

## Library Client Survey 2023

**We're listening to what you said. This is a summary of feedback across the top five areas you identified need improvement and what we will do.**

The 2023 Library Client Survey took place from 11-31 July 2023. The results were a significant improvement on those from the last survey, undertaken in 2021.

There were five key themes relating to areas for improvement. These are listed below together with how we will respond.

<b>Your feedback across the five key areas for improvement</b>	<b>Library response</b>
<b>1. Communication</b>	
Signage, including where things are located across library floors, signage on print book subjects and how to find books, for printer locations, meeting rooms and general directional signage.	Promoting library activities is a key priority. We will review signage across all libraries and consider how we can improve our engagement with you.  You can register your interest in a library focus group.
Promotion, and the need to promote library services and events more actively.	Watch for library updates across university communication channels, including the student portal and social media.
<b>2. Finding relevant information on the website</b>	
The website needs a face lift and improved navigation. It should be mobile enabled and regularly updated.	The website is currently undergoing a refresh with the first phase to be completed by late 2023.
<b>3. Online resources</b>	
You asked for information about library services via the Student Portal or MyLO and support for online students to access the library, such as a guided online tutorial and online webinars offered in the evening.	A Study Toolkit is embedded as a course in MyLO. There is a <a href="#">Getting Started in the Library</a> libguide which provides a detailed introduction to library services and research. There are also Study Essentials and Subject Guides on the Library Guides <a href="#">homepage</a> .
Greater access to compulsory textbooks as eBooks and increased availability of eBooks and eJournals also featured.	Keep informed about upcoming <a href="#">library workshops</a> .  In recent years we have invested significantly to provide 24/7 access to online resources. We will review available eBooks and eJournals, so the selections meet course needs in reading lists.
<b>4. Search facilities</b>	
Many respondents raised difficulties accessing online resources and databases.	Following your feedback in 2021, we advocated and received funding to replace Megasearch and improve discovery of our resources.  It is a lengthy process, and you will see changes from 2024.

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You can also [book an appointment](#) with a librarian to discuss your access issues.

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## **5. Finding a quiet place to study**

Feedback related to noise levels and the availability of quiet study spaces.

We have heard your feedback and will monitor use of library spaces and promote acceptable behaviour.

More private study spaces and designated quiet areas were requested.

We will review our study spaces and consider improved zoning of quiet spaces as part of this.

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## **Other themes for improvement**

### **Library response**

#### ***Opening hours***

Some respondents asked for 24/7 access or extended opening and closing hours.

In 2022, we extended [opening hours](#) across three locations from 5pm to midnight weekdays and 7.30am to midnight on Saturdays and Sundays. Recently, we extended the opening hours at Inveresk.

For others, access to library facilities in the Hobart CBD was important.

There is a collection point at the Hobart Student Hub and a space for study. You can also use the Clinical Library in the Royal Hobart Hospital or Carington Smith Library at Hunter Street.

We will further consider how greater access can be provided for students.

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#### ***Facilities and equipment***

Feedback related to improvements to general amenities including air conditioning, overall cleanliness, seating, and access to printers and cheaper printing.

We will review specific feedback about facilities and equipment and plan for upgrades and service improvements.

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#### ***Collection***

The print collection is important, and more books are needed across each campus.

We have over 400,000+ books across our 9 library sites and you can request material from any library. Let us know what is missing by completing a [request form](#).

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Janette Burke  
University Librarian  
September 2023