




THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

LIBRARY  
*Enriching world-class scholarship*

## Client Satisfaction Survey 2007



**Your Library... have your say**


5th UQ Library Client Satisfaction Survey  
Online or On Paper

**Monday 13 August – Saturday 8 September, 2007**

Complete the survey online at:  
<http://www.library.uq.edu.au/survey>  
or  
**Paper forms** are available  
in all branch libraries.



**ENTER THE PARTICIPANTS' PRIZE DRAW**  
An iPod will be given away to ONE lucky  
respondent EACH WEEK of the survey.



The analysis of the responses to the **Client Satisfaction Survey** identified gaps between your perceptions of the *importance* of an item and your perception of the Library's *performance* for that item. The items with the largest gaps are the things we have tried to focus attention on.

Here are our responses.

## Library Responses to the top five issues you identified for the Library as a whole and for each Branch Library

<b>Whole of Library</b>	
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>• More laptops are being acquired in Biological Sciences Library (BSL), Social Sciences and Humanities Library (SSAH), Gatton Campus Library and Mater Hospital Library.</li> <li>• Recharge cabinets for personal laptops have been installed in the Law Library as a pilot.</li> <li>• Computer availability screens have been installed in SSAH and BSL.</li> <li>• Website <a href="http://askit.uq.edu.au/computer_availability">http://askit.uq.edu.au/computer_availability</a> shows availability of computers across all branches.</li> <li>• Extended hours in several branches (BSL until midnight) increases access to computers.</li> <li>• Facilities booking system (<a href="http://www.library.uq.edu.au/fbs/">http://www.library.uq.edu.au/fbs/</a>) allows students to book rooms with computers.</li> <li>• Lower level of Gatton Library now 24x7 access, extending availability of computers.</li> </ul>
Individual seating is adequate	<ul style="list-style-type: none"> <li>• Individual seating is provided in quiet zones in all libraries.</li> <li>• BSL is acquiring more individual seating.</li> <li>• New ergonomic chairs have been installed in individual study areas.</li> <li>• Refurbishment of Level 4 in the Law Library has allowed for more (bookable) space.</li> <li>• Quality of seating has been improved by re-upholstering, re-covering, replacing.</li> <li>• Facilities Booking System (<a href="http://www.library.uq.edu.au/fbs/">http://www.library.uq.edu.au/fbs/</a>) allows for booking individual study rooms or lockable desks in advance.</li> </ul>
The Library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• Collections budget has been restructured to allow targeting of areas in need of development.</li> <li>• The Library is buying more eBooks.</li> <li>• The Library has purchased backsets of electronic files of journals, extending the collection and enhancing access.</li> <li>• Document Delivery has been made available to undergraduates for the first time, allowing them to request items/articles not held in the UQ Library.</li> </ul>
Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>• Extended opening hours at Gatton (24x7), BSL (up to mid-night five nights per week) and Law give more opportunity.</li> <li>• Facilities Booking System – opportunity to book quiet rooms in advance.</li> <li>• BSL is acquiring more individual study carrels.</li> <li>• SSAH introduced a system of zoning floors as quiet study areas or areas where group work is permitted.</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• BSL open until midnight five nights per week.</li> <li>• Gatton Library is open 24x7 on lower level.</li> </ul>

	<ul style="list-style-type: none"> <li>• Reconfigured hours in other branches (Law) to better suit usage patterns.</li> </ul>
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<b>Biological Sciences Library</b>	
Individual seating and quiet study space	<ul style="list-style-type: none"> <li>• Continued to promote and reinforce the policy of “The higher you go, the quieter it gets” so that levels 3 and 4 are quiet areas for individual assignment writing and study, whilst levels 1 and 2 are group areas.</li> <li>• Requested soundproof sealing of the partitions between the group rooms on level 3, the smaller rooms being especially a problem. This has been completed.</li> <li>• Requested and been allocated funds in the 2008 budget for the purchase of single study desks to be included in appropriate areas throughout the building.</li> <li>• Requested and been allocated funds in the 2008 budget for additional tables and chairs in the High Use Area on level 1 to provide additional space for the use of materials in this collection.</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• This has been directly addressed through the trial of <i>Late nights at the Library</i> during Semesters 1 and 2 in 2008. This has extended the span of opening hours by 19 to a total of 97 hours per week during each semester. The trial will be evaluated at the end of the year with a view to continuing in the future.</li> </ul>
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>• It is hoped that additional opening hours will also partially address this, by making computers accessible through a wider span of hours.</li> </ul>
Library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• This is being taken into consideration as Liaison Librarians undertake their collection development activities.</li> </ul>
Water fountain	<ul style="list-style-type: none"> <li>• A water fountain was ordered in late February for installation on level 1 on the outer wall of the Parenting Room. This will provide cooled water at a convenient location for all library clients. Property and Facilities has also installed an outdoor drinking fountain adjacent to the building in the vicinity of the coffee shop.</li> </ul>

<b>Dentistry Library</b>	
<p>Opening hours meet my needs</p> <p>Quiet study facilities are adequate</p> <p>Group study facilities are adequate</p> <p>The library collection is adequate for my needs</p> <p>Individual seating is adequate</p>	<ul style="list-style-type: none"> <li>• Campus wide access for undergraduates to document delivery services.</li> <li>• Copies of all available Dentistry set textbooks have been ordered and will be placed in the High Use collection at Biological Sciences Library. This will give Dentistry students access to them when the Dentistry Library is not open.</li> <li>• Pathology slides used for Dentistry courses are now available on Biological Sciences computers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Divider screens strategically placed in the reading area to minimise noise.</li> </ul>
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<b>Dorothy Hill Physical Sciences and Engineering Library</b>	
<p>Access to computers to support study/research is adequate</p> <p>The library catalogue is easy to use</p> <p>Access to electronic resources is easily available</p> <p>Individual seating is adequate</p> <p>The Library collection is adequate for my needs</p>	<ul style="list-style-type: none"> <li>• Five more laptops have been made available for loan in 2008</li> <li>• A computer has been installed in the Don Carruthers eZone</li> <li>• The Don Carruthers eZone has been added to the online booking system, extending its availability to postgraduate students as well as staff</li> <li>• Computer availability monitor installed on level two</li> <li>• 20 more power points to be installed throughout the library</li> <li>• Water cooler to be installed on level three</li> </ul> <p>In addition to the above short- term measures, we are planning to refurbish a number of areas in the DHPSE Library. The focus of the refurbishment will be to enhance access to computers, upgrade study facilities and in general make better use of the space available. These plans include:</p> <ul style="list-style-type: none"> <li>• Installation of two plasma screens on level one</li> <li>• Creation of a small training room alongside the existing eZone –to accommodate small classes and that can also be used to extend the capacity of the existing facility</li> <li>• Replacement of individual carrels with group/ flexible desks for quiet group study</li> <li>• Refurbishment of the existing group rooms, including installation of plasma screens and cabling</li> </ul>

<b>Fryer Library</b>	
Individual seating is adequate	<ul style="list-style-type: none"> <li>• In the Graduate Study Centre there are 60 individual study desks and 12 private study rooms. An online booking system for the rooms was introduced to ensure equitable access to these facilities.</li> </ul>
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>• The Graduate Study Centre has full access to wireless service. 54 of the desks have power. 53 have data.</li> </ul>
Photocopying & printing facilities are adequate	<ul style="list-style-type: none"> <li>• There is access to a photocopier on level 1 of Duhig building. This machine also allows network printing.</li> </ul>
Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>• During peak times demand for study spaces is high. There is no room for expansion of the resources in the current facilities.</li> </ul>

<b>Gatton Library</b>	
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• Due to insufficient use no changes in library opening hours is planned. The opening hours from 2007 were further cut for 2008.</li> <li>• To provide greater access for students a 24x7 study centre has been developed for the lower level of the</li> </ul>

	library which provides students access to computers, printer and group study areas.
Library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• Library fund allocation continues to develop the collection.</li> <li>• Extra funding will be sought to support any new courses.</li> <li>• 3 day and 7 day loans have been reduced to allow students to request these titles and thus better access.</li> <li>• Intercampus document delivery will assist in providing access to print only journals held at other campuses.</li> </ul>
Library catalogue is easy to use	<ul style="list-style-type: none"> <li>• The new webpage is designed to assist this</li> </ul>
Access to electronic resources is easily available	<ul style="list-style-type: none"> <li>• The new webpage designed and access functions should assist this.</li> <li>• More resources, especially journals, are available electronically.</li> </ul>
The Library website is easy to use	<ul style="list-style-type: none"> <li>• The new webpage is designed to assist this.</li> </ul>

<b>Graduate Economics and Business Library</b>	
Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>• Furniture has been re-arranged to provide quieter environment in part of the library.</li> <li>• Improved signage in the branch</li> <li>• An online facilities booking system has been introduced. The system shows the availability of individual and group study rooms and allows for rooms to be booked in advance.</li> <li>• Monitoring of mobile phone usage</li> </ul>
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>• Computers are rarely fully occupied</li> <li>• Wireless is available throughout the branch for those with laptops</li> <li>• A computer has been moved into a group room.</li> </ul>
Individual seating is adequate	<ul style="list-style-type: none"> <li>• Additional chairs and tables have been purchased</li> <li>• Monitoring of seating reveals that occupancy of seats is rarely at capacity.</li> <li>• An online facilities booking system has been introduced. The system shows the availability of individual study rooms and allows for rooms to be booked in advance.</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• Opening hours have been maintained. Weekend and late afternoon usage statistics do not justify extending hours.</li> <li>• Percentage of journal collection available electronically has continued to increase</li> <li>• More eBooks have been purchased</li> </ul>
Group study facilities are adequate	<ul style="list-style-type: none"> <li>• An online facilities booking system has been introduced for group rooms in all branches. The system shows the availability of group study rooms and allows for rooms to be booked in advance.</li> <li>• Branch Group Rooms are rarely booked out for the entire day during opening hours</li> </ul>

<b>Herston Health Sciences Library</b>	
1. The library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• An automatic door has been installed and the training room will be set up to provide after-hours access to both University of Queensland and Queensland Health computers.</li> <li>• Three more QH computers will be purchased to access databases and electronic resources provided by QH.</li> <li>• Hospital access to full text journals - focus group held 27/3; new hospitals portal developed; combined AtoZ listing with QH completed; walk-in access being promoted; gaps/recommendations forwarded to Lisa</li> <li>• Core collection of MBBS textbooks is now available at more teaching hospitals (eg. Redcliffe, TPC, Nambour, Redlands, Ipswich, QEII)</li> <li>• New undergraduate document delivery service – further promotion to MBBS students is required</li> <li>• Perspex holders installed on shelf ends and journal list being developed to better promote the collection.</li> <li>• Laptop cupboard has been requested to loan three laptops (already purchased) to UQ staff and students.</li> </ul>
2. Access to electronic resources is easily available	
3. Off-campus access to electronic information resources & services is adequate	
4. The library catalogue is easy to use	
5. Opening hours meet my needs	

<b>Ipswich Library</b>	
Library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• Library fund allocation continues to develop the collection.</li> <li>• Extra funding will be sought to support any new courses.</li> <li>• Intercampus document delivery will assist in providing access to print only journals held at other campuses.</li> </ul>
Access to electronic resources is easily available	<ul style="list-style-type: none"> <li>• The new webpage designed and access functions should assist this.</li> <li>• More resources, especially journals, are available electronically.</li> </ul>
Library catalogue is easy to use	<ul style="list-style-type: none"> <li>• The new webpage is designed to assist this.</li> </ul>
Course specific resources are easy to find and access	<ul style="list-style-type: none"> <li>• The new webpage is designed to assist this.</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• There will be no increase in hours for 2008. The usage statistics indicate the current hours are more than adequate and reductions may possibly be made.</li> </ul>

<b>Law Library</b>	
Photocopying & printing facilities are adequate	<ul style="list-style-type: none"> <li>• Printing facilities have not changed 2007 – 2008. However the fact that some problems can be fixed remotely means that problems can be remedied more quickly.</li> <li>• On the budget for 2008 is the conversion of one</li> </ul>

	photocopier on Level 4 to a photocopier/network printer.
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>Rather than provide laptops for student use, Law has provided as part of the 2008 refurbishment, 15 Laptop Recharge Stations for student use. These provide up to 3hrs recharge and storage which should encourage students to bring their own laptops to the Library.</li> </ul>
Individual seating is adequate	<ul style="list-style-type: none"> <li>114 carrels were available for use on level 4. However a survey in Sem 1 2007, showed that with the exception of the 2 weeks of revision and examination period these had a very poor occupancy rate, and that the best used type of seating was individual study rooms. See below.</li> </ul>
Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>The survey conducted Sem 1 2007 indicated that the most consistently used type of seating was individual study rooms. Since more rooms were not possible, individual study space in the form of lockable desks were installed in place of the individual carrels in one area of level 4. These have proved popular and will become more so once power is available from all desks.</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>Opening hours for 2008 have changed. It was observed that a large number of students sat outside the Library in the mornings, waiting for it to open and that there was poor use of the Library between 9pm and 10pm. A trial of Friday evening opening until 8pm during Semester 2, 2007 had also indicated a demand for the Law Library to be open beyond 5pm on Fridays. Although the Law Library is open for the same number of hours in 2008 as it was in Semester 1, 2007, it now opens and closes earlier, except on Friday evenings when it closes at 6.30pm.</li> </ul>

<b>Mater McAuley Hospital Library</b>	
1. Opening hours meet my needs	<ul style="list-style-type: none"> <li>UQ Wireless access now working</li> </ul>
2. The library collection is adequate for my needs	<ul style="list-style-type: none"> <li>Hospital access to full text journals - focus group held 27/3; new hospitals portal developed; combined AtoZ listing with QH under development;</li> </ul>
3. Off-campus access to electronic information resources & services is adequate	<ul style="list-style-type: none"> <li>More training - more tailored classes now offered, and have been better attended</li> </ul>
4. Access to electronic resources is easily available	<ul style="list-style-type: none"> <li>UpToDate access - now available via Mater Intranet</li> <li>Survey on training times - could survey via Intranet, however, inquiring participants are asked about preferred times before the next month's classes are set.</li> </ul>
5. Online help services are adequate	<ul style="list-style-type: none"> <li>Self service facility (auto-loan machine) operational from January 2008</li> <li>Two extra Mater Intranet PCs requisitioned</li> </ul>

<b>Princess Alexandra Hospital Library</b>	
<ol style="list-style-type: none"> <li>1. Opening hours meet my needs</li> <li>2. The library collection is adequate for my needs</li> <li>3. Off-campus access to electronic information resources &amp; services is adequate</li> <li>4. Access to electronic resources is easily available</li> <li>5. The library catalogue is easy to use</li> </ol>	<ul style="list-style-type: none"> <li>• Hospital access to full text journals - focus group held 27/3; new hospitals portal developed; seamless access through the UQ/QH combined Ebsco A to Z listing on Clinical Knowledge Network under development;</li> <li>• Auto Loan Machine installed.</li> <li>• USBs are now available for loan.</li> <li>• Signage installed advising clients to keep the noise to a minimum in consideration of others using the library.</li> <li>• Cards to hand out to those using mobile phones to move to designated mobile phone areas in consideration of other users.</li> <li>• A process and an awareness campaign being developed to open the E-zone for Senior Nursing staff and others with an educational reason and authorisation from their line manager.</li> <li>• Additional set of MBBS texts have been purchased and placed in Reference for library use, ensuring 1 copy is always available in the library.</li> <li>• Textbook survey is currently being undertaken by MBBS librarians.</li> </ul>
<ol style="list-style-type: none"> <li>6. Opening hours meet my needs</li> <li>7. The library collection is adequate for my needs</li> <li>8. Off-campus access to electronic information resources &amp; services is adequate</li> <li>9. Access to electronic resources is easily available</li> <li>10. The library catalogue is easy to use</li> </ol>	<ul style="list-style-type: none"> <li>• Hospital access to full text journals - focus group held 27/3; new hospitals portal developed; seamless access through the UQ/QH combined Ebsco A to Z listing on CKN under development;</li> <li>• Auto Loan Machine installed.</li> <li>• USBs are now available for loan.</li> <li>• Signage installed advising clients to keep the noise to a minimum in consideration of others using the library.</li> <li>• Cards to hand out to those using mobile phones to move to designated mobile phone areas in consideration of other users.</li> <li>• A process and an awareness campaign being developed to open the E-zone for Senior Nursing staff and others with an educational reason and authorisation from their line manager.</li> <li>• Additional set of MBBS texts have been purchased and placed in Reference for library use, ensuring 1 copy is always available in the library.</li> <li>• Textbook survey is currently being undertaken by MBBS librarians.</li> </ul>

<b>Rural Clinical Service Library</b>	
Off-campus access to electronic information resources & services is adequate	<ul style="list-style-type: none"> <li>• Internet quota has been increased to 1Gb by RCS (Toowoomba); Hervey Bay student have 1Gb also; 1gb at RCS (Rockhampton), 1gb at RCS (Bundaberg) but situation is further being modified, roll out will be before July 2008. Details to be announced.</li> </ul>



Wireless facilities are adequate	<ul style="list-style-type: none"> <li>• Wireless access in new RCS building (Toowoomba); investigating Eduroam access at Hervey Bay Library.</li> <li>• Wireless access at the RCS (Bundaberg) Teaching and Learning centre is available, access method is via VPN. Investigations are taking place to modify this to only Quotient as used at UQ in Brisbane. Wireless access at RCS (Rockhampton) is currently unavailable but is being further investigated for the new Library facility.</li> </ul>
Group study facilities are adequate Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>• Group study table (with accessible laptop ports/powerpoints) ; study room with study bench and four PCs; increase from 2 seats to 11 (Toowoomba)</li> <li>• Group study at RCS Bundaberg is adequate, with tables of several size in the main space and a separate tutorial group also available. Media viewing/computer projection is available in the tutorial room and at the large table in the main space.</li> <li>• The new library facility at RCS (Rockhampton) will include a tutorial room with media viewing/ computer projection facility. The main library spaces will also include groups study areas</li> </ul>
Opening hours meet my needs	<ul style="list-style-type: none"> <li>• Library and Resource Centre staffed by Librarian from 8.30-4.30 Monday to Friday; 24 hour access to study room (Toowoomba); Hervey Bay students have swipe card access to hospital library; no change with other library facilities.</li> <li>• The Teaching and Learning centre at Bundaberg is staffed between 8:30 - 4:45 Monday to Friday but access is available to UQ students and Hospital staff 24hrs a day, 7 days a week.</li> <li>• The library facilities at Rockhampton are staffed between 8:30 – 5:00 Monday to Friday but access is available to UQ students and Hospital staff 24hrs a day, 7 days a week with swipe card access.</li> </ul>

<b>Social Sciences and Humanities Library</b>	
Access to computers to support study/research is adequate	<ul style="list-style-type: none"> <li>• A computer availability screen has been installed in SSAH which shows the number and location of free pc's</li> <li>• The availability of computers across all branches can be checked via the Ask I.T. website</li> </ul>
Individual seating is adequate	<ul style="list-style-type: none"> <li>• An in-house usage survey was undertaken in 2007.</li> <li>• Floors have been designated either for individual or group study.</li> <li>• An online facilities booking system has been introduced. The system shows the availability of individual study rooms and allows for rooms to be booked in advance.</li> <li>• Seating will be reviewed as part of a planned refurbishment of the library</li> </ul>
Quiet study facilities are adequate	<ul style="list-style-type: none"> <li>• Floors have been 'zoned' into quiet and group study</li> </ul>

	<p>areas.</p> <ul style="list-style-type: none"> <li>• Improved signage re 'zoned' areas, mobile phone usage etc</li> <li>• An online facilities booking system has been introduced. The system shows the availability of individual study rooms and allows for rooms to be booked in advance.</li> <li>• Study facilities will reviewed as part of a planned refurbishment of SSAH library</li> </ul>
Access to electronic resources is easily available	<ul style="list-style-type: none"> <li>• More eBooks are being purchased</li> <li>• Increased access to journals content</li> </ul>
Library collection is adequate for my needs	<ul style="list-style-type: none"> <li>• The document delivery service has been extended to undergraduate students</li> <li>• There has been restructure of the collection development budget to support new courses and emerging research areas</li> </ul>