight decrease but satisfaction still good

Out of 141 responses 110 rated their experience good (6) or better. The satisfaction rating average was 6.9 out of 10 – with 10 being excellent (compared with 7.4 in 2015)



Primary reason for visits: Using the catalogue & finding articles

The top 3 reasons given for visiting the website were to:

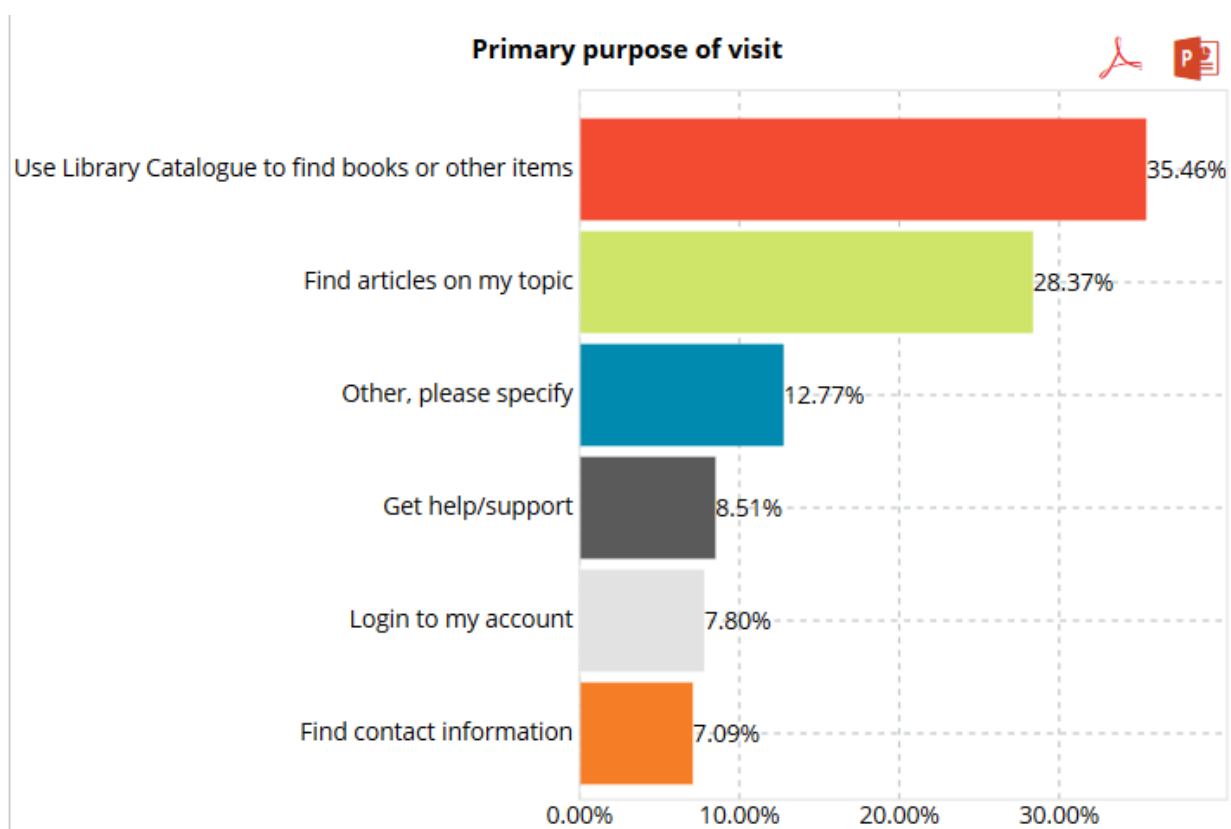
1. use the library catalogue – 50 respondents
2. find articles – 40 respondents
3. 'other' – 18 respondents

Those that said 'other' said the reason for visit was to: Access past exam papers (4), use computer for non-library purposes (4) study (2), check referencing (2), print course material, get contact information, book a study room, use NZ Standards,

Compared to 2015 less people are visiting the site for the purpose of logging in to their account (only 7.8% in 2017, compared to 12.77% in 2015. This decrease in logging in may be due to:

- Users now less likely to login to renew loans as loans have been auto renewed since 2015
- Users now able to view and pay library fines via the student portal since early 2017.

See more details about the 'primary purpose of visit' breakdown in the chart below



Task completion – slight decrease but most still completing task

82% of respondents completed the purpose for visiting the site compared to 88% in 2015.

Reasons given for non-completion of task:

Lack of availability of resources (7)

- The exams weren't available for that paper :(
- The past exam papers for ISCG7414 are not on the Library website. The only one I could find was from 2013
- didn't have a copy in ebook
- I could not access the full article on my topic on a database named Taylor Francis Online
- The Unitec library does not have the book for which I searched
- The item I was after was not available through Unitec library
- The system worked all fine, but Unitec doesn't have access to the articles/latest volumes of the journals that I was looking for.

User encountered difficulty with search and discover (5):

- Couldn't see where the electronic books were - are they off outlook 360 or some other area?
- Could not find any results
- I cannot find the book I need
- I need some training on how to effectively use the library catalogue and databases. This is the first time I have used it.
- it is hard to search what I need by library search, it takes only exactly keyword match.

Access/login issues (2):

- I am being asked to login to Science Direct after accessing via the Library, what is this about? Unable to get the article I am after. Library fail...
- I am not sure and confident how to search and use databases. When I clicked on one of the links it asked for a further login that I did not have so I could not get on. I found it too much of a hassle to go again

Difficulties booking short loan item (2):

- Tried to request for a course reserve for 72 hrs "657.021894 LOF" from the unitec computer, but it didn't successful. Now tried to request through my own laptop, still couldn't. I wonder coz the system says " 0 request" and the same student is using the book keep on renewing and whenever I pop onto to the desk, book is not available. really disappointing.
- Couldn't find out how to reserve a short loan item

Other reasons (not within library control) (5):

- Did not have enough time today to continue my session will go back to it next week
- I had contacted the wrong support area
- IHS Engineering Toolbox seems to crash when trying to access the Standards PDFs. Obviously not a Unitec issue.
- NZS 3604 unavailable on Standards NZ site for technical reasons
- IHS: for standards not working at the moment

What is most valued? Online Resources !

50 respondents said they most valued the website's online resources (such as ebooks, databases and articles). 25 respondents said they valued the website's ease of use and access.

Feature	Number of people who made positive comments	
	2017	2015
Online resources - ebooks, databases and journal articles	50	33
Ease of use/ access / design	25	37
Online Help eg Online tutorials, study toolbox and guides especially APA referencing guide (5)	9	14
Library facilities and spaces especially booking study rooms (4)	8	7
Search - Librarysearch features eg advanced search and my account	8	12
Help from Library Staff eg live help	7	9
Website information generally	3	9

Quotes from respondents:

"Easy and fast access to online readings and ebooks The ease of being able to book rooms and resources via the website Easy to navigate around"

"I have yet to officially start my course or even visit Unitec Mt Albert in person, but through the Unitec Library website I have been able to start researching for my first assignment in my course. Thank you :)"

What could we do to make this website better? SIMPLIFY!

65 of the respondents gave ideas of how the website could be improved. In summary most of the ideas involved:

Simplifying navigation, more engaging design	25
Increasing online resources	13
Improving access, availability, login processes	9
Improving functionality	7
Improving search functionality or features	3
Keeping exam papers updated	2
More help on how to use databases	1
Including site search	1