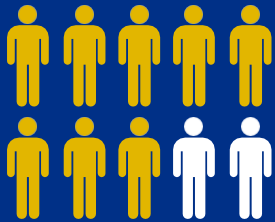THE UNIVERSITY OF
WESTERN
AUSTRALIA

Library Student Survey 2022
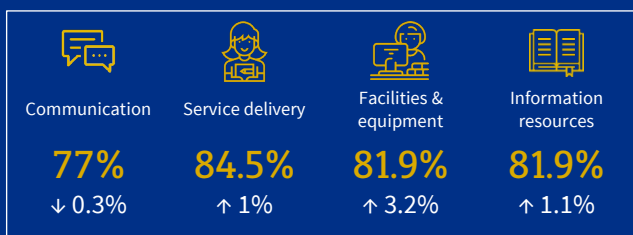
Overall satisfaction

"I'm very much satisfied with the study environment and resources the UWA libraries offer for a better learning experience. The library staff is very cooperative and always willing to provide assistance."

81.7% of students are satisfied with Library Services
↑ 1.3%*

Scorecard performance

Satisfaction is assessed across four broad categories.

Communication	Service delivery	Facilities & equipment	Information resources
77%	**84.5%**	**81.9%**	**81.9%**
↓ 0.3%	↑ 1%	↑ 3.2%	↑ 1.1%

Top 5 importance factors

Respondents ranked the following five factors as most important to them in relation to Library services.

1 I can find a quiet place in the Library to study when I need to

2 I can get wireless access in the Library when I need to

3 OneSearch is useful for finding resources for research or assignments

4 OneSearch is easy to use

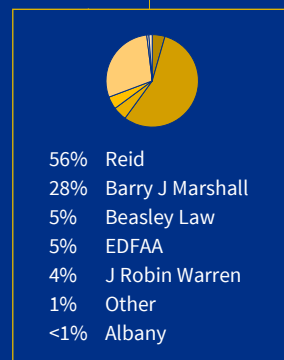5 Online resources (e.g. articles, databases, eBooks) meet my learning and research needs

Top 5 performance factors

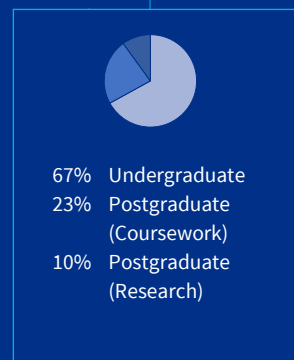Respondents ranked the following five factors as the highest performing by the Library.

1 Opening hours meet my needs

2 A computer is available in the Library when I need one

3 Printing, scanning and photocopying facilities in the Library meet my needs

4 I can get help from library staff when I need it

5 Library staff provide accurate answers to my enquiries or refer me on to someone who can
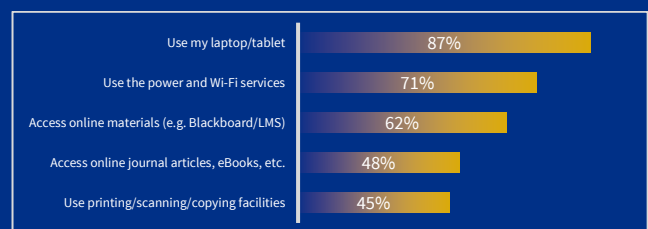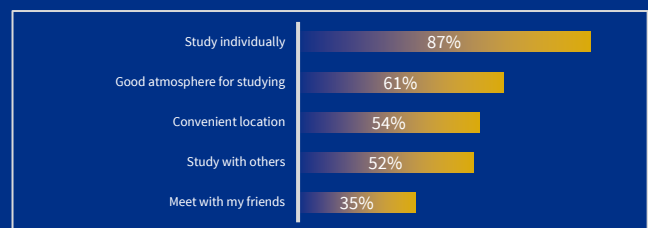
Respondent demographics

Home library

56% Reid
28% Barry J Marshall
5% Beasley Law
5% EDFAA
4% J Robin Warren
1% Other
<1% Albany

Study level

67% Undergraduate
23% Postgraduate (Coursework)
10% Postgraduate (Research)

How you use the Library

Respondents ranked the following five statements in relation to what they do when visiting the Library.

Use my laptop/tablet	87%
Use the power and Wi-Fi services	71%
Access online materials (e.g. Blackboard/LMS)	62%
Access online journal articles, eBooks, etc.	48%
Use printing/scanning/copying facilities	45%

Why you visit the Library

Respondents ranked the following five statements in relation to why they choose to visit the Library.

Study individually	87%
Good atmosphere for studying	61%
Convenient location	54%
Study with others	52%
Meet with my friends	35%

Improvement opportunities

The broad category of **Communication** has been identified as a key improvement area by the Library.

The following have been identified as areas to monitor as potential improvement opportunities.

"Support for **mobile devices** (e.g. desks, power) in the Library meet my needs "

"I can get **wireless access** in the Library when I need to"

"I can find a **quiet place** in the Library when I need to"

"I can find a place in the Library to **work in a group** when I need to"

* Change from 2019 survey