

May 2003 Top 10 Gaps	Mean Gap
Number of computer workstations is adequate *	2.87
Computer facilities/electronic equipment are adequate *	2.23
Photocopying and printing facilities are adequate	1.79
The library collection is adequate for my needs *	1.70
Opening hours meet my needs *	1.49
Electronic resources (e.g. databases, ejournals, ebooks) are easily accessed *	1.47
Prompt corrective action is taken regarding missing books and journals	1.46
Library "Voyager" catalogue provides clear and useful information *	1.25
Information resources (books, print journals, CDs, videos etc) are easily accessed	1.16
The library environment is conducive to study	1.14