

# Briefing Paper

SUBJECT	<b>Actions taken in response to the 2014 Insync Survey</b>
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AUTHOR	Heather Jenks, Associate Director, Library Services

## Background

The ANU Library was a participant in the 2014 Insync survey which was run from the last week of April through the month of May. There were 689 responses to the survey.

As stated by Insync the primary objective of the survey is to provide the Library with a way to identify key user concerns. More specifically, the survey aims to:

- identify, prioritize and manage the key issues affecting users
- allow the Library's performance to be measured and monitored over time
- provide users with the opportunity to communicate openly and honestly with the management team of the Library
- compare results with other libraries so that performance can be measured in a best practice context

The Insync Surveys are run in a bi-annual cycle.

## Issues identified

Insync reported that the top 10 performance list contains five factors from the top 10 importance list:

- *Library staff are approachable and helpful*
- *Library staff provide accurate answers to my enquiries*
- *When I am away from campus I can access the Library resources and services I need*
- *Online resources (e.g. ejournals, databases, ebooks) meet my learning/research needs*

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*

This is a positive result for the Library. Not only are these factors among the most important to users of the library, they are also being performed well

A review of the library-wide gap grid has identified the following Top 5 improvement opportunities for the Library:

- *Opening hours meet my needs (gap score = 1.98)*
- *I can get wireless access in Library when I need to (gap score = 1.78)*
- *Printing, scanning and photocopying facilities in the Library meet my needs (gap score = 1.67)*
- *I can find a quiet place to study in the Library when I need to (gap score = 1.59)*
- *A computer is available when I need one (gap score = 1.59)*

## **Actions**

The Branch Managers of the Chifley, Art& Music, Hancock, Law and Menzies libraries worked alongside the University Librarian to create a list of actions that would help resolve the identified issues –

### *1. Opening hours meet my needs*

The gap identified was that the opening hours did not meet the needs of the students. The Library ran a trial for opening 24/7 in the Chifley during the second semester exam period in 2014 and this was extremely successful. Preparations were undertaken within the Chifley Library to open Level 2 of Chifley Library 24/7. The required modifications were carried out, this included barriers to be installed on Levels 2, 3 and 4 and this was achieved just prior to the first semester exam period and has been successfully running since 25<sup>th</sup> May 2015.

The 24/7 facilities are being well utilised, adjustments to allow access to more levels of Chifley may need to be made for the Semester 2 exam period.

### *2. I can get wireless access in Library when I need to*

The wifi access gap had also been identified in a previous Insync survey and the Library prior to and post the 2014 survey was working with ITS to check on hot and cold spots for wifi delivery. Four libraries were refitted with wifi capability commencing in Q3 2014 with the Menzies Library being the last cab off the rank in early 2015. Complaints about lack of wifi ability have dropped significantly since this action was taken, however the wifi printing in the Hancock Library is still causing issues.

This issue will continue to be monitored and raised with ITS.

### 3. *Printing, scanning and photocopying facilities in the Library meet my needs*

The printing, scanning and photocopying facilities gaps are services run by ITS. During 2014 and 2015 these issues have been raised a number of times in meetings with ITS staff who are looking at various solutions. As noted in point 3, Hancock Library still has problems with the wifi printing option. ITS and Library staff communicate regularly about these concerns and viable options to improve this service. The Library is awaiting further information on future directions

Network outages have been a major contributor to dissatisfaction with these services. Since May 2015 there have only been few network outages.

### 4. *I can find a quiet place to study in the Library when I need to*

All libraries operate a zoning system which helps to accommodate the different study needs of library users. However this identified gap is probably the hardest to rectify as library users have their own perceptions about what is an acceptable noise level.

The Menzies Library is a very quiet library, the Law Library is self-monitored by its users, the Hancock Library has access to adjacent study spaces where groups can study quietly or make noise, the Art & Music Library has limited study spaces and is self-monitored and then there is the Chifley Library. While there are many signs around requesting users to honour the quiet, and the silent study zones, these notices are often ignored. Level 3 of Chifley is known as the “party floor”. Chifley staff have tried a number of strategies to keep the noise down, it peaks around 2.00 – 4.00 p.m. each day. Library staff are now adding to the announcement when complaints are received, that users will be asked to leave the Library if they fail to keep the noise level to an acceptable level. The number of noise complaints appear to have reduced.

This issues will continue to be monitored.

### 5. *A computer is available when I need one*

#### a. Number of computers

10 additional PC's were installed in the Chifley Library at the end of 2014 on Level 3 in response to the comments received in the Insync survey.

#### b. Information on availability

ITS had previously supplied a very small visual on the information screens which showed where computers were available for use in each Library. It was very difficult to see and interpret. The Library has been working with ITS to install a graphic which can be displayed which will allow Library users to instantly see if there is space in the Library they have entered or if they should move to a different library in order to get access to a hardwired PC or Mac. There are a variety of apps that can be utilised to display this information.

c. Monitoring

Chifley Library staff have been working with ANU Security to begin clearing workspaces with PC's or Mac's that have been temporarily abandoned by their users. Personal belongings will be removed from the workspace and logged at the Information Desk and the PC/Mac will be logged out and made available to the next person who wishes to use it. This will be trialled at Chifley during Semester 2, 2015 and if successful other branches will follow suit.

This issue may well be resolved with this action.

Heather Jenks

Associate Director, Information Services