# THE UNIVERSITY OF FIJI LIBRARY

# USER SATISFACTION SURVEY
# FINDINGS & ANALYSIS
# 2025

Prepared by the UoF Library Survey Team

# Contents

# ACKNOWLEDGEMENTS

# AN OVERVIEW OF THE UoF LIBRARY

## Mission Statement

*"The University of Fiji Library is committed to facilitating access to and preserving the information and knowledge resources needed by the University community and enabling access to an impartial, enriched environment for learning and research".*

The Main Library of the University of Fiji is based at Saweni Campus, Lautoka and was established as an Information Resource Centre in 2005. The building that houses the Library is on three levels: ground and level 1 for the Library and level 2 for the ITS Lab. The other campus library which is managed by a staff of two is situated in Samabula, Suva.

The Library holds 21,000 volumes of printed materials and is complemented by 12 databases comprising e-books, full-text journal articles and theses accessible from the library portal 24/7 on the university website. Print serial subscriptions are reducing and mainly cover Pacific titles.

In addition to the General, Reference, Closed Reserve and Periodical collections, the Library also has Special Collections namely; Tagore Collection, Subramani Collection and Narsey Collection situated on level 1 of the Saweni Campus Library. Accessing the details of collection holdings is made possible by the Online Public Access Catalogue available on both floors and the Samabula Campus library.

The UoF Library collections are arranged and classified using the Library of Congress Classification (LCC) system on *Liberty*; a library management system utilized to provide bibliographic records of materials held in the libraries, call numbers to facilitate their address on a particular shelf, the availability for borrowing or reserving materials or books on loan.

In addition to the online databases and OPAC, the Library website provides access to Exam Papers of previous years.

In terms of facilities, the Library provides 98 seats for readers and hosts a special Tagore section room and a lecture/tutorial room to cater 40 students.

User services are in the form of issues, returns, inter-library loans and quick reference queries from the Main Issue Desk on the ground floor and a service desk at level 1. The library email library@unifji.ac.fj is the real-time reference and research assistance avenue. Herein are logged queries for exam papers, quick references, specific research subject bibliographic searches and text books available in the collection for users.

The Library also has in place policies, regulations and procedures to ensure fairness, consistency and transparency in the management of user related issues.

# THE SURVEY

## Previous Surveys

There has never been an in-depth *UoF Library User Satisfaction Survey* where users' views of the Library's collections, services, resources, facilities and management are sought.

## Current Survey

### Objectives

The objectives of this survey were:

(i) To measure levels of user satisfaction of Library collections, resources, services, facilities and management;

(ii) To measure levels of user awareness of Library collections, resources, services facilities and management;

(iii) To measure how successful the Library has been meeting users' needs;

(iv) To identify areas of improvement;

(iv) To benchmark progress against the years ahead to align the UoF Strategic Plan

### Questionnaire

The survey comprising 69 questions were categorized as follows:

Q1-2    Category of user and School/ Centre affiliation

Q3-5    Library and frequency of visit

Q6      Frequently used service or resource on Library portal from UoF website

Q7      Ranking General Collection Books

Q8      Ranking Print Periodicals Collection: Journals, Magazines and Newspapers

Q9      Ranking currentness and content of Special Collections

Q10     Ranking number and content of Audio-visual and Multimedia Collections

Q11     Ranking Online Library Catalogue

Q12     Ranking the Library portal

Q13     Ranking electronic resources available via the Library portal

Q14     Ranking Library services

Q15     Ranking Library facilities

Q16     Ranking number and condition of Library equipment

Q17     Ranking Library management

Q18     Best Library resource, collection or service

Q19     Library resource, collection or service needing most improvement

Q20    Overall rating of the Library

Users were asked to indicate their levels of satisfaction, including lack of awareness, against the following ratings:

Excellent     80% plus
Good        65%-80%
Adequate    50%-65%
Poor        Less than 50%
Unknown    No comment

A positive rating was one described as either 'excellent' or 'good' or 'adequate'. A negative rating was one described as 'poor'.

Instances where 'unknown' was selected or where no ranking was selected was interpreted as 'lack of awareness'.

Concerns were raised during discussions prior to the survey on the number of questions but it was agreed by the Survey Team that this was a first survey being administered and that the number was necessary in order to obtain the breadth of information required about the Library's collections, resources, services, facilities and management. The additional services included in this survey also mirror this necessity.

## Administration

The survey is a first for the University of Fiji Library and included a poster which was designed by the Library Survey Team.

This survey was administered online via UoF *University Announcement* from 19 May to 30 May, 2025 for 2 weeks. In the duration of this time, reminders were sent out 3 times about the survey. The purpose of administering the survey this way was to directly capture the views of the library users; students, staff members and external borrowers from both campuses Saweni and Samabula.

A staff member of the Survey team entered the questions on Google Forms. In collaboration with the ITS staff team, the survey on Google Forms was sent through the *University Announcement* inclusive its poster publicity. As a result, Google Forms was used to provide statistical analysis of all responses.

## Findings and Analysis Presentation

The findings are presented as a percentage (%) based on the number of respondents to each question. As this is a first survey, there are no comparisons with other data.

Actions or possible solutions are provided for consideration and implementation by the Library to address the areas of concerns identified from the survey.

## Response rate, category of respondents and faculty affiliation

A total of 129 [100%] library users participated in the online survey.

Categories of respondents were as follows:

**1. Category of user**
129 responses



- ● Undergraduate student
- ● Postgraduate student
- ● Academic staff
- ● Other staff
- ● External borrower
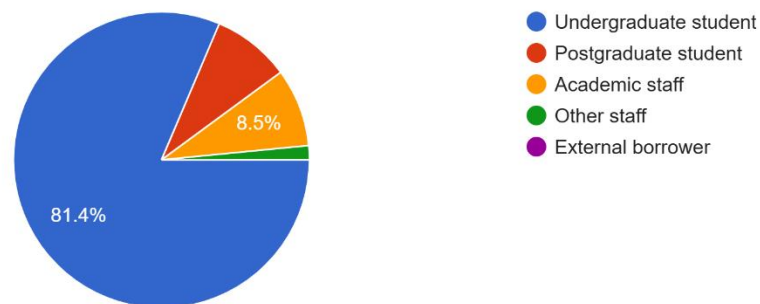
The majority of respondents were undergraduate students (81.4%) with the remaining 18.6% from postgraduates and academic staff (8.5% each) and other staff (1.6%).

The response rate from academic staff and postgraduates is poor and hopefully will not repeat this trend for future survey results.

Schools and Centre affiliation of students and staff members were as follows:

Which School or Centre are you affiliated with (for students and staff)
129 responses



- ● UPSM & HS
- ● JDP SOL
- ● SOHA
- ● SOST
- ● SOBE
- ● CIS
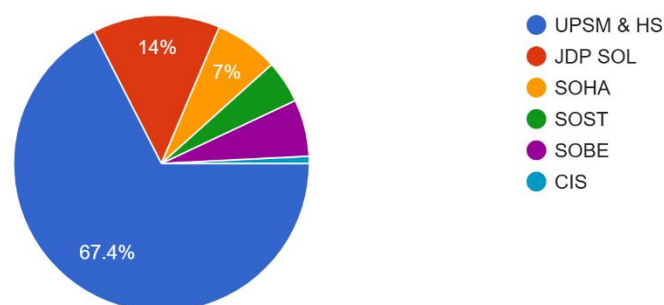
In terms of School affiliation, the highest response was received from UPSM&HS (67.4%), JDPSOL (14%), SOHA (7%), SOBE (6.2%), SOST (4.7%) and CIS (0.8%). Saweni campus respondents (88.4%) and Samabula Campus (10.9%).

## FINDINGS AND ANALYSIS OF THE USER SATISFACTION SURVEY
### 1. Frequency and reason for Library visits

The frequency of Library visits were as follows:

How often do you visit the Library?
129 responses



- Daily or almost daily
- Once a week or more
- Once or twice a month
- Once or twice a semester
- Never
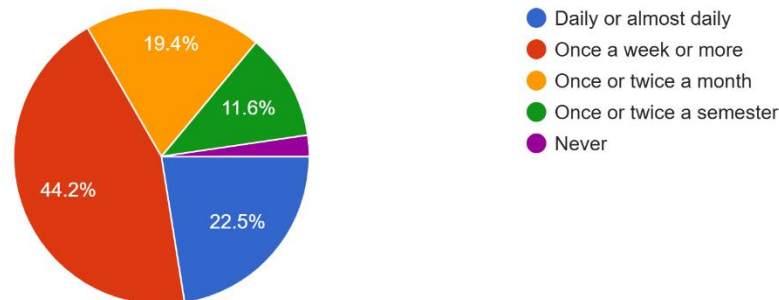
The majority of respondents (44.2%) use the Library at least more than once a week followed by the daily users of the Library at (22.5%), once or twice a month (19.4%), once or twice a semester (11.6%) and those who had never visited the Library at all (2.3%).

What is your MOST frequent reason for visiting the Library?
129 responses



- Issues, returns and renewals
- MFD (photocopy) equipment use
- Newspaper reading
- Online Catalogue
- Reference and research assistance
- Research
- Reference Collection
- Reserve Collection

△ 1/2 ▼
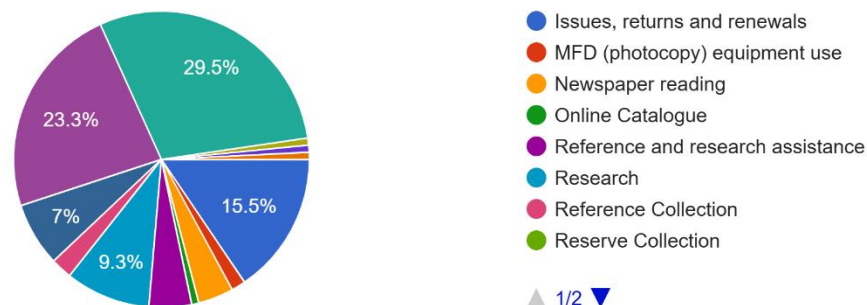
The top five reasons for visiting the Library were as follows: Study Space, Medical Collection, Borrowing and Returns, Research, Law Collection.

The majority of respondents (29.5%) come to use the Study Space followed by Medical Collection (23.3%), Issues, returns and renewals at (15.5%), Research (9.3%), Law Collection (7%), Reference and research assistance (4.7%), Newspaper reading (3.9%), MFD photocopying (1.6%) and at (1%) OPAC, Socializing, Inter-Library Loan and others.

Even with the advent of new technology to support research, learning and teaching, the survey confirms that users still prefer working in the Library space.

In terms of the physical collection, the survey reflects the users need to consult Medical and Law Collection books always.

The usual library operations for issuing, returns and renewals make the Library a popular place and reason to visit.

Research which is closely followed by Reference and research assistance also reflect the need for assistance by our library users in these areas.

The frequency and reasons for Library visits strongly confirms that as an academic support service, the Library continues to play a pivotal role in the Learning and Teaching and research life of students and academics.

## 2. **Frequently used service or resource on the Library portal**

The most frequently used services or resources on the Library portal were as follows:

What service or resource do you use most frequently when you visit the Library Portal on the UoF Website? Please tick one only;  being the most frequent.

129 responses
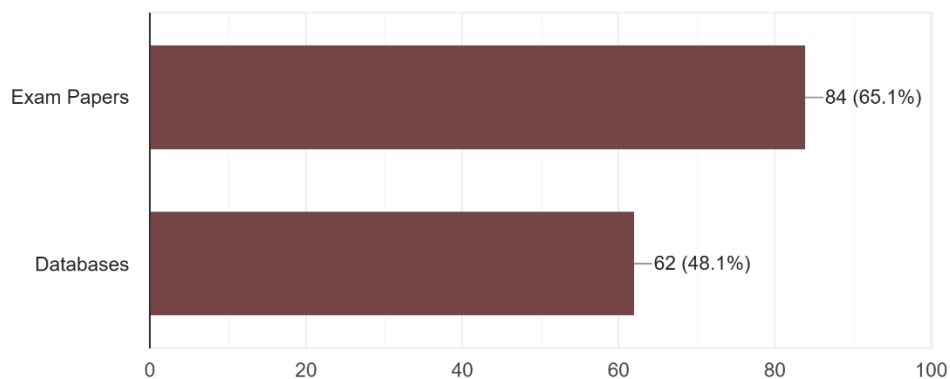


The findings ranked as the most frequently used resource is the Exam Paper (65.1%) followed by Databases (48.1%). Of note is the timing at which this survey was carried out and a possible reason why Exam Papers were favoured by the respondents.

For the UoF libraries, databases procured are kept and accessed through the Library portal. This means that users donot need to physically visit the Library to access the databases because they are available 24/7 online, except when the ITS server is down for maintenance or other purpose.

The online resources being accessed by users is a reflection that users accessing these databases online from home in terms of scalability works. No one has yet to complain that they cannot access the databases. The survey also shows that a good number of medical students are accessing without any problem or technical glitch the medical database *UpToDate*.

The above findings indicate that the Library portal is an important link to online services which requires continuous review and strategic marketing.

## 3. Ranking General Collection Books

Features of the General Collection were rated as follows:
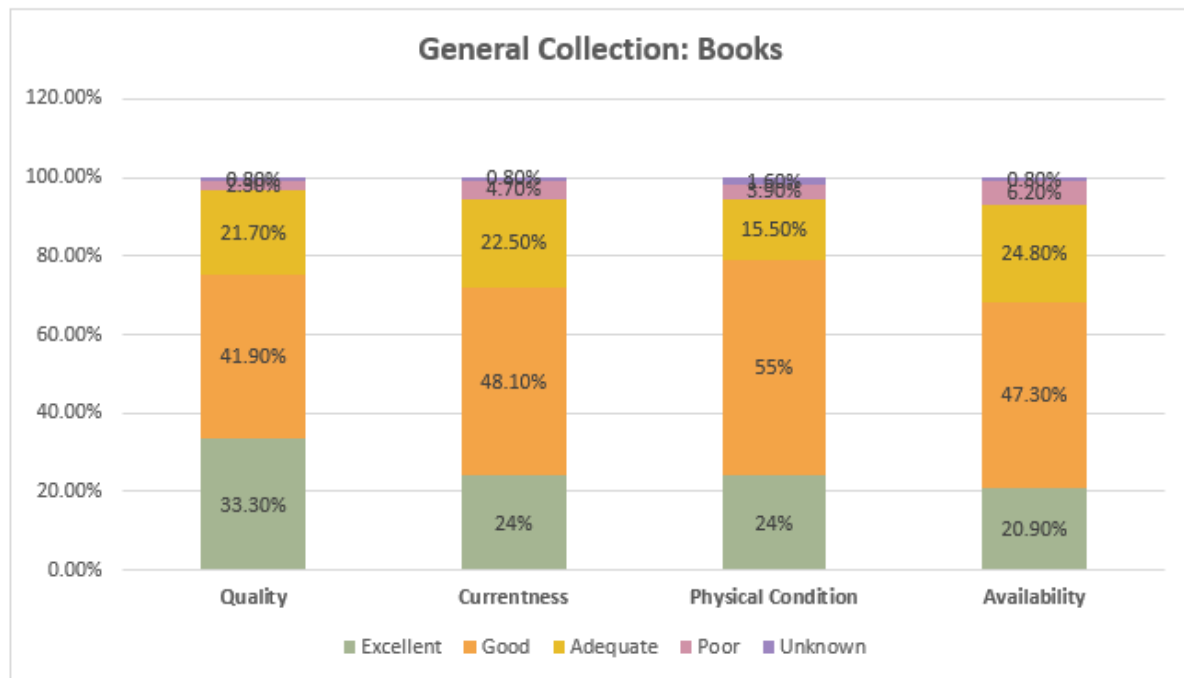


The assessment of the book collection was based on 4 factors; quality, currentness, physical condition and availability. All four factors were highly rated at Good with the highest rating for Quality (96.9%) of the book collection in general. The ratings were from Good to Adequate in the following order: Quality (96.9%), Currentness (94.6%), Physical Collection (94.5%) and Availability (93%).

In terms of the Availability of books, poor rating was highest of concern in this category at 6.20%.

### 3.1 Recommended Action

The Library may wish to consider ordering more e-books to reduce the ongoing problems posed by the physical collections.

## 4. Ranking Print Periodicals Collection: Journals, Magazines, Newspapers

Functionalities of the print Periodicals Collection were rated as follows:
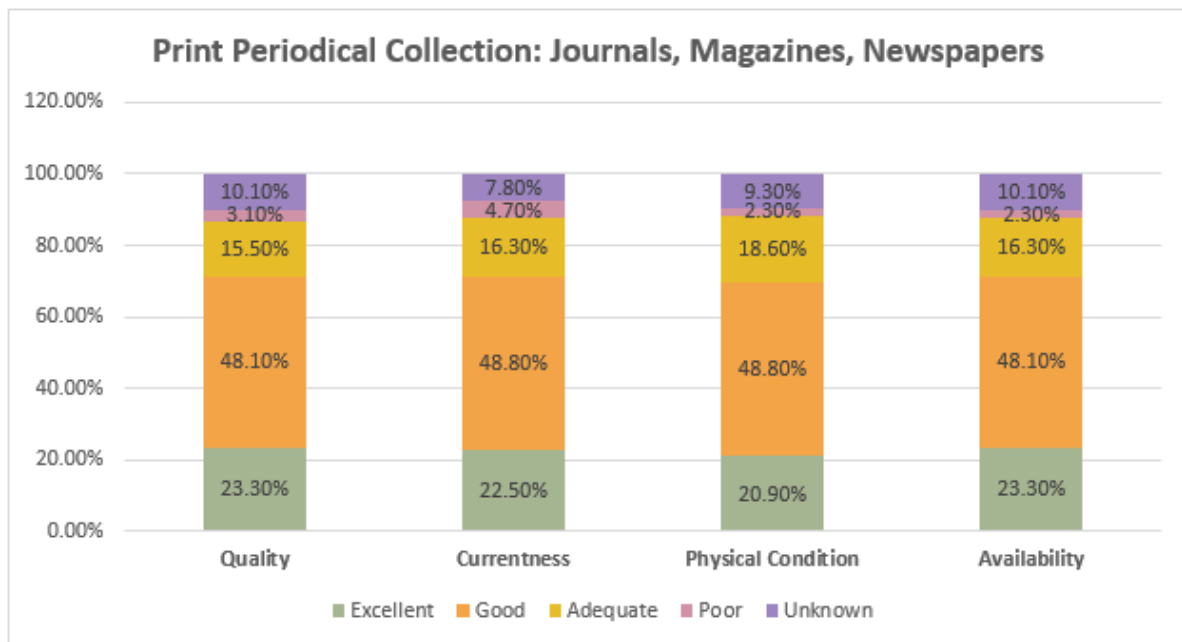


The print serials collections were ranked higher from good to excellent in all aspects; quality, currentness, physical condition and availability. Overall, users are satisfied with this collection. The percentage were as follows: Quality (86.9%), Currentness (87.6%), Physical Collection (88.3%) and Availability (87.7%).

With the reduced periodical collection subscription due their availability of online journals through databases procured, the library will still need to market these as sources of information.

### 4.1 Recommended Action

Vigorous promotion on the library website and newsletter will still need to be engaged to meet the needs of the new cohort of users and new academics each semester.

## 5. Ranking currentness and content of Special Collections

Functionalities of the special collections were rated as follows:
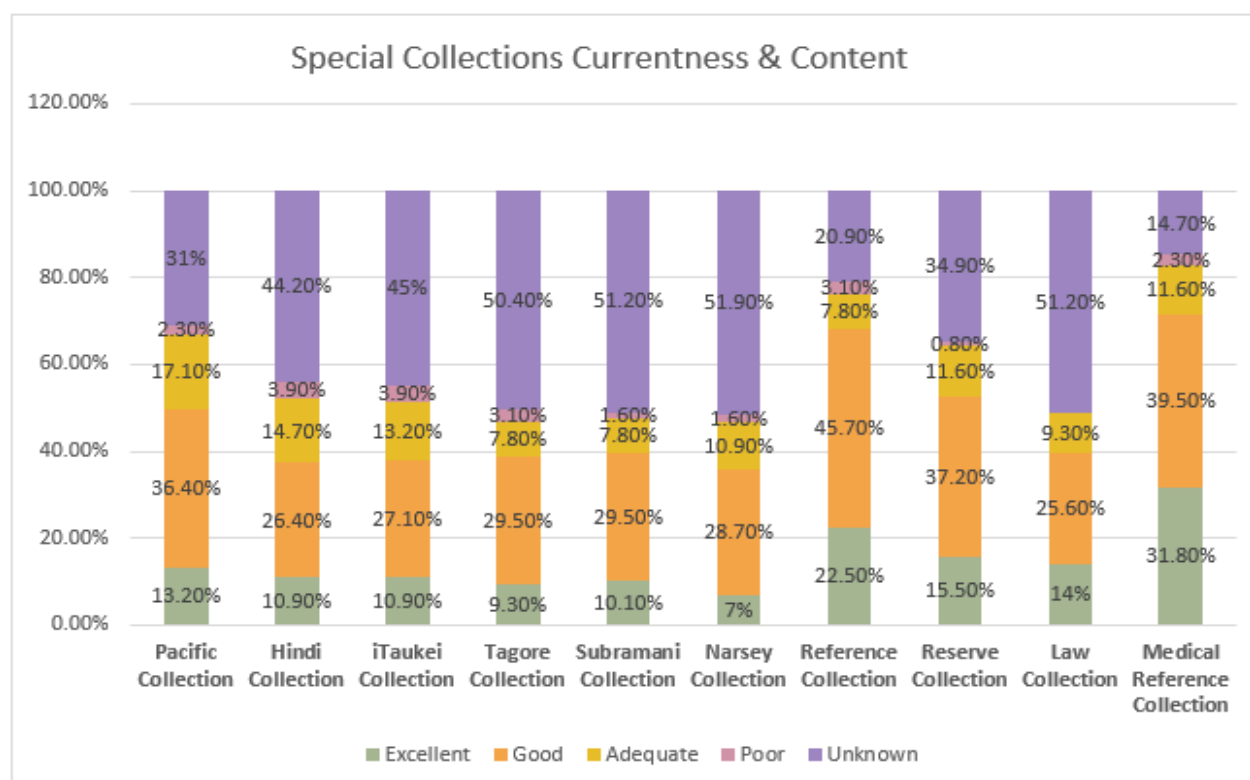


The Special Collections rated highly on the poor to unknown category in the following way: Pacific Collection (33.3%), Hindi Collection (48.1%), iTaukei Collection (48.9%), Tagore Collection (53.5%), Subramani Collection (52.8%), Narsey Collection (53.5%), Reserve Collection (35.7%), Law Collection (51.20%). The level of awareness must be raised so that users know about these collections and the value of information they hold. The Reserve Collection which is where all 'basic recommended reading texts' by Lecturers are kept needs to be marketed vigorously as with the other special collections.

### 5.1 Recommended Action

(i) Vigorous and proactive marketing of the special collections through the *Library Newsletter,* Website and UoF social media pages.
(ii) The Law Collection and Reserve Collection is made known at the student Orientation programme for schools and published in the *Library Newsletter*, Website and social media pages too.

# 6. Ranking the number and content of Audiovisuals and Multimedia collections

Functionalities of the Audiovisual and Multimedia Collections were rated as follows:
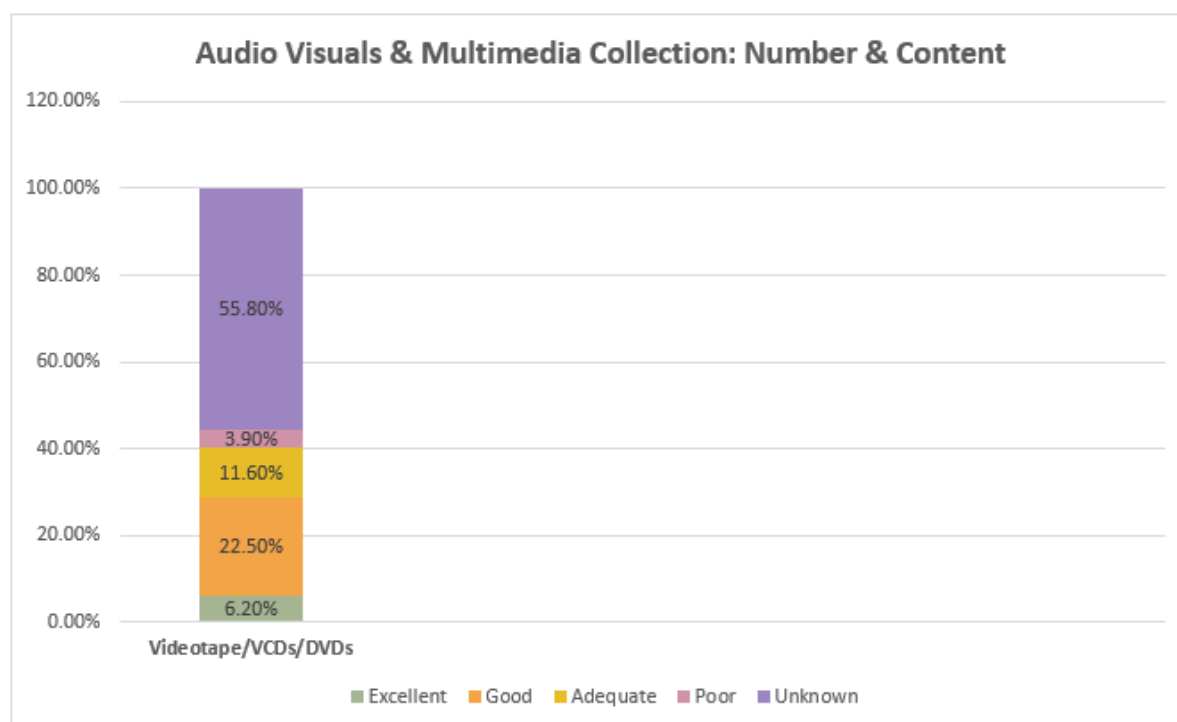


A total of 59.7% rated the collection poor to unknown. Due the introduction of electronic gadgets and the many online formats for holding and storing information, users are not too aware of other types of AV materials that exist and hold information. These resources must still be publicized as they exist and also hold pertinent sources of information for researchers.

## 6.1 Recommended Action

The Library must continue to proactively publicize audio visual and multimedia collections to students, staff members and researchers through the *Library Newsletter*, Displays, Orientation programme with schools and the IRS programme too.

## 7. Ranking the Online Library Catalogue (OPAC)

Functionalities of the online library catalogue were rated as follows:
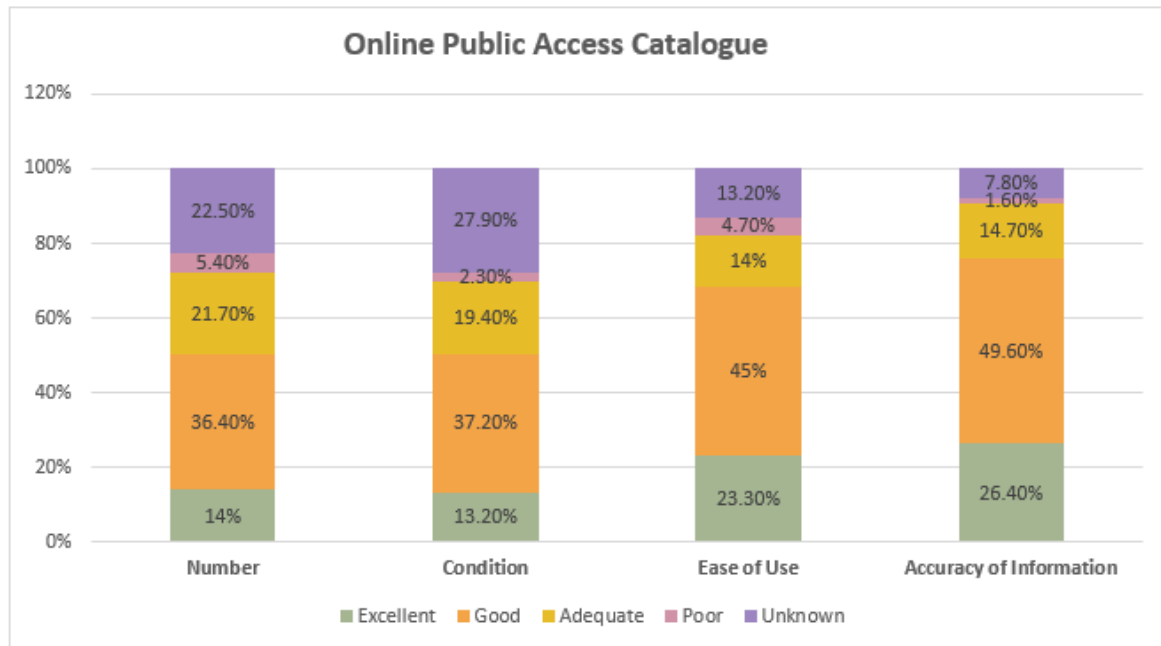


Affirmative ratings from respondents for the Library catalogue confirm that the library has been so far successful in engaging user access to the library's collection of resources. The ratings are as follows: Number (72.1%), Condition (69.8%), Ease of Use (82.3%) and Accuracy of Information (90.7%).

The high satisfaction level maybe attributed to confident users who are taught the use of the catalogue as a result of organized library tours, the information research skills walk-in and rostered sessions which increases the OPAC visibility and use.

### 7.1 Recommended Action

The Library still needs to publicize the OPAC and ensure that users are able to also access this resource externally.

## 8. Ranking the Library Portal

Functionalities of the Library Portal were rated as follows:

**Library Portal**

| | Visibility | Ease of Use | Content | Currentness of Content |
|---|---|---|---|---|
| Unknown | 4.70% | 3.90% | 3.90% | 4.70% |
| Poor | 1.60% | 5.40% | 1.60% | 0.80% |
| Adequate | 16.30% | 14.70% | 17.80% | 19.40% |
| Good | 49.60% | 48.10% | 47.30% | 51.20% |
| Excellent | 27.90% | 27.90% | 29.50% | 24% |

Legend: ■ Excellent ■ Good ■ Adequate ■ Poor ■ Unknown

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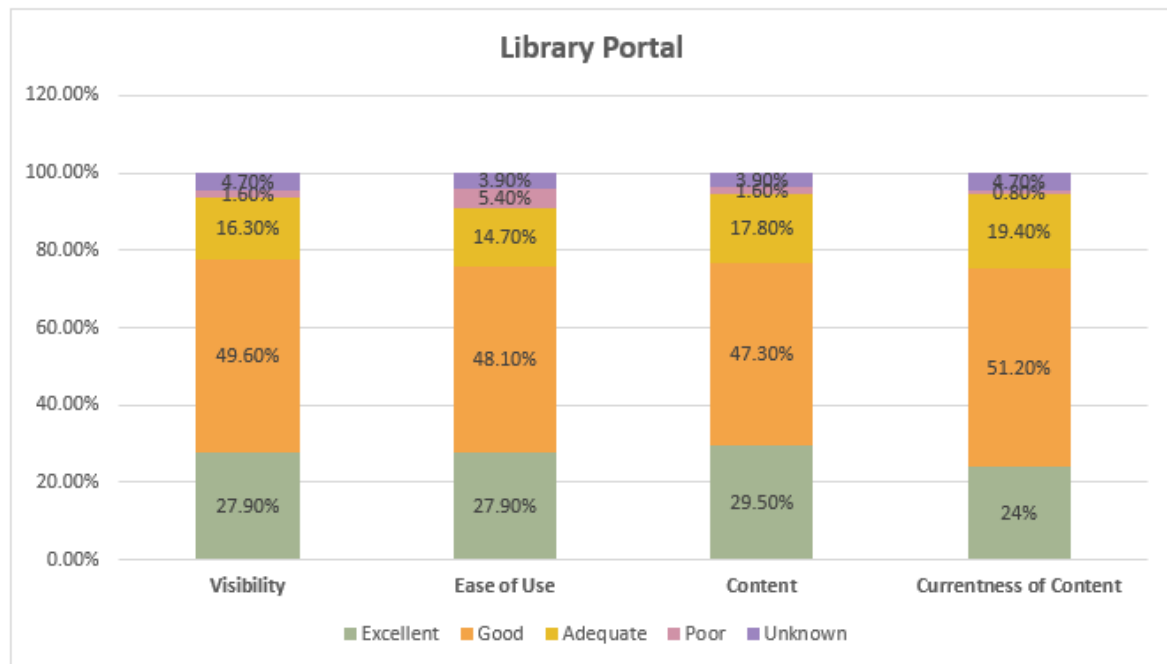
Being the 'window' of the library externally, the portal is very important in reflecting pertinent information that will appeal to users; current students, staff members, potential staff and students who wish to join the University of Fiji. These exceptionally high ratings may attribute the relevant content and library staff role to meet user online need for information. An added issue is the introduction of the IRS 'Information Research Skills' sessions offered by the Library to both undergraduates and postgraduate students and researchers. Visibility (93.8%), Ease of Use (90.7%), Content (94.6%), Currentness of Content (94.6%).

It is indeed important that a well-designed portal or library website in the future with updated current content complemented by committed and hard-working library staff contributes to student and staff access in the areas of learning and teaching.

## 9. **Ranking Electronic Resources Available on the Library Portal**

Electronic Resources on the Library Portal Ratings



Electronic Resources Available Via the Library Portal
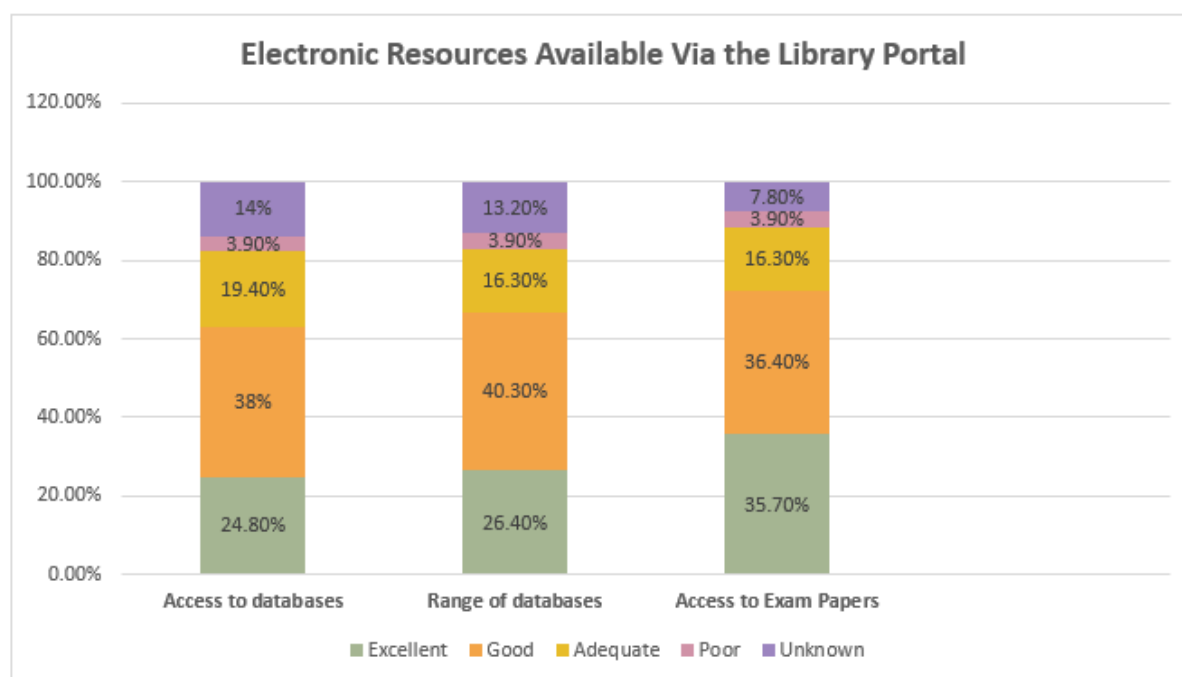
The Library has both subscriptions to databases as well as documentation owned by the University in the form exam papers available for access on the library portal. The 3 areas Accessibility (82.2%), Range (83%) and Access to Exam Papers (88.4%) were rated highly and showed the respondent sample which was made up of mainly undergraduate students (81.4%).

This high satisfaction rate confirms the changing requirements of learning and the need for the library to meet users who are more prone to using electronic resources and/or online resources from their hand-held gadgets and devices. The awareness and publicity must continue by the Library noting the poor (11.7%) and unknown (35%) ratings received by the survey respondents.

### 9.1 Recommended Action

(i) Continued assessment of electronic resources is to be maintained and updated. If replacements are to be made, then reputable and cost-efficient ones must be considered through transformative partnerships in consortiums, twinning through MOUs with the UoF so that resource and cost-sharing is considered and actioned.

(ii) The Library continues through the Orientation sessions, an update of all its electronic resources.

(iii) Frequent updates of databases to be included in the *Library Newsletter* and social media platforms including the library website.

## 10. Frequently used Online Databases
Ratings for the 2 most frequently used online databases.

Indicate the two (2) online databases on the library portal that you use most frequently

129 responses

| Database | Responses |
|---|---|
| Cambridge Journal Online | 20 (15.5%) |
| HeinOnline | 14 (10.9%) |
| ICLR | 0 (0%) |
| Nature Publishing | 6 (4.7%) |
| Oxford Journals | 25 (19.4%) |
| Oxford Reference | 30 (23.3%) |
| ProQuest | 24 (18.6%) |
| Research4Life | 29 (22.5%) |
| UpToDate | 57 (44.2%) |
| Web of Science (formerly Web… | 18 (14%) |
| Wiley Onlie | 8 (6.2%) |
| Other (please specify)_____… | 9 (7%) |
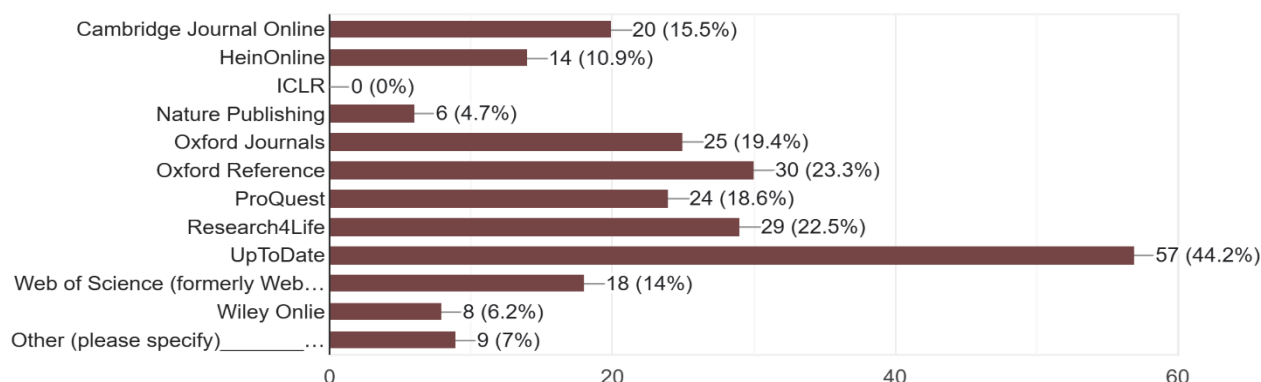
Of the databases procured by the Library, the 2 most heavily used are UpToDate (44.2%) and Oxford Reference (30%). This is indicative of the respondent sample sizes mainly from UPSM&HS (67.4%) and JDP SOL (14%).

The Orientation and IRS sessions held in the first 2 weeks of semester 1 for UPSM & HS and PG Law students during the semester reflect this frequency as well.

The Research4Life (22.5%), Oxford Journals (19.4%), ProQuest (18.6%), Cambridge Journal Online (15.5%) are also being accessed widely by users and confirm that they are aware of this online information resource procured for them by the university.

Poor ratings for specific databases such as ICLR (0%), HeinOnline (10.9%) and Wiley Online (7%) need vigorous publicity on all university platforms; social media and online too.

### 10.1 Recommended Action

(i) Use the social media and online platform to publicize database updates
(ii) Ensure the Orientation and IRS sessions address databases popular for student use
(iii) The use of *Libguides* for publicity purposes of databases
(iv) Each issue of the Library Newsletter to include this aspect

## 11. Ranking Library services

Library services were rated as follows:
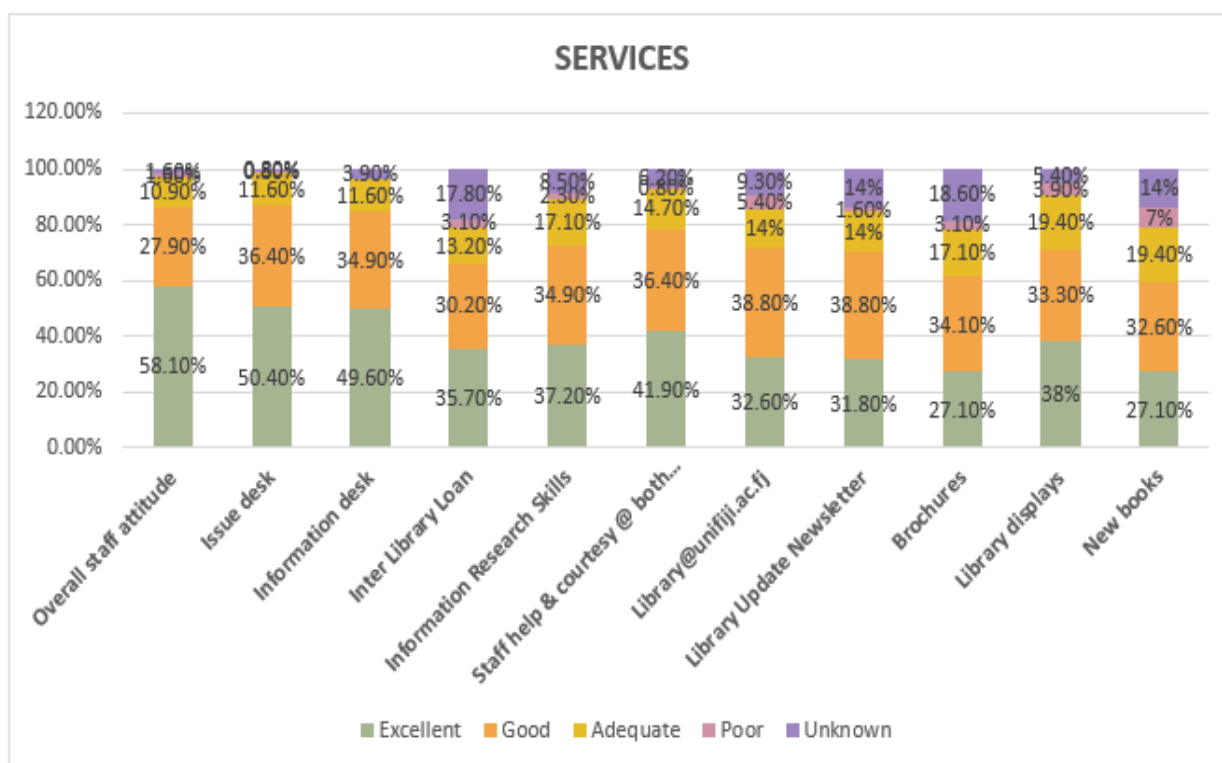


Ratings for the 11 areas of services showed the following:

| Service | 2025 |
|---|---|
| Overall staff attitude | 96.9% |
| Issue desk | 98.4% |
| Information desk | 86.1% |
| Inter Library Loan | 79.1% |
| Information Research Skills Sessions | 89.2% |
| Staff help and courtesy @ Samabula & Saweni campuses | 93% |
| *Library@inifiji.ac.fj* | 85.4% |
| *Library Update Newsletter* | 84.6% |
| Brochures | 78.3% |
| Library displays | 90.7% |
| New books | 79.1% |

The survey findings confirm that:

(i) library staff understand their roles in fulfilling user needs and requirements
(ii) users are fully satisfied with the issue desk services
(iii) users are confident to approach the library staff for help either face-2face or online to the general library helpdesk email
(iv) brochures are a medium to continue with raising user awareness on library services provided

(v) library displays continue for the university community
(vi) new books acquired are seen by users

The services offered by the library to users is reflected in this survey and highly satisfactory however vigorous publicity is still required in areas where a marked reduction is recorded.

**11.1 Recommended Action:**
(i) Continue vigorous publicity through the platforms; online, social media, *Newsletter*.
(ii) In support of the university stance on saving trees and reduction in paper printing, the Library should make available its brochure in e-copy on the portal or website for access
(iii) Library staff to actively engage schools in the use of their display spaces for both information and exhibitions
(iv) As part of outreach to the schools, the library should circulate electronically to the respective school information about new books received at the Library

## 12. Ranking Library Facilities

Library facilities were rated as follows:
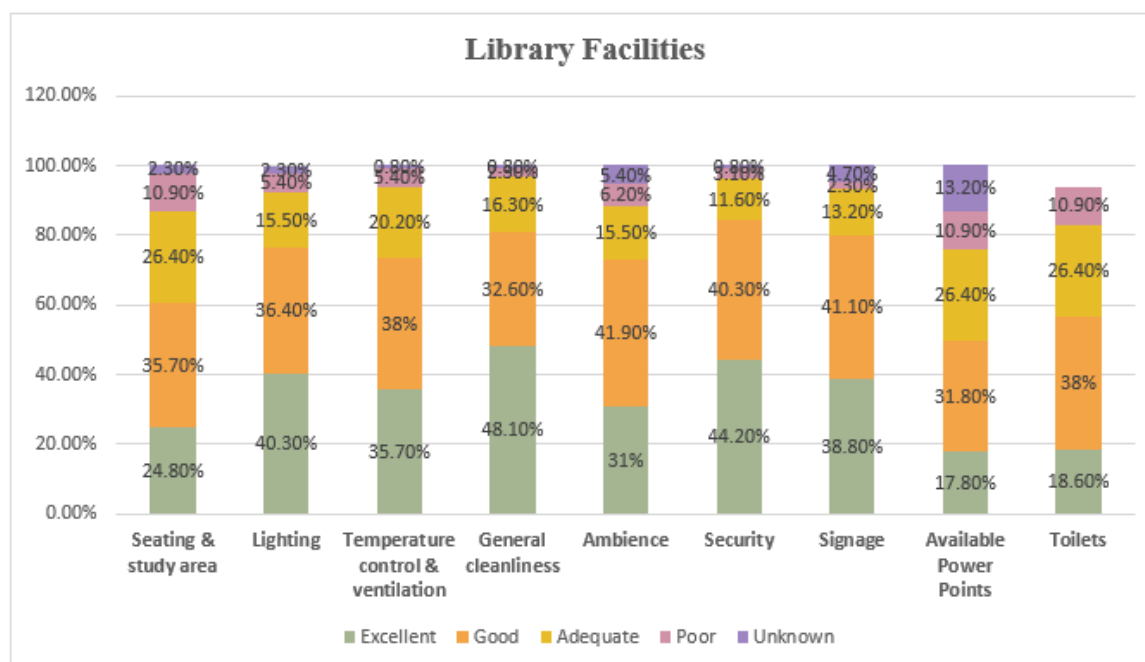


Satisfaction rates for facilities ranged from 76% to 97%.

| Facilities | 2025 |
|---|---|
| Seating & study area | 86.9% |
| Lighting | 92.2% |
| Temperature control & ventilation | 93.9% |
| General cleanliness | 97% |
| Ambience | 88.4% |
| Security | 96.1% |
| Signage | 93.1% |
| Power Points | 76% |
| Toilets | 83% |

Overall, the findings show and affirm the following:

(i) the physical environment provided for users by the Library is conducive to study
(ii) the Library should look into acquiring more power points for students with hand-held gadgets and laptops using the space for quiet study
(iii) the Library is always well cleaned and maintained
(iv) in terms of seating and study area with the limited number of study carrels, it may be a good time for the library to look into a 'Creative Commons' as a learning space for users

# 13. Ranking Library equipment
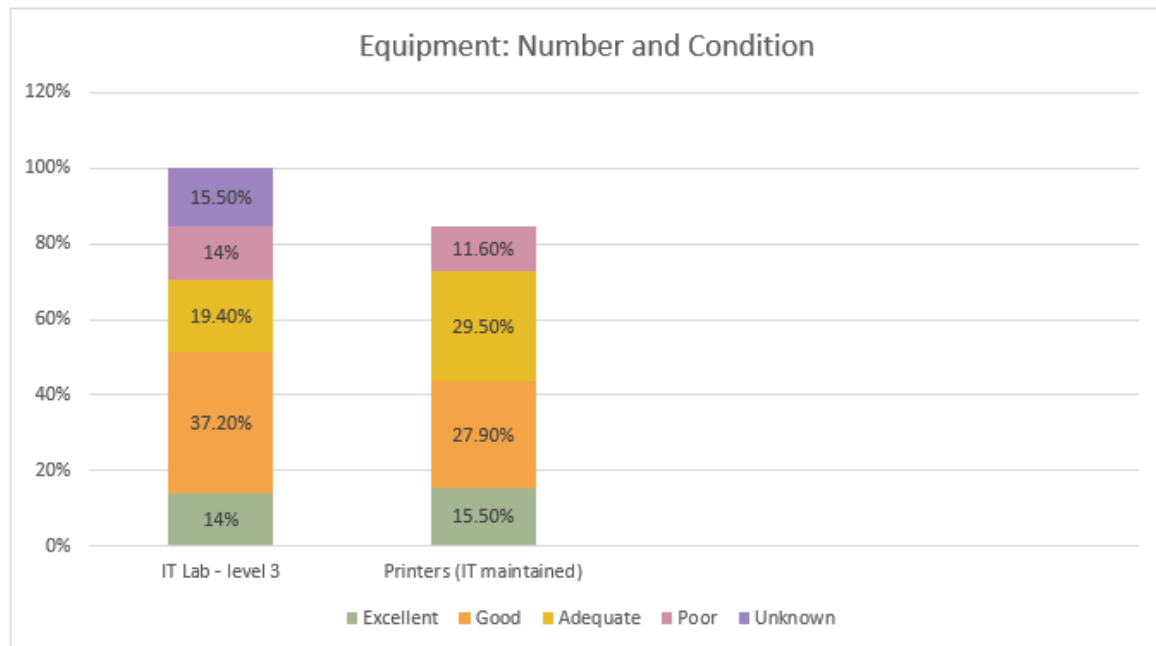
The third level of the Library is an IT lab with pc's and printers for student use. From this survey findings, 25.6% rated the IT Lab and printers poorly, while 15.50% lacked awareness that these existed for them. This room and its equipment is maintained by the IT section.

## 13.1 Recommended Action:

The Library to continue proactive liaison with ITS to improve its service especially on pc's and printers in the computer lab.

## 14. Ranking Library management issues

Library management issues were rated as follows:
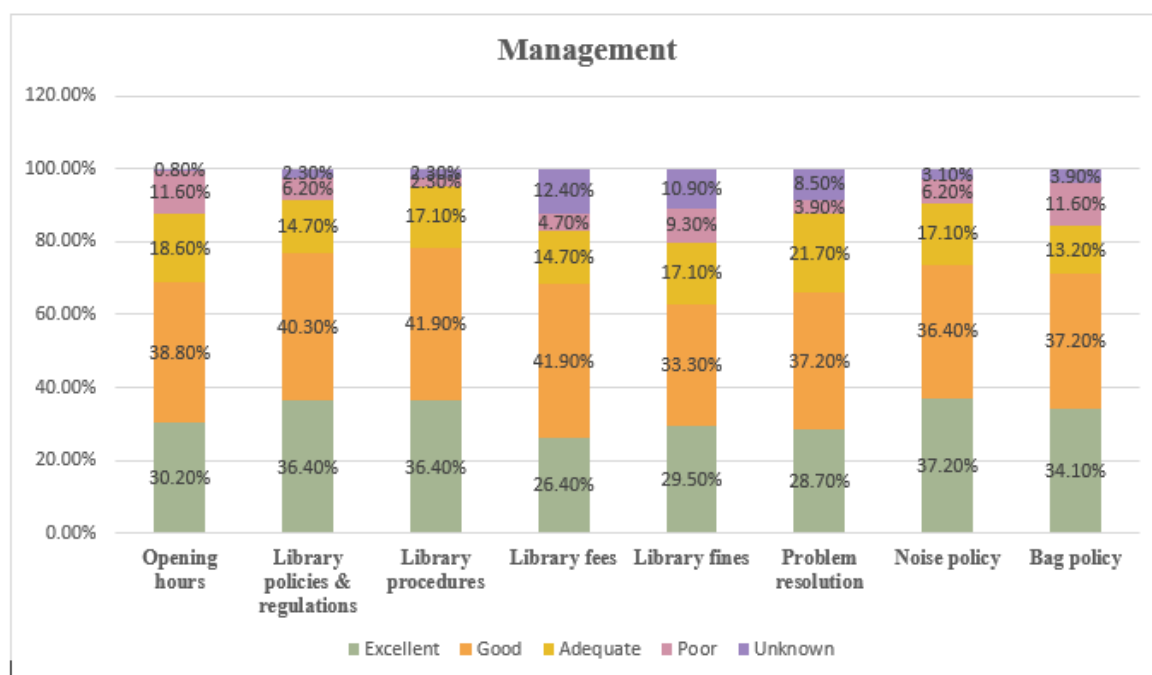


Apart from a general satisfaction rating for library management, the ratings above 10% for it being poor and unknown include: Opening hours (12.4%), Library fees (17.1%), Library fines (20.2%), Problem resolution (12.4%), Bag policy (15.5%).

The Library opening hours for Samabula and Saweni campuses semester 1, 2025 are:

| During semester: |
|---|
| Monday – Friday (8.00am -6.00pm) |
| Saturday (9.00am -4.00pm) |
| During exams: |
| Monday – Friday (8.00am – 8.00pm) wk 1 |
| Monday – Thursday (8.00am -8.00pm) wk 2 |
| Friday (8.00am -4.00pm) wk 2 |
| Saturday (9.00am -4.00pm) |

The library fees are especially for the external borrowers; a user category established this year. Library fees are in accordance with the University Handbook regulations. The Problem resolution may reflect the time it took to resolve user problems and Bag policy refers the internal regulation that users refrain from bringing in bags but to store these in the baggage booth provided.

### 14.1 Recommended Action
(i) The LAC to look into the aspect of library fines, library fees and bag policy.
(ii) Library staff handling problems to be further discussed and looked at by the library team.
(iii) The Opening hours to be monitored by usage.

## 15. Best Library resource, collection or service
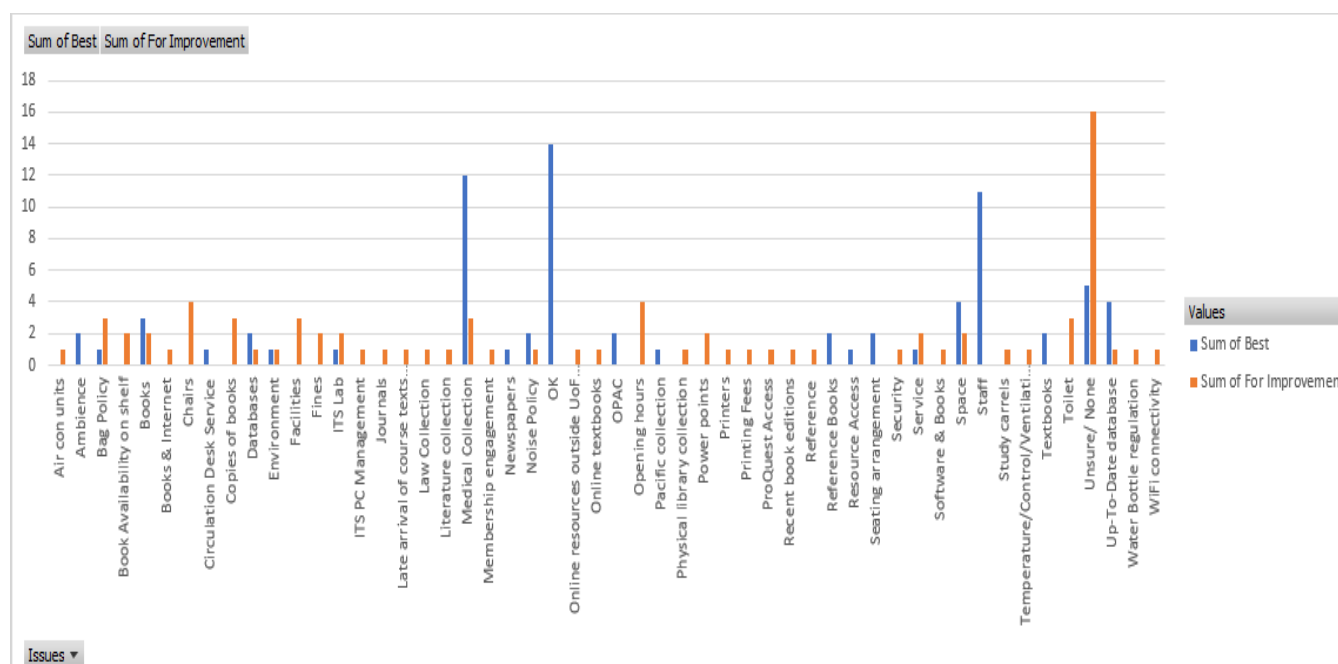


The respondents to the survey have their say on (i) what is best and (ii) what needs improvement in terms of services, resources and facilities provided for them by the Library.

| SERVICES, RESOURCES & FACILITIES |
|:---:|
| **BEST** |
| OK |
| Medical collection |
| Staff |
| Unsure/None |
| Up-To-Date |
| Space |
| General Book collection |
| Ambience |
| Textbooks |
| Reference books |
| Noise policy |
| Databases |
| OPAC |
| Seating arrangement |
| Pacific collection |
| Bag policy |
| Circulation desk service |
| Environment |
| ITS Lab |
| Newspapers |
| Resource access |
| Service |

## 16. The Library resource, collection or service that needs most improvement
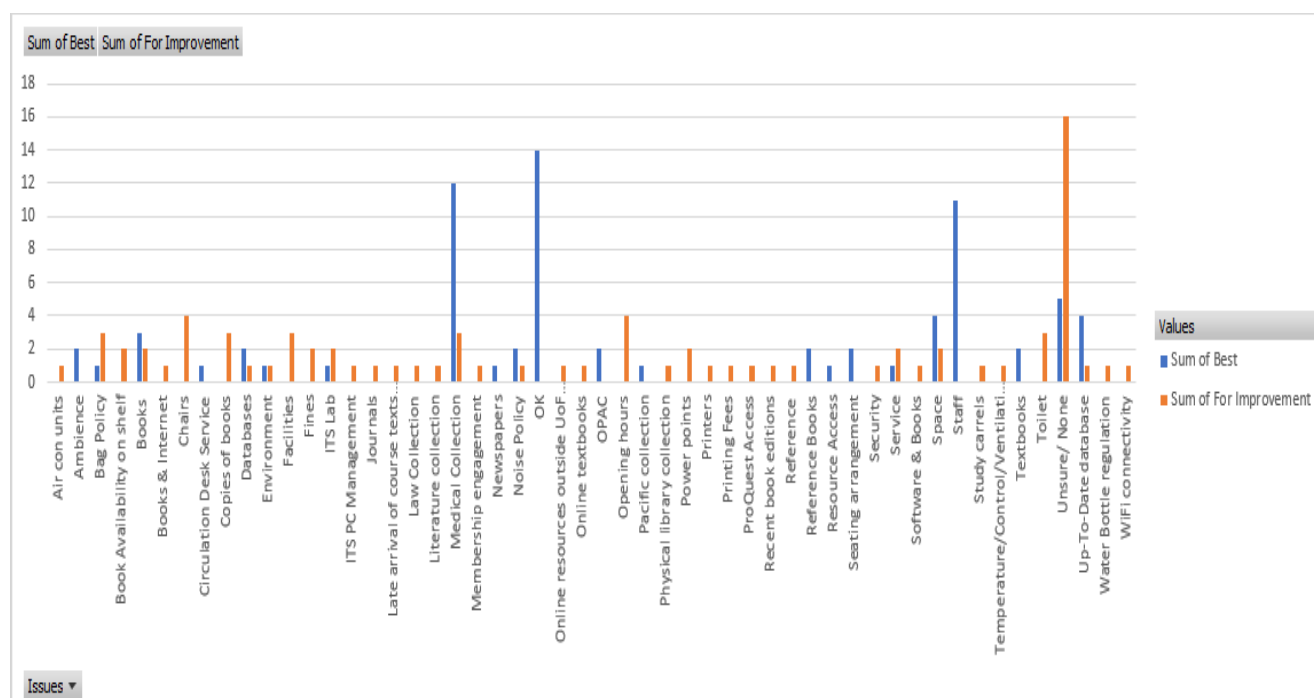


| SERVICES, RESOURCES & FACILITIES |
|---|
| **NEEDS IMPROVEMENT** |
| Unsure/None |
| Chairs |
| Opening hours |
| Toilets |
| Medical collection |
| General facilities |
| Copies of books |
| Bag policy |
| Book availability on shelf |
| Power points |
| WiFi connectivity |
| Water bottle regulations |
| Study carrels |
| Security |
| Databases & Journals |
| Late arrivals of course texts |
| AC issues |
| Books & internet |
| Environment |
| Fines |
| ITS pc management |
| Law collection |
| Literature collection |

| |
|---|
| Membership engagement |
| Online resources outside UoF |
| Online text books |
| Physical library collection |
| Printers |
| Printing fees |
| ProQuest access |
| Recent book editions |
| Reference |
| Services |
| Software & books |
| Space |
| Temperature control & ventilation |
| Up-To-Date database |

From as many as 16 (12.4%) respondents to 1 (0.7%), the survey was able to capture participants 129 (100%) concern about the best service, resource and facility as well as those needing improvement. Some of the respondents gave more reasons than the required, and they have all been considered in this survey. The majority opted to note for improvements on the library services, resources and facilities which are valid suggestions that the Library must look into over-time.

In terms of the Best, 14 (10.85%) noted all were OK, while 16 (12.4% ) were unsure or noted that no improvements were needed. 99 (76.75%) of the respondents made up numbers for specific issues that were best or needing improvement.

**16.1 Recommended Action**
(i) Services, Resources and Facilities needing improvement to be looked into by the Library team and shared with respective sections.
(ii) Direct library -related services, resources and facilities to be looked-at by the library team.
(iii) Regular staff meeting should be held by the Library to discuss issues related to user services, resources and facilities
(iv) Two periodical short surveys per year should be administered to gauge services, resources and facilities.

## 17. Overall rating of the Library

The Library was rated as follows:

How would you rate the Library?
129 responses



- Excellent
- Good
- Adequate
- Poor
- Unknown
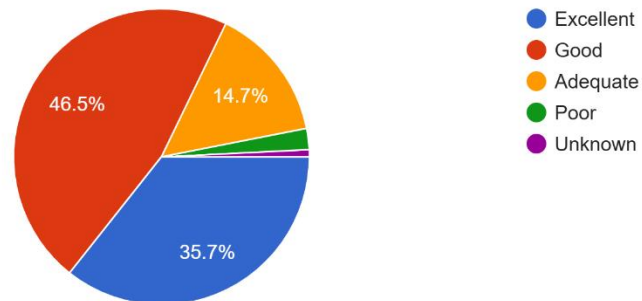
This first UoF Library survey rated (96.9%) overall for the library which confirms responsiveness to user needs in all areas of the library operations; collections, services, resources including staff and management.

# SUMMARY OF FINDINGS

## Excellent Ratings

35.7% of respondents indicated excellent overall rating of the Library.

The following list ranks Library collections, resources, services including staff and management that received ratings of 'excellent' (30% and higher):

| RANKING OF LIBRARY COLLECTIONS, RESOURCES, SERVICES INCLUDING STAFF AND MANAGEMENT | Excellent Rating | | Rank |
|---|---|---|---|
| | % | No. | |
| **Overall staff attitude** | 58.1% | 75 | 1st |
| **Issue desk (speed, accuracy, courtesy)** | 50.4% | 65 | 2nd |
| **Information desk (knowledge, accuracy effort, attentiveness, courtesy)** | 49.6% | 64 | 3rd |
| **General cleanliness** | 48.1% | 62 | 4th |
| **Security** | 44.2% | 57 | 5th |
| **Special Collections (staff helpfulness & courtesy at both campuses Samabula and Saweni)** | 41.9% | 54 | 6th |
| **Lighting** | 40.3% | 52 | 7th |
| **Library displays** | 38% | 49 | 8th |
| **Noise Policy** | 37.2% | 48 | 9th= |
| **Information Research Skills (content, delivery, accessibility, coordination)** | 37.2% | 48 | 9th= |
| **Inter Library Loan (speed, accuracy, persistence, communication)** | 35.7% | 46 | 11th |

## Overall Rating: Excellent, Good and Adequate

96.9% of respondents rated the Library as adequate or better.

The following list ranks library collections, resources, services including staff and management receiving the ratings of adequate or better (70% or higher).

| RANKING OF LIBRARY COLLECTIONS, RESOURCES, SERVICES INCLUDING STAFF AND MANAGEMENT | | | |
|---|---|---|---|
| | Overall rating excellent, good, adequate | | Rank |
| | % | No. | |
| Quality of book collection in subject areas of interest | 96.9% | 125 | 1st |
| Library procedures (speed, efficiency, accountability, consistency) | 95.4% | 123 | 2nd |
| Currentness of book collection in subject areas of interest | 94.6% | 122 | 3rd= |
| Content of library portal | 94.6% | 122 | 3rd= |
| Currentness of library portal content | 94.6% | 122 | 3rd= |
| Physical condition of book collection in general | 94.5% | 122 | 5th |
| Temperature control & ventilation | 93.9% | 121 | 6th |
| Library portal visibility | 93.8% | 121 | 7th |
| Availability of book on shelf | 93% | 120 | 8th |
| Signage (visibility, location, legibility) | 92.3% | 120 | 9th |
| Library policies /regulations (transparency, access restrictions, flexibility, fairness) | 91.4% | 118 | 10th |
| Ease of library portal use | 90.7% | 117 | 11= |
| Accuracy of information provided (consistency, comprehensiveness, detail) | 90.7% | 117 | 11= |
| Ambience | 88.4% | 114 | 13th= |
| Accessibility to exam papers | 88.4% | 114 | 13th= |
| Physical condition of periodical collection in general | 88.3% | 114 | 15th |
| Availability of periodicals on shelves | 87.7% | 113 | 16th |
| Currentness of periodical title in subject areas of interest | 87.6% | 113 | 17th= |
| Opening hours (duration,timing,flexibility) | 87.6% | 113 | 17th= |
| Problem resolution (attentiveness, fairness, effort, courtesy) | 87.6% | 113 | 17th= |
| Quality of periodical title in subject areas of interest | 86.9% | 112 | 20th= |
| Seating and study areas (# work space, comfort level) | 86.9% | 112 | 20th= |
| Library@unifiji.ac.fj | 85.4% | 110 | 22nd |
| Library Update Newsletter | 84.6% | 109 | 23rd |
| Bag policy (including rainwear and umbrellas) | 84.5% | 109 | 24th |
| Range of databases available | 83% | 107 | 25th= |
| Toilet facilities | 83% | 107 | 25th= |

| | | | |
|---|---|---|---|
| **Library fees: membership and administrative costs** | 83% | 107 | 25th= |
| **Medical Collection** | 82.9% | 107 | 28th |
| **Ease of catalogue use** | 82.3% | 106 | 29th |
| **Electronic resources accessibility to online databases** | 82.2% | 106 | 30th |
| **Library fines: overdue books and noise** | 79.9% | 103 | 31st |
| **New books currentness** | 79.1% | 102 | 32nd |
| **Brochures content** | 78.3% | 101 | 33rd |
| **Reference Collection** | 76% | 98 | 34th= |
| **Power points** | 76% | 98 | 34th= |
| **Number of catalogue terminals** | 72.1% | 93 | 36th |
| **Condition of catalogue terminals** | 69.8% | 90 | 37th |

## Poor Ratings

A total 3.1% (4/129) of the respondents rated the library's collections, resources, services including staff and management as poor.

The respondents have directly indicated dissatisfaction with collections which can be considered within the level accepted so as not to change the overall assessment that the Library is meeting the expectations and demands of its users.

The Library will address and consider all issues raised below.

| RANKING OF LIBRARY COLLECTIONS, RESOURCES, SERVICES INCLUDING STAFF AND MANAGEMENT | | | |
|---|---|---|---|
| | Overall rating poor | | Rank |
| | % | No. | |
| **Videotape/VCDs/DVDs** | 59.7% | 77 | 1st |
| **Tagore Collection** | 53.5% | 69 | 2nd= |
| **Narsey Collection** | 53.5% | 69 | 2nd= |
| **Subramani Collection** | 52.8% | 68 | 4th |
| **Law Collection** | 51.2% | 66 | 5th |
| **iTaukei Collection** | 48.9% | 59 | 6th |
| **Hindi Collection** | 48.1% | 62 | 7th |
| **Reserve Collection** | 35.7% | 46 | 8th |
| **Pacific Collection** | 33.3% | 43 | 9th |

# CONCLUSION

The Library acknowledges all participants of the survey and notes contributions to the survey fulfilling its aims.

Being a first survey undertaken for the Library, it now has evidence of users' perceptions of the Library's collection, resources, services and facilities including user related management policies and procedures.

The Findings indicate:
(i) overall user satisfaction rates and
(ii) that the Library is meeting users' needs in this time when the information environment is changing

The Findings and recommendations will:
(i) help the Library address areas needing change
(ii) assist the Library maintain its role in terms of facilitating, preserving and providing access to users as stipulated in its mission
(iii) give the Library some direction for its future development
(iv) enable comparisons with regional and international libraries

A Library Marketing Plan should highlight the gaps that require vigorous publicity to raise user awareness and the satisfaction rate from this survey maintained when future surveys are administered.

# APPENDIX 1: SUMMARY OF RECOMMENDED ACTIONS

**3.1 Recommended Action**
The Library may wish to consider ordering more e-books to reduce the ongoing problems posed by the physical collections.

**4.1 Recommended Action**
Vigorous promotion on the library website and newsletter will still need to be engaged to meet the needs of the new cohort of users and new academics each semester.

**5.1 Recommended Action**
(i) Vigorous and proactive marketing of the special collections through the *Library Newsletter,* Website and UoF social media pages.
(ii) The Law Collection and Reserve Collection is made known at the student Orientation programme for schools and published in the *Library Newsletter*, Website and social media pages too.

**6.1 Recommended Action**
The Library must continue to proactively publicize audio visual and multimedia collections to students, staff members and researchers through the *Library Newsletter*, Displays, Orientation programme with schools and the IRS programme too.

**7.1 Recommended Action**
The Library still needs to publicize the OPAC and ensure that users are able to also access this resource externally.

**9.1 Recommended Action**
(i) Continued assessment of electronic resources is to be maintained and updated. If replacements are to be made, then reputable and cost-efficient ones must be considered through transformative partnerships in consortiums, twinning through MOUs with the UoF so that resource and cost-sharing is considered and actioned.
(ii) The Library continues through the Orientation sessions, an update of all its electronic resources.
(iii) Frequent updates of databases to be included in the *Library Newsletter* and social media platforms including the library website.

**10.1 Recommended Action**
(i) Use the social media and online platform to publicize database updates
(ii) Ensure the Orientation and IRS sessions address databases popular for student use
(iii) The use of *Libguides* for publicity purposes of databases
(iv) Each issue of the Library Newsletter to include this aspect

**11.1 Recommended Action:**
(i) Continue vigorous publicity through the platforms; online, social media, *Newsletter*.

(ii) In support of the university stance on saving trees and reduction in paper printing, the Library should make available its brochure in e-copy on the portal or website for access
(iii) Library staff to actively engage schools in the use of their display spaces for both information and exhibitions
(iv) As part of outreach to the schools, the library should circulate electronically to the respective schools information about new books received at the Library

### 13.1 Recommended Action:
The Library to continue proactive liaison with ITS to improve its service especially on pc's and printers in the computer lab.

### 14.1 Recommended Action
(i) The LAC to look into the aspect of library fines, library fees and bag policy.
(ii) Library staff handling problems to be further discussed and looked at by the library team.
(iii) The Opening hours to be monitored by usage.

### 16.1 Recommended Action
(i) Services, Resources and Facilities needing improvement to be looked into by the Library team and shared with respective sections.
(ii) Direct library -related services, resources and facilities to be looked-at by the library team.
(iii) Regular staff meeting should be held by the Library to discuss issues related to user services, resources and facilities
(iv) Two periodical short surveys per year should be administered to gauge services, resources and facilities.

# APPENDIX 2: SURVEY POSTER PUBLICITY

Publicity of the Survey through the University Announcement to all students and staff members.
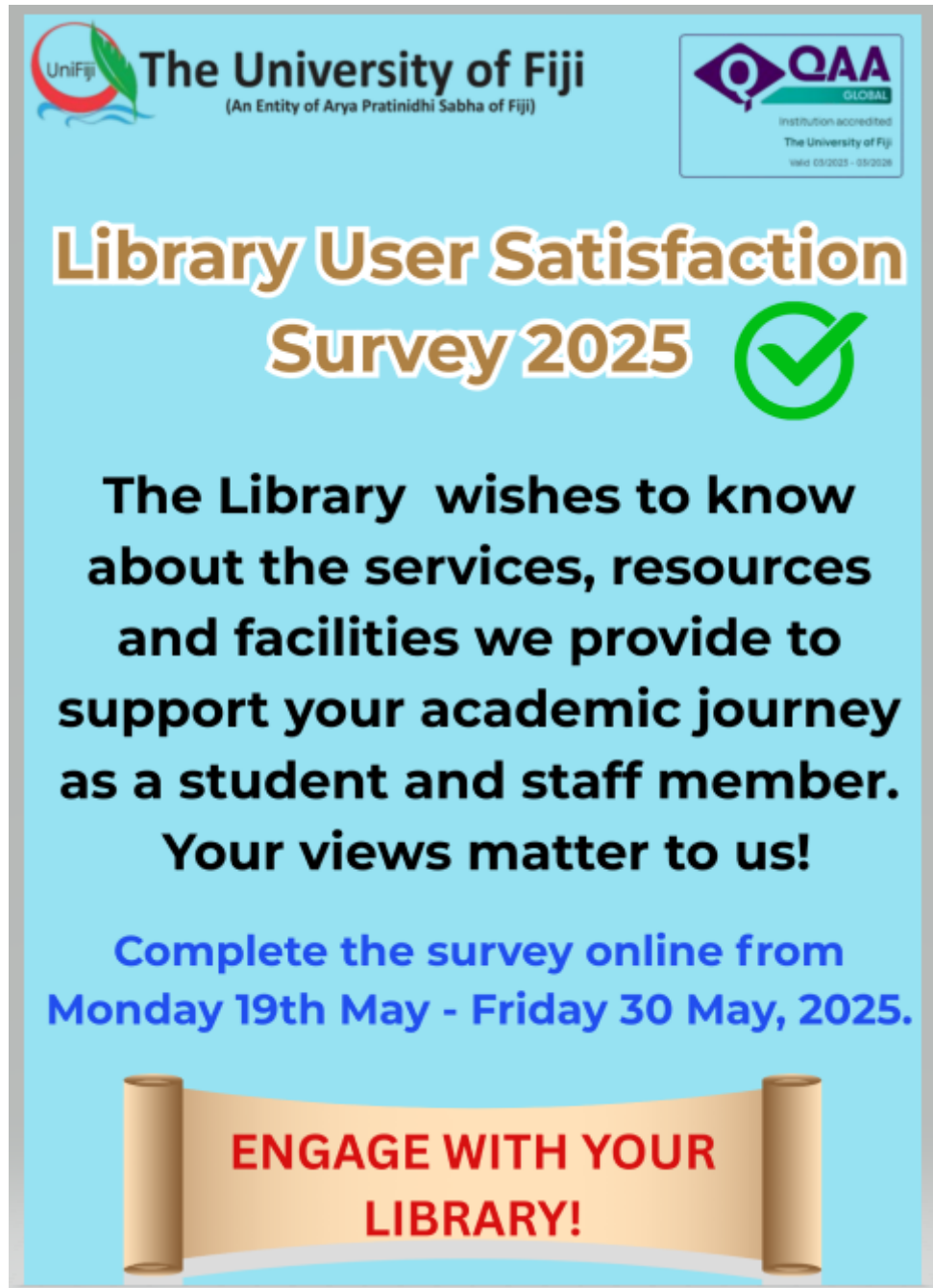
# APPENDIX 3: SURVEY QUESTIONNAIRE

## THE UNIVERSITY OF FIJI LIBRARY
## USER SATISFACTION SURVEY QUESTIONNAIRE

Please answer all questions by selecting only one answer except where stated otherwise.
Frankness is encouraged.

1. **Category of user**
a. Undergraduate student
b. Postgraduate student
c. Academic staff
d. Other staff
e. External borrower

2. **Which School or Centre are you affiliated with? (for students and academic staff)**
a. UPSM & HS
b. JDP SOL
c. SOHA
d. SOST
e. SOBE
f. CIS

3. **Which Campus Library do you use?**
a. Samabula
b. Saweni
c. Both

4. **How often do you visit the Library?**
a. Daily or almost daily
b. Once a week or more
c. Once or twice a month
d. Once or twice a semester
e. Never

5. **What is your MOST frequent reason for visiting the Library? Rank in order, with 1 being most frequent.**
a. Issues, returns and renewals
b. MFD (photocopy) equipment use
c. Newspaper reading
d. Online catalogue
e. Reference and research assistance
f. Research
g. Reserve Collection
h. Special Collections
i. Law Collection
j. Study space
k. Socialising
l. Reference Collection
m. Inter-Library Loan
n. Other (please specify)_____

**6. What service or resource do you use most frequently when you visit the Library portal on the UoF Website? Rank in order with 1 being the most frequent.**
a. Exam Papers
b. Databases

GENERAL COLLECTION: BOOKS

**7.  Quality of book collection in subject areas of your interest**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**8. Currentness of book collection in subject areas of your interest**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**9. Physical condition of book collection in general**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**10. Availability of books on shelves when you seek them**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

PRINT PERIODICAL COLLECTION: JOURNALS, MAGAZINES, NEWSPAPERS

**11. Quality of periodical titles available in subject areas of your interest**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**12. Currentness of periodical title in subject areas of your interest**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**13. Physical condition of periodical collection in general**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**14. Availability of periodicals on shelves when you seek them**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

SPECIAL COLLECTIONS CURRENTNESS & CONTENT

**15. Pacific Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**16. Hindi Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**17. iTaukei Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**18. Tagore Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**19. Subramani Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**20. Narsey Collection**
a. Excellent     b. Good          c. Adequate     d. Poor          e. Unknown

**21. Reference Collection**

a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**22. Reserve Collection**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**23. Law Collection**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown


AUDIOVISUALS & MULTIMEDIA COLLECTION: NUMBER & CONTENT

**24. Videotapes/VCDs/DVDs**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

ONLINE PUBLIC ACCESS CATALOGUE

**25. Number of catalogue terminals in the Library**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**26. Condition of catalogue terminals**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**27. Ease of use**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**28. Accuracy of information provided (consistency, comprehensiveness, detail)**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

LIBRARY PORTAL

**29. Visibility**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**30. Ease of use**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**31. Content**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**32. Currentness of Content**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown


ELECTRONIC RESOURCES AVAILABLE VIA THE LIBRARY PORTAL

**33. Accessibility to online databases**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**34. Range of databases available in subject areas of your interest**
a. Excellent     b. Good     c. Adequate    d. Poor     e. Unknown

**35. Indicate the two (2) online databases that you use most frequently**
a. Cambridge Journal Online
b. HeinOnline
c. ICLR

d. Nature Publishing
e. Oxford Journals
f. Oxford Reference
g. ProQuest
h. Research4Life
i. UpToDate
j. Web of Science (formerly Web of Knowledge)
k. Wiley Online
l. Other (please specify)_____

35. **Accessibility to Exam papers**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

SERVICES

36. **Overall staff attitude**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

37. **Issue Desk (speed, accuracy, courtesy)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

38. **Information Desk (knowledge, accuracy, effort, attentiveness, courtesy)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

39. **Interlibrary Loan (speed, accuracy, persistence, communication)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

40. **Information Research Skills (content, delivery, accessibility, coordination)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

41. **Special Collections (staff helpfulness & courtesy at both Campuses Samabula and Saweni)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

42. Library@unifiji.ac.fj **(speed, quality of response)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

43. **Library Update Newsletter (content)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

44. **Brochures (content)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

45. **Library displays**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

46. **New Books (currentness)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

FACILITIES

47. **Seating and study areas (number, work space, comfort level)**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

48. **Lighting**
a. Excellent        b. Good            c. Adequate      d. Poor            e. Unknown

49. **Temperature control and ventilation**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

50. **General cleanliness and presentation**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

51. **Ambience**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

52. **Security**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

53. **Signage (visibility, location, legibility)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

54. **Power points (number, availability)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

55. **Toilet facilities (number, availability)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

EQUIPMENT: NUMBER AND CONDITION

56. **IT Labs – Library level 3 (maintained by IT)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

57. **Printers (maintained by IT)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

MANAGEMENT

58. **Opening hours (duration, timing, flexibility)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

59. **Library policies/regulations (transparency, access restrictions, flexibility, fairness)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

60. **Library procedures (speed, efficiency, accountability, consistency)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

61. **Library Fees:** external borrower membership fees and administrative costs **(fairness, reasonableness, consistency of enforcement, tact)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

62. **Library Fines: overdue book and noise fines (fairness, reasonableness, consistency of enforcement, tact)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

63. **Problem Resolution (attentiveness, fairness, effort, courtesy)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

64. **Noise Policy (including mobile phone use)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

**65. Bag Policy (including rainwear and umbrellas)**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

**66. What single resource, collection, or service referred to in the survey would you rate as:**

(i) **the best**…………………………………………………………………………

(ii) **needs most improvement**…………………………………………………………

**67. Overall Rating of Library**
a. Excellent     b. Good     c. Adequate     d. Poor     e. Unknown

68. Other comments:
_____
_____
_____
_____
_____
_____
_____
_____

Survey findings will be made available via the Library web page.

**Thank you** for participating in this survey.

**THE END**

# APPENDIX 4: SURVEY RAW AND SUMMARISED RESULTS

1. Category of User

|  | No. of respondents | Percentage |
|---|---|---|
| Undergraduate student | 105 | 81.4 |
| Postgraduate student | 11 | 8.5 |
| Academic staff | 11 | 8.5 |
| Other Staff | 2 | 1.6 |
| External Borrower | - | - |
| Total | **129** | **100** |

2. Which School or Centre are you affiliated with (for students and staff)

|  | No. of respondents | Percentage |
|---|---|---|
| UPSM & HS | 87 | 67.4 |
| JDP SOL | 18 | 14 |
| SOHA | 9 | 7 |
| SOST | 6 | 4.7 |
| SOBE | 8 | 6.2 |
| CIS | 1 | 0.8 |
| Total | **129** | **100** |

3. Which Campus Library do you use?

|  | No. of respondents | Percentage |
|---|---|---|
| Samabula | 14 | 10.9 |
| Saweni | 114 | 88.4 |
| Both | 1 | 0.8 |
| Total | **129** | **100** |

4. How often do you visit the Library?

|  | No. of respondents | Percentage |
|---|---|---|
| Daily or almost daily | 29 | 22.5 |
| Once a week or more | 57 | 44.2 |
| Once or twice a month | 25 | 19.4 |
| Once or twice a semester | 15 | 11.6 |
| Never | 3 | 2.3 |
| Total | **129** | **100** |

5. What is your MOST frequent reason for visiting the Library?

|  | No. of respondents | Percentage |
|---|---|---|
| Issues, returns and renewals | 20 | 15.5 |
| MFD (photocopy) equipment use | 2 | 1.6 |
| Newspaper reading | 5 | 3.9 |
| Online Catalogue (OPAC) | 1 | 0.8 |
| Reference & research assistance | 6 | 4.7 |
| Research | 12 | 9.3 |
| Reference Collection | 3 | 2.3 |
| Law Collection | 9 | 7 |
| Medical Collection | 30 | 23.3 |
| Study Space | 38 | 29.5 |
| Socialising | 1 | 0.8 |
| Inter-Library Loan | 1 | 0.8 |
| Other | 1 | 0.8 |
| Total | **129** | **100** |

6. What service or resource do you use **most frequently** when you visit the Library Portal on the UoF Website? Please tick one only; being the most frequent.

|  | No. of respondents | Percentage |
|---|---|---|
| Exam papers | 84 | 65.1 |
| Databases | 62 | 48.1 |
| Total | **146** | **113.2** |

7. General Collection: Books

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Quality of book collection in subject areas of interest | 43 | 33.3 | 54 | 41.9 | 28 | 21.7 | 3 | 2.3 | 1 | 0.8 | **129** | **100%** |
| Currentness of book collection in subject areas of interest | 31 | 24 | 62 | 48.1 | 29 | 22.5 | 6 | 4.7 | 1 | 0.8 | **129** | **100%** |
| Physical condition of book collection in general | 31 | 24 | 71 | 55 | 20 | 15.5 | 5 | 3.9 | 2 | 1.6 | **129** | **100%** |

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Availability of books on shelves | 27 | 20.9 | 61 | 47.3 | 32 | 24.8 | 8 | 6.2 | 1 | 0.8 | **129** | **100%** |

8. Print Periodical Collection: Journals, Magazines, Newspapers

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Quality of periodical titles in subject areas of interest | 30 | 23.3 | 62 | 48.1 | 20 | 15.5 | 4 | 3.1 | 13 | 10.1 | **129** | **100%** |
| Currentness of periodical titles in subject areas of interest | 29 | 22.5 | 63 | 48.8 | 21 | 16.3 | 6 | 4.7 | 10 | 7.8 | **129** | **100%** |
| Physical condition of periodical collection in general | 27 | 20.9 | 63 | 48.8 | 24 | 18.6 | 3 | 2.3 | 12 | 9.3 | **129** | **100%** |
| Availability of periodicals on shelves | 30 | 23.3 | 62 | 48.1 | 21 | 16.3 | 3 | 2.3 | 13 | 10.1 | **129** | **100%** |

9. Special Collections Currentness & Content

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Pacific Collection | 17 | 13.2 | 47 | 36.4 | 22 | 17.1 | 3 | 2.3 | 40 | 31 | **129** | **100%** |
| Hindi Collection | 14 | 10.9 | 34 | 26.4 | 19 | 14.7 | 5 | 3.9 | 57 | 44.2 | **129** | **100%** |
| iTaukei Collection | 14 | 10.9 | 35 | 27.1 | 17 | 13.2 | 5 | 3.9 | 58 | 45 | **129** | **100%** |
| Tagore Collection | 12 | 9.3 | 38 | 29.5 | 10 | 7.8 | 4 | 3.1 | 65 | 50.4 | **129** | **100%** |
| Subramani Collection | 13 | 10.1 | 38 | 29.5 | 10 | 7.8 | 2 | 1.6 | 66 | 51.2 | **129** | **100%** |
| Narsey Collection | 9 | 7 | 37 | 28.7 | 14 | 10.9 | 2 | 1.6 | 67 | 51.9 | **129** | **100%** |
| Reference Collection | 29 | 22.5 | 59 | 45.7 | 10 | 7.8 | 4 | 3.1 | 27 | 20.9 | **129** | **100%** |

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Reserve Collection | 20 | 15.5 | 48 | 37.2 | 15 | 11.6 | 1 | 0.8 | 45 | 34.9 | **129** | **100 %** |
| Law Collection | 18 | 14 | 44 | 25.6 | 12 | 9.3 | - | - | 66 | 51.2 | **129** | **100 %** |
| Medical Reference Collection | 41 | 31.8 | 51 | 39.5 | 15 | 11.6 | 3 | 2.3 | 19 | 14.7 | **129** | **100 %** |

10. Audio Visuals & Multimedia Collection: Number & Content

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Videotape/VCDs/DVDs | 8 | 6.2 | 29 | 22.5 | 15 | 11.6 | 5 | 3.9 | 72 | 55.8 | **129** | **100 %** |

11. Online Public Access Catalogue

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Number of catalogue terminals in the Library | 18 | 14 | 47 | 36.4 | 28 | 21.7 | 7 | 5.4 | 29 | 22.5 | **129** | **100 %** |
| Condition of catalogue terminals | 17 | 13.2 | 48 | 37.2 | 25 | 19.4 | 3 | 2.3 | 36 | 27.9 | **129** | **100 %** |
| Ease of use | 30 | 23.3 | 58 | 45 | 18 | 14 | 6 | 4.7 | 17 | 13.2 | **129** | **100 %** |
| Accuracy of information provided (consistency, comprehensiveness, detail) | 34 | 26.4 | 64 | 49.6 | 19 | 14.7 | 2 | 1.6 | 10 | 7.8 | **129** | **100 %** |

12. Library Portal

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Visibility | 36 | 27.9 | 64 | 49.6 | 21 | 16.3 | 2 | 1.6 | 6 | 4.7 | **129** | **100 %** |
| Ease of use | 36 | 27.9 | 62 | 48.1 | 19 | 14.7 | 7 | 5.4 | 5 | 3.9 | **129** | **100 %** |

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Content | 38 | 29.5 | 61 | 47.3 | 23 | 17.8 | 2 | 1.6 | 5 | 3.9 | **129** | **100%** |
| Currentness of content | 31 | 24 | 66 | 51.2 | 25 | 19.4 | 1 | 0.8 | 6 | 4.7 | **129** | **100%** |

13. Electronic Resources Available Via the Library Portal

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Accessibility to online databases | 32 | 24.8 | 49 | 38 | 25 | 19.4 | 5 | 3.9 | 18 | 14 | **129** | **100%** |
| Range of databases available in subject areas of your interest | 34 | 26.4 | 52 | 40.3 | 21 | 16.3 | 5 | 3.9 | 17 | 13.2 | **129** | **100%** |
| Accessibility to Exam Papers | 46 | 35.7 | 47 | 36.4 | 21 | 16.3 | 5 | 3.9 | 10 | 7.8 | **129** | **100%** |

14. Indicate the two (2) online databases on the Library Portal that you use **most frequently**

| | No. of respondents | Percentage |
|---|---|---|
| UpToDate | 57 | 44.29 |
| Oxford Reference | 30 | 23.3 |
| Research4Life | 29 | 22.5 |
| Oxford Journals | 25 | 19.4 |
| ProQuest | 24 | 18.6 |
| Cambridge Journal | 20 | 15.5 |
| Web of Science | 18 | 14 |
| HeinOnline | 14 | 10.9 |
| Other databases | 9 | 7 |
| Wiley Online | 8 | 6.2 |
| Nature Publishing | 6 | 4.7 |
| ICLR | 0 | 0 |
| Total | **129** | **100%** |

15. Services

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| **Overall staff attitude** | 75 | 58.1 | 36 | 27.9 | 14 | 10.9 | 2 | 1.6 | 2 | 1.6 | **129** | **100%** |

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Issue desk (speed, accuracy, courtesy) | 65 | 50.4 | 47 | 36.4 | 15 | 11.6 | 1 | 0.8 | 1 | 0.8 | **129** | **100 %** |
| Information desk (knowledge, accuracy effort, attentiveness, courtesy) | 64 | 49.6 | 45 | 34.9 | 15 | 11.6 | - | - | 5 | 3.9 | **129** | **100 %** |
| Inter Library Loan (speed, accuracy, persistence, communication) | 46 | 35.7 | 39 | 30.2 | 17 | 13.2 | 4 | 3.1 | 23 | 17.8 | **129** | **100 %** |
| Information Research Skills (content delivery, accessibility, coordination) | 48 | 37.2 | 45 | 34.9 | 22 | 17.1 | 3 | 2.3 | 11 | 8.5 | **129** | **100 %** |
| Special collections (staff helpfulness & courtesy at both Campuses; Samabula & Saweni | 54 | 41.9 | 47 | 36.4 | 19 | 14.7 | 1 | 0.8 | 8 | 6.2 | **129** | **100 %** |
| Library@ unifiji.ac.fj (speed, quality of response) | 42 | 32.6 | 50 | 38.8 | 18 | 14 | 7 | 5.4 | 12 | 9.3 | **129** | **100 %** |
| Library Update Newsletter (content) | 41 | 31.8 | 50 | 38.8 | 18 | 14 | 2 | 1.6 | 18 | 14 | **129** | **100 %** |
| Brochures (content) | 35 | 27.1 | 44 | 34.1 | 22 | 17.1 | 4 | 3.1 | 24 | 18.6 | **129** | **100 %** |

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Library displays | 49 | 38 | 43 | 33.3 | 25 | 19.4 | 5 | 3.9 | 7 | 5.4 | **129** | **100%** |
| New Books (currentness) | 35 | 27.1 | 42 | 32.6 | 25 | 19.4 | 9 | 7 | 18 | 14 | **129** | **100%** |

16. Facilities

|  | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Seating and study areas (number, work space, comfort level) | 32 | 24.8 | 46 | 35.7 | 34 | 26.4 | 14 | 10.9 | 3 | 2.3 | **129** | **100%** |
| Lighting | 52 | 40.3 | 47 | 36.4 | 20 | 15.5 | 7 | 5.4 | 3 | 2.3 | **129** | **100%** |
| Temperature control & ventilation | 46 | 35.7 | 49 | 38 | 26 | 20.2 | 7 | 5.4 | 1 | 0.8 | **129** | **100%** |
| General cleanliness & presentation | 62 | 48.1 | 42 | 32.6 | 21 | 16.3 | 3 | 2.3 | 1 | 0.8 | **129** | **100%** |
| Ambience | 40 | 31 | 54 | 41.9 | 20 | 15.5 | 8 | 6.2 | 7 | 5.4 | **129** | **100%** |
| Security | 57 | 44.2 | 52 | 40.3 | 15 | 11.6 | 4 | 3.1 | 1 | 0.8 | **129** | **100%** |
| Signage (visibility, location, legibility) | 50 | 38.8 | 53 | 41.1 | 17 | 13.2 | 3 | 2.3 | 6 | 4.7 | **129** | **100%** |
| Power points (number, availability) | 23 | 17.8 | 41 | 31.8 | 34 | 26.4 | 14 | 10.9 | 17 | 13.2 | **129** | **100%** |
| Toilet facilities (number, availability) | 24 | 18.6 | 49 | 38 | 34 | 26.4 | 14 | 10.9 | 8 | 6.2 | **129** | **100%** |

### 17. Equipment: Number & Condition

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| IT Lab - Library level 3 (maintained by ITS) | 18 | 14 | 48 | 37.2 | 25 | 19.4 | 18 | 14 | 20 | 15.5 | **129** | **100%** |
| Printers (maintained by ITS | 20 | 15.5 | 36 | 27.9 | 38 | 29.5 | 15 | 11.6 | 20 | 15.5 | **129** | **100%** |

### 18. Management

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Opening hours (duration, timing, flexibility) | 39 | 30.2 | 50 | 38.8 | 24 | 18.6 | 15 | 11.6 | 1 | 0.8 | 129 | 100% |
| Library policies/regulations (transparency, access restrictions, flexibility, fairness) | 47 | 36.4 | 52 | 40.3 | 19 | 14.7 | 8 | 6.2 | 3 | 2.3 | **129** | **100%** |
| Library procedures (speed, efficiency, accountability, consistency) | 47 | 36.4 | 54 | 41.9 | 22 | 17.1 | 3 | 2.3 | 3 | 2.3 | **129** | **100%** |
| Library fees: membership fees and administrative costs (fairness, reasonableness, consistency of enforcement, tact) | 34 | 26.4 | 54 | 41.9 | 19 | 14.7 | 6 | 4.7 | 16 | 12.4 | **129** | **100%** |
| Library fines: overdue | 38 | 29.5 | 43 | 33.3 | 22 | 17.1 | 12 | 9.3 | 14 | 10.9 | **129** | **100%** |

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| books & noise fines fairness, reasonableness, consistency of enforcement, tact) | | | | | | | | | | | | |
| Problem Resolution (attentiveness, fairness, effort, courtesy) | 37 | 28.7 | 48 | 37.2 | 28 | 21.7 | 5 | 3.9 | 11 | 8.5 | **129** | **100%** |
| Noise Policy (including mobile phone use) | 48 | 37.2 | 47 | 36.4 | 22 | 17.1 | 8 | 6.2 | 4 | 3.1 | **129** | **100%** |
| Bag Policy (including rainwear & umbrellas) | 44 | 34.1 | 48 | 37.2 | 17 | 13.2 | 15 | 11.6 | 5 | 3.9 | **129** | **100%** |

19. What single resource, collection or service referred to in the survey would you rate as: (i) the best (ii) needs most improvement.

| | No. of respondents | Percentage |
|---|---|---|
| **(i) BEST** | | |
| **Ambience** | 2 | 1.6 |
| **Bag** | 1 | 0.8 |
| **Books** | 3 | 2.3 |
| **Circulation Desk Service** | 1 | 0.8 |
| **Databases** | 2 | 1.6 |
| **ITS Lab** | 1 | 0.8 |
| **Environment** | 1 | 0.8 |
| **Medical Collection** | 12 | 9.3 |
| **Newspapers** | 1 | 0.8 |
| **Noise Policy** | 2 | 1.6 |
| **Everything is OK** | 14 | 10.8 |
| **OPAC** | 2 | 1.6 |
| **Pacific Collection** | 1 | 0.8 |
| **Reference Books** | 2 | 1.6 |
| **Resources Access** | 1 | 0.8 |
| **Seating Arrangement** | 2 | 1.6 |
| **Services** | 1 | 0.8 |
| **Space** | 4 | 3.1 |
| **Staff** | 11 | 8.5 |
| **Textbooks** | 2 | 1.6 |

| | No. of respondents | Percentage |
|---|---|---|
| **Unsure/None** | 5 | 3.8 |
| **UpToDate Database** | 4 | 3.1 |
| | | |
| **(ii) NEEDS IMPROVEMENT** | | |
| **Air Condition** | 1 | 0.8 |
| **Bag Policy** | 3 | 2.3 |
| **Book Availability on Shelf** | 2 | 1.6 |
| **Books** | 2 | 1.6 |
| **Books & Internet** | 1 | 0.8 |
| **Chairs** | 4 | 3.1 |
| **Copies of Books** | 3 | 2.3 |
| **Databases** | 1 | 0.8 |
| **Environment** | 1 | 0.8 |
| **Facilities** | 3 | 2.3 |
| **Fines** | 2 | 1.6 |
| **ITS Lab** | 2 | 1.6 |
| **ITS PC Management** | 1 | 0.8 |
| **Journals** | 1 | 0.8 |
| **Late Arrival of Course Texts** | 1 | 0.8 |
| **Law Collection** | 1 | 0.8 |
| **Literature Collection** | 1 | 0.8 |
| **Medical Collection** | 3 | 2.3 |
| **Membership Engagement** | 1 | 0.8 |
| **Noise Policy** | 1 | 0.8 |
| **Online Research outside UoF** | 1 | 0.8 |
| **Online Textbooks** | 1 | 0.8 |
| **Opening Hours** | 4 | 3.1 |
| **Physical Library Collection** | 1 | 0.8 |
| **Power Points** | 2 | 1.6 |
| **Printers** | 1 | 0.8 |
| **Printing Fees** | 1 | 0.8 |
| **ProQuest Access** | 1 | 0.8 |
| **Recent Book Editions** | 1 | 0.8 |
| **Reference** | 1 | 0.8 |
| **Security** | 1 | 0.8 |
| **Services** | 2 | 1.6 |
| **Software and Books** | 1 | 0.8 |
| **Space** | 2 | 1.6 |
| **Temperature\Control\Ventilation** | 1 | 0.8 |
| **Toilets** | 3 | 2.3 |
| **Unsure/None** | 16 | 12.4 |
| **UpToDate Database** | 1 | 0.8 |
| **Water Bottle Regulation** | 1 | 0.8 |
| **WiFi Connectivity** | 1 | 0.8 |
| **Total** | **129** (154) | **100%** |

20. How would you rate the Library?

| | Excellent | | Good | | Adequate | | Poor | | Unknown | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| **Overall Rating of the Library** | 46 | 35.7 | 60 | 46.5 | 19 | 14.7 | 3 | 2.3 | 1 | 0.8 | **129** | **100 %** |

**The UoF Library Survey Team**
**27 June 2025**