Client Satisfaction Survey

Results 2013

Thanks to the 2943 students and staff who responded to the Client Satisfaction Survey conducted in August 2013. Most responses were from Higher Education undergraduate students (69.9%) and the best represented were students from the College of Business (19.2%) and the College of Arts (18%). The campus with the highest level of responses was Footscray Park (43.6%), followed by St Albans (23.7%).

A brief report of the survey findings is available for download.

What did you tell us in the survey?
Our results were very good overall. Since the last survey in 2011, the level of satisfaction with the Library increased by 0.7% to 80.7%.

What you liked about the Library
- Fair treatment from Library staff
- Helpfulness of Library staff
- Accurate answers from Library staff
- Self-service (e.g. loans, requests, renewals) meets my needs
- Availability of assistance from Library staff

Where you said the Library could improve
- Quiet study areas
- Computer availability
- Adequacy of individual seating
- Group study areas
- Informing you about Library services

In the comments you added to the survey, you identified the following two items as being the most in need of improvement:
- Study environment: noise levels and ambience
- Computers: numbers and accessibility

We also asked if you had any suggestions for improving our collections of eBooks and eJournals. The two items you identified as being the most in need of improvement were making the collections easier to access and navigate and to expand the collections overall.

Top 5 gaps by client group
The survey data helped us identify the gaps between what you think is important and your perceptions of how well the Library is performing. We use the gap scores to prioritise our actions to improve Library services.

Undergraduate students	Postgraduate students
• Quiet study spaces	• Quiet study spaces
• Computer availability	• Computer availability
• Individual seating	• Individual seating
• Group study spaces	• Group study spaces
• Laptop facilities (desks, power)	• Availability of items on shelf
TAFE staff	Academic/Research staff
• Ejournals are easy to use	• The library website redevelopment has improved my ability to find resources

• EBooks are easy to use	• EBooks are easy to use
• The library catalogue is easy to use	• The library catalogue is easy to use
• The library website is easy to use	• The library website is easy to use
• Availability of items on shelf	• Availability of items on shelf
TAFE students	**General staff**
• Quiet study spaces	• EBooks are easy to use
• Course specific resources meet learning needs	• Ejournals are easy to use
• EBooks are easy to use	• The library website is easy to use
• Ejournals are easy to use	• The library website redevelopment has improved my ability to find resources
• Individual seating	• The library catalogue is easy to use

What we will do in 2013 and beyond to respond to the survey results

Improvement area	Actions 2013/2014
COMPUTERS **Actions to improve computer access at larger sites during peak periods**	o Explore options to display the availability of PCs on digital signage. o Relocate PCs to campuses where there is a high demand for computers. o Improve the means of communicating about the PC booking system to students. o Review the number of quick print workstations at larger campuses and reallocate existing workstations to quick print workstations as needed to improve waiting times.
Actions to improve speed and quality of student computers	o Increased the monthly Internet quota for students by 30% on 1 November 2013. o Upgrade 50% of student PCs over 2014/2015.
Actions to improve laptop access and facilities	o Add extra power points at the City Queen Library. o Assess the need for, and install, additional power points, desks and chairs for laptop users at Footscray Park and St Albans (subject to funding). o Upgrade the wireless network in 2014.
STUDY SPACES **Actions to improve learning space amenity in terms of noise, crowding, provision of individual and group spaces**	o Add 40 additional quiet study spaces to the Footscray Park Library and Learning Commons. o Shift collaborative study spaces from the City Queen Library to the new Queen St building. o Create additional learning spaces in the new Queen St building. o Double the number of learning spaces at Sunshine within the new Sunshine amenity building which will include a larger learning commons facility. o Provide input into campus learning space projects to create additional learning spaces in Building C Footscray Park and Level 9 City Flinders. o Undertake planning for a 24/7 study space for Footscray Park

	in 2014. o Develop options for further acoustic protection for library sites in 2014 to reduce noise levels.
INFORMATION RESOURCES **Actions to improve access and usability of eJournals and eBooks**	o Review the library search engine to improve searching, navigating and accessing online information resources. o Provide more online support when clients link to information resources. o Ensure the Library website and linked electronic resources can be easily accessed via mobile devices. o Provide additional support for clients downloading eBooks to tablet devices. o Develop an e-book awareness and promotion plan. o Communicate eBook borrowing conditions via the website.
Actions to develop Library collections to support education and research	o Expand the collections of ebooks by enabling patron driven acquisition of EBSCO and Ebrary ebooks. o Advise the University on e-textbook procurement and contribute to the testing and assessment of new e-textbook platforms.
COMMUNICATION **Actions to improve the library communication strategy and processes**	o Review the Library website templates in 2014 to better highlight key library search functions. o Refresh information such as Library signage and 'how to' guides.

You can email Jenny Fafeita if you have any queries about the survey or the 2013 results.