Library Client Survey 2014 – Actions undertaken or planned in response to results

The Library Client Survey in May 2014 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.

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<th>Clients asked for...</th>
<th>Actions undertaken or planned</th>
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| Improved availability of computers in the Library | • Four computers have been added to the Learning Hub at the Cradle Coast Campus  
• The information on the web page which shows where currently available computers are located in each library has been improved.  
• Usage of centrally managed computers in the Library is being monitored. |
| More quiet places to study | • Group study rooms in Launceston, Morris Miller, Cradle Coast and Clinical libraries can now be booked online via a Library web page, allowing groups of clients to organise themselves to work together in a quiet space.  
• In Morris Miller Library, 42 additional quiet study spaces with powered desks have been added to level 4. More quiet study seats on level 5 have also been created in refurbished spaces. Level 3 also has extra seats.  
• In Morris Miller Library, study spaces on level 5 are now open during all staffed hours. This area was formerly closed to students on weekends and after 5pm.  
• There are now 4 standing desks in a quiet area of Morris Miller Library level 5. The need for some standing desks was raised in the survey comments.  
• At Rozelle, a University project group, which includes representation from the Library, has been formed to redevelop learning spaces, including improving access to both quiet and group study spaces. Work is expected to be completed by the end of 2014.  
• In Launceston, the Reserve area is now open during unstaffed hours (24/7) as a trial additional silent study area. |
| MegaSearch being easier to use | • MegaSearch now searches everything by default, rather than just books and ebooks.  
• Title and Author search options have been added to the search box.  
• Searching is now accessible to anyone in the world via Guest access. |
| A Library website that is easier to navigate | • Data on how clients move between pages on the website is being collected to give a clearer picture of how clients use the website and where improvements need to be made. |
| Improved laptop facilities | • All new desks in Morris Miller Library on levels 4 and 5 have power and USB port facilities.  
• ITS are investigating high density wireless infrastructure to improve wireless network access in areas such as level 5 in Morris Miller Library. |