



# Library user survey report

**What we have done since the survey  
done in 2007**

# Introduction

The Library conducted a user survey in 2007. This report provides a summary of what you said we do well, what you asked us to improve and the actions we have taken to address your concerns.

User survey report:

<http://www.lib.monash.edu/reports/survey-customer/2007/>

# You said we were good at

- Displaying professionalism and providing quality service
- Opening hours
- Inter-campus and inter-library loans
- Providing response to queries
- Providing useful information on our website
- Quickly reshelving books and journals

# The Library actively seeks to improve on its strengths through

- Reviews of services
- Website enhancements
- System upgrades
- Staff professional development

# What you asked for

- Improved, easy to use catalogue and website
- Being kept informed about new services, resources and collections
- Adequate online help services

## **What we did in response**

- Upgraded the catalogue to introduce new functionality
- Added web pages with new and up-to-date information
- Moved to weekly updates of Library news
- Extended Online Chat hours until 9 pm during semester, with more operators at any one time

# What you asked for

- Easily available access to electronic resources, including off-campus access
- Adequate library collection for your needs
- Rapid processing of materials for inclusion in the collection

## **What we did in response**

- 50% of library acquisitions are now electronic resources
- Introduced an electronic book purchase program based on your use of available titles
- Improved electronic resource management system behind the scenes

# What you asked for

- Greater access to computers
- More quiet study and individual seating
- Opening hours that better meet your needs

## **What we did in response**

- Added more computers and powerpoints where possible
- Reinforced quiet study
- Added more seating where possible
- Committed to a review of opening hours in 2009



## In conclusion

Your views help us to improve the Library. We hope you have noticed the changes we have made to our services in the areas of concern you identified.