Durham University Library

2005 User satisfaction survey

A survey instrument developed by SCONUL has been used to identify levels of user satisfaction with Library services for a number of years. The survey was conducted annually from 2000 to 2003, and again in 2005.

This year the questionnaire was made available in libraries on March 10, and on the Library web pages during the period 5 – 14 March. 1955 responses were received, 95% of them electronically. This approach has resulted in a small increase in the representation of research postgraduates and staff compared with previous years, and a very large increase in responses to the invitation to comment.

In previous years, the data has been analysed using the weighting system employed by SCONUL for each of the five scale points to help highlight the differences between similar scores. This year the data has also been analysed in the same way as other satisfaction surveys within the University in order to facilitate internal comparison of satisfaction ratings.

The questionnaire asks respondents to indicate their levels of satisfaction with, and the importance they assign to, sixteen components of library services and facilities. As in previous years, staff competence and helpfulness are the aspects of service with which users are most satisfied; reading list materials and the Reserve collection are least satisfactory. The library overall and ease of finding stock are most important, and the quality of guides and documentation least important.
Importance scores have risen for most of the elements in comparison with the 2003 survey. Satisfaction has increased for some elements and fallen for others. The most noticeable changes over the 5 year period are: for opening hours, for which there was a significant improvement in satisfaction following the extension of hours in 2003 which has now fallen back again; for electronic information services, which are rated of far higher importance now than was previously the case; for the provision of PCs which has dropped in importance, presumably as more students own their own kit; and for photocopying facilities, for which importance and satisfaction scores have now converged. The fall in satisfaction with the Library environment is reflected in very large numbers of comments about the inadequacy of temperature controls in different parts of Library buildings which are variously too hot or cold.

![The Library overall](image-url)
Range of electronic information services

Library catalogue

Provision of computers / PCs