



Net Promoter Score (NPS) is an advocacy metric that measures the likelihood that a customer will recommend the Library service to other students. The result, and demonstrates that student advocates are positive about the service.

In the context of the four most practiced categories, the score for *information resources*, with a score of 81.1%, is the highest. The following score card presents the data.

Weighting	28%	28%
October 2017	75.2	
November 2015	74.8	
Highest	80.4	
Median	77.5	
Lowest	70.7	

Note: Benchmark score is 77.5

At the time the survey was administered, 28% of students were in the library. It is this group that makes up the comparison group for the survey.

Three of the four categories – *communication*, *service delivery*, and *equipment and information resources* have performed under the benchmark median. *Service delivery* and *communication* have achieved scores of 74.8% and 75.2% respectively.

A review of the library survey results has identified four factors that have recorded gap scores of greater than 10%.

- *Facilities (e.g. desks, power) to use my laptop*
- *A computer is available when I need one*
- *I can find a place to work in a group when I need to*
- *I can find a quiet place in the Library to study*

All of these factors recorded gap scores of greater than 10%, and in particular the ones that were identified above.

In conclusion, this year the Library achieved mixed results, both internally and in the benchmark context, and there is scope for improvement in both. On a more positive note, student advocacy for the Library service is relatively high.