

2017 Library Client Survey: Results & Action Plan

Thanks to positive response to the 2017 Library Client Survey, [VU Library](#) is in the top 25% of academic libraries that have participated in the Library Client Survey over recent years. The Library increased its overall score by 2% since the previous Library Client Survey in 2015.

The Library Client Survey is conducted every two years to provide the Library with a way to identify key client concerns, and act on them. More specifically, the survey aims to:

- identify, prioritise and manage the key issues affecting clients
- allow the Library's performance to be measured and monitored over time
- provide clients with the opportunity to communicate openly and honestly with the management team of the Library
- compare results with other academic libraries so that performance can be measured in a best practice context.

What the Library is doing well

The Library has improved in all four categories surveyed:

- communication
- service delivery
- facilities and equipment
- information resources

Survey respondents identified the following top five performing services/facilities:

- wireless access
- self-service (e.g. self-check loans, requests, renewals, holds)
- off-campus access to library resources and services
- printing, scanning and photocopying facilities
- library opening hours

How the Library will improve its services & facilities

Survey respondents also identified the Library services and facilities that could be improved, and the Library is working toward the following solutions:

What we will improve	How we will improve
Library study environment	<ul style="list-style-type: none"> • Create additional learning spaces at Footscray Park within the new Footscray Park Learning Hub. • Add four new study rooms to Footscray Park. • Work on design of new learning areas for the Sunshine Learning Hub and new libraries at the City Queen campus.
Computer, laptop & WiFi access	<ul style="list-style-type: none"> • Upgrade the PC booking system in 2018 to better display available computers. • Replace over 300 older library computers in 2018. • Provide additional space for laptop use at Footscray Park in 2018. (Note: University WiFi will continue to be upgraded during 2018.).
Printing services	<ul style="list-style-type: none"> • Reduced costs of A4 single sided colour printing to 30 cents, and A3 single sided colour printing to 60 cents.

Access to digital resources and textbooks	<ul style="list-style-type: none"> • Implement single sign-on in 2018 so that students can use their MyVU login to access library resources. • Resolve the search engine timeout problem to ensure users do not experience any unintended logout. • Participate in e-textbook trials with publishers to improve student access to e-textbooks. • Negotiate with publishers to extend the range of e-textbooks available through the library.
Library customer services	<ul style="list-style-type: none"> • Implement the new Learning Hub in the Library in 2018 to provide complementary activities to equip students with 21st century skills required for academic success.