Macquarie University Library User Survey 2016

776 valid responses
4 Prizes given to winners of prize draw
93% gave a rating of at least 6 (out of 9) for ‘How would you rate the overall quality of the service provided by the library?’

Respondents were most satisfied with:

- Library staff who are consistently courteous
- Library staff who have the knowledge to answer user questions

Respondents were least satisfied with:

- Quiet space for individual work
- Library space that inspires study and learning

Changes since 2014 survey

Significantly increased satisfaction with:

- ‘The library provides me with the information skills I need in my work or study’
- ‘The library helps me distinguish between trustworthy and untrustworthy sources’

Significantly decreased satisfaction with:

- Quiet space for individual work

Most common themes of comments

- Helpfulness of staff
- Ambience of the building
- Print and electronic resources
- Availability of places to study
- Noise
- Availability of powerpoints