

## 2015 Library Client Survey: What you told us and what we will do to improve

With an overall performance score of 80.3%, Victoria University Library is in the top 50% of libraries surveyed in the last two years. We thank the 2439 students and staff who responded to the Library Client Survey conducted from 17 July to 9 August 2015. Thanks to their feedback, the Library has a better understanding of what is important to its clients, what it is doing well and how it may improve.

The Library Client Survey which is conducted every two years is an anonymous online survey allowing:

- Clients to identify and prioritise the key issues affecting them;
- Clients to communicate openly and honestly;
- The Library to measure its performance over time; and
- The Library to benchmark results with other Australian and New Zealand University Libraries.

Clients were asked to:

- Measure the importance of each of the 32 survey statements;
- Measure their impressions of how the Library performed in relation to each statement; and
- Provide demographic information, overall satisfaction with the Library and suggestions for improvements.

### What the Library is doing well

Library staff performed well with a high score of 86.9% for:

- Being fair, approachable and helpful
- Providing accurate answers to enquiries
- Being available to assist
- Adequate face-to-face enquiry service.

The other performing areas are: information resources (80.1%), service delivery (79.4%), facilities and equipment (77.2%). The lowest score was in the area of communication at 77%. Overall, the top 10 performing areas included seven areas that were also identified as most important.

### What is most important to you

The three most important areas are: Library staff, information resources and facilities and equipment. Factors identified as important for Library staff (i.e. Library staff being fair, approachable and helpful, providing accurate answers to enquiries, being available to assist) were also rated as being well performed.

Three other important factors were also rated as being well performed:

- Off-campus access to the Library resources and services
- Printing, scanning and photocopying facilities in the Library.

### What you also told us

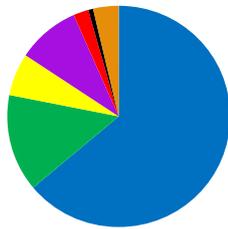
You were more likely to own a laptop (91%) and most of you were willing to bring it on campus (60%). Most of you (76%) used the library website as the main means for learning about library services. The other tools used are: email (22%), chat (17%) and phone (17%).

You also told us how satisfied you were with the Library and gave us an overall satisfaction score of 5.66. This score places the Library in the top 50% when compared with other libraries surveyed over the last two years.

# VICTORIA UNIVERSITY

## 2015 LIBRARY SURVEY RESULTS

### WHO RESPONDED TO THE SURVEY?

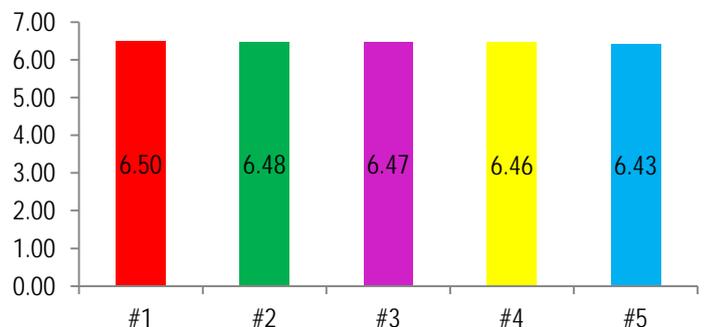


| Category                  | Percentage |
|---------------------------|------------|
| Undergraduate             | 63.9%      |
| Postgraduate - Coursework | 14.2%      |
| Postgraduate - Research   | 6.2%       |
| TAFE/VET                  | 9.1%       |
| Academic/Teaching Staff   | 2.2%       |
| Professional Staff        | 0.7%       |
| Other/Unspecified         | 3.7%       |

### WHICH FACTORS DO OUR CLIENTS BELIEVE ARE IMPORTANT TO THE LIBRARY?

Scored out of a maximum of 7

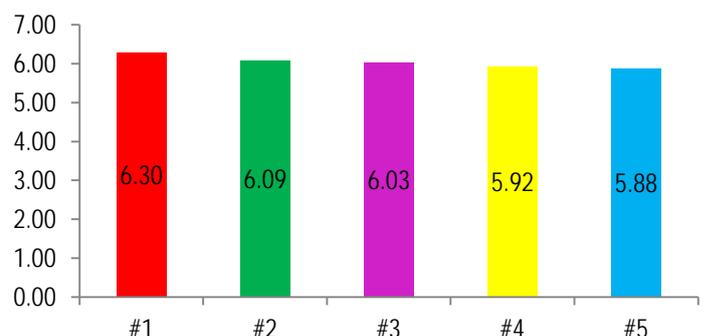
- #1 - Library staff treat me fairly and without discrimination
- #2 - Library staff are approachable and helpful
- #3 - Library staff provide accurate answers to my enquiries
- #4 - I can get wireless access in the Library when I need to
- #5 - Library staff are readily available to assist me



### IN WHICH AREAS DID THE LIBRARY EXCEL?

Scored out of a maximum of 7

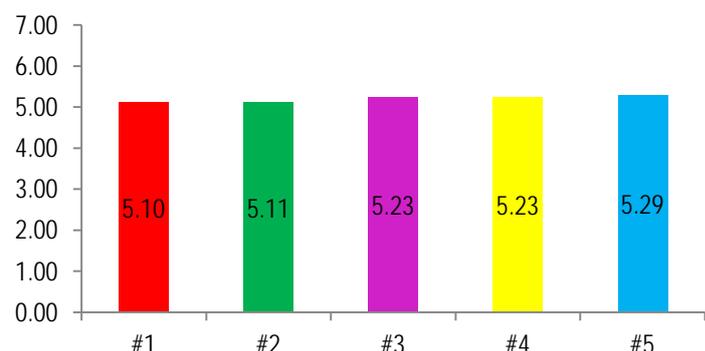
- #1 - Library staff treat me fairly and without discrimination
- #2 - Library staff are approachable and helpful
- #3 - Library staff provide accurate answers to my enquiries
- #4 - Library staff are readily available to assist me
- #5 - Self-Service facilities meet my needs



### WHERE COULD WE IMPROVE?

Scored out of a maximum of 7

- #1 - I can find a quiet place in the Library to study
- #2 - I can find a place in the Library to work in a group
- #3 - Individual seating is adequate
- #4 - EBooks are easy to use
- #5 - Laptop facilities meet my needs



## How the Library may improve

Your responses and comments indicated that we can improve:

- library spaces in relation to the following survey statements
  - I can find a quiet place in the Library to study when I need to
  - I can find a place in the Library to work in a group when I need to
  - Opening hours meet my needs
  
- information resources
  - Make textbooks available and provide more e-textbooks
  - Improve access and usability of ebooks
  - Develop the Library collections to meet education and research needs

## What we will do to improve our services

| What we will improve                 | How we will improve  |
|--------------------------------------|--|
| Computer access during peak periods  | <ul style="list-style-type: none"> <li>• Review distribution of student computers across campus libraries.</li> <li>• Move computers from campus libraries with low computer usage to campus libraries where there is high demand for computers.</li> </ul>  |
| Quality of library student computers | <ul style="list-style-type: none"> <li>• Upgrade 50% of student computers over 2016/17 by replacing older computers in the Library's fleet.</li> <li>• Install additional subject specific software such as Matlab &amp; Autocad from semester 1, 2016.</li> <li>• Provide Mac computers at Footscray Nicholson campus library in 2016.</li> <li>• Extend range of Macs at Footscray Park campus library.</li> </ul> |
| Laptop access and facilities         | <ul style="list-style-type: none"> <li>• Improve access via central university wireless upgrade throughout 2016/17.</li> <li>• Install additional facilities including power points, desks and chairs for laptop users at Footscray and City campuses.</li> </ul>  |
| Printing services                    | <ul style="list-style-type: none"> <li>• Replace all library printers in mid-2016 with more recent models with faster printing speeds.</li> </ul>  |
| Additional quiet study spaces        | <ul style="list-style-type: none"> <li>• Reduce and relocate physical collections in the Footscray Park Learning Commons to create additional quiet study spaces.</li> <li>• Review provision of group study tables at Footscray</li> </ul>  |

|   |   |
|---|---|
|   | <p>Park and City Flinders campus libraries with a plan to replace them with individual study facilities in open areas.</p> <ul style="list-style-type: none"> <li>• Reduce the number of PCs in the City Flinders PC zone to create more individual study spaces.</li> </ul>  |
| Reducing noise and crowding                       | <ul style="list-style-type: none"> <li>• Review current quiet study zones across campus libraries to extend quiet study space over longer periods of the semester</li> <li>• Purchase additional quiet study banners and signage.</li> </ul>  |
| Additional group spaces                           | <ul style="list-style-type: none"> <li>• Seek minor works funding to create additional group study facilities at Footscray Park campus library.</li> <li>• Scope out the replacement of the open/ partitioned group study spaces on the south-side of the City Flinders Learning Commons with fully enclosed, soundproof discussion rooms.</li> </ul>   |
| City Flinders and Footscray Park Learning Commons | <ul style="list-style-type: none"> <li>• Extend library opening hours for 24-hour access on weekdays.</li> <li>• Remain open later on weekends.</li> </ul>  |
| Access and usability of ebooks                    | <ul style="list-style-type: none"> <li>• Simplify access by implementing joint interface for major ebook collections.</li> <li>• Acquire ebook collections preferably in more user friendly formats (e.g. pdf).</li> <li>• Reduce the need for multiple logins.</li> <li>• Provide face-to-face training for ebooks.</li> <li>• Provide website information and video instruction for ebooks.</li> <li>• Improve access to ebooks and information resources via MY VU Portal by redeveloping library system content.</li> </ul> |
| Library collections for education and research    | <ul style="list-style-type: none"> <li>• Add materials to physical collections whenever material is not available electronically.</li> <li>• Purchase electronic versions (if available) to allow for flexible access across campuses.</li> <li>• Provide more ebooks by further applying the evidence-based ebook acquisition models.</li> <li>• Participate in e-textbook trials with publishers to determine the best models for the Library to provide e-</li> </ul>  |

|                        |   |
|------------------------|---|
|                        | textbooks.  |
| Access to e-textbooks  | <ul style="list-style-type: none"> <li>• Advise the University on the procurement of e-textbooks and contribute to the testing of new e-textbook platforms.</li> </ul>  |
| Strategy and processes | <ul style="list-style-type: none"> <li>• Review and improve content on the library webpages for access and borrowing, learning spaces, computer facilities, and software availability.</li> <li>• Create and implement schedule for email communications to students.</li> <li>• Promote library chat services.</li> <li>• Develop training for students on how to navigate the library website.</li> </ul> |