

Victoria University Library

2020 Library performance survey

The survey is normally conducted every few years to provide VU Library with a way to identify key student and staff concerns, and act on them.

However, there were a number of changes to the 2020 survey particularly due to a significant number of questions relating to Library facilities, including opening hours, being removed in order to focus on the digital library service and remote learning under COVID-19.

Following an analysis of the results an action plan (below) has been identified to address the top concerns around access to digital, course and unit-specific resources (e-journals, e-books, full-text) particularly at this time of remote learning.

Action Plan

What we will improve	How we will improve	When it will occur by
1. Full text digital resources available in VU Collaborate units	<ul style="list-style-type: none"> Continue Library participation in Unit Design teams and course review processes to ensure resource availability 	June 2021
2. Library workshops for Postgraduates, academics: finding resources, using document supply	<ul style="list-style-type: none"> Review Library contribution to graduate researcher development sessions 	June 2021
3. etext availability and loan periods	<ul style="list-style-type: none"> Negotiate with publishers to extend the range of e-textbooks available through the Library Review download loan periods for high use digital resources 	June 2021
4. Discovery and access to online resources in the VU Library	<ul style="list-style-type: none"> Improve the library discovery search service to ensure coverage of all online library resources 	December 2021
5. Ease of access to embedded digital resources linked in VU Collaborate	<ul style="list-style-type: none"> Audit all links from the Readings tool in VU Collaborate spaces Make links to readings available through the VU Student App 	December 2020

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