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2006 Library Client Satisfaction Survey Results

Awesome! I love the Library!

Every two years University Libraries across Australia and New Zealand survey their students and staff. This is an opportunity to rate the Library's services and resources, and to make suggestions for improvements. These surveys are administered by an independent agency. CSU Library patrons were surveyed in late August 2006. [Further details on survey response rates and results are available.](#)

The CSU Library team received the final results, extensive analysis of the data and over 170 pages of comments and suggestions late last year. The Library team has been very, very busy over the last few months combing through the results and developing strategies to address many of your concerns and suggestions.

I love the services for DE students!

This is the most welcoming Library I have ever been in. The resources are great, the staff are excellent and resources are ordered in promptly to meet my needs. Thanks.

This is the best uni library I've ever experienced...What makes the Library unique in my experience is the warmth, care, interest and commitment of the amazing staff - THANK YOU.

The library service I have received has consistently met my needs as DE student at an extremely high standard...it continually amazes me the fantastic service (that) the library staff provide to us.

What you told us and what the Library team has done and will do:

You told us that:	The Library team have:	The Library team will:
<p>The Library website is difficult to use.</p>	<ul style="list-style-type: none"> • Modified a number of key web pages including Reserve, eBooks 	<ul style="list-style-type: none"> • Conduct a follow up survey in April to find out more about your concerns • Conduct usability testing and improve website based on findings • Redesign the web site utilising your feedback and suggestions

<p>The Library catalogue is difficult to use.</p>	<ul style="list-style-type: none"> • Simplified the Reserve search option • Included more records with contents and/or abstracts in the catalogue 	<ul style="list-style-type: none"> • Improve the request option • Provide easier access to your borrower details • Conduct usability testing and improve catalogue based on findings
<p>The Library needs more online journals.</p>	<ul style="list-style-type: none"> • Purchased an additional 1800+ online journals 	<ul style="list-style-type: none"> • Move more journal titles from print to online • Purchase more journal titles to support learning and research
<p>More eBooks are needed for DE and offshore students.</p>	<ul style="list-style-type: none"> • Investigated and trialled a number of eBook collections 	<ul style="list-style-type: none"> • Purchase more textbooks and recommended readings in eBook format
<p>The Library should have more computers.</p>	<ul style="list-style-type: none"> • Acquired extra laptops for Albury, Thurgoona and Orange • Made more computers available in the Bathurst Learning Commons 	
<p>Undergraduate DE students need longer loan periods.</p>	<ul style="list-style-type: none"> • Extended loan periods from two to four weeks for all DE students 	
<p>Students on practicum need more flexible loan periods</p>	<ul style="list-style-type: none"> • Extended loan periods to duration of practicum plus one week. 	
<p>More current titles are needed in some discipline areas.</p>	<ul style="list-style-type: none"> • Extra resources have been purchased in the areas you nominated. 	<ul style="list-style-type: none"> • Additional resources will be purchased to support learning and research..

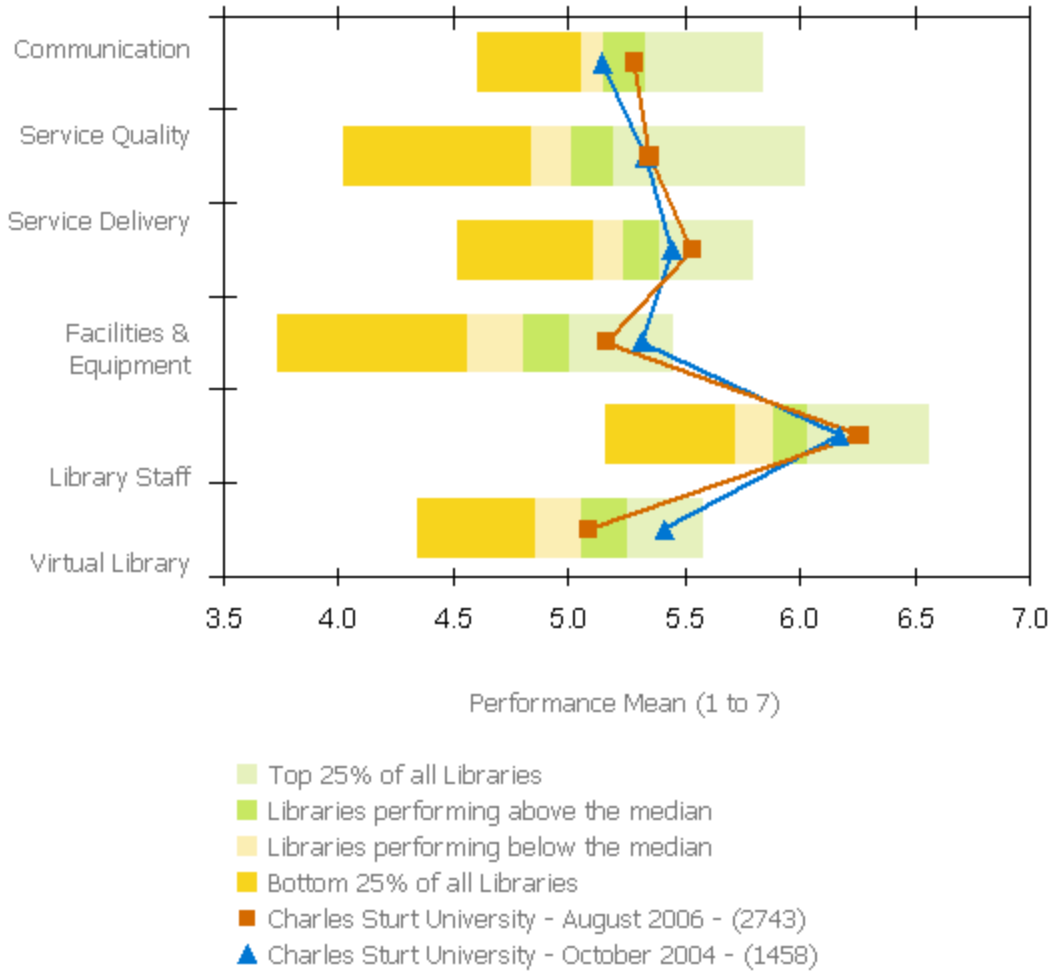
<p>The Libraries should be open for longer hours.</p>	<ul style="list-style-type: none"> • Opened the Learning Commons at the Bathurst Library with 24 hour access • Extended the hours of operation for the Library's DE 1800 help line. • Developed a range of online services and guides to answer those questions you have at 3.00 am! 	<ul style="list-style-type: none"> • Learning Commons with 24 hour access are planned at Orange, Thurgoona and Wagga
<p>Keep me up to date with new resources and services</p>	<ul style="list-style-type: none"> • Developed the Library blog • Utilised forums and What's New to communicate with students and staff • Developed promotional material such as bookmarks, online guides. 	<ul style="list-style-type: none"> • Introduce RSS and Podcast services for New Titles, News and other information • Develop a space on the Library's home page to highlight new services and resources

For further details, the [full Rodski report](#) is also available. Please note, this is a large file (3MB).

How CSU is performing in comparison to other University Libraries.

In March 2007 Insync Surveys, formerly Ambit Insights and Rodski Survey Research, launched the CAUL (Council of Australian University Libraries) members' 2006 Library Client Survey results. The results feature a five year all time high in client satisfaction and library quality scores. Check (<http://surveys.insyncsurveys.com.au/portal/caul/members/Reports/2006-CAUL-Results.pdf>) for the summary of these results.

Charles Sturt University - Individual Library Results



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