

Schaeffer Fine Arts Library

Survey Outcome

"Following the completion of our survey, we have gained valuable insights into the core needs, behaviors, and expectations of our diverse user community. These findings will guide us in refining Schaeffer Library's services, addressing user concerns, and enhancing our support for academic and research pursuits, all in alignment with the University of Sydney's 2032 strategic goals."

4.13 ★★★★★

Rating was provided for the library's services, staff support, resources, and facilities.

96%

of users are **highly satisfied** with the library's offerings.



Power Institute
University of Sydney



"USER DEMOGRAPHICS"

● **120 minutes**

The **average time** a user spends in the library per visit.

● **67%**

Respondents reported **visiting** the library more than **once a week**.

● **37%**

Users come from a range of disciplines, **not just Art History**, to utilize the library's premises and services.

● **87%**

Users are **Students**, followed by academics and researchers.

● **47**

Study spaces are consistently occupied during operational hours, with a current maximum seating capacity of **70**.

"This indicates that the study space provided by the Schaeffer Library is equally important when compared to other large, technologically advanced, and modern study spaces available on campus"

VISIT TO LIBRARY...

● **29%**

Users primarily utilize the library for their **academic and research pursuits**.

● **69%**

Users visit the library for its **ambiance and quiet study environment**.

"The Schaeffer Library provides an enriching space and environment that fosters student engagement with the university's aspirations, promoting research, innovation, inclusivity, and a sense of belonging and connection to academic excellence"

"PREFER SCHAEFFER LIBRARY" OVER OTHER STUDY SPACES ON CAMPUS

42%

Users say the Schaeffer library provides a **conducive environment** that helps them **focus on their studies and academic or research pursuits**.

Schaeffer Library is popular for its...

- *Welcoming Ambiance & Architecture*
- *Supportive Staff*
- *Accessible Resources & Excellent Facilities*
- *Safe Atmosphere & Ample Seating Space*
- *Quieter and Less Crowded Environment*

"The Schaeffer Library's presence is clearly felt within the user community, making it a popular destination. It has often been referred to as a 'hidden gem' on campus, helping users connect with rich & rare resources, architectural and heritage values of the University"

"PREFER SCHAEFFER LIBRARY" OVER OTHER STUDY SPACES ON CAMPUS

User Appreciations...

*"An ambiance that the other university libraries just lack",
"Beautiful and comfortable space",
"Great vibes, good lighting",
"environment is much nicer than other libraries on campus" etc.*

"The staff are so lovely and create a welcoming atmosphere"

*"Feel connected to my academic discipline", "Allows me to focus",
"Very conducive to study",
"productive",
"don't get distracted" etc*

"less crowded (like other libraries on campus)", "other libraries can be a little loud and crowded", "not many people

"Schaeffer a lot more accessible".

"A lot quieter", "Because it's very quiet", "It's quiet".

**And Many More
Compliments..**

"POPULAR RESOURCES"

● **70%**

Users primarily prefer to use **print resources** - such as *books, pamphlets, exhibition catalogues, theses, and serials* - related to Art History, Visual Arts, and similar fields.

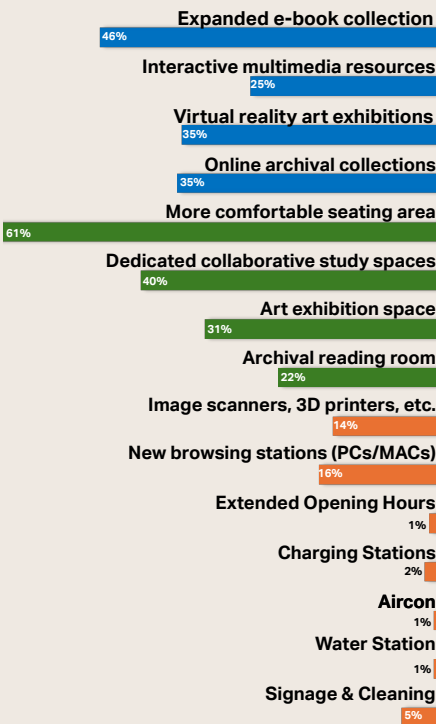
● **30%**

Users prefer to **utilize AV and electronic resources** for their academic and research pursuits in Art History, Visual Arts, and related fields.

"The feedback underscores the diverse needs of library users and emphasizes the importance of offering a broad range of resources and facilities to support their academic and research endeavors."

"YOUR EXPECTATIONS"

Demand for New Resources, Services, and Facilities



"The Schaffer Fine Arts Library is highly regarded by its users, with strong satisfaction in most areas. Addressing the identified concerns will further enhance the user experience, making the library an even more welcoming and efficient space for study and research."

"USE OF SCHAEFFER LIBRARY" BY ACADEMICS & STAFF

● **47%**

Uses library for **research advancement** purposes.

● **42%**

Uses the library for academic pursuits, course development, and teaching or lecture resources.

● **11%**

Uses the rare collection for exhibitions and curating rare resources.

● **20%**

Have sought assistance from library staff for their research pursuits.

"The Schaffer Library's contribution to academic and research excellence at the university is marked by its dedicated support, provision of resources, and comprehensive services to the research community."

"USE OF SCHAEFFER LIBRARY" BY ACADEMICS & STAFF

● **86%**

Users prefer **print resources** for their academic and research pursuits in Art History discipline (e.g., books, serials, pamphlets, exhibition catalogues, and rare collections).

● **14%**

Utilize **AV and electronic resources** for their academic and research pursuits in Art History, Visual Arts, and related fields.

● **Academic and Staff Appreciation for Schaffer Library**

*Library holds **key documents on Australian art** and boasts an **extensive DVD and Blu-ray collection**. It provides **recommended resources** for students and ensures **quick procurement service**. The library also offers important **exhibition catalogues and pamphlets**, houses a **rare collection**, and contributes significantly to **developing course content**.*

"The impact of Schaffer Library's resources on academic support, course content development, and research engagements is evident. Academics frequently utilize the library and its resources to advance their academic and research pursuits."

Building on the First Nations knowledge of these lands, we are Australia's first university, Sydney's university and a great global university.

Dear Survey Participant,

The Schaffer Fine Arts Library is aligned with the University's strategic vision for 2032 and is committed to embracing the necessary improvements and enhancements in the coming year.

Strategic aspirations relevant to library operation:

- **Become an in demand provider** of dynamic lifelong learning
- **Ensure our places** – current and future, physical and digital – **are inviting to all** and enable success
- Place **student and staff needs first** when designing policies, systems, processes and services that reflect and embed our values
- Foster a culture where our HDR students and academics can **excel, engage and have impact.**
- **Transform the experience of working** at the University of Sydney through a shared focus on excellence in how **we attract and invest in our people**

THANK YOU

YOUR VOICE MATTERS TO US

Dear Survey Participant,

We wish to express our profound gratitude for your participation in our recent survey. Your insights are not merely appreciated; they are indispensable in our endeavor to elevate the Schaeffer Fine Arts Library to new heights of excellence.

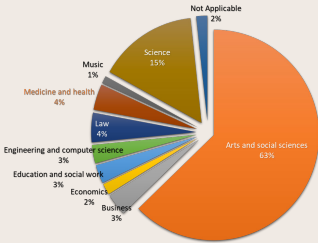
The depth and thoughtfulness of your feedback have provided us with invaluable perspectives. Your recommendations will serve as a cornerstone in our ongoing quest to refine and enhance the library's offerings, ensuring that it remains a distinguished and inspiring sanctuary for scholarship and creativity.

Once again, we extend our sincerest thanks for your time and for your invaluable contribution to the continuous enrichment of our library community.

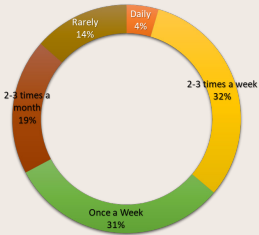
With deepest appreciation,

Schaeffer Library Team

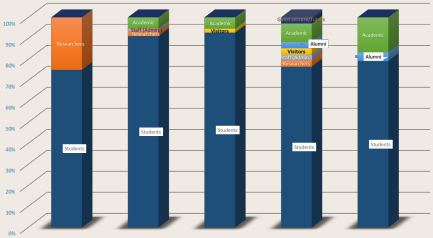
User's Disciplines



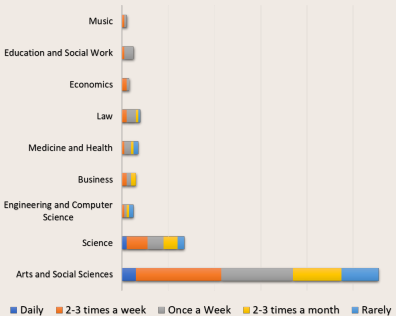
Frequency of visit



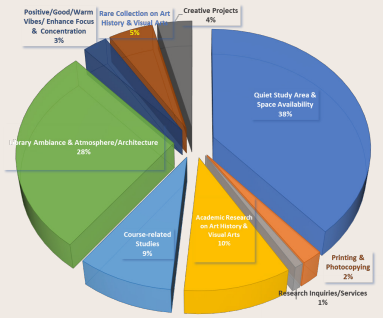
User Type vs Frequency of Visits



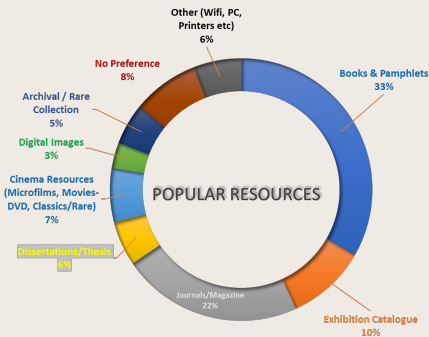
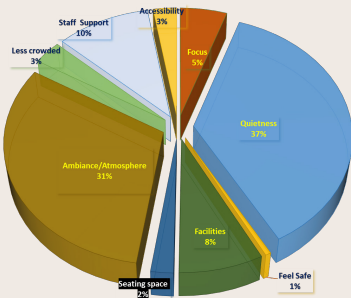
Discipline vs Frequency of Visits



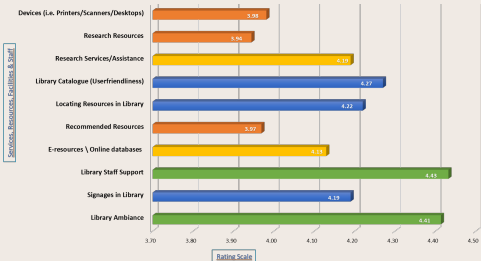
PURPOSE OF VISIT TO SCHAEFFER LIBRARY – STUDENTS, VISITORS & RESEARCHERS



FACTORS DRIVING STUDENTS TO CHOOSE SCHAEFFER LIBRARY: FOR STUDY OVER OTHER STUDY SPACES AVAILABLE ON CAMPUS.

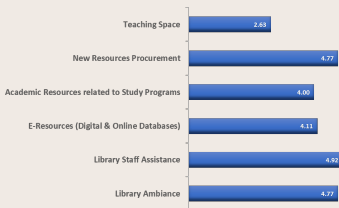


Average Satisfaction Rating on Services, Resources, Facilities & Staff support - by students, Visitors & Researchers



Average Satisfaction Rating on Library services, resources & facilities by academics & staff

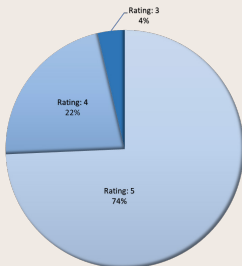
Average Satisfaction Rating on *Library Resources, Services and Facilities*



Average Satisfaction Rating on *ease of accessing Resources*



Overall Satisfaction Rating



Schaeffer Fine Arts Library

Usage Statistics (Q4'2023 & Q1 + Q2 2024)

13,315

Library Visits

473

User
Interactions

100+

Research
Inquires

30+

Activities (i.e. seminar,
workshops & lectures)
facilitated in Library
Premises

60+

Resources
Circulated

1x

Rare Book
Exhibition

Schaeffer Fine Arts Library

Thank You

**Survey
Outcome**



Power Institute
University of Sydney