The Library Client Survey in September 2012 identified a number of areas in which clients thought the Library’s performance could improve. A number of actions were undertaken to address these issues.

<table>
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<th>Overall, clients asked for…</th>
<th>Actions</th>
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| **Improved availability of computers in the Library** | • Investigated and enabled a dynamic web page which shows where currently available computers are located in each library.  
• ITS have located additional computers in the Morris Miller and Music libraries.  
• Usage of centrally managed computers is now monitored by ITS to ensure computers are located and relocated so as to best meet demand. |
| **More quiet places to study** | • Additional quiet study spaces on Level 5 of Morris Miller Library.  
• Law Library has improved signage of its silent study spaces.  
• Additional study areas in Morris Miller Library are designated for quiet study in swat vac and exam periods.  
• Launceston Library is investigating options for designating a quiet study space accessible 24/7. |
| **Improved laptop facilities** | • The Library has piloted lending a small pool of laptops from Morris Miller, Launceston and Cradle Coast Libraries and will review results of the pilot to determine the level of ongoing demand for this service.  
• Laptop lockers for storage and recharging have been installed in Morris Miller and Launceston Campus Libraries.  
• ITS have improved the wireless network coverage and performance in a number of libraries.  
• A significant number of additional power points have been installed in Morris Miller Library. |
| **A Library website that is easier to use** | • During 2013 the Library has worked with web design consultants to redevelop the Library’s website in order to improve navigation and discovery of information. All Library webpages have been extensively reviewed and redesigned (in alignment with new UTAS design). The new Library website will go live as soon as the new UTAS home page is released. |
| **A Library catalogue that is easier to use** | • The Library has undertaken a project to exhaustively investigate state-of-the-art options for improving the information resource discovery interface. A decision will be made imminently.  
• The catalogue interface changed when the new library system was implemented at the end of 2012. The new catalogue has a more intuitive look and feel and additional functionality. Client feedback on the new catalogue is being collected via a short survey and will again be gathered in the 2014 Insync Library Client Survey. |
### More online information resources

- In 2012 a number of e-journal back sets were purchased across a range of disciplines, adding access to over 2000 titles. This was made possible with special funding made available from the Division of Research, and through the strength of the Australian dollar in 2012.

- In addition, an increased allocation was assigned to Patron Driven Acquisition of e-books.

- The preferred format for purchase and access to scholarly information resource continues to be electronic format.

- Library expenditure on information resources has been benchmarked against other Australian university libraries to demonstrate to senior management how UTAS compares on a range of indicators.

- A high-level group has been established to develop a long-term Library Master Plan to shape future development and resourcing of the Library.