The Library Client Survey in July 2016 identified a number of areas in which clients thought the Library’s performance could improve. A number of actions have already been undertaken, or are planned, to address these issues.

<table>
<thead>
<tr>
<th>Clients asked for...</th>
<th>Actions undertaken or planned</th>
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| Improved availability of computers in the Library | • Increased promotion of a pool of 23 lendable laptops distributed across the Launceston, Morris Miller, Cradle Coast and Music libraries.  
• Three Mac laptops have been added to the lendable pool in Launceston.  
• Computers in libraries are provided and centrally managed by ITS. The survey results and comments about computer access (along with wireless and laptop facilities) are reported to ITS by the Library. |
| More quiet places to study | • In Launceston Library the space available 24/7 has been expanded to include the Reserve Room as a silent study area.  
• In Morris Miller Library, negotiations are underway with ITS about opening elab2 as additional quieter study space. Negotiations with Student Services about also opening the Reserve area 24/7 as silent study space are continuing.  
• Access to the quiet study space for postgraduates on level 5 of the Morris Miller Library has been extended to include coursework postgraduates.  
• In Rozelle, the redevelopment of learning spaces, now underway, will improve access to both quiet and group study spaces. |
| MegaSearch being easier to use | • The Library is reviewing the labelling of search options, content of help and location of search guidance information to increase ability of clients to target their search.  
• The Library is reviewing survey comments from clients to identify specific areas of dissatisfaction to address. |
| A Library website that is easier to navigate | • Navigational pathways on the website for clients to contact the Library have been improved.  
• The Library is reviewing survey comments from clients to identify specific areas of dissatisfaction to address.  
• Data on how clients move between pages on the website is being collected and analysed to give a clearer picture of how clients use the website and where specific improvements need to be made. |
| Online resources (e.g. ejournals, databases, ebooks) | • The Library annually benchmarks expenditure on information resources, including online resources, against other Australian university libraries to demonstrate how the University Library ranks in relation to other universities.  
• The Library is seeking additional strategic funding to support the current information resources subscriptions.  
• A review in 2016 of current subscriptions in consultation with Faculty Deans and Heads of Institutes confirmed the relevance of the Library’s ongoing subscriptions.  
• The Library is currently assessing competing offers from two major database vendors with a view to maximising the number and range of... |
A project to digitise 4,000 University of Tasmania higher degree theses and make them accessible via the Library Open Repository has been completed.