

Library Client Survey report – October 2008

In total, 2145 responses were received.

Where are the most important areas the Library can potentially improve?

The top three areas where clients believe that the library overall can potentially improve are:

1. Access to computers to support study/research is adequate
2. The Library collection is adequate for my needs
3. Access to electronic resources is easily available

If we view the results by campus or branch library, there are some significant areas for potential improvement:

1. Law Library – access to computers to support study/research is adequate
2. Elder Music Library - access to computers to support study/research is adequate; opening hours meet my needs

What action is planned to improve service?

<p>1. Access to computers to support study/research is adequate</p>	<p>Unfortunately, the Library is unable to provide a PC for every student. Peak times between 10am and 4pm weekdays are the busiest and should be avoided; and there is less demand for PCs located on levels 1 and 2 of the Barr Smith Library so availability of a PC is more likely there than on level 3.</p> <p>The Barr Smith Library has added an extra 6 student PCs - making a total of 20 machines - on level 3 north adjacent to the new student discussion area.</p> <p>Additional power outlets for laptop access to the wireless network will also be provided in the new discussion area and in the Barr Smith Reading Room.</p> <p>Benchtops for laptop users in the new discussion area will be monitored in 2009 and can be re-configured for desktop machines if necessary.</p> <p>The possible use - in non-class times - of Library training room PCs by students will be investigated.</p> <p>The demand for PCs in branch libraries such as Law and Music will continue to be monitored.</p>
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<p>2. The Library collection is adequate for my needs</p>	<p>The Library Budget Review was completed in early 2009 and is awaiting response from relevant University Committees. See the report here.</p> <p>If its recommendations are implemented, the level of funding will be improved by at least \$2m to bring its budget to the level of no. 7 in the Group of Eight university libraries. This additional funding will be used to purchase more texts, electronic books and journals and other resources.</p>
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<p>3. Access to electronic resources is easily available</p>	<p>Access to electronic resources can mean either (1) availability of equipment to view resources, (2) lack of resources, or (3) ease of discovering what e-resources we have.</p> <p>Equipment – see 1. above – we are increasing the numbers of PCs and availability of power outlets for wireless access. The Library will continue to monitor the use and demand for equipment and access to electronic resources.</p> <p>Adequate resources – see 2. above – an improved Library budget will enable the purchase of additional e-resources to support teaching and research.</p> <p>Locating e-resources – the Library will investigate better ways for users to access our licensed electronic resources via an updated catalogue interface (with Web 2.0 features); and possible use of a unified discovery tool [a single unified search interface to all catalogued material, to local digital assets such as the university repository of scholarly publications and licensed electronic content].</p> <p>The Library continues to support teaching staff by making it easier to digitise or link readings in electronic format to courses on MyUni.</p>
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Summary

The Client Satisfaction Survey has produced pleasing results. Overall satisfaction and quality scores have improved since the last survey in 2005 and there are no critical issues, although the challenge of continuous improvement remains, particularly in the provision of adequate facilities and equipment, and Library collections.