

May 2003 Top 10 Gaps	Mean Gap	September 2000 Top 10 Gaps	Mean Gap
Number of computer workstations is adequate *	2.87	Prompt action is taken regarding missing books and journals	2.41
Computer facilities/electronic equipment are adequate *	2.23	Library collections are adequate for my needs *	2.04
Photocopying and printing facilities are adequate	1.79	New materials are made accessible when I need them	1.86
The library collection is adequate for my needs *	1.70	Opening hours meet my needs *	1.67
Opening hours meet my needs *	1.49	Library staff keep me informed about new services and collections	1.44
Electronic resources (e.g. databases, ejournals, ebooks) are easily accessed *	1.47	The library catalogue provides clear and useful information *	1.42
Prompt corrective action is taken regarding missing books and journals	1.46	Books and journals are reshelfed quickly	1.31
Library "Voyager" catalogue provides clear and useful information *	1.25	Library staff are focused on the needs of the users	1.19
Information resources (books, print journals, CDs, videos etc) are easily accessed	1.16	Requests for document delivery (intercampus and interlibrary loans) are dealt with in a prompt manner *	1.18
The library environment is conducive to study	1.14	Photocopying machines work adequately and quality is acceptable	1.17

(N.B. Factors marked * have been identified as top 10 importance variables.)