

# Library user survey report

**What we have done since the 2009 survey**

# Introduction

The Library conducted a user survey in 2009. This report provides a recap of what you said we do well, what you asked us to improve and the actions we have taken to address these concerns.

User survey report:

<http://www.lib.monash.edu.au/reports/survey-customer/2009/>

# You said we were good at

- Treating users fairly
- Being approachable, friendly and readily available to assist
- Providing clear and accurate responses to queries
- Providing access to resources and services when you're away from campus
- Self-service (e.g. self loans, requests, renewals, holds)

# The Library actively seeks to improve on its strengths through

- Staff professional development
- Website enhancements
- Review of services

# What you asked for

- Access to computers
- Finding items
- Easy to use library catalogue
- Quiet study
- Longer opening hours

## **Changes introduced:**

- Additional computers, powerpoints and seats where possible
- Undergraduate and main collections merged at Matheson Library
- Quiet study reinforced
- Most libraries open from 8am since 2009, longer hours during exam period

# What you asked for

- Access to electronic resources and easy to use searching tool
- Better printing system
- Easy to use website

## **Changes introduced:**

- Search, a more intuitive searching tool, developed and made available in 2011
- All copiers replaced with new multifunction devices for copying, scanning and printing
- Library home page refreshed

# What you asked for

- Good place to study
- Information resources

## **Changes introduced:**

- More workstations with desktop power added in some libraries; new furniture in Matheson Library
- New group study area at Gippsland Library completed
- More course materials in print and electronic formats made available

# In conclusion

Your positive comments are appreciated. We hope you have noticed the changes we have made to our services in the areas of concern to students.

Please contact us at any time if you wish to discuss aspects of our services or if we can help you in any way.