



BRIEF

SUBJECT **Library Client Survey: Action plan**

TO Library Staff

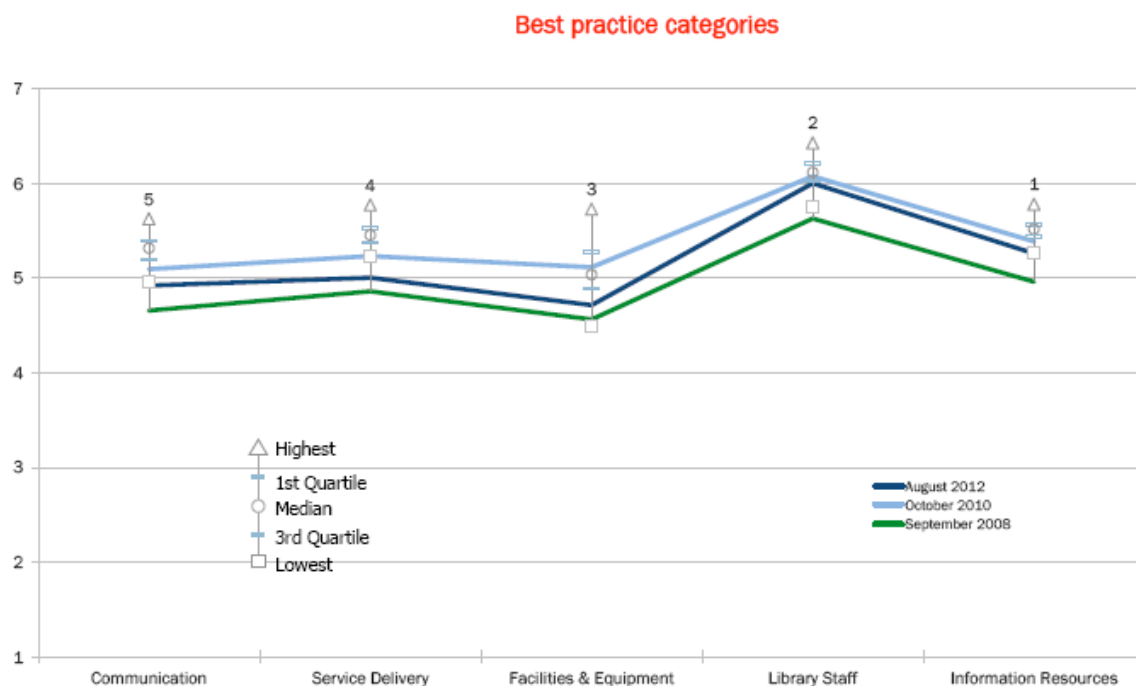
FROM
Library Executive

DATE 9 November 2012

Background

In August 2012 the Library retained Insync Surveys to conduct a client survey. The key findings, data report and the analysis of the comments have been received.

A total of 867 responses were received, 56% from undergraduates, 24% from postgraduates and 12% from academic/research staff. Our overall score was 74.4% which places ANU Library in the bottom 25% of libraries surveyed. The following graph gives an overview of the results.



It is very pleasing to note that the Library staff is once again the highest performing category with a score of 85.8%. Facilities and equipment ranked lowest reflecting the issues with printing, scanning, photocopying and wireless. Discussions are being held with Information Technology Services regarding the problems.

The survey has raised some areas that can be improved. The action plan proposes actions against the key areas that require attention, the person responsible and the timeframes.

Issue	Action	Responsible officer	Timeframe	Comments
Opening Hours	Analyse results of Extended hours trial and make recommendations for 2013	University Librarian, Roxanne Missingham	End of November 2013	In consultation with PLPM and Library staff
Printing, scanning & photocopying issues	ITS to investigate and report	ITS	End of 2012	ITS have been sent the relevant parts of the report and the relevant comments
Availability of computers	ITS to investigate and report	ITS	End of 2012	ITS have been sent the relevant parts of the report and the relevant comments
Wireless access	ITS to investigate and report	ITS	End of 2012	ITS have been sent the relevant parts of the report and the relevant comments
Items on shelves	Ensure shelving is done promptly. Review procedures for items reported missing; ensure relevant staff know the correct procedure	All Precinct managers Kathy Collier, Chair Circulation Coordination Group	Immediate and on going March 2013	In consultations with TSCG and Collection Coordination Group
Website	Review the Library website	Manager, Library User Services, Kathy Collier	July 2012	In conjunction with DOI Outreach
Supersearch	Review ANU's implementation of Supersearch. Prepare list of enhancements for the ANZ User Group	Chair, Reference Coordination Group, Helena Zobec	End of 2012	In Consultation with RSCG and ILCG
Communication	Review the Library's communication strategy	Kathy Collier, Manager Library User Services	March 2013	66% of respondents prefer to learn about our services via email
Library workshops and training	Develop online training modules, investigate more subject specific training and where possible embed as part of courses	Kathy Collier, Chair ILCG	February 2013 first online modules available	