

MEAN PERFORMANCE SCORES**Monash University May 2003****All Customers****Total 2666**

	<u>Performance</u>		<u>Importance</u>	
	<u>Mean</u>	<u>Rank</u>	<u>Mean</u>	<u>Rank</u>
[Q37] Library staff treat me fairly and without discrimination	5.94	1	6.22	6
[Q36] Library staff are courteous and friendly	5.65	2	6.14	10
[Q35] Library staff display professionalism	5.64	3	5.85	24
[Q12] Library staff provide good service	5.59	4	6.23	5
[Q5] Library staff acknowledge and handle problems in a professional manner	5.51	5	6.05	17
[Q13] Library staff provide accurate answers	5.48	6	6.25	4
[Q10] Library staff deliver on promises made to me	5.43	7	5.89	23
[Q22] Library staff respond clearly and accurately to enquiries	5.42	8	6.12	11
[Q20] Service desk staff respond in a timely manner	5.35	9	6.04	18
[Q9] Requests for information are followed through	5.34	10	6.00	19
[Q23] Library "Voyager" catalogue provides clear and useful information	5.27	11	6.52	1
[Q24] Requests for inter library loans are followed through promptly	5.25	12	5.99	21
[Q26] Library web pages provide clear and useful information	5.24	13	6.10	12
[Q38] Library staff take an interest in me and my needs	5.20	14	5.82	26
[Q16] Library staff are readily available to assist me	5.14	15	6.10	13
[Q4] The library provides clear and useful feedback to my queries	5.14	16	5.78	27
[Q21] Books and journals are reshelved quickly	5.10	17	6.00	20
[Q14] Library staff are proactive in their dealings with me	5.06	18	5.70	28
[Q15] The library is an innovative and proactive organisation	4.98	19	5.69	29
[Q34] The library environment is conducive to study	4.94	20	6.09	15
[Q32] Individual seating is adequate	4.92	21	5.92	22
[Q2] Information resources (books, print journals, CDs, videos etc) are easily accessed	4.91	22	6.07	16
[Q7] Information guides (printed and electronic) provided by the library are clear and useful	4.87	23	5.31	34
[Q18] Materials are processed rapidly for inclusion in the collection	4.85	24	5.83	25
[Q3] The library clearly describes the services on offer	4.85	25	5.55	31
[Q28] Adequate signage exists within the library	4.83	26	5.38	33
[Q17] Opening hours meet my needs	4.83	27	6.32	3
[Q27] Adequate services and facilities are provided for users with a disability	4.80	28	4.44	37
[Q25] The library collection is adequate for my needs	4.77	29	6.47	2
[Q1] Electronic resources (e.g. databases, ejournals, ebooks) are easily accessed	4.73	30	6.21	7
[Q8] Library classes and tutorials meet my needs	4.59	31	4.40	38
[Q33] Group study facilities are adequate	4.55	32	5.47	32
[Q31] Photocopying and printing facilities are adequate	4.31	33	6.10	14
[Q11] Library staff act on my suggestions and ideas	4.30	34	4.77	36
[Q19] Prompt corrective action is taken regarding missing books and journals	4.19	35	5.65	30
[Q6] The library keeps me informed about new services and collections	4.13	36	4.87	35
[Q29] Computer facilities/electronic equipment are adequate	3.98	37	6.20	8
[Q30] Number of computer workstations is adequate	3.30	38	6.17	9