

Library Student Survey 2019 results and action plan

Survey overview and results

Insync was retained by Monash University Australia Library to conduct a student online survey across all Monash campuses. Monash University Library Malaysia conducted an anonymous Insync Library User Survey from **02 September to 24 September 2019**.

The objective of the Library User survey is to identify key user concerns and address them. The survey displayed 28 statements considered essential to the success of the Library. Students were asked to rate each statement twice – first to measure the importance of each of the statements to them, and second to measure their impressions of the Library's performance on each statement.

The Monash University (Malaysia) Library survey generated a total of **371 responses** (4.7 % of MUM student population):

- **99.2%** respondents were from the main campus; **0.5%** respondents were from Johor Bahru campus and 0.3% were unspecified.
- **81.9%** respondents were domestic students, **17.8%** were international students and 0.3% were unspecified.
- **87.6 %** respondents were undergraduate students; **10.2%** were postgraduate students (research or course work).
- **44.2%** of the respondents were new or first year students.

The Library recorded an **overall score of 75.0 %**, an increase of 4.3% since the 2017 survey according to Insync analysis, with some areas of improvement summarised in the next section. The chart below presents the Library scores in each category, in the benchmark context (28 Australian university libraries completed their benchmark surveys):

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
September 2019	75.5%	76.2%	70.2%	77.4%	75.0%
September 2017	72.4%	72.4%	61.5%	75.4%	70.7%
Highest	84.2%	85.6%	87.2%	85.8%	85.8%
Median	78.5%	82.3%	78.8%	82.2%	80.8%
Lowest	73.2%	78.5%	67.8%	78.8%	75.9%

Note: Benchmark data relates to latest survey

Areas for improvement

Insync analysed the perceived difference – or ‘gap score’ – between the importance and performance scores for each variable. The review of the survey results has identified the following gap scores and improvement opportunities:

- I can find a place in Library to work in a group when I need
- I can find a quiet place in the Library to study when I need to
- A computer is available when is need one

Monash Malaysia Library response and action plan

Area of improvement identified in survey	LLC Response and action plan	Implementation timeline
I cannot find a place in Library to work in a group when I need	The Library offers a large array of group work space on Level 3 including: <ul style="list-style-type: none"> ▪ Collaborative Learning Zone: 146 seats ▪ Engage space: 56 seats ▪ Create space: 54 seats ▪ 8 Discussion Rooms (bookable via LIBCAL): 48 seats The Library offers a total of 304 seats in group work configuration.	2 January 2020
	The refurbished Training Room will offer an increased seating capacity of 54 seats .	23 March 2020
	Effective Semester 1, 2020, the Library will offer of total capacity of 1272 seats .	23 March 2020
I cannot find a quiet place in the Library to study when I need to	The Library repurposed vacated shelf space on Level 2 to increase seating capacity in the Quiet zone. We added 16 individual study carrels, which brings capacity to 290 seats .	15 February 2020
	As the Library pursues its weeding activities - to ensure currency and relevance in Monash university's e-preferred environment- additional shelf space will be repurposed to further expand the Quiet Zone.	Dec 2020- March 2021
I cannot find a computer in the Library or on campus when I need one	In view of the university-wide implementation of BYOD, you are invited to visit the University's BYOD page: https://www.monash.edu.my/its/our-services/students/byod-guidelines	9 March 2020
I cannot access specific software when I need to	The University has introduced MoVE (Monash Virtual Environment) where you can access the specialised software and applications you need - anywhere and anytime. For more information visit https://www.monash.edu.my/its/our-services/students/byod-guidelines	9 March 2020