2022 Library Student Survey: Action Plan

The 2022 Library Student Survey took place 4-19 April 2022. The standardised survey is administered via Insync and measures student satisfaction across four broad themes: communication, service delivery, facilities and equipment, and information resources. Students rate library services by the level of **importance** to them and by their impression of the library's level of **performance**, and the survey contains the option for students to provide free text comments about library services. 2022 results were very close to the results in last time UWA Library ran the survey in 2019. The attached infographic provides an overview of the 2022 Survey Results.

Communication and Service Delivery

Topic	Student Feedback	Library Actions
Signage	Requests for more signage on how to print, the layout of the physical Libraries, and reminders to other students to use Library facilities appropriately. [1]	- Review the location of floor plans at each Library to make these more visible. - Check printing stations to determine if they need more signage with instructions.
Library Website	Some students find the Library website confusing and reported difficulties in finding information on Library services.	- Liaise with Branding, Marketing & Recruitment regarding guidance on search engine optimisation to ensure our content is findable. - Progress current projects to review the Library Survival Guides and Research Guides.
Workshops	Requests for more face to face and online sessions on introductory topics.[2]	Trial 1-2 orientation/refresher sessions during semester (if there is high take-up will consider monthly).

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[1] Last year there was a project to reduce signage and standardise the look and feel, as well as identifying different zones in the Library (quiet, silent, etc.).

[2] The Library's education strategy has moved away from face to face to focus on embedding library resources at unit level and encouraging students to be self-sufficient in finding online resources. We provide more hands-on support for at-risk groups.

Library Facilities and Equipment

Topic	Student Feedback	Library Actions
Behaviour in Library spaces	Issues with noise travelling through library spaces and concerns that other students may not be showing consideration for others when using our spaces.	• Continue to regularly rove through the spaces on a regular basis to monitor noise and activity. More regular roving is scheduled in the lead up to exams. • Remind students if they need assistance in our library spaces or want to report any issues they can contact us via askUWA or Please Assist Me (PAM) SMS service.

Computers, Power Points and Network	Issues with the performance and reliability of the wireless access, issues with PCs being slow to log into, and powerpoints not working. Requests for the flexibility to plug in laptops to library monitors, more power points and charging stations, and more accessible power points.	• Remind students:
		  - KVM switches are available on the majority of Library PCs and these enable you to connect your laptop to the monitor to create a dual display.
		  - There are charging cables and extension cords available for loan from all information desks.
		  - Faulty or broken equipment can be reported via askUWA or PAM.
		• Student Library Officers to check powerpoints once a semester as part of their regular rostered tasks.

Disability access	Feedback about the EDFAA Library lift not being accessible (due to swipe card access) and a request for consultation on the Resources Room.	• Explore potential to make the EDFAA lift open to everyone – will need to relocate Security gates. • Work with Uni Access to survey students registered to use the Resources Rooms at Reid and Barry J Marshall libraries. This may inform the Reid refurbishment project plans.
Facilities	Concerns raised on the level of cleaning and requesting improved hand dryers and hands free access to toilets.	• Antibacterial wipes and hand sanitiser dispensers are available at multiple locations throughout the libraries. • In response to the feedback, hand dryers at the Barry J Marshall Library were replaced and hand dryers at other locations were checked for quality.
Opening hours	Requests for extended opening hours for all libraries.	• Opening hours are based on door entry and usage statistics which are reviewed each semester to determine our opening hours. • Reid Library is currently undergoing a security upgrade to increase the number of CCTV cameras to enable opening 24/7 for

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		longer periods of the year (currently 24/7 access is available around exam periods only).
Study spaces	Requests for more seating options, individual study spaces, group study spaces, and enclosed and private spaces.	- Incorporate feedback into the planning for the Reid Refurbishment project. - Review furniture at Beasley Library's top floor to determine if new furniture should be sourced.

Information Resources

Topic	Student Feedback	Library Actions
Issues for specific student groups	Postgraduate students rated OneSearch lower than other cohorts. Albany students reported difficulties with using OneSearch.	- Promote database searching through Twitter, HDR inductions, and Research Support Workshops, as directly searching databases may be more useful to HDR students than searching via OneSearch. - Promote OneSearch Toolkit resources to Albany Unit Coordinators. - Remind Albany Students of the request and delivery options available to them.
OneSearch	Feedback on the relevancy of search results and the user interface.	- Raise feedback on specific features through enhancement requests to the vendor. - Implement features that cover search relevancy and user interface that are coming up in future releases of the software (e.g. features to manage typos and variations in search terms, personalisation features, etc.).

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