

This survey is designed to give you an opportunity to state your views on how well you think Monash University Library performs.

Your opinions are valuable and will help us improve the library.

Please note that although the overall results of the survey will be published, your response is confidential and no personal identifying information will be collected.

The survey will remain online from Monday 9th of May to midnight Monday 23rd of May.

Thank you for your assistance.

Cathrine Harboe-Ree,
University Librarian

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Part 1: General Information

This part asks for some general information about your position at Monash University. This will assist us in looking at differences of opinion across different campuses, categories and faculties.

Which branch of the library do you use most? (Select one only)

- Berwick Library
- Caulfield Library
- Gippsland Library
- Hargrave-Andrew Library (Clayton)
- Law Library (Clayton)
- Sir Louis Matheson Library (Clayton)
- Peninsula Library
- CL Butchers Pharmacy Library (Parkville)
- Other (eg. hospital library)
- Remote access (eg. via web or services for off-campus students)

If you use more than one branch of the library, which

branch do you use the second most? (Select one only, or leave if not applicable)

- Berwick Library
- Caulfield Library
- Gippsland Library
- Hargrave-Andrew Library (Clayton)
- Law Library (Clayton)
- Sir Louis Matheson Library (Clayton)
- Peninsula Library
- CL Butchers Pharmacy Library (Parkville)
- Other (eg. hospital library)

What single category best describes you? (Select one only)

- Undergraduate
- Postgraduate — Research
- Postgraduate — Course work
- Academic/Research Staff
- General Staff
- From another university
- Monash College student
- Other

What is your faculty? (Select all that apply)

- Art and Design
- Business and Economics
- Engineering
- Law
- Pharmacy (Victorian College of Pharmacy)
- Arts
- Education
- Information Technology
- Medicine, Nursing and Health Sciences
- Science
- Other

How often do you physically visit the library?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)
- Never

How often do you access the online library services and

resources (i.e. not on library premises)?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)
- Never

How often are you required to be on campus?

- Daily
- 2-4 days a week
- Weekly
- Fortnightly
- Monthly
- Rarely (i.e. a few times a year)
- Never

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How to fill in this survey

This survey asks you to:

- read statements about various aspects of the library service
- respond to each statement, by asking yourself, “How important is this factor to me?” and giving a rating of 1–7 (7 being “extremely important”)
- then asking yourself “how well do I think the library is performing in this area?” and giving a rating from 1–7 (7 being “performing extremely well”)

For example: You may think that the Monash University Library having adequate signage is not important, therefore ranking it low in **importance**, although you may think the library is performing well in this area, thus ranking it relatively high in **performance**.

	Importance							Performance						
	How <i>important</i> to you is this factor?							How well are we <i>performing</i> in this area?						
	« Low			High »				« Low			High »			
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
EXAMPLE														
1 Adequate signage exists within the library	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

	How important to you is this factor?							How well are we performing in this area?						
	« Low			High »				« Low			High »			
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
16 Library staff are readily available to assist me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17 Opening hours meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 Materials are processed rapidly for inclusion in the collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19 Prompt corrective action is taken regarding missing books and journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 Service desk staff respond in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21 Books and journals are reshelved quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22 Library staff respond clearly and accurately to enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23 Library catalogue provides clear and useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24 Requests to borrow items from other branches are followed through promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 The library collection is adequate for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26 Library web pages provide clear and useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Facilities and Equipment

	Importance							Performance						
	How <i>important</i> to you is this factor?							How well are we <i>performing</i> in this area?						
	« Low			High »				« Low			High »			
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
27 Adequate services and facilities are provided for users with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28 Adequate signage exists within the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29 Computer facilities/electronic equipment are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30 Number of computer workstations is adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31 Photocopying and printing facilities are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32 Individual seating is adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33 Group study facilities are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34 The library environment is conducive to study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Library Staff

	Importance							Performance						
	How <i>important</i> to you is this factor?							How well are we <i>performing</i> in this area?						
	« Low			High »				« Low			High »			
	1	2	3	4	5	6	7	1	2	3	4	5	6	7

1 Please give your general assessment of how satisfied you are with the Monash University Library as a whole

Comments (including positive and negative)

What is the one area we could improve to assist you?

Thank you for your participation.

Your answers have been submitted to Rodski Survey Research, and will remain confidential.

A report of results will be available from www.lib.monash.edu.au in July 2005.

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If you have experienced any technical difficulties with this survey, or have any comments on the user interface, please contact surveys@rodski.com.au.
