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:

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<th>What we will improve</th>
<th>How we will improve</th>
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| Library study environment | • 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 | • 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 | • 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 | • 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 | • 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. |